

16 Appendices

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Appendix A - Complaint statistics

Table 16.1 - Complaints received by issue category 2008-09 to 2011-12

Issue category	2008-09		2009-10		2010-11		2011-12		2012-13	
	No.	%	No.	%	No.	%	No.	%	No.	%
Treatment	2,799	40.4%	2,504	42.9%	4,048	48.8%	3,350	46.2%	3,340	40.0%
Communication/information	1,432	20.7%	897	15.4%	1,048	12.6%	1,096	15.1%	1,731	20.7%
Professional conduct	725	10.5%	687	11.8%	928	11.2%	795	11.0%	1,000	12.0%
Medication	514	7.4%	368	6.3%	389	4.7%	482	6.6%	647	7.8%
Fees/costs	256	3.7%	255	4.4%	318	3.8%	300	4.1%	301	3.6%
Access	173	2.5%	202	3.5%	332	4.0%	194	2.7%	269	3.2%
Environment/management of facilities	225	3.2%	246	4.2%	327	3.9%	304	4.2%	250	3.0%
Reports/certificates	168	2.4%	144	2.5%	139	1.7%	132	1.8%	207	2.5%
Consent	155	2.2%	176	3.0%	123	1.5%	133	1.8%	181	2.2%
Medical records	142	2.0%	143	2.4%	139	1.7%	130	1.8%	178	2.1%
Grievance processes	183	2.6%	92	1.6%	351	4.2%	221	3.0%	121	1.4%
Discharge/transfer arrangements	159	2.3%	127	2.2%	146	1.8%	116	1.6%	120	1.4%
Total	6,931	100.0%	5,841	100.0%	8,288	100.0%	7,253	100.0%	8,345	100.0%

Counted by issues raised in complaint

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Table 16.2 - Breakdown of complaints received 2012-13

Issue category	Issue name	No.	%
Treatment	Inadequate treatment	1,846	22.1%
	Diagnosis	366	4.4%
	Unexpected treatment outcome/complications	264	3.2%
	Delay in treatment	198	2.4%
	Inadequate care	185	2.2%
	Inadequate/inappropriate consultation	152	1.8%
	Rough and painful treatment	60	0.7%
	Wrong/inappropriate treatment	56	0.7%
	Inadequate prosthetic equipment	53	0.6%
	No/inappropriate referral	46	0.6%
	Coordination of treatment/results follow-up	38	0.5%
	Infection control	35	0.4%
	Excessive treatment	26	0.3%
	Withdrawal of treatment	10	0.1%
	Experimental treatment	2	0.0%
	Public/private election	2	0.0%
	Attendance	1	0.0%
Treatment total		3,340	40.0%
Communication/information	Attitude/manner	1,013	12.1%
	Incorrect/misleading information provided	381	4.6%
	Inadequate information provided	316	3.8%
	Special needs not accommodated	21	0.3%
Communication/information total		1,731	20.7%
Professional conduct	Impairment	160	1.9%
	Competence	147	1.8%
	Illegal practice	135	1.6%
	Breach of guideline/law	115	1.4%
	Sexual misconduct	96	1.2%
	Inappropriate disclosure of information	81	1.0%
	Boundary violation	62	0.7%
	Misrepresentation of qualifications	58	0.7%
	Assault	56	0.7%
	Breach of condition	36	0.4%
	Financial fraud	27	0.3%
	Discriminatory conduct	22	0.3%
	Annual declaration not lodged/incomplete/wrong or misleading	4	0.0%
Scientific fraud	1	0.0%	
Professional conduct total		1,000	12.0%
Medication	Prescribing medication	353	4.2%
	Administering medication	142	1.7%
	Dispensing medication	137	1.6%
	Supply/security/storage of medication	15	0.2%
Medication total		647	7.8%

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Table 16.2 - Breakdown of complaints received 2012-13 (continued)

Issue category	Issue name	No.	%
Fees/costs	Billing practices	262	3.1%
	Cost of treatment	22	0.3%
	Financial consent	17	0.2%
Fees/costs total		301	3.6%
Access	Refusal to admit or treat	192	2.3%
	Waiting lists	41	0.5%
	Service availability	29	0.3%
	Access to facility	4	0.0%
	Access to subsidies	2	0.0%
	Remoteness of service	1	0.0%
Access total		269	3.2%
Environment/management of facilities	Administrative processes	164	2.0%
	Cleanliness/hygiene of facility	49	0.6%
	Physical environment of facility	27	0.3%
	Staffing and rostering	8	0.1%
	Statutory obligations/accreditation standards not met	2	0.0%
Environment/Management of facilities total		250	3.0%
Reports/certificates	Accuracy of report/certificate	160	1.9%
	Refusal to provide report/certificate	22	0.3%
	Report written with inadequate or no consultation	13	0.2%
	Timeliness of report/certificate	11	0.1%
	Cost of report/certificate	1	0.0%
Reports/certificates total		207	2.5%
Consent	Consent not obtained or inadequate	147	1.8%
	Involuntary admission or treatment	25	0.3%
	Uninformed consent	9	0.1%
Consent total		181	2.2%
Medical records	Record keeping	85	1.0%
	Access to/transfer of records	80	1.0%
	Records management	13	0.2%
Medical records total		178	2.1%
Grievance processes	Inadequate/no response to complaint	114	1.4%
	Information about complaints procedures not provided	4	0.0%
	Reprisal/retaliation as result of complaint lodged	3	0.0%
Grievance processes total		121	1.4%
Discharge/transfer arrangements	Inadequate discharge	104	1.2%
	Delay	9	0.1%
	Mode of transport	6	0.1%
	Patient not reviewed	1	0.0%
Discharge/transfer arrangements total		120	1.4%
Grand total		8,345	100.0%

Counted by issues raised in complaint

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Table 16.3 - Complaints received about health care practitioners 2008-09 to 2012-13

		2008-09		2009-10		2010-11		2011-12		2012-13	
Health practitioner		No.	%	No.	%	No.	%	No.	%	No.	%
Registered health practitioner	Medical practitioner	1,270	60.8%	1,263	56.2%	1,337	52.0%	1,488	57.0%	1,616	54.8%
	Dental practitioner	307	14.7%	443	19.7%	590	23.0%	482	18.5%	432	14.7%
	Nurse/midwife	254	12.2%	221	9.8%	227	8.8%	228	8.7%	375	12.7%
	Pharmacist	21	1.0%	22	1.0%	100	3.9%	104	4.0%	146	5.0%
	Psychologist	84	4.0%	132	5.9%	113	4.4%	97	3.7%	134	4.5%
	Physiotherapist	25	1.2%	23	1.0%	20	0.8%	19	0.7%	22	0.7%
	Chiropractor	29	1.4%	24	1.1%	26	1.0%	27	1.0%	20	0.7%
	Chinese medicine practitioner***	2	0.1%	4	0.2%	-	0.0%	6	0.2%	15	0.5%
	Optometrist	18	0.9%	15	0.7%	21	0.8%	27	1.0%	12	0.4%
	Podiatrist	9	0.4%	14	0.6%	10	0.4%	16	0.6%	12	0.4%
	Occupational therapist*	1	0.0%	3	0.1%	3	0.1%	4	0.2%	7	0.2%
	Osteopath	1	0.0%	3	0.1%	5	0.2%	8	0.3%	6	0.2%
	Medical radiation practitioner**	3	0.1%	2	0.1%	2	0.1%	2	0.1%	4	0.1%
Total registered health practitioners		2,024	96.8%	2,169	96.4%	2,454	95.5%	2,508	96.1%	2,801	95.0%
Previously registered health practitioner	Medical practitioner	14	0.7%	2	0.1%	6	0.2%	8	0.3%	8	0.3%
	Dental practitioner	-	0.0%	1	0.0%	-	0.0%	-	0.0%	3	0.1%
	Nurse/midwife	2	0.1%	-	0.0%	-	0.0%	-	0.0%	3	0.1%
	Pharmacist	-	0.0%	-	0.0%	-	0.0%	-	0.0%	3	0.1%
	Psychologist	-	0.0%	-	0.0%	-	0.0%	-	0.0%	3	0.1%
	Podiatrist	1	0.0%	-	0.0%	1	0.0%	-	0.0%	-	0.0%
Total previously registered health practitioners		17	0.8%	3	0.1%	7	0.3%	8	0.3%	20	0.7%
Unregistered health practitioner	Administration/ clerical staff	7	0.3%	16	0.7%	13	0.5%	12	0.5%	24	0.8%
	Assistant in nursing	1	0.0%	2	0.1%	14	0.5%	9	0.3%	21	0.7%
	Alternative health provider	2	0.1%	6	0.3%	19	0.7%	12	0.5%	19	0.6%
	Counsellor/ therapist	8	0.4%	6	0.3%	8	0.3%	10	0.4%	9	0.3%
	Social worker	6	0.3%	8	0.4%	12	0.5%	11	0.4%	9	0.3%
	Massage therapist	4	0.2%	8	0.4%	6	0.2%	3	0.1%	6	0.2%
	Naturopath	2	0.1%	3	0.1%	1	0.0%	1	0.0%	6	0.2%
	Dental technician	2	0.1%	10	0.4%	8	0.3%	1	0.0%	4	0.1%
	Cosmetic therapist	-	0.0%	-	0.0%	1	0.0%	4	0.2%	3	0.1%
	Psychotherapist	1	0.0%	2	0.1%	4	0.2%	2	0.1%	3	0.1%
	Hypnotherapist	-	0.0%	1	0.0%	3	0.1%	-	0.0%	2	0.1%
	Residential care worker	-	0.0%	1	0.0%	5	0.2%	6	0.2%	2	0.1%
	Speech therapist	2	0.1%	-	0.0%	-	0.0%	2	0.1%	2	0.1%
Ambulance personnel	-	0.0%	-	0.0%	1	0.0%	-	0.0%	1	0.0%	

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Table 16.3 - Complaints received about health care practitioners 2008-09 to 2012-13 (continued)

Health practitioner	2008-09		2009-10		2010-11		2011-12		2012-13	
	No.	%	No.	%	No.	%	No.	%	No.	%
Dietitian/nutritionist	1	0.0%	2	0.1%	-	0.0%	1	0.0%	1	0.0%
Homeopath	2	0.1%	1	0.0%	-	0.0%	-	0.0%	1	0.0%
Optical dispenser	1	0.0%	3	0.1%	-	0.0%	-	0.0%	1	0.0%
Audiologist	n/a	0.0%	n/a	0.0%	1	0.0%	1	0.0%	-	0.0%
Doula	-	0.0%	-	0.0%	-	0.0%	1	0.0%	-	0.0%
Herbalist	-	0.0%	-	0.0%	2	0.1%	-	0.0%	-	0.0%
Natural therapist	2	0.1%	1	0.0%	1	0.0%	-	0.0%	-	0.0%
Reflexologist	-	0.0%	1	0.0%	-	0.0%	-	0.0%	-	0.0%
Total unregistered health practitioners	41	2.0%	71	3.2%	99	3.9%	76	2.9%	114	3.9%
Unknown health practitioner	8	0.4%	6	0.3%	10	0.4%	17	0.7%	12	0.4%
Grand total	2,090	100.0%	2,249	100.0%	2,570	100.0%	2,609	100.0%	2,947	100.0%

