



Aboriginal and Torres Strait
Islander Health Practice
Chinese Medicine
Chiropractic
Dental
Medical
Medical Radiation Practice
Nursing and Midwifery
Occupational Therapy
Optometry
Osteopathy
Pharmacy
Physiotherapy
Podiatry
Psychology

Australian Health Practitioner Regulation Agency

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)

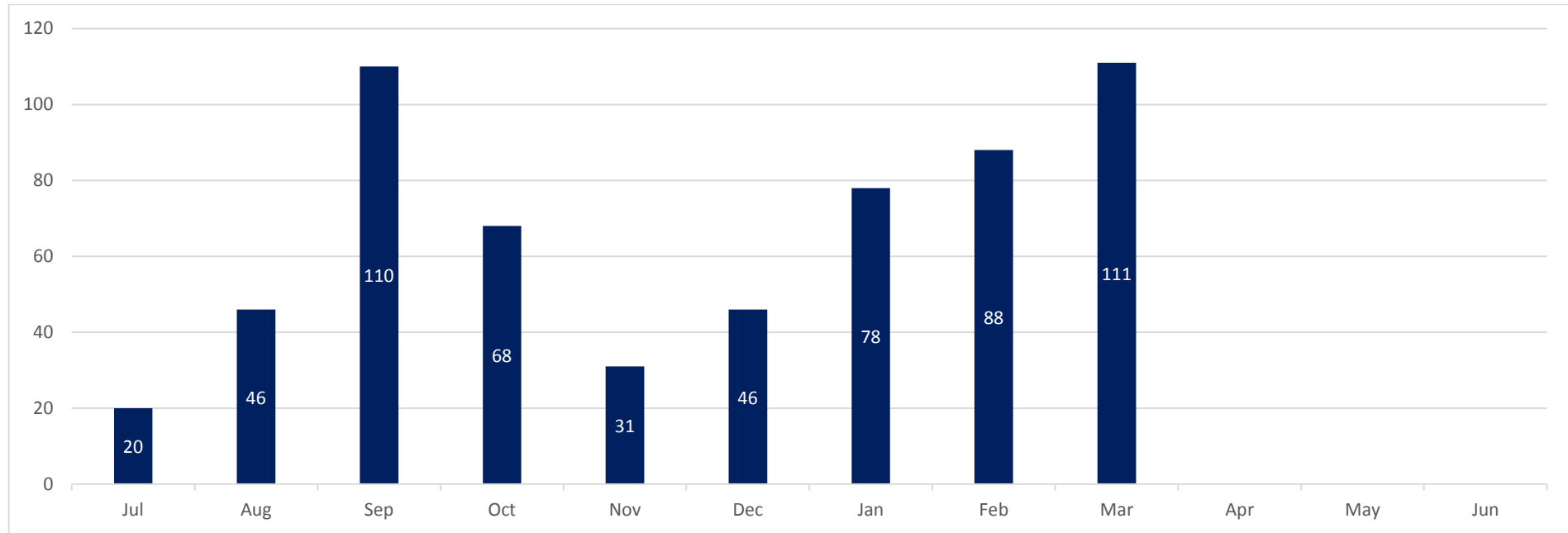
The register of practitioners is accurate, up to date and is the only reliable source of information about the current registration status of all registered health practitioners in Australia.

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.](#)

