

About our monthly report

In October 2022 we introduced a new format for our monthly report on the work of the office of the National Health Practitioner Ombudsman. This new format seeks to provide a more meaningful snapshot of what we do, how we have assisted, and the trends that we are seeing over time. It also aligns our monthly reporting activities with how we approach annual reporting following the introduction of our new case management system.

The format

The first section our report provides a snapshot of our complaint and FOI team's work for the month. It is an overview of the matters our office has received and finalised, with a focus on complaints we have handled in relation to the notifications and registration processes of the Australian Health Practitioner Regulation Agency (Ahpra) and the National Boards. The next section of our report shares an overview of our work in the financial year to date to provide insights into overall trends. The report ends with the National Health Practitioner Ombudsman (the Ombudsman) and National Health Practitioner Privacy Commissioner's (the Commissioner) observations on the month and the year to date.

How we report on our work

We report on the different types of matters we assist with as they relate to our office's unique roles (see Table 1). We use the term '**approaches**' to describe all the different types of matters we have recorded.

Table 1: Approaches by type of matter

Type of matter	Description
Enquiry	We record general enquiries, media enquiries and out of jurisdiction enquiries. Out of jurisdiction enquires are more common and are about concerns that we are not able to consider. Find out more about making other health related complaints .
Complaint to the Ombudsman	We record a complaint to the Ombudsman each time a new regulatory matter related to the 16 regulated health professions in the National Registration and Accreditation Scheme is raised with us by a complainant. Find out more about Ombudsman complaints .
Freedom of Information (FOI) matter	We record an FOI matter each time we are contacted about a matter related to the Commissioner's role in FOI. Mostly, we

	receive applications for a review of an FOI decision made by Ahpra. Find out more about our office's role in FOI .
Privacy complaint to the Commissioner	We record a privacy complaint to the Commissioner each time we decide that a matter related to how Ahpra or a National Board handled or shared personal information. Find out more about Commissioner complaints .
Notifiable data breach	We record each time Ahpra or a National Board notifies us about data breaches involving personal information that are likely to result in serious harm to a person.

Information about complaints to the Ombudsman

Complaints to the Ombudsman are the most common matter we receive and assist with. Because of this, our monthly report provides more details about how we handled these complaints. We have described the main ways we record and report on data related to complaints to the Ombudsman below.

Complaint type refers to the main regulatory area the complaint relates to. Complaint types include notification, registration, customer experience, accreditation, offence and FOI handling. Complaint type directly relates to an individual complaint. Generally, we can report on all the complaint information detailed below by complaint type (as well as in relation to all complaints).

Complaints received refers to complaints we recorded receiving in the relevant timeframe.

Who made complaints refers to whether the complainant was a health practitioner or not a health practitioner (for example, a patient, family member or third party).

Profession complaint relates to refers to which of the 16 regulated health professions the complaint involves. All complaints generally involve Ahpra because it is the main point of contact for people interacting with the National Scheme.

Where complaints came from is based on which state or territory the complainant is located in.

Issue refers to the concern driving a complaint. We generally refer to the issues recorded by complaint type, but we may also refer to issues that have been identified across all complaints. We can record multiple issues on each complaint. When we report on issues, we report on all issues recorded.

Complaints finalised refers to complaints we closed in the relevant timeframe.

Stage complaints were finalised in refers to the last complaint process the complaint was progressing through when it was closed (assessment, preliminary inquiries, early resolution transfer or investigation). Find out more about our [complaint process](#).

Outcome(s) refers to the way or ways we resolved or finalised a complaint. We can record up to three outcomes for each complaint.

Most common outcomes at early resolution stages refers to the most commonly recorded outcome on complaints finalised in the assessment, preliminary enquiry and early resolution transfer stages.

