

18

Appendices

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Appendix A – Complaints statistics

Table 18.1 Complaints received by issue category 2005-06 to 2009-10

Issue category	2005-06		2006-07		2007-08		Issue category	2008-09		2009-10	
	No.	%	No.	%	No.	%		No.	%	No.	%
Treatment	1,924	56.7%	1,813	55.7%	2,245	50.9%	Treatment	2,799	40.4%	2,504	42.9%
Communication	265	7.8%	366	11.2%	642	14.6%	Communication/ information	1,432	20.7%	897	15.4%
Professional conduct	595	17.5%	590	18.1%	597	13.5%	Professional conduct	725	10.5%	687	11.8%
Access	224	6.6%	210	6.4%	401	9.1%	Medication	514	7.4%	368	6.3%
Cost	178	5.3%	106	3.3%	153	3.5%	Fees/costs	256	3.7%	255	4.4%
Privacy/ discrimination	115	3.4%	68	2.1%	132	3.0%	Environment/ management of facilities	225	3.2%	246	4.2%
Consent	56	1.7%	52	1.6%	94	2.1%	Access	173	2.5%	202	3.5%
Grievances	11	0.3%	17	0.5%	79	1.8%	Consent	155	2.2%	176	3.0%
Corporate services	24	0.7%	36	1.1%	66	1.5%	Reports/certificates	168	2.4%	144	2.5%
Total	3,392	100.0%	3,258	100.0%	4,409	100.0%	Medical records	142	2.0%	143	2.4%
							Discharge/transfer arrangements	159	2.3%	127	2.2%
							Grievance processes	183	2.6%	92	1.6%
							Total	6,931	100.0%	5,841	100.0%

Counted by issues raised in complaint

Table 18.2 Breakdown of category of complaints received 2009-10

Issue category	Issue name	No.	%
Treatment	Inadequate treatment	962	16.5%
	Diagnosis	404	6.9%
	Unexpected treatment outcome/complications	254	4.3%
	Delay in treatment	178	3.0%
	Inadequate care	135	2.3%
	Inadequate/inappropriate consultation	135	2.3%
	Inadequate prosthetic equipment	127	2.2%
	Rough and painful treatment	87	1.5%
	Coordination of treatment/results follow-up	50	0.9%
	Infection control	49	0.8%
	No/inappropriate referral	43	0.7%
	Excessive treatment	34	0.6%
	Wrong/inappropriate treatment	13	0.2%
	Public/private election	12	0.2%
	Attendance	10	0.2%
	Withdrawal of treatment	9	0.2%
Experimental treatment	2	0.0%	
Treatment total		2,504	42.9%
Communication/information	Attitude/manner	605	10.4%
	Inadequate information provided	271	4.6%
	Incorrect/misleading information provided	18	0.3%
	Special needs not accommodated	3	0.1%
Communication/information total		897	15.4%
Professional conduct	Competence	143	2.4%
	Sexual misconduct	120	2.1%
	Illegal practice	92	1.6%
	Inappropriate disclosure of information	82	1.4%
	Misrepresentation of qualifications	57	1.0%
	Impairment	46	0.8%
	Boundary violation	45	0.8%
	Assault	31	0.5%
	Financial fraud	21	0.4%
	Breach of condition	18	0.3%
	Discriminatory conduct	18	0.3%
	Annual declaration not lodged/incomplete/wrong or misleading	9	0.2%
	Emergency treatment not provided	3	0.1%
Scientific fraud	2	0.0%	
Professional conduct total		687	11.8%
Medication	Prescribing medication	223	3.8%
	Administering medication	77	1.3%
	Dispensing medication	60	1.0%
	Supply/security/storage of medication	8	0.1%
Medication total		368	6.3%

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Table 18.2 Breakdown of category of complaints received 2009-10 (continued)

Issue category	Issue name	No.	%
Fees/costs	Billing practices	189	3.2%
	Financial consent	64	1.1%
	Cost of treatment	2	0.0%
Fees/costs total		255	4.4%
Environment/management of facilities	Administrative processes	156	2.7%
	Staffing and rostering	31	0.5%
	Cleanliness/hygiene of facility	30	0.5%
	Physical environment of facility	21	0.4%
	Statutory obligations/accreditation standards not met	8	0.1%
Environment/management of facilities total		246	4.2%
Access	Refusal to admit or treat	135	2.3%
	Waiting lists	53	0.9%
	Service availability	12	0.2%
	Access to subsidies	1	0.0%
	Access to facility	1	0.0%
Access total		202	3.5%
Consent	Consent not obtained or inadequate	68	1.2%
	Involuntary admission or treatment	67	1.1%
	Uninformed consent	41	0.7%
Consent total		176	3.0%
Reports/certificates	Accuracy of report/certificate	125	2.1%
	Refusal to provide report/certificate	12	0.2%
	Report written with inadequate or no consultation	4	0.1%
	Cost of report/certificate	2	0.0%
	Timeliness of report/certificate	1	0.0%
Reports/certificates total		144	2.5%
Medical records	Record keeping	77	1.3%
	Access to/transfer of records	57	1.0%
	Records management	9	0.2%
Medical records total		143	2.4%
Discharge/transfer arrangements	Inadequate discharge	105	1.8%
	Delay	10	0.2%
	Patient not reviewed	7	0.1%
	Mode of transport	5	0.1%
Discharge/transfer arrangements total		127	2.2%
Grievance processes	Inadequate/no response to complaint	81	1.4%
	Reprisal/retaliation as result of complaint lodged	7	0.1%
	Information about complaints procedures not provided	4	0.1%
Grievance processes total		92	1.6%
Grand total		5,841	100.0%

Counted by issues raised in complaint

Table 18.3 Complaints received about registered and unregistered health practitioners 2005-06 to 2009-10

Health practitioner	2005-06		2006-07		2007-08		2008-09		2009-10	
	No.	%	No.	%	No.	%	No.	%	No.	%
Registered health practitioner										
Medical practitioner	1,227	68.6%	1,104	66.6%	1,145	64.7%	1,270	60.8%	1,263	56.2%
Dentist	165	9.2%	173	10.4%	177	10.0%	292	14.0%	410	18.2%
Nurse/midwife	154	8.6%	177	10.7%	224	12.6%	254	12.2%	221	9.8%
Psychologist	70	3.9%	81	4.9%	77	4.3%	84	4.0%	132	5.9%
Dental technician and prosthetist	24	1.3%	8	0.5%	21	1.2%	17	0.8%	42	1.9%
Chiropractor	17	1.0%	18	1.1%	15	0.8%	30	1.4%	24	1.1%
Physiotherapist	19	1.1%	15	0.9%	15	0.8%	25	1.2%	23	1.0%
Pharmacist	17	1.0%	21	1.3%	9	0.5%	21	1.0%	22	1.0%
Optometrist	6	0.3%	10	0.6%	5	0.3%	18	0.9%	15	0.7%
Podiatrist	10	0.6%	13	0.8%	8	0.5%	9	0.4%	14	0.6%
Osteopath	1	0.1%	4	0.2%	2	0.1%	1	0.0%	3	0.1%
Optical dispenser	–	0.0%	1	0.0%	–	0.0%	1	0.0%	1	0.0%
Total registered health practitioners	1,710	95.6%	1,625	98.0%	1,698	95.9%	2,022	96.7%	2,170	96.5%
Unregistered health practitioner										
Administration/clerical staff	2	0.1%	2	0.1%	1	0.1%	7	0.3%	15	0.7%
Other/unknown	30	1.7%	7	0.4%	1	0.1%	8	0.4%	9	0.4%
Massage therapist	n/a	0.0%	n/a	0.0%	n/a	0.0%	4	0.2%	8	0.4%
Social worker	1	0.1%	–	0.0%	2	0.1%	6	0.3%	8	0.4%
Alternative health provider	17	1.0%	5	0.3%	10	0.6%	1	0.0%	6	0.3%
Counsellor/therapist	7	0.4%	2	0.1%	1	0.1%	8	0.4%	6	0.3%
Previously registered health practitioner	1	0.1%	3	0.2%	44	2.5%	18	0.9%	5	0.2%
Naturopath	2	0.1%	1	0.1%	2	0.1%	2	0.1%	3	0.1%
Occupational therapist	1	0.1%	1	0.1%	–	0.0%	1	0.0%	3	0.1%
Acupuncturist	1	0.1%	–	0.0%	2	0.1%	–	0.0%	2	0.1%
Dietitian/nutritionist	–	0.0%	1	0.1%	1	0.1%	1	0.0%	2	0.1%
Psychotherapist	2	0.1%	1	0.1%	3	0.2%	–	0.0%	2	0.1%
Radiographer	–	0.0%	1	0.1%	3	0.2%	3	0.1%	2	0.1%
Traditional Chinese medicine practitioner	8	0.4%	2	0.1%	–	0.0%	2	0.1%	2	0.1%
Assistant in nursing	2	0.1%	2	0.1%	–	0.0%	1	0.0%	1	0.0%
Homeopath	n/a	0.0%	n/a	0.0%	n/a	0.0%	2	0.1%	1	0.0%
Hypnotherapist	n/a	0.0%	n/a	0.0%	n/a	0.0%	–	0.0%	1	0.0%
Natural therapist	4	0.2%	2	0.1%	–	0.0%	2	0.1%	1	0.0%
Reflexologist	n/a	0.0%	n/a	0.0%	n/a	0.0%	–	0.0%	1	0.0%
Residential care worker	–	0.0%	–	0.0%	3	0.2%	–	0.0%	1	0.0%
Ambulance personnel	–	0.0%	2	0.1%	–	0.0%	–	0.0%	–	0.0%
Speech therapist	–	0.0%	–	0.0%	–	0.0%	2	0.1%	–	0.0%
Total unregistered health practitioners	78	4.4%	32	2.0%	73	4.1%	68	3.3%	79	3.5%
Grand total	1,788	100.0%	1,657	100.0%	1,771	100.0%	2,090	100.0%	2,249	100.0%

