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Consumer Health Regulators Group Meeting Minutes

Meeting time and date	9 am, 17 May 2018		
Meeting number	CHRG 2018/02	Issue number	1
Locations	Canberra - 23 Marcus Clarke Street, Sydney - Level 20, 175 Pitt Street Melbourne – Level 17, Casselden, 2 Lonsdale Street		
Members	Australian Competition and Consumer Commission (Chair)	Scott Gregson, Tim Grimwade, Sharon Clancy, Robert Albertson Kill	
	Australian Health Practitioner Regulation Agency	Helen Townley, Luisa Interligi	
	Department of Health (Therapeutic Goods Administration)	Nicole McLay	
	NSW Health Care Complaints Commission	Sue Dawson	
	Private Health Insurance Ombudsman	David McGregor	
	Victorian Health Complaints Commissioner	Karen Cusack	
Observers	NSW Commissioner for Fair Trading	Rose Webb	
	Consumer Affairs Victoria	Naomi Lay, Mark Kennedy	
Apologies	Lynne Gillam and Ros Bauer (Department of Health)		

1. Welcome from Chair

Mr Gregson welcomed everyone to the meeting and introduced Karen Cusack, Victorian Health Complaints Commissioner, to the group.

2. Minutes

- a) Minutes of the meeting held on 15 February 2018 were accepted.
- b) Action items
 - Letter to [REDACTED] – members supported sending the revised letter. The ACCC will send the letter.

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3. Standing items

a) Register of matters

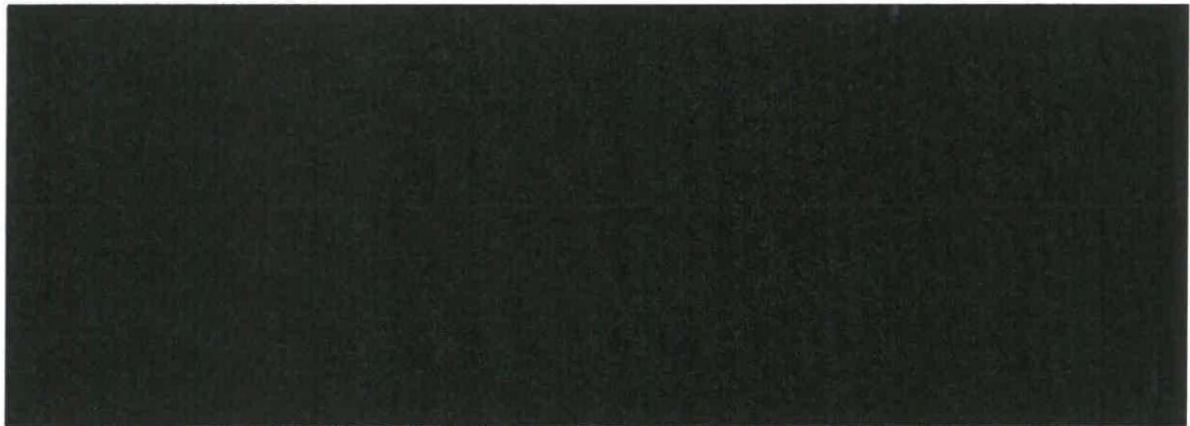


ii. *Advertising complaints*

The ACCC briefly spoke about the summary of ACCC contact data related to health insurance, specialist medical services and other allied health services.

Action: AHPRA will provide an update on its work in relation to advertising complaints at the next meeting. NSW HCCC and AHPRA will share advertising complaint data.

b) Reports from members on new or emerging matters



iii. *Dentistry products*

TGA reported that it is developing a plan to deal with imports by dentists of products that are outside of the regulatory framework.



v. *Bupa health insurance*

PHIO will shortly release a report about a detrimental rule change by Bupa under which Bupa will not pay benefits above the minimum level for the medical gap if it does not have a contract with the hospital at which treatment is delivered. This rule change has affected the ability of consumers with Bupa health insurance to access private hospitals in regional areas.

Action: PHIO will circulate a copy of the report to group members. The ACCC will contact PHIO to discuss this matter in more detail.

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4. New member - Victorian Health Complaints Commissioner

Ms Cusack gave a presentation about the role and powers of the Victorian Health Complaints Commissioner. Current areas of focus for the VHCC include beauty and cosmetic clinics, conversion therapy and privately funded drug and alcohol treatment providers.

5. Therapeutic Goods Advertising Code and advertising reforms

Ms McLay provided an update on the implementation of the Therapeutic Goods Advertising Code 2018 and advertising reforms. The code will take effect on 1 July 2018.

Public consultation on the draft Therapeutic Goods Advertising Code 2018 and associated guidelines recently closed. This consultation has identified transition to the new code and the regulatory approach to testimonials and celebrity endorsements as issues for consideration.

Ms McLay discussed transition arrangements to the new code and TGA's preparations for enforcing the new code. TGA provided a copy of its proposed complaints handling model once a breach is established.

Action: ACCC to circulate a copy of TGA's proposed complaints handling model to members.

6. Options for next chair of the Consumer Health Regulators Group

Mr Gregson invited members to consider becoming the next chair of the group. The ACCC offered to assist the new chair with preparations for the next meeting, and ACCC facilities will continue to be available for group meetings if needed.

Action: ACCC to send out a note about the next chair to members.

7. Other business

a) ACCC private health insurance report

Mr Grimwade stated that the ACCC's private health insurance report for 2016-17 will be provided to government in July. The report will focus on key competition and consumer developments and trends in the private health insurance industry during the reporting period that impacted on consumers' health cover and out-of-pocket expenses.

b) NSW Committee on the Health Care Complaints Commission inquiry into cosmetic health service complaints

Ms Dawson reported that all submissions to the inquiry will be published, and hearings have been scheduled for 1-2 August 2018.

c) Body modification

Ms Dawson stated that NSW HCCC [REDACTED] [REDACTED] has recently issued a public warning about unsafe practices involving subdermal implants inserted for "extreme" body modification purposes.

The meeting closed at 10.30am

Next meeting – August 2018