AHPRA and National Boards – Q4 2014-15

Performance Report:

Complaints management quarterly performance data

|  |  |
| --- | --- |
|  | Reporting period: 1/04/2015 to 30/06/2015 |

# Report provided to the Office of the Health Ombudsman (OHO)

Additional notes have been provided *in italics* to ensure the information provided is clear to other readers.

Comments written directly to the Health Ombudsman in the original report have been re-worded to assist the reader’s understanding.

# 

# Registration Management

*No data about AHPRA’s management of registration matters has been provided to the Health Ombudsman. AHPRA does not believe that the Health Ombudsman has jurisdiction in relation to AHPRA’s performance in the management of registration functions under the National Law. AHPRA will, in future, be reporting publicly on its performance in this area and provides detailed information about registration management in its annual reports.*

# Referrals management

## Number of referrals

*In Queensland, under the co-regulatory arrangements, all notifications about health practitioners are made to the OHO. The OHO has responsibility for retaining and dealing with the most serious notifications and may refer other notifications to AHPRA and the National Boards.*

*The tables below show the number of notifications about registered health practitioners referred under section 91 of the Health Ombudsman Act 2013 by the OHO during the period, the number of referrals completed during the reporting period and the number of referrals open at the end of the reporting period.*

### Number of referrals received during the reporting period.

|  |  |
| --- | --- |
|  | **Total** |
| Referrals received | **265** |

Table 1

### Number of referrals completed during the reporting period.

|  |  |
| --- | --- |
|  | **Total** |
| Referrals completed | **295** |

Table 2

### Number of referrals open at the end of the reporting period.

|  |  |
| --- | --- |
|  | **June** |
| Referrals open | **773** |

Table 3

## Number of s150 preliminary assessments

*Under s150 of the National Law, a National Board must, within 60 days after receipt of a referred matter, conduct a preliminary assessment of the referred matter and decide whether or not it relates to a person who is a health practitioner or a student registered by the Board, and whether or not it relates to a matter that is a ground for notification.*

*Table 4 below shows the number of s150 preliminary assessments completed during the reporting period. Table 5 shows the outcome of each preliminary assessment conducted.*

*Tables 6, 7 and 8 show the timeliness of the preliminary assessments.*

### Number of s150 preliminary assessments completed during the reporting period.

|  |  |
| --- | --- |
|  | **Total** |
| Preliminary assessments completed | **265** |

Table 4

## Outcomes and timeliness of completed s150 preliminary assessments

### Number of s150 preliminary assessments completed during the reporting period, by outcome.

|  |  |
| --- | --- |
| **Outcome** | **Total** |
| Progressed to Notification | **265** |
| Closed at enquiry |  |
| Other |  |
| **Total** | **265** |

Table 5

### Of those s150 preliminary assessments completed during the reporting period, number of s150 preliminary assessments completed in < 30 days.

|  |  |
| --- | --- |
|  | **Total** |
| s150 Preliminary assessments completed in < 30 days | **265** |

Table 6

### Of those s150 preliminary assessments completed during the reporting period, number of s150 preliminary assessments completed in > 30 days but < 60 days.

|  |  |
| --- | --- |
|  | **Total** |
| s150 Preliminary assessments completed in > 30 days but < 60 days | **0** |

Table 7

### Of those s150 preliminary assessments completed during the reporting period, s150 number of preliminary assessments completed in > 60 days.

|  |  |
| --- | --- |
|  | **Total** |
| s150 Preliminary assessments completed in > 60 days | **0** |

Table 8

## Number of assessments

*After completing a preliminary assessment of a matter, Boards have the power to take no further action, investigate the matter further, 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 also applies when the Board proposes to take action as an interim step to keep the public safe. In these cases, the final assessment decision will not occur until the show cause process has concluded.*

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

*Tables 9, 10 and 11 show the number of assessments commenced and completed during the reporting period and the number of assessments open at the end of the reporting period.*

### Number of assessments commenced during the reporting period.

|  |  |
| --- | --- |
|  | **Total** |
| Assessments commenced | **262** |

Table 9

### Number of assessments completed during the reporting period.

|  |  |
| --- | --- |
|  | **Total** |
| Assessments completed | **274** |

Table 10

### Number of assessments open at the end of the reporting period.

|  |  |
| --- | --- |
|  | **Total** |
| Assessments open | **229** |

Table 11

## Outcomes and timeliness of completed assessments

*Table 12 shows the outcomes of the assessments completed during the reporting period. Tables 13, 14 and 15 show the timeliness of conducting the assessments during the reporting period, including any administrative or show cause steps required to complete the assessment.*

