

Quarter One 2024-25  
performance report  
Office of the Health Ombudsman



OFFICE OF THE  
**HEALTH**  
OMBUDSMAN



## Quarterly performance report— Quarter One 2023-24

Published by the Office of the Health Ombudsman October 2024.



This document is licensed under a Creative Commons Attribution 3.0 Australia licence. You are free to copy, communicate and adapt the work, as long as you attribute the Office of the Health Ombudsman. To view a copy of this licence, visit [creativecommons.org/licenses/by/3.0/au](https://creativecommons.org/licenses/by/3.0/au).

© Office of the Health Ombudsman 2024

### For more information contact:

Office of the Health Ombudsman, PO Box 13281 George Street, Brisbane Qld 4003, email [communications@oho.qld.gov.au](mailto:communications@oho.qld.gov.au).

An electronic version of this document is available at [www.oho.qld.gov.au](http://www.oho.qld.gov.au).

### Disclaimer:

The content presented in this publication is distributed by the Office of the Health Ombudsman as an information source only. The Office of the Health Ombudsman makes no statements, representations or warranties about the accuracy, completeness or reliability of any information contained in this publication. The Office of the Health Ombudsman disclaims all responsibility and all liability (including without limitation for liability in negligence) for all expenses, losses, damages and costs you might incur as a result of the information being inaccurate or incomplete in any way, and for any reason reliance was placed on such information.



# Contents

<b>Introduction</b> .....	<b>4</b>
<b>Intake of complaints</b> .....	<b>5</b>
Type of contacts .....	5
Contacts Received through Genesys.....	6
Type of complaints.....	7
Complaint decisions .....	8
<b>Health service complaints profile</b> .....	<b>11</b>
Main issue categories raised in complaints .....	11
Subcategories of professional performance issues raised in complaints.....	12
Subcategories of professional conduct issues raised in complaints .....	13
Subcategories of professional health issues raised in complaints .....	14
Profile of complaints about health practitioners .....	15
Profile of complaints about health service organisations .....	16
<b>Assessment</b> .....	<b>17</b>
Assessments started and completed.....	17
Assessment Started by Prioritisation .....	18
Completed assessment timeframes .....	19
Assessment decisions.....	20
<b>Local resolution</b> .....	<b>21</b>
Local resolutions started and completed .....	21
Completed local resolutions Time Frames.....	22
Local Resolution Outcomes .....	23
<b>Conciliation</b> .....	<b>24</b>
Conciliations started and closed .....	24
Agreement to participate in conciliation.....	25
Completed conciliations.....	26
Open conciliation timeframes .....	28
<b>Complaint Management (Referrals)</b> .....	<b>29</b>
Referrals Open & Closed .....	29
Referrals Categories .....	30
Referrals Closed Timeframes.....	31
Referrals Open Timeframes .....	32
<b>Investigation</b> .....	<b>33</b>
Investigations started and closed .....	33
Closed investigations .....	34
Open investigations .....	36
<b>Monitoring investigation recommendations</b> .....	<b>41</b>
OHO recommendations monitoring .....	41
Open recommendations monitoring case timeframes .....	42
<b>Director of Proceedings</b> .....	<b>43</b>
Matters referred to the Director of Proceedings by practitioner type.....	43
Matters currently with the Director of Proceedings by practitioner type .....	43
Outcomes of matters reviewed by the Director of Proceedings .....	44
Queensland Civil and Administrative Tribunal disciplinary matters .....	44
Decisions on matters referred to the Queensland Civil and Administrative Tribunal .....	45



Decisions on immediate action reviews .....	46
<b>Immediate action .....</b>	<b>47</b>
Show cause notices .....	47
Immediate registration actions .....	47
Interim prohibition orders .....	48
Prohibition orders .....	49
<b>Monitoring practitioner compliance .....</b>	<b>50</b>
Practitioner monitoring cases.....	50
Open monitoring cases .....	51
<b>Australian Health Practitioner Regulation Agency .....</b>	<b>54</b>
Joint consideration matters .....	54
<b>Demographics of complainants, healthcare consumers and providers.....</b>	<b>60</b>
Complainants.....	60
Healthcare Consumers .....	61
Health service providers.....	63
<b>Aggregated Data Descriptions .....</b>	<b>64</b>



# Introduction

This document reports on the Quarter One (Q1) performance of the Office of the Health Ombudsman (OHO) for the 2024–25 financial year.

The OHO provides a single point of entry for health service complaints and operates in a co-regulatory model with the Australian Health Practitioner Agency (Ahpra) when dealing with notifications and complaints about registered health practitioners. The OHO also deals with complaints about unregistered health practitioners and health service organisations and facilities.

