

# Appendices

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## A Complaints statistics

**TABLE A.1** | Complaints received by issue category 2013-14 to 2017-18

Issue Category	2013-14		2014-15		2015-16		2016-17		2017-18	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
Treatment	3,241	40.2%	3,519	39.4%	5,008	42.3%	4,852	41.5%	4,671	39.3%
Professional Conduct	1,150	14.3%	1,272	14.2%	1,763	14.9%	1,917	16.4%	2,287	19.3%
Communication/information	1,328	16.5%	1,471	16.5%	2,035	17.2%	1,857	15.9%	1,693	14.3%
Medication	520	6.5%	577	6.5%	700	5.9%	739	6.3%	930	7.8%
Access	317	3.9%	282	3.2%	453	3.8%	431	3.7%	403	3.4%
Environment/Management of Facilities	374	4.6%	413	4.6%	348	2.9%	354	3.0%	384	3.2%
Fees/costs	282	3.5%	317	3.5%	402	3.4%	380	3.2%	341	2.9%
Discharge/transfer arrangements	147	1.8%	139	1.6%	187	1.6%	212	1.8%	285	2.4%
Medical Records	163	2.0%	242	2.7%	260	2.2%	232	2.0%	263	2.2%
Consent	134	1.7%	246	2.8%	237	2.0%	265	2.3%	261	2.2%
Reports/Certificates	203	2.5%	255	2.9%	258	2.2%	263	2.2%	256	2.2%
Grievance Processes	202	2.5%	207	2.3%	191	1.6%	192	1.6%	99	0.8%
<b>Total</b>	<b>8,061</b>	<b>100.0%</b>	<b>8,940</b>	<b>100.0%</b>	<b>11,842</b>	<b>100.0%</b>	<b>11,694</b>	<b>100.0%</b>	<b>11,873</b>	<b>100.0%</b>

Counted by issue raised in complaint.

**TABLE A.2 | Breakdown of complaints received 2017-18**

<b>Issue category and name</b>	<b>No.</b>	<b>% of Total</b>
<b>Treatment</b>		
Inadequate treatment	1,762	14.8%
Diagnosis	552	4.6%
Inadequate care	496	4.2%
Unexpected treatment outcome/complications	458	3.9%
Inadequate/inappropriate consultation	439	3.7%
Delay in treatment	291	2.5%
Rough and painful treatment	146	1.2%
Coordination of treatment/results follow-up	112	0.9%
No/inappropriate referral	111	0.9%
Wrong/inappropriate treatment	85	0.7%
Infection control	78	0.7%
Excessive treatment	39	0.3%
Experimental treatment	33	0.3%
Inadequate prosthetic equipment	23	0.2%
Withdrawal of treatment	22	0.2%
Attendance	15	0.1%
Public/private election	9	0.1%
<b>Treatment total</b>	<b>4,671</b>	<b>39.3%</b>
<b>Professional Conduct</b>		
Competence	504	4.2%
Impairment	393	3.3%
Breach of guideline/law	255	2.1%
Illegal practice	193	1.6%
Sexual misconduct	164	1.4%
Boundary violation	148	1.2%
Inappropriate disclosure of information	140	1.2%
Misrepresentation of qualifications	114	1.0%
Discriminatory conduct	89	0.7%
Assault	71	0.6%
Advertising	64	0.5%
Breach of condition	51	0.4%
Annual declaration not lodged/incomplete/wrong or misleading	49	0.4%
Financial fraud	34	0.3%
Child Sexual Abuse	9	0.1%
Scientific fraud	6	0.1%
Emergency treatment not provided	3	0.0%
<b>Professional Conduct total</b>	<b>2,287</b>	<b>19.3%</b>

TABLE A.2 | Continued

Issue category and name	No.	% of Total
<b>Communication/information</b>		
Attitude/manner	948	8.0%
Inadequate information provided	597	5.0%
Incorrect/misleading information provided	140	1.2%
Special needs not accommodated	8	0.1%
<b>Communication/information total</b>	<b>1,693</b>	<b>14.2%</b>
<b>Medication</b>		
Prescribing Medication	512	4.3%
Dispensing medication	227	1.9%
Administering medication	162	1.4%
Supply/security/storage of medication	29	0.2%
<b>Medication total</b>	<b>930</b>	<b>7.8%</b>
<b>Access</b>		
Refusal to admit or treat	265	2.2%
Service availability	89	0.7%
Waiting lists	39	0.3%
Access to facility	8	0.1%
Access to subsidies	2	0.0%
<b>Access total</b>	<b>403</b>	<b>3.4%</b>
<b>Environment/management of facilities</b>		
Administrative processes	182	1.5%
Cleanliness/hygiene of facility	89	0.7%
Physical environment of facility	68	0.6%
Staffing and rostering	34	0.3%
Statutory obligations/accreditation standards not met	11	0.1%
<b>Environment/management of facilities total</b>	<b>384</b>	<b>3.2%</b>
<b>Fees/costs</b>		
Billing practices	321	2.7%
Cost of treatment	13	0.1%
Financial consent	7	0.1%
<b>Fees/costs total</b>	<b>341</b>	<b>2.9%</b>

TABLE A.2 | Continued

Issue category and name	No.	% of Total
<b>Discharge/transfer arrangements</b>		
Inadequate discharge	269	2.3%
Delay	9	0.1%
Patient not reviewed	4	0.0%
Mode of transport	3	0.0%
<b>Discharge/transfer arrangements total</b>	<b>285</b>	<b>2.4%</b>
<b>Medical Records</b>		
Access to/transfer of records	126	1.1%
Record keeping	114	1.0%
Records management	23	0.2%
<b>Medical records total</b>	<b>263</b>	<b>2.2%</b>
<b>Consent</b>		
Consent not obtained or inadequate	155	1.3%
Involuntary admission or treatment	72	0.6%
Uninformed consent	34	0.3%
<b>Consent Total</b>	<b>261</b>	<b>2.2%</b>
<b>Reports/certificates</b>		
Accuracy of report/certificate	176	1.5%
Refusal to provide report/certificate	34	0.3%
Timeliness of report/certificate	25	0.2%
Report written with inadequate or no consultation	19	0.2%
Cost of report/certificate	2	0.0%
<b>Reports/certificates total</b>	<b>256</b>	<b>2.2%</b>
<b>Grievance processes</b>		
Inadequate/no response to complaint	96	0.8%
Reprisal/retaliation as result of complaint lodged	2	0.0%
Information about complaints procedures not provided	1	0.0%
<b>Grievance processes total</b>	<b>99</b>	<b>0.8%</b>
<b>Grand total</b>	<b>11,873</b>	<b>100.0%</b>

Counted by issue raised in complaint.

TABLE A.3 | Complaints received about health practitioners 2013-14 to 2017-18

Health practitioner	2013-14		2014-15		2015-16		2016-17		2017-18		No. of practitioners with NSW as principal place of practice as at 30.6.2018
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	
<b>Registered health practitioner</b>											
Medical practitioner	1,673	54.0%	1,939	56.3%	2,134	54.5%	2,298	56.0%	2,553	55.0%	35,303
Nurse/midwife	480	15.5%	506	14.7%	501	12.8%	629	15.3%	730	15.7%	109,957
Dental practitioner	363	11.7%	349	10.1%	542	13.8%	370	9.0%	429	9.2%	6,981
Psychologist	149	4.8%	149	4.3%	177	4.5%	211	5.1%	275	5.9%	11,956
Pharmacist	167	5.4%	211	6.1%	197	5.0%	200	4.9%	209	4.5%	9,443
Physiotherapist	26	0.8%	34	1.0%	33	0.8%	38	0.9%	53	1.1%	9,279
Chiropractor	26	0.8%	36	1.0%	59	1.5%	65	1.6%	46	1.0%	1,813
Chinese medicine practitioner	5	0.2%	13	0.4%	30	0.8%	23	0.6%	29	0.6%	1,992
Occupational therapist	10	0.3%	12	0.3%	22	0.6%	14	0.3%	27	0.6%	5,881
Optometrist	24	0.8%	28	0.8%	24	0.6%	24	0.6%	27	0.6%	1,857
Podiatrist	12	0.4%	17	0.5%	15	0.4%	18	0.4%	27	0.6%	1,447
Osteopath	4	0.1%	10	0.3%	12	0.3%	9	0.2%	15	0.3%	582
Student medical practitioner*	4	0.1%	3	0.1%	5	0.1%	6	0.1%	10	0.2%	-
Student Nurse*	12	0.4%	16	0.5%	17	0.4%	15	0.4%	10	0.2%	-
Medical radiation practitioner	14	0.5%	10	0.3%	12	0.3%	26	0.6%	7	0.2%	5,413
Student Pharmacist*	-	0.0%	2	0.1%	-	0.0%	-	0.0%	3	0.1%	-
Aboriginal and Torres Strait Islander practitioner	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	0.0%	129
Student Chiropractor*	-	0.0%	-	0.0%	-	0.0%	2	0.0%	1	0.0%	-
Student Medical radiation practitioner*	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	0.0%	-
Student Podiatrist*	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	0.0%	-
Student Osteopath*	1	0.0%	-	0.0%	-	0.0%	1	0.0%	-	0.0%	-
Student Physiotherapist*	1	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-
<b>Registered health practitioner total</b>	<b>2,971</b>	<b>96.0%</b>	<b>3,335</b>	<b>96.8%</b>	<b>3,780</b>	<b>96.6%</b>	<b>3,949</b>	<b>96.3%</b>	<b>4,454</b>	<b>95.9%</b>	<b>202,033</b>
<b>Unregistered health practitioner</b>											

TABLE A.3 | Continued

Health practitioner	2013-14		2014-15		2015-16		2016-17		2017-18	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
Cosmetic therapist	4	0.1%	1	0.0%	8	0.2%	9	0.2%	17	0.4%
Counsellor/therapist	14	0.5%	10	0.3%	17	0.4%	19	0.5%	15	0.3%
Social worker	11	0.4%	2	0.1%	9	0.2%	16	0.4%	12	0.3%
Administration/clerical staff	10	0.3%	15	0.4%	9	0.2%	9	0.2%	9	0.2%
Alternative health provider	11	0.4%	9	0.3%	12	0.3%	12	0.3%	8	0.2%
Assistant in nursing	23	0.7%	10	0.3%	13	0.3%	13	0.3%	8	0.2%
Psychotherapist	3	0.1%	1	0.0%	1	0.0%	1	0.0%	7	0.2%
Ambulance personnel	1	0.0%	-	0.0%	3	0.1%	3	0.0%	4	0.1%
Residential care worker	2	0.1%	-	0.0%	1	0.0%	-	0.0%	4	0.1%
Audiologist	-	0.0%	1	0.0%	-	0.0%	1	0.0%	3	0.1%
Dental technician	4	0.1%	1	0.0%	2	0.1%	3	0.1%	3	0.1%
Dietitian/nutritionist	3	0.1%	2	0.1%	7	0.2%	5	0.1%	3	0.1%
Naturopath	4	0.1%	2	0.1%	3	0.1%	1	0.0%	2	0.0%
Herbalist	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	0.0%
Homeopath	-	0.0%	1	0.0%	1	0.0%	2	0.0%	1	0.0%
Hypnotherapist	-	0.0%	2	0.1%	1	0.0%	1	0.0%	1	0.0%
Speech pathologist	2	0.1%	1	0.0%	-	0.0%	1	0.0%	1	0.0%
Doula	1	0.0%	1	0.0%	-	0.0%	-	0.0%	-	0.0%
Kinesiologist	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Natural therapist	2	0.1%	-	0.0%	-	0.0%	2	0.0%	-	0.0%
Personal care assistant	-	0.0%	-	0.0%	2	0.1%	1	0.0%	-	0.0%
Student Psychologist	-	0.0%	1	0.0%	-	0.0%	-	0.0%	-	0.0%
Venopuncturist	-	0.0%	-	0.0%	1	0.0%	-	0.0%	-	0.0%
Unregistered health practitioner	107	4.0%	68	3.2%	102	3.4%	107	2.6%	115	2.5%
Other/unknown health practitioner	18	0.6%	42	1.2%	33	0.8%	46	1.1%	76	1.6%
<b>Health practitioner total</b>	<b>3,096</b>	<b>100.0%</b>	<b>3,445</b>	<b>100.0%</b>	<b>3,915</b>	<b>100.0%</b>	<b>4,102</b>	<b>100.0%</b>	<b>4,645</b>	<b>100.0%</b>

Counted by provider identified in complaint.

\* All student practitioners are registered and are now reported under registered health practitioner except with psychology students who are not registered

TABLE A.4 | Complaints received about medical practitioners by service area 2013-14 to 2017-18

Service area	2013-14		2014-15		2015-16		2016-17		2017-18	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
General medicine	622	37.2%	702	36.2%	828	38.8%	1,047	45.6%	1,156	45.3%
Surgery	194	11.6%	276	14.2%	257	12.0%	233	10.1%	248	9.7%
Psychiatry	104	6.2%	101	5.2%	73	3.4%	123	5.4%	124	4.9%
Emergency medicine	71	4.2%	57	2.9%	94	4.4%	63	2.7%	79	3.1%
Mental health	68	4.1%	71	3.7%	116	5.4%	92	4.0%	77	3.0%
Cosmetic Services	24	1.4%	23	1.2%	45	2.1%	31	1.3%	69	2.7%
Early childhood/ Paediatric Medicine	36	2.2%	52	2.7%	55	2.6%	50	2.2%	64	2.5%
Medico-Legal	71	4.2%	70	3.6%	66	3.1%	34	1.5%	53	2.1%
Obstetrics	33	2.0%	52	2.7%	66	3.1%	38	1.7%	49	1.9%
Gynaecology	29	1.7%	42	2.2%	48	2.2%	37	1.6%	46	1.8%
Anaesthesia	31	1.9%	35	1.8%	41	1.9%	47	2.0%	44	1.7%
Ophthalmology	32	1.9%	47	2.4%	62	2.9%	40	1.7%	42	1.6%
Administration/ Non-health related	44	2.6%	40	2.1%	22	1.0%	55	2.4%	39	1.5%
Oncology	19	1.1%	13	0.7%	51	2.4%	54	2.3%	34	1.3%
Radiology	23	1.4%	25	1.3%	28	1.3%	26	1.1%	34	1.3%
Dermatology	41	2.5%	39	2.0%	38	1.8%	37	1.6%	32	1.3%
Neurology	27	1.6%	29	1.5%	33	1.5%	24	1.0%	24	0.9%
Geriatrics/ Gerontology	16	1.0%	25	1.3%	15	0.7%	20	0.9%	21	0.8%
Cardiology	27	1.6%	41	2.1%	16	0.7%	31	1.3%	19	0.7%
Gastroenterology	21	1.3%	28	1.4%	19	0.9%	28	1.2%	17	0.7%
Pain Management	8	0.5%	12	0.6%	11	0.5%	11	0.5%	17	0.7%
Aged care	18	1.1%	24	1.2%	20	0.9%	17	0.7%	13	0.5%
Endocrinology	8	0.5%	11	0.6%	10	0.5%	9	0.4%	13	0.5%
Haematology	8	0.5%	2	0.1%	2	0.1%	9	0.4%	9	0.4%
Drug and alcohol	19	1.1%	17	0.9%	15	0.7%	16	0.7%	8	0.3%
Respiratory/ Thoracic medicine	10	0.6%	6	0.3%	7	0.3%	9	0.4%	7	0.3%
Rheumatology	4	0.2%	2	0.1%	9	0.4%	8	0.3%	7	0.3%
Immunology	10	0.6%	7	0.4%	5	0.2%	7	0.3%	6	0.2%
Palliative care	5	0.3%	10	0.5%	7	0.3%	5	0.2%	6	0.2%
Intensive care	2	0.1%	2	0.1%	9	0.4%	9	0.4%	5	0.2%
Psychology	-	0.0%	2	0.1%	-	0.0%	2	0.1%	5	0.2%
Sleep medicine	1	0.1%	3	0.2%	3	0.1%	4	0.2%	5	0.2%
Rehabilitation medicine	7	0.4%	10	0.5%	14	0.7%	13	0.6%	4	0.2%
Other service areas	40	2.4%	63	3.2%	49	2.3%	69	3.0%	177	6.9%
<b>Total</b>	<b>1,673</b>	<b>100.0%</b>	<b>1,939</b>	<b>100.0%</b>	<b>2,134</b>	<b>100.0%</b>	<b>2,298</b>	<b>100.0%</b>	<b>2,553</b>	<b>100.0%</b>

Counted by provider identified in complaint.