### Number of assessments completed during the reporting period, by outcome.

|  |  |
| --- | --- |
| **Outcome** | **Total** |
| *Outcome of decisions to take the notification further* | |
| Investigation | **68** |
| Health or performance assessment | **24** |
| Panel hearing | **4** |
| Tribunal hearing |  |
| *Outcome of decision to close the notification* | |
| Accept undertaking | **3** |
| Caution | **36** |
| Impose conditions | **23** |
| No further action | **115** |
| Refer all of the notification to another body | **1** |
| **Total** | **274** |

Table 12

### Of those assessments completed during the reporting period, number of assessments completed in < 60 days.

|  |  |
| --- | --- |
|  | **Total** |
| Assessments completed in < 60 days | **82** |

Table 13

### Of those assessments completed during the reporting period, number of assessments completed in > 60 days but < 90 days.

|  |  |
| --- | --- |
|  | **Total** |
| Assessments completed in > 60 days but < 90 days | **120** |

Table 14

### Of those assessments completed during the reporting period, number of assessments completed in > 90 days.

|  |  |
| --- | --- |
|  | **Total** |
| Assessments completed in > 90 days | **72** |

Table 15

## Timeliness of open assessments

*Tables 16, 17, 18 and 19 show the number of assessments that remain open at the end of the reporting period and the length of time that they have been in the assessment stage.*

### Number of assessments open at the end of the reporting period.

|  |  |
| --- | --- |
|  | **Total** |
| Assessments open and open for < 60 days | **150** |
| Assessments open and open for > 60 days but < 90 days | **47** |
| Assessments open and open for > 90 days | **32** |
| **Total** | **229** |

Table 16

1. Of assessments open at the end of the reporting period, number that have been open < 60 days, by stage.

|  |  |
| --- | --- |
|  | **Total** |
| Pending Board decision | **141** |
| Post Board decision | **4** |
| Subject to division 10 process | **5** |

Table 17

### Of assessments open at the end of the reporting period, number that have been open > 60 days but < 90 days, by stage.

|  |  |
| --- | --- |
|  | **Total** |
| Pending Board decision | **11** |
| Post Board decision | **2** |
| Subject to division 10 process | **34** |

Table 18

### Of assessments open at the end of the reporting period, number that have been open > 90 days, by stage.

|  |  |
| --- | --- |
|  | **Total** |
| Pending Board decision | **1** |
| Post Board decision | **3** |
| Subject to division 10 process | **28** |

Table 19

## Number of Investigations

*A National Board may decide to investigate a registered practitioner or student if it believes that:*

* *the practitioner or student has, or may have, an impairment, and/or*
* *the way the practitioner practises is, or may be, unsatisfactory, and/or*
* *the practitioner’s conduct is, or may be, unsatisfactory.*

*A National Board assesses the risk to the public when considering whether or not to investigate.*

*Tables 20, 21 and 22 show the number of investigations commenced during the reporting period, the number of investigations completed during the reporting period and the number of investigations that remain open at the end of the reporting period.*

### Number of investigations commenced during the reporting period.

|  |  |
| --- | --- |
|  | **Total** |
| Investigations commenced | **71** |

Table 20

### Number of investigations completed during the reporting period.

|  |  |
| --- | --- |
|  | **Total** |
| Investigations completed | **89** |

Table 21

### Number of investigations open at the end of the reporting period.

|  |  |
| --- | --- |
|  | **June** |
| Investigations open | **323** |

Table 22

## Outcomes and timeliness of completed investigations

*Table 23 shows the outcomes of investigations completed during the reporting period. Tables 24, 25, 26 and 27 show the timeliness of these completed investigations.*

### Number of investigations completed during the reporting period, by outcome.

|  |  |
| --- | --- |
| **Outcome** | **Total** |
| *Outcome of decisions to take the notification further* | |
| Health or performance assessment | **2** |
| Panel hearing | **12** |
| Tribunal hearing | **3** |
| *Outcome of decision to close the notification* | |
| Accept undertaking | **4** |
| Caution | **19** |
| Impose conditions | **17** |
| No further action | **31** |
| Refer notification to another body | **1** |
| **Total** | **89** |

