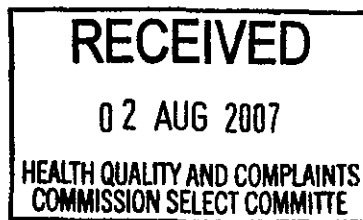


31<sup>st</sup> July 2007



The Chair  
Health Quality and Complaints Commission  
Select Committee  
Parliament House  
George Street  
Brisbane Qld 4000

Head Office  
56 Sylvan Road  
Toowong Q. 4066  
PO Box 1539  
Milton Q. 4064  
P: 07 3377 3377  
F: 07 3377 3366  
E: [head.office@bluecare.org.au](mailto:head.office@bluecare.org.au)  
[www.bluecare.org.au](http://www.bluecare.org.au)

Dear Peter Lawlor MP

**Re: Review of the performance of the Health Quality and  
Complaints Commission and the Health Quality and Complaints  
Commission Act 2006**

Blue Care is a large not for profit organisation providing aged and community health care services to some 13,000 clients daily across Queensland. These services are provided in our residential aged care facilities and our community allied health and respite centres and in the client's home.

To date, Blue Care's interactions with the Health Quality and Complaints Commission has been limited, due mainly to the nature of services provided by Blue Care. Therefore our feedback will be limited to comments regarding 'strategies to proactively engage providers and other entities about the quality of health services, including the making of standards and quality improvement processes'.

Early in the life of the Commission Blue Care requested representatives from the Commission to present regarding the role and function of the Commission to senior care staff from across the organisation. Our request was promptly accommodated with the CEO providing this forum with relevant information with a view to how it might impact our services.

Furthermore, during this presentation an opportunity was provided to ask questions regarding the standards and what would be Blue Care's reporting requirements to the Commission. Responses provided at the time helped to clarify any concerns / questions we had.

Therefore to that end, Blue Care believes that the Commission has actively engaged with us and made every effort to clarify and answer our questions. As an organisation with a strategic goal of providing quality care we welcome this opportunity to contribute to the review process.

Yours sincerely,

Kerry Andersen  
Director – Care Service