**TABLE A.5 | Complaints received about health practitioners by issue category 2017-18**

Health practitioner	Issue Category												Total No.	% of Total	
	Treatment	Professional conduct	Communication/ information	Medication	Reports/certificates	Fees/costs	Medical records	Consent	Access	Environment/management of facilities	Discharge/transfer arrangements	Grievance processes			
<b>Registered health practitioner</b>															
Medical practitioner	1,968	789	736	357	164	112	96	117	123	49	50	21	4,582	61.8%	
Nurse/midwife	179	625	84	76	6	-	23	7	4	11	2	5	1,022	13.8%	
Dental practitioner	395	130	63	4	4	63	17	15	2	19	2	3	717	9.7%	
Psychologist	99	186	63	2	32	11	13	7	4	4	-	1	422	5.7%	
Pharmacist	2	102	26	145	2	6	5	1	2	6	-	1	298	4.0%	
Physiotherapist	33	30	7	1	2	1	3	3	4	1	-	-	85	1.1%	
Chiropractor	13	37	6	1	-	2	2	-	-	-	1	-	62	0.8%	
Podiatrist	13	13	6	3	-	6	2	-	-	3	-	-	46	0.6%	
Optometrist	15	11	6	1	-	4	1	-	1	3	-	-	42	0.6%	
Occupational Therapist	2	22	6	-	6	1	-	2	2	-	-	-	41	0.6%	
Chinese Medicine Practitioner	8	22	2	2	-	3	-	-	2	-	-	-	39	0.5%	
Osteopath	3	13	2	-	-	1	2	-	-	-	-	-	21	0.3%	
Student Nurse	1	11	1	-	-	-	-	-	-	-	-	-	13	0.2%	
Student Medical Practitioner	-	11	-	-	-	-	-	-	-	-	-	-	11	0.1%	
Medical Radiation Practitioner	1	4	1	-	-	-	1	-	1	-	-	-	8	0.1%	
Student Pharmacist	-	3	-	-	-	-	-	-	-	-	-	-	3	0.0%	
Aboriginal and Torres Strait Islander HP	-	1	-	-	-	-	-	-	-	-	-	-	1	0.0%	
Student Chiropractor	-	1	-	-	-	-	-	-	-	-	-	-	1	0.0%	
Student Medical Radiation Practitioner	-	1	-	-	-	-	-	-	-	-	-	-	1	0.0%	
Student Podiatrist	-	1	-	-	-	-	-	-	-	-	-	-	1	0.0%	
<b>Registered health practitioner total</b>	<b>2,732</b>	<b>2,013</b>	<b>1,009</b>	<b>592</b>	<b>216</b>	<b>210</b>	<b>165</b>	<b>152</b>	<b>145</b>	<b>96</b>	<b>55</b>	<b>31</b>	<b>7,416</b>	<b>100.0%</b>	

TABLE A.5 | Continued

Issue Category														
	Treatment	Professional conduct	Communication/ information	Medication	Reports/certificates	Fees/costs	Medical records	Consent	Access	Environment/management of facilities	Discharge/transfer arrangements	Grievance processes	Total	% of Total
Health practitioner	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	Total No.	% of Total
<b>Unregistered health practitioner</b>														
Cosmetic therapist	10	16	1	1	-	1	-	-	-	-	-	-	29	15.3%
Counsellor/therapist	8	15	2	1	-	-	-	-	-	-	-	-	26	13.7%
Massage therapist	6	13	-	-	-	2	2	2	-	-	-	-	25	13.2%
Social worker	3	8	7	-	1	-	-	2	-	-	1	1	23	12.1%
Alternative health provider	4	7	4	1	-	3	-	-	-	-	-	-	19	10.0%
Administration/clerical staff	2	4	5	-	-	1	-	-	-	-	-	-	12	6.3%
Psychotherapist	3	5	2	-	1	-	1	-	-	-	-	-	12	6.3%
Assistant in nursing	3	5	1	1	-	-	-	-	-	1	-	-	11	5.8%
Naturopath	3	3	-	1	-	-	-	-	-	-	-	-	7	3.7%
Ambulance personnel	2	2	2	-	-	-	-	-	-	-	-	-	6	3.2%
Dietitian/nutritionist	5	1	-	-	-	-	-	-	-	-	-	-	6	3.2%
Residential care worker	3	1	-	-	-	-	-	-	-	-	-	-	4	2.1%
Audiologist	1	1	1	-	-	-	-	-	-	-	-	-	3	1.6%
Dental technician	1	2	-	-	-	-	-	-	-	-	-	-	3	1.6%
Herbalist	-	1	-	-	-	-	-	-	-	-	-	-	1	0.5%
Homeopath	-	1	-	-	-	-	-	-	-	-	-	-	1	0.5%
Hypnotherapist	-	1	-	-	-	-	-	-	-	-	-	-	1	0.5%
Speech pathologist	-	-	-	-	-	-	-	1	-	-	-	-	1	0.5%
<b>Unregistered health practitioner total</b>	<b>54</b>	<b>86</b>	<b>25</b>	<b>5</b>	<b>2</b>	<b>7</b>	<b>3</b>	<b>5</b>	<b>-</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>190</b>	<b>100.0%</b>
<b>Other/unknown health practitioner</b>	<b>24</b>	<b>43</b>	<b>19</b>	<b>2</b>	<b>1</b>	<b>0</b>	<b>2</b>	<b>1</b>	<b>2</b>	<b>1</b>	<b>-</b>	<b>1</b>	<b>96</b>	<b>100.0%</b>
<b>Health practitioner total</b>	<b>2,810</b>	<b>2,142</b>	<b>1,053</b>	<b>599</b>	<b>219</b>	<b>217</b>	<b>170</b>	<b>158</b>	<b>147</b>	<b>98</b>	<b>56</b>	<b>33</b>	<b>7,702</b>	<b>100.0%</b>

Counted by provider identified in complaint

TABLE A.6 | Complaints received about health organisations 2013-14 to 2017-18

Health organisation	2013-14		2014-15		2015-16		2016-17		2017-18	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
Public Hospital	761	45.6%	868	47.7%	926	42.9%	1,016	45.9%	1,181	48.4%
Correction and detention facility	249	14.9%	192	10.5%	301	13.9%	257	11.6%	229	9.4%
Medical centre	96	5.7%	98	5.4%	189	8.8%	164	7.4%	174	7.1%
Private Hospital	82	4.9%	100	5.5%	113	5.2%	121	5.5%	123	5.0%
Pharmacy	28	1.7%	40	2.2%	67	3.1%	90	4.0%	121	5.0%
Psychiatric hospital/unit	31	1.9%	41	2.3%	88	4.1%	71	3.1%	77	3.2%
Community Health Service	54	3.2%	64	3.5%	74	3.4%	64	2.9%	74	3.0%
Dental facility	61	3.7%	33	1.8%	64	3.0%	75	3.4%	74	3.0%
Aged care facility	70	4.2%	75	4.1%	61	2.8%	61	2.8%	59	2.4%
Ambulance service	27	1.6%	43	2.4%	47	2.2%	61	2.7%	54	2.2%
Local Health District/Speciality network	20	0.0%	18	0.0%	19	0.0%	27	1.2%	52	2.1%
Specialist medical practice	49	0.0%	83	0.0%	23	1.1%	26	1.2%	46	1.9%
Radiology facility	31	1.9%	33	1.8%	29	1.3%	30	1.4%	37	1.5%
Cosmetic health facility	n/a	0.0%	n/a	0.0%	39	1.8%	21	0.9%	24	1.0%
Pathology centres/labs	18	1.1%	28	1.5%	31	1.4%	29	1.3%	23	0.9%
Other/Unknown health organisation	5	0.3%	14	0.8%	7	0.3%	3	0.1%	20	0.8%
Drug and alcohol service	6	0.4%	9	0.5%	12	0.6%	14	0.6%	14	0.6%
Day procedure centre	15	0.9%	9	0.5%	11	0.5%	15	0.7%	13	0.5%
Alternative health facility	26	1.6%	31	1.7%	13	0.6%	31	1.4%	10	0.4%
Aboriginal health centre	1	0.1%	9	0.5%	10	0.5%	4	0.2%	5	0.2%
Government Department	5	0.3%	7	0.4%	3	0.1%	6	0.2%	5	0.2%
Optometrist facility	4	0.2%	5	0.3%	5	0.2%	9	0.4%	5	0.2%
Psychology facility	6	0.4%	-	0.0%	5	0.2%	-	0.0%	4	0.2%
Rehabilitation facility	2	0.1%	2	0.1%	6	0.3%	3	0.1%	4	0.2%
Nursing agency	-	0.0%	2	0.1%	-	0.0%	4	0.2%	3	0.1%
Physiotherapy facility	6	0.4%	3	0.2%	5	0.2%	2	0.0%	3	0.1%

TABLE A.6 | Continued

Health organisation	2013-14		2014-15		2015-16		2016-17		2017-18	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
<b>Educational facility</b>	-	0.0%	-	0.0%	-	0.0%	1	0.0%	1	0.0%
<b>Health fund</b>	-	0.0%	-	0.0%	1	0.0%	2	0.1%	1	0.0%
<b>Multi purpose service</b>	4	0.2%	6	0.3%	4	0.2%	3	0.1%	1	0.0%
<b>Osteopathy facility</b>	3	0.2%	-	0.0%	-	0.0%	-	0.0%	1	0.0%
<b>Supported accommodation services (not aged care)</b>	6	0.4%	1	0.1%	4	0.2%	-	0.0%	1	0.0%
<b>Chiropractic facility</b>	1	0.1%	4	0.2%	2	0.1%	6	0.3%	-	0.0%
<b>Optical Laboratory</b>	-	0.0%	1	0.1%	-	0.0%	-	0.0%	-	0.0%
<b>Podiatry practice</b>	2	0.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
<b>Respite Service</b>	-	0.0%	2	0.1%	1	0.0%	1	0.0%	-	0.0%
<b>Sexual Assault Service</b>	1	0.1%	-	0.0%	-	0.0%	1	0.0%	-	0.0%
<b>Health organisation total</b>	<b>1,670</b>	<b>100.0%</b>	<b>1,821</b>	<b>100.0%</b>	<b>2,160</b>	<b>100.0%</b>	<b>2,218</b>	<b>100.0%</b>	<b>2,439</b>	<b>100.0%</b>

*Counted by provider identified in complaint*

TABLE A.7 | Complaints received about public and private hospitals by service areas 2013-14 to 2017-18

Service area	2013-14		2014-15		2015-16		2016-17		2017-18	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
<b>Public hospital</b>										
Emergency medicine	200	26.3%	177	20.4%	190	20.5%	292	28.7%	286	24.2%
General medicine	71	9.3%	85	9.8%	182	19.7%	53	5.2%	277	23.5%
Mental health	77	10.1%	89	10.3%	101	10.9%	129	12.7%	128	10.8%
Surgery	92	12.1%	132	15.2%	93	10.0%	138	13.6%	113	9.6%
Other service area	67	8.8%	74	8.5%	52	5.6%	64	6.3%	40	3.4%
Obstetrics	52	6.8%	61	7.0%	62	6.7%	71	7.0%	64	5.4%
Administration/ Non-health related	27	3.5%	15	1.7%	27	2.9%	40	3.9%	43	3.6%
Geriatrics/ Gerontology	31	4.1%	43	5.0%	29	3.1%	35	3.4%	33	2.8%
Early childhood/ Paediatric Medicine	25	3.3%	42	4.8%	47	5.1%	36	3.5%	29	2.5%
Palliative care	16	2.1%	13	1.5%	13	1.4%	23	2.3%	26	2.2%
Oncology	14	1.8%	10	1.2%	26	2.8%	26	2.6%	21	1.8%
Intensive care	4	0.5%	7	0.8%	5	0.5%	11	1.1%	20	1.7%
Dentistry	2	0.3%	3	0.3%	3	0.3%	3	0.3%	15	1.3%
Gynaecology	8	1.1%	10	1.2%	16	1.7%	11	1.1%	13	1.1%
Midwifery	13	1.7%	14	1.6%	5	0.5%	9	0.9%	15	1.3%
Ophthalmology	2	0.3%	5	0.6%	3	0.3%	4	0.4%	13	1.1%
Cardiology	18	2.4%	33	3.8%	20	2.2%	17	1.7%	9	0.8%
Pain Management	2	0.3%	3	0.3%	3	0.3%	5	0.5%	9	0.8%
Renal medicine	8	1.1%	7	0.8%	9	1.0%	3	0.3%	7	0.6%
Neurology	10	1.3%	9	1.0%	13	1.4%	12	1.2%	6	0.5%
Drug and alcohol	4	0.5%	5	0.6%	5	0.5%	5	0.5%	5	0.4%
Rehabilitation medicine	8	1.1%	14	1.6%	10	1.1%	13	1.3%	5	0.4%
Gastroenterology	10	1.3%	17	2.0%	12	1.3%	16	1.6%	4	0.3%
<b>Public hospital total</b>	<b>761</b>	<b>100.0%</b>	<b>868</b>	<b>100.0%</b>	<b>926</b>	<b>100.0%</b>	<b>1,016</b>	<b>100.0%</b>	<b>1,181</b>	<b>100.0%</b>

TABLE A.7 | Continued

Service area	2013-14		2014-15		2015-16		2016-17		2017-18	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
<b>Private hospital</b>										
<b>Surgery</b>	28	34.1%	25	25.0%	40	35.4%	38	31.4%	38	30.9%
<b>General medicine</b>	9	11.0%	16	16.0%	21	18.6%	8	6.6%	24	19.5%
<b>Mental health</b>	1	1.2%	8	8.0%	13	11.5%	15	12.4%	13	10.6%
<b>Rehabilitation medicine</b>	7	8.5%	8	8.0%	6	5.3%	12	9.9%	11	8.9%
<b>Administration/ Non-health related</b>	5	6.1%	4	4.0%	3	2.7%	10	8.3%	8	6.5%
<b>Oncology</b>	1	1.2%	1	1.0%	3	2.7%	1	0.8%	6	4.9%
<b>Aged care</b>	–	0.0%	2	2.0%	–	0.0%	–	0.0%	4	3.3%
<b>Emergency medicine</b>	5	6.1%	4	4.0%	5	4.4%	8	6.6%	4	3.3%
<b>Obstetrics</b>	5	6.1%	6	6.0%	7	6.2%	3	2.5%	3	2.4%
<b>Early childhood/ Paediatric Medicine</b>	1	1.2%	–	0.0%	–	0.0%	2	1.7%	2	1.6%
<b>Geriatrics/ Gerontology</b>	1	1.2%	3	3.0%	2	1.8%	4	3.3%	2	1.6%
<b>Drug and alcohol</b>	1	1.2%	–	0.0%	–	0.0%	2	1.7%	1	0.8%
<b>Gynaecology</b>	1	1.2%	–	0.0%	2	1.8%	–	0.0%	1	0.8%
<b>Intensive care</b>	1	1.2%	–	0.0%	1	0.9%	2	1.7%	1	0.8%
<b>Midwifery</b>	–	0.0%	1	1.0%	–	0.0%	–	0.0%	1	0.8%
<b>Neurology</b>	1	1.2%	–	0.0%	–	0.0%	–	0.0%	1	0.8%
<b>Palliative care</b>	1	1.2%	2	2.0%	1	0.9%	1	0.8%	1	0.8%
<b>Personal care</b>	–	0.0%	–	0.0%	–	0.0%	–	0.0%	1	0.8%
<b>Radiology</b>	–	0.0%	1	1.0%	–	0.0%	–	0.0%	1	0.8%
<b>Other service area</b>	14	17.1%	19	19.0%	9	8.0%	15	12.4%	–	0.0%
<b>Private hospital total</b>	<b>82</b>	<b>100.0%</b>	<b>100</b>	<b>100.0%</b>	<b>113</b>	<b>100.0%</b>	<b>121</b>	<b>100.0%</b>	<b>123</b>	<b>100.0%</b>
<b>Grand Total</b>	<b>843</b>	<b>100.0%</b>	<b>968</b>	<b>100.0%</b>	<b>1,039</b>	<b>100.0%</b>	<b>1,137</b>	<b>100.0%</b>	<b>1,304</b>	<b>100.0%</b>

Counted by provider identified in complaint

**TABLE A.8 | Complaints received about public hospitals by Local Health District in 2013-14 to 2017-18**

Local Health District*	2013-14		2014-15		2015-16		2016-17	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
South Western Sydney	76	10.0%	97	11.2%	83	9.0%	122	12.0%
Hunter New England	105	13.8%	111	12.8%	161	17.4%	126	12.4%
South Eastern Sydney	57	7.5%	80	9.2%	77	8.3%	93	9.2%
Western Sydney	85	11.2%	84	9.7%	81	8.7%	91	9.0%
Sydney	58	7.6%	78	9.0%	67	7.2%	83	8.2%
Illawarra Shoalhaven	51	6.7%	58	6.7%	49	5.3%	64	6.3%
Northern Sydney	63	8.3%	68	7.8%	57	6.2%	61	6.0%
Central Coast	49	6.4%	50	5.8%	53	5.7%	51	5.0%
Western NSW	33	4.3%	46	5.3%	47	5.1%	63	6.2%
Nepean Blue Mountains	37	4.9%	39	4.5%	54	5.8%	55	5.4%
Northern NSW	34	4.5%	46	5.3%	52	5.6%	57	5.6%
Mid North Coast	18	2.4%	24	2.8%	39	4.2%	34	3.3%
Murrumbidgee **	29	3.8%	17	2.0%	20	2.2%	26	2.6%
Southern NSW	18	2.4%	20	2.3%	25	2.7%	33	3.2%
St Vincent's Health Network	23	3.0%	16	1.8%	23	2.5%	29	2.9%
Sydney Children's Hospital Network	14	1.8%	14	1.6%	20	2.2%	13	1.3%
Albury Wodonga Health (network with Victoria)***	-	0.0%	6	0.7%	15	1.6%	9	0.9%
Far West	6	0.8%	12	1.4%	3	0.3%	4	0.4%
Other/Unknown public hospital	5	0.7%	2	0.2%	-	0.0%	2	0.2%
<b>Total</b>	<b>761</b>	<b>100.0%</b>	<b>868</b>	<b>100.0%</b>	<b>926</b>	<b>100.0%</b>	<b>1,016</b>	<b>100.0%</b>

Counted by provider identified in complaint

\* Excludes psychiatric hospitals/units

\*\* Previously complaints about facilities in Albury were processed in the Murrumbidgee LHD. These complaints are now processed by Albury Wodonga Health

\*\*\* Albury/Wodonga LHD is unique in that it spans NSW and Victoria. The statistics represent complaints for facilities in NSW only.

2017-18		Number of emergency department attendances	Number of discharges from hospital	Number of outpatient services
No.	% of Total			
145	12.3%	284,379	238,137	1,129,620
144	12.2%	418,963	225,864	2,119,776
123	10.4%	227,845	178,357	1,278,989
114	9.7%	192,506	184,623	1,360,101
100	8.5%	164,421	175,122	1,316,622
75	6.4%	159,718	93,115	653,474
70	5.9%	218,260	157,427	1,066,542
66	5.6%	136,105	92,147	657,964
63	5.3%	187,113	82,378	675,082
61	5.2%	127,684	85,999	649,155
58	4.9%	206,851	101,231	547,539
47	4.0%	126,363	78,098	552,832
37	3.1%	147,964	70,292	431,703
28	2.4%	112,768	50,525	320,525
17	1.4%	48,395	45,435	351,219
15	1.3%	95,658	49,831	440,545
10	0.8%	n/a	n/a	n/a
7	0.6%	25,715	8,691	108,848
1	0.1%	n/a	n/a	n/a
<b>1,181</b>	<b>100.0%</b>	<b>2,880,708</b>	<b>1,917,272</b>	<b>13,660,536</b>



**TABLE A.9 | Issues raised in all complaints received about health organisations by organisation type 2017-18**

Organisation type	Issue Category												Total	% of Total
	Treatment	Communication/information	Medication	Environment/management of facilities	Access	Discharge/transfer arrangements	Professional conduct	Fees/costs	Consent	Medical records	Grievance processes	Reports/certificates		
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
Public Hospital	1,222	380	90	120	85	189	41	17	58	33	40	17	2,292	55.0%
Correction and detention facility	129	5	86	6	66	2	1	–	4	2	2	1	304	7.3%
Medical centre	54	52	11	43	31	1	8	11	3	33	3	1	251	6.0%
Private Hospital	124	46	11	21	4	10	7	14	2	6	4	1	250	6.0%
Pharmacy	4	15	90	10	5	–	14	12	1	2	2	–	155	3.7%
Community health service	52	28	5	2	11	5	5	1	9	1	1	3	123	2.9%
Psychiatric hospital/unit	48	22	9	7	6	10	9	–	9	1	–	–	121	2.9%
Dental facility	35	12	–	16	5	–	5	24	3	3	6	–	109	2.6%
Aged care facility	47	10	4	24	1	2	5	–	1	1	1	–	96	2.3%
Ambulance service	28	11	–	2	11	5	4	6	3	–	2	–	72	1.7%
Local Health District/Speciality network	22	4	11	4	14	–	5	3	6	1	–	1	71	1.7%
Specialist medical practice	20	14	3	6	5	–	5	14	–	3	1	–	71	1.7%
Radiology facility	20	12	–	2	2	–	5	2	–	3	1	8	55	1.3%
Cosmetic health facility	13	1	3	3	–	–	13	–	–	–	1	–	34	0.8%
Pathology centres/labs	5	4	1	3	–	–	2	8	1	2	–	3	29	0.7%
Other/Unknown	7	1	3	7	1	–	6	2	1	–	–	–	28	0.7%
Drug and Alcohol Services	7	5	2	2	3	1	–	–	–	1	1	–	22	0.5%
Day procedure centre	5	6	–	2	1	–	–	5	1	–	–	–	20	0.5%
Alternative health facility	6	3	–	2	1	1	1	2	–	–	1	2	19	0.5%