The key objectives of the *Health Ombudsman Act 2013 (the Act)* are to:

- Protect the health and safety of the public.
- Promote professional, safe and competent practice by health practitioners.
- Promote high standards of service delivery by health service organisations.
- Maintain public confidence in the management of complaints and other matters relating to the provision of health services.

We have a range of functions which include:

- receives enquiries, complaints and notifications about health services and health service providers, including registered and unregistered health practitioners and take relevant action
- take relevant action in relation to those complaints including immediate action where necessary to protect the health and safety of the public or where it is in the public interest
- investigate and report on systemic issues and identify and recommend opportunities for improvement
- monitor the functions of Ahpra and the National Boards as they relate to registered practitioners in Queensland
- provide information about minimising and resolving health service complaints
- report publicly on the performance of the OHO's functions.

Our performance reports are available to the public on our website [www.oho.qld.gov.au](http://www.oho.qld.gov.au).

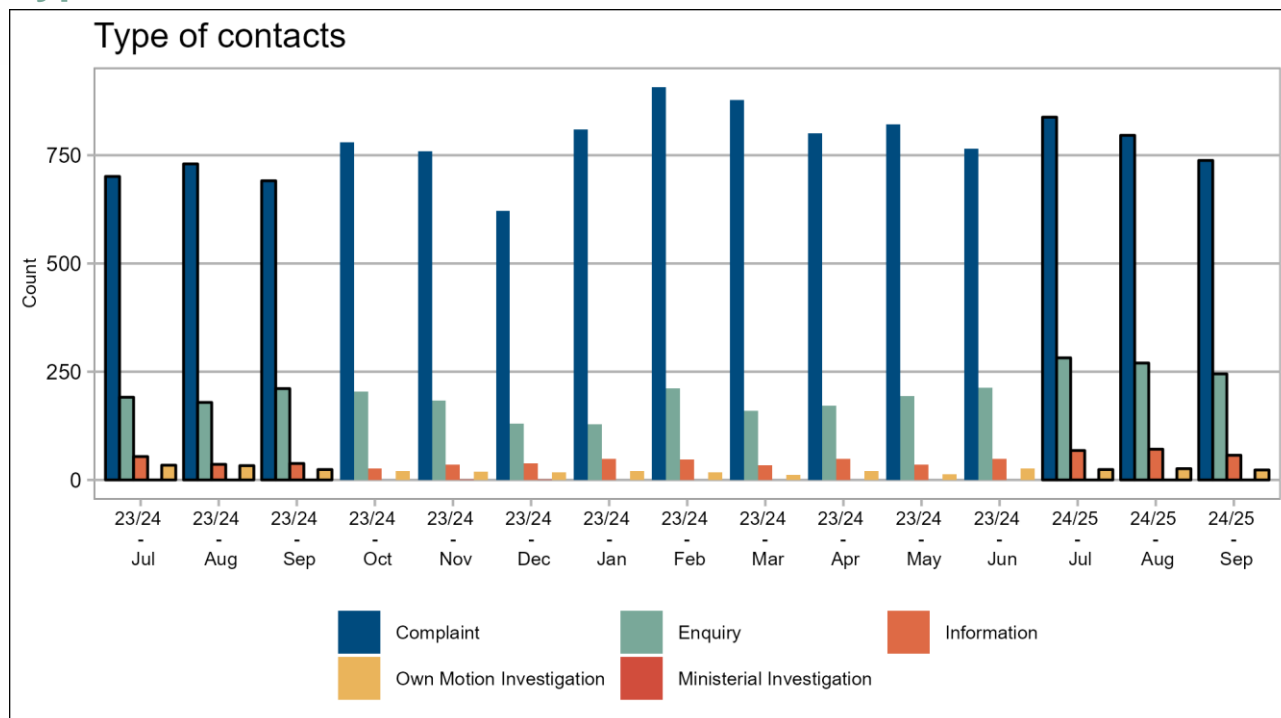
Data in this report is correct as of 11 October 2024, though figures may differ from those published in previous reports due to subsequent adjustments which occurred after the publication of those reports.

The OHO works closely with Ahpra within Queensland's co-regulatory framework. All registered health practitioner complaints are now jointly considered by OHO and Ahpra from 6 December 2021.

# Intake of complaints

The commencement of a complaint begins by the recording of data within the OHO case management platform, Resolve. Data outlined in this section refers to entries into Resolve unless otherwise specified.