Counted by provider identified in complaint

* Occupational therapist registered from 1 July 2012

** Medical radiation practitioner registered from 1 July 2012

*** Chinese medical practitioner registered from 1 July 2012

Table 16.4 - Complaints received about medical practitioners by service area 2008-09 to 2012-13

Service Area	2008-09		2009-10		2010-11		2011-12		2012-13	
	No.	%	No.	%	No.	%	No.	%	No.	%
General medicine	560	44.7%	559	45.1%	662	49.7%	622	41.8%	706	43.7%
Surgery	156	12.5%	153	12.3%	163	12.2%	217	14.6%	213	13.2%
Medico-legal	61	4.9%	58	4.7%	59	4.4%	74	5.0%	81	5.0%
Mental health	29	2.3%	49	4.0%	18	1.4%	42	2.8%	74	4.6%
Psychiatry	61	4.9%	46	3.7%	57	4.3%	85	5.7%	65	4.0%
Emergency medicine	70	5.5%	72	5.8%	51	3.8%	56	3.8%	38	2.4%
Gynaecology	39	3.1%	22	1.8%	28	2.1%	29	1.9%	35	2.2%
Obstetrics	48	3.8%	47	3.8%	27	2.0%	36	2.4%	35	2.2%
Paediatric medicine	17	1.4%	16	1.3%	25	1.9%	22	1.5%	33	2.0%
Anaesthesia	23	1.8%	15	1.2%	20	1.5%	23	1.5%	32	2.0%
Aged care	14	1.1%	17	1.3%	17	1.3%	14	0.9%	29	1.8%
Ophthalmology	12	1.0%	9	0.7%	24	1.8%	28	1.9%	26	1.6%
Dermatology	13	1.0%	25	2.0%	20	1.5%	28	1.9%	23	1.4%
Gastroenterology	8	0.6%	10	0.8%	21	1.6%	25	1.7%	22	1.4%
Oncology	20	1.6%	5	0.4%	5	0.4%	12	0.8%	22	1.4%
Drug and alcohol	4	0.3%	13	1.0%	7	0.5%	8	0.5%	21	1.3%
Cosmetic services	22	1.8%	18	1.4%	17	1.3%	43	2.9%	19	1.2%
Cardiology	15	1.2%	17	1.4%	12	0.9%	18	1.2%	18	1.1%
Other service area	98	7.7%	112	8.9%	104	7.8%	106	7.1%	124	7.7%
Total	1,270	100.0%	1,263	100.0%	1,337	100.0%	1,488	100.0%	1,616	100.0%

Counted by provider identified in complaint

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Table 16.5 - Complaints received about registered and previously registered health practitioners by issue category 2012-13

Issue category	Registered health practitioner														Total	
	Medical practitioner	Dental practitioner	Nurse/midwife	Pharmacist	Psychologist	Physiotherapist	Chiropractor	Chinese medicine practitioner	Optometrist	Podiatrist	Occupational therapist	Osteopath	Medical radiation practitioner	Aboriginal/Torres Strait Islander health practitioner	No.	%
Treatment	1,351	424	116	4	38	12	7	3	5	6	-	-	-	-	1,966	38.7%
Communication/information	695	144	62	38	48	6	4	4	4	4	-	-	2	-	1,011	19.9%
Professional conduct	313	42	280	62	64	10	7	14	5	3	5	8	3	-	816	16.1%
Medication	244	7	51	81	1	-	-	1	-	-	-	-	-	-	385	7.6%
Fees/costs	98	78	2	11	6	2	4	2	6	3	-	-	-	-	212	4.2%
Reports/certificates	139	2	-	1	28	1	1	-	-	-	1	-	-	-	173	3.4%
Access	97	18	2	2	9	-	-	-	1	-	-	-	-	-	129	2.5%
Environment/management of facilities	46	11	14	14	9	1	3	2	-	1	2	-	-	-	103	2.0%
Consent	70	15	9	1	5	-	-	-	-	-	1	-	-	-	101	2.0%
Medical records	67	7	13	1	3	2	2	-	-	1	-	-	-	-	96	1.9%
Grievance processes	21	8	4	-	5	1	-	-	-	-	-	-	-	-	39	0.8%
Discharge/transfer arrangements	14	1	1	-	-	-	-	-	-	-	-	-	-	-	16	0.3%
Total	3,155	757	554	215	216	35	28	26	21	18	9	8	5	-	5,047	99.4%
	Previously registered health practitioners															
Professional conduct	8	2	3	6	3	-	-	-	-	-	-	-	-	-	22	0.4%
Treatment	2	2	-	-	-	-	-	-	-	-	-	-	-	-	4	0.1%
Communication/information	1	1	-	-	-	-	-	-	-	-	-	-	-	-	2	0.0%
Fees/costs	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	0.0%
Reports/certificates	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	0.0%
Total	12	6	3	6	3	-	-	-	-	-	-	-	-	-	30	0.6%
Grand total	3,167	763	557	221	219	35	28	26	21	18	9	8	5	-	5,077	100.0%
No. of practitioners with NSW as principal place of practice as at 30.6.2013*	30,333	6,204	94,901	8,460	10,289	7,191	1,564	1,649	1,589	1,001	4,264	515	4,575	21	172,556	

Counted by issues raised in complaint

*Data provided by Australian Health Practitioner Registration Agency

Table 16.6 - Complaints received about unregistered and unknown health practitioners by issue category 2012-13

Unregistered and unknown health practitioner																					
Issue category	Administration/ clerkical staff	Alternative health provider	Assistant in nursing	Social worker	Counsellor/therapist	Naturopath	Cosmetic therapist	Dental technician	Massage therapist	Psychotherapist	Residential care worker	Speech pathologist	Ambulance personnel	Hypnotherapist	Optical dispenser	Dietitian/nutritionist	Homeopath	Other/unknown	No.	%	
Professional conduct	8	19	18	4	5	3	3	1	6	2	1	1	-	1	-	-	1	7	80	41.0%	
Communication/information	18	5	3	5	4	3	-	1	-	1	1	-	-	-	1	1	-	4	47	24.1%	
Treatment	1	5	5	2	4	3	4	5	1	-	1	2	-	-	1	-	-	2	36	18.5%	
Medication	9	1	1	-	-	3	1	-	-	-	-	-	-	-	-	-	-	-	15	7.7%	
Consent	-	-	1	3	1	-	-	-	-	-	-	-	-	-	-	-	-	1	6	3.1%	
Environment/management of facilities	2	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1	4	2.1%	
Fees/costs	-	1	-	1	-	1	-	-	-	-	-	-	-	1	-	-	-	-	4	2.1%	
Grievance processes	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	0.5%	
Medical records	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	1	0.5%	
Reports/certificates	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	0.5%	
Grand total	38	31	28	15	14	14	8	7	7	3	3	3	2	2	2	1	1	16	195	100.0%	

Counted by issues raised in complaint

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Table 16.7 - Complaints received about health organisations 2008-09 to 2012-13

Health organisation	2008-09		2009-10		2010-11		2011-12		2012-13	
	No.	%	No.	%	No.	%	No.	%	No.	%
Public hospital	620	48.8%	614	48.5%	763	49.7%	698	45.9%	763	47.5%
Correction and detention facility	138	10.9%	127	10.0%	136	8.9%	171	11.2%	187	11.6%
Medical centre	83	6.5%	69	5.5%	69	4.5%	97	6.4%	99	6.2%
Private hospital	62	4.9%	81	6.4%	71	4.6%	82	5.4%	81	5.0%
Dental facility	39	3.1%	32	2.5%	55	3.6%	51	3.4%	62	3.9%
Pharmacy	68	5.4%	53	4.2%	62	4.0%	60	3.9%	61	3.8%
Community health service	43	3.4%	33	2.6%	47	3.1%	60	3.9%	53	3.3%
Medical practice	29	2.3%	22	1.7%	29	1.9%	31	2.0%	53	3.3%
Aged care facility	41	3.2%	39	3.1%	38	2.5%	49	3.2%	47	2.9%
Radiology facility	12	0.9%	27	2.1%	21	1.4%	28	1.8%	37	2.3%
Psychiatric hospital/unit	26	2.0%	8	0.6%	17	1.1%	32	2.1%	32	2.0%
Ambulance service	23	1.8%	30	2.4%	36	2.3%	21	1.4%	28	1.7%
Pathology centre/lab	10	0.8%	16	1.3%	22	1.4%	17	1.1%	20	1.2%
Local Health District	37	2.9%	37	2.9%	30	2.0%	23	1.5%	18	1.1%
Alternative health service	1	0.1%	12	0.9%	22	1.4%	9	0.6%	15	0.9%
Day procedure centre	5	0.4%	7	0.6%	9	0.6%	6	0.4%	8	0.5%
Aboriginal health centre	n/a	0.0%	4	0.3%	2	0.1%	9	0.6%	7	0.4%
Drug and alcohol service	6	0.5%	6	0.5%	10	0.7%	5	0.3%	6	0.4%
Government department	8	0.6%	5	0.4%	23	1.5%	23	1.5%	5	0.3%
Multi-purpose service	-	0.0%	3	0.2%	1	0.1%	1	0.1%	4	0.2%
Chiropractic facility	-	0.0%	1	0.1%	7	0.5%	-	0.0%	2	0.1%
Rehabilitation facility	2	0.2%	5	0.4%	2	0.1%	2	0.1%	2	0.1%
Supported accommodation services	2	0.2%	4	0.3%	7	0.5%	3	0.2%	2	0.1%
Blood bank	-	0.0%	1	0.1%	2	0.1%	1	0.1%	1	0.1%
Boarding house	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	0.1%
Physiotherapy facility	1	0.1%	4	0.3%	5	0.3%	1	0.1%	1	0.1%
Podiatry practice	-	0.0%	-	0.0%	-	0.0%	3	0.2%	1	0.1%
Psychology facility	-	0.0%	-	0.0%	2	0.1%	2	0.1%	1	0.1%
Sexual assault service	-	0.0%	-	0.0%	-	0.0%	-	0.0%	1	0.1%
Health fund	1	0.1%	7	0.6%	14	0.9%	8	0.5%	-	0.0%
Nursing agency	-	0.0%	1	0.1%	-	0.0%	2	0.1%	-	0.0%
Optometrist facility	3	0.2%	4	0.3%	6	0.4%	5	0.3%	-	0.0%
Other/unknown health organisation	10	0.8%	14	1.1%	26	1.7%	21	1.4%	9	0.6%
Total	1,270	100.0%	1,266	100.0%	1,534	100.0%	1,521	100.0%	1,607	100.0%

Counted by provider identified in complaint

Table 16.8 - Complaints received about public hospitals by service area 2008-09 to 2012-13

