

# Appendices

A	Complaints statistics	137
B	Performance in 2017-18 against key indicators	179
C	List of experts	186
D	List of tables	189
E	List of charts	191
F	Access applications received under the Government Information (Public Access) Act	192
G	Index of legislative compliance	195

## A Complaints statistics

**TABLE A.1** | Complaints received by issue category 2014–15 to 2018–19

Issue Category	2014–15		2015–16		2016–17		2017–18		2018–19	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
Treatment	3,519	39.4%	5,008	42.3%	4,852	41.5%	4,671	39.3%	4,521	45.7%
Professional conduct	1,272	14.2%	1,763	14.9%	1,917	16.4%	2,287	19.3%	2,227	22.5%
Communication/ information	1,471	16.5%	2,035	17.2%	1,857	15.9%	1,693	14.3%	1,055	10.7%
Medication	577	6.5%	700	5.9%	739	6.3%	930	7.8%	599	6.1%
Fees/costs	317	3.5%	402	3.4%	380	3.2%	341	2.9%	258	2.6%
Access	282	3.2%	453	3.8%	431	3.7%	403	3.4%	232	2.3%
Environment/ management of facilities	413	4.6%	348	2.9%	354	3.0%	384	3.2%	197	2.0%
Reports/certificates	255	2.9%	258	2.2%	263	2.2%	256	2.2%	195	2.0%
Discharge/transfer arrangements	139	1.6%	187	1.6%	212	1.8%	285	2.4%	168	1.7%
Medical records	242	2.7%	260	2.2%	232	2.0%	263	2.2%	168	1.7%
Consent	246	2.8%	237	2.0%	265	2.3%	261	2.2%	157	1.6%
Grievance processes	207	2.3%	191	1.6%	192	1.6%	99	0.8%	118	1.2%
<b>Total</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>	<b>9,895</b>	<b>100.0%</b>

Counted by issue raised in complaint.

**TABLE A.2 | Breakdown of complaints received within each issue category 2018–19**

<b>Issue category and name</b>	<b>No.</b>	<b>% of Total</b>
<b>Treatment</b>		
Inadequate treatment	1,313	13.3%
Inadequate care	1,059	10.7%
Unexpected treatment outcome/complications	497	5.0%
Inadequate/inappropriate consultation	460	4.6%
Diagnosis	444	4.5%
Delay in treatment	185	1.9%
Rough and painful treatment	132	1.3%
Wrong/inappropriate treatment	91	0.9%
Withdrawal of treatment	74	0.7%
Excessive treatment	59	0.6%
Infection control	50	0.5%
No/inappropriate referral	49	0.5%
Coordination of treatment/results follow-up	47	0.5%
Inadequate prosthetic equipment	30	0.3%
Experimental treatment	17	0.2%
Attendance	7	0.1%
Public/private election	7	0.1%
<b>Treatment total</b>	<b>4,521</b>	<b>45.7%</b>
<b>Professional Conduct</b>		
Impairment	450	4.5%
Competence	357	3.6%
Breach of guideline/law	300	3.0%
Illegal practice	201	2.0%
Sexual misconduct	138	1.4%
Advertising	128	1.3%
Boundary violation	119	1.2%
Inappropriate disclosure of information	108	1.1%
Misrepresentation of qualifications	102	1.0%
Annual declaration not lodged/incomplete/wrong or misleading	75	0.8%
Breach of condition	63	0.6%
Assault	53	0.5%
Discriminatory conduct	52	0.5%
Financial fraud	49	0.5%
Emergency treatment not provided	17	0.2%
Child sexual abuse	13	0.1%
Scientific fraud	2	0.0%
<b>Professional conduct total</b>	<b>2,227</b>	<b>22.5%</b>

TABLE A.2 | Continued

Issue category and name	No.	% of Total
<b>Communication/information</b>		
Attitude/manner	710	7.2%
Inadequate information provided	216	2.2%
Incorrect/misleading information provided	122	1.2%
Special needs not accommodated	7	0.1%
<b>Communication/information total</b>	<b>1,055</b>	<b>10.7%</b>
<b>Medication</b>		
Prescribing medication	321	3.2%
Dispensing medication	172	1.7%
Administering medication	74	0.7%
Supply/security/storage of medication	32	0.3%
<b>Medication total</b>	<b>599</b>	<b>6.1%</b>
<b>Fees/costs</b>		
Billing practices	201	2.0%
Cost of treatment	38	0.4%
Financial consent	19	0.2%
<b>Fees/costs total</b>	<b>258</b>	<b>2.6%</b>
<b>Access</b>		
Refusal to admit or treat	143	1.4%
Service availability	46	0.5%
Waiting lists	35	0.4%
Access to facility	5	0.1%
Access to subsidies	2	0.0%
Remoteness of service	1	0.0%
<b>Access total</b>	<b>232</b>	<b>2.3%</b>
<b>Environment/management of facilities</b>		
Administrative processes	87	0.9%
Cleanliness/hygiene of facility	52	0.5%
Physical environment of facility	40	0.4%
Staffing and rostering	14	0.1%
Statutory obligations/accreditation standards not met	4	0.0%
<b>Environment/management of facilities total</b>	<b>197</b>	<b>2.0%</b>

**TABLE A.2 | Breakdown of complaints received within each issue category 2018–19 Continued**

Issue category and name	No.	% of Total
<b>Reports/certificates</b>		
Accuracy of report/certificate	141	1.4%
Refusal to provide report/certificate	26	0.3%
Report written with inadequate or no consultation	16	0.2%
Timeliness of report/certificate	11	0.1%
Cost of report/certificate	1	0.0%
<b>Reports/certificates total</b>	<b>195</b>	<b>2.0%</b>
<b>Discharge/transfer arrangements</b>		
Inadequate discharge	149	1.5%
Delay	10	0.1%
Patient not reviewed	6	0.1%
Mode of transport	3	0.0%
<b>Discharge/transfer arrangements total</b>	<b>168</b>	<b>1.7%</b>
<b>Medical Records</b>		
Access to/transfer of records	102	1.0%
Record keeping	54	0.5%
Records management	12	0.1%
<b>Medical Records total</b>	<b>168</b>	<b>1.7%</b>
<b>Consent</b>		
Involuntary admission or treatment	77	0.8%
Consent not obtained or inadequate	70	0.7%
Uninformed consent	10	0.1%
<b>Consent total</b>	<b>157</b>	<b>1.6%</b>
<b>Grievance processes</b>		
Inadequate/no response to complaint	109	1.1%
Reprisal/retaliation as result of complaint lodged	6	0.1%
Information about complaints procedures not provided	3	0.0%
<b>Grievance processes total</b>	<b>118</b>	<b>1.2%</b>
<b>Grand total</b>	<b>9,895</b>	<b>100.0%</b>

Counted by issue raised in complaint.

TABLE A.3 | Complaints received about health practitioners 2014–15 to 2018–19

Health practitioner	2014–15		2015–16		2016–17		2017–18		2018–19		No. of practitioners with NSW as principal place of practice as at 30.6.2019
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	
<b>Registered health practitioner</b>											
Medical practitioner	1,939	56.3%	2,134	54.5%	2,298	56.0%	2,553	55.0%	2,377	50.0%	36,194
Nurse/midwife	506	14.7%	501	12.8%	629	15.3%	730	15.7%	791	16.6%	113,067
Dental practitioner	349	10.1%	542	13.8%	370	9.0%	429	9.2%	417	8.8%	7,100
Psychologist	149	4.3%	177	4.5%	211	5.1%	275	5.9%	277	5.8%	12,318
Pharmacist	211	6.1%	197	5.0%	200	4.9%	209	4.5%	272	5.7%	9,637
Paramedic	–	0.0%	–	0.0%	–	0.0%	–	0.0%	88	1.9%	4,417
Physiotherapist	34	1.0%	33	0.8%	38	0.9%	53	1.1%	59	1.2%	9,739
Chiropractor	36	1.0%	59	1.5%	65	1.6%	46	1.0%	57	1.2%	1,840
Chinese medicine practitioner	13	0.4%	30	0.8%	23	0.6%	29	0.6%	57	1.2%	2,003
Podiatrist	17	0.5%	15	0.4%	18	0.4%	27	0.6%	47	1.0%	1,506
Occupational therapist	12	0.3%	22	0.6%	14	0.3%	27	0.6%	38	0.8%	6,245
Optometrist	28	0.8%	24	0.6%	24	0.6%	27	0.6%	27	0.6%	1,933
Medical radiation practitioner	10	0.3%	12	0.3%	26	0.6%	7	0.2%	20	0.4%	5,489
Student Nurse*	16	0.5%	17	0.4%	15	0.4%	10	0.2%	17	0.4%	–
Osteopath	10	0.3%	12	0.3%	9	0.2%	15	0.3%	12	0.3%	586
Student medical practitioner*	3	0.1%	5	0.1%	6	0.1%	10	0.2%	5	0.1%	–
Student Chinese Medicine practitioner	–	0.0%	–	0.0%	–	0.0%	–	0.0%	3	0.1%	–
Student Medical radiation practitioner*	–	0.0%	–	0.0%	–	0.0%	1	0.0%	2	0.0%	–
Student Dentist*	–	0.0%	–	0.0%	–	0.0%	–	0.0%	1	0.0%	–
Aboriginal and Torres Strait Islander practitioner	–	0.0%	–	0.0%	–	0.0%	1	0.0%	1	0.0%	133
Student Chiropractor*	–	0.0%	–	0.0%	2	0.0%	1	0.0%	–	0.0%	–
Student Pharmacist*	2	0.1%	–	0.0%	–	0.0%	3	0.1%	–	0.0%	–
Student Podiatrist*	–	0.0%	–	0.0%	–	0.0%	1	0.0%	–	0.0%	–
Student Osteopath*	–	0.0%	–	0.0%	1	0.0%	–	0.0%	–	0.0%	–
<b>Registered health practitioner total</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>4,568</b>	<b>96.1%</b>	<b>212,207</b>

TABLE A.3 | Complaints received about health practitioners 2014–15 to 2018–19 Continued

Health practitioner	2014–15		2015–16		2016–17		2017–18		2018–19		No. of practitioners with NSW as principal place of practice as at 30.6.2019
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	
<b>Unregistered health practitioner</b>											
Counsellor/therapist	10	0.3%	17	0.4%	19	0.5%	15	0.3%	39	0.8%	
Assistant in nursing	10	0.3%	13	0.3%	13	0.3%	8	0.2%	19	0.4%	
Cosmetic therapist	1	0.0%	8	0.2%	9	0.2%	17	0.4%	15	0.3%	
Social worker	2	0.1%	9	0.2%	16	0.4%	12	0.3%	14	0.3%	
Naturopath	2	0.1%	3	0.1%	1	0.0%	2	0.0%	14	0.3%	
Administration/clerical staff	15	0.4%	9	0.2%	9	0.2%	9	0.2%	8	0.2%	
Dental technician	1	0.0%	2	0.1%	3	0.1%	3	0.1%	8	0.2%	
Personal care assistant	–	0.0%	2	0.1%	1	0.0%	–	0.0%	8	0.2%	
Massage therapist	8	0.2%	12	0.3%	8	0.2%	16	0.3%	7	0.1%	
Alternative health provider	9	0.3%	12	0.3%	12	0.3%	8	0.2%	7	0.1%	
Student Psychologist	1	0.0%	–	0.0%	–	0.0%	–	0.0%	7	0.1%	
Residential care worker	–	0.0%	1	0.0%	–	0.0%	4	0.1%	2	0.0%	
Audiologist	1	0.0%	–	0.0%	1	0.0%	3	0.1%	2	0.0%	
Dietitian/nutritionist	2	0.1%	7	0.2%	5	0.1%	3	0.1%	2	0.0%	
Acupuncture therapist	–	0.0%	–	0.0%	–	0.0%	–	0.0%	2	0.0%	
Speech pathologist	1	0.0%	–	0.0%	1	0.0%	1	0.0%	1	0.0%	
Natural therapist	–	0.0%	–	0.0%	2	0.0%	–	0.0%	1	0.0%	
Student Ambulance Personnel	–	0.0%	–	0.0%	–	0.0%	–	0.0%	1	0.0%	
Psychotherapist	1	0.0%	1	0.0%	1	0.0%	7	0.2%	–	0.0%	
Ambulance personnel	–	0.0%	3	0.1%	3	0.1%	4	0.1%	–	0.0%	
Herbalist	–	0.0%	–	0.0%	–	0.0%	1	0.0%	–	0.0%	
Homeopath	1	0.0%	1	0.0%	2	0.0%	1	0.0%	–	0.0%	
Hypnotherapist	2	0.1%	1	0.0%	1	0.0%	1	0.0%	–	0.0%	
Doula	1	0.0%	–	0.0%	–	0.0%	–	0.0%	–	0.0%	
Kinesiologist	–	0.0%	–	0.0%	–	0.0%	–	0.0%	–	0.0%	
Venopuncturist	–	0.0%	1	0.0%	–	0.0%	–	0.0%	–	0.0%	
Other	24	0.7%	16	0.4%	14	0.3%	19	0.0%	14	0.3%	
<b>Unregistered health practitioner</b>	<b>92</b>	<b>2.7%</b>	<b>118</b>	<b>3.0%</b>	<b>121</b>	<b>2.9%</b>	<b>134</b>	<b>2.9%</b>	<b>171</b>	<b>3.6%</b>	
Unknown	18	0.5%	17	0.4%	32	0.8%	57	1.2%	13	0.3%	
<b>Health practitioner total</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>	<b>4,752</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 2014–15 to 2018–19

Service area	2014–15		2015–16		2016–17		2017–18		2018–19	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
General medicine	702	36.2%	828	38.8%	1,047	45.6%	1,156	45.3%	1,121	47.2%
Surgery	276	14.2%	257	12.0%	233	10.1%	248	9.7%	246	10.3%
Mental health	71	3.7%	116	5.4%	92	4.0%	77	3.0%	124	5.2%
Psychiatry	101	5.2%	73	3.4%	123	5.4%	124	4.9%	79	3.3%
Cosmetic Services	23	1.2%	45	2.1%	31	1.3%	69	2.7%	55	2.3%
Gynaecology	42	2.2%	48	2.2%	37	1.6%	46	1.8%	50	2.1%
Emergency medicine	57	2.9%	94	4.4%	63	2.7%	79	3.1%	48	2.0%
Obstetrics	52	2.7%	66	3.1%	38	1.7%	49	1.9%	48	2.0%
Early childhood/ Paediatric medicine	52	2.7%	55	2.6%	50	2.2%	64	2.5%	39	1.6%
Dermatology	39	2.0%	38	1.8%	37	1.6%	32	1.3%	39	1.6%
Administration/ Non-health related	40	2.1%	22	1.0%	55	2.4%	39	1.5%	36	1.5%
Ophthalmology	47	2.4%	62	2.9%	40	1.7%	42	1.6%	33	1.4%
Geriatrics/ Gerontology	25	1.3%	15	0.7%	20	0.9%	21	0.8%	32	1.3%
Cardiology	41	2.1%	16	0.7%	31	1.3%	19	0.7%	32	1.3%
Medico-Legal	70	3.6%	66	3.1%	34	1.5%	53	2.1%	27	1.1%
Radiology	25	1.3%	28	1.3%	26	1.1%	34	1.3%	23	1.0%
Anaesthesia	35	1.8%	41	1.9%	47	2.0%	44	1.7%	20	0.8%
Aged care	24	1.2%	20	0.9%	17	0.7%	13	0.5%	19	0.8%
Reproductive medicine	–	0.0%	–	0.0%	–	0.0%	–	0.0%	18	0.8%
Pharmacy	–	0.0%	–	0.0%	–	0.0%	–	0.0%	16	0.7%
Neurology	29	1.5%	33	1.5%	24	1.0%	24	0.9%	15	0.6%
Immunology	7	0.4%	5	0.2%	7	0.3%	6	0.2%	14	0.6%
Gastroenterology	28	1.4%	19	0.9%	28	1.2%	17	0.7%	10	0.4%
Pain management	12	0.6%	11	0.5%	11	0.5%	17	0.7%	9	0.4%
Endocrinology	11	0.6%	10	0.5%	9	0.4%	13	0.5%	9	0.4%
Drug and alcohol	17	0.9%	15	0.7%	16	0.7%	8	0.3%	9	0.4%
Rheumatology	2	0.1%	9	0.4%	8	0.3%	7	0.3%	8	0.3%
Palliative care	10	0.5%	7	0.3%	5	0.2%	6	0.2%	8	0.3%
Oncology	13	0.7%	51	2.4%	54	2.3%	34	1.3%	7	0.3%
Sleep medicine	3	0.2%	3	0.1%	4	0.2%	5	0.2%	6	0.3%
Other service areas	85	3.2%	81	2.3%	111	3.0%	207	6.9%	177	7.4%
<b>Total</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>	<b>2,377</b>	<b>100.0%</b>

Counted by provider identified in complaint.



