

**Question on Notice**  
**No. 1580**  
**Asked on 28 October 2009**

MRS PRATT asked the Deputy Premier and Minister for Health (MR LUCAS)-

**QUESTION:**

With reference to the 2005 Bundaberg Royal Commission conclusion that a systemic code of secrecy existed within Queensland Health—

- (1) What processes have been put in place to ensure staff concerned about practices within Queensland Health are not silenced by the code of conduct?
- (2) When will the department respond to the 26 items of concern raised in the Ombudsman's 'Extract of Complaint - Ms P Hollywood' and if it will not respond, why not?
- (3) Was there an investigation made into why Queensland Health has never been compelled to respond to the Ombudsman's 'Extract of Complaint - Ms P Hollywood' and if not, will there be?

**ANSWER:**

I thank the Honourable Member for Nanango for her question.

I am pleased to advise the Honourable Member that a number of processes to support staff have been put in place.

In 2007, as a response to the *Davies 2006 Report* and *2005 Forster Queensland Health Systems Review*, Queensland Health established the Internal Witness Support Unit (IWSU).

The IWSU supports Queensland Health employees, and in some circumstances members of the public, to make public interest disclosures in a protected and confidential manner.

Queensland Health has also undertaken a statewide PID awareness campaign called, "*Don't ignore it, report it*". The campaign included an employee payroll brochure mail out, dissemination of promotional posters, commencement of direct staff training and launching an e-learning tool in relation to public interest disclosures.

To ensure best practise complaints management processes, Queensland Health has implemented the following initiatives:

- creation of a complaints management policy for staff and non-consumer complaints;
- establishment of a website, which is accessible from the public internet site and the staff intranet site, which contains complaints information and a facility to lodge a complaint. Documents regarding the complaints process are also available in hard copy;
- establishment of a 1800 telephone number for complaints information;
- distribution of a brochure, "Making a Complaint", to all Queensland Health staff; and

- regular reporting of complaints data to identify any recurring problems and ensure continuous improvements.

In relation to Ms Hollywood, I am advised as follows:

- On 14 March 2001, the Queensland Ombudsman forwarded a complaint from Ms Hollywood to Queensland Health.
- In a letter to Ms Hollywood dated 4 April 2001, Dr John Youngman, former General Manager, Health Services addressed the issues raised in the “Extract of Complaint”.
- Subsequently, the matters raised by Ms Hollywood and Queensland Health’s response to them, have been examined by independent bodies including the Anti-Discrimination Commission Queensland, Queensland Ombudsman, Crime and Misconduct Commission.