Service area	2008-09		2009-10		2010-11		2011-12		2012-13	
	No.	%	No.	%	No.	%	No.	%	No.	%
Emergency medicine	158	25.5%	192	31.3%	206	26.9%	174	24.9%	207	27.1%
Surgery	85	13.7%	102	16.6%	92	12.1%	134	19.2%	122	16.0%
Mental health	80	12.9%	90	14.7%	84	11.0%	66	9.5%	111	14.5%
Obstetrics	33	5.3%	53	8.6%	64	8.4%	33	4.7%	52	6.8%
General medicine	110	17.7%	32	5.2%	87	11.4%	57	8.2%	49	6.4%
Oncology	5	0.8%	3	0.5%	14	1.8%	11	1.6%	19	2.5%
Administration	16	2.6%	10	1.6%	16	2.1%	21	3.0%	17	2.2%
Gynaecology	11	1.8%	2	0.3%	9	1.2%	13	1.9%	15	2.0%
Paediatric medicine	9	1.5%	9	1.5%	32	4.2%	15	2.1%	15	2.0%
Neurology	2	0.3%	10	1.6%	8	1.0%	9	1.3%	14	1.8%
Cardiology	6	1.0%	9	1.5%	17	2.2%	17	2.4%	13	1.7%
Radiology	4	0.6%	4	0.7%	3	0.4%	7	1.0%	12	1.6%
Gastroenterology	2	0.3%	1	0.2%	11	1.4%	12	1.7%	10	1.3%
Midwifery	7	1.1%	4	0.7%	7	0.9%	14	2.0%	10	1.3%
Palliative care	8	1.3%	9	1.5%	14	1.8%	20	2.9%	9	1.2%
Respiratory/thoracic medicine	-	0.0%	6	1.0%	7	0.9%	17	2.4%	9	1.2%
Aged care	6	1.0%	11	1.8%	5	0.7%	9	1.3%	8	1.0%
Intensive care	16	2.6%	4	0.7%	8	1.0%	4	0.6%	8	1.0%
Other service area	62	10.0%	63	10.3%	79	10.4%	65	9.3%	63	8.2%
Total	620	100.0%	614	100.0%	763	100.0%	698	100.0%	763	100.0%

Counted by provider identified in complaint

Table 16.9 - Complaints received about public hospitals by Local Health District in 2011-12 to 2012-13

Local Health District	2011-12		2012-13		Number of emergency department attendances	2012-13	
	No.	%	No.	%		Number of discharges from hospital	Number of outpatient services
Hunter New England	107	15.3%	110	14.4%	386,078	211,998	3,004,518
South Western Sydney	83	11.9%	84	11.0%	237,603	203,175	2,531,624
Western Sydney	58	8.3%	77	10.1%	155,515	160,432	2,349,421
South Eastern Sydney	61	8.7%	64	8.4%	237,838	161,205	3,292,844
Northern Sydney	57	8.2%	55	7.2%	181,640	130,248	1,329,366
Sydney	43	6.2%	48	6.3%	154,150	146,897	2,059,676
Central Coast	33	4.7%	41	5.4%	116,937	78,491	1,063,997
Illawarra Shoalhaven	31	4.4%	41	5.4%	142,105	103,437	1,069,435
Nepean Blue Mountains	44	6.3%	38	5.0%	110,222	73,542	936,105
Western NSW	41	5.9%	38	5.0%	187,125	80,014	1,179,295
Northern NSW	35	5.0%	36	4.7%	182,537	100,003	1,065,065
Mid North Coast	22	3.2%	34	4.5%	112,234	68,418	750,912
Southern NSW	17	2.4%	34	4.5%	108,539	49,798	547,065
Murrumbidgee	31	4.4%	27	3.5%	139,172	69,827	833,946
St Vincent's Health Network	11	1.6%	19	2.5%	44,285	42,067	621,938
Sydney Children's Hospital Network	12	1.7%	11	1.4%	89,482	48,858	1,011,464
Far West	6	0.9%	3	0.4%	n/a	n/a	n/a
Outside of NSW	5	0.7%	3	0.4%	29,467	8,081	138,814
Unknown public hospital	1	0.1%	-	0.0%	n/a	n/a	n/a
Total	698	100.0%	763	100.0%	2,614,929	1,736,491	23,785,485

Counted by provider identified in complaint

* Excludes psychiatric hospitals/units

Appendices

Table 16.10 - Issues raised in all complaints received about health organisations by organisation type 2012-13

Health organisation type	Issue category												Total	
	Treatment	Communication/information	Medication	Environment/management of facilities	Access	Discharge/transfer arrangements	Fees/costs	Professional conduct	Grievance processes	Medical records	Consent	Reports/certificates	No.	%
Public														
Hospital	809	379	80	64	50	84	9	23	43	23	37	7	1,608	52.3%
Correction and detention facility	135	38	67	8	30	1	-	-	-	3	2	2	286	9.3%
Community health service	40	24	8	1	7	2	-	4	3	3	5	2	99	3.2%
Psychiatric hospital/unit	23	11	5	2	2	3	-	4	1	1	6	-	58	1.9%
Ambulance service	15	9	-	2	1	2	4	2	2	1	-	-	38	1.2%
Local Health District	10	9	2	3	5	-	-	1	2	-	1	-	33	1.1%
Dental facility	13	4	-	-	8	-	-	-	-	-	2	-	27	0.9%
Aboriginal health centre	5	2	2	1	2	1	-	1	-	-	-	-	14	0.5%
Radiology facility	5	2	-	-	-	-	-	-	-	-	1	-	8	0.3%
Drug and alcohol service	1	3	2	-	-	-	-	1	-	-	-	-	7	0.2%
Government department	-	4	-	2	-	-	-	1	-	-	-	-	7	0.2%
Pathology centres/labs	2	1	-	-	-	-	-	-	-	-	-	-	3	0.1%
Public medical centre	1	-	-	-	1	-	-	1	-	-	-	-	3	0.1%
Multi-purpose service	1	1	-	-	-	-	-	-	-	-	-	-	2	0.1%
Supported accommodation services	1	-	1	-	-	-	-	-	-	-	-	-	2	0.1%
Blood bank	1	-	-	-	-	-	-	-	-	-	-	-	1	0.0%
Public medical practice	-	-	-	-	1	-	-	-	-	-	-	-	1	0.1%
Sexual assault service	-	-	-	-	-	-	-	-	-	-	-	1	1	0.0%
Other/unknown public health organisation	-	-	-	1	-	-	-	-	-	-	-	-	1	0.0%
Public health organisation total	1,062	487	167	84	107	93	13	38	51	31	54	12	2,199	71.6%
Private														
Medical centre	42	45	9	13	18	-	18	2	10	15	4	2	178	5.8%
Hospital	69	34	9	13	4	8	9	5	5	1	3	-	160	5.2%
Aged care facility	38	19	11	7	-	2	1	5	4	1	5	1	94	3.1%
Medical practice	24	10	4	4	6	-	9	3	1	28	2	1	92	3.0%
Pharmacy	3	18	38	7	2	-	8	10	-	1	-	-	87	2.8%
Dental facility	36	17	1	3	-	-	14	5	3	1	1	-	81	2.6%
Radiology facility	14	8	-	2	-	-	1	2	3	2	3	13	48	1.6%
Pathology centres/labs	9	11	-	3	-	-	5	1	1	-	-	1	31	1.0%
Alternative health service	5	6	1	4	-	-	3	6	-	-	-	-	25	0.8%
Correction and detention facility	11	3	5	-	3	-	-	1	-	-	-	1	24	0.8%
Day procedure centre	8	2	-	-	-	1	-	1	1	-	-	-	13	0.4%
Multi-purpose service	3	1	-	-	-	-	-	-	-	-	1	-	5	0.2%
Rehabilitation facility	1	1	-	1	-	-	-	-	-	-	1	-	4	0.1%
Community health service	-	1	-	-	-	-	-	-	-	1	-	1	3	0.1%
Drug and alcohol service	1	1	-	-	-	-	-	-	1	-	-	-	3	0.1%
Physiotherapy facility	2	1	-	-	-	-	-	-	-	-	-	-	3	0.1%
Podiatry practice	2	-	-	1	-	-	-	-	-	-	-	-	3	0.1%
Ambulance service	1	-	-	1	-	-	-	-	-	-	-	-	2	0.1%
Boarding house	1	1	-	-	-	-	-	-	-	-	-	-	2	0.1%
Chiropractic facility	-	-	-	-	-	-	1	1	-	-	-	-	2	0.1%
Supported accommodation services	1	1	-	-	-	-	-	-	-	-	-	-	2	0.1%
Psychiatric hospital/unit	-	1	-	-	-	-	-	-	-	-	-	-	1	0.0%
Psychology facility	-	-	-	-	-	-	-	-	1	-	-	-	1	0.0%
Other/unknown private health organisation	1	3	2	-	-	-	2	2	-	-	-	-	10	0.3%
Private health organisation total	272	184	80	59	33	11	71	44	30	50	20	20	874	28.4%
Grand total	1,334	671	247	143	140	104	84	82	81	81	74	32	3,073	100.0%

Counted by issues raised in complaint

Table 16.11 - Issues raised in all complaints received by service area 2012-13

Service area	Issue category													Total	
	Treatment	Communication/information	Professional conduct	Medication	Fees/costs	Access	Environment/management of facilities	Reports/certificates	Consent	Medical records	Grievance processes	Discharge/transfer arrangements	No.	%	
General medicine	788	435	276	242	46	123	58	44	26	80	20	16	2,154	25.8%	
Dentistry	500	169	52	7	97	31	14	2	23	8	13	2	918	11.0%	
Surgery	423	183	37	28	32	22	26	10	28	11	16	10	826	9.9%	
Mental health	227	114	87	66	2	12	12	14	36	16	5	16	607	7.3%	
Emergency medicine	320	118	27	17	4	24	9	-	6	6	16	38	585	7.0%	
Pharmacy/pharmacology	7	68	81	132	20	5	22	1	1	2	-	-	339	4.1%	
Aged care	101	65	62	39	1	2	14	3	2	4	7	3	303	3.6%	
Obstetrics	130	58	9	2	3	3	1	3	3	3	4	4	223	2.7%	
Psychology	31	39	59	1	6	7	9	25	4	2	4	-	187	2.2%	
Medico-legal	40	57	7	-	2	2	6	52	3	-	-	-	169	2.0%	
Psychiatry	48	32	21	19	1	6	1	17	6	6	1	1	159	1.9%	
Gynaecology	66	24	7	1	5	2	-	-	4	1	2	2	114	1.4%	
Paediatric medicine	56	28	5	5	3	-	3	2	5	-	2	2	111	1.3%	
Oncology	60	23	4	6	-	-	3	-	-	1	2	3	102	1.2%	
Drug and alcohol	18	9	36	19	-	3	3	-	2	1	2	1	94	1.1%	
Administration	2	23	11	-	13	5	18	1	-	12	5	-	90	1.1%	
Radiology	28	18	6	-	3	1	2	19	4	2	4	-	87	1.0%	
Gastroenterology	34	25	6	4	4	5	1	-	2	-	-	1	82	1.0%	
Ophthalmology	44	17	6	-	4	2	-	-	1	4	1	-	79	0.9%	
Dermatology	44	15	-	1	5	-	1	1	2	-	1	-	70	0.8%	
Cardiology	32	11	5	4	1	-	3	1	1	1	3	7	69	0.8%	
Midwifery	28	17	13	1	-	1	-	1	-	4	-	2	67	0.8%	
Neurology	36	17	-	4	-	-	1	3	1	3	2	-	67	0.8%	
Cosmetic services	31	8	12	3	5	1	3	-	1	1	1	-	66	0.8%	
Anaesthesia	22	6	11	1	6	-	1	-	5	-	1	2	55	0.7%	
Alternative health	5	11	25	3	3	-	3	-	-	2	-	-	52	0.6%	
Pathology	19	16	5	1	3	-	5	1	1	-	1	-	52	0.6%	
Palliative care	13	12	1	10	-	1	1	-	-	-	1	1	40	0.5%	
Physiotherapy	14	7	13	-	2	-	1	-	-	2	1	-	40	0.5%	
Ambulance service	14	10	2	-	4	1	3	-	-	1	2	2	39	0.5%	
Rehabilitation medicine	13	8	3	3	1	1	3	-	2	-	-	2	36	0.4%	
Chiropractice	7	4	11	-	5	-	2	-	-	2	-	-	31	0.4%	
Respiratory/thoracic medicine	15	6	2	1	1	-	-	1	-	1	1	2	30	0.4%	
Counselling	7	9	9	-	-	-	-	1	2	1	-	-	29	0.3%	
Optometry	11	6	4	-	5	3	-	-	-	-	-	-	29	0.3%	
Immunology	9	7	4	4	1	1	-	2	-	-	-	-	28	0.3%	
Non-health related	-	4	17	-	-	-	7	-	-	-	-	-	28	0.3%	
Geriatrics/gerontology	7	8	1	6	-	1	1	-	-	-	-	2	26	0.3%	
Radiography	11	6	4	-	1	-	1	-	1	-	-	-	24	0.3%	
Podiatry	8	4	3	-	3	-	2	-	-	1	-	-	21	0.3%	
Intensive care	7	5	4	1	-	-	2	-	1	-	-	-	20	0.2%	
Acupuncture	4	3	9	-	1	-	-	-	-	-	-	-	17	0.2%	