Table 23

### Of investigations completed during the reporting period, number completed in < 6 months of national board's decision to investigate.

|  |  |
| --- | --- |
|  | **Total** |
| Number of investigations completed in < 6 months | **3** |

Table 24

### Of investigations completed during the reporting period, number completed in > 6 months but < 12 months of national board's decision to investigate.

|  |  |
| --- | --- |
|  | **Total** |
| Number of investigations completed in > 6 months but < 12 months | **10** |

Table 25

### Of investigations completed during the reporting period, number completed in > 12 months but < 18 months of national board's decision to investigate.

|  |  |
| --- | --- |
|  | **Total** |
| Number of investigations completed in > 12 months but < 18 months | **31** |

Table 26

### Of investigations completed during the reporting period, number completed in > 18 months of national board's decision to investigate.

|  |  |
| --- | --- |
|  | **Total** |
| Number of investigations completed in > 18 months | **45** |

Table 27

## Timeliness of open investigations

*Table 28 shows the number of investigations open at the end of the reporting period. Tables 29, 30, 31 and 32 show the length of time that these investigations have been open.*

### Number of investigations open at the end of the reporting period.

|  |  |
| --- | --- |
|  | **June** |
| Investigations open | **323** |

Table 28

### Of investigations open at the end of the reporting period, number open < 6 months since national board's decision to investigate.

|  |  |
| --- | --- |
|  | **June** |
| Investigations open and open for < 6 months | **113** |

Table 29

### Of investigations open at the end of the reporting period, number open > 6 months but < 12 months since national board's decision to investigate.

|  |  |
| --- | --- |
|  | **June** |
| Investigations open and open for > 6 months but < 12 months | **98** |

Table 30

### Of investigations open at the end of the reporting period, number open > 12 months but < 18 months since national board's decision to investigate.

|  |  |
| --- | --- |
|  | **June** |
| Investigations open and open for > 12 months but < 18 months | **53** |

Table 31

### Of investigations open at the end of the reporting period, number open > 18 months since national board's decision to investigate.

|  |  |
| --- | --- |
|  | **June** |
| Investigations open and open for > 18 months | **59** |

Table 32

## Number of health assessments

*A health assessment is an assessment of a person to determine whether the person has an impairment and includes a medical, physical, psychiatric or psychological examination or test of the person.*

*Tables 33, 34 and 35 show the number of health assessment commenced during the reporting period, the number of health assessments completed during the reporting period and the number of health assessments open at the end of the reporting period.*

### Number of health assessments commenced during the reporting period.

|  |  |
| --- | --- |
|  | **Total** |
| Health assessments commenced | **25** |

Table 33

### Number of health assessments completed during the reporting period.

|  |  |
| --- | --- |
|  | **Total** |
| Health assessments completed | **32** |

Table 34

### Number of health assessments open at the end of the reporting period.

|  |  |
| --- | --- |
|  | **June** |
| Health assessments open | **50** |

Table 35

## Outcomes and timeliness of completed health assessments

*Table 36 shows the outcomes of the health assessments completed during the reporting period. Tables 37 and 38 show the timeliness of these health assessments.*

### Number of health assessments completed during the reporting period, by outcome.

|  |  |
| --- | --- |
| **Outcome** | **Total** |
| *Outcome of decisions to take the notification further* | |
| Assessment | **1** |
| Investigation | **1** |
| Referred to another body | **1** |
| *Outcome of decision to close the notification* | |
| Accept undertaking | **4** |
| Impose conditions | **14** |
| No further action | **11** |
| **Total** | **32** |

Table 36

### Of health assessments completed during the reporting period, number completed in < 6 months of national board's decision to refer for health assessment.

|  |  |
| --- | --- |
|  | **Total** |
| Health assessments completed in < 6 months | **13** |

Table 37

### Of health assessments completed during the reporting period, number completed in > 6 months of national board's decision to refer for health assessment.

|  |  |
| --- | --- |
|  | **Total** |
| Health assessments completed in > 6 months | **19** |

Table 38

## Timeliness of open health assessments

*Tables 39 and 40 show the timeliness of open health assessments at the end of the reporting period.*

