Complaints management quarterly performance data

April 2015

AHPRA to the Office of the Health Ombudsman, Queensland

Disclaimer

This report contains data current at 31 March 2015.

Number of registered practitioners

|  |  |  |
| --- | --- | --- |
|  | Count | % of Total |
| Aboriginal and Torres Strait Islander health practice | 37 | 0.03% |
| Chinese medicine | 831 | 0.69% |
| Chiropractic | 771 | 0.64% |
| Dental | 4,182 | 3.46% |
| Medical | 19,859 | 16.41% |
| Medical radiation practice | 2,937 | 2.43% |
| Midwifery | 634 | 0.52% |
| Nursing | 63,901 | 52.81% |
| Nursing and midwifery | 6,127 | 5.06% |
| Occupational therapy | 3,340 | 2.76% |
| Optometry | 983 | 0.81% |
| Osteopathy | 181 | 0.15% |
| Pharmacy | 5,672 | 4.69% |
| Physiotherapy | 5,065 | 4.19% |
| Podiatry | 731 | 0.60% |
| Psychology | 5,745 | 4.75% |
| Total | 120,996 | 100.00% |
|  |  |  |

This table shows the number of registered health practitioners in the National Registration and Accreditation Scheme (the National Scheme) with a principal place of practice (PPP) in Queensland.

Number of registered practitioners with conditions, undertakings, reprimands or registration requirements on their registration

|  |  |  |  |
| --- | --- | --- | --- |
|  | Total registrants | Registrants with restrictions | Percentage of total registrants |
| Aboriginal and Torres Strait Islander health practice | 37 | 9 | 24.3% |
| Chinese medicine | 831 | 120 | 14.4% |
| Chiropractic | 771 | 9 | 1.2% |
| Dental | 4,182 | 74 | 1.8% |
| Medical | 19,859 | 2,229 | 11.2% |
| Medical radiation practice | 2,937 | 36 | 1.2% |
| Midwifery | 634 | 6 | 0.9% |
| Nursing | 63,901 | 478 | 0.7% |
| Nursing and midwifery | 6,127 | 17 | 0.3% |
| Occupational therapy | 3,340 | 21 | 0.6% |
| Optometry | 983 | 2 | 0.2% |
| Osteopathy | 181 | 4 | 2.2% |
| Pharmacy | 5,672 | 476 | 8.4% |
| Physiotherapy | 5,065 | 45 | 0.9% |
| Podiatry | 731 | 3 | 0.4% |
| Psychology | 5,745 | 918 | 16.0% |
| Total | 120,996 | 4,447 | 3.7% |

This table shows the number of registered health practitioners in the National Scheme with a PPP of Queensland whose registration is limited by a condition, undertaking, reprimand or registration requirement. This does not differentiate between a condition imposed as a result of a notification (disciplinary action) or as a result of a registration requirement (for example, international medical graduates with conditions requiring supervision, which is standard with a particular type of registration).

Number of registered practitioners with conditions or undertakings removed or altered

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Monitoring and compliance decisions | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 | Total |
| Grant application, section125 | 21 | 36 | 34 |  | 91 |
| Refuse to grant application, section125 | 4 | 4 | 8 |  | 16 |
| Change condition, section126 | 7 | 4 | 4 |  | 15 |
| Remove condition/Revoke undertaking, section127 | 43 | 34 | 31 |  | 108 |
| Decide not to change condition after submission, section126(5) | 0 | 0 | 0 |  | 0 |
| Total | 75 | 78 | 77 |  | 230 |

This table shows the number of decisions made by a National Board or their relevant delegate about a registered practitioner with a PPP of Queensland under sections 125, 126 or 127 of the Health Practitioner Regulation National Law, as in force in each state and territory (the National Law), by quarter. These sections of the National Law enable a Board to remove or review conditions and undertakings that apply to a practitioner’s registration, either because of an application by the practitioner or at the Board’s instigation. New conditions imposed each quarter are detailed in the following tables and graphs.

Number of registered practitioners cancelled

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
|  | Quarter 1 | Quarter 2 | Quarter 3 | Quarter 4 |
| Cancelled registrations | 0 | 0 | 0 |  |

This table shows the number of registered practitioners with a PPP of Queensland whose registration was cancelled. Note that in Queensland an order cancelling registration can only be made by the Queensland Civil and Administrative Tribunal, or other tribunals in other states and territories.

National register (currency and completeness of practitioner registration status)

The register of practitioners is accurate, up to date and is the only reliable source of information about the current registration status of all registered health practitioners in Australia.

The register is updated hourly between 7am and 9pm.