TABLE A.9 | Continued

Organisation type	Issue Category													Total	% of Total
	Treatment	Communication/information	Medication	Environment/management of facilities	Access	Discharge/transfer arrangements	Professional conduct	Fees/costs	Consent	Medical records	Grievance processes	Reports/certificates			
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.			
Psychology facility	2	1	-	-	1	-	2	1	-	-	-	-	7	0.2%	
Aboriginal health centre	3	2	-	-	-	-	1	-	1	-	-	-	7	0.2%	
Optometrist facility	2	2	-	1	1	-	-	1	-	-	-	-	7	0.2%	
Rehabilitation facility	1	2	-	1	-	1	1	-	-	-	-	-	6	0.1%	
Nursing agency	2	-	1	-	1	-	1	-	-	-	-	-	5	0.1%	
Government Department	1	-	1	1	-	-	-	-	-	1	-	-	4	0.1%	
Physiotherapy facility	1	-	-	-	-	-	2	-	-	-	-	-	3	0.1%	
NSW Department of Health	1	-	-	-	-	1	-	-	-	-	-	-	2	0.0%	
Educational facility	-	-	-	-	1	-	-	1	-	-	-	-	2	0.0%	
Osteopathy facility	-	-	-	-	-	-	2	-	-	-	-	-	2	0.0%	
Supported accommodation services (not aged care)	-	1	-	-	-	1	-	-	-	-	-	-	2	0.0%	
Health fund	-	1	-	-	-	-	-	-	-	-	-	-	1	0.0%	
Multi purpose service	-	-	-	1	-	-	-	-	-	-	-	-	1	0.0%	
<b>Grand Total</b>	<b>1,861</b>	<b>640</b>	<b>331</b>	<b>285</b>	<b>256</b>	<b>229</b>	<b>145</b>	<b>124</b>	<b>103</b>	<b>93</b>	<b>66</b>	<b>37</b>	<b>4,170</b>	<b>100.0%</b>	

Counted by issues raised in complaint

TABLE A.10 | Issues raised in all complaints received by service area 2017-18

Service area	Issue Category												Total	% of Total
	Treatment	Professional Conduct	Communication/information	Medication	Access	Environment/Management of Facilities	Fees/costs	Discharge/transfer arrangements	Medical Records	Consent	Reports/Certificate	Grievance Processes		
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
General medicine	1,357	433	534	350	178	90	56	45	105	38	84	22	3,292	27.7%
Surgery	457	77	121	19	28	25	30	38	5	21	6	9	836	7.0%
Emergency medicine	495	23	128	30	22	17	4	89	8	5	2	11	834	7.0%
Dentistry	441	119	69	4	16	34	83	2	17	18	5	10	818	6.9%
Mental health	293	111	111	54	28	18	1	47	17	73	7	10	770	6.5%
Other/Unknown	17	596	13	12	1	4	2	-	3	-	-	-	648	5.5%
Pharmacy/Pharmacology	6	106	40	235	8	16	18	-	7	2	3	3	444	3.7%
Psychology	102	159	64	2	7	6	13	-	15	7	24	2	401	3.4%
Obstetrics	165	31	47	5	3	13	3	4	5	8	4	1	289	2.4%
Aged Care	93	76	28	44	3	28	-	7	6	1	-	1	287	2.4%
Cosmetic Services	100	89	11	23	2	4	5	1	2	5	-	5	247	2.1%
Early childhood/Paediatric Medicine	123	19	28	10	11	9	5	5	7	2	10	-	229	1.9%
Administration/Non-health related	15	46	46	1	16	43	26	3	17	2	6	5	226	1.9%
Psychiatry	57	40	28	27	5	4	6	1	8	14	24	2	216	1.8%
Oncology	77	9	32	10	1	4	2	1	-	7	1	2	146	1.2%
Geriatrics/Gerontology	62	7	29	10	2	7	1	11	2	3	2	1	137	1.2%
Ophthalmology	71	13	15	2	4	3	7	1	4	5	-	-	125	1.1%
Radiology	41	15	24		4	9	5	-	4	1	15	2	120	1.0%
Gynaecology	57	15	20	3	3	2	1	3	2	7	1	1	115	1.0%
Anaesthesia	42	16	13	6	2	1	6	1		9	-	1	97	0.8%
Medico-Legal	22	12	20	-	-	-	2	-	1	3	37	-	97	0.8%
Palliative care	42	3	29	4		10	-	2		5	-	1	96	0.8%
Physiotherapy	34	29	6	1	4	1	1	1	3	2	-	-	82	0.7%
Dermatology	43	5	17	3	2	2	5	-	-	1	1	1	80	0.7%
Ambulance Service	30	6	13	-	12	1	5	4	-	3	-	2	76	0.6%
Drug and alcohol	19	7	11	20	12	1	-	4	2	-	-	-	76	0.6%
Midwifery	36	15	15	1	1	2	-	-	3	-	-	1	74	0.6%
Intensive care	41	5	16	4	-	-	-	2	2	2	1	-	73	0.6%
Rehabilitation medicine	31	3	15	3	2	4	1	2	3		1	2	67	0.6%
Neurology	28	6	16	2	3	1	3	-	-	-	6	1	66	0.6%
Chiropractice	13	38	8	1	1	-	2	1	-	-	-	-	64	0.5%
Cardiology	29	2	13	-	3	2	2	3	2	1	2	-	59	0.5%
Pain Management	17	4	8	17	6	-	1	-	-	1	1	2	57	0.5%
Gastroenterology	18	9	9	1	1	2	2	1	1	1	1	-	46	0.4%
Podiatry	13	11	6	3	-	3	6	-	2	-	-	-	44	0.4%
Optometry	16	7	7	-	2	4	3	-	-	-	-	-	39	0.3%
Pathology	13	5	5	-	-	2	7	-	3	1	3	-	39	0.3%
Alternative health	7	17	7	2	1	-	3	-	1	-	-	-	38	0.3%

TABLE A.10 | Continued

Service area	Issue Category													Total	% of Total
	Treatment	Professional Conduct	Communication/information	Medication	Access	Environment/Management of Facilities	Fees/costs	Discharge/transfer arrangements	Medical Records	Consent	Reports/Certificate	Grievance Processes			
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.			
Massage therapy	8	14	–	–	–	2	4	–	2	3	–	–	33	0.3%	
Occupational therapy	1	19	4	–	1	1	2	–	–	1	4	–	33	0.3%	
Counselling	10	16	2	–	–	1	–	–	1	–	1	–	31	0.3%	
Respiratory/Thoracic medicine	15	–	7	3	–	–	–	3	–	–	–	–	28	0.2%	
Endocrinology	11	1	6	3	–	–	3	–	1	2	–	–	27	0.2%	
Renal medicine	18	–	6	–	–	–	–	–	–	2	–	–	26	0.2%	
Traditional Chinese medicine	7	13	1	1	1	–	2	–	–	–	–	–	25	0.2%	
Osteopathy	5	14	2	–	–	–	1	–	2	–	–	–	24	0.2%	
Immunology	5	6	6	4	1	1	–	–	–	–	–	–	23	0.2%	
Haematology	10	2	5	2	1	–	–	1	–	1	–	–	22	0.2%	
Rheumatology	8	–	5	1	–	–	2	–	–	–	–	–	16	0.1%	
Sleep medicine	3	1	6	–	1	1	2	–	–	–	–	–	14	0.1%	
Reproductive medicine	5	1	3	2	–	–	2	–	–	–	–	–	13	0.1%	
Prosthetics and orthotics	8	–	3	–	–	–	1	–	–	–	–	–	12	0.1%	
Infectious diseases	6	–	1	2	–	–	–	–	–	1	–	1	11	0.1%	
Community Care	5	–	–	–	2	1	1	1	–	–	–	–	10	0.1%	
Nephrology	3	1	3	1	–	–	–	1	–	–	–	–	9	0.1%	
Nutrition and dietetics	7	–	–	1	–	–	1	–	–	–	–	–	9	0.1%	
Occupational health	1	–	2	–	1	2	–	–	–	1	2	–	9	0.1%	
Family planning	–	1	1	–	1	–	3	–	–	1	–	–	7	0.1%	
Psychotherapy	2	4	1	–	–	–	–	–	–	–	–	–	7	0.1%	
Sexual assault service	–	3	4	–	–	–	–	–	–	–	–	–	7	0.1%	
Developmental disability	5	–	–	–	–	1	–	–	–	–	–	–	6	0.1%	
Natural therapy	1	3	–	1	–	1	–	–	–	–	–	–	6	0.1%	
Medical Radiation Practice	–	1	1	–	–	–	–	–	–	–	1	–	3	0.0%	
Sport medicine	2	–	1	–	–	–	–	–	–	–	–	–	3	0.0%	
Nuclear medicine	1	–	1	–	–	–	–	–	–	–	–	–	2	0.0%	
Autopsy	–	–	–	–	–	–	–	–	–	–	1	–	1	0.0%	
Aviation medicine	–	1	–	–	–	–	–	–	–	–	–	–	1	0.0%	
Community Services	–	1	–	–	–	–	–	–	–	–	–	–	1	0.0%	
Hypnotherapy	–	1	–	–	–	–	–	–	–	–	–	–	1	0.0%	
Internal medicine	1	–	–	–	–	–	–	–	–	–	–	–	1	0.0%	
Personal care	–	–	–	–	–	1	–	–	–	–	–	–	1	0.0%	
Speech therapy	–	–	–	–	–	–	–	–	–	1	–	–	1	0.0%	
<b>Total</b>	<b>4,671</b>	<b>2,287</b>	<b>1,693</b>	<b>930</b>	<b>403</b>	<b>384</b>	<b>341</b>	<b>285</b>	<b>263</b>	<b>261</b>	<b>256</b>	<b>99</b>	<b>11,873</b>	<b>100.0%</b>	

Counted by issues raised in complaint

TABLE A.11 | Complaints received by service area 2013-14 to 2017-18

Service area	2013-14		2014-15		2015-16		2016-17		2017-18	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
General medicine	1,010	21.2%	1,143	21.7%	1,533	25.2%	1,600	25.3%	1,953	27.6%
Other service areas	118	0.3%	205	1.9%	130	0.8%	267	4.2%	649	9.2%
Dentistry	430	9.0%	393	7.5%	648	10.7%	469	7.4%	508	7.2%
Mental health	312	6.5%	343	6.5%	492	8.1%	467	7.4%	456	6.4%
Surgery	347	7.3%	490	9.3%	432	7.1%	446	7.1%	426	6.0%
Emergency medicine	315	6.6%	267	5.1%	314	5.2%	405	6.4%	396	5.6%
Pharmacy/ Pharmacology	199	4.2%	253	4.8%	260	4.3%	294	4.7%	322	4.5%
Psychology	136	2.9%	133	2.5%	166	2.7%	204	3.2%	252	3.6%
Administration/ Non-health related	191	4.0%	126	2.4%	151	2.5%	186	2.9%	174	2.5%
Aged Care	195	4.1%	213	4.0%	179	2.9%	182	2.9%	174	2.5%
Cosmetic Services	88	1.8%	43	0.8%	94	1.5%	94	1.5%	148	2.1%
Obstetrics	103	2.2%	123	2.3%	145	2.4%	125	2.0%	135	1.9%
Psychiatry	167	3.5%	149	2.8%	85	1.4%	139	2.2%	133	1.9%
Early childhood/ Paediatric Medicine	79	1.7%	124	2.4%	125	2.1%	103	1.6%	120	1.7%
Radiology	65	1.4%	79	1.5%	71	1.2%	92	1.5%	83	1.2%
Oncology	40	0.8%	29	0.6%	100	1.6%	89	1.4%	72	1.0%
Ophthalmology	42	0.9%	55	1.0%	68	1.1%	49	0.8%	66	0.9%
Geriatrics/ Gerontology	51	1.1%	79	1.5%	55	0.9%	62	1.0%	63	0.9%
Medico-Legal	78	1.6%	78	1.5%	73	1.2%	39	0.6%	63	0.9%
Gynaecology	41	0.9%	52	1.0%	68	1.1%	53	0.8%	62	0.9%
Ambulance Service	23	0.5%	47	0.9%	49	0.8%	61	1.0%	56	0.8%
Drug and alcohol	92	1.9%	92	1.7%	101	1.7%	100	1.6%	55	0.8%
Physiotherapy	39	0.8%	42	0.8%	40	0.7%	43	0.7%	53	0.7%
Anaesthesia	36	0.8%	39	0.7%	49	0.8%	51	0.8%	51	0.7%
Chiropractice	24	0.5%	39	0.7%	61	1.0%	73	1.2%	47	0.7%
Palliative care	28	0.6%	27	0.5%	32	0.5%	44	0.7%	43	0.6%
Midwifery	39	0.8%	56	1.1%	32	0.5%	37	0.6%	40	0.6%
Pain Management	38	0.8%	31	0.6%	35	0.6%	30	0.5%	39	0.6%
Dermatology	48	1.0%	45	0.9%	43	0.7%	42	0.7%	38	0.5%
Cardiology	60	1.3%	87	1.7%	38	0.6%	56	0.9%	37	0.5%
Intensive care	10	0.2%	15	0.3%	18	0.3%	27	0.4%	33	0.5%
Neurology	40	0.8%	41	0.8%	51	0.8%	36	0.6%	33	0.5%
Rehabilitation medicine	31	0.7%	43	0.8%	40	0.7%	50	0.8%	31	0.4%
Pathology	26	0.5%	31	0.6%	34	0.6%	39	0.6%	30	0.4%
Optometry	30	0.6%	39	0.7%	35	0.6%	33	0.5%	26	0.4%
Podiatry	16	0.3%	17	0.3%	18	0.3%	17	0.3%	25	0.4%

TABLE A.11 | Continued

Service area	2013-14		2014-15		2015-16		2016-17		2017-18	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
Occupational therapy	8	0.1%	13	0.1%	21	0.0%	9	0.1%	24	0.3%
Alternative health	30	0.6%	47	0.9%	40	0.7%	26	0.4%	23	0.3%
Gastroenterology	39	0.8%	54	1.0%	38	0.6%	53	0.8%	23	0.3%
Massage therapy	13	0.3%	9	0.2%	12	0.2%	14	0.2%	20	0.3%
Counselling	25	0.5%	14	0.3%	16	0.3%	25	0.4%	19	0.3%
Traditional Chinese medicine	–	0.0%	1	0.0%	20	0.3%	15	0.2%	18	0.3%
Osteopathy	8	0.2%	9	0.2%	13	0.2%	11	0.2%	16	0.2%
Endocrinology	10	0.2%	18	0.3%	17	0.3%	16	0.3%	15	0.2%
Immunology	20	0.4%	18	0.3%	17	0.3%	13	0.2%	13	0.2%
Haematology	9	0.2%	3	0.1%	6	0.1%	17	0.3%	11	0.2%
Respiratory/ Thoracic medicine	17	0.4%	12	0.2%	10	0.2%	16	0.3%	10	0.1%
<b>Grand Total</b>	<b>4,766</b>	<b>100.0%</b>	<b>5,266</b>	<b>100.0%</b>	<b>6,075</b>	<b>100.0%</b>	<b>6,319</b>	<b>100.0%</b>	<b>7,084</b>	<b>100.0%</b>

*Counted by provider identified in complaint*

**TABLE A.12 | Source of complaints 2013-14 to 2017-18**

Source	2013-14		2014-15		2015-16		2016-17		2017-18	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
<b>Consumer</b>	2,289	57.1%	2,374	49.9%	3,182	51.4%	3,310	51.8%	3,694	51.4%
<b>Family or friend</b>	969	24.2%	1,049	22.0%	1,561	25.2%	1,599	25.0%	1,718	23.9%
<b>Unknown/other source (including members of the public)</b>	143	3.6%	451	9.5%	600	9.7%	538	8.4%	754	10.5%
<b>Professional council/ association and regulatory authority</b>	127	3.2%	189	4.0%	201	3.2%	288	4.5%	353	4.9%
<b>Health care provider</b>	301	7.5%	400	8.4%	357	5.8%	349	5.5%	264	3.7%
<b>Consumer organisation/ advocate/carer/employer</b>	32	0.8%	48	1.0%	169	2.7%	184	2.9%	227	3.2%
<b>Department of Health (State and Commonwealth)</b>	56	1.4%	82	1.7%	37	0.6%	58	0.9%	109	1.5%
<b>Government department</b>	66	1.6%	139	2.9%	49	0.8%	45	0.7%	41	0.6%
<b>Court</b>	6	0.1%	7	0.1%	15	0.2%	2	0.0%	13	0.2%
<b>Legal representative</b>	8	0.2%	7	0.1%	13	0.2%	17	0.3%	7	0.1%
<b>College</b>	9	0.2%	3	0.1%	2	0.0%	4	0.1%	5	0.1%
<b>Member of Parliament/ Minister</b>	2	0.0%	11	0.2%	–	0.0%	–	0.0%	5	0.1%
<b>Total</b>	<b>4,008</b>	<b>100.0%</b>	<b>4,760</b>	<b>100.0%</b>	<b>6,186</b>	<b>100.0%</b>	<b>6,394</b>	<b>100.0%</b>	<b>7,190</b>	<b>100.0%</b>

*Counted by Complainant and this takes into consideration multiple complainants*

**TABLE A.13 | Location of complainants 2013-14 to 2017-18**

METRO	2013-14		2014-15		2015-16		2016-17		2017-18	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
<b>Metropolitan</b>	2,807	57.8%	3,089	57.7%	3,243	52.4%	3,346	52.3%	3,701	51.5%
<b>Non-Metro</b>	1,214	25.0%	1,361	25.4%	1,823	29.5%	1,535	24.0%	1,594	22.2%
<b>Interstate</b>	190	3.9%	252	4.7%	296	4.8%	245	3.8%	252	3.5%
<b>International</b>	20	0.4%	17	0.3%	13	0.2%	12	0.2%	11	0.2%
<b>Address Not Coded</b>	623	12.8%	639	11.9%	811	13.1%	1,256	19.6%	1,632	22.7%
<b>Total</b>	<b>4,854</b>	<b>100.0%</b>	<b>5,358</b>	<b>100.0%</b>	<b>6,186</b>	<b>100.0%</b>	<b>6,394</b>	<b>100.0%</b>	<b>7,190</b>	<b>100.0%</b>

*Counted by Complainant*

**TABLE A.14 | Location of health service provider 2013-14 to 2017-18**

METRO	2013-14		2014-15		2015-16		2016-17		2017-18	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
<b>Metropolitan</b>	3,124	65.5%	3,607	68.5%	4,147	68.3%	4,358	69.0%	4,891	69.0%
<b>Non-Metro</b>	1,178	24.7%	1,296	24.6%	1,569	25.8%	1,614	25.5%	1,747	24.7%
<b>Interstate</b>	134	2.8%	140	2.7%	184	3.0%	176	2.8%	203	2.9%
<b>International</b>	5	0.1%	5	0.1%	4	0.1%	7	0.1%	13	0.2%
<b>Address Not Coded</b>	326	6.8%	218	4.1%	171	2.8%	164	2.6%	230	3.2%
<b>Total</b>	<b>4,767</b>	<b>100.0%</b>	<b>5,266</b>	<b>100.0%</b>	<b>6,075</b>	<b>100.0%</b>	<b>6,319</b>	<b>100.0%</b>	<b>7,084</b>	<b>100.0%</b>

