

# AHPRA and the National Boards – Q1

## Performance Report: Complaints management quarterly performance data

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Reporting period: 1 July 2016 to 30 September 2016



Australian Health Practitioner Regulation Agency

Aboriginal and Torres Strait Islander health practice	Occupational therapy
Chinese medicine	Optometry
Chiropractic	Osteopathy
Dental	Pharmacy
Medical	Physiotherapy
Medical radiation practice	Podiatry
Nursing and Midwifery	Psychology

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## Registration management

*No data about AHPRA's management of registration matters has been provided in this report. AHPRA does not believe that the Health Ombudsman has jurisdiction in relation to AHPRA's performance in the management of the registration functions under the National Law.*

*AHPRA has published detailed information about registration management on its website and can be found at <http://www.ahpra.gov.au/About-AHPRA/What-We-Do/Statistics.aspx>.*

## Notifications management

### Notifications overview

The tables below show the number of notifications received about registered health practitioners, the number of notifications completed and the number of notifications that remain open in the assessment, investigation, health assessment and performance assessment stage.

**Table 4.1** Number of notifications received during the reporting period, by stream

Stream	Total
Health	57
Performance	324
Conduct	108
<b>Total</b>	<b>489</b>

**Table 4.2** Number of notifications closed during the reporting period, by stream

Stream	Total
Health	64
Performance	282
Conduct	78
<b>Total<sup>1</sup></b>	<b>424</b>

**Table 4.3** Number of notifications open at the end of the reporting period, by stream

Stream	September
Health	168
Performance	830
Conduct	356
<b>Total</b>	<b>1,354</b>

## Immediate actions overview

*Under the National Law, a National Board may take immediate action in relation to a registered health practitioner registered by the Board if the National Board reasonably believes that because of the registered health practitioner's conduct, performance or health, the practitioner poses a serious risk to persons and it is necessary to take immediate action to protect public health or safety. The Board may also take immediate action if the registered health practitioner's registration was improperly obtained because the practitioner or someone else gave the National Board information or a document that was false or misleading in a material particular or if the registered health practitioner's registration has been cancelled or suspended under the law of a jurisdiction, whether in Australia or elsewhere, that is not a participating jurisdiction.*

*Under the National Law, a National Board may take immediate action in relation to a student registered by the Board if the National Board reasonably believes that the student poses a serious risk to persons because the student has been charged with an offence, or has been convicted or found guilty of an offence, that is punishable by 12 months imprisonment or more; or has, or may have, an impairment; or has, or may have, contravened a condition of the student's registration or an undertaking given by the student to a National Board; and it is necessary to take immediate action to protect public health or safety. The Board may also take immediate action if the student's registration has been cancelled or suspended under the law of a jurisdiction, whether in Australia or elsewhere, that is not a participating jurisdiction.*

*The tables below show the number of immediate actions commenced during the period, the number of immediate actions completed during the reporting period and the number of immediate actions open at the end of the reporting period.*

**Table 5.1 Number of immediate actions commenced**

	Total
Immediate actions commenced	6

**Table 5.2 Number of immediate actions completed**

	Total
Immediate actions completed	8

**Table 5.3 Number of immediate actions open at end**

	September
Immediate actions open	2

## Outcomes and timeliness of completed immediate actions

The tables below show the outcomes of immediate actions completed during the reporting period and timeliness of immediate actions completed during the reporting period. The tables below also show the timeliness of immediate actions open at the end of the reporting period.

