



**Queensland
Government**

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Contact: David Bartlett
Telephone: (07) 323 41193
Facsimile: (07) 323 71710
Email: David.Bartlett@dlgpsr.qld.gov.au

Office of the
Director-General

Department of
**Local Government, Planning,
Sport and Recreation**

26 JUL 2007

Ms Sheridan Groth
Research Director
Health Quality and Complaints Commission
Select Committee
Parliament House
George Street
BRISBANE QLD 4000

Dear Ms Groth

I refer to a letter of 10 July 2007 received from Mr Peter Lawlor MP, Chair of the Health Quality and Complaints Commission Select Committee inviting a submission on the operations of the Health Quality and Complaints Commission (HQCC).

It is with pleasure that I provide this submission, as maintaining the health and well-being of Queenslanders is of great importance to my Department, particularly through the health promotion aspects afforded by sport and physical activity.

An important feature of any quality health care system is the existence of a mechanism which facilitates continuous improvement. The HQCC's recently released health standards, the first health standards in Australia to have a statutory basis, provide evidence of the value of the HQCC to improving the quality of health care in Queensland.

Additionally, through its recently completed and publicised investigation into health care within the Cherbourg community, including the successful prosecution of a person for providing false and misleading information, the HQCC has demonstrated that it is operating in a sensitive, yet robust manner. An independent body such as the HQCC which adopts a robust approach to complaints investigation is clearly essential to fostering a culture of quality care and continuous improvement within Queensland's health care system.

I trust this information is of assistance to you.

Yours sincerely

 Michael Kinnane ESM FAIM
Director-General

Level 18 Mineral House
41 George Street Brisbane
PO Box 15031, City East Qld 4002
Telephone +61 7 3239 3216
Facsimile +61 7 3247 3679
Website www.dlgpsr.qld.gov.au
ABN 61 331 950 314