### Of health assessments open at the end of the reporting period, number open < 6 months of national board's decision to refer for health assessment.

|  |  |
| --- | --- |
|  | **June** |
| Health assessments open and open for < 6 months | **40** |

Table 39

### Of health assessments open at the end of the reporting period, number open > 6 months of national board's decision to refer for health assessment.

|  |  |
| --- | --- |
|  | **June** |
| Health assessments open and open for > 6 months | **10** |

Table 40

## Number of performance assessments

*A performance assessment is an assessment of the knowledge, skill or judgement possessed, or care exercised by a registered health practitioner in the practice of the health profession in which the practitioner is registered.*

*Tables 41, 42 and 43 show the number of performance assessments commenced during the reporting period, the number of performance assessments completed during the reporting period and the number of performance assessments open at the end of the reporting period.*

### Number of performance assessments commenced during the reporting period.

|  |  |
| --- | --- |
|  | **Total** |
| Performance assessments commenced | **2** |

Table 41

### Number of performance assessments completed during the reporting period.

|  |  |
| --- | --- |
|  | **Total** |
| Performance assessments completed | **6** |

Table 42

### Number of performance assessments open at the end of the reporting period.

|  |  |
| --- | --- |
|  | **June** |
| Performance assessments open | **10** |

Table 43

## Outcomes and timeliness of completed performance assessments

*Table 44 shows the outcomes of the performance assessments completed during the reporting period. Tables 45 and 46 show the timeliness of these performance assessments.*

### Number of performance assessments completed during the reporting period, by outcome.

|  |  |
| --- | --- |
| **Outcome** | **Total** |
| *Outcome of decisions to take the notification further* | |
| Panel hearing | **1** |
| *Outcome of decision to close the notification* | |
| Impose conditions | **3** |
| No further action | **1** |
| Practitioner surrender | **1** |
| **Total** | **6** |

Table 44

### Of performance assessments completed during the reporting period, number completed < 6 months of national board's decision to refer for performance assessment.

|  |  |
| --- | --- |
|  | **Total** |
| Performance assessments completed in < 6 months | **1** |

Table 45

### Of performance assessments completed during the reporting period, number completed > 6 months of national board's decision to refer for performance assessment.

|  |  |
| --- | --- |
|  | **Total** |
| Performance assessments completed in > 6 months | **5** |

Table 46

## Timeliness of open performance assessments

*Tables 47 and 48 show the timeliness of open performance assessments at the end of the reporting period.*

### Of performance assessments open at the end of the reporting period, number open < 6 months of national board's decision to refer for performance assessment.

|  |  |
| --- | --- |
|  | **June** |
| Performance assessments open and open for < 6 months | **4** |

Table 47

### Of performance assessments open at the end of the reporting period, number open > 6 months of national board's decision 10 refer for performance assessment.

|  |  |
| --- | --- |
|  | **June** |
| Performance assessments open and open for > 6 months | **6** |

Table 48

## Number of panel hearings

*A National Board may establish a performance and professional standards panel if the Board reasonably believes, because of a complaint or for any other reason, that the way a registered health practitioner practises the health profession is, or may be, unsatisfactory or the registered health practitioner’s professional conduct is, or may be, unsatisfactory and the Board decides it is necessary or appropriate for the matter to be referred to a panel.*

*Table 49 shows the number of panel hearings commenced during the reporting period, the number of panel hearings completed during the reporting period and the number of panel hearings that are open at the end of the reporting period.*

### Number of panel hearings commenced during the reporting period.

|  |  |
| --- | --- |
|  | **Total** |
| Panel hearings commenced | **17** |

Table 49

### Number of panel hearings completed during the reporting period.

|  |  |
| --- | --- |
|  | **Total** |
| Panel hearings completed | **9** |

Table 50

### Number of panel hearings open at the end of the reporting period.

|  |  |
| --- | --- |
|  | **June** |
| Panel hearings open | **32** |

Table 51

## Outcomes and timeliness of completed panel hearings

*Table 52 shows the outcomes of the panel hearings completed during the reporting period. Tables 53 and 54 show the timeliness of these completed panel hearings.*

