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6 August 2007

Mr Peter Lawlor MP  
Chair  
Health Quality and Complaints Commission Select Committee  
Parliament House  
George Street  
**BRISBANE QLD 4000**

Dear Mr Lawlor

**RE REVIEW OF THE PERFORMANCE OF THE HEALTH QUALITY  
AND COMPLAINTS COMMISSION AND THE *HEALTH QUALITY  
AND COMPLAINTS COMMISSION ACT 2006***

Thank you for inviting the Crime and Misconduct Commission (CMC) to make a submission with respect to your Committee's review of the Health Quality and Complaints Commission (HQCC) and its governing legislation.

The CMC's main concern since the implementation of the *Health Quality and Complaints Commission Act 2006* has been the potential for inefficiencies to occur in dealing with allegations of official misconduct that relate to the health sector. As was evident in the *Queensland Public Hospitals Commission of Inquiry* this is a complex sector that requires all accountability bodies to work together in the common interest of the sector and take responsibility for protecting the health and well being of health users in Queensland.

To this end the HQCC has been instrumental in facilitating an agreed memorandum of understanding (MOU) between a number of key parties, including the CMC, for the coordination of responses to serious adverse health incidents. To date the approach, as outlined in the MOU, has created a marked improvement in cooperation between the parties as well as an enduring process for dealing with complaints of this nature.

Yours sincerely

**ROBERT NEEDHAM**  
Chairperson