**TABLE A.5 | Complaints received about health practitioners by issue category 2018–19**

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	Grievance processes	Discharge/transfer arrangements			
<b>Registered health practitioner</b>															
Medical practitioner	1,686	598	444	262	123	81	49	47	51	29	27	17	3,414	55.5%	
Nurse (RN, RM, EN, ENE, NP)	158	636	88	48	2	1	6	6	2	7	1	3	958	15.6%	
Dentist, Dental prosthetist, dental hygienist	347	98	30	4	–	46	12	6	6	3	11	1	564	9.2%	
Psychologist	95	167	39	–	27	6	18	2	1	1	2	–	358	5.8%	
Pharmacist	5	155	23	140	1	–	–	1	3	3	–	–	331	5.4%	
Paramedic	2	85	4	–	–	–	–	1	2	–	–	–	94	1.5%	
Physiotherapist	21	39	11	–	1	3	2	–	–	3	–	–	80	1.3%	
Chinese Medicine practitioner	17	47	3	–	1	2	–	–	1	–	–	–	71	1.2%	
Chiropractor	19	39	4	1	1	2	3	1	–	–	–	–	70	1.1%	
Podiatrist	26	28	2	–	–	1	–	1	–	–	2	–	60	1.0%	
Occupational therapist	17	17	5	–	3	1	2	–	–	–	1	1	47	0.8%	
Optometrist	13	12	2	–	1	1	2	–	–	–	–	–	31	0.5%	
Medical radiation practitioner	5	14	3	–	–	–	–	–	–	–	–	–	22	0.4%	
Student Nurse	–	19	–	–	–	–	–	–	–	–	–	–	19	0.3%	
Osteopath	3	7	1	–	–	–	2	–	–	–	–	–	13	0.2%	
Student Chinese medicine practitioner	1	3	–	1	–	–	1	–	–	–	–	–	6	0.1%	
Student Medical practitioner	–	5	–	–	–	–	–	–	–	–	–	–	5	0.1%	
Student Medical radiation practitioner	–	2	1	–	–	–	–	–	–	–	–	–	3	0.0%	
Aboriginal and Torres Strait Islander HP	–	1	–	–	–	–	–	–	–	–	–	–	1	0.0%	
Student Dentist	–	1	–	–	–	–	–	–	–	–	–	–	1	0.0%	
<b>Registered health practitioner total</b>	<b>2,415</b>	<b>1,973</b>	<b>660</b>	<b>456</b>	<b>160</b>	<b>144</b>	<b>97</b>	<b>65</b>	<b>66</b>	<b>46</b>	<b>44</b>	<b>22</b>	<b>6,148</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	Grievance processes	Discharge/transfer arrangements	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>														
Counsellor/therapist	17	22	7	–	–	–	2	–	–	–	–	–	48	22.9%
Assistant in nursing	3	18	–	–	–	–	–	–	–	–	–	–	21	10.0%
Social worker	5	7	5	–	1	–	–	1	–	–	–	–	19	9.0%
Naturopath	6	9	2	–	–	2	–	–	–	–	–	–	19	9.0%
Cosmetic therapist	8	6	1	–	–	1	–	–	–	2	–	–	18	8.6%
Dental technician	7	3	1	–	–	1	–	–	–	–	–	–	12	5.7%
Personal care assistant	3	4	2	2	–	–	–	–	–	–	–	–	11	5.2%
Massage therapist	2	5	1	–	–	–	–	1	–	–	–	–	9	4.3%
Administration/clerical staff	1	5	1	–	–	–	–	–	–	–	1	–	8	3.8%
Alternative health provider	2	2	2	–	–	1	–	–	–	–	–	–	7	3.3%
Student psychologist	–	7	–	–	–	–	–	–	–	–	–	–	7	3.3%
Dietitian/nutritionist	–	2	1	–	–	–	–	–	–	–	–	–	3	1.4%
Acupuncture therapist	1	1	–	–	–	–	–	–	–	–	–	–	2	1.0%
Residential care worker	–	1	1	–	–	–	–	–	–	–	–	–	2	1.0%
Audiologist	–	2	–	–	–	–	–	–	–	–	–	–	2	1.0%
Natural therapist	1	–	1	–	–	–	–	–	–	–	–	–	2	1.0%
Student Ambulance personnel	–	1	–	–	–	–	–	–	–	–	–	–	1	0.5%
Speech pathologist	–	1	–	–	–	–	–	–	–	–	–	–	1	0.5%
Other	7	8	1	–	–	–	–	1	–	–	1	–	18	8.6%
<b>Unregistered health practitioner total</b>	<b>63</b>	<b>104</b>	<b>26</b>	<b>2</b>	<b>1</b>	<b>5</b>	<b>2</b>	<b>3</b>	<b>0</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>210</b>	<b>100.0%</b>
<b>Unknown health practitioner</b>	<b>4</b>	<b>5</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>13</b>	<b>100.0%</b>
<b>Health practitioner total</b>	<b>2,482</b>	<b>2,082</b>	<b>687</b>	<b>459</b>	<b>161</b>	<b>149</b>	<b>99</b>	<b>69</b>	<b>67</b>	<b>48</b>	<b>46</b>	<b>22</b>	<b>6,371</b>	<b>100.0%</b>

Counted by provider identified in complaint

TABLE A.6 | Complaints received about health organisations 2014–15 to 2018–19

Health organisation	2014–15		2015–16		2016–17		2017–18		2018–19	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
Public hospital	868	47.7%	926	42.9%	1,016	45.9%	1,181	48.4%	1,238	48.6%
Medical centre	98	5.4%	189	8.8%	164	7.4%	174	7.1%	256	10.1%
Psychiatric hospital/unit	41	2.3%	88	4.1%	71	3.1%	77	3.2%	154	6.0%
Private hospital	100	5.5%	113	5.2%	121	5.5%	123	5.0%	145	5.7%
Correction and detention facility	192	10.5%	301	13.9%	257	11.6%	229	9.4%	142	5.6%
Community health service	64	3.5%	74	3.4%	64	2.9%	74	3.0%	94	3.7%
Dental facility	33	1.8%	64	3.0%	75	3.4%	74	3.0%	86	3.4%
Pharmacy	40	2.2%	67	3.1%	90	4.0%	121	5.0%	65	2.6%
Aged care facility	75	4.1%	61	2.8%	61	2.8%	59	2.4%	65	2.6%
Ambulance service	43	2.4%	47	2.2%	61	2.7%	54	2.2%	46	1.8%
Radiology facility	33	1.8%	29	1.3%	30	1.4%	37	1.5%	36	1.4%
Specialist medical practice	83	4.6%	23	1.1%	26	1.2%	46	1.9%	33	1.3%
Pathology centres/labs	28	1.5%	31	1.4%	29	1.3%	23	0.9%	32	1.3%
Alternative health facility	31	1.7%	13	0.6%	31	1.4%	10	0.4%	32	1.3%
Cosmetic health facility	–	0.0%	39	1.8%	21	0.9%	24	1.0%	24	0.9%
Government Department	7	0.4%	3	0.1%	6	0.2%	5	0.2%	16	0.6%
Psychology facility	0	0.0%	5	0.2%	0	0.0%	4	0.2%	16	0.6%
Local Health District/Speciality network	18	1.0%	19	0.9%	27	1.2%	52	2.1%	12	0.5%
Other/Unknown health organisation	14	0.8%	7	0.3%	3	0.1%	20	0.8%	8	0.3%
Optometrist facility	5	0.3%	5	0.2%	9	0.4%	5	0.2%	8	0.3%
Drug and alcohol service	9	0.5%	12	0.6%	14	0.6%	14	0.6%	6	0.2%
Day procedure centre	9	0.5%	11	0.5%	15	0.7%	13	0.5%	5	0.2%
Rehabilitation facility	2	0.1%	6	0.3%	3	0.1%	4	0.2%	4	0.2%
Physiotherapy facility	3	0.2%	5	0.2%	2	0.0%	3	0.1%	4	0.2%

TABLE A.6 | Continued

Health organisation	2014–15		2015–16		2016–17		2017–18		2018–19	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
Supported accommodation services (not aged care)	1	0.1%	4	0.2%	–	0.0%	1	0.0%	4	0.2%
Chiropractic facility	4	0.2%	2	0.1%	6	0.3%	–	0.0%	4	0.2%
Aboriginal health centre	9	0.5%	10	0.5%	4	0.2%	5	0.2%	2	0.1%
Health fund	–	0.0%	1	0.0%	2	0.1%	1	0.0%	2	0.1%
Nursing agency	2	0.1%	–	0.0%	4	0.2%	3	0.1%	2	0.1%
Podiatry practice	–	0.0%	–	0.0%	–	0.0%	–	0.0%	2	0.1%
Multi purpose service	6	0.3%	4	0.2%	3	0.1%	1	0.0%	1	0.0%
NSW Department of Health	–	0.0%	–	0.0%	–	0.0%	–	0.0%	3	0.1%
Osteopathy facility	–	0.0%	–	0.0%	–	0.0%	1	0.0%	–	0.0%
Educational facility	–	0.0%	–	0.0%	1	0.0%	1	0.0%	–	0.0%
Optical laboratory	1	0.1%	–	0.0%	–	0.0%	–	0.0%	–	0.0%
Respite service	2	0.1%	1	0.0%	1	0.0%	–	0.0%	–	0.0%
Sexual assault service	–	0.0%	–	0.0%	1	0.0%	–	0.0%	–	0.0%
<b>Health organisation total</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>	<b>2,547</b>	<b>100.0%</b>

Counted by provider identified in complaint

TABLE A.7 | Complaints received about public and private hospitals by service areas 2014–15 to 2018–19

Service area	2014–15		2015–16		2016–17		2017–18		2018–19	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
<b>Public hospital</b>										
General medicine	85	9.8%	182	19.7%	53	5.2%	277	23.5%	321	25.9%
Emergency medicine	177	20.4%	190	20.5%	292	28.7%	286	24.2%	316	25.5%
Surgery	132	15.2%	93	10.0%	138	13.6%	113	9.6%	113	9.1%
Mental health	89	10.3%	101	10.9%	129	12.7%	128	10.8%	78	6.3%
Geriatrics/ Gerontology	43	5.0%	29	3.1%	35	3.4%	33	2.8%	70	5.7%
Other service area	99	11.4%	70	7.6%	81	8.0%	69	5.8%	49	4.0%
Obstetrics	61	7.0%	62	6.7%	71	7.0%	64	5.4%	56	4.5%
Midwifery	14	1.6%	5	0.5%	9	0.9%	15	1.3%	33	2.7%
Early childhood/ Paediatric medicine	42	4.8%	47	5.1%	36	3.5%	29	2.5%	30	2.4%
Administration/ Non-health related	15	1.7%	27	2.9%	40	3.9%	43	3.6%	25	2.0%
Cardiology	33	3.8%	20	2.2%	17	1.7%	9	0.8%	19	1.5%
Neurology	9	1.0%	13	1.4%	12	1.2%	6	0.5%	18	1.5%
Radiology	–	0.0%	–	0.0%	–	0.0%	–	0.0%	16	1.3%
Palliative care	13	1.5%	13	1.4%	23	2.3%	26	2.2%	15	1.2%
Gynaecology	10	1.2%	16	1.7%	11	1.1%	13	1.1%	14	1.1%
Intensive care	7	0.8%	5	0.5%	11	1.1%	20	1.7%	11	0.9%
Oncology	10	1.2%	26	2.8%	26	2.6%	21	1.8%	10	0.8%
Aged care	–	0.0%	–	0.0%	–	0.0%	–	0.0%	8	0.6%
Psychiatry	–	0.0%	–	0.0%	2	0.2%	–	0.0%	6	0.5%
Respiratory/ thoracic	–	0.0%	–	0.0%	4	0.4%	3	0.3%	6	0.5%
Pain management	3	0.3%	3	0.3%	5	0.5%	9	0.8%	6	0.5%
Renal medicine	7	0.8%	9	1.0%	3	0.3%	7	0.6%	6	0.5%
Drug and alcohol	5	0.6%	5	0.5%	5	0.5%	5	0.4%	6	0.5%
Rehabilitation medicine	14	1.6%	10	1.1%	13	1.3%	5	0.4%	6	0.5%
<b>Public hospital total</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>	<b>1,238</b>	<b>100.0%</b>

TABLE A.7 | Continued

Service area	2014–15		2015–16		2016–17		2017–18		2018–19	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
<b>Private hospital</b>										
General medicine	16	16.0%	21	18.6%	8	6.6%	24	19.5%	46	31.7%
Surgery	25	25.0%	40	35.4%	38	31.4%	38	30.9%	35	24.1%
Other service area	19	19.0%	9	8.0%	15	12.4%	–	0.0%	11	7.6%
Mental health	8	8.0%	13	11.5%	15	12.4%	13	10.6%	10	6.9%
Rehabilitation medicine	8	8.0%	6	5.3%	12	9.9%	11	8.9%	7	4.8%
Administration/ Non–health related	4	4.0%	3	2.7%	10	8.3%	8	6.5%	7	4.8%
Obstetrics	6	6.0%	7	6.2%	3	2.5%	3	2.4%	6	4.1%
Emergency medicine	4	4.0%	5	4.4%	8	6.6%	4	3.3%	6	4.1%
Geriatrics/ Gerontology	3	3.0%	2	1.8%	4	3.3%	2	1.6%	3	2.1%
Aged care	2	2.0%	–	0.0%	–	0.0%	4	3.3%	2	1.4%
Intensive care	–	0.0%	1	0.9%	2	1.7%	1	0.8%	2	1.4%
Radiology	1	1.0%	–	0.0%	–	0.0%	1	0.8%	2	1.4%
Drug and alcohol	–	0.0%	–	0.0%	2	1.7%	1	0.8%	1	0.7%
Gynaecology	–	0.0%	2	1.8%	–	0.0%	1	0.8%	1	0.7%
Midwifery	1	1.0%	–	0.0%	–	0.0%	1	0.8%	3	2.1%
Personal care	–	0.0%	–	0.0%	–	0.0%	1	0.8%	1	0.7%
Oncology	1	1.0%	3	2.7%	1	0.8%	6	4.9%	1	0.7%
Early childhood/ Paediatric medicine	–	0.0%	–	0.0%	2	1.7%	2	1.6%	–	0.0%
Neurology	–	0.0%	–	0.0%	–	0.0%	1	0.8%	–	0.0%
Palliative care	2	2.0%	1	0.9%	1	0.8%	1	0.8%	1	0.7%
<b>Private hospital total</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>145</b>	<b>100.0%</b>
<b>Grand Total</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>	<b>1,383</b>	<b>100.0%</b>

Counted by provider identified in complaint

**TABLE A.8 | Complaints received about public hospitals by Local Health District in 2014–15 to 2018–19**

Local Health District*	2014–15		2015–16		2016–17		2017–18	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
Hunter New England	111	12.8%	161	17.4%	126	12.4%	144	12.2%
South Western Sydney	97	11.2%	83	9.0%	122	12.0%	145	12.3%
Western Sydney	84	9.7%	81	8.7%	91	9.0%	114	9.7%
South Eastern Sydney	80	9.2%	77	8.3%	93	9.2%	123	10.4%
Northern Sydney	68	7.8%	57	6.2%	61	6.0%	70	5.9%
Illawarra Shoalhaven	58	6.7%	49	5.3%	64	6.3%	75	6.4%
Central Coast	50	5.8%	53	5.7%	51	5.0%	66	5.6%
Northern NSW	46	5.3%	52	5.6%	57	5.6%	58	4.9%
Sydney	78	9.0%	67	7.2%	83	8.2%	100	8.5%
Western NSW	46	5.3%	47	5.1%	63	6.2%	63	5.3%
Nepean Blue Mountains	39	4.5%	54	5.8%	55	5.4%	61	5.2%
Southern NSW	20	2.3%	25	2.7%	33	3.2%	28	2.4%
Mid North Coast	24	2.8%	39	4.2%	34	3.3%	47	4.0%
Murrumbidgee **	17	2.0%	20	2.2%	26	2.6%	37	3.1%
St Vincent's Health Network	16	1.8%	23	2.5%	29	2.9%	17	1.4%
Sydney Children's Hospital Network	14	1.6%	20	2.2%	13	1.3%	15	1.3%
Far West	12	1.4%	3	0.3%	4	0.4%	7	0.6%
Albury Wodonga Health (network with Victoria)***	6	0.7%	15	1.6%	9	0.9%	10	0.8%
Other/Unknown public hospital	2	0.2%	–	0.0%	2	0.2%	1	0.1%
<b>Total</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>

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 LHD.