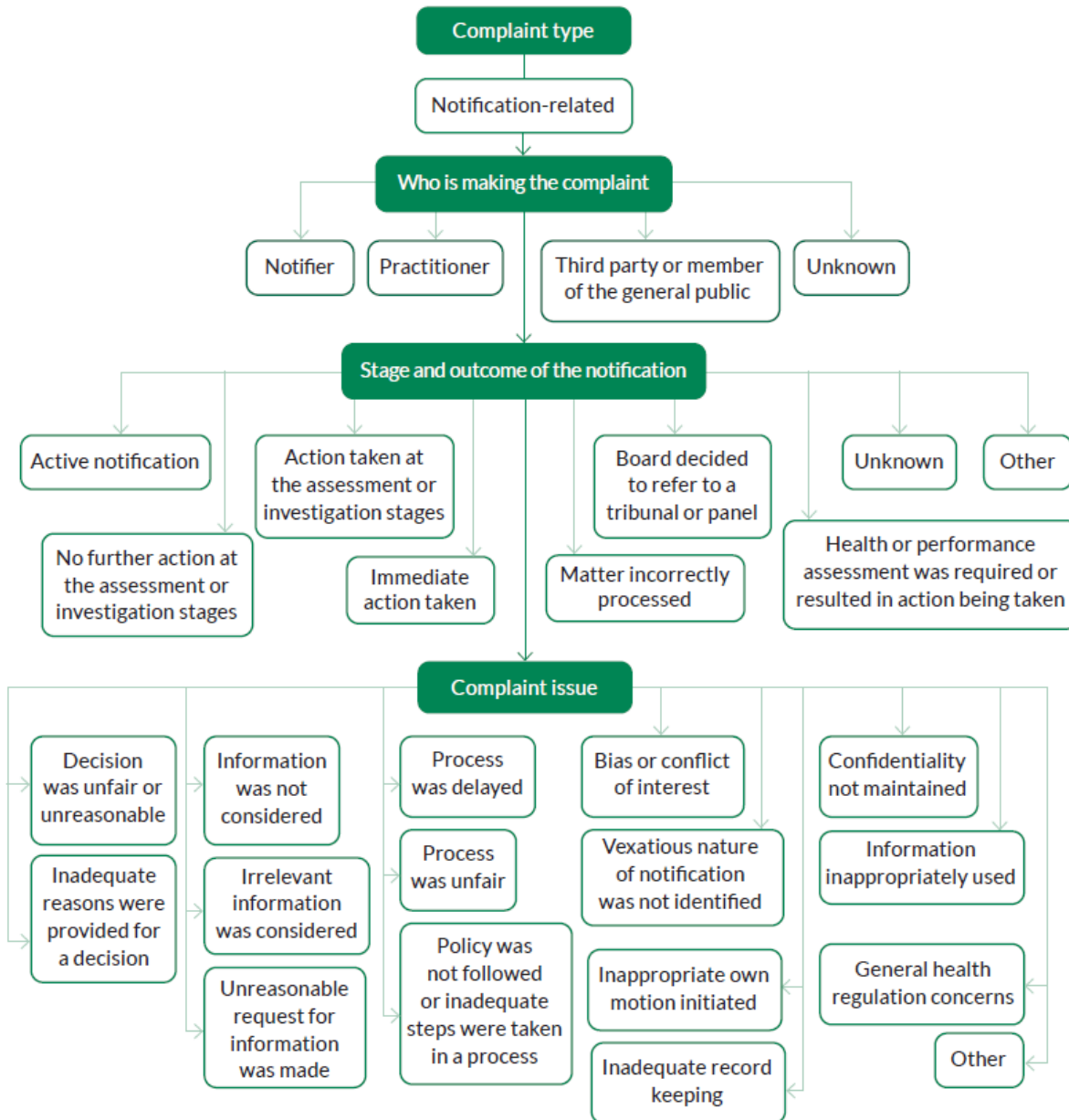
Most common investigation outcomes refers to the most commonly recorded outcome on complaints finalised at the investigation stage.

Reporting on notification-related complaints

We record information about notification-related complaints based on who is making the complaint, the stage and outcome of the notification and the complaint issues raised (see Figure 1).

Type of notifications action taken by Ahpra or a Board that most frequently drove notification related complaints refers to what action was taken on the notification which was the subject of the notification-related complaint.