Table continued on next page

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Table 16.11 - Issues raised in all complaints received by service area 2012-13 (continued)

Service area	Issue category											Total		
	Treatment	Communication/ information	Professional conduct	Medication	Fees/costs	Access	Environment/management of facilities	Reports/certificates	Consent	Medical records	Grievance processes	Discharge/transfer arrangements	No.	%
Haematology	9	3	1	1	-	-	-	-	-	-	1	1	16	0.2%
Renal medicine	8	4	-	-	-	-	1	-	2	-	-	-	15	0.2%
Reproductive medicine	6	2	-	2	3	-	-	-	-	-	-	-	13	0.2%
Pain management	5	1	1	3	1	1	-	-	-	-	-	-	12	0.1%
Massage therapy	1	1	7	-	1	-	1	-	-	-	-	-	11	0.1%
Traditional Chinese medicine	-	1	6	1	1	-	-	-	-	-	-	-	9	0.1%
Endocrinology	3	1	-	1	-	1	-	-	2	-	-	-	8	0.1%
Occupational health	-	1	3	-	-	-	2	1	1	-	-	-	8	0.1%
Rheumatology	5	-	-	-	1	1	-	-	1	-	-	-	8	0.1%
Health education/information	-	3	2	1	-	-	1	-	-	-	-	-	7	0.1%
Developmental disability	2	1	1	2	-	-	-	-	-	-	-	-	6	0.1%
Nephrology	1	2	-	-	-	1	-	-	1	-	-	-	5	0.1%
Osteopathy	1	-	2	-	-	-	-	-	1	-	1	-	5	0.1%
Sleep medicine	4	-	1	-	-	-	-	-	-	-	-	-	5	0.1%
Infectious diseases	4	-	-	-	-	-	-	-	-	-	-	-	4	0.0%
Natural therapy	1	1	1	1	-	-	-	-	-	-	-	-	4	0.0%
Occupational therapy	-	-	3	-	-	-	1	-	-	-	-	-	4	0.0%
Psychotherapy	-	1	2	-	-	-	-	-	-	-	1	-	4	0.0%
Sexual assault service	1	1	-	-	-	-	-	2	-	-	-	-	4	0.0%
Early childhood	2	-	-	1	-	-	-	-	-	-	-	-	3	0.0%
Nutrition and dietetics	-	1	-	-	-	-	2	-	-	-	-	-	3	0.0%
Prosthetics and orthotics	2	1	-	-	-	-	-	-	-	-	-	-	3	0.0%
Speech therapy	2	-	1	-	-	-	-	-	-	-	-	-	3	0.0%
Family planning	1	-	1	-	-	-	-	-	-	-	-	-	2	0.0%
Hypnotherapy	-	-	1	-	1	-	-	-	-	-	-	-	2	0.0%
Autopsy	1	-	-	-	-	-	-	-	-	-	-	-	1	0.0%
Aviation medicine	1	-	-	-	-	-	-	-	-	-	-	-	1	0.0%
Forensic pathology	-	-	1	-	-	-	-	-	-	-	-	-	1	0.0%
Other/unknown service area	-	1	9	3	-	-	-	-	-	-	-	-	13	0.2%
Total	3,340	1,731	1,000	647	301	269	250	207	181	178	121	120	8,345	100.0%

Counted by issues raised in complaint

Table 16.12 - Source of complaints 2008-09 to 2012-13

Source	2008-09		2009-10		2010-11		2011-12		2012-13 *	
	No.	%	No.	%	No.	%	No.	%	No.	%
Consumer	1,224	44.5%	1,479	48.8%	1,863	52.7%	1,999	56.2%	2,403	63.4%
Family or friend	554	20.1%	560	18.5%	722	20.4%	737	20.7%	800	21.1%
Health professional	24	0.9%	35	1.2%	74	2.1%	55	1.5%	194	5.1%
Department of Health (State and Commonwealth)	30	1.1%	25	0.8%	25	0.7%	20	0.6%	135	3.6%
Professional council	809	29.4%	841	27.7%	711	20.1%	646	18.2%	112	3.0%
Government department	25	0.9%	30	1.0%	43	1.2%	23	0.6%	49	1.3%
Legal representative	18	0.7%	20	0.7%	30	0.8%	16	0.5%	27	0.7%
Consumer organisation	11	0.4%	-	0.0%	8	0.2%	21	0.6%	18	0.5%
Court	8	0.3%	3	0.1%	5	0.1%	8	0.2%	12	0.3%
Parliament/Minister	27	1.0%	33	1.1%	19	0.5%	14	0.4%	6	0.2%
Professional association	-	0.0%	-	0.0%	4	0.1%	-	0.0%	6	0.2%
College	-	0.0%	-	0.0%	10	0.3%	2	0.1%	4	0.1%
Other source	22	0.8%	5	0.2%	21	0.6%	14	0.4%	22	0.6%
Total	2,752	100.0%	3,031	100.0%	3,535	100.0%	3,555	100.0%	3,788	100.0%

Counted by complainant

* The Commission reviewed its categorisation of case sources in 2012-13 which resulted in data for the 2012-13 year not being directly comparable with prior years.

Table 16.13 - Outcome of assessment of complaints 2008-09 to 2012-13

Assessment decision	2008-09		2009-10		2010-11		2011-12		2012-13	
	No.	%	No.	%	No.	%	No.	%	No.	%
Discontinued	1,291	38.5%	1,447	41.2%	1,978	48.6%	2,017	49.2%	2,148	47.3%
Referred to professional council	755	22.5%	806	22.9%	790	19.4%	753	18.4%	887	19.5%
Referred to the Commission's Resolution Service*	728	21.7%	735	20.9%	686	16.8%	615	15.0%	714	15.7%
Referred for local resolution	56	1.7%	41	1.2%	206	5.1%	239	5.8%	252	5.5%
Resolved during assessment	188	5.6%	206	5.9%	166	4.1%	180	4.4%	240	5.3%
Investigation by Commission	270	8.1%	223	6.3%	184	4.5%	194	4.7%	209	4.6%
Referred to another body or person	61	1.8%	54	1.5%	63	1.5%	105	2.6%	94	2.1%
Total	3,349	100.0%	3,512	100.0%	4,073	100.0%	4,103	100.0%	4,544	100.0%

Counted by provider identified in complaint

* Prior to July 2010, the two resolution options of assisted resolution and conciliation were reported separately. Due to the restructure of the Resolution Section, complaints are now referred to the Resolution Service and a decision is made as part of the resolution process whether assisted resolution or conciliation is the more appropriate form of trying to resolve the complaint.

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Table 16.14 - Outcome of assessment of complaints by issues identified in complaint 2012-13

Issue category	Issue name	Outcome							Total	
		Discontinued	Referred to the Commission's Resolution Service	Referred to professional council	Resolved during assessment	Local resolution	Investigation by Commission	Referred to another body	No.	%
Treatment	Inadequate treatment	821	512	294	89	84	43	17	1,860	22.3%
	Diagnosis	188	101	63	12	6	8	-	378	4.5%
	Unexpected treatment outcome/complications	106	88	38	8	1	5	-	246	2.9%
	Delay in treatment	71	54	16	10	36	-	-	187	2.2%
	Inadequate care	77	69	14	8	13	3	-	184	2.2%
	Inadequate/inappropriate consultation	97	10	35	11	-	5	-	158	1.9%
	Inadequate prosthetic equipment	47	13	11	8	1	-	1	81	1.0%
	Rough and painful treatment	39	10	16	-	2	1	1	69	0.8%
	No/inappropriate referral	33	4	6	3	3	3	1	53	0.6%
	Wrong/inappropriate treatment	24	7	11	-	2	2	-	46	0.6%
	Infection control	15	12	4	3	1	-	1	36	0.4%
	Coordination of treatment/results follow-up	10	5	7	3	3	4	-	32	0.4%
	Excessive treatment	13	2	4	1	1	1	1	23	0.3%
	Withdrawal of treatment	8	-	-	-	2	-	-	10	0.1%
	Experimental treatment	2	-	1	-	-	-	-	3	0.0%
Attendance	1	-	-	-	-	-	-	1	0.0%	
Treatment total		1,552	887	520	156	155	75	22	3,367	40.4%
Communication/information	Attitude/manner	614	153	118	86	56	9	9	1,045	12.5%
	Incorrect/misleading information provided	220	53	49	23	12	2	-	359	4.3%
	Inadequate information provided	141	115	35	14	10	5	-	320	3.8%
	Special needs not accommodated	10	3	-	2	6	1	-	22	0.3%
Communication/information total		985	324	202	125	84	17	9	1,746	20.9%
Professional conduct	Impairment	16	-	119	-	-	25	2	162	1.9%
	Competence	38	3	80	1	-	16	5	143	1.7%
	Illegal practice	52	-	47	3	1	21	10	134	1.6%
	Breach of guideline/law	28	-	53	1	-	10	15	107	1.3%
	Sexual misconduct	23	2	15	-	1	36	1	78	0.9%
	Inappropriate disclosure of information	44	2	17	4	5	-	-	72	0.9%
	Boundary violation	17	-	28	1	-	23	-	69	0.8%
	Misrepresentation of qualifications	15	1	10	3	-	5	26	60	0.7%
	Assault	33	5	10	2	-	8	-	58	0.7%
	Breach of condition	9	-	9	1	-	15	-	34	0.4%
	Financial fraud	9	-	7	3	-	4	3	26	0.3%
	Discriminatory conduct	13	-	6	-	2	-	-	21	0.3%
Annual declaration not lodged/incomplete/wrong or misleading	1	-	-	-	-	2	1	4	0.0%	
Professional conduct total		298	13	401	19	9	165	63	968	11.6%
Medication	Prescribing medication	159	47	62	11	34	36	12	361	4.3%
	Dispensing medication	42	5	80	11	9	5	3	155	1.9%
	Administering medication	52	29	34	6	15	4	3	143	1.7%
	Supply/security/storage of medication	8	2	7	1	-	-	1	19	0.2%
Medication total		261	83	183	29	58	45	19	678	8.1%

