

16

Appendices



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Appendix A – Complaints statistics

Table 16.1 Complaints received by issue category 2006-07 to 2010-11

Issue category	2006-07		2007-08		Issue category	2008-09		2009-10		2010-11	
	No.	%	No.	%		No.	%	No.	%	No.	%
Treatment	1,813	55.7%	2,245	50.9%	Treatment	2,799	40.4%	2,504	42.9%	4,048	48.8%
Communication	366	11.2%	642	14.6%	Communication/ information	1,432	20.7%	897	15.4%	1,048	12.6%
Professional conduct	590	18.1%	597	13.5%	Professional conduct	725	10.5%	687	11.8%	928	11.2%
Access	210	6.4%	401	9.1%	Medication	514	7.4%	368	6.3%	389	4.7%
Cost	106	3.3%	153	3.5%	Grievance processes	183	2.6%	92	1.6%	351	4.2%
Privacy/discrimination	68	2.1%	132	3.0%	Access	173	2.5%	202	3.5%	332	4.0%
Consent	52	1.6%	94	2.1%	Environment/ management of facilities	225	3.2%	246	4.2%	327	3.9%
Grievances	17	0.5%	79	1.8%	Fees/costs	256	3.7%	255	4.4%	318	3.8%
Corporate services	36	1.1%	66	1.5%	Discharge/transfer arrangements	159	2.3%	127	2.2%	146	1.8%
Total	3,258	100.0%	4,409	100.0%	Medical records	142	2.0%	143	2.4%	139	1.7%
Counted by issues raised in complaint					Reports/certificates	168	2.4%	144	2.5%	139	1.7%
					Consent	155	2.2%	176	3.0%	123	1.5%
					Total	6,931	100.0%	5,841	100.0%	8,288	100.0%

Table 16.2 Breakdown of category of complaints received 2010-11

Issue category	Issue name	No.	%
Treatment	Inadequate treatment	1,656	20.0%
	Unexpected treatment outcome/complications	571	6.9%
	Diagnosis	517	6.2%
	Inadequate care	214	2.6%
	Delay in treatment	210	2.5%
	Inadequate/inappropriate consultation	167	2.0%
	Inadequate prosthetic equipment	166	2.0%
	Wrong/inappropriate treatment	147	1.8%
	Rough and painful treatment	132	1.6%
	Coordination of treatment/results follow-up	82	1.0%
	No/inappropriate referral	66	0.8%
	Infection control	54	0.7%
	Attendance	26	0.3%
	Excessive treatment	24	0.3%
	Withdrawal of treatment	10	0.1%
	Public/private election	4	0.0%
Experimental treatment	2	0.0%	
Treatment total		4,048	48.8%
Communication/information	Attitude/manner	736	8.9%
	Inadequate information provided	188	2.3%
	Incorrect/misleading information provided	80	1.0%
	Special needs not accommodated	44	0.5%
Communication/information total		1,048	12.6%
Professional conduct	Illegal practice	246	3.0%
	Competence	171	2.1%
	Inappropriate disclosure of information	81	1.0%
	Impairment	80	1.0%
	Sexual misconduct	78	0.9%
	Assault	73	0.9%
	Boundary violation	66	0.8%
	Discriminatory conduct	44	0.5%
	Misrepresentation of qualifications	39	0.5%
	Breach of condition	23	0.3%
	Financial fraud	17	0.2%
	Annual declaration not lodged/incomplete/wrong or misleading	9	0.1%
	Emergency treatment not provided	1	0.0%
Professional conduct total		928	11.2%
Medication	Prescribing medication	246	3.0%
	Dispensing medication	90	1.1%
	Administering medication	42	0.5%
	Supply/security/storage of medication	11	0.1%
Medication total		389	4.7%

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Table 16.2 Breakdown of category of complaints received 2010-11 (continued)

Issue category	Issue name	No.	%
Grievance processes	Inadequate/no response to complaint	339	4.1%
	Reprisal/retaliation as result of complaint lodged	10	0.1%
	Information about complaints procedures not provided	2	0.0%
Grievance processes total		351	4.2%
Access	Refusal to admit or treat	176	2.1%
	Service availability	84	1.0%
	Waiting lists	44	0.5%
	Access to facility	18	0.2%
	Access to subsidies	5	0.1%
	Remoteness of service	5	0.1%
Access total		332	4.0%
Environment/management of facilities	Administrative processes	130	1.6%
	Staffing and rostering	65	0.8%
	Statutory obligations/accreditation standards not met	63	0.8%
	Cleanliness/hygiene of facility	42	0.5%
	Physical environment of facility	27	0.3%
Environment/management of facilities total		327	3.9%
Fees/costs	Billing practices	251	3.0%
	Financial consent	43	0.5%
	Cost of treatment	24	0.3%
Fees/costs total		318	3.8%
Discharge/transfer arrangements	Inadequate discharge	122	1.5%
	Delay	15	0.2%
	Patient not reviewed	6	0.1%
	Mode of transport	3	0.0%
Discharge/transfer arrangements total		146	1.8%
Reports/certificates	Accuracy of report/certificate	97	1.2%
	Report written with inadequate or no consultation	17	0.2%
	Refusal to provide report/certificate	14	0.2%
	Timeliness of report/certificate	10	0.1%
	Cost of report/certificate	1	0.0%
Reports/certificates total		139	1.7%
Medical records	Access to/transfer of records	78	0.9%
	Record keeping	53	0.6%
	Records management	8	0.1%
Medical records total		139	1.7%
Consent	Consent not obtained or inadequate	89	1.1%
	Involuntary admission or treatment	26	0.3%
	Uninformed consent	8	0.1%
Consent total		123	1.5%
Grand total		8,288	100.0%

Counted by issues raised in complaint

Table 16.3 Complaints received about health practitioners 2006-07 to 2010-11

Health practitioner	2006-07		2007-08		2008-09		2009-10		2010-11	
	No.	%	No.	%	No.	%	No.	%	No.	%
Registered health practitioner										
Medical practitioner	1,102	66.5%	1,145	64.7%	1,270	60.8%	1,263	56.2%	1,337	52.0%
Dental practitioner	178	10.7%	194	11.0%	307	14.7%	443	19.7%	590	23.0%
Nurse/midwife	177	10.7%	224	12.6%	254	12.2%	221	9.8%	227	8.8%
Psychologist	81	4.9%	77	4.3%	84	4.0%	132	5.9%	113	4.4%
Pharmacist	21	1.3%	9	0.5%	21	1.0%	22	1.0%	100	3.9%
Chiropractor	18	1.1%	15	0.8%	29	1.4%	24	1.1%	26	1.0%
Optometrist	10	0.6%	5	0.3%	18	0.9%	15	0.7%	21	0.8%
Physiotherapist	15	0.9%	15	0.8%	25	1.2%	23	1.0%	20	0.8%
Podiatrist	13	0.8%	8	0.5%	9	0.4%	14	0.6%	10	0.4%
Osteopath	4	0.2%	2	0.1%	1	0.0%	3	0.1%	5	0.2%
Total registered health practitioners	1,619	97.7%	1,694	95.7%	2,018	96.6%	2,160	96.0%	2,449	95.3%
Previously registered health practitioner										
Medical practitioner	5	0.3%	44	2.5%	14	0.7%	2	0.1%	6	0.2%
Podiatrist	–	0.0%	–	0.0%	1	0.0%	–	0.0%	1	0.0%
Dental practitioner	–	0.0%	–	0.0%	–	0.0%	1	0.0%	–	0.0%
Nurse/midwife	–	0.0%	–	0.0%	2	0.1%	–	0.0%	–	0.0%
Total previously registered health practitioners	5	0.3%	44	2.5%	17	0.8%	3	0.1%	7	0.3%

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Table 16.3 Complaints received about health practitioners 2006-07 to 2010-11 (continued)