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

2018–19		Number of emergency department attendances	Number of discharges from hospital	Number of outpatient services
No.	% of Total			
158	12.8%	424,780	225,292	2,289,986
141	11.4%	300,867	242,593	1,311,692
132	10.7%	201,012	180,666	1,402,302
95	7.7%	234,838	188,492	493,115
95	7.7%	219,838	136,878	1,025,538
87	7.0%	166,390	94,457	682,995
80	6.5%	144,056	93,286	687,123
76	6.1%	213,307	99,544	582,136
75	6.1%	171,323	178,142	1,344,901
60	4.8%	190,247	85,425	674,601
56	4.5%	131,032	88,310	642,132
42	3.4%	119,773	52,248	314,515
41	3.3%	131,126	76,636	448,474
30	2.4%	157,322	70,865	568,561
25	2.0%	50,610	45,493	328,531
17	1.4%	98,043	52,296	1,222,160
14	1.1%	26,308	8,706	114,464
11	0.9%	–	–	–
3	0.2%	–	–	–
<b>1238</b>	<b>100.0%</b>	<b>2,980,872</b>	<b>1,919,329</b>	<b>14,163,556</b>

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TABLE A.9 | Issues raised in all complaints received about health organisations by organisation type 2018–19

Organisation type	Issue Category												Total	% of Total	
	Treatment	Communication/information	Access	Environment/management of facilities	Discharge/transfer arrangements	Professional conduct	Medication	Fees/costs	Consent	Grievance processes	Medical records	Reports/certificates			
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	% of Total
Public hospital	1,242	196	65	61	110	28	23	16	31	29	13	11	1,825	51.8%	
Medical centre	102	39	49	27	1	15	8	28	2	11	32	9	323	9.2%	
Psychiatric hospital/unit	116	23	6	7	16	3	7	3	31	2	4	2	220	6.2%	
Private hospital	124	23	1	9	12	7	5	21	2	9	4	2	219	6.2%	
Correction and detention facility	102	7	14	5	–	1	30	–	1	1	–	1	162	4.6%	
Community health service	66	14	3	4	3	2	11	1	10	3	5	2	124	3.5%	
Dental facility	43	14	8	2	–	19	–	10	1	3	–	–	100	2.8%	
Aged care facility	67	4	1	6	–	6	5	–	–	2	–	–	91	2.6%	
Pharmacy	2	6	2	2	–	15	45	1	1	–	–	–	74	2.1%	
Ambulance service	26	7	4	2	2	3	1	3	2	4	–	1	55	1.6%	
Specialist medical practice	25	9	–	1	–	5	1	6	1	–	2	1	51	1.4%	
Radiology facility	25	5	1	7	–	–	–	4	–	1	4	–	47	1.3%	
Pathology centres/labs	17	3	–	4	–	3	–	9	1	2	–	2	41	1.2%	
Alternative health facility	14	2	5	2	–	12	1	1	–	1	–	1	39	1.1%	
Cosmetic health facility	18	2	–	1	–	5	–	–	–	–	–	–	26	0.7%	
Government Department	11	4	3	2	1	–	–	–	3	–	–	–	24	0.7%	
Psychology facility	3	2	1	–	–	3	1	3	–	–	2	1	16	0.5%	
Local Health District/ Speciality network	7	–	–	3	–	3	–	–	2	–	–	–	15	0.4%	

TABLE A.9 | Continued

Organisation type	Issue Category													Total	% of Total
	Treatment	Communication/information	Access	Environment/management of facilities	Discharge/transfer arrangements	Professional conduct	Medication	Fees/costs	Consent	Grievance processes	Medical records	Reports/certificates			
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.		
Rehabilitation facility	5	2	–	–	1	1	–	1	–	–	–	–	10	0.3%	
Drug and alcohol services	4	2	1	1	–	–	–	–	–	–	1	–	9	0.3%	
Optometrist facility	6	–	–	–	–	2	–	–	–	1	–	–	9	0.3%	
Day procedure centre	3	2	–	–	–	–	–	–	–	–	2	–	7	0.2%	
Physiotherapy facility	–	–	1	–	–	3	–	–	–	2	–	–	6	0.2%	
Chiropractic facility	1	–	–	–	–	5	–	–	–	–	–	–	6	0.2%	
Supported accommodation services (not aged care)	3	–	–	1	–	–	–	1	–	–	–	–	5	0.1%	
Aboriginal health centre	2	–	–	–	–	–	–	–	–	1	–	–	3	0.1%	
Podiatry practice	1	–	–	–	–	1	–	1	–	–	–	–	3	0.1%	
Nursing agency	1	–	–	–	–	–	1	–	–	–	–	–	2	0.1%	
Health fund	–	1	–	–	–	–	–	–	–	–	–	1	2	0.1%	
Multi purpose service	1	–	–	–	–	–	–	–	–	–	–	–	1	0.0%	
NSW Department of Health	1	–	–	–	–	–	–	–	–	–	–	–	1	0.0%	
Other/Unknown	1	1	–	2	–	3	1	–	–	–	–	–	8	0.2%	
<b>Grand Total</b>	<b>2,039</b>	<b>368</b>	<b>165</b>	<b>149</b>	<b>146</b>	<b>145</b>	<b>140</b>	<b>109</b>	<b>88</b>	<b>72</b>	<b>69</b>	<b>34</b>	<b>3,524</b>	<b>100.0%</b>	

Counted by issues raised in complaint

TABLE A.10 | Issues raised in all complaints received by service area 2018–19

Service area	Issue Category												Total	% of Total
	Treatment	Professional Conduct	Communication/information	Medication	Fees/costs	Access	Environment/ management of facilities	Reports/certificates	Medical Records	Discharge/transfer arrangements	Consent	Grievance Processes		
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.
General medicine	1,360	447	375	238	58	99	67	77	70	39	27	35	2,892	29.2%
Mental health	371	78	89	37	5	18	10	12	10	23	71	9	733	7.4%
Dentistry	397	88	44	4	56	17	5	–	12	1	7	14	645	6.5%
Surgery	397	62	64	8	20	16	10	4	3	12	9	2	607	6.1%
Emergency medicine	415	40	57	5	7	7	7	–	4	48	2	9	601	6.1%
Other	11	531	22	2	–	–	5	1	–	1	–	–	573	5.8%
Pharmacy/ Pharmacology	9	158	29	197	2	6	5	1	1	–	2	–	410	4.1%
Psychology	99	131	39	–	7	1	1	25	19	–	1	2	325	3.3%
Administration/Non-health related	12	133	28	2	14	4	22	1	10	–	1	8	235	2.4%
Geriatrics/ Gerontology	134	28	33	11	–	4	3	2	–	9	–	2	226	2.3%
Aged Care	96	67	9	18	1	–	6	–	1	1	–	2	201	2.0%
Obstetrics	115	14	28	1	2	4	3	1	3	4	4	5	184	1.9%
Cosmetic Services	83	39	9	7	6	–	6	–	1	–	1	–	152	1.5%
Psychiatry	72	13	13	12	3	–	1	19	1	2	6	–	142	1.4%
Early childhood/ Paediatric medicine	69	10	25	3	3	4	5	8	–	1	2	3	133	1.3%
Radiology	72	15	10	–	5	2	7	6	4	–	1	6	128	1.3%
Gynaecology	65	9	12	1	2	4	1	–	2	1	2	1	100	1.0%
Midwifery	60	17	12	–	1	1	1	–	–	2	–	1	95	1.0%
Physiotherapy	26	33	14	1	3	2	3	2	2	–	1	1	88	0.9%
Cardiology	55	4	8	4	4	1	–	–	–	6	–	–	82	0.8%
Ambulance Service	23	24	10	1	3	6	2	1	–	3	2	3	78	0.8%
Dermatology	39	3	5	1	10	1	2	–	–	–	–	1	62	0.6%
Neurology	36	3	4	1	1	7	2	3	–	3	–	–	60	0.6%
Ophthalmology	34	8	5	–	3	4	–	1	1	–	2	2	60	0.6%
Podiatry	28	24	2	–	3	–	–	–	–	–	1	2	60	0.6%
Pathology	26	4	7	–	9	1	4	2	1	–	1	1	56	0.6%
Traditional Chinese medicine	13	34	3	1	2	1	–	–	1	–	–	–	55	0.6%
Immunology	21	9	3	12	2	2	1	1	1	–	1	2	55	0.6%
Chiropractice	17	24	3	1	2	–	–	1	3	–	1	–	52	0.5%
Counselling	15	22	8	–	–	1	–	1	2	–	1	–	50	0.5%
Drug and alcohol	16	9	4	8	–	4	2	–	2	1	–	–	46	0.5%
Rehabilitation medicine	23	2	6	2	3	1	–	1	–	5	1	–	44	0.4%
Optometry	22	12	2	–	2	1	–	2	2	–	–	1	44	0.4%
Medico-Legal	11	6	6	–	1	1	–	15	1	–	2	1	44	0.4%
Palliative care	26	4	5	6	–	–	1	1	–	–	–	–	43	0.4%
Reproductive medicine	23	3	4	–	2	–	1	1	1	2	1	–	38	0.4%

TABLE A.10 | Continued

Service area	Issue Category													Total	% of Total
	Treatment	Professional Conduct	Communication/information	Medication	Fees/costs	Access	Environment/ management of facilities	Reports/certificates	Medical Records	Discharge/transfer arrangements	Consent	Grievance Processes			
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.			
Anaesthesia	14	11	5	1	4	-	-	-	3	-	-	-	38	0.4%	
Unknown	6	19	2	-	-	2	4	-	-	-	2	-	35	0.4%	
Pain management	16	3	3	6	-	1	1	-	1	-	-	-	31	0.3%	
Oncology	21	4	3	1	-	-	-	-	-	-	-	-	29	0.3%	
Alternative health	10	13	2	1	-	-	-	1	-	-	-	-	27	0.3%	
Community Care	10	3	9	2	-	1	1	-	-	-	-	-	26	0.3%	
Gastroenterology	14	1	5	-	1	-	-	-	1	-	2	-	24	0.2%	
Occupational therapy	6	7	5	-	1	-	-	1	2	-	-	1	23	0.2%	
Intensive care	18	2	-	-	-	2	1	-	-	-	-	-	23	0.2%	
Sleep medicine	5	3	6	-	2	1	1	2	-	-	-	-	20	0.2%	
Developmental disability	12	1	1	3	1	-	2	-	-	-	-	-	20	0.2%	
Respiratory/Thoracic medicine	13	1	1	-	-	1	-	-	-	2	-	-	18	0.2%	
Endocrinology	8	5	1	-	1	1	1	-	-	-	1	-	18	0.2%	
Natural therapy	5	7	2	-	2	-	2	-	-	-	-	-	18	0.2%	
Massage therapy	7	8	1	-	-	-	-	-	-	-	1	-	17	0.2%	
Personal care	7	5	-	-	1	-	1	-	-	1	-	1	16	0.2%	
Renal medicine	13	-	2	-	-	-	-	-	-	1	-	-	16	0.2%	
Occupational health	8	5	-	-	-	-	-	2	-	-	-	-	15	0.2%	
Osteopathy	3	6	1	-	-	-	-	-	2	-	-	-	12	0.1%	
Rheumatology	5	1	3	1	-	2	-	-	-	-	-	-	12	0.1%	
Haematology	8	-	1	-	-	-	-	-	-	-	-	1	10	0.1%	
Sexual assault service	6	-	1	-	1	-	-	-	1	-	-	1	10	0.1%	
Acupuncture	2	7	-	-	1	-	-	-	-	-	-	-	10	0.1%	
Nephrology	6	-	1	-	-	-	-	-	-	-	-	-	7	0.1%	
Psychotherapy	1	2	1	-	-	-	-	-	-	-	-	-	4	0.0%	
Nutrition and dietetics	-	2	1	-	-	-	-	-	-	-	-	-	3	0.0%	
Infectious diseases	2	1	-	-	-	-	-	-	-	-	-	-	3	0.0%	
Family planning	1	-	1	-	-	-	-	-	-	-	1	-	3	0.0%	
Hydrotherapy	-	-	-	-	-	1	-	-	-	-	-	1	2	0.0%	
Prosthetics and orthotics	-	1	-	-	1	-	-	-	-	-	-	-	2	0.0%	
Medical radiation practice	1	1	-	-	-	-	-	-	-	-	-	-	2	0.0%	
Health education/information	1	-	-	-	-	-	-	-	-	-	-	-	1	0.0%	
Internal medicine	1	-	-	-	-	-	-	-	-	-	-	-	1	0.0%	
<b>Total</b>	<b>4,521</b>	<b>2,227</b>	<b>1,055</b>	<b>599</b>	<b>258</b>	<b>232</b>	<b>197</b>	<b>195</b>	<b>168</b>	<b>168</b>	<b>157</b>	<b>118</b>	<b>9,895</b>	<b>100.0%</b>	

Counted by issues raised in complaint

TABLE A.11 | Complaints received by service area 2014–15 to 2018–19

Service area	2014–15		2015–16		2016–17		2017–18		2018–19	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
General medicine	1,143	21.7%	1,533	25.2%	1,600	25.3%	1,953	27.6%	2,119	29.0%
Other service areas	176	3.3%	93	1.5%	236	3.7%	617	8.7%	606	8.3%
Mental health	343	6.5%	492	8.1%	467	7.4%	456	6.4%	520	7.1%
Dentistry	393	7.5%	648	10.7%	469	7.4%	508	7.2%	483	6.6%
Surgery	490	9.3%	432	7.1%	446	7.1%	426	6.0%	408	5.6%
Emergency medicine	267	5.1%	314	5.2%	405	6.4%	396	5.6%	392	5.4%
Pharmacy/ Pharmacology	253	4.8%	260	4.3%	294	4.7%	322	4.5%	337	4.6%
Psychology	133	2.5%	166	2.7%	204	3.2%	252	3.6%	251	3.4%
Administration/ Non-health related	126	2.4%	151	2.5%	186	2.9%	174	2.5%	205	2.8%
Geriatrics/ Gerontology	79	1.5%	55	0.9%	62	1.0%	63	0.9%	148	2.0%
Aged care	213	4.0%	179	2.9%	182	2.9%	174	2.5%	144	2.0%
Obstetrics	123	2.3%	145	2.4%	125	2.0%	135	1.9%	122	1.7%
Cosmetic services	43	0.8%	94	1.5%	94	1.5%	148	2.1%	117	1.6%
Psychiatry	149	2.8%	85	1.4%	139	2.2%	133	1.9%	98	1.3%
Radiology	79	1.5%	71	1.2%	92	1.5%	83	1.2%	98	1.3%
Early childhood/ Paediatric medicine	124	2.4%	125	2.1%	103	1.6%	120	1.7%	87	1.2%
Midwifery	56	1.1%	32	0.5%	37	0.6%	40	0.6%	71	1.0%
Gynaecology	52	1.0%	68	1.1%	53	0.8%	62	0.9%	69	0.9%
Ambulance Service	47	0.9%	49	0.8%	61	1.0%	56	0.8%	63	0.9%
Physiotherapy	42	0.8%	40	0.7%	43	0.7%	53	0.7%	61	0.8%
Cardiology	87	1.7%	38	0.6%	56	0.9%	37	0.5%	55	0.8%
Pathology	31	0.6%	34	0.6%	39	0.6%	30	0.4%	47	0.6%
Podiatry	17	0.3%	18	0.3%	17	0.3%	25	0.4%	46	0.6%
Chiropractice	39	0.7%	61	1.0%	73	1.2%	47	0.7%	43	0.6%
Traditional Chinese medicine	1	0.0%	20	0.3%	15	0.2%	18	0.3%	42	0.6%
Ophthalmology	55	1.0%	68	1.1%	49	0.8%	66	0.9%	41	0.6%
Dermatology	45	0.9%	43	0.7%	42	0.7%	38	0.5%	41	0.6%
Counselling	14	0.3%	16	0.3%	25	0.4%	19	0.3%	41	0.6%
Immunology	18	0.3%	17	0.3%	13	0.2%	13	0.2%	38	0.5%
Drug and alcohol	92	1.7%	101	1.7%	100	1.6%	55	0.8%	37	0.5%
Optometry	39	0.7%	35	0.6%	33	0.5%	26	0.4%	37	0.5%
Palliative care	27	0.5%	32	0.5%	44	0.7%	43	0.6%	35	0.5%
Neurology	41	0.8%	51	0.8%	36	0.6%	33	0.5%	33	0.5%
Medico-Legal	78	1.5%	73	1.2%	39	0.6%	63	0.9%	31	0.4%
Rehabilitation medicine	43	0.8%	40	0.7%	50	0.8%	31	0.4%	27	0.4%
Alternative health	47	0.9%	40	0.7%	26	0.4%	23	0.3%	24	0.3%

TABLE A.11 | Continued

Service area	2014–15		2015–16		2016–17		2017–18		2018–19	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
<b>Pain management</b>	31	0.6%	35	0.6%	30	0.5%	39	0.6%	23	0.3%
<b>Reproductive medicine</b>	17	0.3%	9	0.1%	9	0.1%	7	0.1%	23	0.3%
<b>Anaesthesia</b>	39	0.7%	49	0.8%	51	0.8%	51	0.7%	22	0.3%
<b>Oncology</b>	29	0.6%	100	1.6%	89	1.4%	72	1.0%	21	0.3%
<b>Community care</b>	–	0.0%	–	0.0%	3	0.0%	9	0.1%	18	0.2%
<b>Intensive care</b>	15	0.3%	18	0.3%	27	0.4%	33	0.5%	18	0.2%
<b>Occupational therapy</b>	13	0.1%	21	0.0%	9	0.1%	24	0.3%	17	0.2%
<b>Gastroenterology</b>	54	1.0%	38	0.6%	53	0.8%	23	0.3%	16	0.2%
<b>Massage therapy</b>	9	0.2%	12	0.2%	14	0.2%	20	0.3%	14	0.2%
<b>Endocrinology</b>	18	0.3%	17	0.3%	16	0.3%	15	0.2%	13	0.2%
<b>Sleep medicine</b>	6	0.1%	6	0.1%	9	0.1%	9	0.1%	13	0.2%
<b>Occupational health</b>	5	0.1%	4	0.1%	10	0.2%	4	0.1%	13	0.2%
<b>Developmental disability</b>	1	0.0%	4	0.1%	8	0.1%	6	0.1%	13	0.2%
<b>Natural therapy</b>	1	0.0%	1	0.0%	6	0.1%	2	0.0%	13	0.2%
<b>Renal medicine</b>	10	0.2%	17	0.3%	8	0.1%	8	0.1%	12	0.2%
<b>Personal care</b>	2	0.0%	1	0.0%	3	0.0%	1	0.0%	12	0.2%
<b>Osteopathy</b>	9	0.2%	13	0.2%	11	0.2%	16	0.2%	11	0.2%
<b>Rheumatology</b>	2	0.0%	11	0.2%	8	0.1%	7	0.1%	10	0.1%
<b>Grand Total</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>	<b>7,299</b>	<b>100.0%</b>