Table continued on next page

Table 16.14 - Outcome of assessment of complaints by issues identified in complaint 2012-13 (continued)

Issue category	Issue name	Outcome							Total	
		Discontinued	Referred to the Commission's Resolution Service	Referred to professional council	Resolved during assessment	Local resolution	Investigation by Commission	Referred to another body	No.	%
Fees/costs	Billing practices	174	12	34	32	4	-	6	262	3.1%
	Cost of treatment	20	-	3	5	1	-	-	29	0.3%
	Financial consent	9	-	2	-	1	-	-	12	0.1%
Fees/costs total		203	12	39	37	6	-	6	303	3.6%
Access	Refusal to admit or treat	125	20	15	10	13	-	-	183	2.2%
	Waiting lists	13	9	1	5	15	-	-	43	0.5%
	Service availability	14	5	-	2	9	-	-	30	0.4%
	Access to facility	1	-	-	-	2	-	-	3	0.0%
	Access to subsidies	1	-	-	1	-	-	-	2	0.0%
	Remoteness of service	-	1	-	-	-	-	-	1	0.0%
Access total		154	35	16	18	39	-	-	262	3.1%
Environment/ management of facilities	Administrative processes	81	10	23	12	19	4	8	157	1.9%
	Cleanliness/hygiene of facility	19	4	12	4	5	1	1	46	0.6%
	Physical environment of facility	6	7	2	2	7	-	1	25	0.3%
	Staffing and rostering	4	-	-	-	2	-	2	8	0.1%
	Statutory obligations/accreditation standards not met	4	-	3	-	-	-	-	7	0.1%
Environment/management of facilities total		114	21	40	18	33	5	12	243	2.9%
Reports/certificates	Accuracy of report/certificate	116	9	23	3	1	-	-	152	1.8%
	Refusal to provide report/certificate	17	2	1	1	-	-	-	21	0.3%
	Timeliness of report/certificate	8	1	1	1	1	-	-	12	0.1%
	Report written with inadequate or no consultation	5	-	6	-	-	-	-	11	0.1%
	Cost of report/certificate	-	-	1	-	-	-	-	1	0.0%
Reports/certificates total		146	12	32	5	2	-	-	197	2.4%
Medical records	Access to/transfer of records	52	4	5	19	3	-	2	85	1.0%
	Record keeping	29	7	29	2	4	9	1	81	1.0%
	Records management	10	-	3	1	-	-	-	14	0.2%
Medical records total		91	11	37	22	7	9	3	180	2.2%
Consent	Consent not obtained or inadequate	76	24	17	4	4	13	-	138	1.7%
	Involuntary admission or treatment	17	2	-	1	4	-	-	24	0.3%
	Uninformed consent	3	3	1	-	-	-	-	7	0.1%
Consent Total		96	29	18	5	8	13	-	169	2.0%
Grievance processes	Inadequate/no response to complaint	56	33	6	13	4	1	-	113	1.4%
	Information about complaints procedures not provided	2	-	-	-	-	-	-	2	0.0%
	Reprisal/retaliation as result of complaint lodged	1	-	1	-	-	-	-	2	0.0%
Grievance processes total		59	33	7	13	4	1	-	117	1.4%
Discharge/transfer arrangements	Inadequate discharge	26	54	4	7	7	1	-	99	1.2%
	Delay	3	6	-	-	-	-	-	9	0.1%
	Mode of transport	-	2	-	-	3	-	-	5	0.1%
Discharge/transfer arrangements total		29	62	4	7	10	1	-	113	1.4%
Grand total		3,988	1,522	1,499	454	415	331	134	8,343	100.0%

Counted by issues raised in complaint

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Table 16.15 - Outcome of assessment of complaints by service area 2012-13

Service area	Outcome							Total	
	Discontinued	Referred to professional council	Referred to Commission's Resolution Service	Local resolution	Resolved during assessment	Investigation by Commission	Referred to another body	No.	%
General medicine	626	222	98	95	53	67	17	1,178	25.9%
Dentistry	269	138	43	9	48	23	13	543	11.9%
Surgery	160	47	140	18	14	13	-	392	8.6%
Mental health	184	44	64	42	9	17	2	362	8.0%
Emergency medicine	82	22	98	33	24	6	-	265	5.8%
Pharmacy/pharmacology	84	117	4	2	12	12	10	241	5.3%
Aged care	71	53	29	-	2	10	14	179	3.9%
Psychology	53	56	1	-	-	5	3	118	2.6%
Obstetrics	29	16	31	5	8	4	1	94	2.1%
Medico-legal	75	11	-	-	1	1	1	89	2.0%
Psychiatry	45	10	8	1	1	4	-	69	1.5%
Drug and alcohol	26	18	4	4	2	6	2	62	1.4%
Radiology	28	5	13	3	7	1	2	59	1.3%
Administration	32	3	3	6	9	-	5	58	1.3%
Gynaecology	23	3	23	1	2	-	-	52	1.1%
Oncology	11	9	24	3	3	-	1	51	1.1%
Paediatric medicine	28	6	11	3	-	1	-	49	1.1%
Midwifery	6	13	15	-	4	4	-	42	0.9%
Gastroenterology	20	4	8	1	4	1	-	38	0.8%
Ophthalmology	18	3	6	2	1	1	2	33	0.7%
Anaesthesia	14	8	6	-	2	1	-	31	0.7%
Neurology	15	4	9	1	2	-	-	31	0.7%
Alternative health	22	2	-	-	-	2	4	30	0.7%
Non-health related	15	5	-	2	1	6	1	30	0.7%
Ambulance service	12	-	5	7	5	-	-	29	0.6%
Pathology	18	2	3	-	4	2	-	29	0.6%
Cardiology	11	4	7	-	4	1	-	27	0.6%
Cosmetic services	17	3	1	-	2	1	1	25	0.6%
Palliative care	3	4	15	1	1	-	1	25	0.6%
Dermatology	15	2	4	2	1	-	-	24	0.5%
Physiotherapy	11	6	-	-	-	1	4	22	0.5%
Chiropractice	8	6	-	-	-	2	3	19	0.4%
Optometry	11	6	-	1	-	-	-	18	0.4%
Rehabilitation medicine	7	1	7	-	1	-	1	17	0.4%
Respiratory/thoracic medicine	7	1	5	2	1	-	-	16	0.4%
Counselling	12	1	-	-	-	1	-	14	0.3%
Podiatry	5	6	-	-	1	-	1	13	0.3%
Radiography	5	2	2	-	3	-	-	12	0.3%

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Table 16.15 - Outcome of assessment of complaints by service area 2012-13 (continued)

Service area	Outcome							Total	
	Discontinued	Referred to professional council	Referred to Commission's Resolution Service	Local resolution	Resolved during assessment	Investigation by Commission	Referred to another body	No.	%
Immunology	5	4	2	-	-	-	-	11	0.2%
Intensive care	1	1	6	1	-	2	-	11	0.2%
Acupuncture	5	3	-	-	-	-	1	9	0.2%
Geriatrics/gerontology	2	2	4	-	-	-	1	9	0.2%
Massage therapy	2	-	-	-	3	3	-	8	0.2%
Pain management	3	1	2	2	-	-	-	8	0.2%
Haematology	1	1	4	-	-	1	-	7	0.2%
Prosthetics and orthotics	4	-	2	1	-	-	-	7	0.2%
Health education/information	3	1	-	-	-	2	-	6	0.1%
Reproductive medicine	6	-	-	-	-	-	-	6	0.1%
Endocrinology	4	-	-	-	1	-	-	5	0.1%
Occupational health	4	1	-	-	-	-	-	5	0.1%
Renal medicine	2	-	1	1	1	-	-	5	0.1%
Rheumatology	5	-	-	-	-	-	-	5	0.1%
Traditional Chinese medicine	2	1	-	-	-	1	-	4	0.1%
Developmental disability	2	-	-	1	-	-	-	3	0.1%
Hypnotherapy	2	-	-	-	1	-	-	3	0.1%
Nutrition and dietetics	-	-	-	2	1	-	-	3	0.1%
Osteopathy	1	1	-	-	-	1	-	3	0.1%
Sexual assault service	2	1	-	-	-	-	-	3	0.1%
Sleep medicine	3	-	-	-	-	-	-	3	0.1%
Infectious diseases	-	-	2	-	-	-	-	2	0.0%
Occupational therapy	-	1	-	-	-	-	1	2	0.0%
Speech therapy	2	-	-	-	-	-	-	2	0.0%
Autopsy	-	-	1	-	-	-	-	1	0.0%
Aviation medicine	-	-	1	-	-	-	-	1	0.0%
Early childhood	1	-	-	-	-	-	-	1	0.0%
Family planning	-	1	-	-	-	-	-	1	0.0%
Forensic pathology	1	-	-	-	-	-	-	1	0.0%
Natural therapy	1	-	-	-	-	-	-	1	0.0%
Nephrology	1	-	-	-	-	-	-	1	0.0%
Personal care	-	-	1	-	-	-	-	1	0.0%
Psychotherapy	-	-	-	-	-	1	-	1	0.0%
Other/unknown service area	5	5	1	-	1	5	2	19	0.4%
Total	2,148	887	714	252	240	209	94	4,544	100.0%

Counted by provider identified in complaint

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Table 16.16 - Outcome of assessment of complaints by type of health service provider 2012-13

Health service provider type	Outcome							Total	
	Discontinued	Referred to professional council	Referred to the Commission's Resolution Service	Referred for local resolution	Resolved during assessment	Investigation by Commission	Referred to another body	No.	%
Medical practitioner	919	328	170	-	73	94	24	1,608	35.4%
Dental practitioner	237	138	36	-	37	16	10	474	10.4%
Nurse/midwife	124	207	8	-	2	45	6	392	8.6%
Pharmacist	45	80	2	-	4	12	9	152	3.3%
Psychologist	59	66	1	-	-	5	4	135	3.0%
Administration/clerical staff	24	-	-	-	-	-	1	25	0.6%
Physiotherapist	10	6	-	-	1	1	2	20	0.4%
Assistant in nursing	11	-	-	-	-	8	-	19	0.4%
Chiropractor	8	6	-	-	-	2	-	16	0.4%
Alternative health provider	12	-	-	-	-	-	3	15	0.3%
Optometrist	8	6	-	-	-	-	-	14	0.3%
Chinese medicine practitioner	6	4	-	-	-	2	1	13	0.3%
Podiatrist	4	6	-	-	1	-	1	12	0.3%
Social worker	9	-	-	-	-	-	-	9	0.2%
Counsellor/therapist	7	-	-	-	-	-	-	7	0.2%
Medical radiation practitioner	3	1	1	-	-	-	1	6	0.1%
Massage therapist	1	-	-	-	1	3	-	5	0.1%
Naturopath	4	-	-	-	-	1	-	5	0.1%
Occupational therapist	2	2	-	-	-	-	1	5	0.1%
Residential care worker	3	-	-	-	-	1	-	4	0.1%
Osteopath	-	-	-	-	-	2	1	3	0.1%
Hypnotherapist	2	-	-	-	-	-	-	2	0.0%
Psychotherapist	-	-	-	-	-	2	-	2	0.0%
Speech pathologist	2	-	-	-	-	-	-	2	0.0%
Ambulance personnel	1	-	-	-	-	-	-	1	0.0%
Cosmetic therapist	1	-	-	-	-	-	-	1	0.0%
Dietitian/nutritionist	-	-	-	-	1	-	-	1	0.0%
Homeopath	1	-	-	-	-	-	-	1	0.0%
Optical dispenser	1	-	-	-	-	-	-	1	0.0%
Other/unknown health practitioner	8	-	-	-	-	-	3	11	0.2%
Total health practitioner	1,512	850	218	-	120	194	67	2,961	65.2%