*Counted by Provider*



**TABLE A.15 | Issues raised in all complaints received by complainant location 2017-18**

Issue category	Metropolitan NSW		Regional NSW		Address Not Coded		Interstate		International		Total	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
<b>Treatment</b>	2,460	20.3%	1,264	10.4%	901	7.4%	170	1.4%	6	0.0%	4,801	39.6%
<b>Professional conduct</b>	1,197	9.9%	390	3.2%	621	5.1%	95	0.8%	3	0.0%	2,306	19.0%
<b>Communication/information</b>	894	7.4%	396	3.3%	403	3.3%	41	0.3%	5	0.0%	1,739	14.4%
<b>Medication</b>	488	4.0%	240	2.0%	173	1.4%	36	0.3%	-	0.0%	937	7.7%
<b>Access</b>	195	1.6%	109	0.9%	92	0.8%	10	0.1%	-	0.0%	406	3.4%
<b>Environment/management of facilities</b>	172	1.4%	79	0.7%	127	1.0%	10	0.1%	-	0.0%	388	3.2%
<b>Fees/costs</b>	204	1.7%	53	0.4%	76	0.6%	16	0.1%	-	0.0%	349	2.9%
<b>Discharge/transfer arrangements</b>	134	1.1%	83	0.7%	64	0.5%	9	0.1%	4	0.0%	294	2.4%
<b>Consent</b>	163	1.3%	44	0.4%	48	0.4%	10	0.1%	-	0.0%	265	2.2%
<b>Medical records</b>	151	1.2%	64	0.5%	39	0.3%	10	0.1%	1	0.0%	265	2.2%
<b>Reports/certificates</b>	141	1.2%	62	0.5%	36	0.3%	19	0.2%	-	0.0%	258	2.1%
<b>Grievance processes</b>	51	0.4%	23	0.2%	25	0.2%	3	0.0%	-	0.0%	102	0.8%
<b>Grand Total</b>	<b>6,250</b>	<b>52.4%</b>	<b>2,807</b>	<b>25.5%</b>	<b>2,605</b>	<b>18.3%</b>	<b>429</b>	<b>3.7%</b>	<b>19</b>	<b>0.2%</b>	<b>12,110</b>	<b>100.0%</b>

*Counted by issue raised in complaint*

**TABLE A.16 | Outcome of assessment of complaints 2013-14 to 2017-18**

Assessment decision	2013-14		2014-15		2015-16		2016-17		2017-18	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
<b>Discontinued*</b>	2,483	52.4%	2,334	46.7%	2,338	40.3%	2,008	36.8%	2,600	39.8%
<b>Referred to professional council</b>	842	17.8%	942	18.8%	1,211	20.9%	1,157	21.2%	1,377	21.1%
<b>Referred for local resolution</b>	384	8.1%	262	5.2%	411	7.1%	507	9.3%	754	11.5%
<b>Discontinued with comments</b>	-	0.0%	-	0.0%	288	5.0%	613	11.2%	563	8.6%
<b>Investigation by Commission</b>	206	4.3%	250	5.0%	344	5.9%	319	5.8%	401	6.1%
<b>Referred to another body or person</b>	125	2.6%	143	2.9%	192	3.3%	211	3.9%	313	4.8%
<b>Resolved during assessment</b>	260	5.5%	662	13.2%	692	11.9%	425	7.8%	308	4.7%
<b>Referred to the Commission's Resolution Service</b>	442	9.3%	409	8.2%	329	5.7%	217	4.0%	221	3.4%
<b>Total</b>	<b>4,742</b>	<b>100.0%</b>	<b>5,002</b>	<b>100.0%</b>	<b>5,805</b>	<b>100.0%</b>	<b>5,457</b>	<b>100.0%</b>	<b>6,537</b>	<b>100.0%</b>

Counted by provider identified in complaint

\* Includes withdrawn complaints

TABLE A.17 | Outcome of assessment of complaints by issues identified in complaint 2017-18

Issue category and name	Outcome									% of Total
	Discontinued	Referred to Professional Council	Referred for local resolution	Discontinue with comments	Investigation by Commission	Referred to the Commission's Resolution Service	Resolved during Assessment Process	Refer to Another body	Total	
	No.	No.	No.	No.	No.	No.	No.	No.	No.	
<b>Treatment</b>										
Inadequate treatment	695	272	147	122	50	110	61	14	1,471	13.1%
Diagnosis	288	85	42	61	12	45	20	-	553	4.9%
Unexpected treatment outcome/complications	242	93	27	48	36	38	12	2	498	4.4%
Inadequate care	141	37	105	43	9	53	26	27	441	3.9%
Inadequate/inappropriate consultation	180	62	11	61	5	3	14	2	338	3.0%
Delay in treatment	103	19	120	24	-	22	28	2	318	2.8%
Wrong/inappropriate treatment	115	54	20	27	1	19	5	2	243	2.2%
Rough and painful treatment	63	19	14	21	5	10	6	-	138	1.2%
Coordination of treatment/results follow-up	49	19	20	14	1	16	14	1	134	1.2%
No/inappropriate referral	55	17	10	12	-	9	4	3	110	1.0%
Infection control	39	22	12	7	13	7	2	3	105	0.9%
Excessive treatment	32	10	-	2	-	2	3	2	51	0.5%
Experimental treatment	6	2	1	14	4	-	-	1	28	0.2%
Withdrawal of treatment	15	-	3	4	-	-	-	1	23	0.2%
Inadequate prosthetic equipment	10	7	2	-	-	-	1	-	20	0.2%
Attendance	8	-	3	2	-	-	3	3	19	0.2%
Public/private election	5	-	2	1	-	-	2	-	10	0.1%
<b>Treatment total</b>	<b>2,046</b>	<b>718</b>	<b>539</b>	<b>463</b>	<b>136</b>	<b>334</b>	<b>201</b>	<b>63</b>	<b>4,500</b>	<b>40.0%</b>
<b>Professional conduct</b>										
Competence	99	208	2	12	72	-	3	13	409	3.6%
Impairment	41	268	-	4	29	-	-	9	351	3.1%
Illegal practice	61	64	2	10	47	-	2	65	251	2.2%
Breach of guideline/law	49	90	-	11	49	-	1	30	230	2.0%
Sexual misconduct	36	29	-	17	66	-	-	7	155	1.4%
Boundary violation	45	34	-	7	38	-	-	-	124	1.1%
Inappropriate disclosure of information	57	17	7	15	3	2	1	17	119	1.1%
Misrepresentation of qualifications	26	14	-	3	3	-	5	54	105	0.9%
Discriminatory conduct	35	10	6	22	2	-	2	2	79	0.7%

TABLE A.17 | Continued

Issue category and name	Outcome									% of Total
	Discontinued	Referred to Professional Council	Referred for local resolution	Discontinue with comments	Investigation by Commission	Referred to the Commission's Resolution Service	Resolved during Assessment Process	Refer to Another body	Total	
	No.	No.	No.	No.	No.	No.	No.	No.	No.	
Assault	20	14	3	2	22	1	-	2	64	0.6%
Annual declaration not lodged/incomplete/wrong or misleading	1	44	-	1	-	-	-	2	48	0.4%
Advertising	8	3	-	3	-	-	-	32	46	0.4%
Breach of condition	8	7	-	1	25	-	-	5	46	0.4%
Financial fraud	12	8	-	2	6	-	1	5	34	0.3%
Child sexual abuse	1	-	-	-	7	-	-	2	10	0.1%
Scientific fraud	1	1	-	1	-	-	-	1	4	0.0%
Emergency treatment not provided	1	-	-	-	-	-	-	-	1	0.0%
<b>Professional conduct total</b>	<b>501</b>	<b>811</b>	<b>20</b>	<b>111</b>	<b>369</b>	<b>3</b>	<b>15</b>	<b>246</b>	<b>2,076</b>	<b>18.5%</b>
<b>Communication/information</b>										
Attitude/manner	448	108	98	140	3	22	39	5	863	7.7%
Inadequate information provided	242	66	71	67	7	57	43	9	562	5.0%
Incorrect/misleading information provided	97	26	10	19	4	10	18	10	194	1.7%
Special needs not accommodated	3	-	1	2	-	-	2	-	8	0.1%
<b>Communication/information total</b>	<b>790</b>	<b>200</b>	<b>180</b>	<b>228</b>	<b>14</b>	<b>89</b>	<b>102</b>	<b>24</b>	<b>1,627</b>	<b>14.5%</b>
<b>Medication</b>										
Prescribing medication	177	67	89	35	46	15	13	13	455	4.0%
Dispensing medication	27	120	6	30	29	-	1	1	214	1.9%
Administering medication	26	64	14	14	9	8	5	6	146	1.3%
Supply/security/storage of medication	6	9	5	2	9	-	-	1	32	0.3%
<b>Medication total</b>	<b>236</b>	<b>260</b>	<b>114</b>	<b>81</b>	<b>93</b>	<b>23</b>	<b>19</b>	<b>21</b>	<b>847</b>	<b>7.5%</b>
<b>Access</b>										
Refusal to admit or treat	130	9	52	29	-	4	17	-	241	2.1%
Service availability	15	4	55	2	-	2	5	4	87	0.8%
Waiting lists	18	2	27	1	-	1	11	-	60	0.5%
Access to facility	5	1	2	1	-	-	-	-	9	0.1%
Access to subsidies	-	-	-	-	-	-	-	1	1	0.0%
<b>Access total</b>	<b>168</b>	<b>16</b>	<b>136</b>	<b>33</b>	<b>-</b>	<b>7</b>	<b>33</b>	<b>5</b>	<b>398</b>	<b>3.5%</b>

TABLE A.17 | Continued

Issue category and name	Outcome									% of Total
	Discontinued	Referred to Professional Council	Referred for local resolution	Discontinue with comments	Investigation by Commission	Referred to the Commission's Resolution Service	Resolved during Assessment Process	Refer to Another body	Total	
	No.	No.	No.	No.	No.	No.	No.	No.	No.	
<b>Fees/costs</b>										
Billing practices	183	40	15	30	4	-	38	9	319	2.8%
Cost of treatment	11	4	2	3	-	-	2	1	23	0.2%
Financial consent	7	1	1	3	-	-	1	-	13	0.1%
<b>Fees/costs total</b>	<b>201</b>	<b>45</b>	<b>18</b>	<b>36</b>	<b>4</b>	<b>-</b>	<b>41</b>	<b>10</b>	<b>355</b>	<b>3.2%</b>
<b>Environment/management of facilities</b>										
Administrative processes	90	11	25	15	-	2	13	6	162	1.4%
Cleanliness/hygiene of facility	32	14	17	11	2	5	1	3	85	0.8%
Physical environment of facility	23	1	28	7	-	1	4	5	69	0.6%
Staffing and rostering	14	1	6	2	-	2	-	5	30	0.3%
Statutory obligations/ accreditation standards not met	6	1	-	-	-	-	-	-	7	0.1%
<b>Environment/management of facilities total</b>	<b>165</b>	<b>28</b>	<b>76</b>	<b>35</b>	<b>2</b>	<b>10</b>	<b>18</b>	<b>19</b>	<b>353</b>	<b>3.1%</b>
<b>Medical records</b>										
Record keeping	38	46	5	10	15	7	3	4	128	1.1%
Access to/transfer of records	41	10	3	6	1	4	35	14	114	1.0%
Records management	6	2	2	1	-	1	1	4	17	0.2%
<b>Medical records total</b>	<b>85</b>	<b>58</b>	<b>10</b>	<b>17</b>	<b>16</b>	<b>12</b>	<b>39</b>	<b>22</b>	<b>259</b>	<b>2.3%</b>
<b>Discharge/transfer arrangements</b>										
Inadequate discharge	83	8	53	19	1	35	17	2	218	1.9%
Delay	5	-	2	1	-	-	4	1	13	0.1%
Patient not reviewed	3	2	2	-	-	-	1	-	8	0.1%
Mode of transport	-	-	1	-	-	1	-	-	2	0.0%
<b>Discharge/transfer arrangements total</b>	<b>91</b>	<b>10</b>	<b>58</b>	<b>20</b>	<b>1</b>	<b>36</b>	<b>22</b>	<b>3</b>	<b>241</b>	<b>2.1%</b>
<b>Reports/certificates</b>										
Accuracy of report/certificate	104	17	3	11	2	6	11	2	156	1.4%
Refusal to provide report/certificate	20	1	-	4	-	-	7	2	34	0.3%
Timeliness of report/certificate	8	4	2	2	-	-	6	-	22	0.2%

TABLE A.17 | Continued

Issue category and name	Outcome									% of Total
	Discontinued	Referred to Professional Council	Referred for local resolution	Discontinue with comments	Investigation by Commission	Referred to the Commission's Resolution Service	Resolved during Assessment Process	Refer to Another body	Total	
	No.	No.	No.	No.	No.	No.	No.	No.	No.	
Report written with inadequate or no consultation	8	3	-	2	1	-	1	1	16	0.1%
Cost of report/certificate	2	-	-	1	-	-	-	-	3	0.0%
<b>Reports/certificates total</b>	<b>142</b>	<b>25</b>	<b>5</b>	<b>20</b>	<b>3</b>	<b>6</b>	<b>25</b>	<b>5</b>	<b>231</b>	<b>2.1%</b>
<b>Consent</b>										
Consent not obtained or inadequate	79	10	5	18	-	6	4	2	124	1.1%
Involuntary admission or treatment	36	-	17	1	-	7	1	1	63	0.6%
Uninformed consent	23	7	2	6	1	2	2	-	43	0.4%
<b>Consent total</b>	<b>138</b>	<b>17</b>	<b>24</b>	<b>25</b>	<b>1</b>	<b>15</b>	<b>7</b>	<b>3</b>	<b>230</b>	<b>2.0%</b>
<b>Grievance processes</b>										
Inadequate/no response to complaint	59	12	19	9	3	11	10	1	124	1.1%
Reprisal/retaliation as result of complaint lodged	3	-	1	1	-	-	-	-	5	0.0%
Information about complaints procedures not provided	2	-	-	1	-	-	-	-	3	0.0%
<b>Grievance processes total</b>	<b>64</b>	<b>12</b>	<b>20</b>	<b>11</b>	<b>3</b>	<b>11</b>	<b>10</b>	<b>1</b>	<b>132</b>	<b>1.2%</b>
<b>Grand Total</b>	<b>4,627</b>	<b>2,200</b>	<b>1,200</b>	<b>1,080</b>	<b>642</b>	<b>546</b>	<b>532</b>	<b>422</b>	<b>11,249</b>	<b>100.0%</b>

Counted by issues raised in complaint

**TABLE A.18** | Outcome of assessment of complaints by most common service area 2017-18

Service area	Outcome									Total	
	Discontinued	Referred to Professional Council	Referred for local resolution	Discontinue with comments	Investigation by Commission	Referred to another body	Resolved during Assessment Process	Referred to the Commission's Resolution Service			
	No.	No.	No.	No.	No.	No.	No.	No.	No.	% of Total	
General medicine	730	278	256	196	112	49	96	44	1,761	26.9%	
Dentistry	192	131	28	13	17	25	29	4	439	6.7%	
Surgery	203	47	50	44	21	21	24	27	437	6.7%	
Mental health	217	31	91	13	26	9	11	37	435	6.7%	
Other/Unknown	66	263	-	5	58	23	2	-	417	6.4%	
Emergency medicine	120	31	118	32	2	1	25	42	371	5.7%	
Pharmacy/Pharmacology	63	166	2	46	44	2	2	-	325	5.0%	
Psychology	103	66	-	19	6	14	2	-	210	3.2%	
Aged Care	36	71	1	14	7	38	2	2	171	2.6%	
Obstetrics	46	31	24	14	1	-	11	14	141	2.2%	
Cosmetic Services	36	11	-	13	34	39	2	-	135	2.1%	
Psychiatry	78	15	5	9	12	5	5	-	129	2.0%	
Administration	50	4	20	9	-	9	15	-	107	1.6%	
Paediatric Medicine	30	27	14	11	10	1	5	8	106	1.6%	
Non-health related	35	23	2	2	6	10	2	-	80	1.2%	
Radiology	42	12	3	11	1	1	8	1	79	1.2%	
Ambulance Service	19	-	28	2	2	-	8	2	61	0.9%	
Drug and alcohol	28	6	21	1	3	1	1	-	61	0.9%	
Oncology	33	3	5	6	3	1	5	4	60	0.9%	
Chiropractice	10	24	-	3	3	18	1	-	59	0.9%	
Ophthalmology	28	3	5	8	4	1	5	1	55	0.8%	
Geriatrics/Gerontology	28	3	10	3	1	1	2	5	53	0.8%	
Cardiology	21	7	7	5	1	2	1	5	49	0.7%	
Physiotherapy	27	8	1	4	-	9	-	-	49	0.7%	
Gynaecology	23	8	5	5	1	-	4	2	48	0.7%	
Medico-Legal	39	2	-	7	-	-	-	-	48	0.7%	
Anaesthesia	20	15	-	7	1	-	2	1	46	0.7%	
Rehabilitation medicine	20	3	3	4	-	-	2	3	35	0.5%	
Gastroenterology	22	2	1	6	-	1	2	-	34	0.5%	
Palliative care	14	7	9	-	-	-	1	3	34	0.5%	
Midwifery	10	13	7	1	-	-	-	2	33	0.5%	
Neurology	21	-	1	7	1	-	1	1	32	0.5%	
Intensive care	12	6	4	1	-	-	2	6	31	0.5%	
Pain Management	13	1	14	1	-	-	2	-	31	0.5%	
Pathology	17	-	2	4	-	2	6	-	31	0.5%	
Optometry	12	10	-	5	-	-	3	-	30	0.5%	
Dermatology	13	5	3	5	1	1	1	-	29	0.4%	
Occupational therapy	7	3	-	4	5	1	1	-	21	0.3%	