**Table 6.1** Number of immediate actions completed, by outcome

Outcome	Total
Immediate action not proposed	2
Immediate action not taken following show cause	1
Immediate action taken	5
<b>Total</b>	<b>8</b>

**Table 6.2** Immediate actions completed where immediate action was taken, by outcome

Outcome	Total
Accept undertaking	1
Impose conditions	2
Suspend registration	2
Accept surrender of registration	0
<b>Total</b>	<b>5</b>

**Table 6.3** Number of immediate actions completed where immediate action was taken, by time frame

Time frame	Total
Completed in $\leq$ 14 days	3
Completed in $>$ 14 days	2
<b>Total</b>	<b>5</b>

## Timeliness of open immediate actions

**Table 7.1** Number of immediate actions open at the end of the reporting period, by time frame

Time frame	September
Open for $\leq$ 14 days	0
Open for $>$ 14 days	2
<b>Total</b>	<b>2</b>

## Section 150 preliminary assessment overview

*Under s150 of the National Law, a National Board must, within 60 days after receipt of a matter, conduct a preliminary assessment of the notification 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.*

*The tables below show the number of s150 preliminary assessments commenced and completed during the reporting period and the number of s150 preliminary assessments open at the end of the reporting period.*

**Table 8.1 Number of s150 preliminary assessments commenced**

	Total
s150 preliminary assessments commenced	445

**Table 8.2 Number of s150 preliminary assessments completed**

	Total
s150 preliminary assessments completed	477

**Table 8.3 Number of s150 preliminary assessments open at end**

	September
s150 preliminary assessments open	56

## Outcomes of completed s150 preliminary assessments

The table below shows the outcome of each preliminary assessment conducted.

**Table 9.1** Number of s150 preliminary assessments completed, by outcome

Outcome	Total
Outcome of decision to take the enquiry further	
Progressed to notification	470
Managed as offence	1
Managed as complaint by co-regulator	0
Outcome of decision to close the enquiry	
Insufficient particulars	1
HCE to retain	0
No further action	1
General information enquiry	0
Refer all of the notification to another body	4
Other	0
<b>Total</b>	<b>477</b>

**Table 9.2** Number of s150 preliminary assessments completed, by timeframe

Time frame	Total
Completed in $\leq$ 30 days	395
Completed in $>$ 30 days but $\leq$ 60 days	50
Completed in $>$ 60 days	32
<b>Total</b>	<b>477</b>

## Assessment overview

*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 applies when the Board proposes to restrict a practitioner's registration in some way 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.*

*The tables below 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.*

**Table 10.1 Number of assessments commenced**

	Total
Assessments commenced	487

**Table 10.2 Number of assessments completed**

	Total
Assessments completed	463

**Table 10.3 Number of assessments open at the end of the reporting period**

	September
Assessments open	454

## Outcomes and timeliness of completed assessments

The tables below show the outcomes of the assessments completed during the reporting period. The tables below also show the timeliness of conducting the assessments during the reporting period, including any administrative or show cause steps required to complete the assessment.

**Table 11.1 Number of assessments completed, by outcome**

Outcome	Total
Outcome of decision to take the notification further	
Investigation	167
Health or performance assessment	25
Panel hearing	4
Tribunal hearing	0
Other stage	2
Outcome of decision to close the notification	
Accept undertaking	2
Caution	48
HCE to retain	0
Impose conditions	24
No further action	190
Other	1
<b>Total</b>	<b>463</b>

**Table 11.2 Number of assessments completed, by time frame**

Time frame	Total
Completed in $\leq$ 60 days	134
Completed in $>$ 60 days but $\leq$ 90 days	140
Completed in $>$ 90 days	189
<b>Total</b>	<b>463</b>

## Timeliness of open assessments

The tables below 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.

**Table 12.1** Number of assessments open at the end of the reporting period, by time frame

Time frame	September
Open for $\leq$ 60 days	268
Open for > 60 days but $\leq$ 90 days	91
Open for > 90 days	95
<b>Total</b>	<b>454</b>

**Table 12.2** Number of assessments open at the end of the reporting period that have been open  $\leq$  60 days, by stage

Stage	September
Pending Board decision	216
Post Board decision	44
Subject to Division 10 process	8
<b>Total</b>	<b>268</b>

**Table 12.3** Number of assessments open at the end of the reporting period that have been open > 60 days but  $\leq$  90 days, by stage

Stage	September
Pending Board decision	49
Post Board decision	24
Subject to Division 10 process	18
<b>Total</b>	<b>91</b>

**Table 12.4** Number of assessments open at the end of the reporting period that have been open > 90 days, by stage

Stage	September
Pending Board decision	20
Post Board decision	18
Subject to Division 10 process	57
<b>Total</b>	<b>95</b>

## Investigations overview

The tables below show the number of investigations commenced and completed during the reporting period and the number of investigations that remain open at the end of the reporting period.