Changes made to the register in one hour are published at 10 minutes past the next hour.

[Top tips about using the register are published online](http://www.ahpra.gov.au/Registration/Registers-of-Practitioners/Tips-for-using-the-public-register.aspx).

Number of notifications (referrals from the OHO)

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | | New Notifications | 20 | 46 | 110 | 68 | 31 | 46 | 78 | 88 | 111 |  |  |  |   This graph and table show the number of notifications about registered health practitioners referred under section 91 of the *Health Ombudsman Act* 2013by the Office of the Health Ombudsman (OHO) to AHPRA each month. |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Notifications caseload by stage     |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | | Assessment | 277 | 222 | 237 | 187 | 136 | 124 | 154 | 190 | 240 |  |  |  | | Health or Performance Assessment | 135 | 127 | 128 | 123 | 115 | 105 | 98 | 75 | 71 |  |  |  | | Investigation | 452 | 444 | 437 | 408 | 389 | 361 | 358 | 350 | 345 |  |  |  | | Panel Hearing | 61 | 48 | 45 | 43 | 45 | 39 | 35 | 27 | 24 |  |  |  | | Tribunal Hearing | 142 | 139 | 137 | 135 | 135 | 139 | 129 | 132 | 131 |  |  |  | | Total | 1067 | 980 | 984 | 896 | 820 | 768 | 774 | 774 | 811 |  |  |  |   This table shows the number of open complaints (grouped by stage) about practitioners with a PPP in Queensland being managed by a National Board.  The stage ‘assessment’ includes matters that have been assessed and a Board has proposed action under Division 10 of Part 8 of the National Law.  The stage ‘Tribunal hearing’ refers to notifications that have been referred by a Board to the responsible tribunal in Queensland. These matters are managed in accordance with timetables set by the responsible tribunal. | |

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Timeliness of open assessments   |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | Assessment | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun | | up to 30 days | 13 | 71 | 77 | 47 | 22 | 34 | 69 | 82 | 109 |  |  |  | | 30 to 60 days | 47 | 0 | 36 | 24 | 11 | 5 | 13 | 43 | 64 |  |  |  | | over 60 days | 8 | 12 | 1 | 10 | 2 | 3 | 1 | 3 | 10 |  |  |  | | *Open Assessments post Board* | *209* | *139* | *123* | *106* | *101* | *82* | *71* | *62* | *57* |  |  |  | | Total | 277 | 222 | 237 | 187 | 136 | 124 | 154 | 190 | 240 |  |  |  |   This graph and table show the number of open complaints about practitioners with a PPP in Queensland being managed by a National Board in ‘preliminary assessment’, including the number of days that the open complaint has been in ‘preliminary assessment’. The preliminary assessment phase has concluded when a Board decides to take further action by investigating, referring for health or performance assessment, referring to a panel, referring to the relevant tribunal, or by proposing to take a relevant action under Division 10 of Part 8 of the National Law. |

|  |
| --- |
| Number of completed assessments |
| |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | | |  | Jul | | Aug | | Sep | | Oct | | Nov | | Dec | | Jan | | Feb | | Mar | | Apr | | May | | Jun | | Resulting in closure | 97 | | 95 | | 68 | | 82 | | 65 | | 43 | | 29 | | 49 | | 37 | |  | |  | |  | | Referred for further management under Part 8 | 33 | | 53 | | 28 | | 36 | | 21 | | 17 | | 18 | | 11 | | 31 | |  | |  | |  | | Total | 130 | | 148 | | 96 | | 118 | | 86 | | 60 | | 47 | | 60 | | 68 | |  | |  | |  | | |

Timeliness of completed assessments resulting in closure\*

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Assessment | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| up to 30 days | 8 | 2 | 1 | 6 | 8 | 6 | 3 | 6 | 7 |  |  |  |
| 30 to 60 days | 51 | 28 | 22 | 41 | 32 | 25 | 14 | 22 | 16 |  |  |  |
| over 60 days | 38 | 65 | 45 | 35 | 25 | 12 | 12 | 21 | 14 |  |  |  |
| Total | 97 | 95 | 68 | 82 | 65 | 43 | 29 | 49 | 37 |  |  |  |

These tables show the number of completed assessments about practitioners with a PPP in Queensland closed by a National Board in each month, including the number of days that the complaint remained open.

After completing a preliminary assessment of a matter, Boards have the power to take no further action, refer the matter for health assessment, refer the matter for performance assessment, refer the matter for hearing by a panel or the responsible tribunal, or to take a form of action under Division 10 of Part 8 of the National Law. If a Board proposes to take action under Division 10 of Part 8 of the National Law, it must undertake a show cause process. This process means that the final assessment decision will not occur until after the conclusion of the show cause process.