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Table 16.16 - Outcome of assessment of complaints by type of health service provider 2012-13
(continued)

Health service provider type	Outcome							Total	
	Discontinued	Referred to professional council	Referred to the Commission's Resolution Service	Referred for local resolution	Resolved during assessment	Investigation by Commission	Referred to another body	No.	%
Public hospital	206	-	356	112	53	4	1	732	16.1%
Correction and detention facility	53	-	22	109	3	-	-	187	4.1%
Medical centre	78	1	8	-	8	-	2	97	2.1%
Private hospital	36	-	35	-	10	1	2	84	1.8%
Pharmacy	25	36	2	-	8	-	1	72	1.6%
Dental facility	37	-	5	6	9	3	3	63	1.4%
Community health service	30	-	16	6	4	-	-	56	1.2%
Medical practice	48	-	-	-	2	-	-	50	1.1%
Aged care facility	15	-	12	-	1	5	14	47	1.0%
Radiology facility	21	-	12	-	7	-	-	40	0.9%
Ambulance service	11	-	7	7	5	-	-	30	0.7%
Psychiatric hospital/unit	12	-	7	8	-	-	-	27	0.6%
Pathology centres/labs	13	-	2	-	3	-	-	18	0.4%
Local Health District	8	-	2	3	1	-	-	14	0.3%
Alternative health centre	4	-	-	-	3	-	2	9	0.2%
Aboriginal health centre	5	-	3	-	-	-	-	8	0.2%
Drug and alcohol service	7	-	-	-	1	-	-	8	0.2%
Alternative health practice	3	-	1	-	1	-	1	6	0.1%
Day procedure centre	4	-	2	-	-	-	-	6	0.1%
Multi-purpose service	3	-	2	-	-	-	-	5	0.1%
Government department	4	-	1	-	-	-	-	5	0.1%
Psychology facility	2	-	-	-	-	-	-	2	0.0%
Rehabilitation facility	1	-	-	-	1	-	-	2	0.0%
Blood bank	-	-	1	-	-	-	-	1	0.0%
Boarding house	1	-	-	-	-	-	-	1	0.0%
Chiropractic facility	-	-	-	-	-	-	1	1	0.0%
Physiotherapy facility	1	-	-	-	-	-	-	1	0.0%
Podiatry practice	1	-	-	-	-	-	-	1	0.0%
Sexual assault service	1	-	-	-	-	-	-	1	0.0%
Supported accommodation services (not aged care)	1	-	-	-	-	-	-	1	0.0%
Other/unknown health organisation	5	-	-	1	-	2	-	8	0.2%
Total health organisation	636	37	496	252	120	15	27	1,583	34.8%
Grand total	2,148	887	714	252	240	209	94	4,544	100.0%

Counted by provider identified in complaint

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Table 16.17 - Time taken to assess complaints 2008-09 to 2012-13

	2008-09	2009-10	2010-11	2011-12	2012-13
Percentage of complaints assessed within 60 days	88.9%	82.3%	84.6%	88.1%	94.5%
Average days to assess complaints	42	46	43	43	40

Counted by provider identified in complaint

Table 16.18 - Requests for review of assessment decision 2008-09 to 2012-13

	2008-09	2009-10	2010-11	2011-12	2012-13
Requests for review of assessment decision	281	278	305	292	389
Percentage of all assessments finalised	8.4%	7.9%	7.5%	7.1%	8.6%

Counted by provider identified in complaint

Table 16.19 - Outcome of reviews of assessment decision 2008-09 to 2012-13

Review result	2008-09		2009-10		2010-11		2011-12		2012-13	
	No.	%	No.	%	No.	%	No.	%	No.	%
Original assessment decision confirmed	261	96.0%	252	94.4%	281	93.7%	267	88.7%	344	93.2%
Assessment decision varied	11	4.0%	15	5.6%	19	6.3%	34	11.3%	25	6.8%
Total	272	100.0%	267	100.0%	300	100.0%	301	100.0%	369	100.0%

Counted by provider identified in complaint

Table 16.20 - Outcome of assisted resolutions 2008-09 to 2012-13

Outcome	2008-09		2009-10		2010-11		2011-12		2012-13	
	No.	%	No.	%	No.	%	No.	%	No.	%
Resolution did proceed										
Resolved	244	39.4%	216	39.1%	262	40.4%	239	36.6%	283	44.5%
Partially resolved	167	26.9%	119	21.5%	143	22.0%	152	23.3%	123	19.3%
Not resolved	103	16.6%	99	17.9%	88	13.6%	54	8.3%	59	9.3%
Resolution did proceed total	514	82.9%	434	78.5%	493	76.0%	445	68.1%	465	73.1%
Resolution did not proceed total	106	17.1%	119	21.5%	156	24.0%	208	31.9%	171	26.9%
Grand total	620	100.0%	553	100.0%	649	100.0%	653	100.0%	636	100.0%

Counted by provider identified in complaint

Table 16.21 - Outcome of conciliations 2008-09 to 2012-13

Outcome	Reason	2008-09		2009-10		2010-11		2011-12		2012-13		
		No.	%	No.	%	No.	%	No.	%	No.	%	
Conciliation process did proceed	Resolved	Agreement reached at conciliation meeting	43	18.9%	26	18.2%	21	47.7%	18	81.8%	14	77.8%
		Complaint resolved with the assistance of the Registry	15	6.6%	6	4.2%	1	2.3%	-	0.0%	-	0.0%
	Not resolved	Consent withdrawn	34	14.9%	20	14.0%	4	9.1%	2	9.1%	4	22.2%
		The conciliation was helpful in clarifying concerns	27	11.8%	8	5.6%	10	22.7%	-	0.0%	-	0.0%
		Parties did not reach agreement during conciliation meeting	10	4.4%	6	4.2%	-	0.0%	2	9.1%	-	0.0%
Total conciliation process did proceed		129	56.6%	66	46.2%	36	81.8%	22	100.0%	18	100.0%	
Conciliation process did not proceed total		99	43.4%	77	53.8%	8	18.2%	-	0.0%	-	0.0%	
Grand total		228	100.0%	143	100.0%	44	100.0%	22	100.0%	18	100.0%	

Counted by provider identified in complaint

Table 16.22 - Time taken to complete resolution processes 2008-09 to 2012-13

Time taken to complete	2008-09		2009-10		2010-11		2011-12		2012-13	
	No.	%	No.	%	No.	%	No.	%	No.	%
0-1 month	176	20.8%	145	20.8%	143	20.6%	143	21.2%	116	17.7%
1- 2 months	230	27.1%	168	24.1%	149	21.5%	123	18.2%	133	20.3%
2- 3 months	129	15.2%	118	17.0%	103	14.9%	122	18.1%	96	14.7%
3- 4 months	90	10.6%	85	12.2%	66	9.5%	83	12.3%	77	11.8%
4- 5 months	48	5.7%	48	6.9%	59	8.5%	52	7.7%	62	9.5%
5- 6 months	53	6.3%	45	6.5%	41	5.9%	50	7.4%	48	7.3%
6- 7 months	31	3.7%	32	4.6%	32	4.6%	28	4.1%	34	5.2%
7- 8 months	17	2.0%	14	2.0%	36	5.2%	21	3.1%	25	3.8%
8- 9 months	14	1.7%	9	1.3%	19	2.7%	21	3.1%	18	2.8%
9-10 months	15	1.8%	13	1.9%	9	1.3%	7	1.0%	12	1.8%
10-11 months	4	0.5%	3	0.4%	6	0.9%	11	1.6%	10	1.5%
11-12 months	12	1.4%	3	0.4%	7	1.0%	4	0.6%	6	0.9%
>12 months	29	3.4%	12	1.7%	23	3.3%	10	1.5%	17	2.6%
Total	848	100.0%	696	100.0%	693	100.0%	675	100.0%	654	100.0%

Counted by provider identified in complaint

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Table 16.23 - Outcome of investigations 2008-09 to 2012-13

Investigation outcome	2008-09		2009-10		2010-11		2011-12		2012-13		
	No.	%	No.	%	No.	%	No.	%	No.	%	
Health practitioner	Referred to Director of Proceedings	100	50.0%	141	59.5%	109	60.9%	131	62.1%	85	46.7%
	Referred to professional council	36	18.0%	44	18.6%	37	20.7%	36	17.1%	45	24.7%
	No further action	45	22.5%	32	13.5%	21	11.7%	30	14.2%	27	14.8%
	Referred to professional council under s20A	-	0.0%	-	0.0%	-	0.0%	5	2.4%	14	7.7%
	Public statement/prohibition order	2	1.0%	4	1.7%	6	3.4%	7	3.3%	8	4.4%
	Comments to the practitioner	16	8.0%	14	5.9%	6	3.4%	2	0.9%	3	1.6%
	Referred to Director of Public Prosecutions	1	0.5%	2	0.8%	-	0.0%	-	0.0%	-	0.0%
Health practitioner total	200	100.0%	237	100.0%	179	100.0%	211	100.0%	182	100.0%	
Health organisation	Comments or recommendations	39	63.9%	33	94.3%	22	91.7%	9	81.8%	16	84.2%
	No further action	22	36.1%	2	5.7%	2	8.3%	2	18.2%	3	15.8%
Health organisation total	61	100.0%	35	100.0%	24	100.0%	11	100.0%	19	100.0%	
Grand total	261	100.0%	272	100.0%	203	100.0%	222	100.0%	201	100.0%	

Counted by provider identified in complaint

Table 16.24 - Investigations into health organisations and health practitioners finalised 2008-09 to 2012-13