**Table 13.1 Number of investigations commenced**

	Total
Investigations commenced	169

**Table 13.2 Number of investigations completed**

	Total
Investigations completed	107

**Table 13.3 Number of investigations open at the end of the reporting period**

	September
Investigations open	682

## Outcomes and timeliness of completed investigations

The tables below show the outcomes of investigations completed during the reporting period. The tables below also show the timeliness of these completed investigations.

**Table 14.1 Number of investigations completed, by outcome**

Outcome	Total
Outcome of decision to take the notification further	
Health or performance assessment	4
Panel hearing	6
Tribunal hearing	0
Other stage	0
Outcome of decision to close the notification	
Accept undertaking	2
Caution	25
Impose conditions	19
No further action	50
Practitioner surrender	
Other	1
<b>Total</b>	<b>107</b>

**Table 14.2 Number of investigations completed, by time frame**

Time frame	Total
Completed in $\leq$ 6 months	14
Completed in $>$ 6 months but $\leq$ 12 months	34
Completed in $>$ 12 months but $\leq$ 18 months	26
Completed in $>$ 18 months	33
<b>Total</b>	<b>107</b>

## Timeliness of open investigations

The table below shows the number of investigations that remain open at the end of the reporting period and the length of time that they have been in the investigation stage.

**Table 15.1 Number of investigations open at the end of the reporting period, by time frame**

Time frame	September
Open for $\leq$ 6 months	364
Open for > 6 months but $\leq$ 12 months	206
Open for > 12 months but $\leq$ 18 months	77
Open for > 18 months	35
<b>Total</b>	<b>682</b>

## Health assessment overview

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.

The tables below show the number of health assessments commenced and completed during the reporting period and the number of health assessments open at the end of the reporting period.

**Table 16.1 Number of health assessments commenced**

	Total
Health assessments commenced	25

**Table 16.2 Number of health assessments completed**

	Total
Health assessments completed	42

**Table 16.3 Number of health assessments open at the end of the reporting period**

	September
Health assessments open	101

## Outcomes and timeliness of completed health assessments

The tables below show the outcomes of the health assessments completed during the reporting period and the timeliness of these health assessments.

The tables below also show the timeliness of open health assessments at the end of the reporting period.

**Table 17.1 Number of health assessments completed, by outcome**

Outcome	Total
Outcome of decision to take the notification further	
Investigation	0
Panel hearing	0
Tribunal hearing	0
Other stage	0
Outcome of decision to close the notification	
Accept undertaking	0
Caution	1
Impose conditions	27
No further action	14
Practitioner surrender	0
Other	0
<b>Total</b>	<b>42</b>

**Table 17.2 Number of health assessments completed, by time frame**

Time frame	Total
Completed in $\leq$ 6 months	16
Completed in $>$ 6 months	26
<b>Total</b>	<b>42</b>

## Timeliness of open health assessments

**Table 18.1 Number of health assessments open at the end of the reporting period, by time frame**

Time frame	September
Open for $\leq$ 6 months	67
Open for $>$ 6 months	34
<b>Total</b>	<b>101</b>

## Performance assessment overview

*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.*

*The tables below show the number of performance assessments commenced and completed during the reporting period and the number of performance assessments open at the end of the reporting period.*

**Table 19.1 Number of performance assessments commenced**

	Total
Performance assessments commenced	5

**Table 19.2 Number of performance assessments completed**

	Total
Performance assessments completed	7

**Table 19.3 Number of performance assessments open at the end of the reporting period**

	September
Performance assessments open	12

## Outcomes and timeliness of completed performance assessments

The tables below show the outcomes of the performance assessments completed during the reporting period and the timeliness of these performance assessments.

