1. In June 2016 the Health, Communities, Disability Services and Domestic and Family Violence Prevention Committee (the Committee) resolved to conduct an inquiry into the performance of the Health Ombudsman’s functions pursuant to section 179 of the *Health Ombudsman Act 2013.*
2. The Committee tabled its report in December 2016. The Committee noted significant concerns that the Office of the Health Ombudsman is failing to meet its statutory timeframes for managing health service complaints. The Committee did not consider it necessary to make fundamental changes to the health complaints system. However, the Committee made four initial recommendations aimed at improving the performance of the system:
* Recommendation 1: That the Queensland Government investigate the merits of amending the *Health Ombudsman Act 2013* to introduce a joint consideration process for health service complaints between the Office of the Health Ombudsman (OHO) and the Australian Health Practitioners Regulation Authority (AHPRA) and the Health Practitioner National Boards (National Boards).
* Recommendation 2: That the Queensland Government consider options for ensuring potentially serious professional misconduct matters are able to be dealt with as a whole, rather than being split between the OHO and AHPRA and the National Boards.
* Recommendation 3: That the OHO, AHPRA and the National Boards produce a joint plan, which identifies the information needs of all parties and any barriers to the sharing of information, and an approach to resolving data issues that prevent nationally-consistent data about health service complaints.
* Recommendation 4: That the Queensland Government considers introducing amendments suggested by the Health Ombudsman.
1. The report’s recommendations 1, 2 and 4 provide an opportunity to develop improvements to health service complaints system in consultation with stakeholders.
2. Cabinet approved that the Government response adopt the Committee recommendations 1, 2 and 4 and support recommendation 3.
3. Cabinet approved tabling of the Government response to the Committee’s report.
4. *Attachments*
* [Health, Communities, Disability Services and Domestic and Family Violence Prevention Committee’s Report No. 31 - *Inquiry into the performance of the Health Ombudsman’s functions pursuant to section 179 of the Health Ombudsman Act 2013*](Attachments/Report.pdf)
* [Government response](Attachments/Response.pdf)