Counted by provider identified in complaint

Table 18.4 Complaints received about registered health practitioners by issue category 2009-10

Issue Category	Registered health practitioner												Total	
	Medical practitioner	Dentist	Nurse/midwife	Psychologist	Dental technician and prosthetist	Chiropractor	Physiotherapist	Pharmacist	Optometrist	Podiatrist	Osteopath	Optical dispenser	No.	%
Treatment	908	444	69	27	40	13	11	–	13	8	1	–	1,534	42.8%
Professional conduct	294	23	143	64	9	15	11	5	4	6	2	–	576	16.1%
Communication/information	419	50	48	28	9	3	3	4	5	4	1	1	575	16.1%
Medication	159	1	27	1	1	–	–	17	–	–	–	–	206	5.8%
Fees/costs	63	94	–	10	8	1	1	3	2	1	–	–	183	5.1%
Reports/certificates	83	1	1	38	–	–	3	–	1	1	–	–	128	3.6%
Consent	66	25	1	1	–	1	1	–	1	–	1	–	97	2.7%
Environment/management of facilities	37	3	18	10	2	2	1	3	–	–	–	–	76	2.1%
Access	65	5	2	4	–	–	–	–	–	–	–	–	76	2.1%
Medical records	48	8	12	–	1	2	2	–	1	1	–	–	75	2.1%
Discharge/transfer arrangements	27	–	1	–	–	–	–	–	1	–	–	–	29	0.8%
Grievance processes	14	4	3	1	1	–	–	–	–	2	–	–	25	0.7%
Total	2,183	658	325	184	71	37	33	32	28	23	5	1	3,580	100.0%
No. of practitioners registered in NSW as at 30.6.2010	31,420	5,599	121,000	10,776	1,333	1,543	7,074	8,532	1,764	937	574	1,545	192,097	

Counted by issues raised in complaint

Table 18.5 Complaints received about unregistered health practitioners by issue category 2009–10

Issue category	Un-registered health practitioner																			Total		
	Administration/clerical staff	Social worker	Counsellor/therapist	Other/unknown	Massage therapist	Previously registered practitioner	Alternative health provider	Occupational therapist	Naturopath	Psychotherapist	Natural therapist	Acupuncturist	Dietitian/nutritionist	Traditional Chinese medicine practitioner	Assistant in nursing	Radiographer	Reflexologist	Homeopath	Residential care worker	Hypnotherapist	No.	%
Professional conduct	8	5	5	2	9	3	6	-	2	2	-	1	-	2	2	1	1	-	1	-	50	47.2%
Treatment	-	3	2	1	-	4	-	-	-	1	1	1	1	-	-	1	-	1	-	1	17	16.0%
Communication/information	1	5	3	1	-	1	1	2	1	-	-	-	2	-	-	-	-	-	-	-	17	16.0%
Environment/management of facilities	3	-	-	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	6	5.7%
Fees/costs	-	-	-	1	-	1	-	-	-	-	2	1	-	-	-	-	-	-	-	-	5	4.7%
Reports/certificates	-	-	-	1	-	-	-	2	-	-	-	-	-	-	-	-	-	-	-	-	3	2.8%
Grievance processes	3	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	2.8%
Medical records	2	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	1.9%
Access	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	0.9%
Medication	-	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	0.9%
Consent	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	0.9%
Total	18	14	10	9	9	9	7	4	4	3	3	3	3	2	2	2	1	1	1	1	106	100.0%

Counted by issues raised in complaint

Table 18.6 Complaints received about health organisations 2005-06 to 2009-10

Organisation	2005-06		2006-07		2007-08		2008-09		2009-10	
	No.	%	No.	%	No.	%	No.	%	No.	%
Public hospital	540	43.7%	512	48.1%	763	56.2%	620	48.8%	614	48.5%
Correction and detention facility	131	10.6%	93	8.7%	106	7.8%	138	10.9%	127	10.0%
Private hospital	71	5.7%	70	6.6%	55	4.1%	62	4.9%	81	6.4%
Medical centre	61	4.9%	47	4.4%	70	5.2%	83	6.5%	69	5.5%
Pharmacy	63	5.1%	51	4.8%	59	4.3%	68	5.4%	53	4.2%
Aged care facility	70	5.7%	53	5.0%	48	3.5%	41	3.2%	39	3.1%
Area Health Service	61	4.9%	29	2.7%	27	2.0%	37	2.9%	37	2.9%
Community health service	40	3.2%	49	4.6%	43	3.2%	43	3.4%	33	2.6%
Dental facility	42	3.4%	30	2.8%	22	1.6%	39	3.1%	32	2.5%
Ambulance service	22	1.8%	21	2.0%	24	1.8%	23	1.8%	30	2.4%
Radiology practice	24	1.9%	18	1.7%	10	0.7%	12	0.9%	27	2.1%
Medical practice	19	1.5%	20	1.9%	24	1.8%	29	2.3%	22	1.7%
Pathology centre/lab	18	1.5%	12	1.1%	17	1.3%	10	0.8%	16	1.3%
Other/unknown	39	3.2%	17	1.6%	1	0.1%	10	0.8%	14	1.1%
Alternative health service	1	0.1%	8	0.8%	5	0.4%	1	0.1%	12	0.9%
Psychiatric hospital	8	0.6%	5	0.5%	26	1.9%	26	2.0%	8	0.6%
Day procedure centre	2	0.2%	5	0.5%	4	0.3%	5	0.4%	7	0.6%
Health fund	1	0.1%	4	0.4%	5	0.4%	1	0.1%	7	0.6%
Drug and alcohol service	3	0.2%	6	0.6%	4	0.3%	6	0.5%	6	0.5%
Government department	–	0.0%	–	0.0%	4	0.3%	8	0.6%	5	0.4%
Rehabilitation facility	n/a	0.0%	n/a	0.0%	10	0.7%	2	0.2%	5	0.4%
Aboriginal health centre	n/a	0.0%	n/a	0.0%	n/a	0.0%	n/a	0.0%	4	0.3%
Optometrist practice	8	0.6%	4	0.4%	7	0.5%	3	0.2%	4	0.3%
Physiotherapy clinic	5	0.4%	3	0.3%	2	0.1%	1	0.1%	4	0.3%
Supported accommodation services	5	0.4%	4	0.4%	9	0.7%	2	0.2%	4	0.3%
Multi purpose service	–	0.0%	–	0.0%	4	0.3%	–	0.0%	3	0.2%
Blood bank	–	0.0%	1	0.1%	1	0.1%	–	0.0%	1	0.1%
Chiropractic practice	1	0.1%	2	0.2%	2	0.1%	–	0.0%	1	0.1%
Nursing agency	–	0.0%	1	0.1%	4	0.3%	–	0.0%	1	0.1%
Optical laboratory	–	0.0%	–	0.0%	1	0.1%	n/a	0.0%	n/a	0.0%
Total	1,235	100.0%	1,065	100.0%	1,357	100.0%	1,270	100.0%	1,266	100.0%

