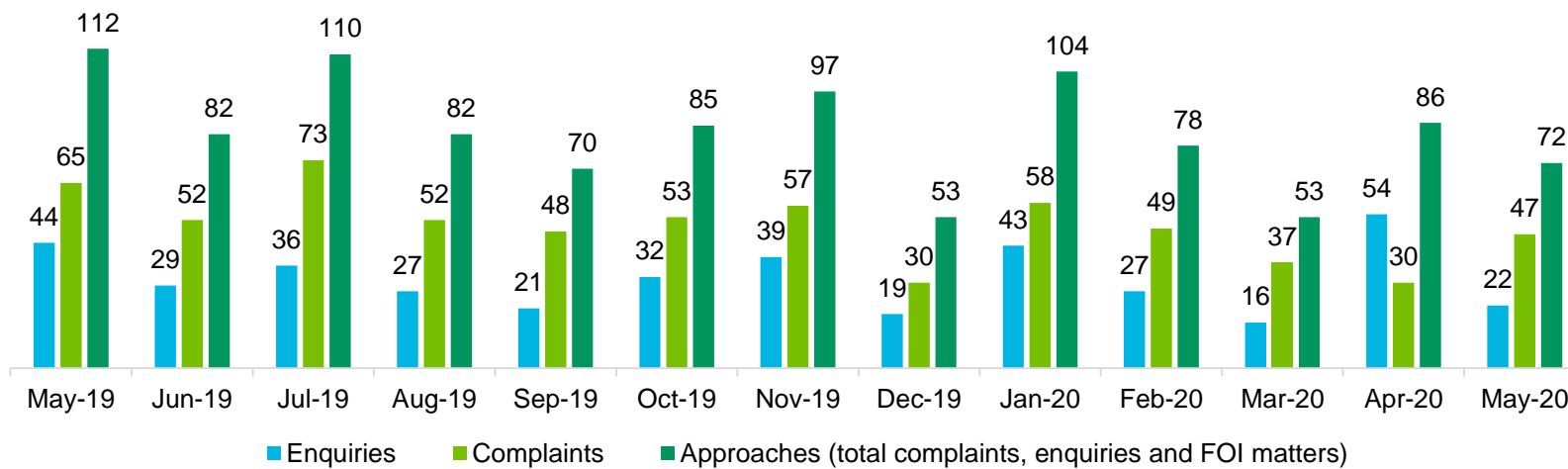


Monthly complaints report

Reporting period: 1 May 2020 to 31 May 2020

Approaches to the NHPOPC

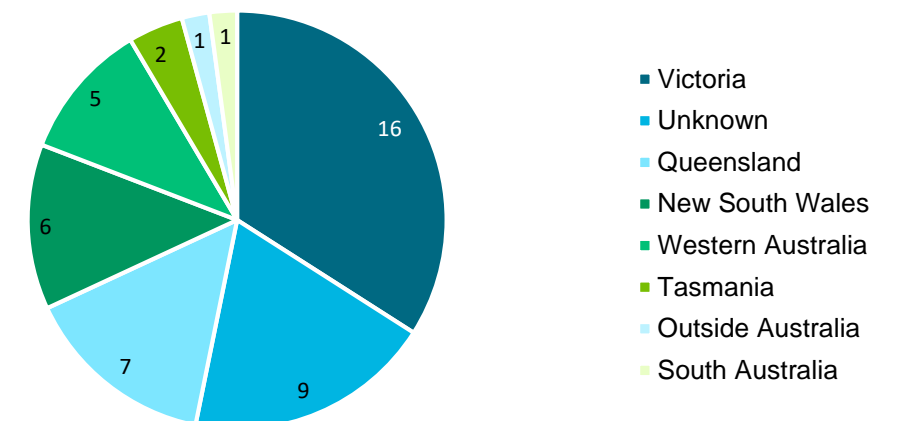


Approach	May 2020	July 2019 – May 2020	May 2019	July 2018 – May 2019
Enquiries	22	↓	336	↓
Complaints	47	↓	535	↑
FOI matters	3	—	20	↓
Total	72	↓	891	↓

Complaints by profession	May 2020
Medical	25
Nursing	11
Paramedicine	4
Pharmacy	2
Physiotherapy	2
Psychology	2
Dental	1
Total	47

Type of complaint	May 2020
Notification – complaint by notifier	21
Registration – process/policy	10
Registration – delay	9
Notification – complaint by practitioner	3
Other	2
Notification – complaint by general public	1
Registration – fees	1
Total	47

Location of complainant



Investigations	May 2020	July 2019 – May 2020
Open investigations	35	N/A
Investigations commenced	2	105
Investigations finalised	17	129
Early resolution*/Warm transfers to Ahpra	10	151

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

Outcomes on investigations	May 2020	July 2019 – May 2020
Investigated – explanation provided by NHPOPC	17	82
Investigated – s 12(4) comments provided	0	23
Investigated – assisted resolution	0	21
Investigated – apology provided	0	2
Investigated – policy or process changed	0	1
Total	17	129

Case study

Joanna is a general practitioner living with a neurological illness that has restricted her ability to work for a number of years. She made an application to the Medical Board that would enable her to return to clinical practice, however she encountered difficulties navigating Ahpra's registration processes, and decided to make a complaint to the NHPOPC.

In her complaint, Joanna told us that Ahpra had required her to complete forms that were meant for International Medical Graduates (IMGs) rather than Australian medical practitioners returning to practice with a disability. She said that the forms were very difficult to complete because they were tailored to a completely different cohort of medical practitioner, and that Ahpra refused to allow her to provide a separate letter to the Board that would explain her situation in context.

Although the NHPOPC's investigation confirmed that Joanna's actual circumstances were duly considered by the Board before any decisions were made about her proposed return to practice, we agreed that it would have been better had she not been asked to complete forms that were not relevant to her circumstances. We provided formal comments to Ahpra about this, and Ahpra agreed that this feedback would be incorporated into a review of forms that it already has underway.