

# Released under FOI

## Consumer Health Regulators Group Meeting Minutes

<b>Meeting time and date</b>	9 am, 27 July 2017		
<b>Meeting number</b>	CHRG 2017/02	<b>Issue number</b>	1
<b>Locations</b>	Canberra - 23 Marcus Clarke Street		
	Sydney - Level 20, 175 Pitt Street		
	Melbourne - Level 35, The Tower 360 Elizabeth Street		
	Adelaide - Level 2, 19 Grenfell Street		
<b>Members</b>	Australian Competition and Consumer Commission (Chair) (ACCC)	Scott Gregson, Sharon Clancy, Kerin Callard, Wynette Neil (Secretariat), David Salisbury	
	Australian Health Practitioner Regulation Agency (AHPRA)	Diana Newcombe, Rachel Griffiths, Helen Townley	
	Department of Health (Therapeutic Goods Administration) (TGA)	Ross Hawkins, Pio Cesarin	
	NSW Health Care Complaints Commission (HCCC)	Sue Dawson	
<b>Observers</b>	Private Health Insurance Ombudsman (PHIO)	David McGregor	
	Department of Health	Ros Bauer	
<b>Apologies</b>	Lynne Gillam (Department of Health)		

### 1. Welcome from Chair

Mr Gregson welcomed everyone to the meeting. All participants introduced themselves.

### 2. Minutes

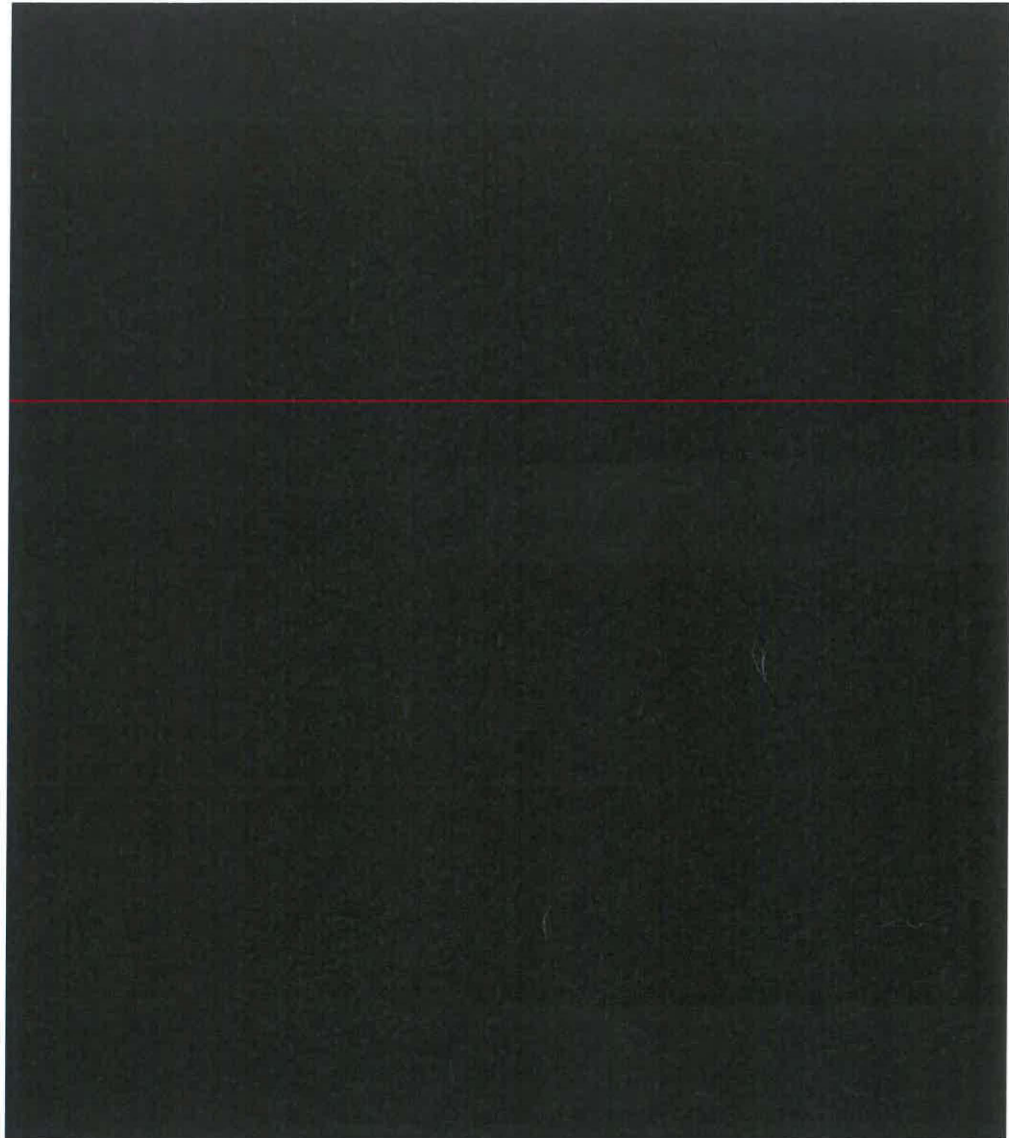
Minutes of the meeting held on 11 May 2017 were accepted.

### 3. Standing items

#### a) Updates from members

**AHPRA forum on responsible advertising in healthcare on 9 August – AHPRA**  
Ms Griffiths and Ms Townley provided an update on the AHPRA forum that is to take place on 9 August.

**Action:** AHPRA will share the forum program with group members when it is finalised.



***ACCC Private Health Insurance Report – ACCC***

David Salisbury briefly reported on the ACCC's Private Health Insurance Report 2015-2016 which was released on 18 July 2017.

***Proceedings against NIB Health Funds Limited – ACCC***

Mr Gregson advised that the ACCC instituted proceedings against NIB Health Funds Limited at the end of May. This action follows the ACCC 's proceedings against Medibank in June 2016.

**b) Register of matters**

**Medical Weightloss Institute**

Ms Dawson advised that the HCCC issued a public warning about the Medical

Weightloss Institute (MWI) in March 2017. 



#### **4. AHPRA's work with the chiropractic profession**

Ms Newcombe and Ms Griffiths provided an overview of the work AHPRA has done with the chiropractic industry since 2013 which has resulted in a systematic change to how the national boards deal with compliance concerns about practitioners.

**Action:** AHPRA will provide the Group with more detail about its learnings from this program of work.

#### **5. TGA's new complaints handling framework**

Mr Cesarin presented on the TGA's new role as the single body responsible for handling advertising complaints from 1 July 2018.

#### **6. Options for future joint work**

This item did not proceed due to time constraints.

#### **7. Triaging and Prioritising of matters**

This item did not proceed due to time constraints.

#### **8. Other Business**

Group members did not raise any other business.

The meeting closed at 11am (Canberra time).

**Next meeting** – It was suggested that the next meeting take place on either 28 September or 12 October 2017.

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## Consumer Health Regulators Group

### Register of Matters

<b>Date</b>	<b>Description</b>	<b>Lead</b>	<b>Future Action</b>
May 2017	Chiropractic profession	AHPRA	Presentation at CHRG meeting on 27 July

May 2017