Note that after a Board decision to take no further action in relation to an assessment or to take action under Division 10 of Part 8, some matters may remain open to enable administrative processes to be completed.

\* Matters completed which do not result in closure are referred to another stage for further management under part 8 of the National Law. Further management includes investigation, health or performance assessment, referral to a panel hearing, or referral to a responsible tribunal

Outcomes\* of completed assessments resulting in closure

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| Accept undertaking | 2 | 2 | 0 | 1 | 3 | 2 | 1 | 3 | 3 |  |  |  |
| Caution | 22 | 14 | 11 | 21 | 16 | 12 | 9 | 15 | 11 |  |  |  |
| Impose conditions | 7 | 5 | 9 | 4 | 7 | 6 | 3 | 10 | 6 |  |  |  |
| No further action | 67 | 75 | 51 | 57 | 40 | 27 | 15 | 24 | 20 |  |  |  |
| Practitioner surrender | 1 | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |  |  |  |
| Total | 99 | 97 | 71 | 83 | 66 | 47 | 28 | 52 | 40 |  |  |  |

This table shows the outcomes of each assessment completed by a National Board or its delegate about a complaint about a registered practitioner with a PPP of Queensland by quarter.

\*A completed notification may have more than one outcome.

Timeliness of open matters in investigation

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Investigation | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| 0 - 6 months | 135 | 139 | 121 | 115 | 113 | 106 | 106 | 87 | 94 |  |  |  |
| 6 - 12 months | 179 | 161 | 165 | 134 | 109 | 105 | 99 | 103 | 93 |  |  |  |
| 12 - 18 months | 93 | 96 | 96 | 90 | 94 | 89 | 88 | 84 | 91 |  |  |  |
| 18+ months | 45 | 48 | 55 | 69 | 73 | 61 | 65 | 76 | 67 |  |  |  |
| Total | 452 | 444 | 437 | 408 | 389 | 361 | 358 | 350 | 345 |  |  |  |

This graph and table show the number of investigations open at the end of each month, according to the length of time that the investigation has taken. A matter is deemed to be open and counted, even when it is on hold or waiting for input from another agency. Six of these investigations are on hold awaiting activity by another agency before the investigation can be continued by AHPRA.

Of the matters open for more than 18 months, four are awaiting a response from the OHO about whether they will be dealt with by the OHO or the Board, while 12 are in a ‘show cause’ process to be concluded after the Board receives submissions from a practitioner.

|  |
| --- |
| Number of completed investigations |
| |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | | |  | Jul | | Aug | | Sep | | Oct | | Nov | | Dec | | Jan | | Feb | | Mar | | Apr | | May | | Jun | | Resulting in closure | 21 | | 38 | | 17 | | 26 | | 15 | | 15 | | 10 | | 17 | | 19 | |  | |  | |  | | Referred for further management under Part 8 | 9 | | 1 | | 6 | | 24 | | 20 | | 28 | | 7 | | 12 | | 11 | |  | |  | |  | | Total | 30 | | 39 | | 23 | | 50 | | 35 | | 43 | | 17 | | 29 | | 30 | |  | |  | |  | | |

Timeliness of completed investigations resulting in closure\*

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| up to 6 months | 1 | 1 | 0 | 4 | 0 | 0 | 0 | 0 | 0 |  |  |  |
| over 6 months | 20 | 37 | 17 | 22 | 15 | 15 | 10 | 17 | 19 |  |  |  |
| Total | 21 | 38 | 17 | 26 | 15 | 15 | 10 | 17 | 19 |  |  |  |

These tables show the number of completed investigations about practitioners with a PPP in Queensland closed by a National Board in each month, including the number of days that the complaint remained open.

\* Matters completed which do not result in closure are referred to another stage for further management under part 8 of the National Law. Further management includes health or performance assessment, referral to a panel hearing, or referral to a responsible tribunal

Outcomes\* of completed investigations resulting in closure

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| Accept undertaking | 0 | 3 | 1 | 2 | 1 | 0 | 0 | 1 | 1 |  |  |  |
| Caution | 8 | 10 | 2 | 3 | 4 | 7 | 4 | 6 | 7 |  |  |  |
| Impose conditions | 3 | 4 | 3 | 0 | 7 | 3 | 2 | 0 | 9 |  |  |  |
| No further action | 13 | 22 | 11 | 21 | 6 | 6 | 4 | 6 | 5 |  |  |  |
| Practitioner surrender | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |  |  |  |
| Total | 24 | 39 | 17 | 26 | 18 | 16 | 10 | 13 | 22 |  |  |  |

This table shows the outcomes of each investigation completed by a National Board or its delegate about a complaint about a registered practitioner with a PPP of Queensland by quarter.