Counted by provider identified in complaint

Table 18.7 Complaints received about public and private hospitals by most common service areas 2009-10

Service area	Public		Private		Total	
	No.	%	No.	%	No.	%
Emergency medicine	192	31.3%	4	4.9%	196	28.2%
Surgery	102	16.6%	35	43.2%	137	19.7%
Mental health	90	14.7%	2	2.5%	92	13.2%
Obstetrics	53	8.6%	6	7.4%	59	8.5%
General medicine	32	5.2%	6	7.4%	38	5.5%
Rehabilitation medicine	8	1.3%	8	9.9%	16	2.3%
Administration	10	1.6%	4	4.9%	14	2.0%
Neurology	10	1.6%	2	2.5%	12	1.7%
Aged care	11	1.8%	–	0.0%	11	1.6%
Cardiology	9	1.5%	2	2.5%	11	1.6%
Palliative care	9	1.5%	1	1.2%	10	1.4%
Paediatric medicine	9	1.5%	–	0.0%	9	1.3%
Non-health related	8	1.3%	–	0.0%	8	1.2%
Urology	5	0.8%	2	2.5%	7	1.0%
Other service areas	66	10.7%	9	11.1%	75	10.8%
Total	614	100.0%	81	100.0%	695	100.0%

Counted by provider identified in complaint

Table 18.8 Complaints received about public hospitals by Area Health Service 2005-06 to 2009-10

Area Health Service	2005-06		2006-07		2007-08		2008-09		2009-10	
	No.	%	No.	%	No.	%	No.	%	No.	%
South Eastern Sydney/Illawarra	98	18.1%	106	20.7%	137	18.0%	115	18.5%	130	21.2%
Sydney South West	106	19.6%	96	18.8%	104	13.6%	122	19.7%	124	20.2%
Sydney West	96	17.8%	90	17.6%	106	13.9%	97	15.6%	88	14.3%
Hunter/New England	60	11.1%	59	11.5%	102	13.4%	84	13.5%	77	12.5%
Northern Sydney/Central Coast	72	13.3%	73	14.3%	121	15.9%	84	13.5%	72	11.7%
North Coast	49	9.1%	36	7.0%	81	10.6%	38	6.1%	51	8.3%
Greater Southern	21	3.9%	28	5.5%	47	6.2%	45	7.3%	41	6.7%
Greater Western	37	6.9%	24	4.7%	63	8.3%	35	5.6%	31	5.0%
Interstate/unknown	1	0.2%	–	0.0%	2	0.3%	–	0.0%	–	0.0%
Total	540	100.0%	512	100.0%	763	100.0%	620	100.0%	614	100.0%

Area Health Service	2009-10		
	Separations	Non-admitted patient services	Emergency department attendances
South Eastern Sydney/Illawarra	296,366	4,987,739	392,790
Sydney South West	319,180	4,425,895	359,741
Sydney West	248,964	3,673,136	295,441
Hunter/New England	193,936	2,651,582	369,009
Northern Sydney/Central Coast	185,400	2,570,864	266,308
North Coast	156,375	1,812,062	309,258
Greater Southern	108,036	1,383,360	223,733
Greater Western	88,398	1,189,025	226,702
Total	1,596,655	22,693,932	2,442,982

Counted by provider identified in complaint

Notes:

Excludes psychiatric hospitals.

Sydney West includes Westmead Children's Hospital.

Greater Southern includes Albury Wodonga Health.

Table 18.9 Issues raised in all complaints received about health organisations by organisation type 2009-10

Organisation type	Issue category												Total	
	Treatment	Communication/ information	Environment/ management of facilities	Medication	Access	Discharge/transfer arrangements	Consent	Fees/costs	Medical records	Grievance processes	Professional conduct	Reports/certificates	No.	%
Public														
Hospital	629	181	68	51	59	84	55	3	34	32	20	4	1,220	56.6%
Correction and detention facility	83	8	8	40	29	-	-	1	4	1	2	2	178	8.3%
Community health service	18	9	2	3	3	-	13	-	2	-	1	2	53	2.5%
Area Health Service	7	4	10	2	5	3	2	-	1	8	1	-	43	2.0%
Ambulance service	20	7	2	-	2	2	-	1	1	1	1	-	37	1.7%
Psychiatric hospital/unit	4	1	1	-	-	-	3	-	-	-	1	-	10	0.5%
Dental facility	6	2	-	-	1	-	-	-	-	-	-	-	9	0.4%
Supported accommodation services	3	1	-	2	-	-	1	-	-	-	-	-	7	0.3%
Aboriginal health centre	1	1	-	1	2	-	-	-	-	-	1	-	6	0.3%
Aged care facility	2	1	2	1	-	-	-	-	-	-	-	-	6	0.3%
Government department	-	-	3	-	-	-	-	-	-	-	2	-	5	0.2%
Other/unknown	-	1	3	-	-	-	-	-	-	-	-	-	4	0.2%
Rehabilitation facility	-	1	-	-	1	-	-	-	-	-	1	-	3	0.1%
Drug and alcohol service	-	1	-	-	-	-	-	-	-	-	-	-	1	0.0%
Health fund	-	-	1	-	-	-	-	-	-	-	-	-	1	0.0%
Public total	773	218	100	100	102	89	74	5	42	42	30	8	1,583	73.5%

Table continued on next page

Table 18.9 Issues raised in all complaints received about health organisations by organisation type 2009-10 (continued)

Organisation type	Issue category												Total	
	Treatment	Communication/ information	Environment/ management of facilities	Medication	Access	Discharge/transfer arrangements	Consent	Fees/costs	Medical records	Grievance processes	Professional conduct	Reports/certificates	No.	%
Private														
Hospital	60	28	21	12	3	8	3	11	1	7	2	-	156	7.2%
Medical centre	23	13	8	2	11	-	-	10	14	5	7	1	94	4.4%
Aged care facility	28	11	16	1	1	-	-	1	3	4	3	1	69	3.2%
Pharmacy	-	4	3	43	2	-	-	3	-	-	3	-	58	2.7%
Dental facility	18	3	-	-	1	-	-	12	1	-	-	-	35	1.6%
Radiology practice	15	4	2	-	2	-	1	4	1	2	1	1	33	1.5%
Medical practice	8	4	4	2	1	-	-	2	3	-	1	-	25	1.2%
Pathology centre/lab	5	3	1	-	-	-	-	9	-	1	-	-	19	0.9%
Other/unknown	1	5	-	-	-	-	-	-	-	-	4	1	11	0.5%
Alternative health centre	5	2	-	-	-	-	-	-	-	-	3	-	10	0.5%
Day procedure centre	2	1	2	-	-	-	-	3	-	2	-	-	10	0.5%
Drug and alcohol service	4	-	-	1	1	-	-	1	-	-	2	-	9	0.4%
Health fund	1	1	3	-	1	-	-	2	-	-	-	-	8	0.4%
Alternative health practice	3	1	-	-	-	-	-	2	-	-	2	-	8	0.4%
Physiotherapy clinic	1	2	-	-	-	-	-	1	-	1	2	-	7	0.3%
Optometrist practice	2	1	1	-	-	-	-	-	1	-	-	-	5	0.2%
Multi purpose service	1	2	-	-	-	-	-	1	-	-	-	-	4	0.2%
Rehabilitation facility	1	1	2	-	-	-	-	-	-	-	-	-	4	0.2%
Chiropractic practice	1	-	-	-	-	-	-	-	-	-	1	-	2	0.1%
Supported accommodation services	-	-	1	-	-	-	-	-	-	-	-	-	1	0.0%
Nursing agency	-	-	-	-	-	-	-	-	-	-	-	1	1	0.0%
Blood Bank	-	1	-	-	-	-	-	-	-	-	-	-	1	0.0%
Psychiatric hospital/unit	-	-	-	-	-	1	-	-	-	-	-	-	1	0.0%
Ambulance service	1	-	-	-	-	-	-	-	-	-	-	-	1	0.0%
Private total	180	87	64	61	23	9	4	62	24	22	31	5	572	26.5%
Grand total	953	305	164	161	125	98	78	67	66	64	61	13	2,155	100.0%