## Type of contacts



Type of contact	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Complaint	838	69.14	796	68.44	738	69.43	<b>2372</b>	<b>68.99</b>
Enquiry	282	23.27	270	23.22	245	23.05	<b>797</b>	<b>23.18</b>
Information	68	5.61	71	6.1	57	5.36	<b>196</b>	<b>5.7</b>
Own Motion Investigation	24	1.98	26	2.24	23	2.16	<b>73</b>	<b>2.12</b>
Ministerial Investigation	0	0	0	0	0	0	<b>0</b>	<b>0</b>
<b>Total</b>	<b>1212</b>	<b>100</b>	<b>1163</b>	<b>100</b>	<b>1063</b>	<b>100</b>	<b>3438</b>	<b>100</b>

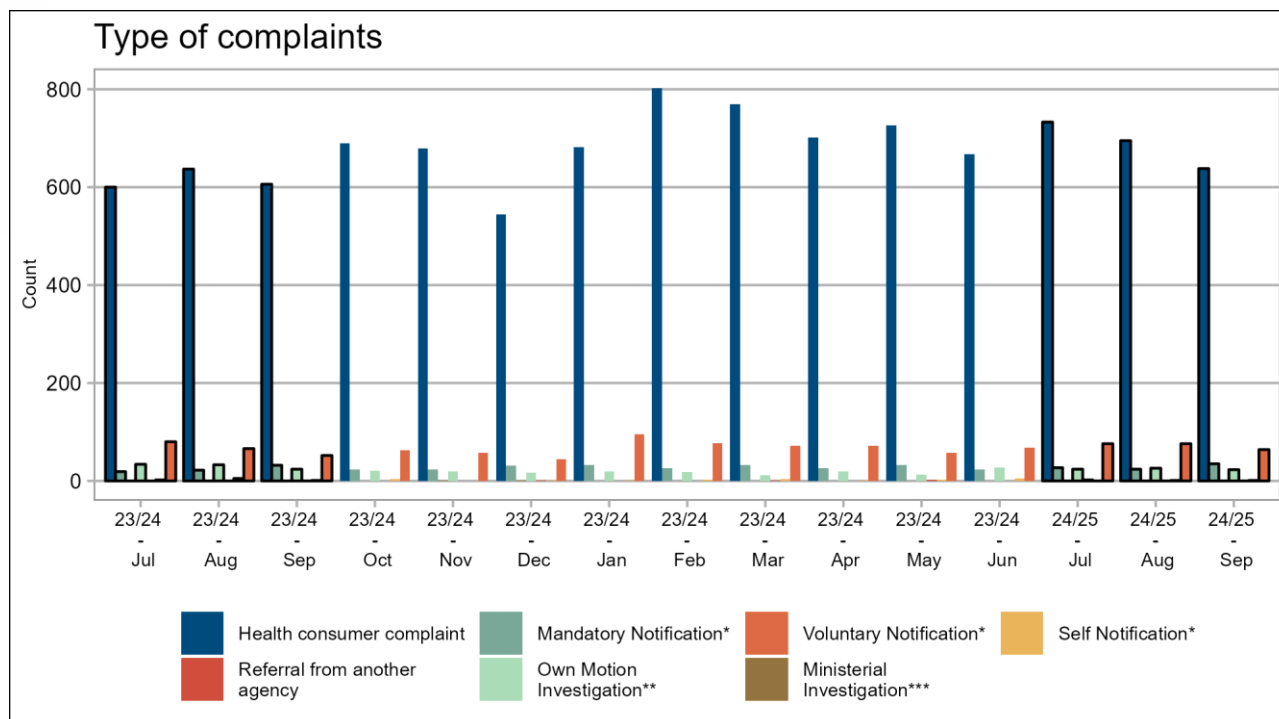
In addition to above contacts, 28 further contacts are yet to be classified.

## Contacts Received through Genesys

A large portion of Resolve contacts are generated from calls to the OHO. To manage these calls the OHO utilises Genesys - a cloud-based telephony / contact system that provides the OHO with multiple contemporary functions to record and report on work beyond what is formally recorded in our complaints management systems. In short, for the same period (Q1) Genesys contacts amounted to 5,886 which equates to approximately 42% of other contacts made with the OHO which do not necessitate being recorded in the Resolve system as a particular type of contact (as shown on the previous page). The table below is a breakdown of the contacts recorded in Genesys.