### Number of panel hearings completed during the reporting period, by outcome.

|  |  |
| --- | --- |
| **Outcome** | **Total** |
| *Outcome of decisions to take the notification further* | |
| Assessment | **2** |
| *Outcome of decision to close the notification* | |
| Caution | **2** |
| Impose conditions | **3** |
| No further action | **2** |
| **Total** | **9** |

Table 52

### Of panel hearings completed during the reporting period, number completed < 6 months of national board's decision to refer for hearing.

|  |  |
| --- | --- |
|  | **Total** |
| Panel hearings completed in < 6 months | **5** |

Table 53

### Of panel hearings completed during the reporting period, number completed > 6 months of national board's decision to refer for hearing.

|  |  |
| --- | --- |
|  | **Total** |
| Panel hearings completed in > 6 months | **4** |

Table 54

## Timeliness of open panel hearings

*Tables 55 and 56 show the timeliness of panel hearings that remain open at the end of the reporting period.*

### Of panel hearings open at the end of the reporting period, number open < 6 months of national board's decision to refer for hearing.

|  |  |
| --- | --- |
|  | **June** |
| Panel hearings open and open for < 6 months | **25** |

Table 55

### Of panel hearings open at the end of the reporting period, number of open > 6 months of national board's decision to refer for hearing.

|  |  |
| --- | --- |
|  | **June** |
| Panel hearings open and open for > 6 months | **7** |

Table 56

## Number of tribunal hearings

*A National Board refers a matter about a registered health practitioner or student to a responsible tribunal if*

1. *the Board forms the reasonable belief that the way in which a practitioner behaved constitutes professional misconduct or*
2. *a panel established by the Board asks the Board to refer the matter and it is not a matter that must be referred to the health ombudsman or the health ombudsman asks the Board under section 193(2) to continue to deal with the matter under the National Law.*

*The responsible tribunal for Queensland is the Queensland Civil and Administrative Tribunal (QCAT)*

*Table 57 shows the number of tribunal hearings commenced during the reporting period, the number of tribunal hearings completed during the reporting period and the number of tribunal hearings open at the end of the reporting period. Open matters include those referred to the Tribunal and pending QCAT action. More detail is published in Table 63 and 64.*

### Number of tribunal hearings commenced during the reporting period.

|  |  |
| --- | --- |
|  | **Total** |
| Tribunal hearings commenced | **3** |

Table 57

### Number of tribunal hearings completed during the reporting period.

|  |  |
| --- | --- |
|  | **Total** |
| Tribunal hearings completed | **5** |

Table 58

### Number of tribunal hearings open at the end of the reporting period.

|  |  |
| --- | --- |
|  | **June** |
| Tribunal hearings open | **129** |

Table 59

## Outcomes and timeliness of completed tribunal hearings

*Table 60 shows the outcomes of tribunal hearings completed during the reporting period. Tables 61 and 62 show the timeliness of referrals to QCAT by the National Boards.*

### Number of tribunal hearings completed during the reporting period, by outcome.

|  |  |
| --- | --- |
| **Outcome** | **Total** |
| *Outcome of decisions to take the notification further* | |
| Investigation | **1** |
| *Outcome of decision to close the notification* | |
| Fine registrant | **1** |
| Reprimand | **3** |
| **Total** | **5** |

Table 60

### Of tribunal hearings completed during the reporting period, number completed < 6 months of national board's decision to refer for hearing.

|  |  |
| --- | --- |
|  | **Total** |
| Tribunal hearings completed in < 6 months | **2** |

Table 61

### Of tribunal hearings completed during the reporting period, number completed > 6 months of national board's decision to refer for hearing.

|  |  |
| --- | --- |
|  | **Total** |
| Tribunal hearings completed in > 6 | **3** |

Table 62

## Timeliness of open tribunal hearings

*Table 63 and 64 show the timeliness of tribunal matters open at the end of the reporting period. It should be noted that the only part of the process in which AHPRA and the National Boards have sole timing control is in relation to the lodgement of matters in the Tribunal. Beyond that, the timing of tribunal processes can be attributed to a range of factors, many of which are outside the direct control of the referring entity.*

### Of tribunal hearings open at the end of the reporting period, number open < 6 months of national board's decision to refer for hearing.

|  |  |
| --- | --- |
|  | **June** |
| Pending filing at tribunal | **6** |
| Post filing at tribunal | **1** |
| **Total** | **7** |

Table 63

### Of tribunal hearings open at the end of the reporting period, number of open > 6 months of national board's decision to refer for hearing.

|  |  |
| --- | --- |
|  | **June** |
| Pending filing at tribunal | **3** |
| Post filing at tribunal | **119** |
| **Total** | **122** |

Table 64

# Health impairment programs

AHPRA does not have information on practitioners ‘referred to a health impairment treatment program’ because no such program(s) exists. In this regard, no data has been provided in relation to section 3 ‘health impairment programs’.