Health practitioner	2006-07		2007-08		2008-09		2009-10		2010-11	
	No.	%	No.	%	No.	%	No.	%	No.	%
Unregistered health practitioner										
Alternative health provider	5	0.3%	10	0.6%	2	0.1%	6	0.3%	19	0.7%
Assistant in nursing	2	0.1%	–	0.0%	1	0.0%	2	0.1%	14	0.5%
Administration/clerical staff	4	0.2%	–	0.0%	7	0.3%	16	0.7%	13	0.5%
Social worker	–	0.0%	2	0.1%	6	0.3%	8	0.4%	12	0.5%
Counsellor/therapist	2	0.1%	1	0.1%	8	0.4%	6	0.3%	8	0.3%
Dental technician	3	0.2%	4	0.2%	2	0.1%	10	0.4%	8	0.3%
Massage therapist	n/a	0.0%	n/a	0.0%	4	0.2%	8	0.4%	6	0.2%
Residential care worker	–	0.0%	2	0.1%	–	0.0%	1	0.0%	5	0.2%
Psychotherapist	1	0.1%	3	0.2%	1	0.0%	2	0.1%	4	0.2%
Hypnotherapist	n/a	0.0%	n/a	0.0%	–	0.0%	1	0.0%	3	0.1%
Occupational therapist	2	0.1%	–	0.0%	1	0.0%	3	0.1%	3	0.1%
Herbalist	n/a	0.0%	n/a	0.0%	–	0.0%	–	0.0%	2	0.1%
Radiographer	1	0.1%	3	0.2%	3	0.1%	2	0.1%	2	0.1%
Ambulance personnel	2	0.1%	–	0.0%	–	0.0%	–	0.0%	1	0.0%
Audiologist	n/a	0.0%	n/a	0.0%	n/a	0.0%	n/a	0.0%	1	0.0%
Cosmetic therapist	n/a	0.0%	n/a	0.0%	–	0.0%	–	0.0%	1	0.0%
Natural therapist	2	0.1%	–	0.0%	2	0.1%	1	0.0%	1	0.0%
Naturopath	1	0.1%	2	0.1%	2	0.1%	3	0.1%	1	0.0%
Acupuncturist	–	0.0%	2	0.1%	–	0.0%	2	0.1%	–	0.0%
Dietitian/nutritionist	1	0.1%	1	0.1%	1	0.0%	2	0.1%	–	0.0%
Health education officer	–	0.0%	1	0.1%	–	0.0%	–	0.0%	–	0.0%
Home/respite care worker	–	0.0%	1	0.1%	–	0.0%	–	0.0%	–	0.0%
Homeopath	n/a	0.0%	n/a	0.0%	2	0.1%	1	0.0%	–	0.0%
Optical dispenser	1	0.1%	–	0.0%	1	0.0%	3	0.1%	–	0.0%
Reflexologist	n/a	0.0%	n/a	0.0%	–	0.0%	1	0.0%	–	0.0%
Sonographer	1	0.1%	–	0.0%	–	0.0%	–	0.0%	–	0.0%
Speech therapist	–	0.0%	–	0.0%	2	0.1%	–	0.0%	–	0.0%
Traditional Chinese medicine practitioner	2	0.1%	–	0.0%	2	0.1%	2	0.1%	–	0.0%
Total unregistered health practitioners	30	1.8%	32	1.8%	47	2.2%	80	3.6%	104	4.0%
Unknown health practitioner										
Unknown	3	0.2%	1	0.1%	8	0.4%	6	0.3%	10	0.4%
Total unknown health practitioners	3	0.2%	1	0.1%	8	0.4%	6	0.3%	10	0.4%
Grand total	1,657	100.0%	1,771	100.0%	2,090	100.0%	2,249	100.0%	2,570	100.0%

Counted by provider identified in complaint

Table 16.4 Complaints received about registered and previously registered health practitioners by issue category 2010-11

Issue category	Registered health practitioner										Total	
	Medical practitioner	Dental practitioner	Nurse/midwife	Psychologist	Pharmacist	Chiropractor	Optometrist	Physiotherapist	Podiatrist	Osteopath	No.	%
Treatment	1,401	669	107	31	–	12	21	16	6	7	2,270	48.6%
Professional conduct	318	87	164	84	43	23	6	10	5	3	743	15.9%
Communication/information	380	76	47	21	21	1	3	3	1	–	553	11.8%
Fees/costs	75	124	1	7	1	3	5	–	1	–	217	4.6%
Medication	134	1	18	1	54	–	–	–	–	–	208	4.5%
Grievance processes	55	95	3	5	4	2	6	1	–	1	172	3.7%
Reports/certificates	100	1	1	22	–	–	1	1	–	–	126	2.7%
Environment/management of facilities	42	57	4	1	3	3	–	1	–	–	111	2.4%
Access	78	9	–	1	10	1	2	1	–	–	102	2.2%
Medical records	53	13	6	1	1	4	2	–	–	–	80	1.7%
Consent	34	18	6	3	–	–	–	1	–	–	62	1.3%
Discharge/transfer arrangements	26	–	2	–	–	–	–	–	–	–	28	0.6%
Total	2,696	1,150	359	177	137	49	46	34	13	11	4,672	100.0%
	Previously registered health practitioner										No.	%
Treatment	3	–	–	–	–	–	–	–	2	–	5	45.5%
Professional conduct	5	–	–	–	–	–	–	–	–	–	5	45.5%
Medical records	1	–	–	–	–	–	–	–	–	–	1	9.1%
Total	9	–	–	–	–	–	–	–	2	–	11	100.0%
No. of practitioners with NSW as principal place of practice as at 30 June 2011	27,686	5,619	93,704	10,014	8,110	1,456	1,493	6,589	919	514	156,104	

Counted by issues raised in complaint

Table 16.5 Complaints received about unregistered and unknown health practitioners by issue category 2010-11

Issue category	Unregistered health practitioner																	Total		
	Alternative health provider	Assistant in nursing	Social worker	Administration/clerical staff	Counsellor/therapist	Dental technician	Massage therapist	Psychotherapist	Hypnotherapist	Occupational therapist	Residential care worker	Radiographer	Cosmetic therapist	Herbalist	Ambulance personnel	Audiologist	Natural therapist	Naturopath	No.	%
Professional conduct	17	17	7	5	9	2	3	3	2	1	5	2	2	2	1	-	1	1	80	51.0%
Treatment	5	1	3	-	4	7	3	3	2	-	-	-	-	-	-	1	-	-	29	18.5%
Communication/information	2	1	6	8	1	-	-	1	-	-	-	1	-	-	-	-	-	-	20	12.7%
Grievance processes	1	1	-	1	-	3	-	-	-	2	-	-	-	-	-	-	-	-	8	5.1%
Fees/costs	1	-	1	-	1	1	1	-	-	2	-	-	-	-	-	-	-	-	7	4.5%
Environment/management of facilities	2	-	1	1	-	1	1	-	-	-	-	-	-	-	-	-	-	-	6	3.8%
Medication	1	-	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	1.9%
Consent	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	2	1.3%
Access	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	0.6%
Medical records	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	0.6%
Total unregistered health practitioner	30	20	20	15	15	14	9	8	5	5	5	3	2	2	1	1	1	1	157	100.0%
	Unknown health practitioner																	No.	%	
Professional conduct	5																	5	50.0%	
Treatment	3																	3	30.0%	
Consent	1																	1	10.0%	
Communication/information	1																	1	10.0%	
Total unknown health practitioner	10																	10	100.0%	

Counted by issues raised in complaint

Table 16.6 Complaints received about health organisations 2006-07 to 2010-11

Health organisation	2006-07		2007-08		2008-09		2009-10		2010-11	
	No.	%	No.	%	No.	%	No.	%	No.	%
Public hospital	512	48.1%	763	56.2%	620	48.8%	614	48.5%	763	49.7%
Correction and detention facility	93	8.7%	106	7.8%	138	10.9%	127	10.0%	136	8.9%
Private hospital	70	6.6%	55	4.1%	62	4.9%	81	6.4%	71	4.6%
Medical centre	47	4.4%	70	5.2%	83	6.5%	69	5.5%	69	4.5%
Pharmacy	51	4.8%	59	4.3%	68	5.4%	53	4.2%	62	4.0%
Dental facility	30	2.8%	22	1.6%	39	3.1%	32	2.5%	55	3.6%
Community health service	49	4.6%	43	3.2%	43	3.4%	33	2.6%	47	3.1%
Aged care facility	53	5.0%	48	3.5%	41	3.2%	39	3.1%	38	2.5%
Ambulance service	21	2.0%	24	1.8%	23	1.8%	30	2.4%	36	2.3%
Area Health Service/ Local Health District	29	2.7%	27	2.0%	37	2.9%	37	2.9%	30	2.0%
Medical practice	20	1.9%	24	1.8%	29	2.3%	22	1.7%	29	1.9%
Other/unknown	17	1.6%	1	0.1%	10	0.8%	14	1.1%	26	1.7%
Government department	–	0.0%	4	0.3%	8	0.6%	5	0.4%	23	1.5%
Alternative health service	8	0.8%	5	0.4%	1	0.1%	12	0.9%	22	1.4%
Pathology centre/lab	12	1.1%	17	1.3%	10	0.8%	16	1.3%	22	1.4%
Radiology facility	18	1.7%	10	0.7%	12	0.9%	27	2.1%	21	1.4%
Psychiatric hospital/unit	5	0.5%	26	1.9%	26	2.0%	8	0.6%	17	1.1%
Health fund	4	0.4%	5	0.4%	1	0.1%	7	0.6%	14	0.9%
Drug and alcohol service	6	0.6%	4	0.3%	6	0.5%	6	0.5%	10	0.7%
Day procedure centre	5	0.5%	4	0.3%	5	0.4%	7	0.6%	9	0.6%
Chiropractic facility	2	0.2%	2	0.1%	–	0.0%	1	0.1%	7	0.5%
Supported accommodation services	4	0.4%	9	0.7%	2	0.2%	4	0.3%	7	0.5%
Optometrist facility	4	0.4%	7	0.5%	3	0.2%	4	0.3%	6	0.4%
Physiotherapy facility	3	0.3%	2	0.1%	1	0.1%	4	0.3%	5	0.3%
Aboriginal health centre	n/a	0.0%	n/a	0.0%	n/a	0.0%	4	0.3%	2	0.1%
Blood bank	1	0.1%	1	0.1%	–	0.0%	1	0.1%	2	0.1%
Psychology facility	–	0.0%	–	0.0%	–	0.0%	–	0.0%	2	0.1%
Rehabilitation facility	n/a	0.0%	10	0.7%	2	0.2%	5	0.4%	2	0.1%
Multi-purpose service	–	0.0%	4	0.3%	–	0.0%	3	0.2%	1	0.1%
Nursing agency	1	0.1%	4	0.3%	–	0.0%	1	0.1%	–	0.0%
Optical laboratory	–	0.0%	1	0.1%	n/a	0.0%	n/a	0.0%	n/a	0.0%
Total	1,065	100.0%	1,357	100.0%	1,270	100.0%	1,266	100.0%	1,534	100.0%