Counted by issues raised in complaint

Table 18.10 Issues raised in all complaints received by service area 2009-10

Service area	Issue category												Total	
	Treatment	Communication/ information	Professional conduct	Medication	Fees/costs	Environment/ management of facilities	Access	Consent	Reports/ certificates	Medical records	Discharge/transfer arrangements	Grievance processes	No.	%
General medicine	499	225	211	153	37	39	85	4	35	53	6	16	1,363	23.3%
Dentistry	501	58	30	3	112	6	12	25	1	9	-	5	762	13.0%
Surgery	306	95	52	18	17	26	22	28	2	11	22	10	609	10.4%
Emergency medicine	323	93	26	12	1	18	23	9	2	19	42	13	581	9.9%
Mental health	115	51	35	36	-	14	13	62	4	9	20	4	363	6.2%
Obstetrics	125	42	7	5	3	11	4	8	-	2	6	7	220	3.8%
Aged care	65	26	25	14	1	24	1	6	3	6	6	6	183	3.1%
Psychology	22	20	54	1	9	10	4	-	25	-	-	-	145	2.5%
Medico-Legal	18	36	10	-	2	1	-	-	36	-	-	2	105	1.8%
Administration	-	7	30	-	6	26	2	-	4	7	-	10	92	1.6%
Psychiatry	29	13	19	7	2	-	5	1	9	4	1	1	91	1.6%
Pharmacy/pharmacology	-	8	8	60	6	6	2	-	-	-	-	-	90	1.5%
Cardiology	32	13	2	2	1	3	4	2	-	3	5	1	68	1.2%
Dermatology	27	15	3	1	5	3	4	1	-	1	-	-	60	1.0%
Paediatric medicine	29	8	4	3	1	2	-	2	2	3	1	3	58	1.0%
Non-health related	7	8	23	1	-	15	-	-	1	-	-	-	55	0.9%
Rehabilitation medicine	26	6	3	4	-	7	2	-	3	-	2	1	54	0.9%
Palliative care	22	6	2	12	-	3	-	3	1	2	1	-	52	0.9%
Radiology	25	7	4	2	6	1	1	1	1	1	-	2	51	0.9%
Cosmetic services	22	5	8	1	6	1	-	3	1	1	-	-	48	0.8%
Gynaecology	15	16	3	1	2	1	3	4	-	-	3	-	48	0.8%
Neurology	27	11	2	2	-	2	-	-	2	-	-	1	47	0.8%
Midwifery	16	13	12	-	-	1	-	2	-	-	-	-	44	0.8%
Drug and alcohol	12	6	4	7	1	8	1	-	-	-	1	-	40	0.7%
Ambulance service	21	7	3	-	1	1	2	-	-	1	2	1	39	0.7%
Chiropractice	14	3	15	-	1	2	-	1	-	2	-	-	38	0.7%
Optometry	15	8	6	-	2	1	-	1	1	2	1	-	37	0.6%
Physiotherapy	8	4	15	-	2	3	-	1	1	1	-	1	36	0.6%
Oncology	13	5	-	3	1	1	2	-	1	1	1	-	28	0.5%
Anaesthesia	8	4	5	4	2	-	-	3	-	-	-	1	27	0.5%
Ophthalmology	11	7	1	-	5	-	-	2	-	-	-	-	26	0.4%
Geriatrics/gerontology	13	5	-	2	-	2	-	-	-	-	2	1	25	0.4%
Pathology	5	3	-	-	13	1	-	-	2	-	-	1	25	0.4%
Intensive care	14	2	3	2	-	-	-	1	-	-	1	1	24	0.4%
Radiography	12	4	2	-	-	2	1	1	-	-	1	-	23	0.4%
Alternative health	3	9	7	1	3	-	-	-	-	-	-	-	23	0.4%
Podiatry	8	4	6	-	1	-	-	-	1	1	-	2	23	0.4%

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Table 18.10 Issues raised in all complaints received by service area 2009-10 (continued)

Service area	Issue category												Total	
	Treatment	Communication/ information	Professional conduct	Medication	Fees/costs	Environment/ management of facilities	Access	Consent	Reports/ certificates	Medical records	Discharge/transfer arrangements	Grievance processes	No.	%
Gastroenterology	12	5	-	2	-	-	1	1	-	-	1	-	22	0.4%
Prosthetics and orthotics	12	4	3	-	2	-	-	-	-	-	-	-	21	0.4%
Respiratory/thoracic medicine	13	3	-	-	1	1	-	-	1	-	1	-	20	0.3%
Urology	7	4	-	-	2	1	3	2	-	-	-	-	19	0.3%
Pain management	9	1	-	4	-	1	1	-	-	1	-	1	18	0.3%
Other/unknown	2	1	9	-	-	-	1	-	-	-	-	-	13	0.2%
Renal medicine	4	3	-	1	-	1	-	-	1	1	1	-	12	0.2%
Reproductive medicine	5	4	-	-	-	-	-	1	-	-	-	1	11	0.2%
Infectious diseases	6	3	-	1	-	-	-	-	-	-	-	-	10	0.2%
Counselling	3	1	5	-	-	-	1	-	-	-	-	-	10	0.2%
Massage therapy	1	-	8	-	-	-	-	-	-	-	-	-	9	0.2%
Osteopathy	2	2	4	-	-	-	-	1	-	-	-	-	9	0.2%
Rheumatology	4	1	1	3	-	-	-	-	-	-	-	-	9	0.2%
Psychotherapy	4	1	4	-	-	-	-	-	-	-	-	-	9	0.2%
Haematology	3	2	-	-	-	1	-	-	-	1	-	-	7	0.1%
Early childhood	1	1	4	-	-	-	-	-	-	-	-	-	6	0.1%
Endocrinology	3	-	-	-	-	-	2	-	-	-	-	-	5	0.1%
Natural therapy	-	2	3	-	-	-	-	-	-	-	-	-	5	0.1%
Developmental disability	1	2	-	-	-	-	-	-	-	1	-	-	4	0.1%
Acupuncture	1	1	-	-	1	-	-	-	1	-	-	-	4	0.1%
Occupational therapy	-	2	-	-	-	-	-	-	1	-	-	-	3	0.1%
Traditional Chinese medicine	1	-	2	-	-	-	-	-	-	-	-	-	3	0.1%
Aviation medicine	1	1	-	-	-	-	-	-	1	-	-	-	3	0.1%
Forensic medicine	-	-	1	-	-	-	-	-	1	-	-	-	2	0.0%
Sexual assault service	-	-	1	-	-	-	-	-	-	-	-	-	1	0.0%
Occupational health	-	-	1	-	-	-	-	-	-	-	-	-	1	0.0%
Hypnotherapy	1	-	-	-	-	-	-	-	-	-	-	-	1	0.0%
Hydrotherapy	-	-	1	-	-	-	-	-	-	-	-	-	1	0.0%
Grand total	2,504	897	687	368	255	246	202	176	144	143	127	92	5,841	100.0%

Counted by issues raised in complaint

Table 18.11 Source of complaints 2005-06 to 2009-10

Source	2005-06		2006-07		2007-08		2008-09		2009-10	
	No.	%	No.	%	No.	%	No.	%	No.	%
Consumer	1,256	48.8%	901	39.1%	1,073	39.3%	1,242	43.7%	1,484	48.2%
Registration board	486	18.9%	697	30.3%	666	24.4%	828	29.2%	850	27.6%
Family or friend	563	21.9%	491	21.3%	627	23.0%	580	20.4%	585	19.0%
Health professional	66	2.6%	18	0.8%	25	0.9%	24	0.8%	35	1.1%
Parliament/Minister	39	1.5%	42	1.8%	40	1.5%	27	1.0%	35	1.1%
Government department	25	1.0%	19	0.8%	198	7.3%	46	1.6%	31	1.0%
Department of Health (State and Commonwealth)	42	1.6%	22	1.0%	18	0.7%	30	1.1%	26	0.8%
Legal representative	30	1.2%	37	1.6%	29	1.1%	20	0.7%	20	0.7%
Court	15	0.6%	8	0.3%	11	0.4%	8	0.3%	5	0.2%
Non-government organisation	2	0.1%	3	0.1%	1	0.0%	–	0.0%	5	0.0%
Other	23	0.9%	9	0.4%	13	0.5%	22	0.8%	–	0.0%
Consumer organisation	19	0.7%	54	2.3%	28	1.0%	12	0.4%	–	0.0%
Professional association	7	0.3%	1	0.0%	1	0.0%	–	0.0%	–	0.0%
Total	2,573	100.0%	2,302	100.0%	2,730	100.0%	2,839	100.0%	3,076	100.0%

