1. The Health Ombudsman is established under section 24 of the *Health Ombudsman Act 2013* (the Act).
2. Section 25 of the Act provides that the Health Ombudsman’s main functions are to:
3. receive health service complaints and take relevant action to deal with them under the Act;
4. identify and deal with health service issues by undertaking investigations, inquiries and other relevant action;
5. identify and report on systemic issues in the way health services are provided, including issues affecting the quality of health services;
6. monitor the performance of functions of the National Boards and the Australian Health Practitioner Regulation Agency (Ahpra) relating to the health, conduct and performance of registered health practitioners who provide health services in Queensland; and
7. provide public reports about the health services complaints management system.
8. The Health Ombudsman is also required to report to the Minister for Health and Ambulance Services and the Health and Environment Committee of the Queensland Parliament on the administration of the health service complaints management system in Queensland, the performance of the Health Ombudsman’s functions and the performance of Ahpra and the National Boards in relation to health service complaints in Queensland.
9. Under section 256 of the Act, the Health Ombudsman is also the head of the Office of the Health Ombudsman (OHO). The OHO is established under section 253 of the Act to assist the Health Ombudsman to perform the functions of that position.
10. Cabinet endorsed that Dr Lynne Coulson Barr OAM be recommended to the Governor in Council for appointment as Health Ombudsman for a term of four years commencing on 15 January 2022 up to and including 14 January 2026.
11. *Attachment*:
* Nil.