



Quality Assurance and Improvement: Information Request and Response Procedure

This procedure supports the application of [MP 0201/26 Quality Assurance and Improvement Policy](#).

1. Background

Accurate, timely, and complete information is essential to support patient safety and clinical quality across the WA health system. High-quality information enables the Department of Health (the department) to identify safety risks, monitor outcomes, and support evidence-informed improvement and reporting.

2. Requests for Information

On behalf of the System Manager, requests for patient safety and clinical quality information falls within the scope of the Executive Director Patient Safety and Clinical Quality's (PSCQ) delegated powers to collect information from Health Service Providers (HSPs) relating to patient safety and clinical quality¹. Requests will be subject to appropriate internal approval processes within the department, including approval by the Executive Director, PSCQ or delegate where required.

2.1 Request Requirements

Requests from the department must be directed to the HSP Executive responsible for Safety and Quality (e.g. Executive Director, Safety and Quality) and must include the following details:

- reason for the request – a clear explanation outlining the purpose and justification
- information required – specific details of the data or information being sought
- anticipated use of the information – how the information will be used in its final form, including intended recipients.
- format for submission – the preferred format in which the information should be provided
- due date for submission – the timeframe for when the information is required.

Data/information that has been supplied by the HSP must only be used in accordance with [MP 0201/26 Quality Assurance and Improvement Policy](#). Where a material change in purpose is required, consultation with the relevant HSP must occur.

¹ Section 20(1) (na) of the *Health Services Act 2016*

3. Minimising administrative burden

To reduce unnecessary administrative burden the PSCQ must ensure:

- the information will not be requested when the Department already holds or has access to the information from an existing source that is fit for purpose
- the department will assess the suitability of existing information sources prior to issuing any request
- that where the department already holds the data, the department may consult with HSPs to address gaps, validate the data, confirm interpretation, or seek additional contextual information.

4. Responding to requests

Health Service Providers must:

- review and consider the request for information
- comply with applicable information governance, privacy and authorisation requirements
- provide the requested information to the department within the requested timeframe
- inform the requestor in writing if the provision of information is unable to be submitted and state the rationale.

5. Receipt of information

The requesting area must review the information provided to PSCQ for completeness and accuracy.

On receipt of information, the PSCQ Requestor must:

- acknowledge receipt of information
- advise if further detail is required or if the request is met
- manage all information supplied in accordance with existing information management requirements, relevant privacy and governance frameworks and use it solely for the purposes outlined in [MP 0201/26 Quality Assurance and Improvement Policy](#).

6. Document Control

Version	Published date	Review date	Amendment(s)
1.0	2 September 2026	September 2029	Original version

This document can be made available in alternative formats on request for a person with a disability.

© Department of Health 2026

Copyright to this material is vested in the State of Western Australia unless otherwise indicated. Apart from any fair dealing for the purposes of private study, research, criticism or review, as permitted under the provisions of the *Copyright Act 1968*, no part may be reproduced or re-used for any purposes whatsoever without written permission of the State of Western Australia.