Counted by complainant

Table 18.12 Outcome of assessment of complaints 2005-06 to 2009-10

Assessment decision	2005-06		2006-07		2007-08		2008-09		2009-10	
	No.	%	No.	%	No.	%	No.	%	No.	%
Discontinued	1,471	43.4%	1,017	37.5%	982	34.0%	1,291	38.5%	1,447	41.2%
Referred to registration board	512	15.1%	497	18.3%	572	19.8%	755	22.5%	806	22.9%
Assisted resolution	593	17.5%	431	15.9%	574	19.9%	561	16.8%	608	17.3%
Investigation by Commission	373	11.0%	307	11.3%	260	9.0%	270	8.1%	223	6.3%
Resolved during assessment	150	4.4%	137	5.1%	206	7.1%	188	5.6%	206	5.9%
Referred for conciliation	186	5.5%	239	8.8%	198	6.9%	167	5.0%	127	3.6%
Referred to another body or person	74	2.2%	54	2.0%	56	1.9%	61	1.8%	54	1.5%
Local resolution	33	1.0%	28	1.0%	41	1.4%	56	1.7%	41	1.2%
Total	3,392	100.0%	2,710	100.0%	2,889	100.0%	3,349	100.0%	3,512	100.0%

Counted by provider identified in complaint

Table 18.13 Outcome of assessment of complaints by issues identified in complaint 2009-10

Issue category	Issue name	Outcome								Total	
		Discontinued	Referred to registration board	Assisted resolution	Investigation	Resolved during assessment process	Conciliation	Referred to another body	Local resolution	No.	%
Treatment	Inadequate treatment	288	288	259	56	45	55	3	5	999	16.6%
	Diagnosis	172	58	126	26	13	28	–	4	427	7.1%
	Unexpected treatment outcome/ complications	68	54	65	13	4	38	–	1	243	4.0%
	Delay in treatment	64	14	71	9	25	25	–	4	212	3.5%
	Inadequate/inappropriate consultation	78	37	8	9	10	2	–	1	145	2.4%
	Inadequate care	28	5	61	6	4	8	2	1	115	1.9%
	Inadequate prosthetic equipment	8	84	6	–	7	–	–	–	105	1.7%
	Rough and painful treatment	30	21	28	2	2	7	–	1	91	1.5%
	Infection control	13	10	15	6	4	4	1	–	53	0.9%
	Coordination of treatment/ results follow-up	13	9	15	7	2	3	–	–	49	0.8%
	No/inappropriate referral	24	9	6	1	2	2	–	–	44	0.7%
	Excessive treatment	10	15	2	2	–	–	1	1	31	0.5%
	Wrong/inappropriate treatment	6	3	1	5	–	–	–	–	15	0.2%
	Public/private election	6	–	1	2	2	1	–	–	12	0.2%
	Attendance	2	5	–	–	2	–	–	–	9	0.1%
	Withdrawal of treatment	3	1	2	–	–	2	–	–	8	0.1%
Experimental treatment	–	1	–	1	–	–	–	–	2	0.0%	
Treatment total		813	614	666	145	122	175	7	18	2,560	42.6%
Communication/ information	Attitude/manner	321	100	94	15	40	19	3	8	600	10.0%
	Inadequate information provided	106	19	95	8	19	30	1	1	279	4.6%
	Incorrect/misleading information provided	8	2	2	–	2	–	6	1	21	0.3%
	Special needs not accommodated	–	–	2	–	–	1	–	–	3	0.0%
Communication/ information total		435	121	193	23	61	50	10	10	903	15.0%

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Table 18.13 Outcome of assessment of complaints by issues identified in complaint 2009-10 (continued)

Issue category	Issue name	Outcome								Total	
		Discontinued	Referred to registration board	Assisted resolution	Investigation	Resolved during assessment process	Conciliation	Referred to another body	Local resolution	No.	%
Professional conduct	Competence	43	61	14	38	1	7	–	–	164	2.7%
	Sexual misconduct	37	25	–	56	–	–	–	–	118	2.0%
	Illegal practice	39	25	4	20	4	1	6	2	101	1.7%
	Inappropriate disclosure of information	56	17	8	4	5	1	1	1	93	1.5%
	Misrepresentation of qualifications	12	41	–	7	–	–	–	–	60	1.0%
	Impairment	5	25	–	11	–	–	2	–	43	0.7%
	Boundary violation	13	15	–	12	–	1	–	–	41	0.7%
	Assault	17	8	1	3	1	–	3	1	34	0.6%
	Financial fraud	3	9	–	5	1	–	3	–	21	0.3%
	Discriminatory conduct	17	3	–	–	–	–	–	–	20	0.3%
	Breach of conditions	–	4	–	12	–	–	–	–	16	0.3%
	Annual declaration not lodged/ incomplete/wrong or misleading	1	4	–	3	–	–	–	–	8	0.1%
	Emergency treatment not provided	1	2	–	–	–	–	–	–	3	0.0%
Scientific fraud	–	2	–	–	–	–	–	–	2	0.0%	
Professional conduct total		244	241	27	171	12	10	15	4	724	12.0%
Medication	Prescribing medication	122	38	49	19	4	5	7	2	246	4.1%
	Administering medication	29	12	34	8	4	7	1	1	96	1.6%
	Dispensing medication	6	49	1	2	–	–	2	–	60	1.0%
	Supply/security/storage of medication	3	3	1	2	–	–	–	–	9	0.1%
Medication total		160	102	85	31	8	12	10	3	411	6.8%
Fees/costs	Billing practices	74	78	7	5	16	–	5	–	185	3.1%
	Financial consent	34	19	2	–	12	1	1	–	69	1.1%
	Cost of treatment	–	1	1	–	–	–	–	–	2	0.0%
Fees/costs total		108	98	10	5	28	1	6	–	256	4.3%
Environment/management of facilities	Administrative processes	88	20	17	3	12	–	11	7	158	2.6%
	Staffing and rostering	11	1	10	3	2	4	2	–	33	0.5%
	Cleanliness/hygiene of facility	11	1	7	1	4	2	4	–	30	0.5%
	Physical environment of facility	4	2	5	–	2	–	–	3	16	0.3%
	Statutory obligations/ accreditation standards not met	3	–	–	–	1	2	4	1	11	0.2%
Environment/management of facilities total		117	24	39	7	21	8	21	11	248	4.1%

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Table 18.13 Outcome of assessment of complaints by issues identified in complaint 2009-10 (continued)

Issue category	Issue name	Outcome								Total	
		Discontinued	Referred to registration board	Assisted resolution	Investigation	Resolved during assessment process	Conciliation	Referred to another body	Local resolution	No.	%
Access	Refusal to admit or treat	92	9	15	–	8	4	–	1	129	2.1%
	Waiting lists	39	–	16	–	12	–	–	–	67	1.1%
	Service availability	9	–	3	–	1	–	–	–	13	0.2%
	Access to subsidies	1	–	–	–	–	–	–	–	1	0.0%
	Access to facility	1	–	–	–	–	–	–	–	1	0.0%
Access total		142	9	34	–	21	4	–	1	211	3.5%
Consent	Consent not obtained or inadequate	24	25	10	1	1	3	–	–	64	1.1%
	Involuntary admission or treatment	38	–	13	–	1	1	–	8	61	1.0%
	Uninformed consent	5	6	12	2	2	5	–	–	32	0.5%
Consent total		67	31	35	3	4	9	–	8	157	2.6%
Medical records	Record keeping	28	8	26	13	3	11	–	1	90	1.5%
	Access to/transfer of records	26	4	12	–	9	1	–	3	55	0.9%
	Records management	4	4	1	–	3	–	–	–	12	0.2%
Medical records total		58	16	39	13	15	12	–	4	157	2.6%
Discharge/transfer arrangements	Inadequate discharge	24	7	65	6	4	11	–	1	118	2.0%
	Delay	4	1	12	–	–	1	–	–	18	0.3%
	Patient not reviewed	1	1	4	–	1	2	–	–	9	0.1%
	Mode of transport	2	–	2	–	–	–	–	–	4	0.1%
Discharge/transfer arrangements total		31	9	83	6	5	14	–	1	149	2.5%
Reports/certificates	Accuracy of report/certificate	89	20	8	4	–	2	–	–	123	2.0%
	Refusal to provide report/certificate	9	1	1	–	3	1	–	–	15	0.2%
	Report written with inadequate or no consultation	–	2	1	–	1	–	–	–	4	0.1%
	Timeliness of report/certificate	2	–	–	–	–	–	–	–	2	0.0%
	Cost of report/certificate	2	–	–	–	–	–	–	–	2	0.0%
Reports/certificates total		102	23	10	4	4	3	–	–	146	2.4%
Grievance processes	Inadequate/no response to complaint	36	6	23	1	3	4	2	3	78	1.3%
	Reprisal/retaliation as result of complaint lodged	8	–	1	–	–	–	1	–	10	0.2%
	Information about complaints procedures not provided	1	–	–	–	2	–	–	1	4	0.1%
Grievance processes total		45	6	24	1	5	4	3	4	92	1.5%
Grand total		2,322	1,294	1,245	409	306	302	72	64	6,014	100.0%