Counted by provider identified in complaint

Table 16.7 Complaints received about public and private hospitals by service area 2010-11

Service area	Public		Private		Total	
	No.	%	No.	%	No.	%
Emergency medicine	206	27.0%	4	5.6%	210	25.2%
Surgery	92	12.1%	29	40.8%	121	14.5%
General medicine	87	11.4%	7	9.9%	94	11.3%
Mental health	84	11.0%	2	2.8%	86	10.3%
Obstetrics	64	8.4%	5	7.0%	69	8.3%
Paediatric medicine	32	4.2%	–	0.0%	32	3.8%
Administration	16	2.1%	8	11.3%	24	2.9%
Rehabilitation medicine	12	1.6%	6	8.5%	18	2.2%
Cardiology	17	2.2%	–	0.0%	17	2.0%
Geriatrics/gerontology	16	2.1%	–	0.0%	16	1.9%
Palliative care	14	1.8%	–	0.0%	14	1.7%
Oncology	14	1.8%	–	0.0%	14	1.7%
Gastroenterology	11	1.4%	2	2.8%	13	1.6%
Intensive care	8	1.0%	3	4.2%	11	1.3%
Psychiatry	9	1.2%	1	1.4%	10	1.2%
Gynaecology	9	1.2%	1	1.4%	10	1.2%
Ophthalmology	9	1.2%	–	0.0%	9	1.1%
Neurology	8	1.0%	1	1.4%	9	1.1%
Respiratory/thoracic medicine	7	0.9%	1	1.4%	8	1.0%
Midwifery	7	0.9%	–	0.0%	7	0.8%
Anaesthesia	5	0.7%	1	1.4%	6	0.7%
Aged care	5	0.7%	–	0.0%	5	0.6%
Pain management	5	0.7%	–	0.0%	5	0.6%
Non-health related	4	0.5%	–	0.0%	4	0.5%
Renal medicine	4	0.5%	–	0.0%	4	0.5%
Haematology	4	0.5%	–	0.0%	4	0.5%
Infectious diseases	3	0.4%	–	0.0%	3	0.4%
Radiology	3	0.4%	–	0.0%	3	0.4%
Dentistry	2	0.3%	–	0.0%	2	0.2%
Medico-legal	1	0.1%	–	0.0%	1	0.1%
Sexual assault service	1	0.1%	–	0.0%	1	0.1%
Endocrinology	1	0.1%	–	0.0%	1	0.1%
Forensic pathology	1	0.1%	–	0.0%	1	0.1%
Reproductive medicine	1	0.1%	–	0.0%	1	0.1%
Drug and alcohol	1	0.1%	–	0.0%	1	0.1%
Total	763	100.0%	71	100.0%	834	100.0%

Counted by provider identified in complaint

Table 16.8 Issues raised in all complaints received about health organisations by organisation type 2010-11

Health organisation type	Issue category												Total	
	Treatment	Communication/ information	Access	Environment/ management of facilities	Medication	Grievance processes	Discharge/transfer arrangements	Fees/costs	Professional conduct	Consent	Medical records	Reports/certificates	No.	%
Public														
Hospital	1,127	254	107	88	66	68	97	12	30	44	29	3	1,925	56.0%
Correction and detention facility	144	22	46	6	37	3	1	1	-	-	3	1	264	7.7%
Community Health Service	48	18	6	8	6	8	1	-	2	4	2	1	104	3.0%
Area Health Service/ Local Health District	26	10	11	7	2	6	2	2	3	3	1	-	73	2.1%
Ambulance service	25	12	7	3	1	7	3	7	-	-	-	-	65	1.9%
Psychiatric hospital/unit	21	4	2	1	2	-	1	-	2	2	1	-	36	1.0%
Dental facility	22	5	6	-	-	3	-	-	-	-	-	-	36	1.0%
Government department	5	8	8	9	-	4	-	-	-	-	-	-	34	1.0%
Drug and alcohol service	4	4	1	-	2	1	-	-	-	-	1	-	13	0.4%
Supported accommodation services	3	1	-	-	-	1	1	-	-	-	-	-	6	0.2%
Aboriginal health centre	1	1	1	-	-	-	1	-	-	-	-	-	4	0.1%
Alternative health practice	1	-	2	-	-	1	-	-	-	-	-	-	4	0.1%
Other/unknown	1	-	1	1	-	-	-	-	-	-	-	-	3	0.1%
Aged care facility	-	-	-	1	-	1	-	-	-	-	-	-	2	0.1%
Pathology centres/labs	-	-	-	-	-	-	-	-	-	-	-	1	1	0.0%
Health fund	-	-	-	-	-	-	-	1	-	-	-	-	1	0.0%
Multi-purpose service	-	-	-	1	-	-	-	-	-	-	-	-	1	0.0%
Public total	1,428	339	198	125	116	103	107	23	37	53	37	6	2,572	74.9%

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Table 16.8 Issues raised in all complaints received about health organisations by organisation type 2010-11 (continued)

Health organisation type	Issue category												Total	
	Treatment	Communication/ information	Access	Environment/ management of facilities	Medication	Grievance processes	Discharge/transfer arrangements	Fees/costs	Professional conduct	Consent	Medical records	Reports/certificates	No.	%
Private														
Hospital	98	30	4	13	9	16	7	14	–	3	2	–	196	5.7%
Medical centre	39	28	15	8	3	9	2	7	3	–	8	2	124	3.6%
Dental facility	48	10	1	3	–	9	–	9	4	–	3	–	87	2.5%
Aged care facility	41	10	1	14	10	3	1	–	3	–	2	–	85	2.5%
Pharmacy	1	13	1	11	34	4	–	5	14	–	–	–	83	2.4%
Medical practice	17	10	4	2	2	8	–	5	5	1	–	1	55	1.6%
Pathology centres/labs	7	3	1	5	–	8	–	12	1	1	–	–	38	1.1%
Radiology facility	14	6	–	6	–	1	–	5	–	–	2	2	36	1.0%
Other/unknown	8	5	1	9	1	2	–	4	1	–	–	–	31	0.9%
Alternative health practice	4	7	–	–	–	1	–	–	9	–	–	–	21	0.6%
Day procedure centre	3	3	–	5	–	1	–	2	2	–	–	–	16	0.5%
Health fund	1	2	–	5	–	1	–	6	–	–	–	–	15	0.4%
Correction and detention facility	7	1	–	1	1	1	1	–	–	–	2	–	14	0.4%
Alternative health centre	4	1	–	–	–	–	–	1	4	–	–	–	10	0.3%
Optometrist facility	6	–	1	–	–	1	–	1	–	–	–	1	10	0.3%
Chiropractic facility	1	2	–	1	–	–	–	–	5	–	–	–	9	0.3%
Physiotherapy facility	2	1	1	–	–	1	–	–	2	–	1	–	8	0.2%
Drug and alcohol service	4	1	–	–	–	–	–	–	2	–	–	–	7	0.2%
Supported accommodation services	2	–	–	2	2	1	–	–	–	–	–	–	7	0.2%
Psychology facility	2	–	–	–	–	1	–	–	1	–	–	1	5	0.1%
Rehabilitation facility	1	1	1	–	–	–	–	–	1	–	–	–	4	0.1%
Blood bank	1	1	–	–	–	–	–	–	–	–	–	–	2	0.1%
Ambulance service	1	–	–	–	–	–	–	–	–	–	–	–	1	0.0%
Private total	312	135	31	85	62	68	11	71	57	5	20	7	864	25.1%
Grand total	1,740	474	229	210	178	171	118	94	94	58	57	13	3,436	100.0%