\*A completed notification may have more than one outcome.

Timeliness of open health or performance assessments

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Health or Performance Assessment | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| up to 6 months | 82 | 71 | 74 | 76 | 65 | 60 | 60 | 47 | 41 |  |  |  |
| above 6 months | 53 | 56 | 54 | 47 | 50 | 45 | 38 | 28 | 30 |  |  |  |
| Total | 135 | 127 | 128 | 123 | 115 | 105 | 98 | 75 | 71 |  |  |  |

This graph and table show the number of health or performance assessments open at the end of each month, according to the length of time that the health or performance assessment processes have taken.

|  |
| --- |
| Number of completed health or performance assessments |
| |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | | |  | Jul | | Aug | | Sep | | Oct | | Nov | | Dec | | Jan | | Feb | | Mar | | Apr | | May | | Jun | | Resulting in closure | 14 | | 20 | | 9 | | 21 | | 8 | | 10 | | 18 | | 16 | | 3 | |  | |  | |  | | Referred for further management under Part 8 | 2 | | 1 | | 1 | | 6 | | 4 | | 3 | | 1 | | 4 | | 2 | |  | |  | |  | | Total | 16 | | 21 | | 10 | | 27 | | 12 | | 13 | | 19 | | 20 | | 5 | |  | |  | |  | | |

Timeliness of completed health or performance assessments resulting in closure\*

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| up to 6 months | 6 | 4 | 2 | 8 | 5 | 2 | 0 | 1 | 0 |  |  |  |
| over 6 months | 8 | 16 | 7 | 13 | 3 | 8 | 18 | 15 | 3 |  |  |  |
| Total | 14 | 20 | 9 | 21 | 8 | 10 | 18 | 16 | 3 |  |  |  |

These tables show the number of completed health or performance assessments about practitioners with a PPP in Queensland closed by a National Board in each month, including the number of days that the complaint remained open.

\* Matters completed which do not result in closure are referred to another stage for further management under part 8 of the National Law. Further management includes investigation, referral to a panel hearing, or referral to a responsible tribunal.

Outcomes\* of completed health or performance assessments resulting in closure

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| Accept undertaking | 4 | 4 | 4 | 4 | 3 | 5 | 4 | 1 | 1 |  |  |  |
| Caution | 0 | 1 | 0 | 3 | 0 | 1 | 1 | 0 | 0 |  |  |  |
| Impose conditions | 5 | 10 | 3 | 6 | 1 | 3 | 10 | 11 | 1 |  |  |  |
| No further action | 5 | 5 | 2 | 8 | 4 | 1 | 4 | 4 | 1 |  |  |  |
| Practitioner surrender | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |  |  |  |
| Total | 14 | 20 | 9 | 21 | 8 | 10 | 19 | 16 | 3 |  |  |  |

This table shows the outcomes of each health or performance assessments completed by a National Board or its delegate about a complaint about a registered practitioner with a PPP of Queensland by quarter.

\*A completed notification may have more than one outcome.

Timeliness of open matters in panel hearing

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| up to 6 months | 23 | 16 | 11 | 10 | 10 | 12 | 17 | 17 | 17 |  |  |  |
| above 6 months | 38 | 32 | 34 | 33 | 35 | 27 | 18 | 10 | 7 |  |  |  |
| Total | 61 | 48 | 45 | 43 | 45 | 39 | 35 | 27 | 24 |  |  |  |

This graph and table show the number of open panel matters at the end of each month, according to the length of time that the panel process has taken.

|  |
| --- |
| Number of completed panel hearings |
| |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | | |  | Jul | | Aug | | Sep | | Oct | | Nov | | Dec | | Jan | | Feb | | Mar | | Apr | | May | | Jun | | Resulting in closure | 5 | | 14 | | 4 | | 2 | | 3 | | 8 | | 9 | | 8 | | 4 | |  | |  | |  | | Referred for further management under Part 8 | 0 | | 0 | | 1 | | 1 | | 0 | | 1 | | 0 | | 0 | | 0 | |  | |  | |  | | Total | 5 | | 14 | | 5 | | 3 | | 3 | | 9 | | 9 | | 8 | | 4 | |  | |  | |  | | |

Timeliness of completed panel hearings resulting in closure\*

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| up to 6 months | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |  |  |  |
| over 6 months | 5 | 12 | 4 | 2 | 3 | 8 | 9 | 8 | 4 |  |  |  |
| Total | 5 | 14 | 4 | 2 | 3 | 8 | 9 | 8 | 4 |  |  |  |

These tables show the number of completed panel hearings about practitioners with a PPP in Queensland closed by a National Board in each month, including the number of days that the complaint remained open.