The tables below also show the timeliness of open performance assessments at the end of the reporting period.

**Table 20.1 Number of performance assessments completed, by outcome**

Outcome	Total
Outcome of decision to take the notification further	
Investigation	0
Panel hearing	0
Tribunal hearing	0
Other stage	0
Outcome of decision to close the notification	
Accept undertaking	0
Caution	0
Impose conditions	6
No further action	1
Practitioner surrender	0
<b>Total</b>	<b>7</b>

**Table 20.2 Number of performance assessments completed, by time frame**

Time frame	Total
Completed in $\leq$ 6 months	3
Completed in $>$ 6 months	4
<b>Total</b>	<b>7</b>

## Timeliness of open performance assessments

**Table 21.1 Number of performance assessments open at end, by time frame**

Time frame	September
Open for $\leq$ 6 months	9
Open for $>$ 6 months	3
<b>Total</b>	<b>12</b>

## Legal services management

### Panel hearing overview

*A National Board may establish a performance and professional standards panel if the Board reasonably believes, because of a notification 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.*

*A National Board may establish a health panel if the Board reasonably believes, because of a notification or for any other reason, that a registered health practitioner or student has or may have an impairment and the Board decides it is necessary or appropriate for the matter to be referred to a panel.*

*The Panel hearing overview encompasses data about both performance and professional standards panels and health panels.*

*The tables below show the number of panel hearings commenced and completed during the reporting period and the number of panel hearings that are open at the end of the reporting period.*

**Table 22.1 Number of panel hearings commenced**

	Total
Panel hearings commenced	10

**Table 22.2 Number of panel hearings completed**

	Total
Panel hearings completed	8

**Table 22.3 Number of panel hearings open at the end of the reporting period**

	September
Panel hearings open	31

## Outcomes and timeliness of completed panel hearings

The tables below show the outcomes of the panel hearings completed during the reporting period and the timeliness of these completed panel hearings.

**Table 23.1 Number of panel hearings completed, by outcome**

Outcome	Total
Outcome of decision to take the notification further	
Investigation	0
Health or performance assessment	0
Tribunal hearing	0
Other stage	0
Outcome of decision to close the notification	
Accept undertaking	0
Caution	3
Impose conditions	3
No further action	1
Reprimand	1
<b>Total</b>	<b>8</b>

**Table 23.2 Number of panel hearings completed, by time frame**

Time frame	Total
Completed in $\leq$ 6 months	3
Completed in $>$ 6 months	5
<b>Total</b>	<b>8</b>

## Timeliness of open panel hearings

The table below shows the timeliness of panel hearings that remain open at the end of the reporting period.

**Table 24.1 Number of panel hearings open at end, by time frame**

Time frame	September
Open for $\leq$ 6 months	20
Open for $>$ 6 months	11
<b>Total</b>	<b>31</b>

## Tribunal matters overview

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

(a) the Board forms the reasonable belief, that the way in which a practitioner behaved constitutes professional misconduct or

(b) 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).

The tables below show the number of matters referred to the tribunal during the reporting period, the number of matters referred to the tribunal completed during the reporting period and the number of matters referred to the tribunal which remain open at the end of the reporting period.