# Compliance monitoring programs

*Health practitioners and students may have restrictions placed on their registration for a range of reasons including as a result of a notification, the assessment of an application for registration or a renewal of registration, or after a referral to QCAT. These restrictions are actively monitored to ensure the compliance of health practitioners.*

*Tables 65, 66 and 67 show, by health profession, the number of practitioner monitoring cases commenced during the reporting period, the number of practitioner monitoring cases completed during the reporting period and the number of practitioner monitoring cases open at the end of the reporting period.*

## Number of practitioner monitoring cases

### Number of practitioner registrations with conditions or undertakings on their registration at the end of the reporting period, by health profession.

The Health Ombudsman requested the number of practitioner registrations with conditions or undertakings on their registration. AHPRA does not believe that the Health Ombudsman has jurisdiction in relation to AHPRA’s performance in the management of registration functions under the National Law; therefore this data was not provided to the OHO. *AHPRA will in future be reporting publicly on its performance in this area and in the interim, provides detailed information about registration management in its annual reports.*

### Number of practitioner monitoring cases commenced during the reporting period, by health profession.

|  |  |
| --- | --- |
| **Profession** | **Total** |
| Aboriginal and Torres Strait Islander Health Practitioner |  |
| Chinese Medicine Practitioner |  |
| Chiropractor | **6** |
| Dental Practitioner | **12** |
| Medical Practitioner | **56** |
| Medical Radiation Practitioner | **3** |
| Midwife | **1** |
| Nurse | **48** |
| Occupational Therapist | **1** |
| Optometrist | **1** |
| Osteopath |  |
| Pharmacist | **9** |
| Physiotherapist | **3** |
| Podiatrist | **1** |
| Psychologist | **9** |
| **Total** | **150** |

Table 65

### Number of practitioner monitoring cases completed during the reporting period, by health profession.

|  |  |
| --- | --- |
| **Profession** | **June** |
| Aboriginal and Torres Strait Islander Health Practitioner |  |
| Chinese Medicine Practitioner |  |
| Chiropractor | **1** |
| Dental Practitioner | **3** |
| Medical Practitioner | **49** |
| Medical Radiation Practitioner |  |
| Midwife | **3** |
| Nurse | **34** |
| Occupational Therapist | **1** |
| Optometrist |  |
| Osteopath |  |
| Pharmacist | **10** |
| Physiotherapist | **1** |
| Podiatrist | **2** |
| Psychologist | **13** |
| **Total** | **117** |

Table 66

### Number of practitioner monitoring cases open at the end of the reporting period, by health profession.

|  |  |
| --- | --- |
| **Profession** | **June** |
| Aboriginal and Torres Strait Islander Health Practitioner |  |
| Chinese Medicine Practitioner | **2** |
| Chiropractor | **11** |
| Dental Practitioner | **46** |
| Medical Practitioner | **241** |
| Medical Radiation Practitioner | **8** |
| Midwife | **12** |
| Nurse | **243** |
| Occupational Therapist | **5** |
| Optometrist | **2** |
| Osteopath | **1** |
| Pharmacist | **38** |
| Physiotherapist | **12** |
| Podiatrist | **3** |
| Psychologist | **30** |
| **Total** | **654** |

Table 67

## Outcomes and timeliness of completed monitoring cases

*Table 68 shows the outcomes of practitioner monitoring cases that were completed during the reporting period.*

### Number of practitioner monitoring cases completed during the reporting period, by outcome

|  |  |
| --- | --- |
| **Outcome** | **Total** |
| Acquired non-practising registration | **4** |
| Acquired unrestricted registration | **6** |
| Board order under s125 | **26** |
| Board order under s127 | **27** |
| Completed Board requirements | **11** |
| Elected not to renew | **11** |
| Impose conditions | **2** |
| Panel order | **1** |
| Precedent Legislation | **1** |
| Registration cancelled | **1** |
| Relocated to co-regulatory jurisdiction | **2** |
| Surrendered Registration | **7** |
| Suspend registration | **1** |
| Tribunal order | **2** |
| **Total** | **102** |

