

26 April 2024

Dr Joe McGirr MP  
Committee Chair  
Select Committee on Remote, Rural and Regional Health  
By email: [remoteruralregionalhealth@parliament.nsw.gov.au](mailto:remoteruralregionalhealth@parliament.nsw.gov.au)

Dear Dr McGirr

**NSW Ombudsman submission – implementation of Portfolio Committee No 2 recommendations relating to delivery of specific health services and specialist care in remote, rural and regional NSW**

Thank you for your invitation to make a submission to the above inquiry dated 23 February 2024.

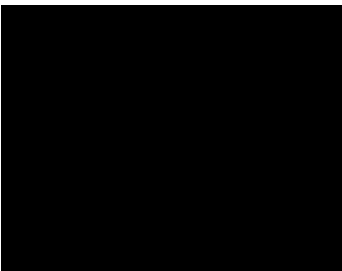
Under Terms of Reference dated 9 February 2024, the Committee is seeking any updates or further observations relating to the progress of implementing Portfolio Committee No. 2 recommendations relating to workforce issues, workplace culture and funding issues, as per the Select Committee on Remote, Rural and Regional Health's previous inquiry<sup>1</sup>.

The NSW Ombudsman provided submissions on 13 October 2023 and December 2022, which are included by way of background. In essence, the Committee made a number of recommendations to Government, including a recommendation (41) to establish a 'health administration ombudsman'. As the NSW Ombudsman already holds the statutory functions proposed of a health administration ombudsman, additional funding was sought and received to raise awareness and enhance our capacity to respond to health administration complaints.

Our December 2022 submission set out proposed actions of the NSW Ombudsman's office to address issues including visibility, awareness, investigations capacity and whistle-blower protections. Attached is our April 2024 status update on those proposed actions.

Please contact me if you require further information.

Yours sincerely



Paul Miller  
**NSW Ombudsman**

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<sup>1</sup> Portfolio Committee No 2 May 2022 report, 'Health outcomes and access to health and hospital services in rural, regional and remote NSW'