**Table 25.1 Number of matters referred to the tribunal**

	Total
Matters referred to tribunal	0

**Table 25.2 Number of matters referred to the tribunal completed**

	Total
Matters referred to tribunal completed	4

**Table 25.3 Number of matters referred to the tribunal open at the end of the reporting period**

	September
Matters referred to tribunal open	74

## Outcomes and timeliness of completed matters referred to the tribunal

**Table 26.1 Number of matters referred to the tribunal completed, by outcome**

Outcome	Total
Outcome of decision to take the notification further	
Other stage	0
Outcome of decision to close the notification	
Accept undertaking	0
Caution	0
Cancel registration	3
Fine registrant	0
Impose conditions	0
No further action	0
Practitioner surrender	0
Reprimand	1
Suspend registration	0
Other	0
<b>Total</b>	<b>4</b>

**Table 26.2 Number of matters referred to the tribunal completed, by time frame**

Time frame	Total
Completed in $\leq$ 12 months	0
Completed in $>$ 12 months	4
<b>Total</b>	<b>4</b>

## Timeliness of open matters referred to the tribunal

The table below shows the timeliness of open matters referred to the tribunal at the end of the reporting period. It details those matters in which the complaint has yet to be filed with the tribunal and those where the complaint has been filed with the tribunal.

**Table 27.1 Number of matters referred to the tribunal open at end, by time frame**

Stage	September
Matters referred to the tribunal open for $\leq$ 12 months	
Yet to be filed with a responsible tribunal	1
Filed with a responsible tribunal	3
Matters referred to the tribunal open for $>$ 12 months	
Yet to be filed with a responsible tribunal	0
Filed with a responsible tribunal	70
<b>Total</b>	<b>74</b>

## Monitoring and compliance

### Registrant monitoring overview

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 the tribunal. These restrictions are actively monitored to ensure compliance.

The tables below show, by stream, the number of monitoring cases commenced and completed during the reporting period and the number of monitoring cases open at the end of the reporting period. A practitioner may have more than one monitoring case.

The tables below show the number of practitioners with conditions or undertakings on their registration.

**Table 28.1 Number of monitoring cases commenced**

Stream	Total
Conduct	17
Health	58
Performance	40
Prohibited Practitioner / Student	9
<b>Total</b>	<b>124</b>

**Table 28.2 Number of monitoring cases completed**

Stream	Total
Conduct	29
Health	60
Performance	36
Prohibited Practitioner / Student	25
<b>Total</b>	<b>150</b>

**Table 28.3 Number of monitoring cases open at the end of the reporting period**

Stream	September
Conduct	129
Health	282
Performance	178
Prohibited Practitioner / Student	29
<b>Total</b>	<b>618</b>

**Table 28.4 Number of practitioners with conditions or undertakings on their registration**

Profession	September
ATSIHP	19
Chinese Medicine Practitioner	128
Chiropractor	9
Dental Practitioner	41
Medical Practitioner	353
Medical Radiation Practitioner	30
Midwife	14
Nurse	319
Nurse and Midwife	24
Occupational Therapist	8
Optometrist	2
Osteopath	0
Pharmacist	52
Physiotherapist	14
Podiatrist	3
Psychologist	30
<b>Total</b>	<b>1,046</b>

**Table 28.5 Number of suspended practitioners at the end of the reporting period, by profession**

Profession	September
Chinese Medicine Practitioner	1
Medical Practitioner	10
Medical Radiation Practitioner	1
Midwife	1
Nurse	32
Nurse and Midwife	1
Optometrist	1
<b>Total</b>	<b>47</b>

**Table 28.6 Number of practitioners subject to a reprimand at the end of the reporting period, by profession**

Profession	September
Chiropractor	1
Dental Practitioner	5
Medical Practitioner	28
Nurse	6
Pharmacist	8
Psychologist	4
<b>Total</b>	<b>52</b>

**Table 28.7 Number of matters resulting in a practitioner being cautioned, by profession**

Profession	Total
Dental Practitioner	14
Medical Practitioner	33
Midwife	1
Nurse	17
Optometrist	2
Pharmacist	3
Podiatrist	1
Psychologist	6
<b>Total</b>	<b>77</b>

## Outcomes and duration of completed monitoring cases

The tables below show the outcomes of monitoring cases that were completed during the reporting period.

The tables below show the duration of monitoring cases completed during the reporting period. 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 their 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.

