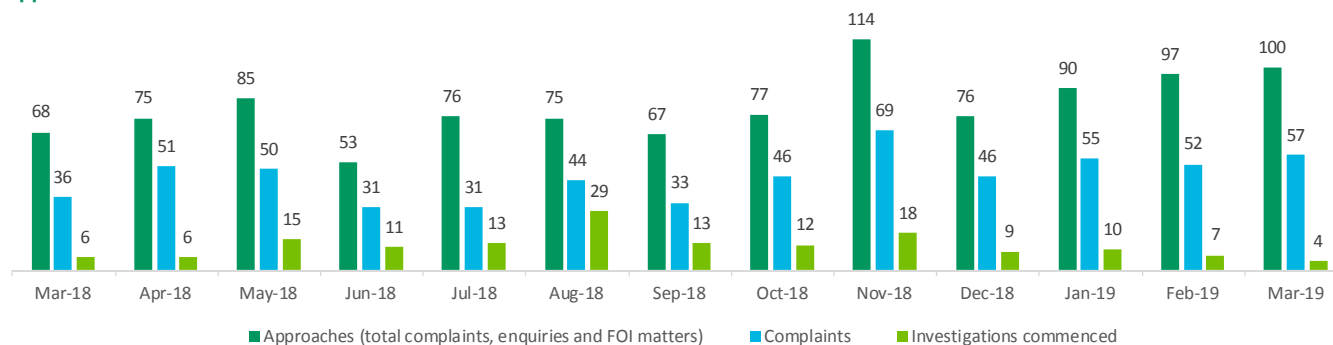


Monthly complaints report

Reporting period: 1 March 2019 to 31 March 2019

Approaches to the NHPOPC



Approach	March 2019	July 2018 – March 2019	March 2018	July 2017 – March 2018
Enquiries	37 ↑	318 ↑	32	269
Complaints	57 ↑	433 ↑	36	312
FOI matters*	6	21	–	–
Total	100 ↑	772 ↑	68	581

*New function of the NHPOPC as of 1 December 2018

Complaints by profession	March 2019
Medical	24
Psychology	11
Nursing	9
Physiotherapy	5
Chinese Medicine	2
Pharmacy	2
Dental	1
Occupational Therapy	1
Podiatry	1
Unknown	1
Total	57

Type of complaint	March 2019
Registration delay	25
Handling of notification – complaint by notifier	15
Handling of notification – complaint by practitioner	7
Registration process or policy	4
Other	3
Breach of privacy/handling of personal information	2
Registration fees	1
Total	57

Freedom of Information matters	March 2019
Application by AHPRA for extension of time to process FOI application	3
Application for review of AHPRA's FOI decision	2
Notice by AHPRA of agreement with applicant for extension of time to process FOI application	1
Total	6

Investigations	March 2019	July 2018 – March 2019
Open investigations	69	n/a
Investigations commenced	4	115
Investigations finalised	20	103
Warm transfers to AHPRA	32	145

Outcomes on investigations	March 2019	July 2018 – March 2019
Formal comments provided to AHPRA/National Board	13	39
Further explanation provided to the complainant by the NHPOPC	7	59
Assisted resolution	–	5
Total	20	103

Case study

The NHPOPC received a complaint from a practitioner regarding AHPRA and the Medical Board of Australia's (the Board's) handling of a notification made about him. The complainant advised the NHPOPC that, because of significant delays in AHPRA's investigation, the immediate action restrictions imposed on his registration remained in place for longer than necessary.

The NHPOPC commenced an investigation into the practitioner's complaint and found that AHPRA failed to progress the investigation in a timely manner. This was detrimental to the complainant as the investigation ultimately ended in the Board deciding to take no action against the complainant.

Following consultation with AHPRA, it agreed to implement six-monthly reports on matters where immediate action restrictions exist as well as formalise the practice of internally reviewing the necessity for continuing immediate action restrictions in line with evidence gathered since the restriction was imposed. AHPRA also apologised to the complainant and took steps to explain the initiatives undertaken to prevent a recurrence of his experience.