Counted by issues raised in complaint

Table 16.9 Issues raised in all complaints received by service area 2010-11

Service area	Issue category												Total	
	Treatment	Communication/ information	Professional conduct	Medication	Grievance processes	Access	Environment/ management of facilities	Fees/costs	Discharge/transfer arrangements	Medical records	Reports/ certificates	Consent	No.	%
General medicine	862	263	271	129	52	110	40	47	20	62	35	12	1,903	23.0%
Dentistry	746	90	93	1	104	20	60	131	–	14	1	18	1,278	15.4%
Surgery	442	101	32	13	23	29	29	19	28	7	4	12	739	8.9%
Emergency medicine	452	88	15	20	24	25	12	4	35	6	–	8	689	8.3%
Mental health	203	57	43	31	10	27	25	1	16	9	2	26	450	5.4%
Obstetrics	193	38	9	8	6	13	2	2	5	3	1	9	289	3.5%
Aged care	78	32	52	22	5	2	15	1	2	6	1	1	217	2.6%
Pharmacy/pharmacology	1	33	57	88	8	11	12	5	–	1	–	–	216	2.6%
Psychiatry	83	21	16	13	4	5	8	–	5	2	8	5	170	2.1%
Psychology	27	18	76	–	6	2	–	6	–	1	13	3	152	1.8%
Paediatric medicine	70	24	12	3	–	6	8	4	1	2	1	1	132	1.6%
Gynaecology	70	14	4	1	4	2	2	5	5	2	–	3	112	1.4%
Medico-legal	2	26	13	–	1	–	–	1	–	–	62	2	107	1.3%
Other/unknown	22	11	39	6	4	5	9	3	1	–	–	2	102	1.2%
Administration	–	15	12	–	10	9	26	15	1	8	1	1	98	1.2%
Geriatrics/gerontology	55	17	1	6	4	3	2	–	7	1	–	1	97	1.2%
Gastroenterology	56	9	5	1	3	3	7	2	3	–	–	1	90	1.1%
Radiology	46	9	3	1	2	2	8	5	–	2	2	2	82	1.0%
Ophthalmology	43	10	6	1	5	3	2	3	2	–	–	–	75	0.9%
Cardiology	42	12	–	3	4	2	1	1	2	1	–	–	68	0.8%
Ambulance service	25	13	–	1	7	7	4	7	3	–	–	–	67	0.8%
Neurology	44	6	–	4	2	3	4	–	1	–	–	1	65	0.8%
Palliative care	29	19	2	3	2	2	4	–	–	–	2	–	63	0.8%
Cosmetic services	26	1	15	–	6	–	2	4	1	1	–	4	60	0.7%
Rehabilitation medicine	27	14	–	3	1	5	5	–	3	1	–	–	59	0.7%
Optometry	27	4	6	–	7	3	–	7	–	2	2	1	59	0.7%
Dermatology	34	8	2	2	2	–	3	4	–	–	–	1	56	0.7%
Drug and alcohol	21	8	10	6	2	6	1	–	–	1	–	–	55	0.7%
Anaesthesia	25	5	7	6	4	–	–	6	–	–	–	2	55	0.7%
Chiropractice	11	2	26	–	2	1	3	3	–	4	–	–	52	0.6%
Pathology	12	7	2	–	7	1	5	13	–	–	–	1	48	0.6%
Respiratory/thoracic medicine	30	5	2	2	–	3	–	–	2	–	–	–	44	0.5%
Haematology	29	6	–	3	1	–	2	–	–	–	–	2	43	0.5%
Physiotherapy	18	4	12	–	2	2	1	–	–	1	1	1	42	0.5%

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Table 16.9 Issues raised in all complaints received by service area 2010-11 (continued)

Service area	Issue category												Total	
	Treatment	Communication/ information	Professional conduct	Medication	Grievance processes	Access	Environment/ management of facilities	Fees/costs	Discharge/transfer arrangements	Medical records	Reports/ certificates	Consent	No.	%
Midwifery	22	6	10	1	1	-	2	-	-	-	-	-	42	0.5%
Oncology	26	5	-	2	1	3	-	1	1	-	-	-	39	0.5%
Pain management	21	4	1	2	4	3	-	-	-	1	-	-	36	0.4%
Prosthetics and orthotics	16	2	2	-	8	-	2	5	-	-	-	-	35	0.4%
Alternative health	8	8	12	-	-	-	3	-	-	-	-	-	31	0.4%
Intensive care	18	6	-	1	-	-	-	-	-	1	-	1	27	0.3%
Personal care	4	1	7	2	1	4	1	4	-	-	-	-	24	0.3%
Non-health related	-	6	7	-	2	-	7	1	-	-	-	-	23	0.3%
Podiatry	11	2	6	-	1	-	-	2	1	-	-	-	23	0.3%
Endocrinology	12	2	2	2	3	-	-	-	-	-	1	-	22	0.3%
Counselling	7	1	10	-	-	2	-	1	-	-	-	-	21	0.3%
Infectious diseases	8	2	-	-	1	-	4	-	-	-	-	-	15	0.2%
Osteopathy	7	-	7	-	1	-	-	-	-	-	-	-	15	0.2%
Massage therapy	6	-	5	-	-	1	1	1	-	-	-	-	14	0.2%
Rheumatology	6	2	1	1	-	-	-	-	-	-	1	-	11	0.1%
Early childhood	3	5	2	-	-	-	1	-	-	-	-	-	11	0.1%
Renal medicine	7	-	-	-	-	1	-	1	1	-	-	-	10	0.1%
Traditional Chinese medicine	2	-	4	-	-	-	-	1	-	-	-	1	8	0.1%
Occupational therapy	-	-	-	-	3	1	1	2	-	-	-	-	7	0.1%
Natural therapy	-	2	4	-	-	-	-	-	-	-	-	-	6	0.1%
Hypnotherapy	2	-	2	-	-	-	-	-	-	-	-	1	5	0.1%
Reproductive medicine	2	-	-	-	-	2	-	-	-	-	-	-	4	0.0%
Acupuncture	-	1	1	-	1	-	-	-	-	-	-	-	3	0.0%
Psychotherapy	2	-	1	-	-	-	-	-	-	-	-	-	3	0.0%
Immunology	2	-	-	1	-	-	-	-	-	-	-	-	3	0.0%
Sport medicine	1	2	-	-	-	-	-	-	-	-	-	-	3	0.0%
Occupational health	-	1	1	-	-	1	-	-	-	-	-	-	3	0.0%
Sexual assault service	-	-	-	-	-	2	1	-	-	-	-	-	3	0.0%
Radiography	1	-	-	-	-	-	1	-	-	-	-	-	2	0.0%
Forensic pathology	-	-	-	-	-	-	1	-	-	-	1	-	2	0.0%
Family planning	2	-	-	-	-	-	-	-	-	-	-	-	2	0.0%
Developmental disability	1	-	-	-	-	-	-	-	-	-	-	-	1	0.0%
Total	4,048	1,048	928	389	351	332	327	318	146	139	139	123	8,288	100.0%

Counted by issues raised in complaint

Table 16.10 Source of complaints 2006-07 to 2010-11

Source	2006-07		2007-08		2008-09		2009-10		2010-11	
	No.	%	No.	%	No.	%	No.	%	No.	%
Consumer	901	39.1%	1,073	39.3%	1,242	43.7%	1,484	48.2%	1,899	52.8%
Family or friend	491	21.3%	627	23.0%	580	20.4%	585	19.0%	740	20.6%
Professional council	697	30.3%	666	24.4%	828	29.2%	850	27.6%	716	19.9%
Health professional	18	0.8%	25	0.9%	24	0.8%	35	1.1%	75	2.1%
Government department	19	0.8%	198	7.3%	46	1.6%	31	1.0%	42	1.2%
Legal representative	37	1.6%	29	1.1%	20	0.7%	20	0.7%	32	0.9%
Department of Health (State and Commonwealth)	22	1.0%	18	0.7%	30	1.1%	26	0.8%	28	0.8%
Other	9	0.4%	13	0.5%	22	0.8%	–	0.0%	22	0.6%
Parliament/Minister	42	1.8%	40	1.5%	27	1.0%	35	1.1%	19	0.5%
Non-government organisation	3	0.1%	1	0.0%	–	0.0%	5	0.0%	10	0.3%
Consumer organisation	54	2.3%	28	1.0%	12	0.4%	–	0.0%	8	0.2%
Court	8	0.3%	11	0.4%	8	0.3%	5	0.2%	5	0.1%
Professional association	1	0.0%	1	0.0%	–	0.0%	–	0.0%	4	0.1%
Total	2,302	100.0%	2,730	100.0%	2,839	100.0%	3,076	100.0%	3,600	100.0%

Counted by complainant

Table 16.11 Outcome of assessment of complaints 2006-07 to 2010-11

Assessment outcome	2006-07		2007-08		2008-09		2009-10		2010-11	
	No.	%	No.	%	No.	%	No.	%	No.	%
Discontinued	1,017	37.5%	982	34.0%	1,291	38.5%	1,447	41.2%	1,978	48.6%
Referred to professional council	497	18.3%	572	19.8%	755	22.5%	806	22.9%	790	19.4%
Resolution*	670	24.7%	772	26.7%	728	21.7%	735	20.9%	686	16.8%
Local resolution	28	1.0%	41	1.4%	56	1.7%	41	1.2%	206	5.1%
Investigation by Commission	307	11.3%	260	9.0%	270	8.1%	223	6.3%	184	4.5%
Resolved during assessment	137	5.1%	206	7.1%	188	5.6%	206	5.9%	166	4.1%
Referred to another body or person	54	2.0%	56	1.9%	61	1.8%	54	1.5%	63	1.5%
Total	2,710	100.0%	2,889	100.0%	3,349	100.0%	3,512	100.0%	4,073	100.0%

Counted by provider identified in complaint

* In previous years, the two resolution options of assisted resolution and conciliation were reported separately. Due to the restructure of the Resolution Section, complaints are now referred to the Resolution Service and a decision is made as part of the resolution process whether assisted resolution or conciliation is the more appropriate form of trying to resolve the complaint.