Counted by issues raised in complaint

Table 18.14 Outcome of assessment of complaints by service area 2009-10

Service area	Outcome								Total	
	Discontinued	Referred to registration board	Assisted resolution	Investigation	Resolved during assessment process	Conciliation	Referred to another body	Local resolution	No.	%
General medicine	464	151	95	83	58	9	15	5	880	25.1%
Dentistry	55	339	15	4	21	-	-	-	434	12.4%
Emergency medicine	94	19	108	27	30	27	-	11	316	9.0%
Surgery	85	24	103	15	22	30	1	3	283	8.1%
Mental health	125	10	61	11	8	6	1	11	233	6.6%
Aged care	47	24	21	4	2	3	12	-	113	3.2%
Psychology	49	43	2	8	2	-	-	-	104	3.0%
Obstetrics	24	8	38	1	8	14	-	-	93	2.6%
Pharmacy/pharmacology	7	59	-	3	3	-	2	-	74	2.1%
Medico-legal	58	12	-	1	-	-	-	-	71	2.0%
Administration	31	10	3	10	1	1	8	3	67	1.9%
Psychiatry	45	5	6	4	1	3	1	-	65	1.9%
Non-health related	19	10	1	4	3	-	2	1	40	1.1%
Drug and alcohol	23	1	3	2	4	1	4	-	38	1.1%
Cardiology	11	2	15	1	3	4	-	-	36	1.0%
Ambulance service	18	1	11	-	4	1	-	-	35	1.0%
Paediatric medicine	16	7	4	3	-	3	-	1	34	1.0%
Rehabilitation medicine	12	2	15	-	-	2	-	-	31	0.9%
Cosmetic services	25	-	1	1	1	3	-	-	31	0.9%
Radiology	21	2	5	2	-	-	-	-	30	0.9%
Dermatology	24	3	1	2	-	-	-	-	30	0.9%
Midwifery	7	12	5	3	-	2	-	-	29	0.8%
Gynaecology	20	3	1	-	2	2	-	-	28	0.8%
Chiropractice	10	11	-	6	-	1	-	-	28	0.8%
Neurology	7	1	11	2	1	3	-	-	25	0.7%
Physiotherapy	8	11	3	2	-	-	-	-	24	0.7%
Palliative care	6	2	12	-	-	3	-	-	23	0.7%
Optometry	12	4	3	-	4	-	-	-	23	0.7%
Anaesthesia	12	-	4	2	2	2	-	-	22	0.6%
Pathology	8	2	-	-	8	1	-	-	19	0.5%
Prosthetics and orthotics	5	7	2	1	3	-	-	-	18	0.5%
Radiography	9	-	4	-	5	-	-	-	18	0.5%
Geriatrics/gerontology	7	-	8	-	1	-	-	-	16	0.5%
Ophthalmology	10	-	4	-	1	-	-	-	15	0.4%
Intensive care	-	4	8	1	-	1	-	-	14	0.4%
Other/unknown	4	7	-	1	-	-	1	1	14	0.4%

Table continued on next page

Table 18.14 Outcome of assessment of complaints by service area 2009-10 (continued)

Service area	Outcome								Total	
	Discontinued	Referred to registration board	Assisted resolution	Investigation	Resolved during assessment process	Conciliation	Referred to another body	Local resolution	No.	%
Urology	6	-	7	-	-	-	-	1	14	0.4%
Alternative health	4	1	-	2	1	-	5	-	13	0.4%
Oncology	5	-	7	-	-	1	-	-	13	0.4%
Pain management	6	-	2	-	1	-	-	1	10	0.3%
Respiratory/thoracic medicine	4	-	4	-	-	1	-	-	9	0.3%
Massage therapy	8	-	-	1	-	-	-	-	9	0.3%
Counselling	7	1	-	-	-	-	-	-	8	0.2%
Early childhood	2	-	2	4	-	-	-	-	8	0.2%
Podiatry	1	5	-	1	1	-	-	-	8	0.2%
Gastroenterology	3	-	2	1	1	-	-	1	8	0.2%
Infectious diseases	1	-	3	-	1	2	-	-	7	0.2%
Renal medicine	0	-	4	-	1	-	-	1	6	0.2%
Natural therapy	2	-	-	1	-	-	2	-	5	0.1%
Psychotherapy	2	1	-	2	-	-	-	-	5	0.1%
Traditional Chinese medicine	3	-	-	2	-	-	-	-	5	0.1%
Haematology	0	-	1	-	2	1	-	1	5	0.1%
Rheumatology	2	1	1	-	-	-	-	-	4	0.1%
Reproductive medicine	3	1	-	-	-	-	-	-	4	0.1%
Osteopathy	0	-	1	3	-	-	-	-	4	0.1%
Acupuncture	2	-	-	1	-	-	-	-	3	0.1%
Aviation medicine	1	-	-	1	-	-	-	-	2	0.1%
Endocrinology	1	-	1	-	-	-	-	-	2	0.1%
Forensic medicine	1	-	-	-	-	-	-	-	1	0.0%
Immunology	1	-	-	-	-	-	-	-	1	0.0%
Hydrotherapy	1	-	-	-	-	-	-	-	1	0.0%
Hypnotherapy	1	-	-	-	-	-	-	-	1	0.0%
Occupational health	1	-	-	-	-	-	-	-	1	0.0%
Sexual assault service	1	-	-	-	-	-	-	-	1	0.0%
Grand total	1,447	806	608	223	206	127	54	41	3,512	100.0%

Counted by provider identified in complaint

Table 18.15 Time taken to assess complaints 2005-06 to 2009-10

	2005-06	2006-07	2007-08	2008-09	2009-10
Percentage of complaints assessed within 60 days	55.6%	83.7%	88.2%	88.9%	82.3%
Average days to assess complaints	61	39	39	42	46

Counted by provider identified in complaint

Table 18.16 Requests for review of assessment decision 2005-06 to 2009-10

	2005-06 No.	2006-07 No.	2007-08 No.	2008-09 No.	2009-10 No.
Requests for review of assessment decision	393	284	230	281	278
Percentage of assessments finalised	11.6%	10.5%	8.0%	8.4%	7.9%

Counted by provider identified in complaint

Table 18.17 Outcome of reviews of assessment decision 2005-06 to 2009-10

Review result	2005-06		2006-07		2007-08		2008-09		2009-10	
	No.	%	No.	%	No.	%	No.	%	No.	%
Original assessment decision confirmed	345	89.8%	297	88.4%	216	89.3%	261	96.0%	252	94.4%
Assessment decision varied	39	10.2%	39	11.6%	26	10.7%	11	4.0%	15	5.6%
Total	384	100.0%	336	100.0%	242	100.0%	272	100.0%	267	100.0%

Counted by provider identified in complaint

Table 18.18 Outcome of assisted resolutions 2005-06 to 2009-10

Outcome	2005-06		2006-07		2007-08		2008-09		2009-10	
	No.	%	No.	%	No.	%	No.	%	No.	%
Resolution did proceed										
Resolved	256	47.7%	224	47.1%	228	38.9%	244	39.4%	216	39.1%
Partially resolved	138	25.7%	116	24.4%	124	21.2%	167	26.9%	119	21.5%
Not Resolved	58	10.8%	50	10.5%	81	13.8%	103	16.6%	99	17.9%
Resolution did proceed total	452	84.2%	390	81.9%	433	73.9%	514	82.9%	434	78.5%
Resolution did not proceed	85	15.8%	86	18.1%	153	26.1%	106	17.1%	119	21.5%
Grand total	537	100.0%	476	100.0%	586	100.0%	620	100.0%	553	100.0%