Counted by provider identified in complaint

**TABLE A.12 | Source of complaints 2014–15 to 2018–19**

Source	2014–15		2015–16		2016–17		2017–18		2018–19	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
<b>Consumer</b>	2,374	49.9%	3,182	51.4%	3,310	51.8%	3,694	51.4%	3,852	52.2%
<b>Family or friend</b>	1,049	22.0%	1,561	25.2%	1,599	25.0%	1,718	23.9%	1,574	21.3%
<b>Unknown/other source (including members of the public)</b>	451	9.5%	600	9.7%	538	8.4%	754	10.5%	573	7.8%
<b>Professional council/ association and regulatory authority</b>	189	4.0%	201	3.2%	288	4.5%	353	4.9%	465	6.3%
<b>Health care provider</b>	400	8.4%	357	5.8%	349	5.5%	264	3.7%	220	3.0%
<b>Consumer organisation/ advocate/carer/employer</b>	48	1.0%	169	2.7%	184	2.9%	227	3.2%	560	7.6%
<b>Department of Health (State and Commonwealth)</b>	82	1.7%	37	0.6%	58	0.9%	109	1.5%	65	0.9%
<b>Government department</b>	139	2.9%	49	0.8%	45	0.7%	41	0.6%	43	0.6%
<b>Court</b>	7	0.1%	15	0.2%	2	0.0%	13	0.2%	2	0.0%
<b>Legal representative</b>	7	0.1%	13	0.2%	17	0.3%	7	0.1%	23	0.3%
<b>College</b>	3	0.1%	2	0.0%	4	0.1%	5	0.1%	7	0.1%
<b>Member of Parliament/ Minister</b>	11	0.2%	–	0.0%	–	0.0%	5	0.1%	2	0.0%
<b>Total</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>	<b>7,386</b>	<b>100.0%</b>

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

**TABLE A.13 | Location of complainants 2014–15 to 2018–19**

METRO	2014–15		2015–16		2016–17		2017–18		2018–19	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
<b>Metropolitan</b>	3,089	57.7%	3,243	52.4%	3,346	52.3%	3,701	51.5%	3,722	50.4%
<b>Non-Metro</b>	1,361	25.4%	1,823	29.5%	1,535	24.0%	1,594	22.2%	1,524	20.6%
<b>Interstate</b>	252	4.7%	296	4.8%	245	3.8%	252	3.5%	302	4.1%
<b>International</b>	17	0.3%	13	0.2%	12	0.2%	11	0.2%	22	0.3%
<b>Address Not Coded</b>	639	11.9%	811	13.1%	1,256	19.6%	1,632	22.7%	1,816	24.6%
<b>Total</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>	<b>7,386</b>	<b>100.0%</b>

*Counted by complainant*

**TABLE A.14 | Location of health service provider 2014–15 to 2018–19**

METRO	2014–15		2015–16		2016–17		2017–18		2018–19	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
<b>Metropolitan</b>	3,607	68.5%	4,147	68.3%	4,358	69.0%	4,891	69.0%	5,078	69.6%
<b>Non-Metro</b>	1,296	24.6%	1,569	25.8%	1,614	25.5%	1,747	24.7%	1,811	24.8%
<b>Interstate</b>	140	2.7%	184	3.0%	176	2.8%	203	2.9%	189	2.6%
<b>International</b>	5	0.1%	4	0.1%	7	0.1%	13	0.2%	6	0.1%
<b>Address Not Coded</b>	218	4.1%	171	2.8%	164	2.6%	230	3.2%	215	2.9%
<b>Total</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>	<b>7,299</b>	<b>100.0%</b>

*Counted by provider*



**TABLE A.15 | Issues raised in all complaints received by complainant location 2018–19**

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>	2,330	46.1%	1,151	52.8%	904	38.4%	198	48.4%	8	33.3%	4,591	45.8%
<b>Professional conduct</b>	1,116	22.1%	310	14.2%	701	29.8%	110	26.9%	8	33.3%	2,245	22.4%
<b>Communication/information</b>	475	9.4%	289	13.3%	262	11.1%	37	9.0%	3	12.5%	1,066	10.6%
<b>Medication</b>	340	6.7%	106	4.9%	141	6.0%	14	3.4%	–	0.0%	601	6.0%
<b>Fees/costs</b>	157	3.1%	35	1.6%	57	2.4%	8	2.0%	2	8.3%	259	2.6%
<b>Access</b>	113	2.2%	64	2.9%	52	2.2%	8	2.0%	–	0.0%	237	2.4%
<b>Environment/management of facilities</b>	81	1.6%	42	1.9%	73	3.1%	3	0.7%	1	4.2%	200	2.0%
<b>Reports/certificates</b>	109	2.2%	33	1.5%	43	1.8%	10	2.4%	1	4.2%	196	2.0%
<b>Medical records</b>	99	2.0%	34	1.6%	34	1.4%	4	1.0%	–	0.0%	171	1.7%
<b>Discharge/transfer arrangements</b>	79	1.6%	47	2.2%	39	1.7%	6	1.5%	–	0.0%	171	1.7%
<b>Consent</b>	80	1.6%	42	1.9%	29	1.2%	7	1.7%	1	4.2%	159	1.6%
<b>Grievance processes</b>	70	1.4%	26	1.2%	18	0.8%	4	1.0%	–	0.0%	118	1.2%
<b>Grand Total</b>	<b>5,049</b>	<b>100.0%</b>	<b>2,179</b>	<b>100.0%</b>	<b>2,353</b>	<b>100.0%</b>	<b>409</b>	<b>100.0%</b>	<b>24</b>	<b>100.0%</b>	<b>10,014</b>	<b>100.0%</b>

*Counted by issue raised in complaint*

**TABLE A.16 | Outcome of assessment of complaints 2014–15 to 2018–19**

Assessment decision	2014–15		2015–16		2016–17		2017–18		2018–19	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
<b>Discontinued*</b>	2,381	46.7%	2,270	39.3%	2,273	37.7%	3,038	42.2%	3,223	41.7%
<b>Referred to professional council</b>	969	19.0%	1,211	21.0%	1,273	21.1%	1,477	20.5%	1,411	18.2%
<b>Referred for local resolution</b>	258	5.1%	415	7.2%	549	9.1%	761	10.6%	805	10.4%
<b>Discontinued with comments</b>	2	0.0%	322	5.6%	659	10.9%	657	9.1%	864	11.2%
<b>Investigation by Commission</b>	256	5.0%	342	5.9%	325	5.4%	397	5.5%	402	5.2%
<b>Referred to Another Body</b>	147	2.9%	196	3.4%	259	4.3%	317	4.4%	272	3.5%
<b>Resolved during assessment</b>	672	13.2%	693	12.0%	461	7.7%	306	4.3%	398	5.1%
<b>Referred to the Commission's Resolution Service</b>	413	8.1%	321	5.6%	224	3.7%	238	3.3%	320	4.1%
<b>Not yet finalised</b>	–	0.0%	–	0.0%	–	0.0%	–	0.0%	40	0.5%
<b>Total</b>	<b>5,098</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>	<b>7,735</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 2018–19

Issue category and name	Outcome									Total	% of Total
	Discontinued	Referred to professional council	Referred for local resolution	Discontinued with comments	Investigation by Commission	Referred to the Commission's Resolution Service	Resolved during assessment	Referred to another body	No outcome identified		
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	
<b>Treatment</b>											
Inadequate treatment	726	210	166	181	28	151	58	13	7	1540	14.2%
Inadequate care	449	40	252	93	7	131	49	23	2	1046	9.6%
Unexpected treatment outcome/complications	219	101	21	64	20	55	15	14	3	512	4.7%
Inadequate/inappropriate consultation	250	62	29	112	5	7	35	7	1	508	4.7%
Diagnosis	250	44	45	74	4	55	19	7	2	500	4.6%
Delay in treatment	70	4	78	24	–	10	19	–	–	205	1.9%
Rough and painful treatment	75	18	16	19	2	8	7	3	–	148	1.4%
Wrong/inappropriate treatment	36	14	11	12	6	7	4	2	–	92	0.8%
Withdrawal of treatment	40	2	14	2	1	2	5	–	–	66	0.6%
Excessive treatment	30	17	3	9	4	–	1	2	–	66	0.6%
Coordination of treatment/results follow-up	24	6	9	7	–	9	7	–	–	62	0.6%
Infection control	25	15	3	5	5	–	1	1	–	55	0.5%
No/inappropriate referral	25	9	4	10	–	–	4	1	–	53	0.5%
Inadequate prosthetic equipment	16	5	3	3	1	–	2	–	–	30	0.3%
Experimental treatment	12	2	–	–	7	–	–	1	–	22	0.2%
Public/private election	4	–	4	–	–	–	1	–	–	9	0.1%
Attendance	6	–	–	–	–	–	1	–	–	7	0.1%
<b>Treatment total</b>	<b>2257</b>	<b>549</b>	<b>658</b>	<b>615</b>	<b>90</b>	<b>435</b>	<b>228</b>	<b>74</b>	<b>15</b>	<b>4921</b>	<b>45.2%</b>
<b>Professional conduct</b>											
Impairment	54	299	–	61	31	1	–	13	7	466	4.3%
Competence	111	191	–	26	43	1	3	12	9	396	3.6%
Breach of guideline/law	84	113	1	20	70	–	2	20	1	311	2.9%
Illegal practice	49	57	1	12	66	–	1	16	–	202	1.9%
Sexual misconduct	33	29	1	13	56	–	–	4	–	136	1.2%
Boundary violation	36	44	–	29	19	–	–	2	1	131	1.2%

TABLE A.17 | Continued

Issue category and name	Outcome									Total	% of Total
	Discontinued	Referred to professional council	Referred for local resolution	Discontinued with comments	Investigation by Commission	Referred to the Commission's Resolution Service	Resolved during assessment	Referred to another body	No outcome identified		
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	
<b>Inappropriate disclosure of information</b>	77	23	5	11	1	–	5	7	–	129	1.2%
Advertising	31	10	–	16	2	–	2	61	1	123	1.1%
Misrepresentation of qualifications	41	8	–	19	4	–	5	35	–	112	1.0%
Annual declaration not lodged/incomplete/wrong or misleading	5	65	–	3	–	–	–	2	–	75	0.7%
Assault	22	8	–	9	20	1	–	2	–	62	0.6%
Breach of condition	12	15	–	14	15	–	–	6	–	62	0.6%
Discriminatory conduct	32	5	5	7	1	2	2	4	–	58	0.5%
Financial fraud	22	7	–	4	6	–	2	8	2	51	0.5%
Emergency treatment not provided	8	4	2	1	–	–	2	–	–	17	0.2%
Child sexual abuse	7	–	–	–	5	–	–	1	–	13	0.1%
Scientific fraud	–	–	–	1	1	–	–	–	–	2	0.0%
<b>Professional conduct total</b>	<b>624</b>	<b>878</b>	<b>15</b>	<b>246</b>	<b>340</b>	<b>5</b>	<b>24</b>	<b>193</b>	<b>21</b>	<b>2346</b>	<b>21.6%</b>
<b>Communication/information</b>											
Attitude/manner	428	77	75	122	10	14	45	8	5	784	7.2%
Inadequate information provided	131	20	41	37	–	49	22	1	–	301	2.8%
Incorrect/misleading information provided	67	10	13	18	3	8	13	4	1	137	1.3%
Special needs not accommodated	3	–	–	–	–	2	–	–	–	5	0.0%
<b>Communication/information total</b>	<b>629</b>	<b>107</b>	<b>129</b>	<b>177</b>	<b>13</b>	<b>73</b>	<b>80</b>	<b>13</b>	<b>6</b>	<b>1227</b>	<b>11.3%</b>
<b>Medication</b>											
Prescribing medication	136	67	27	59	47	13	10	13	1	373	3.4%
Dispensing medication	39	104	8	10	18	–	5	1	2	187	1.7%
Administering medication	16	21	6	19	8	2	7	2	1	82	0.8%
Supply/security/storage of medication	7	11	–	4	7	1	2	3	–	35	0.3%
<b>Medication total</b>	<b>198</b>	<b>203</b>	<b>41</b>	<b>92</b>	<b>80</b>	<b>16</b>	<b>24</b>	<b>19</b>	<b>4</b>	<b>677</b>	<b>6.2%</b>

TABLE A.17 | Outcome of assessment of complaints by issues identified in complaint 2018–2019 Continued

Issue category and name	Outcome									Total	% of Total
	Discontinued	Referred to professional council	Referred for local resolution	Discontinued with comments	Investigation by Commission	Referred to the Commission's Resolution Service	Resolved during assessment	Referred to another body	No outcome identified		
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	
<b>Fees/costs</b>											
Billing practices	128	20	5	22	3	2	47	6	–	233	2.1%
Cost of treatment	18	6	3	5	2	1	5	1	–	41	0.4%
Financial consent	10	1	1	4	–	–	4	–	–	20	0.2%
<b>Fees/costs total</b>	<b>156</b>	<b>27</b>	<b>9</b>	<b>31</b>	<b>5</b>	<b>3</b>	<b>56</b>	<b>7</b>	<b>0</b>	<b>294</b>	<b>2.7%</b>
<b>Environment/management of facilities</b>											
Administrative processes	64	7	14	10	1	1	15	3	–	115	1.1%
Cleanliness/hygiene of facility	35	4	7	5	2	2	1	3	–	59	0.5%
Physical environment of facility	23	2	11	–	–	4	2	2	–	44	0.4%
Staffing and rostering	7	1	4	1	–	–	–	3	–	16	0.1%
Statutory obligations/ accreditation standards not met	4	–	–	–	–	–	–	1	–	5	0.0%
<b>Environment/management of facilities total</b>	<b>133</b>	<b>14</b>	<b>36</b>	<b>16</b>	<b>3</b>	<b>7</b>	<b>18</b>	<b>12</b>	<b>0</b>	<b>239</b>	<b>2.2%</b>
<b>Access</b>											
Refusal to admit or treat	101	6	24	16	–	3	17	–	–	167	1.5%
Service availability	23	–	14	1	–	2	8	–	–	48	0.4%
Waiting lists	7	1	17	–	–	1	3	–	–	29	0.3%
Access to facility	–	–	5	–	–	–	–	–	–	5	0.0%
Access to subsidies	1	–	–	–	–	1	–	–	–	2	0.0%
Remoteness of service	–	–	–	–	–	–	1	–	–	1	0.0%
<b>Access total</b>	<b>132</b>	<b>7</b>	<b>60</b>	<b>17</b>	<b>0</b>	<b>7</b>	<b>29</b>	<b>0</b>	<b>0</b>	<b>252</b>	<b>2.3%</b>
<b>Reports/certificates</b>											
Accuracy of report/certificate	102	14	2	28	–	3	9	2	–	160	1.5%
Refusal to provide report/certificate	18	–	1	4	–	–	5	1	–	29	0.3%
Report written with inadequate or no consultation	6	5	1	4	–	–	–	–	–	16	0.1%
Timeliness of report/certificate	3	–	–	1	–	–	6	–	–	10	0.1%
Cost of report/certificate	1	–	–	–	–	–	–	–	–	1	0.0%
<b>Reports/certificates total</b>	<b>130</b>	<b>19</b>	<b>4</b>	<b>37</b>	<b>–</b>	<b>3</b>	<b>20</b>	<b>3</b>	<b>0</b>	<b>216</b>	<b>2.0%</b>

TABLE A.17 | Continued

Issue category and name	Outcome									Total	% of Total
	Discontinued	Referred to professional council	Referred for local resolution	Discontinued with comments	Investigation by Commission	Referred to the Commission's Resolution Service	Resolved during assessment	Referred to another body	No outcome identified		
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	
<b>Discharge/transfer arrangements</b>											
Inadequate discharge	81	3	41	22	–	38	12	1	–	198	1.8%
Delay	3	–	5	1	–	2	1	–	–	12	0.1%
Patient not reviewed	2	1	–	1	–	2	–	–	–	6	0.1%
Mode of transport	3	–	1	–	–	–	–	–	–	4	0.0%
<b>Discharge/transfer arrangements total</b>	<b>89</b>	<b>4</b>	<b>47</b>	<b>24</b>	<b>0</b>	<b>42</b>	<b>13</b>	<b>1</b>	<b>0</b>	<b>220</b>	<b>2.0%</b>
<b>Consent</b>											
Consent not obtained or inadequate	54	15	5	11	1	2	2	1	–	91	0.8%
Involuntary admission or treatment	44	–	34	3	–	3	1	–	–	85	0.8%
Uninformed consent	10	2	1	1	–	–	–	1	–	15	0.1%
<b>Consent total</b>	<b>108</b>	<b>17</b>	<b>40</b>	<b>15</b>	<b>1</b>	<b>5</b>	<b>3</b>	<b>2</b>	<b>0</b>	<b>191</b>	<b>1.8%</b>
<b>Medical records</b>											
Access to/transfer of records	50	4	5	4	–	–	28	13	–	104	1.0%
Record keeping	12	24	1	10	8	2	6	1	–	64	0.6%
Records management	4	3	1	–	–	–	1	1	1	11	0.1%
<b>Medical records total</b>	<b>66</b>	<b>31</b>	<b>7</b>	<b>14</b>	<b>8</b>	<b>2</b>	<b>35</b>	<b>15</b>	<b>1</b>	<b>179</b>	<b>1.6%</b>
<b>Grievance processes</b>											
Inadequate/no response to complaint	62	7	12	12	1	10	11	1	–	116	1.1%
Reprisal/retaliation as result of complaint lodged	–	1	1	1	–	–	–	–	–	3	0.0%
Information about complaints procedures not provided	1	–	–	1	–	–	–	–	–	2	0.0%
<b>Grievance processes total</b>	<b>63</b>	<b>8</b>	<b>13</b>	<b>14</b>	<b>1</b>	<b>10</b>	<b>11</b>	<b>1</b>	<b>0</b>	<b>121</b>	<b>1.1%</b>
<b>Grand Total</b>	<b>4,585</b>	<b>1,864</b>	<b>1,059</b>	<b>1,298</b>	<b>541</b>	<b>608</b>	<b>541</b>	<b>340</b>	<b>47</b>	<b>10,883</b>	<b>100.0%</b>