	Health practitioner	2008-09		2009-10		2010-11		2011-12		2012-13	
		No.	%	No.	%	No.	%	No.	%	No.	%
Health practitioners	Medical practitioner	112	42.9%	149	54.8%	98	48.3%	124	55.9%	91	45.3%
	Nurse/midwife	69	26.4%	53	19.5%	37	18.2%	47	21.2%	31	15.4%
	Dental practitioner	1	0.4%	5	1.8%	5	2.5%	6	2.7%	21	10.4%
	Pharmacist	-	0.0%	12	4.4%	5	2.5%	9	4.1%	8	4.0%
	Assistant in nursing	-	0.0%	-	0.0%	2	1.0%	3	1.4%	6	3.0%
	Osteopath	1	0.4%	-	0.0%	-	0.0%	1	0.5%	5	2.5%
	Chiropractor	1	0.4%	6	2.2%	7	3.4%	3	1.4%	4	2.0%
	Massage therapist	1	0.4%	1	0.4%	2	1.0%	1	0.5%	4	2.0%
	Podiatrist	2	0.8%	-	0.0%	2	1.0%	1	0.5%	3	1.5%
	Psychologist	6	2.3%	3	1.1%	7	3.4%	5	2.3%	3	1.5%
	Alternative health provider	1	0.4%	1	0.4%	3	1.5%	2	0.9%	2	1.0%
	Residential care worker	-	0.0%	-	0.0%	1	0.5%	1	0.5%	2	1.0%
	Chinese medicine practitioner	-	0.0%	1	0.4%	-	0.0%	1	0.5%	1	0.5%
	Dental technician	-	0.0%	-	0.0%	1	0.5%	1	0.5%	1	0.5%
	Acupuncturist	-	0.0%	-	0.0%	1	0.5%	-	0.0%	-	0.0%
	Administration/clerical staff	-	0.0%	1	0.4%	2	1.0%	3	1.4%	-	0.0%
	Homeopath	1	0.4%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
	Hypnotherapist	-	0.0%	-	0.0%	-	0.0%	1	0.5%	-	0.0%
	Medical radiation practitioner	2	0.8%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
	Natural therapist	-	0.0%	1	0.4%	-	0.0%	-	0.0%	-	0.0%
	Naturopath	-	0.0%	-	0.0%	1	0.5%	2	0.9%	-	0.0%
	Optometrist	1	0.4%	-	0.0%	1	0.5%	-	0.0%	-	0.0%
	Physiotherapist	1	0.4%	3	1.1%	3	1.5%	-	0.0%	-	0.0%
	Psychotherapist	1	0.4%	1	0.4%	1	0.5%	-	0.0%	-	0.0%
Health practitioner total		200	76.6%	237	87.1%	179	88.2%	211	95.0%	182	90.5%
Health organisations	Public hospital	46	23.0%	30	12.7%	20	11.2%	8	3.6%	11	5.5%
	Dental facility	1	0.5%	-	0.0%	-	0.0%	-	0.0%	4	2.0%
	Drug and alcohol service	1	0.5%	-	0.0%	1	0.6%	-	0.0%	2	1.0%
	Private hospital	4	2.0%	2	0.8%	-	0.0%	1	0.5%	2	1.0%
	Aged care facility	2	1.0%	1	0.4%	-	0.0%	-	0.0%	-	0.0%
	Local Health District	3	1.5%	2	0.8%	-	0.0%	-	0.0%	-	0.0%
	College/association	-	0.0%	-	0.0%	2	1.1%	-	0.0%	-	0.0%
	Medical centre	1	0.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
	Medical practice	-	0.0%	-	0.0%	1	0.6%	-	0.0%	-	0.0%
	Pathology centre/lab	2	1.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
	Radiology practice	1	0.5%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
	Other health organisation	-	0.0%	-	0.0%	-	0.0%	2	0.9%	-	0.0%
Health organisation total		61	23.4%	35	12.9%	24	11.8%	11	5.0%	19	9.5%
Grand total		261	100.0%	272	100.0%	203	100.0%	222	100.0%	201	100.0%

Counted by provider identified in complaint

Appendices

Table 16.25 - Investigations finalised by issue category 2008-09 to 2012-13

	2008-09		2009-10		2010-11		2011-12		2012-13	
	No.	%	No.	%	No.	%	No.	%	No.	%
Professional conduct	145	37.6%	163	33.1%	158	43.3%	208	56.8%	138	39.3%
Treatment	170	44.0%	196	39.8%	131	35.9%	106	29.0%	136	38.7%
Medication	27	7.0%	53	10.8%	32	8.8%	26	7.1%	24	6.8%
Consent	3	0.8%	7	1.4%	3	0.8%	1	0.3%	19	5.4%
Communication/information	16	4.1%	39	7.9%	15	4.1%	7	1.9%	13	3.7%
Medical records	6	1.6%	13	2.6%	10	2.7%	5	1.4%	10	2.8%
Environment/management of facilities	7	1.8%	5	1.0%	5	1.4%	3	0.8%	5	1.4%
Discharge/transfer arrangements	4	1.0%	11	2.2%	4	1.1%	4	1.1%	2	0.6%
Grievance processes	7	1.8%	3	0.6%	-	0.0%	-	0.0%	2	0.6%
Access	1	0.3%	-	0.0%	-	0.0%	1	0.3%	1	0.3%
Fees/costs	-	0.0%	2	0.4%	4	1.1%	4	1.1%	1	0.3%
Reports/certificates	-	0.0%	1	0.2%	3	0.8%	1	0.3%	-	0.0%
Total	386	100.0%	493	100.0%	365	100.0%	366	100.0%	351	100.0%

Counted by issues raised in complaint

Table 16.26 - Outcome of investigations finalised by profession and organisation type 2012-13

Outcome	Health practitioner													Total		
	Medical practitioner	Nurse/midwife	Dental practitioner	Pharmacist	Assistant in nursing	Osteopath	Chiropractor	Massage therapist	Podiatrist	Psychologist	Alternative health practitioner	Residential care worker	Chinese medicine practitioner	Dental technician	No.	%
Referred to Director of Proceedings	46	16	7	3	-	5	2	-	3	3	-	-	-	-	85	46.7%
Referred to professional council	26	6	11	2	-	-	-	-	-	-	-	-	-	-	45	24.7%
No further action	12	4	3	-	1	-	2	2	-	-	-	1	1	1	27	14.8%
Referred to professional council under s20A	6	5	-	3	-	-	-	-	-	-	-	-	-	-	14	7.7%
Prohibition order/public statement	-	-	-	-	3	-	-	2	-	-	2	1	-	-	8	4.4%
Comments	1	-	-	-	2	-	-	-	-	-	-	-	-	-	3	1.6%
Total	91	31	21	8	6	5	4	4	3	3	2	2	1	1	182	100.0%

Outcome	Health organisation				Total	
	Public hospital	Dental facility	Drug and alcohol service	Private hospital	No.	%
Recommendations	8	2	-	-	10	52.6%
Comments	3	-	2	1	6	31.6%
No further action	-	2	-	1	3	15.8%
Total	11	4	2	2	19	100.0%

Counted by provider identified in complaint

Table 16.27 - Request for review of investigation decision 2008-09 to 2012-13

	2008-09	2009-10	2010-11	2011-12	2012-13
Request for review of investigation decision	4	2	3	4	5
Percentage of all investigations finalised	1.5%	0.7%	1.5%	1.8%	2.5%

Counted by provider identified in complaint

Table 16.28 - Outcome of reviews of investigation decision 2008-09 to 2012-13

Outcome	2008-09		2009-10		2010-11		2011-12		2012-13	
	No.	%	No.	%	No.	%	No.	%	No.	%
Original investigation decision confirmed	5	83.3%	2	100.0%	3	75.0%	2	66.7%	6	100.0%
Re-opened for investigation	1	16.7%	-	0.0%	1	25.0%	1	33.3%	-	0.0%
Total	6	100.0%	2	100.0%	4	100.0%	3	100.0%	6	100.0%

Counted by provider identified in complaint

Table 16.29 - Time taken to complete investigations* 2008-09 to 2012-13

Time taken	2008-09		2009-10		2010-11		2011-12		2012-13	
	No.	%	No.	%	No.	%	No.	%	No.	%
0- 1 months	3	1.1%	1	0.4%	-	0.0%	2	0.9%	2	1.0%
1- 2 months	5	1.9%	1	0.4%	3	1.5%	6	2.7%	11	5.5%
2- 3 months	10	3.8%	4	1.5%	7	3.4%	20	9.0%	8	4.0%
3- 4 months	22	8.4%	18	6.6%	6	3.0%	22	9.9%	10	5.0%
4- 5 months	13	5.0%	26	9.6%	6	3.0%	17	7.7%	19	9.5%
5- 6 months	26	10.0%	20	7.4%	23	11.3%	23	10.4%	13	6.5%
6- 7 months	24	9.2%	30	11.0%	24	11.8%	19	8.6%	16	8.0%
7- 8 months	27	10.3%	28	10.3%	24	11.8%	32	14.4%	24	11.9%
8- 9 months	28	10.7%	27	9.9%	20	9.9%	22	9.9%	21	10.4%
9-10 months	17	6.5%	34	12.5%	30	14.8%	11	5.0%	22	10.9%
10-11 months	27	10.3%	19	7.0%	19	9.4%	12	5.4%	19	9.5%
11-12 months	25	9.6%	23	8.5%	21	10.3%	16	7.2%	15	7.5%
12-18 months	30	11.5%	36	13.2%	16	7.9%	19	8.6%	14	7.0%
18-24 months	4	1.5%	4	1.5%	4	2.0%	1	0.5%	7	3.5%
24-30 months	-	0.0%	1	0.4%	-	0.0%	-	0.0%	-	0.0%
Total	261	100.0%	272	100.0%	203	100.0%	222	100.0%	201	100.0%
Average days	250		263		260		222		244	

Counted by provider identified in complaint

* Excludes time when investigation was paused

Appendices

Table 16.30 - Legal matters finalised 2008-09 to 2012-13

		2008-09		2009-10		2010-11		2011-12		2012-13	
		No.	%	No.	%	No.	%	No.	%	No.	%
Tribunal	Proved	38	44.7%	46	47.4%	50	46.7%	39	41.5%	53	60.2%
	Not proved	-	0.0%	7	7.2%	7	6.5%	1	1.1%	-	0.0%
	Withdrawn	-	0.0%	-	0.0%	-	0.0%	4	4.3%	2	2.3%
	Total	38	44.7%	53	54.6%	57	53.3%	44	46.8%	55	62.5%
Professional Standards Committee	Proved	27	31.8%	21	21.6%	21	19.6%	25	26.6%	13	14.8%
	Not proved	1	1.2%	9	9.3%	6	5.6%	3	3.2%	3	3.4%
	Withdrawn	-	0.0%	-	0.0%	-	0.0%	-	0.0%	2	2.3%
	Terminated and referred to Tribunal	-	0.0%	-	0.0%	-	0.0%	2	2.1%	-	0.0%
	Total	28	32.9%	30	30.9%	27	25.2%	30	31.9%	18	20.5%
Appeal	13	15.3%	10	10.3%	14	13.1%	13	13.8%	10	11.4%	
Re-registration	6	7.1%	4	4.1%	9	8.4%	7	7.4%	5	5.7%	
Grand total	85	100.0%	97	100.0%	107	100.0%	94	100.0%	88	100.0%	

Counted by matter

Table 16.31 - Open complaints as at 30 June

Open process	2009		2010		2011		2012		2013	
	No.	%	No.	%	No.	%	No.	%	No.	%
Assessment	597	49.5%	566	46.3%	611	48.5%	609	49.5%	667	51.4%
Legal processes	200	16.6%	233	19.1%	227	18.0%	257	20.9%	160	12.3%
Resolution process	109	9.0%	169	13.8%	202	16.0%	172	14.0%	250	19.3%
Investigation	227	18.8%	184	15.0%	170	13.5%	148	12.0%	161	12.4%
Review of assessment	25	2.1%	35	2.9%	36	2.9%	25	2.0%	37	2.9%
Brief preparation	4	0.3%	5	0.4%	11	0.9%	14	1.1%	17	1.3%
Conciliation	42	3.5%	30	2.5%	4	0.3%	4	0.3%	5	0.4%
Review of investigation	1	0.1%	1	0.1%	-	0.0%	1	0.1%	-	0.0%
Total	1,205	100.0%	1,223	100.0%	1,261	100.0%	1,230	100.0%	1,297	100.0%