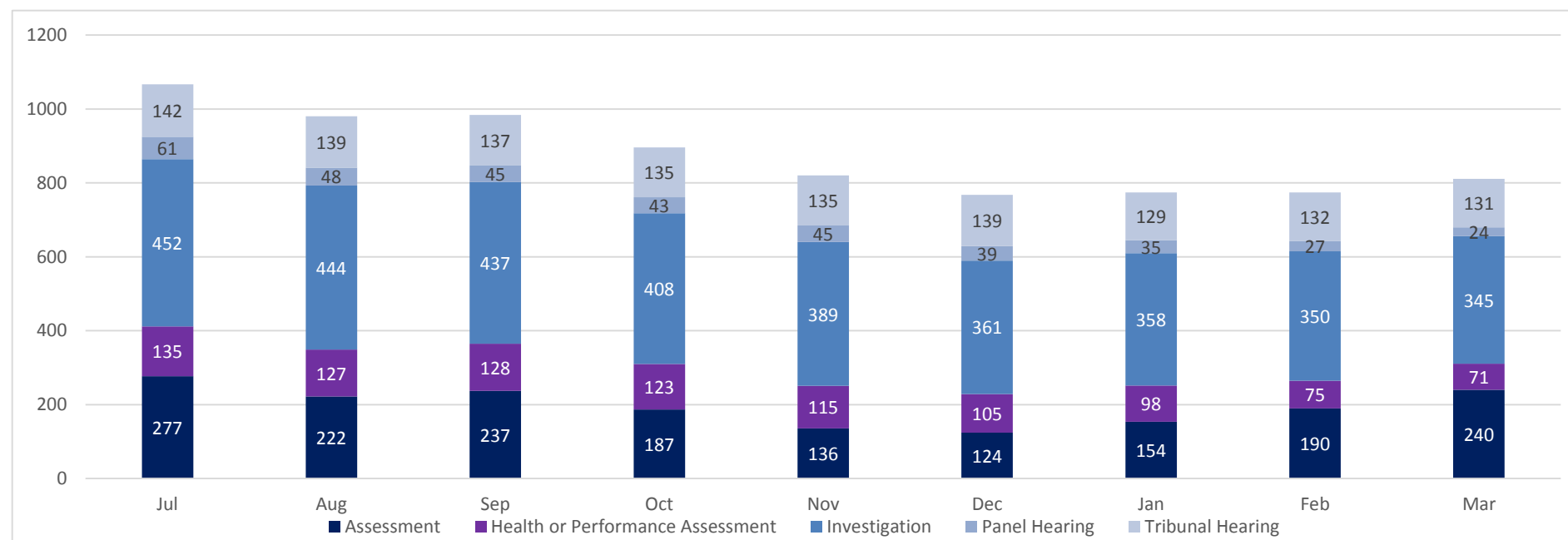
Number of notifications (referrals from the OHO)



	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 2013* by the Office of the Health Ombudsman (OHO) to AHPRA each month.

Notifications caseload by stage



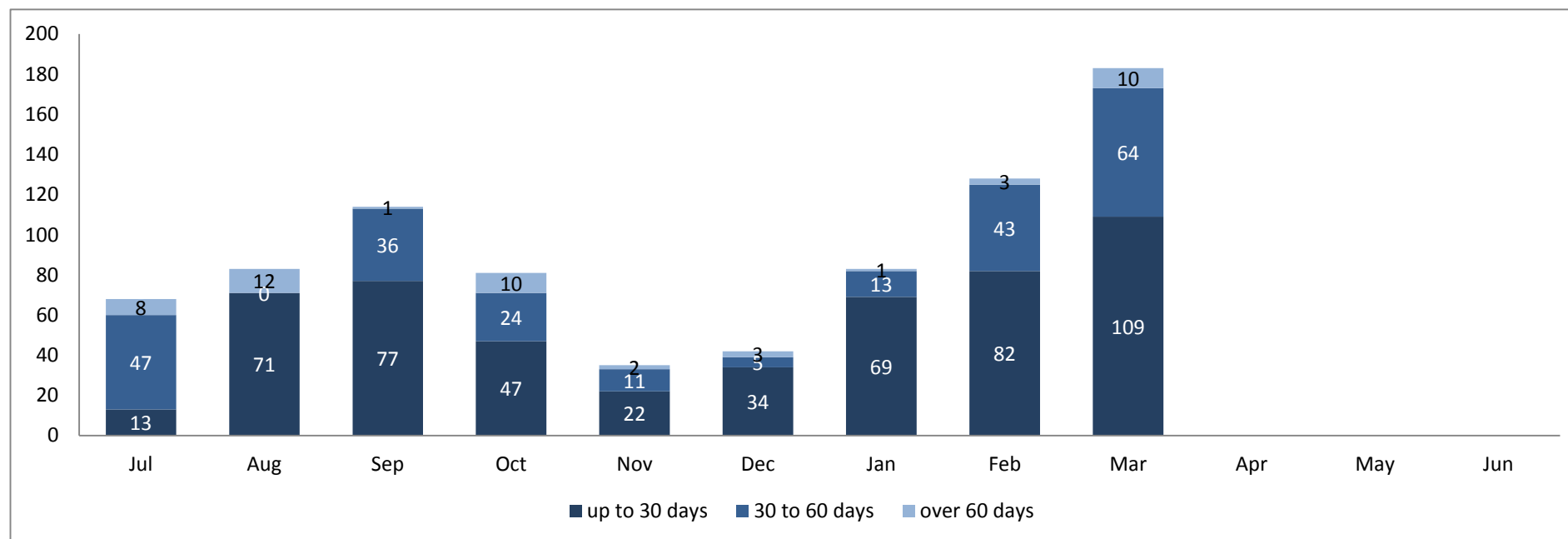
	Jul	Aug	Sep	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	Jun
Assessment	277	222	237	187	136	124	154	190	240			
Health or Performance Assessment	135	127	128	123	115	105	98	75	71			
Investigation	452	444	437	408	389	361	358	350	345			
Panel Hearing	61	48	45	43	45	39	35	27	24			
Tribunal Hearing	142	139	137	135	135	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			
<i>Open Assessments post Board</i>	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