Table 16.12 Outcome of assessment of complaints by issues raised in complaint 2010-11

Issue category	Issue name	Outcome							Total	
		Discontinue	Resolution	Referred to professional council	Local resolution	Investigation by Commission	Resolved during assessment	Referred to another body	No.	%
Treatment	Inadequate treatment	646	402	302	68	46	54	13	1,531	19.1%
	Unexpected treatment outcome/ complications	218	182	86	14	19	10	2	531	6.6%
	Diagnosis	240	151	62	13	8	11	3	488	6.1%
	Delay in treatment	64	76	15	41	5	12	–	213	2.7%
	Inadequate care	68	89	13	16	3	8	4	201	2.5%
	Inadequate/inappropriate consultation	109	16	31	1	2	5	–	164	2.0%
	Inadequate prosthetic equipment	51	15	71	1	–	20	–	158	2.0%
	Wrong/inappropriate treatment	68	29	35	2	4	2	1	141	1.8%
	Rough and painful treatment	47	30	31	8	–	2	–	118	1.5%
	Coordination of treatment/results follow-up	27	30	6	6	1	3	–	73	0.9%
	No/inappropriate referral	23	26	7	2	2	2	1	63	0.8%
	Infection control	29	6	12	1	6	2	–	56	0.7%
	Attendance	13	9	3	2	–	–	–	27	0.3%
	Excessive treatment	16	2	4	–	1	–	1	24	0.3%
	Withdrawal of treatment	3	8	–	1	1	–	–	13	0.2%
	Public/private election	3	2	–	–	–	2	–	7	0.1%
	Experimental treatment	2	–	–	–	–	–	–	2	0.0%
Treatment total		1,627	1,073	678	176	98	133	25	3,810	47.6%
Communication/information	Attitude/manner	426	112	92	53	3	30	2	718	9.0%
	Inadequate information provided	94	91	6	12	1	2	–	206	2.6%
	Incorrect/misleading information provided	52	12	5	3	–	2	–	74	0.9%
	Special needs not accommodated	14	12	–	10	–	2	1	39	0.5%
Communication/information total		586	227	103	78	4	36	3	1,037	13.0%

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Table 16.12 Outcome of assessment of complaints by issues raised in complaint 2010-11 (continued)

Issue category	Issue name	Outcome							Total	
		Discontinue	Resolution	Referred to professional council	Local resolution	Investigation by Commission	Resolved during assessment	Referred to another body	No.	%
Professional conduct	Illegal practice	127	1	70	2	22	3	17	242	3.0%
	Competence	52	9	70	2	34	3	4	174	2.2%
	Sexual misconduct	30	1	12	–	41	–	1	85	1.1%
	Impairment	24	–	41	–	16	–	–	81	1.0%
	Inappropriate disclosure of information	52	2	22	4	–	–	–	80	1.0%
	Assault	40	2	11	3	17	1	1	75	0.9%
	Boundary violation	16	1	17	–	24	2	1	61	0.8%
	Misrepresentation of qualifications	18	–	12	–	2	1	9	42	0.5%
	Discriminatory conduct	26	4	2	2	–	1	2	37	0.5%
	Breach of condition	2	1	4	–	14	–	–	21	0.3%
	Financial fraud	9	–	5	–	1	–	1	16	0.2%
	Annual declaration not lodged/ incomplete/wrong or misleading	2	–	4	–	4	–	–	10	0.1%
	Emergency treatment not provided	–	–	–	–	1	–	–	1	0.0%
Professional conduct total		398	21	270	13	176	11	36	925	11.6%
Medication	Prescribing medication	114	46	28	19	13	7	4	231	2.9%
	Dispensing medication	10	1	61	3	2	3	3	83	1.0%
	Administering medication	10	15	8	3	6	1	2	45	0.6%
	Supply/security/storage of medication	3	–	2	1	3	–	1	10	0.1%
Medication total		137	62	99	26	24	11	10	369	4.6%
Access	Refusal to admit or treat	109	28	11	17	1	7	1	174	2.2%
	Service availability	24	25	–	23	–	2	–	74	0.9%
	Waiting lists	15	15	–	13	–	5	–	48	0.6%
	Access to facility	8	2	–	7	–	–	–	17	0.2%
	Access to subsidies	4	1	–	–	–	–	–	5	0.1%
	Remoteness of service	1	1	–	2	–	1	–	5	0.1%
Access total		161	72	11	62	1	15	1	323	4.0%

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Table 16.12 Outcome of assessment of complaints by issues raised in complaint 2010-11 (continued)

Issue category	Issue name	Outcome							Total	
		Discontinue	Resolution	Referred to professional council	Local resolution	Investigation by Commission	Resolved during assessment	Referred to another body	No.	%
Grievance processes	Inadequate/no response to complaint	145	72	53	12	–	25	1	308	3.8%
	Reprisal/retaliation as result of complaint lodged	8	–	–	1	–	2	–	11	0.1%
	Information about complaints procedures not provided	1	2	–	–	–	–	–	3	0.0%
Grievance processes total		154	74	53	13	–	27	1	322	4.0%
Environment/management of facilities	Administrative processes	45	9	53	5	–	3	9	124	1.5%
	Staffing and rostering	27	23	3	8	1	4	2	68	0.8%
	Statutory obligations/accreditation standards not met	23	11	6	5	2	3	1	51	0.6%
	Cleanliness/hygiene of facility	25	4	5	1	1	1	3	40	0.5%
	Physical environment of facility	14	5	–	11	–	2	–	32	0.4%
Environment/management of facilities total		134	52	67	30	4	13	15	315	3.9%
Fees/costs	Billing practices	138	13	54	3	1	28	6	243	3.0%
	Financial consent	29	–	9	2	–	4	–	44	0.5%
	Cost of treatment	14	–	4	–	–	3	–	21	0.3%
Fees/costs total		181	13	67	5	1	35	6	308	3.8%
Consent	Consent not obtained or inadequate	51	26	14	3	2	2	–	98	1.2%
	Involuntary admission or treatment	24	9	–	3	–	1	–	37	0.5%
	Uninformed consent	8	9	2	–	1	–	–	20	0.2%
Consent total		83	44	16	6	3	3	–	155	1.9%
Medical records	Access to/transfer of records	47	9	4	6	–	19	–	85	1.1%
	Record keeping	26	13	13	1	5	2	–	60	0.7%
	Records management	5	–	–	1	–	–	–	6	0.1%
Medical records total		78	22	17	8	5	21	–	151	1.9%

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Table 16.12 Outcome of assessment of complaints by issues raised in complaint 2010-11 (continued)

Issue category	Issue name	Outcome							Total	
		Discontinue	Resolution	Referred to professional council	Local resolution	Investigation by Commission	Resolved during assessment	Referred to another body	No.	%
Discharge/transfer arrangements	Inadequate discharge	36	65	9	11	–	1	–	122	1.5%
	Delay	8	2	1	1	–	–	2	14	0.2%
	Patient not reviewed	4	1	1	–	1	–	–	7	0.1%
	Mode of transport	1	1	–	1	–	–	–	3	0.0%
Discharge/transfer arrangements total		49	69	11	13	1	1	2	146	1.8%
Reports/certificates	Accuracy of report/certificate	75	3	15	1	–	4	2	100	1.2%
	Report written with inadequate or no consultation	16	–	–	–	–	–	–	16	0.2%
	Refusal to provide report/certificate	12	–	2	–	–	1	–	15	0.2%
	Timeliness of report/certificate	6	–	–	–	–	2	–	8	0.1%
	Cost of report/certificate	1	–	–	–	–	–	–	1	0.0%
Reports/certificates total		110	3	17	1	–	7	2	140	1.7%
Grand total		3,698	1,732	1,409	431	317	313	101	8,001	100.0%

Counted by issues raised in complaint

Table 16.13 Outcome of assessment of complaints by service area 2010-11

Service area	Outcome							Total	
	Discontinue	Referred to professional council	Resolution	Local resolution	Investigation by Commission	Resolved during assessment	Referred to another body	No.	%
General medicine	591	148	111	48	76	43	14	1,031	25.3%
Dentistry	205	297	36	4	5	49	2	598	14.7%
Surgery	158	22	101	20	14	9	1	325	8.0%
Emergency medicine	88	26	114	36	7	12	3	286	7.0%
Mental health	120	11	47	27	2	4	1	212	5.2%
Pharmacy/pharmacology	40	85	-	-	9	8	4	146	3.6%
Obstetrics	31	12	62	7	7	2	1	122	3.0%
Aged care	49	22	9	2	4	2	9	97	2.4%
Psychology	38	45	1	-	3	2	3	92	2.3%
Administration	59	3	4	6	-	5	4	81	2.0%
Psychiatry	58	5	8	1	1	-	-	73	1.8%
Medico-legal	61	5	-	-	-	1	2	69	1.7%
Other/unknown	36	14	3	2	11	-	3	69	1.7%
Paediatric medicine	29	3	22	5	2	2	-	63	1.5%
Radiology	31	6	8	1	-	3	1	50	1.2%
Gynaecology	24	5	7	-	2	-	-	38	0.9%
Gastroenterology	20	-	12	2	2	1	-	37	0.9%
Geriatrics/gerontology	17	3	9	4	1	-	-	34	0.8%
Ambulance service	14	1	7	8	-	3	-	33	0.8%
Cosmetic services	21	7	1	-	1	-	3	33	0.8%
Drug and alcohol	16	1	4	6	5	1	-	33	0.8%
Optometry	17	10	2	-	1	2	-	32	0.8%
Pathology	22	1	3	-	-	3	-	29	0.7%
Rehabilitation medicine	12	-	7	5	-	5	-	29	0.7%
Anaesthesia	14	5	3	-	5	1	-	28	0.7%
Ophthalmology	17	3	5	-	1	1	1	28	0.7%
Physiotherapy	18	5	1	-	1	1	2	28	0.7%
Cardiology	9	-	9	5	-	-	1	24	0.6%
Chiropractice	4	12	-	-	6	-	1	23	0.6%
Non-health related	18	2	-	2	-	-	1	23	0.6%
Midwifery	2	7	8	1	3	-	-	21	0.5%
Neurology	8	1	10	2	-	-	-	21	0.5%
Podiatry	9	6	-	-	2	2	2	21	0.5%
Dermatology	15	1	2	-	2	-	-	20	0.5%
Alternative health	17	-	-	-	1	1	-	19	0.5%

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Table 16.13 Outcome of assessment of complaints by service area 2010-11 (continued)