Counted by issues raised in complaint

**TABLE A.18 | Outcome of assessment of complaints by most common service area 2018–19**

Service area	Outcome									Total	
	Discontinued	Referred to professional council	Referred for local resolution	Discontinued with comments	Investigation by Commission	Referred to the Commission's Resolution Service	Resolved during assessment	Referred to another body	No outcome identified		
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	% of Total
General medicine	1,040	234	226	310	123	78	135	52	10	2,208	28.5%
Dentistry	220	181	26	31	13	1	30	23	1	526	6.8%
Mental health	261	31	138	37	9	20	19	3	7	525	6.8%
Surgery	213	41	59	52	10	31	23	10	3	442	5.7%
Emergency medicine	138	19	144	45	5	54	35	2	–	442	5.7%
Pharmacy/Pharmacology	71	161	1	27	67	–	9	11	4	351	4.5%
Psychology	132	75	–	31	10	–	15	10	1	274	3.5%
Aged Care	55	43	3	13	16	8	3	22	–	163	2.1%
Administration	60	20	8	9	1	2	8	32	1	141	1.8%
Geriatrics/Gerontology	45	18	22	14	5	25	4	7	–	140	1.8%
Obstetrics	45	16	20	12	3	26	9	1	1	133	1.7%
Cosmetic services	63	19	–	19	10	–	1	20	–	132	1.7%
Psychiatry	82	7	6	11	–	1	2	1	–	110	1.4%
Radiology	39	14	6	25	3	–	10	1	–	98	1.3%
Paediatric medicine	30	13	18	15	–	9	8	2	1	96	1.2%
Gynaecology	41	4	7	9	11	3	2	3	–	80	1.0%
Physiotherapy	28	15	1	5	11	1	1	1	–	63	0.8%
Ambulance Service	20	4	19	5	–	2	2	2	–	54	0.7%
Cardiology	32	1	6	4	–	6	1	1	–	51	0.7%
Pathology	26	–	2	3	–	–	17	1	–	49	0.6%
Ophthalmology	26	6	2	7	3	–	3	1	1	49	0.6%
Non-health related	22	13	3	2	5	–	–	2	1	48	0.6%
Dermatology	30	7	–	7	–	–	4	–	–	48	0.6%
Chiropractice	17	16	–	5	3	–	3	3	–	47	0.6%
Midwifery	23	11	6	2	–	4	1	–	–	47	0.6%
Counselling	32	–	1	7	4	–	–	1	–	45	0.6%
Podiatry	16	10	1	3	2	–	4	8	–	44	0.6%
Traditional Chinese medicine	7	23	–	1	10	–	–	3	–	44	0.6%
Medico-Legal	22	9	1	6	1	–	–	1	–	40	0.5%
Drug and alcohol	16	5	9	3	2	2	1	2	–	40	0.5%
Oncology	20	4	4	2	–	7	2	1	–	40	0.5%
Immunology	10	5	1	11	2	–	8	1	–	38	0.5%
Neurology	18	1	7	2	1	4	4	–	–	37	0.5%
Palliative care	16	4	5	2	–	8	2	–	–	37	0.5%
Optometry	11	14	1	4	–	–	6	–	–	36	0.5%
Anaesthesia	18	6	1	4	1	–	5	1	–	36	0.5%

TABLE A.18 | Continued

Service area	Outcome									Total	
	Discontinued	Referred to professional council	Referred for local resolution	Discontinued with comments	Investigation by Commission	Referred to the Commission's Resolution Service	Resolved during assessment	Referred to another body	No outcome identified		
	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	% of Total
Unknown	25	4	1	1	–	–	–	2	–	33	0.4%
Rehabilitation medicine	14	2	5	3	–	5	1	–	1	31	0.4%
Pain management	11	2	10	3	1	–	2	–	–	29	0.4%
Alternative health	7	5	–	3	6	–	–	6	–	27	0.3%
Intensive care	9	1	4	1	–	8	–	–	–	23	0.3%
Reproductive medicine	15	3	–	2	–	–	2	–	–	22	0.3%
Gastroenterology	8	1	2	2	–	2	3	1	–	19	0.2%
Developmental disability	1	5	3	4	1	1	–	3	–	18	0.2%
Community care	11	1	1	3	–	–	1	1	–	18	0.2%
Occupational therapy	11	2	–	3	–	–	–	–	–	16	0.2%
Massage therapy	7	1	1	3	4	–	–	–	–	16	0.2%
Endocrinology	9	–	3	1	–	–	–	2	–	15	0.2%
Occupational health	8	2	–	2	–	–	1	–	–	13	0.2%
Osteopathy	3	5	–	1	3	–	1	–	–	13	0.2%
Services	2	–	4	2	–	4	1	–	–	13	0.2%
Personal care	4	2	2	1	2	1	–	–	–	12	0.2%
Sleep medicine	1	–	1	4	2	–	3	1	–	12	0.2%
Natural therapy	3	–	–	2	7	–	–	–	–	12	0.2%
Respiratory/Thoracic medicine	5	–	1	1	–	2	1	1	–	11	0.1%
Rheumatology	6	–	2	–	–	–	2	–	–	10	0.1%
Renal medicine	6	–	3	–	–	1	–	–	–	10	0.1%
Early childhood	4	–	1	3	–	–	–	–	–	8	0.1%
Acupuncture	1	3	–	–	2	–	1	1	–	8	0.1%
Sexual assault service	6	1	–	–	–	–	–	–	–	7	0.1%
Haematology	2	1	2	2	–	–	–	–	–	7	0.1%
Nephrology	2	1	1	–	–	2	–	–	–	6	0.1%
Psychotherapy	2	–	–	1	–	–	–	1	–	4	0.1%
Prosthetics and orthotics	1	1	–	–	–	–	1	–	–	3	0.0%
Infectious diseases	–	–	1	1	1	–	–	–	–	3	0.0%
Family planning	1	–	–	1	–	–	–	–	–	2	0.0%
Medical radiation practice	1	–	–	–	–	–	–	–	–	1	0.0%
Hydrotherapy	1	–	–	–	–	–	–	–	–	1	0.0%
Health education/information	–	–	1	–	–	–	–	–	–	1	0.0%
Internal medicine	–	–	1	–	–	–	–	–	–	1	0.0%
Nutrition and dietetics	1	–	–	–	–	–	–	–	–	1	0.0%
Other	90	318	1	69	42	2	1	24	8	555	7.2%
<b>Grand Total</b>	<b>3,223</b>	<b>1,411</b>	<b>805</b>	<b>864</b>	<b>402</b>	<b>320</b>	<b>398</b>	<b>272</b>	<b>40</b>	<b>7,735</b>	<b>100.0%</b>

Counted by issue raised in complaint



**TABLE A.19** | Outcome of assessment of complaints by type of health service provider 2018–19

Service area	Outcome										Total	
	Discontinued	Referred to professional council	Referred for local resolution	Discontinued with comments	Investigation by Commission	Referred to the Commission's Resolution Service	Resolved during assessment	Referred to another body	No outcome identified			
	No.	No.	No.	No.	No.	No.	No.		No.	No.	% of Total	
<b>Health practitioner</b>												
Medical practitioner	1,342	402	–	451	171	13	102	82	15	2,578	51.3%	
Nurse (RN, RM, EN, ENE, NP)	246	402	–	35	70	1	6	23	17	800	15.9%	
Dentist, dental prosthetist, dental hygienist	184	189	–	28	14	–	19	19	1	454	9.0%	
Psychologist	133	98	–	32	11	–	12	9	1	296	5.9%	
Pharmacist	39	135	–	19	65	–	3	6	4	271	5.4%	
Paramedic	3	9	–	59	–	–	–	3	–	74	1.5%	
Physiotherapist	24	22	–	3	12	–	–	2	–	63	1.3%	
Chiropractor	18	22	–	7	4	–	3	5	1	60	1.2%	
Chinese Medicine practitioner	8	31	–	2	13	–	–	3	–	57	1.1%	
Podiatrist	15	11	–	3	2	–	4	11	–	46	0.9%	
Counsellor/therapist	27	–	–	13	4	–	–	2	–	46	0.9%	
Occupational therapist	22	7	–	6	–	–	1	–	–	36	0.7%	
Optometrist	5	16	–	3	–	–	4	–	–	28	0.6%	
Medical radiation practitioner	9	8	–	1	2	–	–	1	–	21	0.4%	
Other	10	–	–	5	–	–	–	3	–	18	0.4%	
Assistant in nursing	4	–	–	9	4	–	–	1	–	18	0.4%	
Student Nurse	4	12	–	–	–	–	–	1	–	17	0.3%	
Unknown	12	–	–	–	–	–	–	4	–	16	0.3%	
Social worker	12	–	1	–	–	–	1	–	–	14	0.3%	
Cosmetic therapist	7	–	–	–	2	–	–	5	–	14	0.3%	
Naturopath	2	–	–	2	8	–	–	1	–	13	0.3%	
Osteopath	2	5	–	1	3	–	1	1	–	13	0.3%	
Administration/clerical staff	9	–	–	–	–	–	–	2	–	11	0.2%	
Personal care assistant	1	–	–	5	1	–	–	1	–	8	0.2%	
Dental technician	4	1	–	1	–	–	–	2	–	8	0.2%	
Alternative health provider	2	–	–	2	1	–	–	3	–	8	0.2%	
Massage therapist	3	–	–	1	3	–	–	–	–	7	0.1%	
Student Psychologist	4	–	–	1	–	–	–	2	–	7	0.1%	
Student Medical practitioner	–	2	–	–	2	–	–	1	–	5	0.1%	
Residential care worker	1	–	–	2	1	–	–	1	–	5	0.1%	
Student Chinese medicine practitioner	–	1	–	–	2	–	–	–	–	3	0.1%	
Student Medical radiation practitioner	–	2	–	–	–	–	–	–	–	2	0.0%	
Aboriginal and Torres Strait Islander HP	1	–	–	–	1	–	–	–	–	2	0.0%	
Dietitian/nutritionist	1	–	–	–	–	–	–	–	–	1	0.0%	
Homeopath	1	–	–	–	–	–	–	–	–	1	0.0%	
Speech pathologist	1	–	–	–	–	–	–	–	–	1	0.0%	
Student Pharmacist	–	–	–	–	–	–	–	1	–	1	0.0%	

TABLE A.19 | Continued

Service area	Outcome										Total	
	Discontinued	Referred to professional council	Referred for local resolution	Discontinued with comments	Investigation by Commission	Referred to the Commission's Resolution Service	Resolved during assessment	Referred to another body	No outcome identified			
	No.	No.	No.	No.	No.	No.	No.		No.	No.		% of Total
Student Ambulance personnel	–	–	–	–	–	–	–	–	–	1	1	0.0%
Herbalist	1	–	–	–	–	–	–	–	–	–	1	0.0%
Acupuncture therapist	–	–	–	1	–	–	–	–	–	–	1	0.0%
Student Dentist	–	–	–	–	–	–	–	–	1	–	1	0.0%
Natural therapist	1	–	–	–	–	–	–	–	–	–	1	0.0%
Audiologist	1	–	–	–	–	–	–	–	–	–	1	0.0%
<b>Health practitioner total</b>	<b>2,159</b>	<b>1,375</b>	<b>1</b>	<b>692</b>	<b>396</b>	<b>14</b>	<b>156</b>	<b>196</b>	<b>40</b>	<b>5,029</b>	<b>100.0%</b>	
<b>Health organisation</b>												
Hospital	462	–	533	101	–	279	109	5	–	1489	55.0%	
Medical centre	179	–	–	21	–	–	52	7	–	259	9.6%	
Psychiatric hospital/unit	62	–	69	3	–	11	8	1	–	154	5.7%	
Correction and detention facility	29	–	115	2	–	–	3	–	–	149	5.5%	
Community health service	42	–	36	4	–	4	5	1	–	92	3.4%	
Dental facility	31	1	23	1	–	1	12	20	–	89	3.3%	
Pharmacy	30	35	–	4	–	–	7	3	–	79	2.9%	
Aged care facility	27	–	–	6	–	5	3	25	–	66	2.4%	
Ambulance service	21	–	22	4	–	2	1	–	–	50	1.8%	
Radiology facility	21	–	–	5	–	–	8	–	–	34	1.3%	
Pathology centres/labs	18	–	–	2	–	–	14	–	–	34	1.3%	
Specialist medical practice	23	–	–	3	–	1	4	1	–	32	1.2%	
Alternative health facility	19	–	–	3	5	–	3	2	–	32	1.2%	
Cosmetic health facility	24	–	–	2	–	–	–	2	–	28	1.0%	
Local Health District	14	–	2	2	1	2	–	–	–	21	0.8%	
Psychology facility	13	–	–	–	–	–	3	1	–	17	0.6%	
Government Department	11	–	–	1	–	–	4	1	–	17	0.6%	
Drug and alcohol services	6	–	1	1	–	–	1	1	–	10	0.4%	
Other	6	–	–	1	–	–	–	1	–	8	0.3%	
Optometrist facility	6	–	–	1	–	–	1	–	–	8	0.3%	
Day procedure centre	3	–	–	2	–	1	1	–	–	7	0.3%	
Aboriginal health centre	5	–	–	–	–	–	–	–	–	5	0.2%	
Rehabilitation facility	2	–	2	–	–	–	–	–	–	4	0.1%	
Chiropractic facility	2	–	–	1	–	–	–	1	–	4	0.1%	
Physiotherapy facility	2	–	–	1	–	–	1	–	–	4	0.1%	
Supported accommodation services (not aged care)	2	–	1	–	–	–	–	1	–	4	0.1%	
NSW Department of Health	1	–	–	–	–	–	1	1	–	3	0.1%	
Nursing agency	2	–	–	–	–	–	–	1	–	3	0.1%	
Health fund	1	–	–	–	–	–	1	–	–	2	0.1%	
Unknown	–	–	–	–	–	–	–	1	–	1	0.0%	
Multi purpose service	–	–	–	1	–	–	–	–	–	1	0.0%	
<b>Health organisation total</b>	<b>1064</b>	<b>36</b>	<b>804</b>	<b>172</b>	<b>6</b>	<b>306</b>	<b>242</b>	<b>76</b>	<b>0</b>	<b>2,706</b>	<b>100.0%</b>	
<b>Health service provider total</b>	<b>3,223</b>	<b>1,411</b>	<b>805</b>	<b>864</b>	<b>402</b>	<b>320</b>	<b>398</b>	<b>272</b>	<b>40</b>	<b>7,735</b>	<b>100.0%</b>	

**TABLE A.20 | Time taken to assess complaints 2014–15 to 2018–19**

	2014–15	2015–16	2016–17	2017–18	2018–19
Percentage of complaints assessed within 60 days	92.7%	85.8%	64.5%	54.7%	79.0%
Average days to assess complaints	40	47	60	72	48

Counted by provider identified in complaint

**TABLE A.21 | Requests for review of assessment decision 2014–15 to 2018–19**

	2014–15	2015–16	2016–17	2017–18	2018–19
	No.	No.	No.		
Requests for review of assessment decision	274	307	238	326	526
Percentage of all Assessments finalised	5.5%	5.3%	4.4%	5.0%	6.1%

Counted by provider identified in complaint

**TABLE A.22 | Outcome of reviews of assessment decision 2014–15 to 2018–19**

Review result	2014–15		2015–16		2016–17		2017–18		2018–19	
	No.	% of total	No.	% of total	No.	% of total	No.	% of total	No.	% of total
Original assessment decision confirmed	255	92.4%	270	91.2%	167	89.3%	257	85.7%	439	85.7%
Assessment decision varied	21	7.6%	26	8.8%	20	10.7%	43	14.3%	73	14.3%
<b>Total</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>	<b>512</b>	<b>100.0%</b>

Counted by provider identified in complaint

3 reviews were withdrawn

4 reviews were withdrawn

35 reviews were withdrawn

55 reviews were withdrawn

11 reviews were withdrawn 8 reviews resolved upfront (incl. in decision confirmed)

**TABLE A.23 | Outcome of complaints referred to the Commission's Resolution Service 2014–15 to 2018–19**

Outcome	2014–15		2015–16		2016–17		2017–18		2018–19	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
<b>Resolution did proceed</b>										
Resolved	127	31.3%	111	31.7%	101	39.5%	80	43.2%	155	44.7%
Partially resolved	90	22.2%	70	20.0%	52	20.3%	30	16.2%	66	19.0%
Not resolved	56	13.8%	58	16.6%	27	10.5%	21	11.4%	21	6.1%
<b>Resolution did proceed total</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>242</b>	<b>69.7%</b>
<b>Resolution did not proceed total</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>105</b>	<b>30.3%</b>
<b>Grand total</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>	<b>347</b>	<b>100.0%</b>