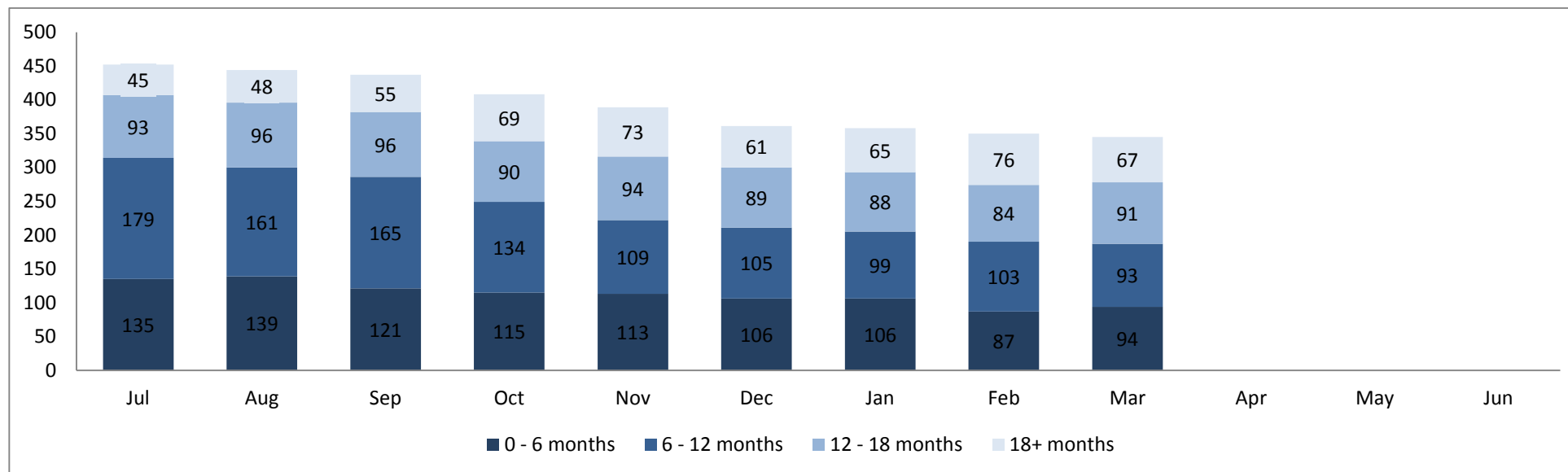
Outcomes* of completed assessments resulting in closure