TABLE A.18 | Continued

Service area	Outcome									Total	
	Discontinued	Referred to Professional Council	Referred for local resolution	Discontinue with comments	Investigation by Commission	Referred to another body	Resolved during Assessment Process	Referred to the Commission's Resolution Service			
	No.	No.	No.	No.	No.	No.	No.	No.	No.	% of Total	
Podiatry	5	6	-	3	3	1	3	-	21	0.3%	
Alternative health	6	4	-	3	4	3	-	-	20	0.3%	
Traditional Chinese medicine	3	11	-	-	-	5	-	-	19	0.3%	
Endocrinology	11	1	3	1	-	1	1	-	18	0.3%	
Massage therapy	4	1	-	4	6	-	-	-	15	0.2%	
Osteopathy	4	3	-	2	2	4	-	-	15	0.2%	
Counselling	7	-	-	1	-	6	-	-	14	0.2%	
Haematology	6	-	2	1	-	-	1	3	13	0.2%	
Respiratory/Thoracic medicine	7	1	1	-	-	1	2	1	13	0.2%	
Sleep medicine	8	-	2	1	-	-	2	-	13	0.2%	
Immunology	4	2	1	-	1	2	1	-	11	0.2%	
Nephrology	7	-	2	-	-	-	-	1	10	0.2%	
Community Care	5	-	-	-	-	2	-	-	7	0.1%	
Infectious diseases	2	1	1	2	-	-	-	1	7	0.1%	
Occupational health	6	-	-	-	-	-	1	-	7	0.1%	
Rheumatology	5	1	-	1	-	-	-	-	7	0.1%	
Renal medicine	5	-	1	-	-	-	-	-	6	0.1%	
Natural therapy	2	2	-	-	1	-	-	-	5	0.1%	
Psychotherapy	3	1	-	-	-	1	-	-	5	0.1%	
Medical Radiation Practice	1	2	-	-	1	-	-	-	4	0.1%	
Reproductive medicine	3	-	-	-	-	-	1	-	4	0.1%	
Developmental disability	-	1	1	1	-	-	-	-	3	0.0%	
Family planning	1	-	-	1	-	-	1	-	3	0.0%	
Hypnotherapy	1	-	-	1	-	1	-	-	3	0.0%	
Nutrition and dietetics	2	-	-	1	-	-	-	-	3	0.0%	
Sexual assault service	3	-	-	-	-	-	-	-	3	0.0%	
Personal care	1	-	-	-	-	-	1	-	2	0.0%	
Prosthetics and orthotics	-	1	-	-	-	-	1	-	2	0.0%	
Radiology	1	-	-	-	-	-	1	-	2	0.0%	
Speech therapy	1	-	-	-	-	-	1	-	2	0.0%	
Sport medicine	2	-	-	-	-	-	-	-	2	0.0%	
Autopsy	-	-	-	-	-	1	-	-	1	0.0%	
Aviation medicine	-	1	-	-	-	-	-	-	1	0.0%	
Community Services	-	1	-	-	-	-	-	-	1	0.0%	
Early childhood	-	1	-	-	-	-	-	-	1	0.0%	
Internal medicine	-	-	-	-	-	-	-	1	1	0.0%	
<b>Grand Total</b>	<b>2,600</b>	<b>1,377</b>	<b>754</b>	<b>563</b>	<b>401</b>	<b>313</b>	<b>308</b>	<b>221</b>	<b>6,537</b>	<b>100.0%</b>	

Counted by provider identified in complaint



TABLE A.19 | Outcome of assessment of complaints by type of health service provider 2017-18

Outcome	Outcome									
	Discontinued	Refer to Profes- sional Council	Investigation by Commission	Discontinue with comments	Referred to another body	Resolved during Assessment Process	Referred to the Commission's Resolution Service	Referred for local resolution	Total	
	No.	No.	No.	No.	No.	No.	No.	No.	No.	% of Total
<b>Health practitioner</b>										
Medical practitioner	1177	457	183	295	95	86	27	2	2,322	55.0%
Nurse/midwife	118	430	95	14	17	7	1	-	682	16.1%
Dental practitioner	147	129	23	9	19	16	-	-	343	8.1%
Psychologist	103	81	9	18	13	2	-	-	226	5.4%
Pharmacist	29	129	48	9	-	-	-	-	215	5.1%
Chiropractor	10	25	4	3	16	1	-	-	59	1.4%
Unknown	37	-	-	-	11	1	-	1	51	1.2%
Physiotherapist	26	9		4	9	-	-	-	48	1.1%
Chinese medicine practitioner	4	18	1	-	6	-	-	-	29	0.7%
Optometrist	7	14	-	6	-	1	-	-	28	0.7%
Occupational therapist	8	4	5	2	1	2	-	-	22	0.5%
Podiatrist	5	6	3	2	1	3	-	-	20	0.5%
Other	8	-	1	3	7	-	-	-	19	0.4%
Cosmetic therapist	2	-	6	2	6	-	-	-	16	0.4%
Osteopath	3	4	2	2	4	-	-	-	15	0.4%
Massage therapist	3	1	6	4	-	-	-	-	14	0.3%
Medical radiation practitioner	5	7	2	-	-	-	-	-	14	0.3%
Student medical practitioner	3	6	2	1	1	-	-	-	13	0.3%
Student nurse	5	8	-	-	-	-	-	-	13	0.3%
Counsellor/therapist	5	-	-	1	6	-	-	-	12	0.3%
Social worker	9	-	-	-	2	1	-	-	12	0.3%
Assistant in nursing	3	-	4	2	-	-	-	-	9	0.2%
Psychotherapist	5	-	-	-	3	-	-	-	8	0.2%
Alternative health provider	3	-	1	2	1	-	-	-	7	0.2%
Administration/clerical staff	3	-	-	1	2	-	-	-	6	0.1%
Ambulance personnel	0	-	2	-	-	1	-	-	3	0.1%
Dental technician	2	-	-	-	1	-	-	-	3	0.1%
Dietitian/nutritionist	2	-	-	1	-	-	-	-	3	0.1%
Hypnotherapist	1	-	-	1	-	-	-	-	2	0.0%
Naturopath	-	-	2	-	-	-	-	-	2	0.0%
Student pharmacist	1	1	-	-	-	-	-	-	2	0.0%
Natural therapist	1	-	-	-	-	-	-	-	1	0.0%
Personal care assistant	-	-	-	1	-	-	-	-	1	0.0%
Residential care worker	-	-	-	1	-	-	-	-	1	0.0%
Speech pathologist	1	-	-	-	-	-	-	-	1	0.0%
Student chiropractor	-	1	-	-	-	-	-	-	1	0.0%
Student medical radiation practitioner	-	1	-	-	-	-	-	-	1	0.0%
Student podiatrist	-	1	-	-	-	-	-	-	1	0.0%
<b>Health practitioner total</b>	<b>1,736</b>	<b>1,332</b>	<b>399</b>	<b>384</b>	<b>221</b>	<b>121</b>	<b>28</b>	<b>3</b>	<b>4,224</b>	<b>100.0%</b>

TABLE A.19 | Continued

Outcome	Outcome									Total	
	Discontinued	Refer to Professional Council	Investigation by Commission	Discontinue with comments	Referred to another body	Resolved during Assessment Process	Referred to the Commission's Resolution Service	Referred for local resolution	No.	% of Total	
	No.	No.	No.	No.	No.	No.	No.	No.	No.	% of Total	
<b>Health organisation</b>											
Public Hospital	361	1	-	60	3	86	168	430	1,109	47.9%	
Correction and detention facility	39	-	-	4	-	8	-	193	244	10.5%	
Medical centre	90	-	-	23	8	21	1	1	144	6.2%	
Pharmacy	33	40	-	39	2	2	-	1	117	5.1%	
Private Hospital	65	-	-	13	2	14	7	4	105	4.5%	
Dental Facility	39	3	-	3	4	10	3	18	80	3.5%	
Psychiatric hospital/unit	39	-	-	2	3	3	3	26	76	3.3%	
Community health service	30	-	-	3	3	4	7	18	65	2.8%	
Ambulance service	19	-	-	2	-	7	2	30	60	2.6%	
Aged care facility	12	-	-	7	33	-	-	-	52	2.2%	
Local Health District/Specialty Network	17	-	-	-	1	4	-	22	44	1.9%	
Specialist medical practice	22	-	-	6	4	9	-	2	43	1.9%	
Radiology facility	21	-	-	8	1	4	-	-	34	1.5%	
Pathology centres/labs	16	1	-	1	1	7	-	1	27	1.2%	
Cosmetic health facility	12	-	2	1	8	-	-	-	23	1.0%	
Day procedure centre	6	-	-	2	4	2	1	-	15	0.6%	
Alternative health facility	5	-	-	2	3	-	-	2	12	0.5%	
Drug and Alcohol Services	10	-	-	-	-	1	-	-	11	0.5%	
Other	5	-	-	1	3	1	-	1	11	0.5%	
Optometrist facility	6	-	-	1	-	2	-	1	10	0.4%	
Government Department	5	-	-	-	1	-	-	-	6	0.3%	
Nursing agency	1	-	-	-	3	-	-	-	4	0.2%	
Physiotherapy facility	3	-	-	-	1	-	-	-	4	0.2%	
Rehabilitation facility	2	-	-	1	-	-	-	1	4	0.2%	
Chiropractic facility	-	-	-	-	3	-	-	-	3	0.1%	
Aboriginal health centre	1	-	-	-	-	1	-	-	2	0.1%	
Educational facility	1	-	-	-	-	1	-	-	2	0.1%	
Multi purpose service	2	-	-	-	-	-	-	-	2	0.1%	
Health fund	-	-	-	-	1	-	-	-	1	0.0%	
Osteopathy facility	1	-	-	-	-	-	-	-	1	0.0%	
Psychology facility	1	-	-	-	-	-	-	-	1	0.0%	
Supported accommodation services (not aged care)	-	-	-	-	-	-	1	-	1	0.0%	
<b>Health organisation total</b>	<b>864</b>	<b>45</b>	<b>2</b>	<b>179</b>	<b>92</b>	<b>187</b>	<b>193</b>	<b>751</b>	<b>2,313</b>	<b>100.0%</b>	
<b>Health service provider total</b>	<b>2,600</b>	<b>1,377</b>	<b>401</b>	<b>563</b>	<b>313</b>	<b>308</b>	<b>221</b>	<b>754</b>	<b>6,537</b>	<b>100.0%</b>	

Counted by provider identified in complaint

**TABLE A.20 | Time taken to assess complaints 2013-14 to 2017-18**

	2013-14	2014-15	2015-16	2016-17	2017-18
Percentage of complaints assessed within 60 days	94.2%	92.7%	85.8%	64.5%	54.7%
Average days to assess complaints	38	40	47	60	72

Counted by provider identified in complaint

**TABLE A.21 | Requests for review of assessment decision 2013-14 to 2017-18**

	2013-14	2014-15	2015-16	2016-17	2017-18
	No.	No.	No.	No.	No.
Requests for review of assessment decision	320	274	307	238	326
Percentage of all Assessments finalised	6.7%	5.5%	5.3%	4.4%	5.0%

Counted by provider identified in complaint excluding withdrawn

**TABLE A.22 | Outcome of reviews of assessment decision 2013-14 to 2017-18**

Review result	2013-14		2014-15		2015-16		2016-17		2017-18	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
Original assessment decision confirmed	279	91.5%	255	92.4%	270	91.2%	167	89.3%	257	85.7%
Assessment decision varied	26	8.5%	21	7.6%	26	8.8%	20	10.7%	43	14.3%
<b>Total</b>	<b>305</b>	<b>100.0%</b>	<b>276</b>	<b>100.0%</b>	<b>296</b>	<b>100.0%</b>	<b>187</b>	<b>100.0%</b>	<b>300</b>	<b>100.0%</b>

Counted by provider identified in complaint  
 8 reviews were withdrawn      3 reviews were withdrawn      4 reviews were withdrawn      35 reviews were withdrawn      55 reviews were withdrawn

**TABLE A.23 | Outcome of complaints referred to the Commission's Resolution Service 2013-14 to 2017-18**

Outcome	2013-14		2014-15		2015-16		2016-17		2017-18	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
<b>Resolution did proceed</b>										
Resolved	223	36.7%	127	31.3%	111	31.7%	101	39.5%	80	43.2%
Partially resolved	127	20.9%	90	22.2%	70	20.0%	52	20.3%	30	16.2%
Not resolved	94	15.5%	56	13.8%	58	16.6%	27	10.5%	21	11.4%
<b>Resolution did proceed total</b>	<b>444</b>	<b>73.0%</b>	<b>273</b>	<b>67.2%</b>	<b>239</b>	<b>68.3%</b>	<b>180</b>	<b>70.3%</b>	<b>131</b>	<b>70.8%</b>
<b>Resolution did not proceed total</b>	<b>164</b>	<b>27.0%</b>	<b>133</b>	<b>32.8%</b>	<b>111</b>	<b>31.7%</b>	<b>76</b>	<b>29.7%</b>	<b>54</b>	<b>29.2%</b>
<b>Grand total</b>	<b>608</b>	<b>100.0%</b>	<b>406</b>	<b>100.0%</b>	<b>350</b>	<b>100.0%</b>	<b>256</b>	<b>100.0%</b>	<b>185</b>	<b>100.0%</b>

Counted by provider identified in complaint

**TABLE A.24 | Outcome of conciliations initiated by the Commission's Resolution Service 2013-14 to 2017-18**

Outcome	2013-14		2014-15		2015-16		2016-17		2017-18	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
<b>Conciliation process did proceed</b>										
<b>Resolved</b>										
Agreement reached	7	63.6%	13	100.0%	19	90.5%	2	100.0%	-	0.0%
<b>Not resolved</b>	<b>-</b>	<b>0.0%</b>	<b>-</b>	<b>0.0%</b>	<b>-</b>	<b>0.0%</b>	<b>-</b>	<b>0.0%</b>	<b>-</b>	<b>0.0%</b>
Consent withdrawn	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
The conciliation was helpful in clarifying concerns	1	9.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
No agreement reached	2	18.2%	-	0.0%	2	9.5%	-	0.0%	-	0.0%
<b>Conciliation process did proceed total</b>	<b>10</b>	<b>90.9%</b>	<b>13</b>	<b>100.0%</b>	<b>21</b>	<b>100.0%</b>	<b>2</b>	<b>100.0%</b>	<b>0</b>	<b>0.0%</b>
<b>Conciliation process did not proceed total</b>	<b>1</b>	<b>9.1%</b>	<b>-</b>	<b>0.0%</b>	<b>-</b>	<b>0.0%</b>	<b>-</b>	<b>0.0%</b>	<b>1</b>	<b>0.0%</b>
<b>Grand total</b>	<b>11</b>	<b>100.0%</b>	<b>13</b>	<b>100.0%</b>	<b>21</b>	<b>100.0%</b>	<b>2</b>	<b>100.0%</b>	<b>1</b>	<b>0.0%</b>

Counted by provider identified in complaint

**TABLE A.25 | Time taken to complete complaints referred to the Commission's Resolution Service 2013-14 to 2017-18**

Time taken to complete	2013-14		2014-15		2015-16		2016-17		2017-18	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
0-1 month	83	13.4%	69	16.5%	49	13.2%	36	14.0%	21	10.9%
1-2 months	87	14.1%	85	20.3%	75	20.2%	53	20.5%	38	19.7%
2-3 months	74	12.0%	72	17.2%	63	17.0%	41	15.9%	35	18.1%
3-4 months	78	12.6%	82	19.6%	90	24.3%	53	20.5%	43	22.3%
4-5 months	45	7.3%	38	9.1%	32	8.6%	33	12.8%	16	8.3%
5-6 months	52	8.4%	20	4.8%	18	4.9%	13	5.0%	13	6.7%
6-7 months	41	6.6%	15	3.6%	17	4.6%	8	3.1%	9	4.7%
7-8 months	34	5.5%	16	3.8%	8	2.2%	2	0.8%	6	3.1%
8-9 months	31	5.0%	6	1.4%	3	0.8%	7	2.7%	2	1.0%
9-10 months	27	4.4%	6	1.4%	4	1.1%	4	1.6%	6	3.1%
10-11 months	21	3.4%	4	1.0%	3	0.8%	2	0.8%	1	0.5%
11-12 months	18	2.9%	-	0.0%	-	0.0%	6	2.3%	0	0.0%
>12 months	28	4.5%	6	1.4%	9	2.4%	-	0.0%	3	1.6%
<b>Total</b>	<b>619</b>	<b>100.0%</b>	<b>419</b>	<b>100.0%</b>	<b>371</b>	<b>100.0%</b>	<b>258</b>	<b>100.0%</b>	<b>193</b>	<b>100.0%</b>

Counted by provider identified in complaint

TABLE A.26 | Outcome of investigations 2013-14 to 2017-18

Investigation outcome	2013-14		2014-15		2015-16		2016-17		2017-18	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
<b>Registered health practitioner</b>										
Referred to Director Proceedings	110	57.9%	93	53.4%	139	63.8%	198	66.7%	146	55.9%
No further action – National Board informed	-	0.0%	7	4.0%	8	3.7%	19	6.4%	36	13.8%
Referred to Council under s20A	20	10.5%	19	10.9%	37	17.0%	28	9.4%	30	11.5%
No further action	27	14.2%	16	9.2%	21	9.6%	26	8.8%	28	10.7%
Referred to Council	33	16.8%	38	21.8%	13	6.0%	24	8.1%	16	6.1%
Make comments to the practitioner	1	0.5%	1	0.6%	-	0.0%	1	0.3%	3	1.1%
Referred to Director of Public Prosecutions	-	0.0%	-	0.0%	-	0.0%	-	0.0%	2	0.8%
Referred to other organisation for investigation (s26)	-	0.0%	-	0.0%	-	0.0%	1	0.3%	-	0.0%
<b>Registered health practitioner total</b>	<b>191</b>	<b>100.0%</b>	<b>174</b>	<b>100.0%</b>	<b>218</b>	<b>100.0%</b>	<b>297</b>	<b>100.0%</b>	<b>261</b>	<b>100.0%</b>
<b>Unregistered health practitioner</b>										
Public Statement / Prohibition Order	10	45.5%	6	54.5%	11	64.7%	15	68.2%	5	38.5%
Make comments to the practitioner	6	27.3%	2	18.2%	2	11.8%	1	4.5%	4	30.8%
No further action	4	18.2%	3	27.3%	4	23.5%	5	22.7%	3	23.1%
Referred to other organisation for investigation (s26)	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	7.7%
Breach of Prohibition order, refer to Commissioner	1	0.0%	-	0.0%	-	0.0%	1	4.5%	-	0.0%
<b>Unregistered health practitioner total</b>	<b>21</b>	<b>100.0%</b>	<b>11</b>	<b>100.0%</b>	<b>17</b>	<b>100.0%</b>	<b>22</b>	<b>100.0%</b>	<b>13</b>	<b>100.0%</b>
<b>Health practitioner total</b>	<b>212</b>	<b>100.0%</b>	<b>185</b>	<b>100.0%</b>	<b>235</b>	<b>100.0%</b>	<b>319</b>	<b>100.0%</b>	<b>274</b>	<b>100.0%</b>
<b>Health organisation</b>										
Make comment or recommendation	14	100.0%	9	100.0%	9	100.0%	9	81.8%	6	75.0%
No further action	-	0.0%	-	0.0%	-	0.0%	1	9.1%	2	25.0%
Public Warning under s94	-	0.0%	-	0.0%	-	0.0%	1	9.1%	-	0.0%
<b>Health organisation total</b>	<b>14</b>	<b>100.0%</b>	<b>9</b>	<b>100.0%</b>	<b>9</b>	<b>100.0%</b>	<b>11</b>	<b>100.0%</b>	<b>8</b>	<b>100.0%</b>
<b>Grand Total</b>	<b>226</b>	<b>100.0%</b>	<b>194</b>	<b>100.0%</b>	<b>244</b>	<b>100.0%</b>	<b>330</b>	<b>100.0%</b>	<b>282</b>	<b>100.0%</b>

Counted by provider identified in complaint

TABLE A.27 | Investigations into health organisations and health practitioners finalised 2013-14 to 2017-18