Service area	Outcome							Total	
	Discontinue	Referred to professional council	Resolution	Local resolution	Investigation by Commission	Resolved during assessment	Referred to another body	No.	%
Oncology	4	3	9	2	-	-	-	18	0.4%
Palliative care	2	2	12	1	-	-	-	17	0.4%
Intensive care	4	-	9	1	-	-	-	14	0.3%
Haematology	5	1	6	-	1	-	-	13	0.3%
Personal care	7	-	2	1	2	-	1	13	0.3%
Respiratory/thoracic medicine	3	1	7	1	-	-	-	12	0.3%
Counselling	9	1	-	1	-	-	-	11	0.3%
Pain management	4	-	4	1	-	2	-	11	0.3%
Endocrinology	5	1	2	1	1	-	-	10	0.2%
Massage therapy	9	-	-	-	1	-	-	10	0.2%
Osteopathy	3	3	-	-	3	-	-	9	0.2%
Infectious diseases	4	-	4	-	-	-	-	8	0.2%
Reproductive medicine	3	-	4	-	-	-	-	7	0.2%
Early childhood	4	-	-	2	-	-	-	6	0.1%
Occupational therapy	2	-	2	-	-	1	-	5	0.1%
Prosthetics and orthotics	1	2	1	-	-	-	1	5	0.1%
Natural therapy	2	-	-	-	1	-	1	4	0.1%
Radiography	4	-	-	-	-	-	-	4	0.1%
Developmental disability	2	-	1	-	-	-	-	3	0.1%
Hypnotherapy	2	-	-	-	1	-	-	3	0.1%
Renal medicine	-	-	3	-	-	-	-	3	0.1%
Rheumatology	2	-	-	-	-	-	1	3	0.1%
Forensic pathology	1	-	1	-	-	-	-	2	0.0%
Immunology	1	1	-	-	-	-	-	2	0.0%
Occupational health	1	-	1	-	-	-	-	2	0.0%
Psychotherapy	1	1	-	-	-	-	-	2	0.0%
Sexual assault service	-	-	1	1	-	-	-	2	0.0%
Traditional Chinese medicine	2	-	-	-	-	-	-	2	0.0%
Acupuncture	1	-	-	-	-	-	-	1	0.0%
Family planning	-	-	1	-	-	-	-	1	0.0%
Nutrition and dietetics	1	-	-	-	-	-	-	1	0.0%
Sport medicine	1	-	-	-	-	-	-	1	0.0%
Total	1,978	790	686	206	184	166	63	4,073	100.0%

Counted by provider identified in complaint

Table 16.14 Time taken to assess complaints 2006-07 to 2010-11

	2006-07	2007-08	2008-09	2009-10	2010-11
Percentage of complaints assessed within 60 days	83.7%	88.2%	88.9%	82.3%	84.6%
Average days to assess complaints	39	39	42	46	43

Counted by provider identified in complaint

Table 16.15 Requests for review of assessment decision 2006-07 to 2010-11

	2006-07	2007-08	2008-09	2009-10	2010-11
Requests for review of assessment decision	284	230	281	278	305
Percentage of all assessments finalised	10.5%	8.0%	8.4%	7.9%	7.5%

Counted by provider identified in complaint

Table 16.16 Outcome of reviews of assessment decision 2006-07 to 2010-11

Review result	2006-07		2007-08		2008-09		2009-10		2010-11	
	No.	%	No.	%	No.	%	No.	%	No.	%
Original assessment decision confirmed	297	88.4%	216	89.3%	261	96.0%	252	94.4%	281	93.7%
Assessment decision varied	39	11.6%	26	10.7%	11	4.0%	15	5.6%	19	6.3%
Total	336	100.0%	242	100.0%	272	100.0%	267	100.0%	300	100.0%

Counted by provider identified in complaint

Table 16.17 Outcome of resolutions 2006-07 to 2010-11

Outcome	2006-07		2007-08		2008-09		2009-10		2010-11		
	No.	%	No.	%	No.	%	No.	%	No.	%	
Resolution did proceed	Resolved	224	47.1%	228	38.9%	244	39.4%	216	39.1%	262	40.4%
	Partially resolved	116	24.4%	124	21.2%	167	26.9%	119	21.5%	143	22.0%
	Not resolved	50	10.5%	81	13.8%	103	16.6%	99	17.9%	88	13.6%
Total resolution did proceed	390	81.9%	433	73.9%	514	82.9%	434	78.5%	493	76.0%	
Resolution did not proceed	86	18.1%	153	26.1%	106	17.1%	119	21.5%	156	24.0%	
Grand total	476	100.0%	586	100.0%	620	100.0%	553	100.0%	649	100.0%	

Counted by provider identified in complaint

Table 16.18 Outcome of conciliations 2006-07 to 2010-11

Outcome	Reason	2006-07		2007-08		2008-09		2009-10		2010-11	
		No.	%	No.	%	No.	%	No.	%	No.	%
Conciliation process did proceed											
Resolved	Agreement reached at conciliation meeting	89	35.3%	63	30.4%	43	18.9%	26	18.2%	21	47.7%
	Complaint resolved with the assistance of the Registry	15	6.0%	17	8.2%	15	6.6%	6	4.2%	1	2.3%
Not Resolved	Consent withdrawn	30	11.9%	25	12.1%	34	14.9%	20	14.0%	4	9.1%
	The conciliation was helpful in clarifying concerns	n/a	0.0%	10	4.8%	27	11.8%	8	5.6%	10	22.7%
	Parties did not reach agreement	32	12.7%	16	7.7%	10	4.4%	6	4.2%	–	0.0%
Total conciliation process did proceed		166	65.9%	131	63.3%	129	56.6%	66	46.2%	36	81.8%
Conciliation process did not proceed											
	Conciliation did not proceed	81	32.1%	75	36.2%	99	43.4%	77	53.8%	8	18.2%
	Complaint resolved prior to conciliation	5	2.0%	1	0.5%	–	0.0%	–	0.0%	–	0.0%
Total conciliation process did not proceed		86	34.1%	76	36.7%	99	43.4%	77	53.8%	8	18.2%
Grand total		252	100.0%	207	100.0%	228	100.0%	143	100.0%	44	100.0%

Counted by provider identified in complaint

Table 16.19 Time taken to complete resolution processes 2006-07 to 2010-11

Time taken to complete	2006-07		2007-08		2008-09		2009-10		2010-11	
	No.	%	No.	%	No.	%	No.	%	No.	%
1-30 days	81	11.1%	143	18.0%	170	20.0%	137	19.7%	138	19.9%
1-2 months	178	24.5%	195	24.6%	222	26.2%	172	24.7%	147	21.2%
2-3 months	129	17.7%	130	16.4%	136	16.0%	117	16.8%	98	14.1%
3-4 months	101	13.9%	91	11.5%	88	10.4%	89	12.8%	75	10.8%
4-5 months	72	9.9%	69	8.7%	55	6.5%	47	6.8%	60	8.7%
5-6 months	45	6.2%	35	4.4%	53	6.3%	42	6.0%	41	5.9%
6-7 months	34	4.7%	29	3.7%	32	3.8%	36	5.2%	32	4.6%
7-9 months	43	5.9%	36	4.5%	29	3.4%	25	3.6%	54	7.8%
9-12 months	27	3.7%	36	4.5%	34	4.0%	19	2.7%	25	3.6%
>12 months	18	2.5%	29	3.7%	29	3.4%	12	1.7%	23	3.3%
Total	728	100.0%	793	100.0%	848	100.0%	696	100.0%	693	100.0%

Counted by provider identified in complaint

Table 16.20 Outcome of investigations 2006-07 to 2010-11

Outcome	2006-07		2007-08		2008-09		2009-10		2010-11		
	No.	%	No.	%	No.	%	No.	%	No.	%	
Health organisation	Comments or recommendations	50	54.3%	55	65.5%	39	63.9%	33	94.3%	22	91.7%
	No further action	42	45.7%	29	34.5%	22	36.1%	2	5.7%	2	8.3%
Health organisation total	92	100.0%	84	100.0%	61	100.0%	35	100.0%	24	100.0%	
Health practitioner	Referred to Director of Proceedings	112	38.8%	129	50.8%	100	50.0%	141	59.5%	109	60.9%
	Referred to professional council	36	12.5%	35	13.8%	36	18.0%	44	18.6%	37	20.7%
	No further action	101	34.9%	63	24.8%	45	22.5%	32	13.5%	21	11.7%
	Comments to the practitioner	38	13.1%	24	9.4%	16	8.0%	14	5.9%	6	3.4%
	Public statement/prohibition order	n/a	0.0%	n/a	0.0%	2	1.0%	4	1.7%	6	3.4%
	Referred to Director of Public Prosecutions	2	0.7%	3	1.2%	1	0.5%	2	0.8%	–	0.0%
Health practitioner total	289	100.0%	254	100.0%	200	100.0%	237	100.0%	179	100.0%	
Grand total	381	100.0%	338	100.0%	261	100.0%	272	100.0%	203	100.0%	

Counted by provider identified in complaint

Table 16.21 Investigations into health organisations and health practitioners finalised 2006-07 to 2010-11