\* Matters completed which do not result in closure are referred to another stage for further management under part 8 of the National Law. Further management includes referral to a responsible tribunal

Outcomes\* of completed panel hearings resulting in closure

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| Accept undertaking | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |  |  |  |
| Caution | 2 | 2 | 1 | 1 | 0 | 4 | 3 | 2 | 0 |  |  |  |
| Impose conditions | 1 | 12 | 0 | 2 | 2 | 3 | 4 | 6 | 2 |  |  |  |
| No further action | 2 | 0 | 3 | 0 | 1 | 1 | 1 | 0 | 2 |  |  |  |
| Practitioner surrender | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |  |  |  |
| Reprimand | 0 | 6 | 0 | 1 | 0 | 0 | 1 | 0 | 0 |  |  |  |
| Total | 5 | 20 | 4 | 4 | 3 | 8 | 9 | 8 | 4 |  |  |  |

This table shows the outcomes of each panel hearings completed by a National Board or its delegate about a complaint about a registered practitioner with a PPP of Queensland by quarter.

\*A completed notification may have more than one outcome.

Timeliness of open matters in tribunal hearing

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Tribunal Hearing | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| up to 6 months | 48 | 38 | 16 | 15 | 11 | 12 | 8 | 11 | 12 |  |  |  |
| above 6 months | 94 | 101 | 121 | 120 | 124 | 127 | 121 | 121 | 119 |  |  |  |
| Total | 142 | 139 | 137 | 135 | 135 | 139 | 129 | 132 | 131 |  |  |  |

This table shows the number of matters referred by a National Board to the Queensland Civil and Administrative Tribunal. The 131 complaints relate to only 63 individual partitioners, as many of the practitioners have multiple complaints awaiting hearing.

10 of the complaints are briefed to lawyers acting for the relevant Board and are yet to be filed with the tribunal.

Of the remaining 121 complaints, 22 have been heard by the tribunal and are awaiting publication of the tribunal’s decision. 48 of the complaints have hearing dates listed and are awaiting hearing before the tribunal.

|  |
| --- |
| Number of completed tribunal hearings |
| |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | | |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  | | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | |  |  |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | | |  | Jul | | Aug | | Sep | | Oct | | Nov | | Dec | | Jan | | Feb | | Mar | | Apr | | May | | Jun | | Resulting in closure | 1 | | 5 | | 1 | | 4 | | 2 | | 1 | | 6 | | 2 | | 3 | |  | |  | |  | |  |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | |  | | Total | 1 | | 5 | | 1 | | 4 | | 2 | | 1 | | 6 | | 2 | | 3 | |  | |  | |  | | |

Timeliness of completed tribunal hearings resulting in closure

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| up to 6 months | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |  |  |  |
| over 6 months | 1 | 5 | 1 | 4 | 2 | 1 | 6 | 2 | 3 |  |  |  |
| Total | 1 | 5 | 1 | 4 | 2 | 1 | 6 | 2 | 3 |  |  |  |

These tables show the number of completed tribunal hearings about practitioners with a PPP in Queensland closed by a National Board in each month, including the time that the complaint remained open.

Outcomes\* of completed tribunal hearings resulting in closure

|  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Jul | Aug | Sep | Oct | Nov | Dec | Jan | Feb | Mar | Apr | May | Jun |
| Accept undertaking | 0 | 2 | 0 | 0 | 1 | 1 | 0 | 0 | 0 |  |  |  |
| Caution | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 |  |  |  |
| Cancel registration | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |  |  |  |
| Fine registrant | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 |  |  |  |
| Impose conditions | 0 | 2 | 2 | 3 | 1 | 0 | 3 | 1 | 2 |  |  |  |
| No further action | 1 | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |  |  |  |
| Practitioner surrender | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 |  |  |  |
| Reprimand | 0 | 5 | 0 | 2 | 1 | 0 | 5 | 0 | 1 |  |  |  |
| Suspend registration | 0 | 1 | 1 | 3 | 1 | 0 | 2 | 1 | 0 |  |  |  |
| Total | 1 | 10 | 3 | 8 | 5 | 1 | 12 | 3 | 3 |  |  |  |

This table shows the outcomes of each tribunal hearings completed by a National Board or its delegate about a complaint about a registered practitioner with a PPP of Queensland by quarter.

\*A completed notification may have more than one outcome.