1. The Health Ombudsman is established under the provisions of the *Health Ombudsman Act 2013* (the Act).
2. Pursuant to section 25 of the Act, the Health Ombudsman’s role includes undertaking investigations, inquiries and other relevant action and reporting on systemic issues relating to health service complaints.
3. The Health Ombudsman reports to the Minister for Health and the Health, Communities, Disability Services and Domestic and Family Violence Committee of the Queensland Parliament on the administration of the health service complaints management system.
4. The Health Ombudsman serves as the Chief Executive of the Office of the Health Ombudsman and provides executive leadership, strategy and governance to ensure quality of services provided across the broad spectrum of healthcare organisations and professions operating across Queensland.
5. The Office of the Health Ombudsman publishes reports and other information to improve the provision of health services in a way that minimises complaints.
6. Cabinet endorsed that Mrs Rachel Hunter be recommended to the Governor in Council for appointment as the Health Ombudsman for a term of four years commencing on 20 December 2017.
7. *Attachments*
* Nil.