Counted by provider identified in complaint

**TABLE A.24 | Outcome of conciliations initiated by the Commission's Resolution Service 2014–15 to 2018–19**

Outcome	2014–15		2015–16		2016–17		2017–18		2018–19	
	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	13	100.0%	19	90.5%	2	100.0%	–	0.0%	2	100.0%
<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	–	0.0%	–	0.0%	–	0.0%	–	0.0%	–	0.0%
No agreement reached	–	0.0%	2	9.5%	–	0.0%	–	0.0%	–	0.0%
<b>Conciliation process did proceed total</b>	<b>13</b>	<b>100.0%</b>	<b>21</b>	<b>100.0%</b>	<b>2</b>	<b>100.0%</b>	<b>–</b>	<b>0.0%</b>	<b>2</b>	<b>100.0%</b>
<b>Conciliation process did not proceed total</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>–</b>	<b>0.0%</b>
<b>Grand total</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>	<b>2</b>	<b>100.0%</b>

Counted by provider identified in complaint

**TABLE A.25 | Time taken to complete complaints referred to the Commission's Resolution Service 2014–15 to 2018–19**

Time taken to complete	2014–15		2015–16		2016–17		2017–18		2018–19	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
0–1 month	69	16.5%	49	13.2%	36	14.0%	21	10.9%	46	12.8%
1–2 months	85	20.3%	75	20.2%	53	20.5%	38	19.7%	51	14.2%
2–3 months	72	17.2%	63	17.0%	41	15.9%	35	18.1%	60	16.7%
3–4 months	82	19.6%	90	24.3%	53	20.5%	43	22.3%	51	14.2%
4–5 months	38	9.1%	32	8.6%	33	12.8%	16	8.3%	33	9.2%
5–6 months	20	4.8%	18	4.9%	13	5.0%	13	6.7%	37	10.3%
6–7 months	15	3.6%	17	4.6%	8	3.1%	9	4.7%	28	7.8%
7–8 months	16	3.8%	8	2.2%	2	0.8%	6	3.1%	7	1.9%
8–9 months	6	1.4%	3	0.8%	7	2.7%	2	1.0%	10	2.8%
9–10 months	6	1.4%	4	1.1%	4	1.6%	6	3.1%	12	3.3%
10–11 months	4	1.0%	3	0.8%	2	0.8%	1	0.5%	10	2.8%
11–12 months	–	0.0%	–	0.0%	6	2.3%	0	0.0%	5	1.4%
>12 months	6	1.4%	9	2.4%	–	0.0%	3	1.6%	10	2.8%
<b>Total</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>	<b>360</b>	<b>100.0%</b>

Counted by provider identified in complaint

TABLE A.26 | Outcome of investigations 2014–15 to 2018–19

Investigation outcome	2014–15		2015–16		2016–17		2017–18		2018–19	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
<b>Registered health practitioner</b>										
Referred to Director of Proceedings	93	53.4%	139	63.8%	198	66.7%	146	55.9%	168	49.6%
Referred to Council	38	21.8%	13	6.0%	24	8.1%	16	6.1%	58	17.1%
No further action – National Board informed	7	4.0%	8	3.7%	19	6.4%	36	13.8%	45	13.3%
Referred to Council under s20A	19	10.9%	37	17.0%	28	9.4%	30	11.5%	35	10.3%
No further action	16	9.2%	21	9.6%	26	8.8%	28	10.7%	29	8.6%
Referred to other organisation for investigation (s26)	–	0.0%	–	0.0%	1	0.3%	–	0.0%	2	0.6%
Make comments to the practitioner	1	0.6%	–	0.0%	1	0.3%	3	1.1%	2	0.6%
Referred to Director of Public Prosecutions	–	0.0%	–	0.0%	–	0.0%	2	0.8%	–	0.0%
<b>Registered health practitioner total</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>339</b>	<b>100.0%</b>
<b>Unregistered health practitioner</b>										
Make comments to the practitioner	2	18.2%	2	11.8%	1	4.5%	4	30.8%	7	50.0%
Public Statement / Prohibition Order	6	54.5%	11	64.7%	15	68.2%	5	38.5%	5	35.7%
No further action	3	27.3%	4	23.5%	5	22.7%	3	23.1%	2	14.3%
Referred to other organisation for investigation (s26)	–	0.0%	–	0.0%	–	0.0%	1	7.7%	–	0.0%
Breach of Prohibition order, refer to Commissioner	–	0.0%	–	0.0%	1	4.5%	–	0.0%	–	0.0%
<b>Unregistered health practitioner total</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>14</b>	<b>100.0%</b>
<b>Health practitioner total</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>353</b>	<b>100.0%</b>
<b>Health organisation</b>										
Make comment or recommendation	9	100.0%	9	100.0%	9	81.8%	6	75.0%	4	66.7%
Public Warning under s94	–	0.0%	–	0.0%	1	9.1%	–	0.0%	2	33.3%
No further action	–	0.0%	–	0.0%	1	9.1%	2	25.0%	–	0.0%
<b>Health organisation total</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>6</b>	<b>100.0%</b>
<b>Grand Total</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>359</b>	<b>100.0%</b>

Counted by provider identified in complaint

TABLE A.27 | Investigations into health organisations and health practitioners finalised 2014–15 to 2018–19

Health service provider	2014–15		2015–16		2016–17		2017–18		2018–19	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
<b>Registered health practitioner</b>										
Medical practitioner	71	38.4%	121	51.5%	174	54.5%	149	54.4%	179	50.7%
Nurse/midwife	53	28.6%	42	17.9%	44	13.8%	45	16.4%	72	20.4%
Dental practitioner	15	8.1%	25	10.6%	12	3.8%	15	5.5%	32	9.1%
Pharmacist	21	11.4%	13	5.5%	23	7.2%	29	10.6%	31	8.8%
Chinese Medicine practitioner	–	0.0%	2	0.9%	3	0.9%	–	0.0%	6	1.7%
Occupational therapist	–	0.0%	–	0.0%	–	0.0%	–	0.0%	5	1.4%
Chiropractor	4	2.2%	5	2.1%	12	3.8%	3	1.1%	5	1.4%
Psychologist	9	4.9%	5	2.1%	19	6.0%	13	4.7%	4	1.1%
Physiotherapist	–	0.0%	2	0.9%	4	1.3%	1	0.4%	4	1.1%
Medical radiation practitioner	–	0.0%	–	0.0%	1	0.3%	2	0.7%	1	0.3%
Osteopath	3	1.6%	2	0.9%	1	0.3%	1	0.4%	–	0.0%
Podiatrist	–	0.0%	–	0.0%	2	0.6%	3	1.1%	–	0.0%
Student Medical practitioner	–	0.0%	–	0.0%	2	0.6%	–	0.0%	–	0.0%
Student Nurse	–	0.0%	1	0.4%	–	0.0%	–	0.0%	–	0.0%
<b>Registered health practitioner total</b>	<b>176</b>	<b>95.1%</b>	<b>218</b>	<b>92.8%</b>	<b>297</b>	<b>93.1%</b>	<b>261</b>	<b>95.3%</b>	<b>339</b>	<b>96.0%</b>
<b>Non-registered health practitioner</b>										
Massage therapist	1	0.5%	4	1.7%	2	0.6%	5	1.8%	4	1.1%
Naturopath	1	0.5%	–	0.0%	–	0.0%	–	0.0%	3	0.8%
Assistant in nursing	3	1.6%	1	0.4%	2	0.6%	5	1.8%	2	0.6%
Ambulance personnel	–	0.0%	–	0.0%	–	0.0%	–	0.0%	2	0.6%
Counsellor/therapist	1	0.5%	–	0.0%	2	0.6%	1	0.4%	1	0.3%
Dental technician	–	0.0%	–	0.0%	–	0.0%	–	0.0%	1	0.3%
Other	–	0.0%	1	0.4%	1	0.3%	1	0.4%	1	0.3%
Alternative health provider	1	0.5%	8	3.4%	4	1.3%	–	0.0%	–	0.0%
Cosmetic therapist	–	0.0%	–	0.0%	3	0.9%	–	0.0%	–	0.0%
Doula	–	0.0%	1	0.4%	–	0.0%	–	0.0%	–	0.0%
Natural therapist	1	0.5%	–	0.0%	–	0.0%	–	0.0%	–	0.0%
Dietitian/nutritionist	–	0.0%	–	0.0%	8	2.5%	1	0.4%	–	0.0%
Personal care assistant	–	0.0%	2	0.9%	–	0.0%	–	0.0%	–	0.0%
Social worker	1	0.5%	–	0.0%	–	0.0%	–	0.0%	–	0.0%
<b>Non-registered health practitioner total</b>	<b>9</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>14</b>	<b>4.0%</b>
<b>Health practitioner total</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>353</b>	<b>100.0%</b>

**TABLE A.27 | Investigations into health organisations and health practitioners finalised 2014–15 to 2018–19 Continued**

Health service provider	2014–15		2015–16		2016–17		2017–18		2018–19	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
<b>Health organisations</b>										
Public hospital	6	66.7%	3	33.3%	5	45.5%	4	50.0%	4	66.7%
Cosmetic health facility	–	0.0%	4	44.4%	3	27.3%	2	25.0%	–	0.0%
Alternative health facility	–	0.0%	–	0.0%	1	9.1%	1	12.5%	2	33.3%
Private hospital	–	0.0%	–	0.0%	–	0.0%	1	12.5%	–	0.0%
Psychiatric hospital/unit	–	0.0%	–	0.0%	1	9.1%	–	0.0%	–	0.0%
Radiology facility	–	0.0%	–	0.0%	1	9.1%	–	0.0%	–	0.0%
Aged care facility	1	11.1%	–	0.0%	–	0.0%	–	0.0%	–	0.0%
Ambulance Service	1	11.1%	–	0.0%	–	0.0%	–	0.0%	–	0.0%
Day procedure centre	–	0.0%	1	11.1%	–	0.0%	–	0.0%	–	0.0%
Local Health District	–	0.0%	1	11.1%	–	0.0%	–	0.0%	–	0.0%
Multi purpose service	1	11.1%	–	0.0%	–	0.0%	–	0.0%	–	0.0%
<b>Health organisations total</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>6</b>	<b>100.0%</b>
<b>Grand total</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>359</b>	<b>100.0%</b>

Counted by provider identified in complaint

**TABLE A.28 | Investigations finalised by issue category 2014–15 to 2018–19**

Issue category	2014–15		2015–16		2016–17		2017–18		2018–19	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
Professional conduct	154	48.1%	198	44.9%	322	49.2%	289	57.9%	308	52.2%
Treatment	88	27.5%	139	31.5%	197	30.1%	92	18.4%	153	25.9%
Medication	41	12.8%	36	8.2%	63	9.6%	78	15.6%	72	12.2%
Medical records	17	5.3%	22	5.0%	14	2.1%	7	1.4%	22	3.7%
Communication/information	7	2.2%	16	3.6%	36	5.5%	17	3.4%	19	3.2%
Fees/costs	4	1.3%	7	1.6%	9	1.4%	5	1.0%	4	0.7%
Reports/certificates	–	0.0%	1	0.2%	1	0.2%	4	0.8%	4	0.7%
Environment/management of facilities	3	0.9%	13	2.9%	4	0.6%	7	1.4%	3	0.5%
Grievance processes	3	0.9%	1	0.2%	–	0.0%	–	0.0%	3	0.5%
Consent	2	0.6%	5	1.1%	9	1.4%	–	0.0%	1	0.2%
Discharge/transfer arrangements	1	0.3%	3	0.7%	–	0.0%	–	0.0%	1	0.2%
Access	–	0.0%	–	0.0%	–	0.0%	–	0.0%	–	0.0%
<b>Total</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>	<b>590</b>	<b>100.0%</b>

Counted by provider identified in complaint

**TABLE A.29** | Outcome of investigations finalised by profession and organisation type 2018–19

	Outcome											Total	
	Referred to Director Proceedings	Referred to council	No further action – National Board informed	Referred to council under s20A	No further action	Comments	Prohibition order	Recommendations	Public warning	Referred to other organisation for investigation (s26)	Referred to Director of Public Prosecutions		
Health service provider	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	No.	% of Total
<b>Health practitioner</b>													
<b>Registered health practitioner</b>													
Medical practitioner	102	21	16	26	13	1	–	–	–	–	–	179	52.8%
Nurse/Midwife	28	13	18	3	10	–	–	–	–	–	–	72	21.2%
Dental practitioner	12	7	8	–	3	–	–	–	–	2	–	32	9.4%
Pharmacist	12	17	–	1	1	–	–	–	–	–	–	31	9.1%
Chinese Medicine practitioner	4	–	1	1	–	–	–	–	–	–	–	6	1.8%
Chiropractor	2	–	–	3	–	–	–	–	–	–	–	5	1.5%
Occupational therapist	5	–	–	–	–	–	–	–	–	–	–	5	1.5%
Physiotherapist	3	–	–	–	1	–	–	–	–	–	–	4	1.2%
Psychologist	–	–	1	1	1	1	–	–	–	–	–	4	1.2%
Medical radiation practitioner	–	–	1	–	–	–	–	–	–	–	–	1	0.3%
<b>Registered health practitioner total</b>	<b>168</b>	<b>58</b>	<b>45</b>	<b>35</b>	<b>29</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>0</b>	<b>339</b>	<b>100.0%</b>
<b>Unregistered health practitioner</b>													
Massage therapist	–	–	–	–	2	2	–	–	–	–	–	4	28.6%
Naturopath	–	–	–	–	–	1	2	–	–	–	–	3	21.4%
Assistant in nursing	–	–	–	–	–	1	1	–	–	–	–	2	14.3%
Ambulance personnel	–	–	–	–	–	2	–	–	–	–	–	2	14.3%
Counsellor/therapist	–	–	–	–	–	1	–	–	–	–	–	1	7.1%
Dental technician	–	–	–	–	–	–	1	–	–	–	–	1	7.1%
Other	–	–	–	–	–	–	1	–	–	–	–	1	7.1%
<b>Unregistered health practitioner total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>2</b>	<b>7</b>	<b>5</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>14</b>	<b>100.0%</b>
<b>Health organisation</b>													
Hospital	–	–	–	–	–	–	–	4	–	–	–	4	66.7%
Alternative health facility	–	–	–	–	–	–	–	–	2	–	–	2	33.3%
<b>Health organisation total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>4</b>	<b>2</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>100.0%</b>
<b>Health service provider total</b>	<b>168</b>	<b>58</b>	<b>45</b>	<b>35</b>	<b>31</b>	<b>9</b>	<b>5</b>	<b>4</b>	<b>2</b>	<b>2</b>	<b>0</b>	<b>359</b>	<b>100.0%</b>

Counted by provider identified in complaint



**TABLE A.30 | Request for review of investigation decision 2014–15 to 2018–19**

	2014–15	2015–16	2016–17	2017–18	2018–19
Request for review of investigation decision	2	1	1	1	–
Percentage of all investigations finalised	1.0%	0.4%	0.3%	0.4%	0.0%

Counted by provider identified in complaint

**TABLE A.31 | Outcome of reviews of investigation decision 2014–15 to 2018–19**

Outcome	2014–15		2015–16		2016–17		2017–18		2018–19	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
Original investigation decision confirmed	1	100.0%	–	0.0%	2	100.0%	1	100.0%	–	0.0%
Re-opened for investigation	–	0.0%	1	100.0%	–	0.0%	–	0.0%	–	0.0%
<b>Total</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>	<b>0</b>	<b>100.0%</b>

Counted by provider identified in complaint

**TABLE A.32 | Time taken to complete investigations 2014–15 to 2018–19**

Time taken*	2014–15		2015–16		2016–17		2017–18		2018–19	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
0–1 months	1	0.5%	0	0.0%	10	3.0%	9	3.2%	8	2.2%
1–2 months	7	3.6%	6	2.5%	11	3.3%	11	3.9%	11	3.1%
2–3 months	6	3.1%	14	5.7%	27	8.2%	22	7.8%	21	5.8%
3–4 months	12	6.2%	4	1.6%	18	5.5%	21	7.4%	12	3.3%
4–5 months	17	8.8%	16	6.6%	19	5.8%	17	6.0%	43	12.0%
5–6 months	18	9.3%	17	7.0%	22	6.7%	8	2.8%	12	3.3%
6–7 months	20	10.3%	23	9.4%	23	7.0%	22	7.8%	22	6.1%
7–8 months	22	11.3%	19	7.8%	17	5.2%	12	4.3%	22	6.1%
8–9 months	34	17.5%	16	6.6%	12	3.6%	27	9.6%	14	3.9%
9–10 months	20	10.3%	27	11.1%	31	9.4%	16	5.7%	9	2.5%
10–11 months	11	5.7%	25	10.2%	29	8.8%	10	3.5%	12	3.3%
11–12 months	19	9.8%	35	14.3%	20	6.1%	10	3.5%	25	7.0%
12–18 months	0	0.0%	36	14.8%	76	23.0%	62	22.0%	91	25.3%
18–24 months	7	3.6%	6	2.5%	15	4.5%	27	9.6%	44	12.3%
24–30 months	–	0.0%	–	0.0%	–	0.0%	7	2.5%	12	3.3%
30–36 months	–	0.0%	–	0.0%	–	0.0%	1	0.4%	–	0.0%
>36 months	–	0.0%	–	0.0%	–	0.0%	–	0.0%	1	0.3%
<b>Total</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>359</b>	<b>100.0%</b>
<b>Average days</b>	<b>230</b>		<b>275</b>		<b>273</b>		<b>304</b>		<b>335</b>	