	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

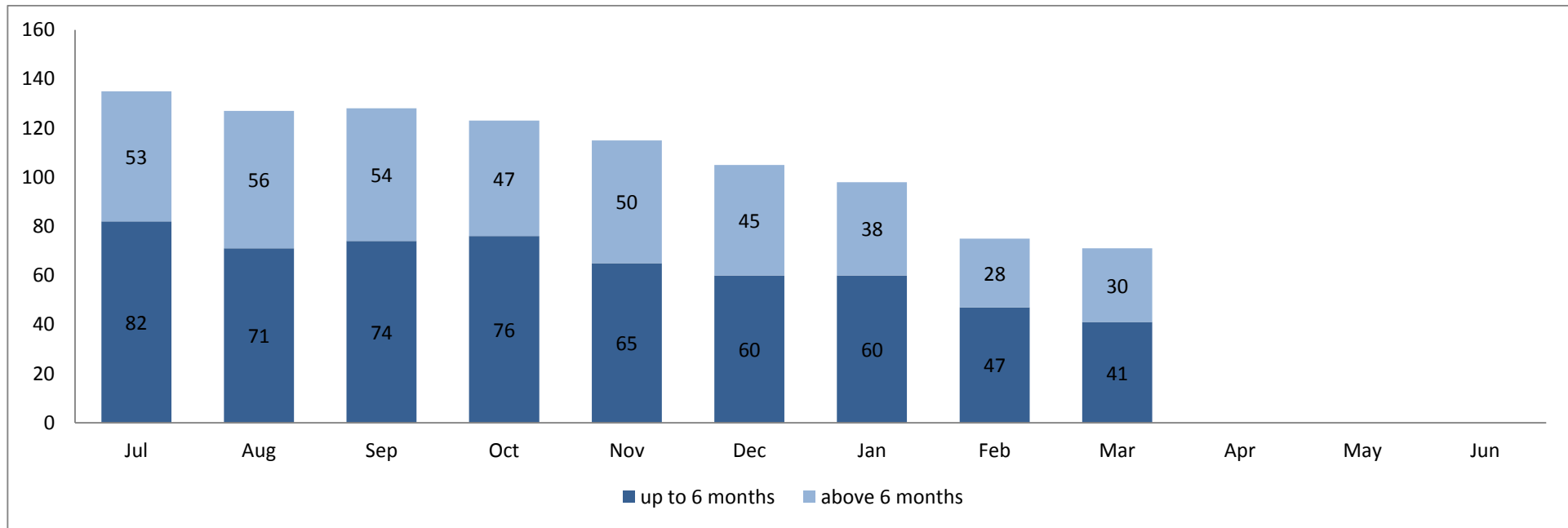
Outcomes* of completed investigations resulting in closure

	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.

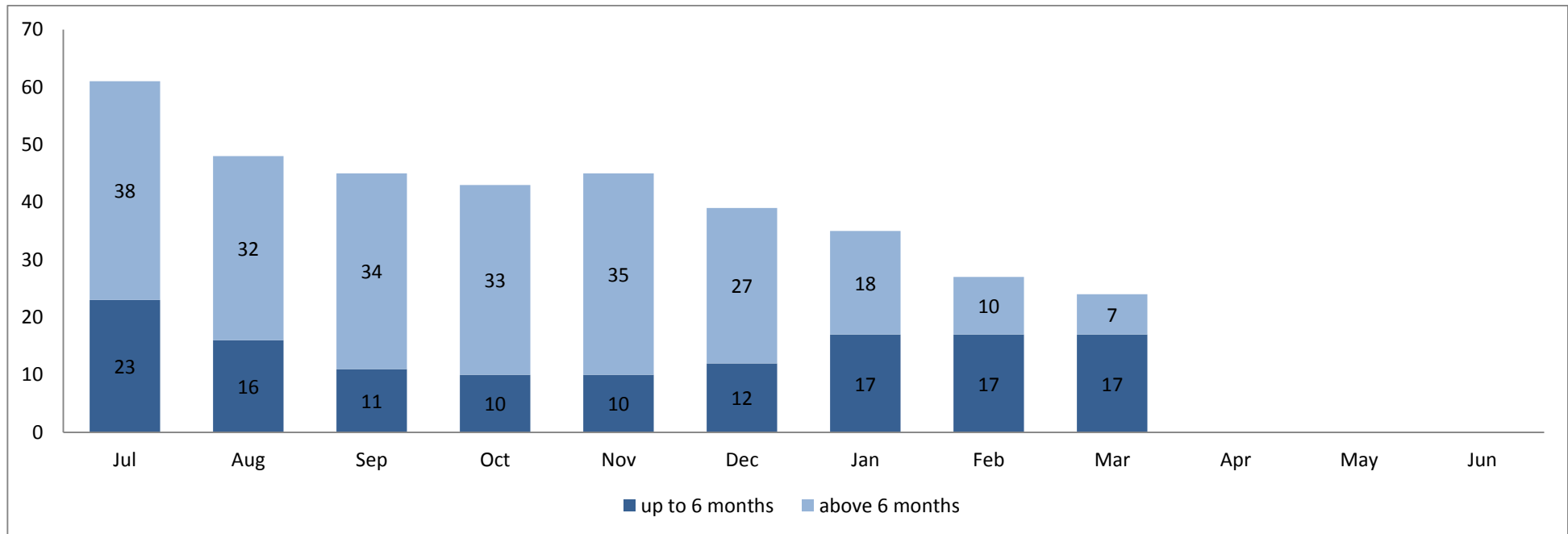
Outcomes* of completed health or performance assessments resulting in closure

