Prisoners' Legal Service

Prison News

INFORMATION SHEET FOR PEOPLE IN PRISON IN QLD
PRISONERS' LEGAL SERVICE INC
February 2024

Health Care in Prison

Who is responsible for health care in prison?
Queensland Health are responsible for providing health care to prisoners in Queensland. There are eight different Hospital and Health Services (HHS) across the State who are responsible for providing health care in prison.

You can contact the HHS in charge of your prison by writing to them at the addresses below:

Arthur Gorrie, Borallon, Brisbane, Brisbane Women's, Wolston, Palen Creek and Southern Queensland Consumer Liaison Officer West Moreton Hospital and Health Service PO Box 73 Ipswich QLD 4305	**Helana Jones & Woodford** Metro North Hospital and Health Service Royal Brisbane and Women's Hospital Butterworth Street Herston QLD 4029
Numinbah Gold Coast Hospital and Health Service PO BOX 318 Nerang QLD 4211	**Maryborough Correctional Centre** Wide Bay Hospital and Health Service PO Box 34 Bundaberg QLD 4670
Capricornia Central Qld Hospital and Health Service PO Box 871 Rockhampton QLD 4700	**Lotus Glen** Cairns and Hinterland HHS Office PO Box 902 Cairns QLD 4870
Townsville Patient Feedback Services Townsville Hospital and Health Service PO Box 670 Townsville QLD 4810	

Health care standards
Australia's health system should provide all Australians with timely access to quality health services based on their needs, not their ability to pay, regardless of where they live. This means your health care in prison should be the same standard you would receive in the community.

The *Human Rights Act 2019* (Qld), states that every person has the right to access health services without discrimination and that a person must not be refused emergency medical treatment that is immediately necessary to save the person's life or to prevent serious impairment to the person.

This broadsheet is intended to provide legal information only and is no substitute for legal advice. If you wish to take any action arising from matters raised in this publication you should consult a lawyer immediately.

Concerned about your health care in prison?

Option 1: Talk to the nurse unit manager and/or prison doctor

You can talk to the nurse unit manager and/or prison doctor about why you believe that your treatment or medication is not adequate and ask if they can provide a solution to your concerns. You should keep a copy of your medical request form/s if possible.

Option 2: Write to the Hospital and Health Service (HHS)

If talking to the nurse unit manager or prison doctor does not address your concern, you can write to the HHS that is responsible for your health care. You can include copies of any medical request forms you have lodged to show that you have tried to address the problem.

Option 3: Contact the Office of the Health Ombudsman (OHO)

The OHO is a health service complaints agency. They are independent of Queensland Health and can investigate health care complaints. Generally, the OHO will ask you to try to resolve your complaint with Queensland Health first before they will investigate. However, the OHO can investigate a complaint immediately if they are satisfied there is a serious risk. Complaints to the OHO should be made within 2 years from when the issue you are complaining about happened. You can make a complaint after 2 years but it may not be accepted unless you can explain the delay. You can call the OHO for free on the Arunta telephone system. Alternatively, PLS can post you the OHO complaint form or you can write to them at:

Office of the Health Ombudsman
PO Box 13281
George Street
Brisbane Qld 4001

Option 4: Consider a human rights or discrimination complaint

In some cases, restrictions on health care services may raise human rights and/or discrimination concerns. If you want to make a human rights or discrimination complaint, there are specific steps you must follow for your complaint to be considered. If you would like further information about making a human rights complaint, you can write to us requesting a copy of our Human Rights and Discrimination Complaints Factsheet at

Prisoners' Legal Service
GPO Box 257
Brisbane Qld 4001

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