

# AHPRA and the National Boards – Q2 2015-16

## Performance Report: Complaints management quarterly performance data

Reporting period: 1 October 2015 to 31 December 2015



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 will soon begin publishing detailed information about registration management.*

## Notifications management

### Notifications overview

The tables below show the number of notifications about registered health practitioners received during the period, the number of notifications closed during the reporting period and the number of notifications open at the end of the reporting period by stage.

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

Stream	Total
Health	85
Performance	373
Conduct	95
<b>Total</b>	<b>553</b>

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

Stream	Total
Health	37
Performance	182
Conduct	75
<b>Total</b>	<b>294</b>

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

Stage	December
Health	147
Performance	685
Conduct	320
<b>Total</b>	<b>1,152</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	21

**Table 5.2 Number of immediate actions completed**

	Total
Immediate actions completed	20

**Table 5.3 Number of immediate actions open at the end of the reporting period**

	December
Immediate actions open	4

## 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	7
Immediate action taken	11
<b>Total</b>	<b>20</b>

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

Outcome	Total
Accept undertaking	1
Impose conditions	8
Suspend registration	2
Accept surrender of registration	0
<b>Total</b>	<b>11</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	4
Completed in $>$ 14 days	7
<b>Total</b>	<b>11</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	December
Open for $\leq$ 14 days	3
Open for $>$ 14 days	1
<b>Total</b>	<b>4</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	605

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

	Total
s150 preliminary assessments completed	560

**Table 8.3 Number of s150 preliminary assessments open at the end of the reporting period**

	December
s150 preliminary assessments open	68

## 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	537
Managed as offence	5
Managed as complaint by co-regulator	0
Outcome of decision to close the enquiry	
Insufficient particulars	1
HCE to retain	0
No further action	0
General information enquiry	0
Refer all of the notification to another body	11
Other	6
<b>Total</b>	<b>560</b>

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

Time frame	Total
Completed in $\leq$ 30 days	552
Completed in $>$ 30 days but $\leq$ 60 days	4
Completed in $>$ 60 days	4
<b>Total</b>	<b>560</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	549

**Table 10.2 Number of assessments completed**

	Total
Assessments completed	352

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

	December
Assessments open	544

## 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	111
Health or performance assessment	33
Panel hearing	5
Tribunal hearing	1
Other stage	1
Outcome of decision to close the notification	
Accept undertaking	4
Caution	43
Impose conditions	28
No further action	123
Other	3
<b>Total</b>	<b>352</b>

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

Time frame	Total
Completed in $\leq$ 60 days	122
Completed in $>$ 60 days but $\leq$ 90 days	120
Completed in $>$ 90 days	110
<b>Total</b>	<b>352</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	December
Open for $\leq$ 60 days	333
Open for $>$ 60 days but $\leq$ 90 days	112
Open for $>$ 90 days	99
<b>Total</b>	<b>544</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	December
Pending Board decision	299
Post Board decision	29
Subject to Division 10 process	5
<b>Total</b>	<b>333</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	December
Pending Board decision	89
Post Board decision	9
Subject to Division 10 process	14
<b>Total</b>	<b>112</b>

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

Stage	December
Pending Board decision	47
Post Board decision	4
Subject to Division 10 process	48
<b>Total</b>	<b>99</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	111

**Table 13.2 Number of investigations completed**

	Total
Investigations completed	55

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

	December
Investigations open	390

## Outcomes and timeliness of completed investigations

The tables below show the outcomes of investigations completed during the reporting period. Table 14.2 shows 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	2
Panel hearing	10
Tribunal hearing	1
Other stage	1
Outcome of decision to close the notification	
Accept undertaking	4
Caution	8
Impose conditions	10
No further action	19
<b>Total</b>	<b>55</b>

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

Time frame	Total
Completed in $\leq$ 6 months	13
Completed in $>$ 6 months but $\leq$ 12 months	10
Completed in $>$ 12 months but $\leq$ 18 months	16
Completed in $>$ 18 months	16
<b>Total</b>	<b>55</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	December
Open for $\leq$ 6 months	183
Open for $>$ 6 months but $\leq$ 12 months	91
Open for $>$ 12 months but $\leq$ 18 months	68
Open for $>$ 18 months	48
<b>Total</b>	<b>390</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	32

**Table 16.2 Number of health assessments completed**

	Total
Health assessments completed	22

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

	December
Health assessments open	70

## 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
Outcome of decision to close the notification	
Accept undertaking	2
Impose conditions	9
No further action	11
<b>Total</b>	<b>22</b>

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

Time frame	Total
Completed in $\leq$ 6 months	12
Completed in $>$ 6 months	10
<b>Total</b>	<b>22</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	December
Open for $\leq$ 6 months	56
Open for $>$ 6 months	14
<b>Total</b>	<b>70</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	3

**Table 19.2 Number of performance assessments completed**

	Total
Performance assessments completed	3

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

	December
Performance assessments open	10

## 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.

**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	2
No further action	1
<b>Total</b>	<b>3</b>

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

Time frame	Total
Completed in $\leq$ 6 months	1
Completed in $>$ 6 months	2
<b>Total</b>	<b>3</b>

## Timeliness of open performance assessments

Table 21.1 shows the timeliness of open performance assessments at the end of the reporting period.

