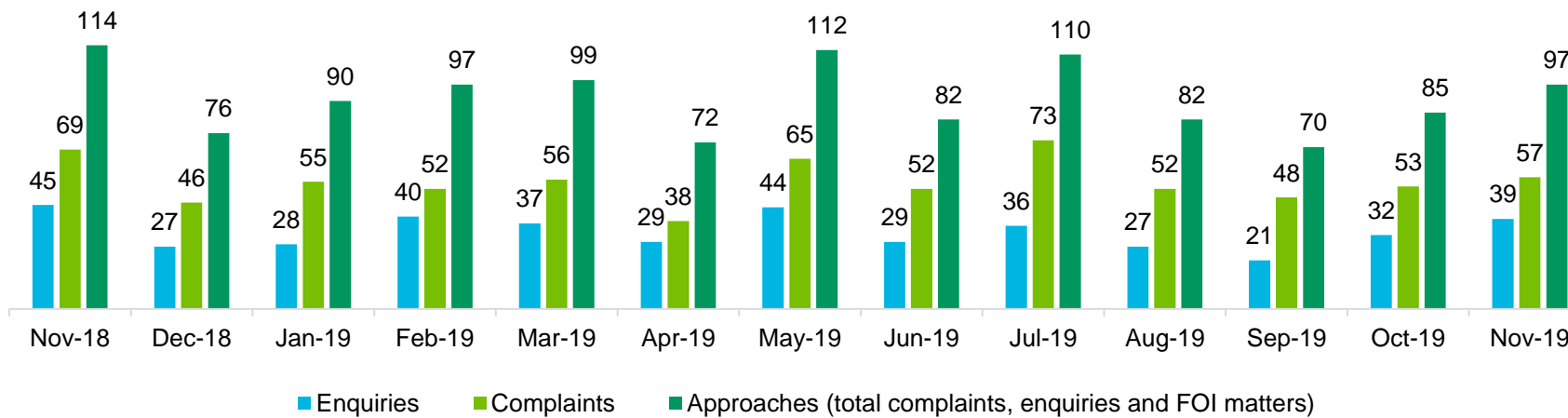


Monthly complaints report

Reporting period: 1 November 2019 to 30 November 2019

Approaches to the NHPOPC



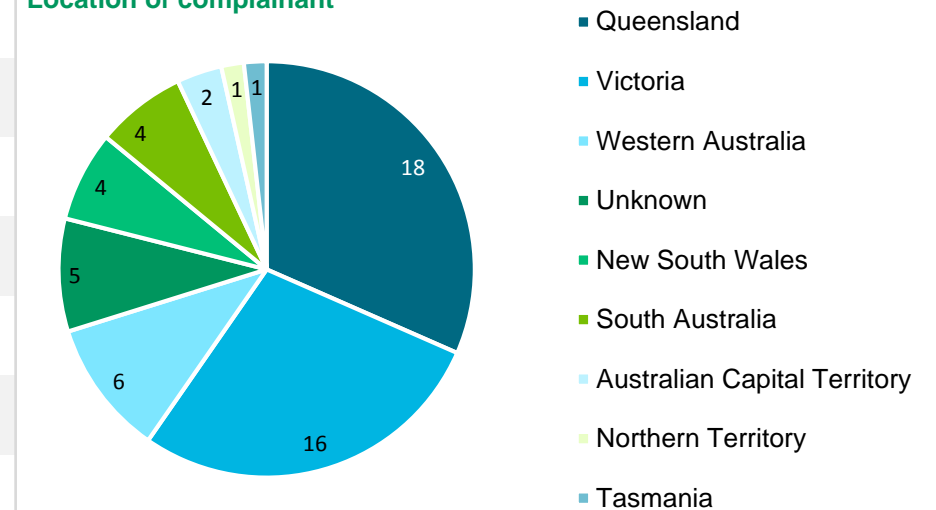
Approach	November 2019	July 2019 – November 2019	November 2018	July 2018 – November 2018
Enquiries	39	↓ 155	↓ 45	186
Complaints	57	↓ 283	↑ 69	222
FOI matters*	1	6	N/A	N/A
Total	97	↓ 444	↑ 114	408

*New function of the NHPOPC as of 1 December 2018

Complaints by profession	November 2019
Medical	34
Nursing	9
Psychology	5
Podiatry	3
Medical Radiation	2
Pharmacy	1
Physiotherapy	1
Unknown or N/A	2
Total	57

Type of complaint	November 2019
Notification – complaint by notifier	25
Registration – delay	14
Notification – complaint by practitioner	8
Registration – process/policy	8
Registration – fees	1
Other	1
Total	57

Location of complainant



Case study

Gabriel made a complaint to the NHPOPC about Ahpra's handling of his application for general registration as a registered nurse. He was concerned that Ahpra had completed an incorrect assessment of his education against the extended education pathway of the Nursing and Midwifery Board's English Language Skills Registration Standard (2015).

The NHPOPC investigated Gabriel's concerns and confirmed that his education did not meet the five years of full-time equivalent study required to satisfy the extended education pathway of the Registration Standard. We provided an explanation to Gabriel about how failed subjects impacted the assessment of his education. We also informed him of a further impediment with his vocational education, as it had not been assessed to have an Australian Qualifications Framework equivalency of Certificate III or above, and therefore could not be counted towards the extended education pathway.

Our investigation also confirmed that Gabriel had received inconsistent assessments of his education from Ahpra, and that gaps within public facing information likely led to his mistaken belief that he could satisfy the extended education pathway. We noted that many of these issues had since been addressed by the release of a new suite of publicly facing information and changes in how English language assessments are managed by Ahpra. We provided feedback to Ahpra about ongoing gaps that required their attention, which led to further updates to public facing information.

Investigations	November 2019	July 2019 – November 2019
Open investigations	39	N/A
Investigations commenced	6	53
Investigations finalised	25	71
Early resolution*/Warm transfers to AHPRA	14	90

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

Outcomes on investigations	November 2019	July 2019 – November 2019
Investigated – explanation provided to complainant by NHPOPC	24	46
Investigated – assisted resolution	1	14
Investigated – s 12(4) comments provided to AHPRA/National Board	0	9
Investigated – apology provided	0	2
Total	25	71