Health service provider	2006-07		2007-08		2008-09		2009-10		2010-11	
	No.	%	No.	%	No.	%	No.	%	No.	%
Public hospital	63	68.5%	63	75.0%	46	75.4%	30	85.7%	20	83.3%
College/association	–	0.0%	2	2.4%	–	0.0%	–	0.0%	2	8.3%
Drug and alcohol service	2	2.2%	–	0.0%	1	1.6%	–	0.0%	1	4.2%
Medical practice	5	5.4%	–	0.0%	–	0.0%	–	0.0%	1	4.2%
Aged care facility	8	8.7%	4	4.8%	2	3.3%	1	2.9%	–	0.0%
Ambulance service	2	2.2%	–	0.0%	–	0.0%	–	0.0%	–	0.0%
Area Health Service/ Local Health District	–	0.0%	3	3.6%	3	4.9%	2	5.7%	–	0.0%
Community health service	2	2.2%	1	1.2%	–	0.0%	–	0.0%	–	0.0%
Correction and detention facility	–	0.0%	2	2.4%	–	0.0%	–	0.0%	–	0.0%
Dental facility	–	0.0%	–	0.0%	1	1.6%	–	0.0%	–	0.0%
Medical centre	1	1.1%	1	1.2%	1	1.6%	–	0.0%	–	0.0%
Pathology centre/lab	–	0.0%	1	1.2%	2	3.3%	–	0.0%	–	0.0%
Private hospital	7	7.6%	6	7.1%	4	6.6%	2	5.7%	–	0.0%
Radiology practice	1	1.1%	1	1.2%	1	1.6%	–	0.0%	–	0.0%
Supported accommodation services	1	1.1%	–	0.0%	–	0.0%	–	0.0%	–	0.0%
Health organisation total	92	100.0%	84	100.0%	61	100.0%	35	100.0%	24	100.0%

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Table 16.21 Investigations into health organisations and health practitioners finalised 2006-07 to 2010-11 (continued)

Health service provider	2006-07		2007-08		2008-09		2009-10		2010-11	
	No.	%	No.	%	No.	%	No.	%	No.	%
Medical practitioner	175	60.6%	150	59.1%	112	56.0%	149	62.9%	98	54.7%
Nurse/midwife	68	23.5%	75	29.5%	69	34.5%	53	22.4%	37	20.7%
Chiropractor	3	1.0%	3	1.2%	1	0.5%	6	2.5%	7	3.9%
Psychologist	17	5.9%	9	3.5%	6	3.0%	3	1.3%	7	3.9%
Dental practitioner	11	3.8%	2	0.8%	1	0.5%	5	2.1%	5	2.8%
Pharmacist	2	0.7%	2	0.8%	–	0.0%	12	5.1%	5	2.8%
Alternative health provider	–	0.0%	6	2.4%	1	0.5%	1	0.4%	3	1.7%
Physiotherapist	2	0.7%	2	0.8%	1	0.5%	3	1.3%	3	1.7%
Administration/clerical staff	–	0.0%	–	0.0%	–	0.0%	1	0.4%	2	1.1%
Assistant in nursing	–	0.0%	–	0.0%	–	0.0%	–	0.0%	2	1.1%
Massage therapist	n/a	0.0%	–	0.0%	1	0.5%	1	0.4%	2	1.1%
Podiatrist	–	0.0%	1	0.4%	2	1.0%	–	0.0%	2	1.1%
Acupuncturist	–	0.0%	–	0.0%	–	0.0%	–	0.0%	1	0.6%
Dental technician	–	0.0%	–	0.0%	–	0.0%	–	0.0%	1	0.6%
Naturopath	–	0.0%	2	0.8%	–	0.0%	–	0.0%	1	0.6%
Optometrist	–	0.0%	–	0.0%	1	0.5%	–	0.0%	1	0.6%
Psychotherapist	1	0.3%	–	0.0%	1	0.5%	1	0.4%	1	0.6%
Residential care worker	–	0.0%	–	0.0%	–	0.0%	–	0.0%	1	0.6%
Ambulance personnel	–	0.0%	2	0.8%	–	0.0%	–	0.0%	–	0.0%
Homeopath	n/a	0.0%	n/a	0.0%	1	0.5%	–	0.0%	–	0.0%
Natural therapist	2	0.7%	–	0.0%	–	0.0%	1	0.4%	–	0.0%
Osteopath	–	0.0%	–	0.0%	1	0.5%	–	0.0%	–	0.0%
Radiographer	–	0.0%	–	0.0%	2	1.0%	–	0.0%	–	0.0%
Social worker	1	0.3%	–	0.0%	–	0.0%	–	0.0%	–	0.0%
Traditional Chinese medicine practitioner	7	2.4%	–	0.0%	–	0.0%	1	0.4%	–	0.0%
Health practitioner total	289	100.0%	254	100.0%	200	100.0%	237	100.0%	179	100.0%
Grand total	381	100.0%	338	100.0%	261	100.0%	272	100.0%	203	100.0%

Counted by provider identified in complaint

Table 16.22 Investigations finalised by issue category 2006-07 to 2010-11

Category	2006-07		2007-08			2008-09		2009-10		2010-11	
	No.	%	No.	%		No.	%	No.	%	No.	%
Treatment	271	60.8%	237	57.2%	Professional conduct	148	34.4%	171	31.7%	171	40.6%
Professional conduct	129	28.9%	141	34.1%	Treatment	196	45.6%	223	41.4%	163	38.7%
Communication	23	5.2%	19	4.6%	Medication	28	6.5%	57	10.6%	34	8.1%
Access	5	1.1%	10	2.4%	Communication/ information	23	5.3%	41	7.6%	15	3.6%
Consent	4	0.9%	6	1.4%	Medical records	7	1.6%	16	3.0%	15	3.6%
Privacy/discrimination	4	0.9%	1	0.2%	Environment/ management of facilities	9	2.1%	6	1.1%	7	1.7%
Costs	5	1.1%	–	0.0%	Discharge/transfer arrangements	6	1.4%	12	2.2%	5	1.2%
Corporate services	4	0.9%	–	0.0%	Fees/costs	–	0.0%	2	0.4%	5	1.2%
Grievances	1	0.2%	–	0.0%	Consent	4	0.9%	7	1.3%	3	0.7%
Total	446	100.0%	414	100.0%	Reports/certificates	–	0.0%	1	0.2%	3	0.7%
Counted by issues raised in complaint					Access	1	0.2%	–	0.0%	–	0.0%
					Grievance processes	8	1.9%	3	0.6%	–	0.0%
					Total	430	100.0%	539	100.0%	421	100.0%

Table 16.23 Outcome of investigations finalised by profession and organisation type 2010-11

Outcome	Health practitioner																	Total		
	Medical practitioner	Nurse/midwife	Chiropractor	Psychologist	Dental practitioner	Pharmacist	Alternative health provider	Physiotherapist	Administration/ clerical staff	Assistant in nursing	Massage therapist	Podiatrist	Acupuncturist	Dental technician	Naturopath	Optometrist	Psychotherapist	Residential care work	No.	%
Referred to Director of Proceedings	65	25	7	3	4	1	-	2	-	-	-	1	-	-	-	1	-	-	109	60.9%
Referred to professional council	18	11	-	3	1	2	1	-	-	-	-	1	-	-	-	-	-	-	37	20.7%
No further action	12	1	-	1	-	2	1	1	2	-	1	-	-	-	-	-	-	-	21	11.7%
Public statement/prohibition order	-	-	-	-	-	-	1	-	-	1	-	-	1	1	-	-	1	1	6	3.4%
Comments to practitioner	3	-	-	-	-	-	-	-	-	1	1	-	-	-	1	-	-	-	6	3.4%
Total	98	37	7	7	5	5	3	3	2	2	2	2	1	1	1	1	1	179	100.0%	

Outcome	Health organisation				Total	
	Public hospital	College/association	Drug and alcohol service	Medical practice	No.	%
Recommendations	16	2	1	1	20	83.3%
Comments	2	-	-	-	2	8.3%
No further action	2	-	-	-	2	8.3%
Total	20	2	1	1	24	100.0%

Counted by provider identified in complaint

Table 16.24 Requests for review of investigation decision 2006-07 to 2010-11

	2006-07	2007-08	2008-09	2009-10	2010-11
Request for review of investigation decision	18	15	4	2	3
Percentage of all investigations finalised	4.7%	4.4%	1.5%	0.7%	1.5%

Counted by provider identified in complaint

Table 16.25 Outcome of reviews of investigation decision 2006-07 to 2010-11

Outcome	2006-07		2007-08		2008-09		2009-10		2010-11	
	No.	%	No.	%	No.	%	No.	%	No.	%
Original investigation decision confirmed	21	91.3%	15	100.0%	5	83.3%	2	100.0%	3	75.0%
Reopened for investigation	2	8.7%	-	0.0%	1	16.7%	-	0.0%	1	25.0%
Total	23	100.0%	15	100.0%	6	100.0%	2	100.0%	4	100.0%

Counted by provider identified in complaint

Table 16.26 Time taken to complete investigations 2006-07 to 2010-11

Time taken to complete	2006-07		2007-08		2008-09		2009-10		2010-11	
	No.	%	No.	%	No.	%	No.	%	No.	%
< 6 months	55	14.4%	66	19.5%	70	26.8%	66	24.3%	41	20.2%
6-12 months	209	54.9%	165	48.8%	141	54.0%	151	55.5%	135	66.5%
12-18 months	98	25.7%	90	26.6%	38	14.6%	43	15.8%	13	6.4%
18-24 months	14	3.7%	16	4.7%	12	4.6%	9	3.3%	11	5.4%
24-30 months	4	1.0%	1	0.3%	–	0.0%	2	0.7%	2	1.0%
30-36 months	–	0.0%	–	0.0%	–	0.0%	1	0.4%	1	0.5%
>36 months	1	0.3%	–	0.0%	–	0.0%	–	0.0%	–	0.0%
Total	381	100.0%	338	100.0%	261	100.0%	272	100.0%	203	100.0%
Average days	318		309		274		278		285	