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

Time frame	December
Open for $\leq$ 6 months	8
Open for $>$ 6 months	2
<b>Total</b>	<b>10</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	19

**Table 22.2 Number of panel hearings completed**

	Total
Panel hearings completed	23

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

	December
Panel hearings open	23

## 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	3
Outcome of decision to close the notification	
Accept undertaking	0
Caution	5
Impose conditions	11
No further action	3
Reprimand	1
<b>Total</b>	<b>23</b>

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

Time frame	Total
Completed in $\leq$ 6 months	18
Completed in $>$ 6 months	5
<b>Total</b>	<b>23</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 the end of the reporting period, by time frame**

Time frame	December
Open for $\leq$ 6 months	19
Open for $>$ 6 months	4
<b>Total</b>	<b>23</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	2

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

	Total
Matters referred to tribunal completed	2

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

	December
Matters referred to tribunal open	115

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

The tables below show the outcomes of matters referred to the tribunal completed during the reporting period and the timeliness of matters referred to the tribunal completed during the reporting period.

**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	0
Fine registrant	0
Impose conditions	0
No further action	0
Practitioner surrender	0
Reprimand	0
Suspend registration	0
Other	2
<b>Total</b>	<b>2</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	2
<b>Total</b>	<b>2</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 the end of the reporting period, by time frame

Stage	December
Matters referred to the tribunal open for ≤ 12 months	
Yet to be filed with a responsible tribunal	5
Filed with a responsible tribunal	8
Matters referred to the tribunal open for > 12 months	
Yet to be filed with a responsible tribunal	2
Filed with a responsible tribunal	100
<b>Total</b>	<b>115</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	44
Health	61
Performance	59
Prohibited Practitioner/Student	6
<b>Total</b>	<b>170</b>

**Table 28.2 Number of monitoring cases completed**

Stream	Total
Conduct	27
Health	68
Performance	48
Prohibited Practitioner/Student	0
<b>Total</b>	<b>143</b>

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

Stream	December
Conduct	155
Health	303
Performance	188
Prohibited Practitioner / Student	7
<b>Total</b>	<b>653</b>

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

Profession	December
ATSIHP	16
Chinese Medicine Practitioner	125
Chiropractor	7
Dental Practitioner	43
Medical Practitioner	312
Medical Radiation Practitioner	34
Midwife	19
Nurse	295
Nurse and Midwife	20
Occupational Therapist	15
Optometrist	2
Osteopath	1
Pharmacist	31
Physiotherapist	14
Podiatrist	3
Psychologist	25
<b>Total</b>	<b>962</b>

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

Profession	December
Chinese Medicine Practitioner	2
Medical Practitioner	12
Nurse	35
Nurse and Midwife	2
Psychologist	2
<b>Total</b>	<b>53</b>

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

Profession	December
Chiropractor	1
Dental Practitioner	5
Medical Practitioner	29
Nurse	6
Pharmacist	7
Physiotherapist	1
Podiatrist	1
Psychologist	7
<b>Total</b>	<b>57</b>

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

Profession	December
Dental Practitioner	5
Medical Practitioner	23
Midwife	1
Nurse	15
Occupational Therapist	1
Pharmacist	10
Psychologist	1
<b>Total</b>	<b>56</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	5
Acquired unrestricted registration	2
Change or remove conditions or undertaking –under s125	59
Removal of condition or revocation of undertaking – under s127	40
Completed board requirements	9
Deceased	2
Elected not to renew	6
Impose conditions	1
Panel order	4
Surrendered registration	4
Tribunal order	3
Other	8
<b>Total</b>	<b>143</b>

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

Duration	Total
Completed in $\leq$ 12 months	59
Completed in $>$ 12 months but $\leq$ 24 months	46
Completed in $>$ 24 months	38
<b>Total</b>	<b>143</b>

## Duration of open monitoring cases

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

Duration	December
Open for $\leq$ 12 months	354
Open for $>$ 12 months but $\leq$ 24 months	177
Open for $>$ 24 months	122
<b>Total</b>	<b>653</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	6	1		
Dental Practitioner	26	1	2	3
Medical Practitioner	37	3	2	
Medical Radiation Practitioner	3		1	
Midwife	5			
Nurse	135	4	2	8
Occupational Therapist	3			1
Optometrist	1			
Pharmacist	28	2	1	2
Physiotherapist	6	1		
Podiatrist	2	1		
Psychologist	13		1	2
Null Profession	2			
<b>Total</b>	<b>269</b>	<b>13</b>	<b>9</b>	<b>16</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>
Chinese Medicine Practitioner	1			
Dental Practitioner	13	1		1
Medical Practitioner	158	10	12	
Medical Radiation Practitioner	2			
Midwife	5		1	
Nurse	98	9	13	
Occupational Therapist	1			
Osteopath	1			
Pharmacist	3	1		
Physiotherapist	2		1	
Podiatrist	1			
Psychologist	10	1		
Null Profession	1			
<b>Total</b>	<b>296</b>	<b>22</b>	<b>27</b>	<b>1</b>

*1 – Where the compliance status is yet to be assigned, in Tables 31.1 and 35.2, 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 for requests 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 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.*