Counted by provider identified in complaint

APPENDIX B

Summary of results in relation to key performance indicators

Number	Description	Target	Result 2012-13	Status
GOAL 1. COMPREHENSIVE AND RESPONSIVE COMPLAINT HANDLING				
1.1.1.1	Percentage of complaints assessed within 60 days	100%	94.5%	NOT-MET
1.1.1.2	Percentage of complaints not assessed within 60 days where an extension was approved	100%	99.2%	NOT-MET
1.1.1.3	Request for reviews of assessment decision as a percentage of assessments finalised	<= 10%	8.6%	MET
1.1.1.4	Percentage of reviews completed within six weeks	>= 90%	83.5%	NOT-MET
1.1.1.5	Percentage of 'Reason for decision letters' completed within 14 days	100%	99.4%	NOT-MET
1.1.2.1	Percentage of 7-day file audits rated satisfactory	>= 90%	96.4%	MET
1.1.2.2	Percentage of 21-day audits completed on-time	>= 90%	98.3%	MET
1.1.2.3	Percentage of 21-day file audits rated satisfactory	>= 90%	99.0%	MET
1.1.3.1	Percentage of matters consented for resolution that have a resolution plan submitted within 28 days of the parties being advised that the complaint has been referred for resolution	>= 90%	90.3%	MET
1.1.3.2	Percentage of resolutions/conciliations completed within 4 months	>= 70%	64.5%	NOT-MET
1.1.3.3	Percentage of matters that proceeded to resolution/conciliation that were resolved or partially resolved	>=80%	87.0%	MET
1.1.3.4	Percentage of complaint resolution/conciliation clients satisfied with service	>= 80%	86.1%	MET
GOAL 2. INVESTIGATE SERIOUS COMPLAINTS				
2.1.1.1	Percentage of investigations finalised within twelve months	>= 90%	89.6%	NOT-MET
2.1.1.2	Percentage of investigations with investigation plans in place within 14 days	100%	100.0%	MET
2.1.2.1	Percentage of file reviews completed on time	>= 80%	92.5%	MET
2.1.2.3	Percentage of investigations with a request for review	<= 5%	2.5%	MET
2.1.3.1	Percentage of investigations that the Director of Proceedings did not refer back for further information	>= 90%	90.6%	MET
2.1.3.2	Briefs of Evidence to Legal Division that were sent within 28 days of the investigation being closed	>= 80%	72.9%	NOT-MET
2.2.1.1	Percentage of recommendations made during the previous reporting year that are implemented during period	>= 90%	100.0%	MET
GOAL 3. PROSECUTE SERIOUS COMPLAINTS				
3.1.1.1	Percentage of complaints considered by Director of Proceedings within three months of referral	>= 80%	86.0%	MET
3.1.1.2	Percentage of matters referred for prosecution within 30 days of consultation with the relevant professional council	>= 80%	62.7%	NOT-MET
3.2.1.1	Success rate of disciplinary matters heard and finalised before Tribunal and Professional Standards Committees	>= 90%	95.7%	MET
3.2.3.1	Percentage of compliance with timeframes imposed by Professional Standards Committees, Tribunals and Courts	>= 80%	86.2%	MET
3.2.4.1	Percentage of bill of costs prepared or sent to cost consultants for assessment within 120 days	>= 75%	74.6%	NOT-MET
3.2.4.2	Quarterly reporting on recovery of legal costs to Executive	100%	100.0%	MET

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Appendices

APPENDIX B

Summary of results in relation to key performance indicators (continued)

Number	Description	Target	Result 2012-13	Status
GOAL 4. ACCOUNTABILITY				
4.1.1.1	Reports provided to the Minister and Joint Parliamentary Committee on the Commission on a quarterly basis	100%	100.0%	MET
4.1.2.1	Responses to Ministerials submitted within 14 days	>= 90%	96.1%	MET
4.1.2.2	Responses and submissions to Joint Parliamentary Committee on the Commission within requested timeframes	100%	100.0%	MET
4.2.1.1	Annual Report prepared and provided to Minister and Treasurer by required due date	100%	100.0%	MET
4.2.1.2	Clean audit certificate for prior annual financial statements achieved for annual financial statements	100%	100.0%	MET
4.2.1.3	Percentage of compliance with Treasury annual report checklist	100%	100.0%	MET
4.3.1.1	Number of publications distributed	20,000	5,485	NOT-MET
4.3.1.2	Number of website visitors	>= 100,000	184,045	MET
4.3.1.3	Number of website hits	>= 4,000,000	6,808,569	MET
4.3.1.4	Number of presentations	>= 60	59	NOT-MET
4.3.1.5	Number of media releases about publicly available decisions compliant with Commission's obligations.	100%	100.0%	MET
GOAL 5. OUR ORGANISATION				
5.1.1.1	Average number of training/ staff development engagements per FTE	>=2	3.8	MET
5.1.2.1	Development and reporting of WHS, EEO, Multicultural Plan, and Disability Action Plans comply with relevant agency timeframes	100%	100.0%	MET
5.1.3.1	Monthly general staff briefings on events, outcomes, activities, changes, significant organisational changes	100%	100.0%	MET
5.1.3.2	Percentage of key corporate documents distributed to all staff and/or included on the intranet	100%	100.0%	MET
5.2.1.1	Regular meetings held to monitor performance	100%	100.0%	MET
5.2.2.1	Compliance with information security standard ISO 27001 – 2005	100%	100.0%	MET
5.2.3.1	Complete planning processes for corporate and divisional levels according to the Commission's Corporate Governance Framework Document	100%	100.0%	MET
5.2.4.1	Monthly financial management and staffing reports showing performance against budget.	100%	100.0%	MET
5.2.4.2	Quarterly reports to executive on complaint-handling performance against key performance indicators	100%	100.0%	MET
5.2.5.1	Percentage of performance agreements developed and reviewed for staff	100%	100.0%	MET
5.2.5.2	Percentage of staff rated competent or better at performance review	>= 90%	97.4%	MET

APPENDIX C

List of expert advisors

The Commission would like to thank its expert advisers listed below who assist the Commission in its investigation of serious complaints about health service providers. The Commission would also like to thank those experts who provided telephone advice throughout the year that helped clarifying clinical issues during the assessment of the complaint.

Dr Richard Abbott	Mr Christopher Derkenne	Dr George Hopkins	Dr Antony Milch	Mrs Jennifer Shaw
Dr Ion Alexander	Prof. Hugh Dickson	Dr Craig Hore	Ms Helen Miller	Ms Nerralie Shaw
Dr Roger Allan	Dr Glenys Dore	Mr Allan Hudson	Dr Janelle Miller	Ms Rosalee Shaw
Dr Bruce Allen	Ms Jasmin Douglas	Dr Carole Hungerford	Dr Peter Morse	Mr Warren Shaw
Dr Stephen Allnutt	Dr Geraldine Duncan	Mrs Sarah Hunstead	Dr Ahman Moubayed	Dr John Sippe
Mr Mark Apolinario	Dr Iain Dunlop	Ms Lee-Ann Jackson	Dr Muniswami Mudaliar	Dr George Skowronski
Ms Deborah Armitage	Ms Maureen Edgton-Winn	Dr Walid Jammal	Dr Raymond Mullins	Dr John Slaughter
Dr Mark Arnold	Dr Frederick Ehrlich	Dr Peter Johnson	Ms Donna Muscardin	Dr Grahame Smith
Mr John Baker	Dr David Eisinger	Ms Andrea Jordan	Mr Vaneshkumar Nayak	Dr Graydon Smith
Dr Michael Baldwin	Dr Jeannie Ellis	Dr Stephen Jurd	Dr Gregory Nelson	Ms Marion Solomon
Dr Gary Banks	Dr John England	Ms Blanche Kairies	Dr Harry Nespolon	Ms Lisa Spencer
Mrs Susan Banks	Prof. Nicholas Evans	Dr Jeffrey Keir	Ms Robin Norton	Dr Oscar Stanley
Dr Simon Banting	Dr Gregory Falk	Dr Adrian Keller	Mr Michael O'Donnell	Dr Michael Steiner
Prof. David Barnes	Dr David Farlow	Dr Philip Kelly	Mr Brendan O'Loughlin	Dr Janine Stevenson
Mrs Jeanne Barr	Dr Diana Farlow	Dr Dan Kennedy	Dr Matthew O'Meara	Ms Ruth Stewart
Dr Warwick Benson	Ms Harriet Farquhar	Prof. Dianna Kenny	Prof. Lynne Oliver	Ms Caroline Stone
Dr Hani Bittar	Prof. Glen Farrow	Dr Timothy Keogh	Dr Jennifer Orman	Dr Neil Street
Dr Peter Bland	Prof. Jennifer Fenwick	Dr Emery Kertesz	Ms Sonya Otte	Dr Michael Suranyi
Prof. Elie Leslie Bokey	Mr John Ferguson	Dr Suresh Khatri	Ms Michelle Parker	Dr Joanna Sutherland
Mr Sam Borenstein	Dr Dean Fisher	Mr Raymond Khoury	Dr Julian Parmegiani	Ms Sally Sutherland-Fraser
Dr David Bowers	Prof. John Fletcher	Mr David Kitching	Dr Martyn Patfield	Dr Michael Talbot
Dr David Brazier	Ms Vikki Fogarty	Prof. Leon Kleinman	Dr Gordon Patrick	Dr Deniz Tek
Prof. Bruce Brew	Dr Robert Ford	Dr Peter Klug	Dr Andrew Paul	Mr Trevor Tillotson
Dr Geoffrey Brodie	Dr Anthony Freeman	Ms Diana Knagge	Mr Francis Payne	Dr Derrick Tin
Dr Richard Burns	Ms Julianne Friendship	Dr Andrew Korda	Dr John Pearman	Dr Kenneth Tiver
Dr Andrew Byrne	Dr Peter Frost	Dr Beth Kotze	Dr Christopher Pearson	Dr David Townend
Mrs Janice Caldwell	Prof. Gordian Fulde	Dr Geraldine Lake	Prof. Neil Peppitt	Dr Tom Tseng
Dr Eric Carter	Dr Richard Gallagher	Dr Mary Langcake	Dr John Percy	Dr Adrian van der Rijt
Prof. John Carter	Dr Jonathan Gani	Dr Pauline Langeluddecke	Dr Lian Pfitzner	Mr Andrew Van Essen
Mr William Cearns	Dr Paul Gaudry	Ms Janine Learmont	Dr Jeffrey Post	Dr Hein Vandenberg
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Dr David Church	Ms Maxine Goodman	Dr Peter Lye	Ms Patricia Reynolds	Mr Jonathan Wardle
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Dr Robert Day	Dr Gary Hoffman	Dr Alan Meagher	Mr Stephen Seymour	
Dr Gary Deed	Dr Peter Holman	Ms Rebekkah Middleton	Dr Gabriel Shannon	
Dr Michael Delaney	Dr Herbert Hooi	Dr Geoffrey Mifsud	Dr Nadine Sharples	

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HEALTH CARE COMPLAINTS COMMISSION ANNUAL REPORT 2012-13

Production costs	\$10,000
Availability of Annual Report	Electronic copies of this report are available on the Commission's website www.hccc.nsw.gov.au

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