Counted by provider identified in complaint

Table 18.19 Time taken to complete resolution process 2005-06 to 2009-10

Time taken to complete	2005-06		2006-07		2007-08		2008-09		2009-10	
	No.	%	No.	%	No.	%	No.	%	No.	%
1-30 days	153	28.5%	77	16.1%	128	21.8%	159	25.6%	119	21.5%
1-2 months	146	27.2%	132	27.7%	163	27.8%	164	26.5%	144	26.0%
2-3 months	93	17.3%	85	17.8%	98	16.7%	91	14.7%	86	15.6%
3-4 months	62	11.5%	59	12.4%	62	10.6%	62	10.0%	62	11.2%
4-5 months	34	6.3%	40	8.4%	53	9.0%	44	7.1%	37	6.7%
5-6 months	22	4.1%	29	6.1%	22	3.8%	34	5.5%	34	6.1%
6-7 months	9	1.7%	16	3.4%	16	2.7%	25	4.0%	31	5.6%
7-9 months	10	1.9%	15	3.2%	24	4.1%	23	3.7%	21	3.8%
9-12 months	8	1.5%	17	3.6%	18	3.1%	11	1.8%	15	2.7%
>12 months	–	0.0%	6	1.3%	2	0.3%	7	1.1%	4	0.7%
Total	537	100.0%	476	100.0%	586	100.0%	620	100.0%	553	100.0%

Counted by provider identified in complaint

Table 18.20 Outcome of conciliations 2005-06 to 2009-10

Outcome	Reason	2005-06		2006-07		2007-08		2008-09		2009-10	
		No.	%	No.	%	No.	%	No.	%	No.	%
Conciliation process did proceed											
Resolved	Agreement reached at conciliation meeting	49	32.9%	89	35.3%	63	30.4%	43	18.9%	26	18.2%
	Complaint resolved with the assistance of the Registry	–	0.0%	15	6.0%	17	8.2%	15	6.6%	6	4.2%
Not Resolved	Consent withdrawn	3	2.0%	30	11.9%	25	12.1%	34	14.9%	20	14.0%
	The conciliation was helpful in clarifying concerns	n/a	0.0%	n/a	0.0%	10	4.8%	27	11.8%	8	5.6%
	Parties did not reach agreement at conciliation meeting	4	2.7%	32	12.7%	16	7.7%	10	4.4%	6	4.2%
Total conciliation process did proceed		56	37.6%	166	65.9%	131	63.3%	129	56.6%	66	46.2%
Conciliation process did not proceed											
	Conciliation did not proceed	77	51.7%	81	32.1%	75	36.2%	99	43.4%	77	53.8%
	Complaint resolved prior to conciliation	16	10.7%	5	2.0%	1	0.5%	–	0.0%	–	0.0%
Total conciliation process did not proceed		93	62.4%	86	34.1%	76	36.7%	99	43.4%	77	53.8%
Grand total		149	100.0%	252	100.0%	207	100.0%	228	100.0%	143	100.0%

Counted by provider identified in complaint

Table 18.21 Time taken to complete conciliation process 2005-06 to 2009-10

Time taken to complete	2005-06		2006-07		2007-08		2008-09		2009-10	
	No.	%	No.	%	No.	%	No.	%	No.	%
1-30 days	14	9.4%	4	1.6%	15	7.2%	11	4.8%	18	12.6%
1-2 months	19	12.8%	46	18.3%	32	15.5%	58	25.4%	28	19.6%
2-3 months	24	16.1%	44	17.5%	32	15.5%	45	19.7%	31	21.7%
3-4 months	25	16.8%	42	16.7%	29	14.0%	26	11.4%	27	18.9%
4-5 months	18	12.1%	32	12.7%	16	7.7%	11	4.8%	10	7.0%
5-6 months	12	8.1%	16	6.3%	13	6.3%	19	8.3%	8	5.6%
6-7 months	12	8.1%	18	7.1%	13	6.3%	7	3.1%	5	3.5%
7-9 months	8	5.4%	28	11.1%	12	5.8%	6	2.6%	4	2.8%
9-12 months	7	4.7%	10	4.0%	18	8.7%	23	10.1%	4	2.8%
>12 months	10	6.7%	12	4.8%	27	13.0%	22	9.6%	8	5.6%
Total	149	100.0%	252	100.0%	207	100.0%	228	100.0%	143	100.0%

Counted by provider identified in complaint

Table 18.22 Outcome of investigations 2005-06 to 2009-10

Investigation result		2005-06		2006-07		2007-08		2008-09		2009-10	
		No.	%	No.	%	No.	%	No.	%	No.	%
Health organisation	Comments or recommendations	50	54.3%	50	54.3%	55	65.5%	39	63.9%	33	94.3%
	No further action	42	45.7%	42	45.7%	29	34.5%	22	36.1%	2	5.7%
Health organisation total		92	100.0%	92	100.0%	84	100.0%	61	100.0%	35	100.0%
Health practitioner	Referred to Director of Proceedings	66	19.1%	112	38.8%	129	50.8%	100	50.0%	141	59.5%
	Referred to registration board	62	17.9%	36	12.5%	35	13.8%	36	18.0%	44	18.6%
	No further action	147	42.5%	101	34.9%	63	24.8%	45	22.5%	32	13.5%
	Comments to practitioner	49	14.2%	38	13.1%	24	9.4%	16	8.0%	14	5.9%
	Public statement/prohibition order	n/a	0.0%	n/a	0.0%	n/a	0.0%	2	1.0%	4	1.7%
	Referred to Director of Public Prosecutions	22	6.4%	2	0.7%	3	1.2%	1	0.5%	2	0.8%
Health practitioner total		346	100.0%	289	100.0%	254	100.0%	200	100.0%	237	100.0%
Grand total		438	100.0%	381	100.0%	338	100.0%	261	100.0%	272	100.0%

Counted by provider identified in complaint

Table 18.23 Investigations into health organisations and health practitioners finalised 2005-06 to 2009-10

Description	2005-06		2006-07		2007-08		2008-09		2009-10		
	No.	%	No.	%	No.	%	No.	%	No.	%	
Health organisations	Public hospital	65	70.7%	63	68.5%	63	75.0%	46	75.4%	30	85.7%
	Private hospital	10	10.9%	7	7.6%	6	7.1%	4	6.6%	2	5.7%
	Area health service	1	1.1%	–	0.0%	3	3.6%	3	4.9%	2	5.7%
	Aged care facility	5	5.4%	8	8.7%	4	4.8%	2	3.3%	1	2.9%
	Pathology centre/lab	–	0.0%	–	0.0%	1	1.2%	2	3.3%	–	0.0%
	Dental facility	–	0.0%	–	0.0%	–	0.0%	1	1.6%	–	0.0%
	Drug and alcohol service	2	2.2%	2	2.2%	–	0.0%	1	1.6%	–	0.0%
	Medical centre	4	4.3%	1	1.1%	1	1.2%	1	1.6%	–	0.0%
	Radiology practice	1	1.1%	1	1.1%	1	1.2%	1	1.6%	–	0.0%
	Ambulance service	1	1.1%	2	2.2%	–	0.0%	–	0.0%	–	0.0%
	Other/unknown	–	0.0%	–	0.0%	2	2.4%	–	0.0%	–	0.0%
	Community health service	1	1.1%	2	2.2%	1	1.2%	–	0.0%	–	0.0%
	Correction and detention facility	2	2.2%	–	0.0%	2	2.4%	–	0.0%	–	0.0%
	Supported accommodation services	–	0.0%	1	1.1%	–	0.0%	–	0.0%	–	0.0%
	Medical practice	–	0.0%	5	5.4%	–	0.0%	–	0.0%	–	0.0%
	Health organisation total	92	100.0%	92	100.0%	84	100.0%	61	100.0%	35	100.0%
Health practitioners	Medical practitioner	191	55.2%	175	60.6%	150	59.1%	112	56.0%	149	62.9%
	Nurse/midwife	113	32.7%	68	23.5%	75	29.5%	69	34.5%	53	22.4%
	Pharmacist	2	0.6%	2	0.7%	2	0.8%	–	0.0%	12	5.1%
	Chiropractor	3	0.9%	3	1.0%	3	1.2%	1	0.5%	6	2.5%
	Dentist	2	0.6%	11	3.8%	2	0.8%	1	0.5%	3	1.3%
	Physiotherapist	2	0.6%	2	0.7%	2	0.8%	1	0.5%	3	1.3%
	Psychologist	9	2.6%	17	5.9%	9	3.5%	6	3.0%	3	1.3%
	Dental technician and prosthetist	1	0.3%	–	0.0%	–	0.0%	–	0.0%	2	0.8%
	Administration/clerical staff	–	0.0%	–	0.0%	–	0.0%	–	0.0%	1	0.4%
	Alternative health provider	17	4.9%	–	0.0%	6	2.4%	1	0.5%	1	0.4%
	Massage therapist	n/a	0.0%	n/a	0.0%	–	0.0%	1	0.5%	1	0.4%
	Natural therapist	–	0.0%	2	0.7%	–	0.0%	–	0.0%	1	0.4%
	Psychotherapist	–	0.0%	1	0.3%	–	0.0%	1	0.5%	1	0.4%
	Traditional Chinese medicine practitioner	–	0.0%	7	2.4%	–	0.0%	–	0.0%	1	0.4%
	Acupuncturist	1	0.3%	–	0.0%	–	0.0%	–	0.0%	–	0.0%
	Ambulance personnel	–	0.0%	–	0.0%	2	0.8%	–	0.0%	–	0.0%
	Assistant in nursing	1	0.3%	–	0.0%	–	0.0%	–	0.0%	–	0.0%
	Homeopath	n/a	0.0%	n/a	0.0%	n/a	0.0%	1	0.5%	–	0.0%
	Naturopath	–	0.0%	–	0.0%	2	0.8%	–	0.0%	–	0.0%
	Optometrist	1	0.3%	–	0.0%	–	0.0%	1	0.5%	–	0.0%
	Osteopath	–	0.0%	–	0.0%	–	0.0%	1	0.5%	–	0.0%
	Podiatrist	2	0.6%	–	0.0%	1	0.4%	2	1.0%	–	0.0%
	Radiographer	–	0.0%	–	0.0%	–	0.0%	2	1.0%	–	0.0%
Social worker	1	0.3%	1	0.3%	–	0.0%	–	0.0%	–	0.0%	
Health practitioner total	346	100.0%	289	100.0%	254	100.0%	200	100.0%	237	100.0%	
Grand total	438	100.0%	381	100.0%	338	100.0%	261	100.0%	272	100.0%	