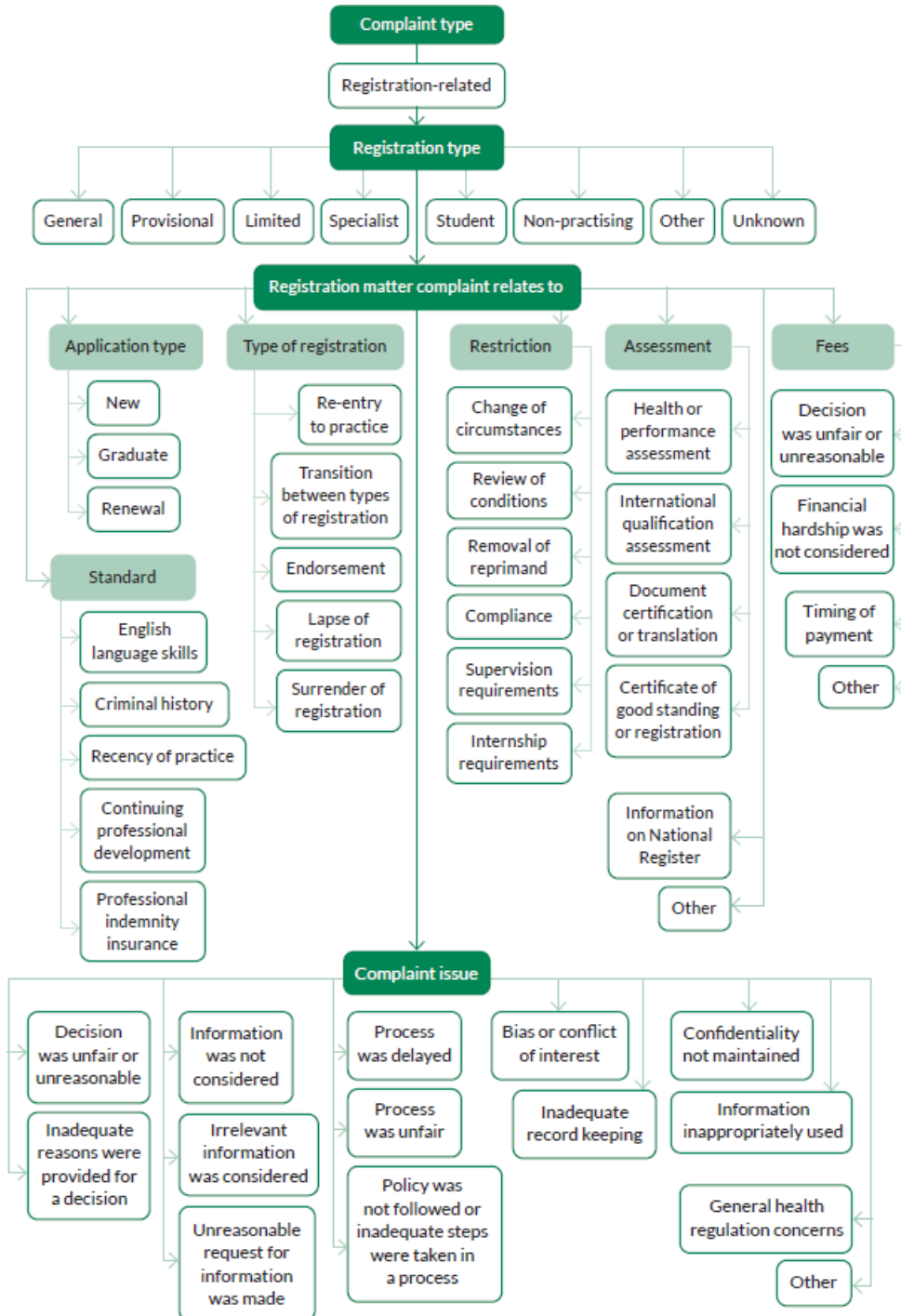
Figure 1: How we record notification-related complaints



Reporting on registration-related complaints

We record information about registration-related complaints based on the type of registration and the type of registration matter the complaint relates to (see Figure 2).

Figure 2: How we record registration-related complaints



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