Counted by provider identified in complaint

\* Excludes time when investigation was paused

**TABLE A.33 | Legal matters finalised 2014–15 to 2018–19**

	2014–15		2015–16		2016–17		2017–18		2018–19	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
<b>NSW Civil Administrative Tribunal</b>										
Proved	34	41.5%	46	48.9%	54	56.8%	51	55.4%	51	62.2%
Withdrawn	6	7.3%	3	3.2%	1	1.1%	2	2.2%	1	1.2%
Not proved	–	0.0%	1	1.1%	–	0.0%	2	2.2%	–	0.0%
Dismissed	1	1.2%	–	0.0%	–	0.0%	–	0.0%	–	0.0%
<b>NSW Civil Administrative Tribunal total</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>52</b>	<b>63.4%</b>
<b>Professional Standards Committee</b>										
Proved	20	24.4%	24	25.5%	22	23.2%	10	10.9%	6	7.3%
Not proved	1	1.2%	1	1.1%	3	3.2%	2	2.2%	1	1.2%
Withdrawn	2	2.4%	1	1.1%	1	1.1%	1	1.1%	–	0.0%
Terminated and referred to Tribunal	1	1.2%	–	0.0%	–	0.0%	–	0.0%	–	0.0%
<b>Professional Standards Committee total</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>7</b>	<b>8.5%</b>
<b>Appeal total</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>10</b>	<b>12.2%</b>
<b>Re-registration total</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>13</b>	<b>15.9%</b>
<b>Grand total</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>	<b>82</b>	<b>100.0%</b>

Counted by matter

**TABLE A.34 | Open complaints as at 30 June 2019**

Open Process	2014–15		2015–16		2016–17		2017–18		2018–19	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
Assessment	895	65.3%	1,326	65.8%	2,005	73.0%	2,379	73.0%	1,249	57.7%
Legal processes	105	7.7%	215	10.7%	256	9.3%	196	6.0%	151	7.0%
Investigation process	217	15.8%	323	16.0%	322	11.7%	445	13.6%	489	22.6%
Resolution process	92	6.7%	88	4.4%	62	2.3%	118	3.6%	121	5.6%
Review of assessment	45	3.3%	51	2.5%	59	2.1%	78	2.4%	79	3.6%
Brief preparation	5	0.4%	9	0.4%	42	1.5%	43	1.3%	76	3.5%
Conciliation	11	0.8%	3	0.1%	–	0.0%	2	0.1%	–	0.0%
Review of investigation	1	0.1%	1	0.0%	–	0.0%	–	0.0%	–	0.0%
<b>Total</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>	<b>2,165</b>	<b>100.0%</b>

Counted by provider identified in complaint

**TABLE A.35 | Number of complaints finalised by process from 2014–15 to 2018–19**

Complaints finalised	2014–15		2015–16		2016–17		2017–18		2018–19	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
Assessment Process	4,343	85.8%	5,132	87.6%	4,921	87.6%	5,915	90.9%	7,917	90.2%
Resolution Process	402	7.9%	342	5.8%	247	4.4%	185	2.8%	347	4.0%
Conciliation Process	13	0.3%	21	0.4%	2	0.0%	1	0.0%	2	0.0%
Investigation Process	194	3.8%	244	4.2%	330	5.9%	282	4.3%	359	4.1%
Legal Process	109	2.2%	122	2.1%	119	2.1%	124	1.9%	153	1.7%
<b>Total</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>	<b>8,778</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 finalised, 2014–15 to 2018–19**

Assessment decision	2014–15		2015–16		2016–17		2017–18		2018–19	
	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total	No.	% of Total
Discontinued*	2,334	46.7%	2,338	40.3%	2,008	36.8%	2,600	39.8%	3,775	43.6%
Referred to professional council	942	18.8%	1,211	20.9%	1,157	21.2%	1,377	21.1%	1,569	18.1%
Discontinued with comments	–	0.0%	288	5.0%	613	11.2%	563	8.6%	968	11.2%
Referred for local resolution	262	5.2%	411	7.1%	507	9.3%	754	11.5%	851	9.8%
Resolved during assessment	662	13.2%	692	11.9%	425	7.8%	308	4.7%	435	5.0%
Investigation by Commission	250	5.0%	344	5.9%	319	5.8%	401	6.1%	402	4.6%
Referred to the Commission's Resolution Service	409	8.2%	329	5.7%	217	4.0%	221	3.4%	332	3.8%
Referred to another body or person	143	2.9%	192	3.3%	211	3.9%	313	4.8%	319	3.7%
<b>Total</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>	<b>8,651</b>	<b>100.0%</b>

Counted by provider identified in complaint

\* Includes withdrawn complaints

## B Performance in 2018-19 against key indicators

<b>STRATEGIC PRIORITY 1 – EXCELLENT COMPLAINTS MANAGEMENT</b>	
<b>OBJECTIVE</b>	We deliver complaints management processes that are accessible, responsive, impartial, effective and adaptable.
<b>7.6% MORE COMPLAINTS ASSESSED</b>	The Commission assessed 7,735 complaints in 2018-19, which was an increase of 7.6% on the 7,191 complaints assessed in 2017-18.
<b>79.0% OF COMPLAINTS ASSESSED WITHIN 60 DAYS (STATUTORY TIMEFRAME – TARGET 100%).</b>	During the year the Commission assessed 79.0% of complaints within the statutory 60 day timeframe, compared to 54.7% in 2017-18. The increase in timeliness is attributable to a number of factors including streamlining complaint assessment processes and electronic onboarding of complaints as well as injection of additional resources into frontline complaint operations. On average complaints were assessed within 48 days (2017-18: 72 days).
<b>5.1% OF COMPLAINTS SUCCESSFULLY RESOLVED DURING ASSESSMENT OF THE COMPLAINT</b>	5.1% of complaints were successfully resolved during the assessment process which is an increase from 4.3% in 2017-18. By definition, if a complaint is delayed, the opportunity for early resolution is lost. The Commission intends to capitalise on the significant improvements in complaint timeliness to increase capacity and capability to strengthen early resolution outcomes in 2019-20.
<b>6.1% OF ASSESSMENTS FINALISED WERE SUBJECT TO A REQUEST FOR A REVIEW (TARGET &lt;10%).</b>	In 2018-19 the Commission received 526 requests for a review of an assessment decision. This represents 6.1% of all assessments finalised which is slightly higher than the 5.0% in 2017-18. 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>35.3% OF REVIEWS COMPLETED WITHIN 6 WEEKS (TARGET 90%)</b>	The timeliness in the completion of reviews continues to be below expectation with 35.3% being completed within four weeks, a marginal decrease from 36.7% in 2017-18. Bedding down of new business processes and the establishment of an additional Review Officer position is anticipated to support significant improvement in this area in 2019-20.
<b>68.9% 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 68.9% of decision letters were sent within 14 days of the decision being made (2017-18: 41.0%) This welcome increase in timeliness is a reflection of improved business processes and reduced staff workloads.
<b>89.5% 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 2.7%. Of these, 89.5% (2017-18: 83.0%) stated they were satisfied with the Commission's service. The rate of response from health service providers was 6.6% – of these, 54.5% (2017-18: 45.0%) stated they were satisfied with the Commission's service.
<b>COMPLAINTS ACKNOWLEDGED WITHIN SEVEN DAYS OF RECEIPT (TARGET UNDER REVIEW).</b>	In 2018-19, complaints received by the Commission were acknowledged in writing (including letters sent by post or email and automatic acknowledgements for complaints lodged via the eComplaints portal). It should be noted that specific complaints triaged for early resolution will be acknowledged directly by the assigned Assessment Officer by email or telephone contact with the complainant. This target is being reviewed to determine the best way of monitoring and reporting performance in this area.

<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 2018-19, 100.0% of 21 day audits were satisfactory, consistent with 100.0% in 2017-18.
<b>76.0% OF COMPLAINTS WHERE RESOLUTION OFFICER CONTACTS THE PARTIES WITHIN 14 DAYS (TARGET 90%).</b>	In 76.0% 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 is a decrease from the 88.5% observed in 2017-18, and will be an area of focus in 2019-20 as part of current process improvements intended to increase capacity and capability of the Resolution Service.
<b>57.9% OF RESOLUTIONS COMPLETED WITHIN FOUR MONTHS (TARGET 70%)</b>	The Resolution Service closed 57.9% of matters within four months. While this is a decrease from the 71.0% in 2017-18, this may be due to the increasing complexity of Resolution matters.
<b>91.7% OF COMPLAINTS THAT PROCEEDED TO RESOLUTION WERE RESOLVED OR PARTIALLY RESOLVED</b>	The resolution processes delivered full or partial resolution for the complainant in 91.7% of cases which exceeded the target of 80%, and was an improvement on 2017-18 where full or partial resolution was obtained in 84.0% of cases.

## STRATEGIC PRIORITY 2 – PROTECTING THE PUBLIC

<b>OBJECTIVE</b>	We investigate and prosecute serious complaints to protect public health and safety
<b>58.8% OF INVESTIGATIONS FINALISED WITHIN 12 MONTHS (TARGET 90%)</b>	The Commission finalised 58.8% of investigations within 12 months in 2018-19, a decrease from 65.6% in 2017-18. Investigations took an average of 335 days to complete (2017-18: 304). The increase in time taken to conduct investigations reflects both the diversity and complexity in complaints, as well as the closure of a number of particularly complex and longstanding investigations.
<b>70.6% OF INVESTIGATION PLANS COMPLETED WITHIN 14 DAYS (TARGET 100%)</b>	The Investigation Division completed 70.6% of investigation plans within 14 days of receiving the complaint from the Assessment Division in 2018-19, compared with 80.4% 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>39.7% 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 39.7% on time review rate is a decrease from 75.3% in 2017-18, and improved performance will be a focus for 2019-20.</p>
<b>99.3% OF INVESTIGATION REVIEWS SHOWED SATISFACTORY PROGRESS (TARGET 90%)</b>	Investigation practice continues to be very strong with 99.3% of all investigation reviews assessed as satisfactory (2017-18: 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>NO REQUESTS FOR REVIEW OF INVESTIGATION OUTCOME (TARGET &lt;5%)</b>	The Commission did not receive any requests for review of an investigation outcome. This is testimony to the quality of the Commission's investigations and the commitment to ensuring careful and sensitive communication with complainants about the investigation process, findings and outcomes.
<b>98.8% 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 were provided to the Director of Proceedings. Only a very small number of cases required additional work required before a determination about legal action could occur.
<b>35.0% OF BRIEFS OF EVIDENCE PREPARED WITHIN 28 DAYS (TARGET 80%)</b>	During 2018-19, 80 briefs of evidence were prepared for the Director of Proceedings, of which 35.0% were prepared within 28 days. This is a drop in timeliness from 2017-18 where 40.8% briefs of evidence were completed in 28 days. The reduction in timeliness is related to the increased number of investigations finalised and referred and the complexity of these matters. Planned improvements in processes and efficiency gains from the electronic compilation of briefs of evidence are aimed at improving performance in this area.

<b>100.0% 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 2017-18 the Commission made 8 recommendations arising out of four investigations. As of 30 June 2019, all recommendations had been fully implemented by the relevant health organisations, including formal notification to the Clinical Excellence Commission and Secretary of Health.
<b>92.4% OF COMPLAINTS CONSIDERED BY THE DIRECTOR OF PROCEEDINGS ON TIME (TARGET 80%)</b>	The Director of Proceedings considered 92.4% of complaints within three months of referral to determine whether or not to prosecute the complaint before a disciplinary body, compared to 92.8% in 2017-18.
<b>86.7% OF MATTERS REFERRED WITHIN 30 DAYS (TARGET 80%)</b>	The Director of Proceedings referred 86.7% (2017-18: 84.4%) of matters to be prosecuted within 30 days of consulting with the relevant professional council.
<b>98.4% SUCCESS RATE IN PROSECUTIONS (TARGET 90%)</b>	98.4% 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 93.8% in the previous year.
<b>89.0% COMPLIANCE WITH DEADLINES (TARGET 80%)</b>	The Commission complied with timeframes imposed by Professional Standards Committees, NCAT and courts in 89.0% of cases. This compares to 92.7% in the previous year.
<b>81.3% OF BILLS OF COSTS PREPARED ON TIME (TARGET 75%)</b>	81.3% 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 compares to 84.4% in the previous year.
<b>MONTHLY REPORTING ON RECOVERY OF LEGAL COSTS TO EXECUTIVE</b>	Monthly reports on the recovery of legal costs are provided to the Executive.

### STRATEGIC PRIORITY 3 - INFLUENCING AND LEADING

<b>OBJECTIVE</b>	We play a key role in maintaining the integrity of the NSW health system.
<b>EDUCATION ON EFFECTIVE COMPLAINTS MANAGEMENT AND THE ROLE OF THE COMMISSION</b>	The Commission's staff gave 40 presentations and workshops to community and health professional groups across NSW.  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>INCREASED ACCESSIBILITY VIA THE WEBSITE</b>	The Commission continues to experience a very high visitation rate to its website – in 2018-19 there were 818,460 visitors, nearly 2.2 million page views and over 13.5 million hits. This substantially exceeded the target of 250,000 visitors and 7,000,000 hits.

### STRATEGIC PRIORITY 4 - OUR PEOPLE AND CAPABILITY

<b>OBJECTIVE</b>	We ensure that we have the skills, knowledge and culture to meet current and emerging challenges.
<b>PROVIDE STAFF TRAINING (TARGET: MORE THAN 2 DAYS PER STAFF MEMBER)</b>	In 2018-19, on average, each full time equivalent staff member attended more than 2 days of training.
<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>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. Review and revision of these plans took place in 2018-19 with a finalised policy to be published in Q2 2019-20.
<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>90.2% 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.



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**STRATEGIC PRIORITY 5 - ORGANISATIONAL SYSTEM AND GOVERNANCE**


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<b>OBJECTIVE</b>	We have the tools, technology and processes required to be efficient, effective and accountable.
<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>– Annual Strategic Planning and Divisional Business Planning</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>– Legal Reporting Group</li> <li>– Reviews Reporting Group</li> <li>– ICT Steering Committee</li> <li>– Audit and Risk Committee</li> <li>– Workplace Health and Safety Committee</li> <li>– Joint Consultative Committee</li> <li>– Divisional meetings</li> <li>– Team and project level meetings.</li> </ul>
<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>COMPLETE PLANNING PROCESSES FOR CORPORATE AND DIVISIONAL LEVELS ACCORDING TO THE COMMISSION'S CORPORATE GOVERNANCE FRAMEWORK DOCUMENT</b>	The Commission holds annual 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>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>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 27 September 2019.

<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>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 2018, October 2018, January 2019 and April 2019.
<b>RESPONSES TO MINISTER</b>	The Commission provided 30 responses to correspondence received by the Minister during the year. On average, the requested information was provided within 13.7 days and those matters that were classified as urgent (due within one 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 will occur in early 2020, when it will consider both the 2017-18 and 2018-19 Annual Reports.
<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 – 46 media releases relating to decisions of disciplinary bodies were posted. In addition, the Commission issued one public warning about risks posed by anti-vaccination campaigners.
<b>ANNUAL REPORT ON TIME AND FULLY COMPLIANT</b>	The Commission's Annual Report for 2017-18 was tabled in the NSW Parliament on 22 November 2018. 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> .

## 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 2018-19.

Dr. Ion Alexander	Dr. Andrew Child	Dr. Geraldine Duncan
Dr. Roger Allan	Mr Bruce Chilton	Dr. Iain Dunlop
Dr. Stephen Allnut	Prof. Peter Choong	Mrs Michelle Dunstan
Dr Cameron Altmann	Dr. Louis Christie	Dr Paul D'Urso
Mr. Mark Apolinario	Dr Jeremy Christley	Ms. Maureen Edgetton-Winn
Ms. Deborah Armitage	Mr. Peter Cleasby	Dr Carolyn Ee
A/Prof Mark Arnold	Prof. Geoffrey Cleghorn	Dr. David Eisinger
Dr. Bruce Ashford	Dr Peter Clyne	Dr. Jeannie Ellis
Dr Jonathan Ball	Dr Suzanne Cochrane	Dr. John England
Mrs. Susan Banks	Prof. Paul Colditz	Dr. Diana Farlow
Dr. Simon Banting	Mrs. Christine Coombs	Dr. David Farlow
Prof. David Barnes	Dr Timothy Coombs	Dr. Glen Farrow
Mrs. Jeanne Barr	A/Prof Michael Cooper	Mr. John Ferguson
Dr. Warwick Benson	Dr Rosalba Courtney	Dr. Dean Fisher
Mrs Helen Benson	Ms Nerida Croker	Prof. John Fletcher
Dr. Ron Bezic	Dr. Gregory Crosland	Dr. John Flynn
Dr. Hani Bittar	Dr. John Crozier	Ms. Sarah Fogarty
Dr. Elie Bokey	Dr. John Curotta	Ms. Elaine Ford
Prof. Rodney Bonello	Mr. Mark Dalton	Dr. Alan Forrester
Mr. Sam Borenstein	A/Prof Llewelyn Davies	Dr. Anthony Freeman
Dr. David Brazier	Miss Elinor Davies	Dr. Richard Gallagher
Prof. Bruce Brew	Dr. Robert Day	Dr. Jonathan Gani
Dr. Andrew Brooks	Dr. Gary Deed	Prof. Paul Gatenby
Ms Jessica Butler	Mr. Christopher Derkenne	Prof. Kurt Gebauer
Ms Alba Cacciola	Prof. Helen Dewey	Dr. Anthony Geraghty
Dr William Campbell	Prof. Hugh Dickson	Dr. Michael Gibling
Prof. John Carter	Dr. Glenys Dore	Prof. Lyn Gilbert
Prof. Jonathan Carter	Mrs Helen Dowling	Dr. Jonathan Gillis
Dr. Daniel Challis	Prof Olaf Drummer	Dr. Scott Giltrap
A/Prof Richard Chard	Dr. Ann Duggan	Dr. Michael Golding