Counted by provider identified in complaint

Table 16.27 Outcome of legal proceedings 2006-07 to 2010-11

		2006-07		2007-08		2008-09		2009-10		2010-11	
		No.	%	No.	%	No.	%	No.	%	No.	%
Tribunal	Proved	37	43.0%	36	45.6%	38	44.7%	46	47.4%	50	46.7%
	Not Proved	2	2.3%	1	1.3%	0	0.0%	7	7.2%	7	6.5%
	Total	39	45.3%	37	46.8%	38	44.7%	53	54.6%	57	53.3%
Professional Standards Committee	Proved	14	16.3%	18	22.8%	27	31.8%	21	21.6%	21	19.6%
	Not Proved	7	8.1%	7	8.9%	1	1.2%	9	9.3%	6	5.6%
	Total	21	24.4%	25	31.6%	28	32.9%	30	30.9%	27	25.2%
Appeal/application		15	17.4%	12	15.2%	13	15.3%	10	10.3%	14	13.1%
Re-registration		10	11.6%	4	5.1%	6	7.1%	4	4.1%	9	8.4%
Board of Inquiry		1	1.2%	1	1.3%	–	0.0%	–	0.0%	–	0.0%
Grand total		86	100.0%	79	100.0%	85	100.0%	97	100.0%	107	100.0%

Counted by matter

Table 16.28 Open complaints as at 30 June 2011

Process	2006-07		2007-08		2008-09		2009-10		2010-11	
	No.	%	No.	%	No.	%	No.	%	No.	%
Open assessments	342	33.2%	583	45.7%	597	58.4%	566	49.4%	611	52.9%
Open resolutions	137	13.3%	152	11.9%	78	7.6%	169	14.8%	202	17.5%
Open investigations	286	27.8%	215	16.9%	165	16.1%	184	15.6%	170	14.7%
Open legal processes	129	12.5%	209	16.4%	114	11.2%	160	14.0%	131	11.4%
Open reviews of assessment	28	2.7%	18	1.4%	25	2.4%	35	3.1%	36	3.1%
Open conciliations	105	10.2%	95	7.5%	42	4.1%	30	2.6%	4	0.3%
Open reviews of investigation	3	0.3%	3	0.2%	1	0.1%	1	0.1%	–	0.0%
Total	1,030	100.0%	1,275	100.0%	1,022	100.0%	1,145	100.0%	1,154	100.0%

Counted by provider identified in complaint

Appendix B – List of expert advisers

The Commission would like to thank its expert advisers listed below. In addition, the Commission would also like to thank those experts who provided telephone advice throughout the year that helped clarifying clinical issues during the assessment of complaints.

Mr Robert Aarons	Dr Jeannie Ellis	Ms Diana Knagge	Dr Dennis Raymond
Dr Richard Abbott	Dr John England	Dr Mary Langcake	Ms Patricia Reynolds
Dr Ion Alexander	Dr Gregory Falk	Dr Pauline Langeluddecke	Ms Jenifer Richardson
Dr Roger Allan	Dr David Farlow	Ms Janine Learmont	Dr Adam Rish
Dr Stephen Allnutt	Dr Diana Farlow	Dr Vinoo Lele	Dr Wendy Roberts
Ms Deborah Armitage	Prof. Glen Farrow	Dr Michael Levitt	Dr Patricia Robertson
Dr Mark Arnold	Prof. Jennifer Fenwick	Dr Danforn Lim	Ms Janette Robinson
Mr John Baker	Mr John Ferguson	Mr Peter Liu	Dr Tuly Rosenfeld
Dr Michael Baldwin	Prof. John Fletcher	Dr Edward Loughman	Dr William Ross
Dr Gary Banks	Ms Vikki Fogarty	Mr Ashton Lucas	Ms Nadime Roumieh
Prof. David Barnes	Dr Anthony Freeman	Dr Sara Lucas	Dr Michael Rowland
Dr Hani Bittar	Prof. Gordian Fulde	Dr Peter Lye	Ms Robyn Rudner
Dr Peter Bland	Dr Paul Gaudry	Dr Kenneth Mackey	Prof. Richard Ruffin
Prof. Elie Leslie Bokey	Mrs Marianne Gaul	Dr Colin MacLeod	Dr Anthony Samuels
Mr Sam Borenstein	Dr Mark Gianoutsos	Prof. Guy Maddern	Prof. John Saunders
Dr David Bowers	Dr Margaret Gibbons	Mr Phillip Major	Mrs Julie Scott
Prof. Bruce Brew	Dr Michael Giblin	Dr Linda Mann	Dr Raymond Seidler
Dr Geoffrey Brodie	Dr Jonathan Gillis	Ms Carol Martin	Dr Diana Semmonds
Dr Andrew Brooks	Mrs Greta Goldberg	Dr Hugh Martin	Mr Stephen Seymour
Dr Richard Burns	Dr Michael Golding	Ms Kerri Masters	Dr Gabriel Shannon
Dr Andrew Byrne	Mrs Alison Goodfellow	Ms Toni McCallum Pardey	Ms Nerralie Shaw
Mrs Janice Caldwell	Ms Maxine Goodman	Dr Sallyann McCarthy	Ms Rosalee Shaw
Mr William Cearns	Ms Amanda Gordon	Prof. William McCarthy	Mr Warren Shaw
Dr Daniel Challis	Prof. James Greenwood	Dr Michael McGlynn	Dr John Sippe
Dr Harry Champion	Mrs Sue Greig	Mr John McGuire	Dr George Skowronski
Prof. Richard Chard	Ms Kathrine Grover	Mr Bernard McNair	Dr John Slaughter
Miss Kate Chellew	Dr John Harkness	Dr Alan Meagher	Dr Grahame Smith
Dr Andrew Child	Ms Rachel Harris	Ms Rebekkah Middleton	Dr Graydon Smith
Dr Ian Chung	Mr Steven Harris	Dr Geoffrey Mifsud	Dr Oscar Stanley
Mr Peter Cleasby	Ms Bethne Hart	Dr Antony Milch	Dr Michael Steiner
Ms Vanessa Clements	Dr Keith Hartman	Ms Helen Miller	Ms Helen Stevens
Prof. Paul Colditz	Dr Ray Hayek	Dr Janelle Miller	Dr Janine Stevenson
Mr Albert Coleiro	Mr Antony Heath	Dr Peter Morse	Dr Michael Suranyi
Dr Peter Coles	Dr Paul Hendel	Dr Muniswami Mudaliar	Dr Joanna Sutherland
Mrs Helen Cooke	Dr Ralph Higgins	Ms Christine Muller	Ms Sally Sutherland-Fraser
Ms Anne Cooper	Dr Peter Holman	Dr Raymond Mullins	Dr Deniz Tek
Dr Marcela Cox	Dr Herbert Hooi	Ms Donna Muscardin	Dr Kenneth Tiver
Ms Nerida Crocker	Dr George Hopkins	Mr Vaneshkumar Nayak	Dr Tom Tseng
Ms Allison Cummins	Dr Craig Hore	Dr Gregory Nelson	Mr Andrew Van Essen
Dr John Curotta	Mr Allan Hudson	Dr Harry Nespolon	Dr Hein Vandenbergh
Mr Paul D'Urso	Dr Carole Hungerford	Ms Robin Norton	Dr Christopher Vickers
Dr Patrick Dalton	Mrs Sarah Hunstead	Mr Michael O'Donnell	Dr Shane Waddell
Mr Eric Daniels	Ms Lee-Ann Jackson	Mr Brendan O'Loughlin	Dr Martine Walker
Prof. David Davies	Dr Walid Jammal	Dr Matthew O'Meara	Dr Bernard Walsh
Dr Robert Day	Ms Andrea Jordan	Prof. Lynne Oliver	Dr James Walter
Dr Gary Deed	Ms Blanche Kairies	Ms Sonya Otte	Ms Rachel Weeks
Dr Michael Delaney	Dr Jeffrey Keir	Ms Michelle Parker	Ms Elvina Weissel
Mr Christopher Derkenne	Dr Adrian Keller	Dr Julian Parmegiani	Mr Adam Whitby
Prof. Hugh Dickson	Dr Dan Kennedy	Dr Martyn Patfield	Mr Lawrence Whitman
Dr Glenys Dore	Prof. Dianna Kenny	Mr Francis Payne	Prof. Ian Wilcox
Ms Jasmin Douglas	Dr Timothy Keogh	Dr Lian Pfützner	Dr Cholmondeley Williams
Dr Iain Dunlop	Dr Emery Kertes	Dr Jeffrey Post	Mr Michael Williamson
Ms Maureen Edgton-Winn	Dr Suresh Khatri	Ms Tracey Powell	Dr Deborah Yates
Dr Frederick Ehrlich	Mr Raymond Khoury	Dr Jennifer Prowse	Dr Simon Young
Dr David Eisinger	Mr David Kitching	Prof. Carolyn Quadrio	Dr Rasiah Yuvarajan
Dr David Eizenberg	Prof. Leon Kleinman	Dr John Quinn	Prof. Chris Zaslowski
Ms Jeanette Eldridge	Dr Peter Klug	Dr Geoffrey Ramin	Mr Shijing Zhang

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