Health service provider	2013-14		2014-15		2015-16		2016-17		2017-18	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
<b>Registered health practitioner</b>										
Medical practitioner	112	52.8%	71	38.6%	121	51.5%	174	54.5%	149	54.4%
Nurse/midwife	55	25.9%	53	28.8%	42	17.9%	44	13.8%	45	16.4%
Pharmacist	4	1.9%	21	11.4%	13	5.5%	23	7.2%	29	10.6%
Dental practitioner	8	3.8%	15	8.2%	25	10.6%	12	3.8%	15	5.5%
Psychologist	6	2.8%	9	4.9%	5	2.1%	19	6.0%	13	4.7%
Podiatrist	-	0.0%	-	0.0%	-	0.0%	2	0.6%	3	1.1%
Chiropractor	3	1.4%	4	2.2%	5	2.1%	12	3.8%	3	1.1%
Medical radiation practitioner	-	0.0%	-	0.0%	-	0.0%	1	0.3%	2	0.7%
Osteopath	5	2.4%	3	1.6%	2	0.9%	1	0.3%	1	0.4%
Physiotherapist	1	0.5%	-	0.0%	2	0.9%	4	1.3%	1	0.4%
Chinese medicine practitioner	1	0.5%	-	0.0%	2	0.9%	3	0.9%	-	0.0%
Student medical practitioner	-	0.0%	-	0.0%	-	0.0%	2	0.6%	-	0.0%
Student nurse	-	0.0%	-	0.0%	1	0.4%	-	0.0%	-	0.0%
<b>Registered health practitioner total</b>	<b>195</b>	<b>92.0%</b>	<b>176</b>	<b>95.7%</b>	<b>218</b>	<b>92.8%</b>	<b>297</b>	<b>93.1%</b>	<b>261</b>	<b>95.3%</b>
<b>Unregistered health practitioner</b>										
Assistant in nursing	6	2.8%	3	1.6%	1	0.4%	2	0.6%	5	1.8%
Massage therapist	5	2.4%	1	0.5%	4	1.7%	2	0.6%	5	1.8%
Counsellor/therapist	-	0.0%	1	0.5%	-	0.0%	2	0.6%	1	0.4%
Dietitian/nutritionist	-	0.0%	-	0.0%	-	0.0%	8	2.5%	1	0.4%
Other	2	0.9%	-	0.0%	1	0.4%	1	0.3%	1	0.4%
Alternative health provider	-	0.0%	1	0.5%	8	3.4%	4	1.3%	-	0.0%
Cosmetic therapist	-	0.0%	-	0.0%	-	0.0%	3	0.9%	-	0.0%
Dental technician	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Doula	-	0.0%	-	0.0%	1	0.4%	-	0.0%	-	0.0%
Natural therapist	-	0.0%	1	0.5%	-	0.0%	-	0.0%	-	0.0%
Naturopath	2	0.9%	1	0.5%	-	0.0%	-	0.0%	-	0.0%
Personal care assistant	-	0.0%	-	0.0%	2	0.9%	-	0.0%	-	0.0%
Psychotherapist	2	0.9%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Residential care worker	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Social worker	-	0.0%	1	0.5%	-	0.0%	-	0.0%	-	0.0%
<b>Unregistered health practitioner total</b>	<b>17</b>	<b>8.0%</b>	<b>8</b>	<b>4.9%</b>	<b>17</b>	<b>7.2%</b>	<b>22</b>	<b>6.9%</b>	<b>13</b>	<b>4.7%</b>
<b>Health practitioner total</b>	<b>212</b>	<b>100.0%</b>	<b>184</b>	<b>100.5%</b>	<b>235</b>	<b>100.0%</b>	<b>319</b>	<b>100.0%</b>	<b>274</b>	<b>100.0%</b>

TABLE A.27 | Continued

Health service provider	2013-14		2014-15		2015-16		2016-17		2017-18	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
<b>Health organisations</b>										
Public hospital	4	28.6%	6	66.7%	3	33.3%	5	45.5%	4	50.0%
Cosmetic health facility	-	0.0%	-	0.0%	4	44.4%	3	27.3%	2	25.0%
Alternative health facility	3	21.4%	-	0.0%	-	0.0%	1	9.1%	1	12.5%
Private hospital	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	12.5%
Psychiatric hospital/unit	-	0.0%	-	0.0%	-	0.0%	1	9.1%	-	0.0%
Radiology facility	-	0.0%	-	0.0%	-	0.0%	1	9.1%	-	0.0%
Aged care facility	6	42.9%	1	11.1%	-	0.0%	-	0.0%	-	0.0%
Ambulance Service	-	0.0%	1	11.1%	-	0.0%	-	0.0%	-	0.0%
Day procedure centre	-	0.0%	-	0.0%	1	11.1%	-	0.0%	-	0.0%
Local Health District	-	0.0%	-	0.0%	1	11.1%	-	0.0%	-	0.0%
Multi purpose service	-	0.0%	1	11.1%	-	0.0%	-	0.0%	-	0.0%
Other health organisation	1	7.1%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
<b>Health organisations total</b>	<b>14</b>	<b>100.0%</b>	<b>9</b>	<b>100.0%</b>	<b>9</b>	<b>100.0%</b>	<b>11</b>	<b>100.0%</b>	<b>8</b>	<b>100.0%</b>
<b>Grand total</b>	<b>226</b>	<b>100.0%</b>	<b>193</b>	<b>100.0%</b>	<b>244</b>	<b>100.0%</b>	<b>330</b>	<b>100.0%</b>	<b>282</b>	<b>100.0%</b>

Counted by provider identified in complaint

TABLE A.28 | Investigations finalised by issue category 2013-14 to 2017-18

Issue category	2013-14		2014-15		2015-16		2016-17		2017-18	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
Professional conduct	193	50.1%	154	48.1%	198	44.9%	322	49.2%	289	57.9%
Treatment	91	23.6%	88	27.5%	139	31.5%	197	30.1%	92	18.4%
Medication	50	13.0%	41	12.8%	36	8.2%	63	9.6%	78	15.6%
Communication/information	22	5.7%	7	2.2%	16	3.6%	36	5.5%	17	3.4%
Environment/management of facilities	3	0.8%	3	0.9%	13	2.9%	4	0.6%	7	1.4%
Medical records	15	3.9%	17	5.3%	22	5.0%	14	2.1%	7	1.4%
Fees/costs	1	0.3%	4	1.3%	7	1.6%	9	1.4%	5	1.0%
Reports/certificates	-	0.0%	-	0.0%	1	0.2%	1	0.2%	4	0.8%
Access	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Consent	8	2.1%	2	0.6%	5	1.1%	9	1.4%	-	0.0%
Discharge/transfer arrangements	1	0.3%	1	0.3%	3	0.7%	-	0.0%	-	0.0%
Grievance processes	1	0.3%	3	0.9%	1	0.2%	-	0.0%	-	0.0%
<b>Total</b>	<b>385</b>	<b>100.0%</b>	<b>320</b>	<b>100.0%</b>	<b>441</b>	<b>100.0%</b>	<b>655</b>	<b>100.0%</b>	<b>499</b>	<b>100.0%</b>

Counted by issue raised in complaint

TABLE A.29 | Outcome of investigations finalised by profession and organisation type 2017-18

	Outcome											Total	
	Referred to Director Proceedings	No further action – National Board informed	No further action	Referred to Council under s20A	Referred to Council	Comments	Prohibition Order	Referred to Director of Public Prosecutions	Referred to other organisation for investigation (s26)	Recommendations	No.		
Health service provider	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	% of Total	
<b>Health practitioner</b>													
<b>Registered health practitioner</b>													
Medical practitioner	85	23	17	15	8	-	-	1	-	-	149	57.1%	
Nurse/midwife	22	12	4	4	3	-	-	-	-	-	45	17.2%	
Pharmacist	18	-	1	6	4	-	-	-	-	-	29	11.1%	
Dental practitioner	10	1	1	2	1	-	-	-	-	-	15	5.7%	
Psychologist	7	-	2	3	-	-	-	1	-	-	13	5.0%	
Podiatrist	2	-	1	-	-	-	-	-	-	-	3	1.1%	
Chiropractor	-	-	-	-	-	3	-	-	-	-	3	1.1%	
Medical Radiation Practitioner	1	-	1	-	-	-	-	-	-	-	2	0.8%	
Physiotherapist	1	-	-	-	-	-	-	-	-	-	1	0.4%	
Osteopath	-	-	1	-	-	-	-	-	-	-	1	0.4%	
<b>Registered health practitioner total</b>	<b>146</b>	<b>36</b>	<b>28</b>	<b>30</b>	<b>16</b>	<b>3</b>	<b>-</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>261</b>	<b>100.0%</b>	
<b>Unregistered health practitioner</b>													
Massage therapist	-	-	2	-	-	-	2	-	1	-	5	38.5%	
Assistant in nursing	-	-	1	-	-	3	1	-	-	-	5	38.5%	
Other	-	-	-	-	-	-	1	-	-	-	1	7.7%	
Counsellor/therapist	-	-	-	-	-	-	1	-	-	-	1	7.7%	
Dietitian/nutritionist	-	-	-	-	-	1	-	-	-	-	1	7.7%	
<b>Unregistered health practitioner total</b>	<b>-</b>	<b>-</b>	<b>3</b>	<b>-</b>	<b>-</b>	<b>4</b>	<b>5</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>13</b>	<b>100.0%</b>	
<b>Health organisation</b>													
Alternative health facility	-	-	1	-	-	-	-	-	-	-	1	12.5%	
Cosmetic health facility	-	-	1	-	-	-	-	-	-	1	2	25.0%	
Hospital	-	-	-	-	-	2	-	-	-	3	5	62.5%	
<b>Health organisation total</b>	<b>-</b>	<b>-</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>2</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>4</b>	<b>8</b>	<b>100.0%</b>	
<b>Health service provider total</b>	<b>146</b>	<b>36</b>	<b>33</b>	<b>30</b>	<b>16</b>	<b>9</b>	<b>5</b>	<b>2</b>	<b>1</b>	<b>4</b>	<b>282</b>	<b>100.0%</b>	

Counted by provider identified in complaint



**TABLE A.30 | Request for review of investigation decision 2013-14 to 2017-18**

	2013-14	2014-15	2015-16	2016-17	2017-18
	No.		No.		No.
Request for review of investigation decision	5	2	1	1	1
Percentage of all investigations finalised	2.2%	1.0%	0.4%	0.3%	0.4%

Counted by provider identified in complaint

**TABLE A.31 | Outcome of reviews of investigation decision 2013-14 to 2017-18**

Outcome	2013-14		2014-15		2015-16		2016-17		2017-18	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
Original investigation decision confirmed	5	100.0%	1	100.0%	-	0.0%	2	100.0%	1	100.0%
Re-opened for investigation	-	0.0%	-	0.0%	1	100.0%	-	0.0%	-	0.0%
<b>Total</b>	<b>5</b>	<b>100.0%</b>	<b>1</b>	<b>100.0%</b>	<b>1</b>	<b>100.0%</b>	<b>2</b>	<b>100.0%</b>	<b>1</b>	<b>100.0%</b>

Counted by provider identified in complaint

**TABLE A.32 | Time taken to complete investigations 2013-14 to 2017-18**

Time taken*	2013-14		2014-15		2015-16		2016-17		2017-18	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
0-1 months	6	2.7%	1	0.5%	-	0.0%	10	3.0%	9	3.2%
1-2 months	5	2.2%	7	3.6%	6	2.5%	11	3.3%	11	3.9%
2-3 months	16	7.1%	6	3.1%	14	5.7%	27	8.2%	22	7.8%
3-4 months	27	11.9%	12	6.2%	4	1.6%	18	5.5%	21	7.4%
4-5 months	22	9.7%	17	8.8%	16	6.6%	19	5.8%	17	6.0%
5-6 months	26	11.5%	18	9.3%	17	7.0%	22	6.7%	8	2.8%
6-7 months	18	8.0%	20	10.3%	23	9.4%	23	7.0%	22	7.8%
7-8 months	22	9.7%	22	11.3%	19	7.8%	17	5.2%	12	4.3%
8-9 months	24	10.6%	34	17.5%	16	6.6%	12	3.6%	27	9.6%
9-10 months	14	6.2%	20	10.3%	27	11.1%	31	9.4%	16	5.7%
10-11 months	17	7.5%	11	5.7%	25	10.2%	29	8.8%	10	3.5%
11-12 months	18	8.0%	19	9.8%	35	14.3%	20	6.1%	10	3.5%
12-18 months	10	4.4%	0	0.0%	36	14.8%	76	23.0%	62	22.0%
18-24 months	1	0.4%	7	3.6%	6	2.5%	15	4.5%	27	9.6%
24-30 months	-	0.0%	-	0.0%	-	0.0%	-	0.0%	7	2.5%
30-36 months	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	0.4%
>36 months	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
<b>Total</b>	<b>226</b>	<b>100.0%</b>	<b>194</b>	<b>100.0%</b>	<b>244</b>	<b>100.0%</b>	<b>330</b>	<b>100.0%</b>	<b>282</b>	<b>100.0%</b>
<b>Average days</b>	<b>209</b>		<b>230</b>		<b>275</b>		<b>273</b>		<b>304</b>	

Counted by provider identified in complaint

\* Excludes time when investigation was paused

**TABLE A.33 | Legal matters finalised 2013-14 to 2017-18**

	2013-14		2014-15		2015-16		2016-17		2017-18	
	No.	% of total	No.	% of total	No.	% of total	No.	% of total	No.	% of total
<b>NSW Civil Administrative Tribunal</b>										
Proved	34	47.9%	34	41.5%	46	48.9%	54	56.8%	51	55.4%
Withdrawn	4	5.6%	6	7.3%	3	3.2%	1	1.1%	2	2.2%
Not proved	1	1.4%	-	0.0%	1	1.1%	-	0.0%	2	2.2%
Dismissed	-	0.0%	1	1.2%	-	0.0%	-	0.0%	0	0.0%
<b>NSW Civil Administrative Tribunal total</b>	<b>39</b>	<b>54.9%</b>	<b>41</b>	<b>50.0%</b>	<b>50</b>	<b>53.2%</b>	<b>55</b>	<b>57.9%</b>	<b>55</b>	<b>59.8%</b>
<b>Professional Standards Committee</b>										
Proved	16	22.5%	20	24.4%	24	25.5%	22	23.2%	10	10.9%
Not proved	2	2.8%	1	1.2%	1	1.1%	3	3.2%	2	2.2%
Withdrawn	-	0.0%	2	2.4%	1	1.1%	1	1.1%	1	1.1%
Terminated and referred to Tribunal	-	0.0%	1	1.2%	-	0.0%	-	0.0%	0	0.0%
<b>Professional Standards Committee total</b>	<b>18</b>	<b>25.4%</b>	<b>24</b>	<b>29.3%</b>	<b>26</b>	<b>27.7%</b>	<b>26</b>	<b>27.4%</b>	<b>13</b>	<b>14.1%</b>
<b>Appeal total</b>	<b>10</b>	<b>14.1%</b>	<b>7</b>	<b>8.5%</b>	<b>10</b>	<b>10.6%</b>	<b>9</b>	<b>9.5%</b>	<b>15</b>	<b>16.3%</b>
<b>Re-registration total</b>	<b>4</b>	<b>5.6%</b>	<b>10</b>	<b>12.2%</b>	<b>8</b>	<b>8.5%</b>	<b>5</b>	<b>5.3%</b>	<b>9</b>	<b>9.8%</b>
<b>Grand total</b>	<b>71</b>	<b>100.0%</b>	<b>82</b>	<b>100.0%</b>	<b>94</b>	<b>100.0%</b>	<b>95</b>	<b>100.0%</b>	<b>92</b>	<b>100.0%</b>

Counted by matter

**TABLE A.34 | Open complaints as at 30 June 2018**

Open Process	2013-14		2014-15		2015-16		2016-17		2017-18	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
Assessment	685	58.7%	895	65.3%	1,326	65.8%	2,005	73.0%	2,379	73.0%
Legal processes	169	14.5%	105	7.7%	215	10.7%	256	9.3%	196	6.0%
Investigation process	149	12.8%	217	15.8%	323	16.0%	322	11.7%	445	13.6%
Resolution process	96	8.2%	92	6.7%	88	4.4%	62	2.3%	118	3.6%
Review of assessment	50	4.3%	45	3.3%	51	2.5%	59	2.1%	78	2.4%
Brief preparation	13	1.1%	5	0.4%	9	0.4%	42	1.5%	43	1.3%
Conciliation	5	0.4%	11	0.8%	3	0.1%	-	0.0%	2	0.1%
Review of investigation	-	0.0%	1	0.1%	1	0.0%	-	0.0%	-	0.0%
<b>Total</b>	<b>1,167</b>	<b>100.0%</b>	<b>1,371</b>	<b>100.0%</b>	<b>2,016</b>	<b>100.0%</b>	<b>2,746</b>	<b>100.0%</b>	<b>3,261</b>	<b>100.0%</b>

Counted by provider identified in complaint

**TABLE A.35 | Number of complaints finalised by process from 2013-14 to 2017-18**

Complaints finalised	2013-14		2014-15		2015-16		2016-17		2017-18	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
Assessment Process	4,094	81.3%	4,343	85.8%	5,132	87.6%	4,921	87.6%	5,915	90.9%
Resolution Process	598	11.9%	402	7.9%	342	5.8%	247	4.4%	185	2.8%
Conciliation Process	11	0.2%	13	0.3%	21	0.4%	2	0.0%	1	0.0%
Investigation Process	226	4.5%	194	3.8%	244	4.2%	330	5.9%	282	4.3%
Legal Process	104	2.1%	109	2.2%	122	2.1%	119	2.1%	124	1.9%
<b>Total</b>	<b>5,033</b>	<b>100.0%</b>	<b>5,061</b>	<b>100.0%</b>	<b>5,861</b>	<b>100.0%</b>	<b>5,619</b>	<b>100.0%</b>	<b>6,507</b>	<b>100.0%</b>

Counted by provider identified in complaint

Complaints Finalised tracks a complaint until the end of the sequence of processes

**TABLE A.36 | Complaints assessed, 2013-14 to 2017-18**

Assessment decision	2013-14		2014-15		2015-16		2016-17		2017-18	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
Discontinue	2,488	52.7%	2,381	46.4%	2,267	39.3%	2,264	37.6%	3,008	41.8%
Refer to Council	828	17.6%	969	18.9%	1,207	20.9%	1,251	20.8%	1,464	20.4%
Local Resolution	383	8.1%	258	5.0%	415	7.2%	549	9.1%	767	10.7%
Discontinue with comments	-	0.0%	2	0.0%	320	5.5%	658	10.9%	656	9.1%
Investigation	206	4.4%	256	5.0%	342	5.9%	323	5.4%	397	5.5%
Refer to Another Body	125	2.6%	147	2.9%	195	3.4%	258	4.3%	313	4.4%
Resolved during assessment process	253	5.4%	672	13.1%	692	12.0%	460	7.6%	303	4.2%
Resolution	434	9.2%	413	8.1%	321	5.6%	224	3.7%	235	3.3%
No outcome identified	-	0.0%	28	0.5%	11	0.2%	36	0.6%	48	0.7%
<b>Total</b>	<b>4,717</b>	<b>100.0%</b>	<b>5,126</b>	<b>100.0%</b>	<b>5,770</b>	<b>100.0%</b>	<b>6,023</b>	<b>100.0%</b>	<b>7,191</b>	<b>100.0%</b>