Dr. Peter Gonski	Prof. Michael Jelinek	Prof. Guy Maddern
Mrs. Alison Goodfellow	Mrs. Molly John	Dr. Peter Mansour
Ms. Amanda Gordon	Ms. Andrea Jordan	Ms. Maria Marabong
Dr. Sandra Grace	Mrs. Tracey Jubb	Dr. Elizabeth Marles
Ms. Kathryn Grant	Dr. Jeffrey Keir	Ms. Carol Martin
Prof. James Greenwood	Dr. Adrian Keller	Dr. Hugh Martin
Mrs. Sue Greig	Mrs. Jacqueline Kelly	Prof. William McCarthy
Dr. Graham Gumley	Dr. Dan Kennedy	Dr. Sallyann McCarthy
Dr. Mina Gurgius	Prof. Dianna Kenny	Dr. Martin McGee-Collett
Prof. Jack Gutman	Dr. Timothy Keogh	Ms. Marianne McGhee
Ms. Rebecca Halsall	Dr. Emery Kertesz	Dr. Michael McGlynn
Dr. Seyed Hamidi	A/Prof. Anil Keshava	Mr. John McGuire
Prof. David Handelsman	Mr. Raymond Khoury	Prof. Peter McMinn
Dr. Stephen Harlamb	Mr. David Kitching	Mr. Bernard McNair
Ms. Rachel Harris	Prof. Leon Kleinman	Ms. Rebekkah Middleton
Dr. Keith Hartman	Ms. Diana Knagge	Dr. Geoffrey Mifsud
Dr. Lawrence Hayden	Mr. Alex Knopman	Dr. Antony Milch
Dr. Raymond Hayek	Prof. Paul Komesaroff	Dr. Janelle Miller
Mr. Antony Heath	Dr. Edward Korbel	Ms. Helen Miller
Dr. Paul Hendel	Dr. Andrew Korda	Dr. Ahman Moubayed
Dr. Mark Henschke	Dr. Beth Kotze	Dr. Muniswami Mudaliar
Dr. Ralph Higgins	Ms. Elizabeth Lancaster	Ms. Christine Muller
Dr. Gary Hoffman	Dr. Pauline Langeluddecke	Dr. Raymond Mullins
A/Prof. Anna Holdgate	Mr. Jack Leigh	Dr. Delma Mullins
Dr. Herbert Hooi	Dr. Michael Levitt	Dr. Gregory Nelson
Dr. George Hopkins	Dr. Danforn Lim	Dr. Harry Nespolon
Dr. Craig Hore	Dr. Peter Liu	Ms. Robin Norton
Dr. Stephen Howle	Ms. Jane Lonie	Dr. Matthew O'Meara
Dr. Rebecca Howman	Miss. Kate Lowe	Dr. Jannifer Orman
Mr. Allan Hudson	Dr. Sara Lucas	Dr. Hamish Osborne
Dr. Melissa Hughes	Dr. Peter Lye	Ms. Michelle Parker
Ms. Lee-Ann Jackson	Mr. Stiofan Mac Suibhne	Dr. Julian Parmegiani
Dr. Anoop Jalota	Dr. Andrew MacQueen	Dr. Martyn Patfield

Ms. Jennifer Paull	Dr. John Slaughter	Prof. Ian Wilcox
Dr. Christopher Pearson	Dr. Graydon Smith	Prof. Gary Wittert
Dr. Neil Peppitt	Dr. Grahame Smith	Dr. James Wong
Dr. John Percy	Prof. Julian Smith	Dr. Melanie Woollam
Dr. Lian Pfitzner	Ms. Marion Solomon	Dr. John Wright
Dr. Jeffrey Post	Ms. Lisa Spencer	A/Prof. Deborah Yates
Ms. Tracey Powell	Dr. Gautam Sridhar	Dr. Simon Young
Dr. Kinga Price	Dr. Brian Stein	Dr. Rasiah Yuvarajan
Prof. Joseph Proietto	Dr. Michael Steiner	Prof. Chris Zaslowski
Dr. Jennifer Prowse	Mr. David Stelfox	
Ms. Bonny Puszka	Prof. Harvey Stern	
Prof. Carolyn Quadrio	Ms. Helen Stevens	
Dr. Geoffrey Ramin	Dr. Janine Stevenson	
A/Prof. Rohan Rasiah	Dr. Michael Suranyi	
Mr. Scott Read	Dr. Joanna Sutherland	
Dr. Ian Relf	Ms. Sally Sutherland-Fraser	
Dr. Adam Rish	Dr. Martin Suthers	
Dr. Patricia (Patsy) Robertson	Dr. Derrick Tin	
Dr. Tuly Rosenfeld	Dr. Kenneth Tiver	
Mrs. Kim Rosevear	Ms. Alexandra Torrens	
Ms. Nadime Roumieh	Dr. David Townend	
Dr. Michael Rowland	Dr. Tom Tseng	
Dr. Anthony Samuels	Ms. Bernadette Twomey	
Prof. John Saunders	Miss. Frances Usherwood	
Mrs. Julie Scott	Dr. Adrian van der Rijt	
Ms. Dana Scott	Dr. Vincent Varjavandi	
Dr. Diana Semmonds	Dr. Christopher Vickers	
Dr. Rahul Sen	Ms. Katrina Vukovic	
Dr. Nadine Sharples	Mr. Jonathan Wardle	
Mr. Warren Shaw	Dr. John Waugh	
Ms. Nerralie Shaw	Dr. Amanda White	
Mrs. Jennifer Shaw	Mr. Lawrence Whitman	
Dr. George Skowronski	A/Prof. Nicholas Wickham	

## D List of tables

<b>TABLE F1</b>   Types of unregistered practitioners	32
<b>TABLE F2</b>   Outcomes of complaints assessed – unregistered practitioners compared to registered providers and all outcomes, 2018-19	35
<b>TABLE F3</b>   Unregistered practitioners referred for investigation by type, 2018-19	36
<b>TABLE F4</b>   Outcomes of investigations finalised, 2018-19	36
<b>TABLE 1</b>   Outcome of disciplinary matters finalised in 2018-19	73
<b>TABLE 2</b>   Staff numbers by employment category 2014-15 to 2018-19 (as at 30 June 2019)	91
<b>TABLE 3</b>   Average full-time equivalent staffing 2014-15 to 2018-19	91
<b>TABLE 4</b>   Senior Executive as at 30 June 2019	92
<b>TABLE 5</b>   Remuneration of Senior Executives as at 30 June 2019	92
<b>TABLE 6</b>   Training offered and attendees	94
<b>TABLE A.1</b>   Complaints received by issue category 2014–15 to 2018–19	137
<b>TABLE A.2</b>   Breakdown of complaints received within each issue category 2018–19	138
<b>TABLE A.3</b>   Complaints received about health practitioners 2014–15 to 2018–19	141
<b>TABLE A.4</b>   Complaints received about medical practitioners by service area 2014–15 to 2018–19	143
<b>TABLE A.5</b>   Complaints received about health practitioners by issue category 2018–19	144
<b>TABLE A.6</b>   Complaints received about health organisations 2014–15 to 2018–19	146
<b>TABLE A.7</b>   Complaints received about public and private hospitals by service areas 2014–15 to 2018–19	148
<b>TABLE A.8</b>   Complaints received about public hospitals by Local Health District in 2014–15 to 2018–19	150
<b>TABLE A.9</b>   Issues raised in all complaints received about health organisations by organisation type 2018–19	152
<b>TABLE A.10</b>   Issues raised in all complaints received by service area 2018–19	154
<b>TABLE A.11</b>   Complaints received by service area 2014–15 to 2018–19	156
<b>TABLE A.12</b>   Source of complaints 2014–15 to 2018–19	158
<b>TABLE A.13</b>   Location of complainants 2014–15 to 2018–19	159
<b>TABLE A.14</b>   Location of health service provider 2014–15 to 2018–19	159
<b>TABLE A.15</b>   Issues raised in all complaints received by complainant location 2018–19	160
<b>TABLE A.16</b>   Outcome of assessment of complaints 2014–15 to 2018–19	161
<b>TABLE A.17</b>   Outcome of assessment of complaints by issues identified in complaint 2018–19	162
<b>TABLE A.18</b>   Outcome of assessment of complaints by most common service area 2018–19	166
<b>TABLE A.19</b>   Outcome of assessment of complaints by type of health service provider 2018–19	168
<b>TABLE A.20</b>   Time taken to assess complaints 2014–15 to 2018–19	170
<b>TABLE A.21</b>   Requests for review of assessment decision 2014–15 to 2018–19	170
<b>TABLE A.22</b>   Outcome of reviews of assessment decision 2014–15 to 2018–19	170
<b>TABLE A.23</b>   Outcome of complaints referred to the Commission's Resolution Service 2014–15 to 2018–19	170
<b>TABLE A.24</b>   Outcome of conciliations initiated by the Commission's Resolution Service 2014–15 to 2018–19	171
<b>TABLE A.25</b>   Time taken to complete complaints referred to the Commission's Resolution Service 2014–15 to 2018–19	171
<b>TABLE A.26</b>   Outcome of investigations 2014–15 to 2018–19	172
<b>TABLE A.27</b>   Investigations into health organisations and health practitioners finalised 2014–15 to 2018–19	173
<b>TABLE A.28</b>   Investigations finalised by issue category 2014–15 to 2018–19	174
<b>TABLE A.29</b>   Outcome of investigations finalised by profession and organisation type 2018–19	175
<b>TABLE A.30</b>   Request for review of investigation decision 2014–15 to 2018–19	176
<b>TABLE A.31</b>   Outcome of reviews of investigation decision 2014–15 to 2018–19	176
<b>TABLE A.32</b>   Time taken to complete investigations 2014–15 to 2018–19	176

<b>TABLE A.33</b>   Legal matters finalised 2014–15 to 2018–19	177
<b>TABLE A.34</b>   Open complaints as at 30 June 2019	177
<b>TABLE A.35</b>   Number of complaints finalised by process from 2014–15 to 2018–19	178
<b>TABLE A.36</b>   Complaints finalised, 2014–15 to 2018–19	178
<b>TABLE A.37</b>   Number of applications by type of applicant and outcome	192
<b>TABLE A.38</b>   Number of applications by type of application and outcome	192
<b>TABLE A.39</b>   Invalid applications	193
<b>TABLE A.40</b>   Conclusive presumption of overriding public interest against disclosure: matters listed in Schedule 1 to Act	193
<b>TABLE A.41</b>   Other public interest considerations against disclosure: matters listed in table to section 14 of Act	193
<b>TABLE A.42</b>   Timeliness	194
<b>TABLE A.43</b>   Number of applications reviewed under Part 5 of the Act (by type of review and outcome)	194
<b>TABLE A.44</b>   Applications for review under Part 5 of the Act (by type of applicant)	194

## E List of charts

<b>CHART 1</b>   Number of complaints received from 2009-10 to 2018-19	10
<b>CHART 2</b>   Complaints assessed from 2014-15 to 2018-19	11
<b>CHART 3</b>   Complaints referred to the Commission's Resolution Service 2014-15 to 2018-19	12
<b>CHART 4</b>   Investigations received from 2014-15 to 2018-19	12
<b>CHART 5</b>   Number of investigations finalised from 2014-15 to 2018-19	13
<b>CHART 6</b>   Investigations referred to Director of Proceedings from 2014-15 to 2018-19	13
<b>CHART 7</b>   Number of legal matters finalised from 2014-15 to 2018-19	14
<b>CHART 8</b>   Number of complaints received from 2014-15 to 2018-19	15
<b>CHART 9</b>   Complaints received by health service provider 2014-15 to 2018-19	16
<b>CHART 10</b>   Complaints received about health practitioners 2014-15 to 2018-19	16
<b>CHART 11</b>   Most complained about area of practice for medical practitioners 2018-19	17
<b>CHART 12</b>   Complaints received about health organisations 2014-15 to 2018-19	18
<b>CHART 13</b>   Most complained about service areas in public hospitals 2018-19	19
<b>CHART 14</b>   Issues raised in all complaints received 2014-15 to 2018-19	20
<b>CHART 15</b>   Most common treatment issues raised in complaints received 2018-19	21
<b>CHART 16</b>   Most common professional conduct issues raised in complaints received 2018-19	21
<b>CHART 17</b>   Most common communication issues raised in complaints received 2018-19	22
<b>CHART 18</b>   Issues raised in complaints received about health practitioners 2018-19	23
<b>CHART 19</b>   Issues raised in complaints received about health organisations 2018-19	24
<b>CHART 20</b>   Location of complainants 2018-19	25
<b>CHART 21</b>   Location of providers 2018-19	25
<b>CHART 22</b>   Issues raised by metropolitan and regional complainants 2018-19	26
<b>CHART F1</b>   Complaints received about unregistered health practitioners 2014-15 to 2018-19	33
<b>CHART F2</b>   Top 5 unregistered professions complained about 2014-15 to 2018-19	34
<b>CHART F3</b>   Top 5 issues raised in complaints about unregistered practitioners 2014-15 to 2018-19	34
<b>CHART 23</b>   Complaints assessed, 2014-15 to 2018-19	43
<b>CHART 24</b>   Assessments finalised, 2014-15 to 2018-19	44
<b>CHART 25</b>   Outcomes of complaints assessed 2014-15 to 2018-19	47
<b>CHART 26</b>   Outcomes of complaints assessed by health practitioner, 2018-19	48
<b>CHART 27</b>   Outcomes of complaints assessed by health organisation, 2018-19	50
<b>CHART 28</b>   Outcomes of complaints assessed by most common service area, 2018-19	52
<b>CHART 29</b>   Outcomes of complaints assessed by issues raised, 2018-19	53
<b>CHART 30</b>   Outcome of resolution processes 2014-15 to 2018-19	56
<b>CHART 31</b>   Investigations referred, 2014-15 to 2018-19	61
<b>CHART 32</b>   Investigations referred by health service provider, 2014-15 to 2018-19	61
<b>CHART 33</b>   Issue category raised in investigations finalised, 2014-15 to 2018-19	63
<b>CHART 34</b>   Outcomes of investigations into registered health practitioners, 2014-15 to 2018-19	65
<b>CHART 35</b>   Investigations referred to Director of Proceedings 2018-19	70
<b>CHART 36</b>   Legal matters finalised 2014-15 to 2018-19	71
<b>CHART 37</b>   Number of inquiries received 2014-15 to 2018-19	77
<b>CHART 38</b>   Outcome of inquiries 2014-15 to 2018-19	79
<b>CHART 39</b>   Organisation Structure	90



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

TABLE A.37 | 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 A.38 | 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 A.39 | 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)	11
Application contravenes restraint order (section 110 of the Act)	–
Total number of invalid applications received	11
Invalid applications that subsequently became valid applications	–

**TABLE A.40 | 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 A.41 | 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 A.42 | Timeliness**

	<b>Number of applications</b>
Decided within the statutory timeframe (20 days plus any extensions)	11
Decided after 35 days (by agreement with applicant)	–
Not decided within time (deemed refusal)	–
<b>Total</b>	<b>–</b>

**TABLE A.43 | 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*	–	–	–
Internal review following recommendation under section 93 of Act	–	–	–
Review by Administrative Decision Tribunal	–	–	–
<b>Total</b>	<b>–</b>	<b>–</b>	<b>–</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 A.44 | Applications for review under Part 5 of the Act (by type of applicant)**

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

## G Index of legislative compliance

	Page number
<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	89-101
Summary review of operations	10-14
Funds granted to non-government community organisations	The Commission does not allocate funds
Legal change	100
Factors affecting achievement of operational objectives	10-14
Management and activities	06-07, 95, 179-185
Research and development	The Commission did not undertake any external research projects in 2018-19
Human resources	89-94
Consultants	In 2018–19 the Commission engaged consultants to primarily provide IT and strategic management services. The total cost for all engagements was \$544,308 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 2018-19
Consumer response	86-88
Payment of accounts	103-104
Time for payment of accounts	103-104
Risk management and insurance activities	96-97
Internal audit and risk management policy attestation	97
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	110-113
Financial Statements	109-135

	<b>Page number</b>
After balance date events having a significant effect in succeeding year	135
Annual report external production costs	\$12,000
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	91-92
<b><i>Carers (Recognition) Act 2010</i></b>	
Carers' support	98
<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	96, Appendix F
<b><i>Health Care Complaints Act 1993</i></b>	
The number and types of complaints made during the year	10, 15-26, 137-138
The sources of those complaints	25, 158, 159
The number and types of complaints assessed by the Commission during the year	11, 40-55
The number and type of complaints referred for conciliation during the year	171
The results of conciliations	171
The number and type of complaints investigated by the Commission during the year	61-63
The results of investigations	64-66
Summary of the results of prosecutions completed during the year arising from complaints	69-74
The number and details of complaints not finally dealt with at the end of the year	177
The time intervals involved in the complaints process	46, 56, 66-67, 71, 170, 171, 176
The number and type of complaints referred to the Secretary during the year	There were no complaints referred under section 25

	<b>Page number</b>
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 Secretary under section 60.	There were no notifications or requests made to the Secretary under section 60
<b><i>Privacy and Personal Information Protection Act 1998</i></b>	
Privacy	88
<b><i>Public Interest Disclosure Act 1994 and Public Interest Disclosure Regulation 2011</i></b>	
Public interest disclosures	96
<b><i>Other requirements</i></b>	
Cyber Security Annual Attestation Statement	101
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 2018-19</b>	
Published by the Health Care Complaints Commission 2019	
978-0-9808155-8-0	



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