	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

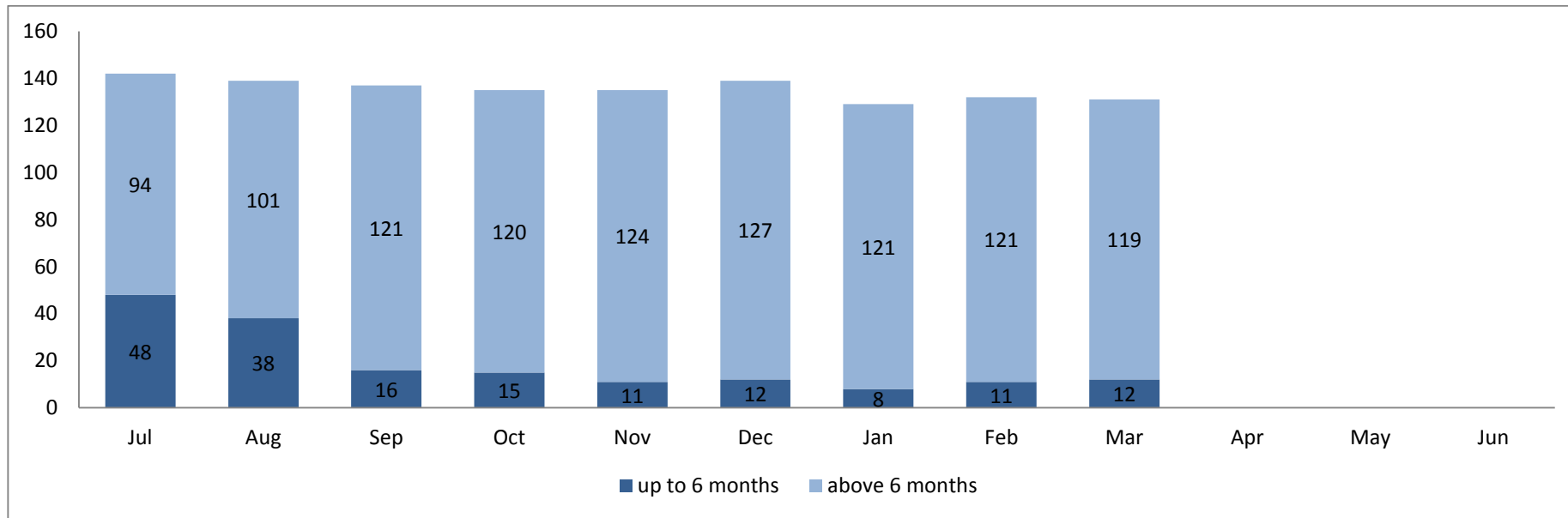
Outcomes* of completed panel hearings resulting in closure

	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.