Counted by provider identified in complaint

Table 18.24 Investigations finalised by issue category 2005-06 to 2009-10

Category	2005-06		2006-07		2007-08			2008-09		2009-10	
	No.	%	No.	%	No.	%		No.	%	No.	%
Treatment	297	52.5%	271	60.8%	237	57.2%	Treatment	196	45.6%	223	41.4%
Professional conduct	203	35.9%	129	28.9%	141	34.1%	Professional conduct	148	34.4%	171	31.7%
Communication	15	2.7%	23	5.2%	19	4.6%	Medication	28	6.5%	57	10.6%
Access	22	3.9%	5	1.1%	10	2.4%	Communication/ information	23	5.3%	41	7.6%
Consent	4	0.7%	4	0.9%	6	1.4%	Medical records	7	1.6%	16	3.0%
Privacy/discrimination	4	0.7%	4	0.9%	1	0.2%	Discharge/transfer arrangements	6	1.4%	12	2.2%
Costs	6	1.1%	5	1.1%	–	0.0%	Consent	4	0.9%	7	1.3%
Corporate services	8	1.4%	4	0.9%	–	0.0%	Environment/ management of facilities	9	2.1%	6	1.1%
Grievances	2	0.4%	1	0.2%	–	0.0%	Grievance processes	8	1.9%	3	0.6%
Miscellaneous	5	0.9%	–	0.0%	–	0.0%	Fees/costs	–	0.0%	2	0.4%
Total	566	100.0%	446	100.0%	414	100.0%	Reports/certificates	–	0.0%	1	0.2%
							Access	1	0.2%	–	0.0%
							Total	430	100.0%	539	100.0%

Counted by issues raised in complaint

Table 18.25 Outcome of investigations finalised by profession and organisation type 2009-10

Outcome	Health practitioner														Total	
	Medical practitioner	Nurse/midwife	Pharmacist	Chiropractor	Dentist	Physiotherapist	Psychologist	Dental technician and prosthetist	Administration/ clerical staff	Alternative health practitioner	Massage therapist	Natural therapist	Psychotherapist	Traditional Chinese medicine practitioner	No.	%
Referred to Director of Proceedings	91	32	7	4	2	2	3	-	-	-	-	-	-	-	141	59.5%
Referred to registration board	26	12	3	2	-	1	-	-	-	-	-	-	-	-	44	18.6%
No further action	20	8	1	-	1	-	-	-	1	-	-	-	-	1	32	13.5%
Comments to practitioner	10	1	1	-	-	-	-	-	-	-	-	1	1	-	14	5.9%
Prohibition order/public statement	-	-	-	-	-	-	-	2	-	1	1	-	-	-	4	1.7%
Referred to Director of Public Prosecutions	2	-	-	-	-	-	-	-	-	-	-	-	-	-	2	0.8%
Total	149	53	12	6	3	3	3	2	1	1	1	1	1	237	100.0%	

Outcome	Health organisation			Total	
	Hospital	Area Health Service	Aged care facility	No.	%
Recommendations	27	1	1	29	82.9%
Comments	4	-	-	4	11.4%
No further action	1	1	-	2	5.7%
Total	32	2	1	35	100.0%

Counted by provider identified in complaint

Table 18.26 Requests for review of investigation decision 2005-06 to 2009-10

	2005-06 No.	2006-07 No.	2007-08 No.	2008-09 No.	2009-10 No.
Review requests of investigations received	24	18	15	4	2
Percentage of investigations finalised	5.5%	4.7%	4.4%	1.5%	0.7%

Counted by provider identified in complaint

Table 18.27 Outcome of reviews of investigation decision 2005-06 to 2009-10

Outcome	2005-06		2006-07		2007-08		2008-09		2009-10	
	No.	%	No.	%	No.	%	No.	%	No.	%
Original investigation decision confirmed	27	93.1%	21	91.3%	15	100.0%	5	83.3%	2	100.0%
Reopened for investigation	2	6.9%	2	8.7%	–	0.0%	1	16.7%	–	0.0%
Total	29	100.0%	23	100.0%	15	100.0%	6	100.0%	2	100.0%

Counted by provider identified in complaint

Table 18.28 Time taken to complete investigations 2005-06 to 2009-10

Time taken to complete	2005-06		2006-07		2007-08		2008-09		2009-10	
	No.	%	No.	%	No.	%	No.	%	No.	%
< 6 months	96	21.9%	55	14.4%	62	18.3%	66	25.3%	64	23.5%
6-12 months	174	39.7%	211	55.4%	169	50.0%	145	55.6%	153	56.3%
12-18 months	76	17.4%	97	25.5%	90	26.6%	38	14.6%	43	15.8%
18-24 months	65	14.8%	14	3.7%	16	4.7%	12	4.6%	9	3.3%
24-30 months	18	4.1%	3	0.8%	1	0.3%	–	0.0%	2	0.7%
30-36 months	7	1.6%	–	0.0%	–	0.0%	–	0.0%	1	0.4%
>36 months	2	0.5%	1	0.3%	–	0.0%	–	0.0%	–	0.0%
Total	438	100.0%	381	100.0%	338	100.0%	261	100.0%	272	100.0%
Average days	352		318		309		274		278	

Counted by provider identified in complaint

Table 18.29 Open complaints as at 30 June 2010

Category	2005-06		2006-07		2007-08		2008-09		2009-10	
	No.	%	No.	%	No.	%	No.	%	No.	%
Open assessments	334	28.5%	342	33.2%	583	45.7%	597	58.4%	566	49.4%
Open investigations	322	27.5%	286	27.8%	215	16.9%	165	16.1%	184	15.6%
Open resolutions	155	13.3%	137	13.3%	152	11.9%	78	7.6%	169	14.8%
Open complaints in legal	171	14.6%	129	12.5%	209	16.4%	114	11.2%	160	14.0%
Open assessment reviews	82	7.0%	28	2.7%	18	1.4%	25	2.4%	35	3.1%
Open conciliations	98	8.4%	105	10.2%	95	7.5%	42	4.1%	30	2.6%
Open investigation reviews	8	0.7%	3	0.3%	3	0.2%	1	0.1%	1	0.1%
	1,170	100.0%	1,030	100.0%	1,275	100.0%	1,022	100.0%	1,145	100.0%

Counted by provider identified in complaint

Appendix B – List of expert advisers

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

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

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Funds granted to non-government community organisation	The Commission did not allocate any funds to non-government community organisations	-
Consultants		67
Equal Employment Opportunity	The Commission reports tri-annually on details (2010-11); summary available	62
Payment of accounts		71
Internal audit and risk management policy attestation		67
Time for payment of accounts		71
Disclosure of subsidiaries	Not applicable	-
Investment performance	The Commission does not have any surplus funds invested	-
Liability management performance	The Commission does not have debts greater than \$20m	-
Credit card certification		67
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