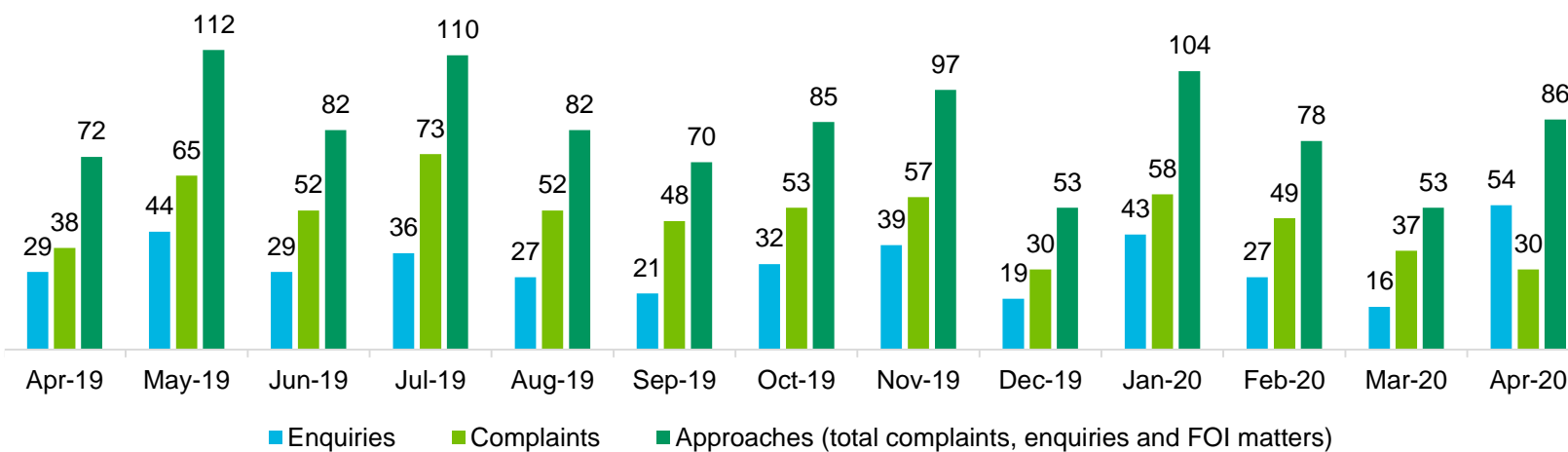


Monthly complaints report

Reporting period: 1 April 2020 to 30 April 2020

Approaches to the NHPOPC

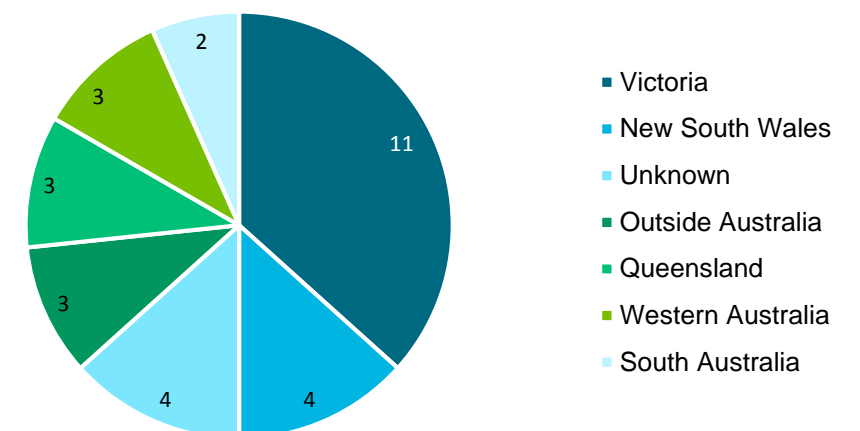


Approach	April 2020	July 2019 – April 2020	April 2019	July 2018 – April 2019		
Enquiries	54	↑	314	↓	29	347
Complaints	30	↓	488	↑	38	470
FOI matters	2	↓	17	↓	5	26
Total	86	↑	819	↓	72	843

Complaints by profession	April 2020
Medical	18
Nursing	4
Psychology	4
Chiropractic	1
Medical Radiation	1
Paramedicine	1
Pharmacy	1
Total	30

Type of complaint	April 2020
Notification – complaint by notifier	16
Registration – process/policy	8
Registration – delay	3
Notification – complaint by general public	1
Notification – complaint by practitioner	1
Other	1
Total	30

Location of complainant



Investigations	April 2020	July 2019 – April 2020
Open investigations	49	N/A
Investigations commenced	10	103
Investigations finalised	6	113
Early resolution*/Warm transfers to Ahpra	5	141

*Early resolution transfer process commenced 1 September 2019, replacing warm transfers

Outcomes on investigations	April 2020	July 2019 – April 2020
Investigated – explanation provided by NHPOPC	1	65
Investigated – s 12(4) comments provided	0	23
Investigated – assisted resolution	4	22
Investigated – apology provided	0	2
Investigated – policy or process changed	1	1
Total	6	113

Response to the COVID-19 public health emergency

In April 2020, the Ombudsman and Commissioner released a statement to assure health practitioners and the community that her office is available to provide support during the COVID-19 pandemic.

Ms McCausland acknowledged that Australia's health system is facing unprecedented challenges due to the COVID-19 pandemic and she thanked health practitioners who are providing essential treatment to those who have been affected. Ms McCausland also acknowledged that COVID-19 has required regulators such as Ahpra and the National Boards to act swiftly to respond to new situations.

The office of the NHPOPC received a high number of enquiries related to the COVID-19 pandemic in April 2020 and it is continuing to work with Ahpra to ensure a timely response to concerns and to monitor emerging complaint trends. For more information and frequently asked question visit www.nhpopc.gov.au/covid-19/.