

Media Release

The Hon Martin Foley MP
Minister for Health
Minister for Ambulance Services
Minister for Equality



Wednesday, 8 June 2022

NEW HEALTH COMPLAINTS COMMISSIONER

Professor Bernice Redley has been appointed as Victoria's new Health Complaints Commissioner, bringing extensive experience in patient care, quality and safety to the role.

Minister for Health Martin Foley today announced Professor Redley will take on the role from 1 July 2022 for a five-year term.

Professor Redley is a highly respected health academic, with leadership experience across the university, health service and government sectors.

She comes from her previous role at the Centre of Nursing Research across Deakin University and Monash Health and has led clinical and academic patient safety research – including on preventing harm during hospitalisation, consumer participation in healthcare, interprofessional teamwork and use of technology to support healthcare.

Professor Redley will lead the organisation in managing complaints and driving improvements across Victoria's health system and play a critical role as we continue to recover from the impacts of COVID-19.

The Commissioner's responsibilities include resolving complaints about healthcare and the handling of health information in Victoria, publishing complaint handling standards, providing information and education to health service providers and the public, and conducting and supporting research to improve health service quality.

Quote attributable to Minister for Health Martin Foley

"The Health Complaints Commissioner plays a vital role in Victoria and I'm looking forward to working with Professor Redley as we continue to manage and recover from the impacts of COVID-19."

Quote attributable to incoming Health Complaints Commissioner Prof. Bernice Redley

"I look forward to starting this new important role and using my knowledge and experience to help resolve complaints, respond to issues and drive improvements across the health system."