Table 68

*Tables 69, 70, 71, 72 and 73 show the duration of monitoring cases completed during the reporting period. However, it should be noted that some matters will require monitoring of compliance activity for significant periods, including some for the lifespan of a practitioner’s registration. A National Board decides when to remove a requirement for monitoring a practitioner’s compliance with conditions on registration, when it is assured conditions are no longer needed to keep the public safe. The length of time a practitioner is monitored is tailored to the risk posed by the individual practitioner.*

### Of those practitioner monitoring cases completed during the reporting period, average number of days until completion

|  |  |
| --- | --- |
|  | **Total** |
| Average number of days for completion of monitoring cases completed during the reporting period | **450** |

Table 69

### Of those practitioner monitoring cases completed during the reporting period, number completed in < 6 months

|  |  |
| --- | --- |
|  | **Total** |
| Monitoring cases completed in < 6 months and completed during the reporting period | **13** |

Table 70

### Of those practitioner monitoring cases completed during the reporting period, number completed in > 6 months but < 12 months.

|  |  |
| --- | --- |
|  | **Total** |
| Monitoring cases completed in > 6 months but *<* 12 months and completed during the reporting period | **29** |

Table 71

### Of those practitioner monitoring cases completed during the reporting period, number completed in > 12 months but < 24 months.

|  |  |
| --- | --- |
|  | **Total** |
| Monitoring cases completed in > 12 months but *<* 24 months and completed during the reporting period | **60** |

Table 72

### Of those practitioner monitoring cases completed during the reporting period, number completed in > 24 months

|  |  |
| --- | --- |
|  | **Total** |
| Monitoring cases completed in > 24 months and completed during the reporting period |  |

Table 73

## Status of open monitoring cases[[1]](#footnote-1)

*Tables 74, 75, 76, 77, 78 and 79 show the number of open monitoring cases, risk profile and level of compliance. These data report on the risk profile of the practitioner and the compliance status of a case. When AHPRA’s monitoring reveals a practitioner’s non-compliance, the matter is referred to a Board to consider further regulatory action. The timeframe for this action depends on the level of risk posed to the public by the non-compliance.*

*The risk posed by any breach of specific restrictions is different in each case and is managed individually. Not all breaches of restrictions require action to protect the public. For example, a practitioner who is two weeks late completing a required education program due to illness, has breached the condition on their registration, but the breach does not demonstrate increased risk to the public which needs to be managed.*

*The risk profile of each practitioner being monitored determines both how swiftly AHPRA responds and what action is taken.*

|  |  |
| --- | --- |
|  | **June** |
| 1. Open monitoring cases where practitioner risk profile was normal and the practitioner was compliant with all restrictions | **239** |

Table 74

|  |  |
| --- | --- |
|  | **June** |
| 1. Open monitoring cases where practitioner risk profile was high and the practitioner was compliant with all restrictions | **316** |

Table 75

|  |  |
| --- | --- |
|  | **June** |
| 1. Open monitoring cases where practitioner risk profile was normal and the practitioner was suspected of being non-compliant with one or more restrictions | **9** |

Table 76

|  |  |
| --- | --- |
|  | **June** |
| 1. Open monitoring cases where practitioner risk profile was high and the practitioner was suspected of being non-compliant with one or more restrictions | **37** |

Table 77

|  |  |
| --- | --- |
|  | **June** |
| 1. Open monitoring cases where practitioner risk profile was normal and the practitioner was non-compliant with one or more restrictions | **8** |

Table 78

|  |  |
| --- | --- |
|  | **June** |
| 1. Open monitoring cases where practitioner risk profile was high and the practitioner was non-compliant with one or more restrictions | **35** |

Table 79

1. The data requested by the OHO does not align with AHPRA processes and therefore cannot be produced in the mandated format. As an alternative approach to ensure the OHO has confidence that AHPRA is appropriately monitoring practitioners where required, a recommendation to change the format of future data requests has been made to the OHO. [↑](#footnote-ref-1)