



Health and Disability Services  
Complaints Office

## **Statutory Review**

### ***Health and Disability Services (Complaints) Act 1995 (HaDSC Act) and Part 6 of the Disability Services Act 1993 (DS Act)***

#### **Terms of Reference**

1. Review the operation and effectiveness of the HaDSC Act and Part 6 of the DS Act.
2. Examine whether changes are required to the HaDSC Act and Part 6 of the DS Act to reflect best practice in complaints resolution for all health and disability service users.
3. Undertake public consultation to obtain stakeholder views.
4. Examine whether changes are required to respond to a changing environment in the health and disability service sectors.
5. Address any scope, policy or operational issues in the current legislation.
6. Make recommendations for consideration by Government on possible amendments to enhance and update the Acts.