Counted by provider identified in complaint

## B Performance in 2017-18 against key indicators

<b>GOAL 1. COMPREHENSIVE AND RESPONSIVE COMPLAINT HANDLING</b>	
<b>OBJECTIVE</b>	Efficient and timely processing, assessment and resolution of complaints and review processes
<b>STRATEGY</b>	Employ best practice complaint handling processes by: <ul style="list-style-type: none"> <li>— improving assessment and review processes and guidelines</li> <li>— maximising opportunity for less serious complaints to be mutually resolved</li> <li>— timely communication of assessment processes and outcomes</li> </ul>
<b>19.4% MORE COMPLAINTS ASSESSED</b>	The Commission assessed 7,191 complaints in 2017-18 which was an increase of 19.4% on the 6,023 complaints assessed in 2016-17.
<b>54.7% OF COMPLAINTS ASSESSED WITHIN 60 DAYS (STATUTORY TIMEFRAME – TARGET 100%).</b>	During the year the Commission assessed 54.7% of complaints within the statutory 60 day timeframe which compares to 64.5% in 2016-17. The reduced timeliness is attributable to an increase in both the volume and complexity of complaints received. On average complaints were assessed within 72 days (2016-17: 60 days).
<b>4.7% OF COMPLAINTS SUCCESSFULLY RESOLVED DURING ASSESSMENT OF THE COMPLAINT</b>	4.7% of complaints were successfully resolved during the assessment process which is a decrease from 7.8% in 2016-17. A review of this indicates that this was largely an outcome of an intensive focus on addressing a backlog of older complaints during Quarter 3 and Quarter 4. By definition, if a complaint is delayed, the opportunity for early resolution is lost. In resourcing decisions, recruitment and training going forward, a key focus will be on increasing the capacity and capability to strengthen early resolution outcomes.
<b>5.0% OF ASSESSMENTS FINALISED WERE SUBJECT TO A REQUEST FOR A REVIEW (TARGET &lt;10%).</b>	In 2017-18, the Commission received 326 requests for a review of an assessment decision. This represents 5.0% of all assessments finalised which is slightly higher than the 4.4% in 2016-17. Of the complaints reviewed, in 85.7% of cases the decision remained unchanged, highlighting the high quality work produced by the Commission's assessment service.
<b>19.7% OF REVIEWS COMPLETED WITHIN 4 WEEKS (TARGET 90%)</b>	The timeliness in the completion of reviews continues to be below expectation with 19.7% being completed within four weeks, although this is an improvement from 2016-17 where 16.6% of reviews were completed within 4 weeks. Implementation of new business processes, such as the establishment of a dedicated review officer, has contributed to this, and further improvement in this area is expected in 2018-19.
<b>41.0% OF DECISION LETTERS SENT WITHIN 14 DAYS (STATUTORY TIMEFRAME – TARGET 100%)</b>	When assessment of a complaint has been finalised the Commission is required to inform all parties of the assessment decision. During the year 41.0% of decision letters were sent within 14 days of the decision being made (2016-17: 62.7%). This fall in timeliness is due the increase in complaint numbers and staff workloads.
<b>83.0% OF COMPLAINT ASSESSMENT CLIENTS WHO COMPLETED A SURVEY WERE SATISFIED WITH SERVICE (TARGET 80%)</b>	At the completion of each assessment process, both the health service provider and the complainant are invited to provide feedback to the Commission via a questionnaire. The rate of response from complainants was 3.4%. Of these, 83.0% stated they were satisfied with the Commission's service. The rate of response from health service providers was 6.9% – of these, 45.0% stated they were satisfied with the Commission's service.

<b>STRATEGY</b>	Quality file management
<b>COMPLAINTS ACKNOWLEDGED WITHIN SEVEN DAYS OF RECEIPT (TARGET UNDER REVIEW).</b>	In previous years, when the Commission received a complaint, an acknowledgment letter was sent to all complainants confirming receipt. In this letter they were also advised of the Assessment Officer's name and the file number to quote when contacting the Commission. In 2017-18 there have been two important process changes. Any complaint lodged via the eComplaints portal is automatically acknowledged. Further, any complaint triaged for early resolution is acknowledged by email or telephone contact. This target is being reviewed to determine the best way of monitoring and reporting that performance.
<b>100.0% OF 21 DAY FILE AUDITS RETURNED A SATISFACTORY RESULT (TARGET 90%)</b>	Each assessment file is subject to an audit process to ensure the effective management of the file which occurs on day 21. This audit is to ensure that all activities for the collection of information have been actioned. In 2017-18, 100.0% of 21 day audits were satisfactory, an improvement from 92.5% in 2016-17.
<b>STRATEGY</b>	Improve resolution/conciliation management processes & systems
<b>88.5% OF COMPLAINTS WHERE RESOLUTION OFFICER CONTACTS THE PARTIES WITHIN 14 DAYS (TARGET 90%).</b>	In 88.5% of complaints referred to the Resolution Service, a Resolution Officer contacted the parties within 14 days to introduce themselves, explain the resolution process, and answer any questions regarding the assessment of the complaint. This exceeds the performance target.
<b>71.0% OF RESOLUTIONS COMPLETED WITHIN FOUR MONTHS (TARGET 70%)</b>	The Resolution Service closed 71.0% of matters within four months, which exceeded the target of 70%.
<b>84.0% OF COMPLAINTS THAT PROCEEDED TO RESOLUTION WERE RESOLVED OR PARTIALLY RESOLVED (TARGET 80%).</b>	The resolution processes delivered full or partial resolution for the complainant in 84.0% of cases which exceeded the target of 80%, which is consistent with 2016-17 where full or partial resolution was obtained in 85.2% of cases.
<b>99.5% OF COMPLAINT RESOLUTION/ CONCILIATION CLIENTS SATISFIED WITH SERVICE (TARGET 80%)</b>	At the completion of each resolution process both the complainant and the provider receive a satisfaction survey. During this year the response rate to the survey was 21.0% from complainants and 19.4% from providers. Both expressed a high level of satisfaction with the service with 99.5% of complainants stating they were satisfied with the service and 87.4% of providers expressing their satisfaction.
<b>GOAL 2. INVESTIGATE SERIOUS COMPLAINTS</b>	

<b>OBJECTIVE</b>	Ensure a best practice approach for the conduct of all investigations
<b>STRATEGY</b>	Ensure the expeditious and comprehensive investigation of complaints
<b>65.6% OF INVESTIGATIONS FINALISED WITHIN 12 MONTHS (TARGET 90%)</b>	The Commission finalised 65.6% of investigations within 12 months in 2017-18, a decrease from 72.4% in 2016-17. Investigations took an average of 304 days to complete (2015-16: 274 days). The increase in time taken to conduct investigations reflects both the diversity and complexity in complaints. Matters are carefully prioritised within investigations which includes ensuring that investigations where the subject of the complaint is seriously ill are expedited.
<b>80.4% OF INVESTIGATION PLANS COMPLETED WITHIN 14 DAYS (TARGET 100%)</b>	The Investigation Division completed 80.4% of investigation plans within 14 days of receiving the complaint from the Assessment Division in 2017-18, compared with 77.0% the previous year. Planning is an essential aspect of the investigation process as it provides the scaffold for the entire investigation, including the identification of critical sources of information and significant witnesses to ensure that effective and timely progress is made.
<b>STRATEGY</b>	Monitor investigations to ensure statutory compliance, timeliness, and the reassessment of issues, including status reports to Investigation Reporting Group
<b>75.3% OF INVESTIGATIONS REVIEWED ON TIME (TARGET 90%).</b>	<p>The Commission keeps all investigations and associated risks under active review to ensure that any additional parties, allegations or issues are identified in a timely manner. In addition, the information gathered during investigations often leads to the identification of new sources of evidence.</p> <p>Throughout the investigation review process, the Commission ensures that new information and evidence is also provided to the relevant Professional Council to aid in their own risk assessments. The 75.3% on time review rate is a decrease from 85.7% in 2016-17, and improved performance will be a focus for 2018-19.</p>
<b>99.7% OF INVESTIGATION REVIEWS SHOWED SATISFACTORY PROGRESS (TARGET 90%)</b>	Investigation practice continues to be very strong with 99.7% of all investigation reviews assessed as satisfactory (2016-17: 99.7%). To receive this outcome, the investigation plan must be followed, evidence obtained within identified timeframes and the investigation process deemed to be on track.
<b>0.4% OF REQUESTS FOR REVIEW OF INVESTIGATION OUTCOME (TARGET &lt;5%).</b>	Only one review of an investigation outcome was requested during the reporting period, comparable with performance in 2016-17 (0.3%). This is testimony to the quality of the Commission's investigations and the commitment to ensuring careful and sensitive communication about the findings and outcomes. The relevant Investigation Officer will contact a complainant directly to explain investigation outcomes, particularly if a complaint is of a highly sensitive nature.
<b>STRATEGY</b>	Sound brief of evidence handling processes and systems in place
<b>95.9% OF MATTERS REFERRED TO DIRECTOR OF PROCEEDINGS THAT WERE NOT REFERRED BACK FOR FURTHER INFORMATION (TARGET 90%)</b>	Well-structured investigation plans, strong investigative review processes and effective supervision at all stages of the investigation process, ensured that comprehensive briefs of evidence are provided to the Director of Proceedings and in only a very small number of cases is additional work required before a determination about legal action can be taken.
<b>40.8% OF BRIEFS OF EVIDENCE PREPARED WITHIN 28 DAYS (TARGET 80%)</b>	During 2017-18, 76 briefs of evidence were prepared for the Director of Proceedings, of which 40.8% were prepared within 28 days. This is a drop in timeliness from 2016-17 where 50.3% briefs of evidence were completed in 28 days. The reduction in timeliness is directly related to the increased number of investigations referred to the Director of Proceedings, with 198 referred in 2015-16. Changes in process, closer monitoring and efficiency gains from the electronic compilation of briefs of evidence are expected to improve performance in this area.

<b>OBJECTIVE</b>	Support improvements to patient care in health care delivery through recommendations arising from investigations
<b>STRATEGY</b>	Sound processes for the creation of recommendations
<b>40.8% OF RECOMMENDATIONS IMPLEMENTED (TARGET 90%)</b>	The Commission monitors the implementation of recommendations made to health organisations and reports on the outcomes in the year after they were made. In 2016-17 the Commission made 26 recommendations arising out of eight investigations. As of 30 June 2018, 40.8% of recommendations had been fully implemented by the relevant health organisations. The Commission continues to monitor the implementation of outstanding recommendations.
<b>GOAL 3. PROSECUTE SERIOUS COMPLAINTS</b>	
<b>OBJECTIVE</b>	Independent and timely prosecutions
<b>STRATEGY</b>	Timely determinations made to prosecute
<b>92.8% OF COMPLAINTS CONSIDERED BY THE DIRECTOR OF PROCEEDINGS ON TIME (TARGET 80%)</b>	The Director of Proceedings considered 92.8% of complaints within three months of referral to determine whether or not to prosecute the complaint before a disciplinary body, compared to 89.4% in 2016-17.
<b>84.4% OF MATTERS REFERRED WITHIN 30 DAYS (TARGET 80%)</b>	The Director of Proceedings referred 84.4% (2016-17: 82.4%) of matters to be prosecuted within 30 days of consulting with the relevant professional council.
<b>OBJECTIVE</b>	Professional and competent prosecutions of serious complaints in the public interest
<b>STRATEGY</b>	Conduct professional and competent prosecutions
<b>93.8% SUCCESS RATE IN PROSECUTIONS (TARGET 90%)</b>	93.2% of matters prosecuted by the Commission, that were heard and finalised before the NSW Civil and Administrative Tribunal (NCAT) or a Professional Standards Committee during the reporting report were found proven. This compares to 96.2% in the previous year.
<b>STRATEGY</b>	Ensure compliance with timeframes imposed by Professional Standard Committees, Tribunals, and courts
<b>92.7% COMPLIANCE WITH DEADLINES (TARGET 80%)</b>	The Commission complied with timeframes imposed by Professional Standards Committees, NCAT and courts in 92.7% of cases. This compares to 93.2% in the previous year.
<b>STRATEGY</b>	Recover legal costs
<b>84.4% OF BILLS OF COSTS PREPARED ON TIME (TARGET 75%)</b>	84.4% of bills of legal costs were prepared internally or sent to a costs consultant within 120 days of a costs order in favour of the Commission having been made. This is the same result as the previous year.
<b>MONTHLY REPORTING ON RECOVERY OF LEGAL COSTS TO EXECUTIVE (TARGET: QUARTERLY REPORTING)</b>	Monthly reports on the recovery of legal costs are provided to the Executive.

<b>GOAL 4. ACCOUNTABILITY</b>	
<b>OBJECTIVE</b>	Provide timely, accurate and relevant reporting to the Minister and the Parliamentary Joint Committee
<b>STRATEGY</b>	Quarterly reporting on performance to Minister and Parliamentary Joint Committee (JPC) on the Health Care Complaints Commission
<b>RESPONSIVE QUARTERLY REPORTING ON PERFORMANCE</b>	The Commission provided quarterly reports on its complaint-handling performance to the Minister for Health and the Joint Parliamentary Committee on the Health Care Complaints Commission in July 2017, October 2017, January 2018 and April 2018.
<b>STRATEGY</b>	Develop and maintain open and meaningful communication with the Minister and JPC on issues as they arise
<b>RESPONSES TO MINISTER</b>	The Commission provided 37 responses to correspondence received by the Minister during the year. On average, the requested information was provided within 21.2 days and those matters that were classified as urgent (due within 1 week) or priority (due within two weeks) were produced within those tighter timeframes.
<b>TIMELY RESPONSES TO JOINT PARLIAMENTARY COMMITTEE</b>	The Joint Parliamentary Committee's annual review occurred on 12 March 2018. The Commissioner and Directors appeared at the public hearing before the Committee and provided responses to questions asked by the Committee as well as responses to questions taken on notice within the specified timeframe. The Committee's report was tabled on 26 October 2018. One formal recommendation was made.
<b>OBJECTIVE</b>	Promote and publicly report about the work of the Commission
<b>STRATEGY</b>	The Commission's Annual Report reflects the key business and operational results for the year and fully complies with legislative requirements
<b>ANNUAL REPORT ON TIME AND FULLY COMPLIANT</b>	The Commission's Annual Report for 2016-17 was tabled in the NSW Parliament on 22 November 2017. It was fully compliant with the Treasury's annual report checklist and the Annual Reporting requirements of the <i>Health Care Complaints Act 1993</i> .
<b>AUDITED FINANCIAL STATEMENTS</b>	Unqualified audit certificates for the financial statements of both the Health Care Complaints Commission and the Office of the Health Care Complaints Commission were received on 25 September 2018.
<b>INCREASED ACCESSIBILITY VIA THE WEBSITE</b>	The Commission continues to experience a very high visitation rate to its website – in 2017-18 there were 580,686 visitors, nearly 1.4 million page views and just over 11.1 million hits. This exceeded the target of 250,000 visitors and 7,000,000 hits.
<b>EDUCATION ON EFFECTIVE COMPLAINTS MANAGEMENT AND THE ROLE OF THE COMMISSION</b>	The Commission's staff gave 44 presentations and workshops to community and health professional groups across NSW which was below the target of 60.  The focus this year continued to be on Local Health District staff, mental health workers and TAFE and university students studying to become health practitioners
<b>100% COMPLIANT WITH REQUIREMENT TO PUBLISH DISCIPLINARY DECISIONS</b>	The Commission was fully compliant in relation to publication of decisions about the outcomes of disciplinary proceedings – 58 media releases relating to decisions of disciplinary bodies were posted. In addition, the Commission issued three public statements and two public warnings about risks posed by particular health services.



**GOAL 5. OUR ORGANISATION**

<b>OBJECTIVE</b>	Continue to develop as a learning organisation that embraces a culture of continuous improvement, sharing of knowledge and promotes a productive, safe and satisfying workplace
<b>STRATEGY</b>	Develop the organisation's skills capability to meet expected performance requirements
<b>PROVIDE STAFF TRAINING (TARGET: MORE THAN 2 DAYS PER STAFF MEMBER)</b>	In 2017-18, on average, each full time equivalent staff member attended more than 2 days of training.
<b>STRATEGY</b>	Develop and maintain an organisational culture which promotes equity, diversity and safety
<b>DEVELOPMENT AND REPORTING OF WHS, DIVERSITY PLAN, MULTICULTURAL PLAN, AND DISABILITY ACTION PLANS COMPLY WITH RELEVANT AGENCY TIMEFRAMES (TARGET 100%)</b>	WH&S, Diversity, Multicultural and Disability plans were developed as five year plans in June 2014 and have been tracked and monitored to ensure compliance with actions and goals. These plans will be reviewed and revised in 2018-19.
<b>STRATEGY</b>	Promote internal communication throughout the organisation.
<b>MONTHLY GENERAL STAFF BRIEFINGS ON EVENTS, OUTCOMES, ACTIVITIES, CHANGES, SIGNIFICANT ORGANISATIONAL CHANGES</b>	All staff meetings are held on a monthly basis. The Commissioner and Divisional directors inform employees about corporate strategy and planning, upcoming events and changes which are occurring. These staff meetings are in addition to Divisional, Team and project based collaboration.
<b>PERCENTAGE OF KEY CORPORATE DOCUMENTS DISTRIBUTED TO ALL STAFF AND/OR INCLUDED ON THE INTRANET</b>	All relevant corporate documents were distributed to staff and or were uploaded to the Commission's intranet site for all employees and managers to access.
<b>OBJECTIVE</b>	Monitor performance to ensure work quality, organisational development, good governance and effective resource management
<b>STRATEGY</b>	Internal management groups plan, review and monitor performance
<b>GOVERNANCE AND ACCOUNTABILITY STRUCTURES AND PROCESSES IN OPERATION</b>	<p>The Commission's governance and accountability structures and processes are:</p> <ul style="list-style-type: none"> <li>– Executive Management Group – monthly monitoring of financial position, HR and operational performance and oversight of major projects</li> <li>– Assessment Reporting Group- monthly review of complaint assessment data and performance</li> <li>– Investigations Review Group- monthly monitoring and strategy for investigation cases</li> <li>– ICT Steering Committee</li> <li>– Audit and Risk Committee</li> <li>– Workplace Health and Safety Committee</li> <li>– Workplace Consultative Committee</li> <li>– Divisional meetings</li> <li>– Team and project level meetings</li> </ul>

<b>STRATEGY</b>	Ensure security of IT systems
<b>COMPLIANCE WITH INFORMATION SECURITY STANDARD ISO 27001 – 2013</b>	Independent audits have been conducted by accredited ICT auditors and the Commission has continued to maintain compliance certification to the updated ISO 27001 Standard requirements.
<b>STRATEGY</b>	Conduct strategic planning process that integrates all planning activities, budget preparation and regular performance reporting
<b>COMPLETE PLANNING PROCESSES FOR CORPORATE AND DIVISIONAL LEVELS ACCORDING TO THE COMMISSION'S CORPORATE GOVERNANCE FRAMEWORK DOCUMENT</b>	The Commission holds regular strategic planning meetings and workshops with the Executive Management Group. The strategies and goals set are in the Commission wide Strategic Plan then implemented via Divisional plans. Key priorities are considered when setting and managing the Commission's budget and corporate functions.
<b>STRATEGY</b>	Monitor and report on key performance measures
<b>MONTHLY FINANCIAL MANAGEMENT AND STAFFING REPORTS SHOWING PERFORMANCE AGAINST BUDGET.</b>	Monthly Financial and Human Resources performance reports are tabled and reviewed at the monthly Executive Management Group meetings and any necessary corrective actions are agreed, actioned and monitored.
<b>QUARTERLY REPORTS TO EXECUTIVE ON COMPLAINT HANDLING PERFORMANCE AGAINST KPIS</b>	A monthly dashboard tracking and reporting on the KPIs set by the Commission is a standing item at the Executive Management Group monthly meetings.
<b>STRATEGY</b>	Monitor staff performance management system, including staff learning and development plans that address technical and management skills
<b>100% OF PERFORMANCE AGREEMENTS DEVELOPED AND REVIEWED FOR STAFF (TARGET 100%)</b>	All employees that are employed for greater than three months have performance agreements and performance reviews.
<b>82.5% OF STAFF RATED COMPETENT OR BETTER AT PERFORMANCE REVIEW (TARGET 95%)</b>	The Commission continues to develop its staff's capabilities with appropriate training and professional development opportunities that support staff in developing new skills that are required to adapt to this changing environment.

