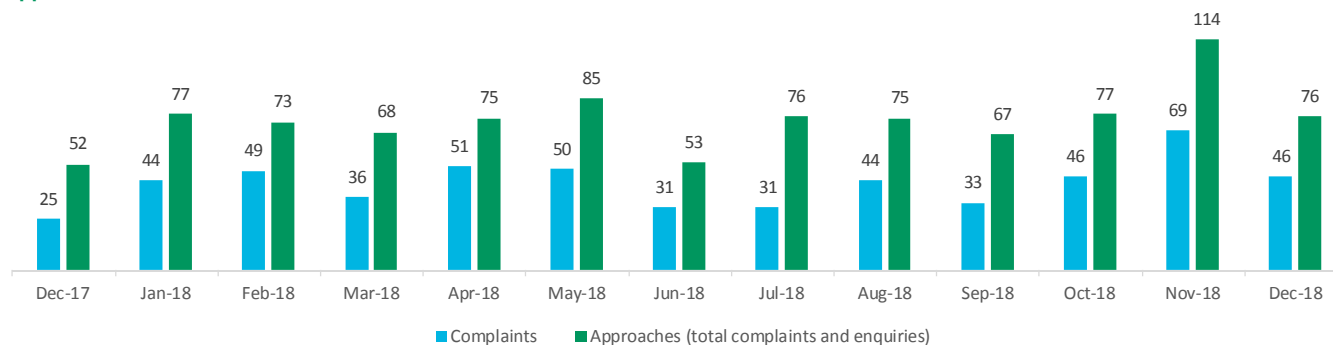


Monthly complaints report

Reporting period: 1 December 2018 to 31 December 2018

Approaches to the NHPOPC



Approach	December 2018	July 2018 – December 2018	December 2017	July 2017 – December 2017
Enquiries	27	213	27	180
Complaints	46	269	25	183
FOI matters*	3	3	–	–
Total	76 	485 	52	363

*New function of the NHPOPC as of 1 December 2018

Complaints by entity	December 2018
AHPRA	26
AHPRA and Medical Board	14
AHPRA and Psychology Board	3
AHPRA and Dental Board	2
AHPRA and Nursing and Midwifery Board	1
Total	46

Type of complaint	December 2018
Handling of notification – complaint by notifier	19
Registration process or policy	10
Registration delay	6
Handling for requests for documents under Freedom of Information	3
Handling of notification – complaint by general public	2
Handling of notification – complaint by practitioner	2
Other	2
Breach of privacy/access to personal information	1
Registration fees	1
Total	46

Freedom of Information matters	December 2018
Section 15AA – Extension of time notice	3
Section 15AB – Extension of time application (complex or voluminous)	0
Section 15AC – Extension of time application (after deemed refusal)	0
Section 89K – Application for vexatious applicant declaration	0
Total	3

Investigations	December 2018	July 2018 – December 2018
Open investigations	85	n/a
Investigations commenced	8	93
Investigations finalised	7	65
Warm transfers to AHPRA	14	63

Outcomes on investigations	December 2018	July 2018 – December 2018
Further explanation provided to the complainant by the NHPOPC	5	44
Formal comments provided to AHPRA/National Board	2	18
Assisted resolution	–	3
Total	7	65

Case study

The NHPOPC received a complaint from a practitioner regarding the handling of his application for registration by AHPRA and the Medical Board of Australia (the Board). In his complaint, the practitioner advised that his application was not handled in a timely manner. He believed the delay resulted in the withdrawal of an offer of employment, which perpetuated the financial hardship he was suffering.

The NHPOPC's investigation found that AHPRA failed to acknowledge the practitioner's request to expedite his application for registration due to severe financial hardship. The NHPOPC also noted that AHPRA should have requested additional supporting information from the practitioner earlier in the process.

In response to the NHPOPC's comments, AHPRA advised that it is currently undertaking a review of its policy regarding financial hardship. It intends to broaden the scope of the policy to allow for the expeditious processing of an application for registration where the applicant is experiencing severe financial hardship.