**Table 29.1 Number of monitoring cases completed, by outcome**

Outcome	Total
Acquired non-practising registration	4
Acquired unrestricted registration	3
Change or remove conditions or undertaking –under s125	47
Removal of condition or revocation of undertaking – under s127	34
Completed board requirements	2
Deceased	2
Elected not to renew	29
Panel order	3
Impose conditions	1
Registration cancelled	1
Surrendered registration	2
Other	22
<b>Total</b>	<b>150</b>

**Table 29.2 Number of monitoring cases completed, by duration**

Duration	Total
Completed in $\leq$ 12 months	73
Completed in $>$ 12 months but $\leq$ 24 months	39
Completed in $>$ 24 months	38
<b>Total</b>	<b>150</b>

## Duration and risk profile of open monitoring cases

**Table 30.1** Number of monitoring cases open, by duration

Duration	September
Open for $\leq$ 12 months	337
Open for $>$ 12 months but $\leq$ 24 months	147
Open for $>$ 24 months	134
<b>Total</b>	<b>618</b>

## Status of open monitoring cases

The tables below show the number of open monitoring cases, risk profile and level of compliance. These tables report on the risk profile of the practitioner and the compliance status of a monitoring case. When AHPRA's monitoring reveals a practitioner's non-compliance, the matter is referred to a Board to consider further regulatory action. The time frame for this action depends on the level of risk posed to the public by the non-compliance.

The risk profile identifies those registrants that will cause the public, themselves or the reputation of the National Boards and AHPRA significant and immediate harm if the behaviour or conduct leading to the restrictions was to recur. A registrant is evaluated to have a normal risk profile if the recurrence of the behaviour or conduct will not cause the public, the registrant or the reputation of the National Boards and AHPRA significant and immediate harm. A registrant is evaluated to have a high risk profile if the recurrence of the behaviour will cause significant and immediate harm.

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.

**Table 31.1 Number of monitoring cases where practitioner risk profile was normal**

Profession	Compliant	Suspected non-compliant	Non-compliant	Compliance status yet to be assigned <sup>1</sup>
ATSIHP	1			
Chinese Medicine Practitioner	1			
Chiropractor	3			
Dental Practitioner	22		1	
Medical Practitioner	63	2	1	2
Medical Radiation Practitioner	1			
Midwife	3			
Nurse	96	5	10	
Occupational Therapist	2			
Optometrist	2			
Osteopath				
Pharmacist	21		1	2
Physiotherapist	4			
Podiatrist	1			
Psychologist	12			
<b>Total</b>	<b>232</b>	<b>7</b>	<b>13</b>	<b>4</b>

**Table 31.2 Number of monitoring cases where practitioner risk profile was high**

Profession	Compliant	Suspected non-compliant	Non-compliant	Compliance status yet to be assigned <sup>1</sup>
ATSIHP				
Chinese Medicine Practitioner	1			
Chiropractor	4			
Dental Practitioner	16		2	1
Medical Practitioner	133	18	12	
Medical Radiation Practitioner	4	1		
Midwife	9	1		
Nurse	99	5	14	1
Occupational Therapist	1			
Optometrist	1			
Osteopath				
Pharmacist	13		1	
Physiotherapist	3		2	
Podiatrist	2			
Psychologist	17		1	
<b>Total</b>	<b>303</b>	<b>25</b>	<b>32</b>	<b>2</b>

*1 – Where the compliance status is yet to be assigned, in Tables 0.0 and **Error! Reference source not found.**, it relates to a Health, Performance or Conduct case not yet due for a Compliance Status update.*

### Tables 31.3 to 31.10

*AHPRA does not currently have system capability to generate data requests for 31.3 to 31.10. Some of this data will be manually collected as part of the Health Ombudsman's quality assurance activities.*

## Online National Register

### Timeliness of changes to the online register

*AHPRA does not currently have system capability to measure the time taken to update the National Register when a practitioner's registration is cancelled or suspended or when sanctions are imposed or changed. A national project which will enable this information to be provided in the future is currently being scoped.*