

Question on Notice

No. 178

Asked on, Tuesday 26 February 2008

Mr PETER WELLINGTON asked the Attorney-General and Minister for Justice and Minister Assisting the Premier in Western Queensland (Mr Shine)

QUESTION:

With reference to delays experienced by people in obtaining a death certificate in Queensland — Will he investigate the causes for the delay in the issuing of death certificates and take whatever action appropriate to enable a quicker provision of death certificates to the families of recently deceased persons?

ANSWER:

I am aware that the Registry of Births, Deaths and Marriages is currently experiencing some delay in the issuing of death certificates as a result of the registry experiencing high workloads across all areas of its life event registrations and certification services. I am, as is the Registrar-General, very conscious of the importance of bereaved families receiving a death certificate in a timely manner to assist them in making any necessary arrangements. I am advised by the Registrar-General that a Client Service Improvement Program (CSIP) has commenced within the Registry, focused on improving the quality, accessibility and timeliness of services.

This program will encompass initiatives relating to process redesign, service automation, and the better use of technologies and resources in their business operations. A key initiative of this program is the introduction of an online death registration service that will allow funeral directors to electronically lodge death registration information with the Registry. This service will have a significant and positive impact on the timeliness and efficiency of the death registration and certification process. This service will be made accessible to all funeral directors following the completion of a pilot program which will commence in May 2008.