**In 2018-19 the Commission is finalising a review of its corporate monitoring and reporting framework. Appendix B in the 2018-19 Annual Report will reflect the new framework.**

## C List of experts

The Commission uses a panel of experts from which to draw expert opinion. It should be noted that all reviewers listed may not have been used in 2017-18.

Dr. Ion Alexander	Dr Andrew Byrne	Dr John Crozier
Dr. Roger Allan	Mrs. Janice Caldwell	Ms. Allison Cummins
Dr. Bruce Allen	Dr William Campbell	Dr. John Curotta
Dr. Stephen Allnutt	Dr. Eric Carter	Dr. Paul Curtis
Mr. Mark Apolinario	Prof. John Carter	Dr Paul D'Urso
Ms. Deborah Armitage	Prof Jonathan Carter	Mr Mark Dalton
Dr Mark Arnold	Dr Betty Chaar	Mr. Eric Daniels
Dr. Bruce Ashford	Dr. Daniel Challis	Prof. David Davies
Mr. John Baker	A/Prof Richard Chard	A/Prof Llewelyn Davies
Dr. Michael Baldwin	Miss Kate Chellew	Dr. Robert Day
Dr Jonathan Ball	Dr Andrew Child	Dr. Gary Deed
Mrs. Susan Banks	Mr Bruce Chilton	Mr. Christopher Derkenne
Dr. Simon Banting	Prof. Peter Choong	Prof Helen Dewey
Prof. David Barnes	Dr. Louis Christie	Prof. Hugh Dickson
Mrs. Jeanne Barr	Dr Jeremy Christley	Dr. Glenys Dore
Ms. Robyn Barrett-Roydhouse	Mr. Edward Clark	Mrs Helen Dowling
A/Prof James Bell	Mr. Peter Cleasby	Prof Olaf Drummer
Mrs Helen Benson	Prof. Geoffrey Cleghorn	Dr. Ann Duggan
Dr. Warwick Benson	Ms. Vanessa Clements	Dr. Geraldine Duncan
Dr. Hani Bittar	Dr Suzanne Cochrane	Dr. Iain Dunlop
Mr Michael Blair	Prof. Paul Colditz	Mrs Michelle Dunstan
Dr. Elie Bokey	Mr. Albert Coleiro	Ms. Maureen Edgton-Winn
Prof Rodney Bonello	Dr. Peter Coles	Dr. Frederick Ehrlich
Mr. Sam Borenstein	Mrs. Christine Coombs	Dr. David Eisinger
Dr. David Bowers	Dr Timothy Coombs	Dr. Jeannie Ellis
Dr. David Brazier	A/Prof Michael Cooper	Dr John England
Prof. Bruce Brew	Mr Gregory Cotterell	Dr. Gregory Falk
Dr Geoffrey Brodie	Dr Rosalba Courtney	Dr. David Farlow
Dr Andrew Brooks	Ms. Nerida Croker	Dr. Diana Farlow
Mr. Paul Butterworth	Dr. Gregory Crosland	Prof. Glen Farrow

Mr Mark Feldschuh	Prof. James Greenwood	Ms. Lee-Ann Jackson
Prof Jennifer Fenwick	Mrs. Sue Greig	Prof Michael Jelinek
Mr. John Ferguson	Dr. Graham Gumley	Dr. Peter Johnson
Dr. Dean Fisher	Dr. Mina Gurgius	Ms. Andrea Jordan
Prof. John Fletcher	Prof. Jack Gutman	Mrs. Tracey Jubb
Dr John Flynn	Ms Rebecca Halsall	Dr. Stephen Jurd
Dr Andrew Foote	Dr. Seyed Hamidi	Mrs Blanche Kairies
Ms Elaine Ford	Prof. David Handelsman	Dr. Jeffrey Keir
Dr. Robert Ford	Dr. John Harkness	Dr Adrian Keller
Dr. Alan Forrester	Dr. Stephen Harlamb	Mrs. Jacqueline Kelly
Dr. Abra Fransch	Ms. Rachel Harris	Dr Bernard Kelly, AM
Dr. Anthony Freeman	Ms. Bethne Hart	Dr. Dan Kennedy
Ms. Julianne Friendship	Dr. Keith Hartman	Prof. Dianna Kenny
Prof. Gordian Fulde	Dr. Lawrence Hayden	Dr. Timothy Keogh
Dr. Richard Gallagher	Dr. Raymond Hayek	Dr Emery Kertesz
Prof Maher Gandhi	Mr. Antony Heath	A/Prof Anil Keshava
Dr. Jonathan Gani	Dr. Paul Hendel	Dr Suresh Khatri
Prof Paul Gatenby	Dr. Illana Hepner	Mr. Raymond Khoury
Dr. Paul Gaudry	Dr Malcolm Higgins	Mr. David Kitching
Prof Kurt Gebauer	Dr. Ralph Higgins	Prof. Leon Kleinman
Dr Anthony Geraghty	Dr. Gary Hoffman	Dr. Peter Klug
Dr. Michael Giblin	A/Prof Anna Holdgate	Ms. Diana Knagge
Prof. Lyn Gilbert	Dr. Herbert Hooi	Mr. Alex Knopman
Dr. Jonathan Gillis	Dr. George Hopkins	Prof Paul Komesaroff
Dr Scott Giltrap	Dr. Craig Hore	Dr Edward Korbel
Mrs. Greta Goldberg	Dr. Stephen Howle	Dr. Andrew Korda
Dr Michael Golding	Dr Rebecca Howman	Dr. Beth Kotze
Dr Peter Gonski	A/Prof Francis Hoyal	Dr. Geraldine Lake
Mrs. Alison Goodfellow	Mr. Allan Hudson	Dr. Mary Langcake
Ms. Maxine Goodman	Dr Melissa Hughes	Dr Pauline Langeluddecke
Ms. Amanda Gordon	Dr. Carole Hungerford	Dr Bruce Latham
Dr Sandra Grace	Mrs. Sarah Hunstead	Ms. Janine Learmont
Ms Kathryn Grant	Dr Alexander Hunyor	Mr. Jack Leigh

Dr. Vinoo Lele	Dr. Janelle Miller	Prof. Carolyn Quadrio
Dr Michael Levitt	Dr. Peter Morse	Dr. John Quinn
Dr. Danforn Lim	Dr. Ahman Moubayed	Dr. Geoffrey Ramin
Dr. Peter Liu	Dr. Muniswami Mudaliar	A/Prof Rohan Rasiah
Dr Jane Lonie	Ms. Christine Muller	Mr. Scott Read
Dr. Edward Loughman	Dr Delma Mullins	Dr Ian Relf
Mr Ashton Lucas	Dr. Raymond Mullins	Ms. Patricia Reynolds
Dr. Sara Lucas	Ms Donna Muscardin	Dr. Adam Rish
Dr. Peter Lye	Mr. Vaneshkumar Nayak	Dr. Wendy Roberts
Mr. Stiofan Mac Suibhne	Dr. Gregory Nelson	Dr. Patricia (Patsy) Robertson
Dr. Kenneth Mackey	Dr. Harry Nespolon	Dr. Tuly Rosenfeld
Dr Andrew MacQueen	Ms. Robin Norton	Mrs. Kim Rosevear
Prof. Guy Maddern	Mr. Brendan O'Loughlin	Ms. Nadime Roumieh
Dr. Linda Mann	Dr. Matthew O'Meara	Dr. Michael Rowland
Dr Peter Mansour	Prof. Lynne Oliver	Ms. Robyn Rudner
Ms Maria Marabong	Dr Jannifer Orman	Prof. Richard Ruffin
Dr Elizabeth Marles	Dr Hamish Osborne	Dr Anthony Samuels
Ms. Carol Martin	Ms. Michelle Parker	Prof. John Saunders
Dr. Hugh Martin	Dr. Julian Parmegiani	Ms. Dana Scott
Ms. Kerri Masters	Dr Martyn Patfield	Mrs. Julie Scott
Ms. Toni McCallum Pardey	Dr. Gordon Patrick	Dr. Diana Semmonds
Dr. Sallyann McCarthy	Dr Andrew Paul	Mr. Stephen Seymour
Prof. William McCarthy	Ms. Jennifer Paull	Dr. Nadine Sharples
Dr. Martin McGee-Collett	Dr. Christopher Pearson	Mrs. Jennifer Shaw
Ms. Marianne McGhee	Dr Neil Peppitt	Ms. Nerralie Shaw
Dr. Michael McGlynn	Dr. John Percy	Mr. Warren Shaw
Mr. John McGuire	Dr. Lian Pfitzner	Dr. John Sippe
Prof. Peter McMinn	Dr. Jeffrey Post	Dr. George Skowronski
Mr. Bernard McNair	Ms. Tracey Powell	Dr. John Slaughter
Ms. Rebekkah Middleton	Dr. Kinga Price	Dr. Grahame Smith
Dr. Geoffrey Mifsud	Prof. Joseph Proietto	Dr Graydon Smith
Dr. Antony Milch	Dr. Jennifer Prowse	Prof Julian Smith
Ms. Helen Miller	Ms Bonny Puszka	Ms. Marion Solomon

Dr. Robert Spark	Mr. Andrew Van Essen	Dr. Simon Young
Ms. Lisa Spencer	Dr. Hein Vandenberg	Dr. Rasiah Yuvarajan
Dr. Gautam Sridhar	Dr. Vincent Varjavandi	Prof. Chris Zaslowski
Dr. Oscar Stanley	Dr. Christopher Vickers	Mr Christopher Zaslowski
Dr Brian Stein	Ms Katrina Vukovic	Mr. Shijing Zhang
Dr. Michael Steiner	Dr Shane Waddell	Dr Zhen Zheng
Mr. David Stelfox	Dr. Martine Walker	
Prof Harvey Stern	Dr Norman Walsh	
Ms. Helen Stevens	Dr. James Walter	
Dr. Janine Stevenson	Mr. Jonathan Wardle	
Dr Ruth Stewart	Dr John Waugh	
Ms. Caroline Stone	Prof. Bruce Waxman	
Dr. Neil Street	Mr. Athol Webb	
Dr Michael Suranyi	Ms. Elvina Weissel	
Dr. Joanna Sutherland	Mr. Adam Whitby	
Ms. Sally Sutherland-Fraser	Mr Lawrence Whitman	
Dr Martin Suthers	A/Prof Nicholas Wickham	
Dr. Michael Talbot	Prof. Ian Wilcox	
Dr. Deniz Tek	Prof James Wilkinson	
Mr. Jack Tillotson	Dr. Cholmondeley Williams	
Dr. Derrick Tin	Mr. Michael Williamson	
Dr. Kenneth Tiver	Prof Gary Wittert	
Dr. David Townend	Dr. Alexander Wodak	
Dr. Tom Tseng	Dr. James Wong	
Ms Bernadette Twomey	Dr. Melanie Woollam	
Miss Frances Usherwood	Dr. John Wright	
Dr. Adrian van der Rijt	Dr. Deborah Yates	

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## F Access applications received under the Government Information (Public Access) Act

TABLE A37 | Number of applications by type of applicant and outcome

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Media	-	-	-	-	-	-	-	-
Members of Parliament	-	-	-	-	-	-	-	-
Private sector business	-	-	-	-	-	-	-	-
Not for profit organisations or community groups	-	-	-	-	-	-	-	-
Members of the public (application by legal representative)	-	-	-	-	-	-	-	-
Members of the public (other)	-	-	-	-	-	-	-	-

TABLE A38 | Number of applications by type of application and outcome

	Access granted in full	Access granted in part	Access refused in full	Information not held	Information already available	Refuse to deal with application	Refuse to confirm/deny whether information is held	Application withdrawn
Personal information applications	-	-	-	-	-	-	-	-
Access applications (other than personal information applications)	-	-	-	-	-	-	-	-
Access applications that are partly personal information applications and partly other	-	-	-	-	-	-	-	-

**TABLE A39 | Invalid applications**

<b>Reason for invalidity</b>	<b>No of applications</b>
Application does not comply with formal requirements (section 41 of the Act)	–
Application is for excluded information of the agency (section 43 of the Act)	10
Application contravenes restraint order (section 110 of the Act)	–
Total number of invalid applications received	10
Invalid applications that subsequently became valid applications	–

**TABLE A40 | Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 to Act**

<b>Number of times consideration used</b>	
Overriding secrecy laws	–
Cabinet information	–
Executive Council information	–
Contempt	–
Legal professional privilege	–
Excluded information	–
Documents affecting law enforcement and public safety	–
Transport safety	–
Adoption	–
Care and protection of children	–
Ministerial code of conduct	–
Aboriginal and environmental heritage	–

**TABLE A41 | Other public interest considerations against disclosure: matters listed in table to section 14 of Act**

<b>Number of occasions when application not successful</b>	
Responsible and effective government	–
Law enforcement and security	–
Individual rights, judicial processes and natural justice	–
Business interests of agencies and other persons	–
Environment, culture, economy and general matters	–
Secrecy provisions	–
Exempt documents under interstate Freedom of Information legislation	–

**TABLE A42 | Timeliness**

	<b>Number of applications</b>
Decided within the statutory timeframe (20 days plus any extensions)	–
Decided after 35 days (by agreement with applicant)	–
Not decided within time (deemed refusal)	–
<b>Total</b>	<b>–</b>

**TABLE A43 | Number of applications reviewed under Part 5 of the Act (by type of review and outcome)**

	<b>Decision varied</b>	<b>Decision upheld</b>	<b>Total</b>
Internal review	–	–	–
Review by Information Commissioner*	–	1	1
Internal review following recommendation under section 93 of Act	–	–	–
Review by Administrative Decision Tribunal	–	–	–
<b>Total</b>	<b>–</b>	<b>1</b>	<b>1</b>

\* The Information Commissioner does not have the authority to vary decisions, but can make recommendations to the original decision-maker. The data in this case indicates that a recommendation to vary or uphold the original decision has been made by the Information Commissioner.

**TABLE A44 | Applications for review under Part 5 of the Act (by type of applicant)**

	<b>Number of applications or review</b>
Applications by access applicants	1
Applications by persons to whom information the subject of access application relates	–

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<b><i>Annual Reports (Statutory Bodies) Act 1984 and Annual Reports (Statutory Bodies) Regulation 2010</i></b>	
Letter of submission	02
Charter	03
Aims and objectives	03
Access	Inside front cover
Management and structure	80-96
Summary review of operations	10-14
Funds granted to non-government community organisations	The Commission does not allocate funds
Legal change	95-96
Factors affecting achievement of operational objectives	10-14
Management and activities	06-07, 86, 187-193
Research and development	The Commission did not undertake any external research projects in 2017-18
Human resources	80-86
Consultants	In 2017-18 the Commission engaged consultants to primarily provide IT and strategic management services. The total cost for all engagements was \$281,633 with all engagements less than \$50,000
Workforce Diversity	The Commission reports triannually with the next report due 2019-20
Disability Inclusion Action Plan	The Commission reports triannually with the next report due 2019-20
Land Disposal	The Commission does not own any land
Promotion	No overseas visits by employees in 2017-18
Consumer response	77-79
Payment of accounts	98-99
Time for payment of accounts	98-99
Risk management and insurance activities	86-88
Internal audit and risk management policy attestation	88
Disclosure of controlled entities	131-143
Multicultural Policies and Services Program	The Commission reports triannually with the next report due 2019-20
Agreements with Multicultural NSW	The Commission does not have any agreement with the Multicultural NSW
Work Health and Safety (WHS)	The Commission reports triannually with the next report due 2019-20
Budgets	105-108, 133-136
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After balance date events having a significant effect in succeeding year	128, 143
Annual report external production costs	\$14,000
Annual report availability	Electronic copies of this report are available on the Commission's website <a href="http://www.hccc.nsw.gov.au">www.hccc.nsw.gov.au</a>
Investment performance	The Commission does not have surplus funds to invest
Liability management performance	The Commission does not have debts greater than \$20m
Exemptions from Reporting Provisions	The Commission reports on a triannual basis about Workforce Diversity, Work Health and Safety, Multicultural Policies and Services Program, and Disability Plans, with reports to be included in the 2019-20 Annual Report
Numbers and remuneration of senior executives	83
<b><i>Carers (Recognition) Act 2010</i></b>	
Carers' support	89
<b><i>Disability Inclusion Act 2014</i></b>	
Disability Inclusion Action Plans	The Commission reports triannually with the next report due: 2019-20
<b><i>Government Information (Public Access) Act (GIPA)</i></b>	
Annual report of GIPA operations	87, Appendix F
<b><i>Health Care Complaints Act 1993</i></b>	
The number and types of complaints made during the year	10, 15-26, 145-186
The sources of those complaints	25, 166-167
The number and types of complaints assessed by the Commission during the year	11, 35-46
The number and type of complaints referred for conciliation during the year	179
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The number and type of complaints investigated by the Commission during the year	52-55
The results of investigations	56-57
Summary of the results of prosecutions completed during the year arising from complaints	62-66
The number and details of complaints not finally dealt with at the end of the year	185-186
The time intervals involved in the complaints process	46, 47, 60, 63, 178, 179, 184
The number and type of complaints referred to the Director-General during the year	There were no complaints referred under section 25

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Any report made to the Minister under section 44 (2)	No report was made to the Minister under section 44(2)
Any notification and request made to the Director-General under section 60.	There were no notifications or requests made to the Director-General under section 60
<b><i>Privacy and Personal Information Protection Act 1998</i></b>	
Privacy	78
<b><i>Public Interest Disclosure Act 1994 and Public Interest Disclosure Regulation 2011</i></b>	
Public interest disclosures	87
<b><i>Other requirements</i></b>	
Digital Information Security Annual Attestation Statement	94
Credit card certification	In accordance with Treasurer's Direction 205.01, it is certified that the credit card usage by officers of the Commission has complied with Government requirements
<b>Health Care Complaints Commission Annual Report 2017-18</b>	
Published by the Health Care Complaints Commission 2018	
978-0-9808155-7-3	