Type of contact	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
General Enquiry	339	16.24	429	21.81	346	18.90	<b>1114</b>	<b>18.93</b>
Health Service Complaint	614	29.41	532	27.05	497	27.14	<b>1643</b>	<b>27.91</b>
Notification	76	3.64	55	2.80	43	2.35	<b>174</b>	<b>2.96</b>
PPL	290	13.89	255	12.96	212	11.58	<b>757</b>	<b>12.86</b>
Email	769	36.83	696	35.38	733	40.03	<b>2198</b>	<b>37.34</b>
<b>Total</b>	<b>2088</b>	<b>100</b>	<b>1967</b>	<b>100</b>	<b>1831</b>	<b>100</b>	<b>5886</b>	<b>100</b>

## Type of complaints



Type of complaints	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Health consumer complaint	733	85.03	695	84.55	638	83.84	<b>2066</b>	<b>84.5</b>
Mandatory Notification*	27	3.13	24	2.92	35	4.6	<b>86</b>	<b>3.52</b>
Voluntary Notification*	76	8.82	76	9.25	64	8.41	<b>216</b>	<b>8.83</b>
Self Notification*	0	0	1	0.12	1	0.13	<b>2</b>	<b>0.08</b>
Referral from another agency	2	0.23	0	0	0	0	<b>2</b>	<b>0.08</b>
Own Motion Investigation**	24	2.78	26	3.16	23	3.02	<b>73</b>	<b>2.99</b>
Ministerial Investigation***	0	0	0	0	0	0	<b>0</b>	<b>0</b>
<b>Total</b>	<b>862</b>	<b>100</b>	<b>822</b>	<b>100</b>	<b>761</b>	<b>100</b>	<b>2445</b>	<b>100</b>

\* Notifications are matters defined under the Health Practitioner Regulation National Law (Queensland) and only relate to registered practitioners.

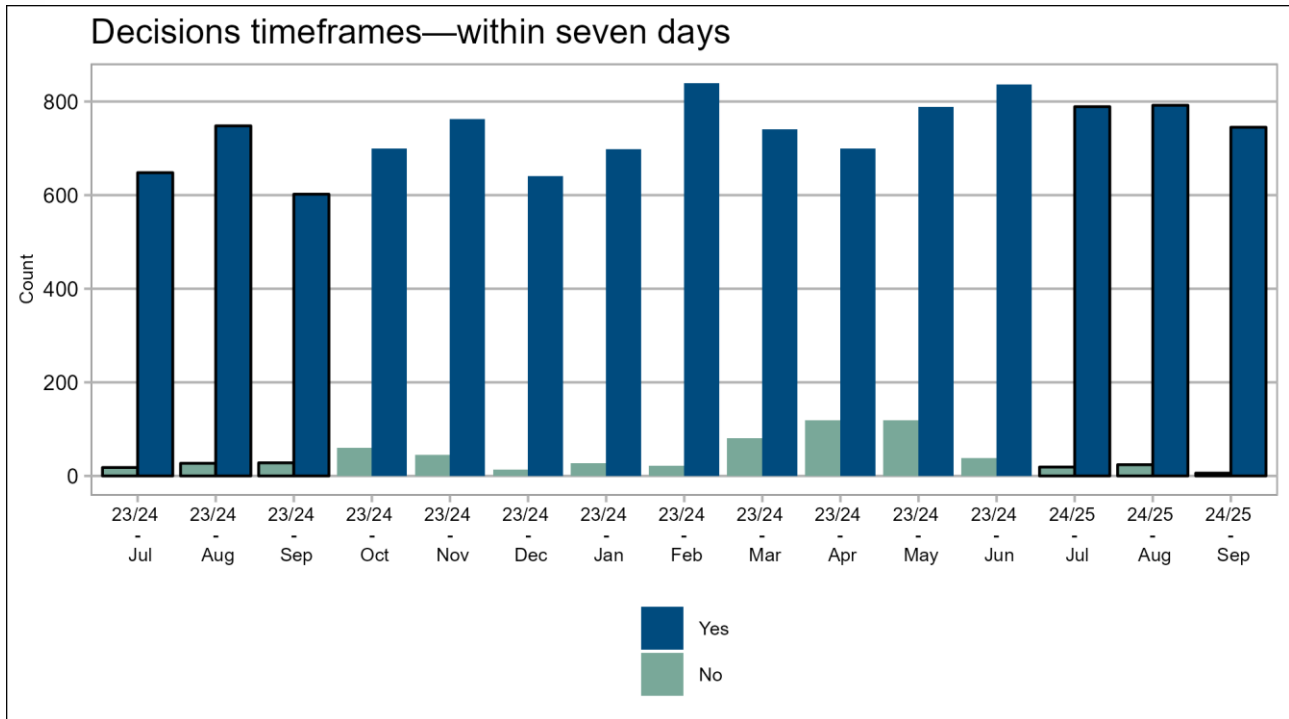
\*\* Own Motion Investigations refer to matters initiated by the Health Ombudsman, primarily following the receipt of information from the Queensland police service.

\*\*\* Ministerial Investigations refer to matters initiated under s81 of the *Health Ombudsman Act 2013*.



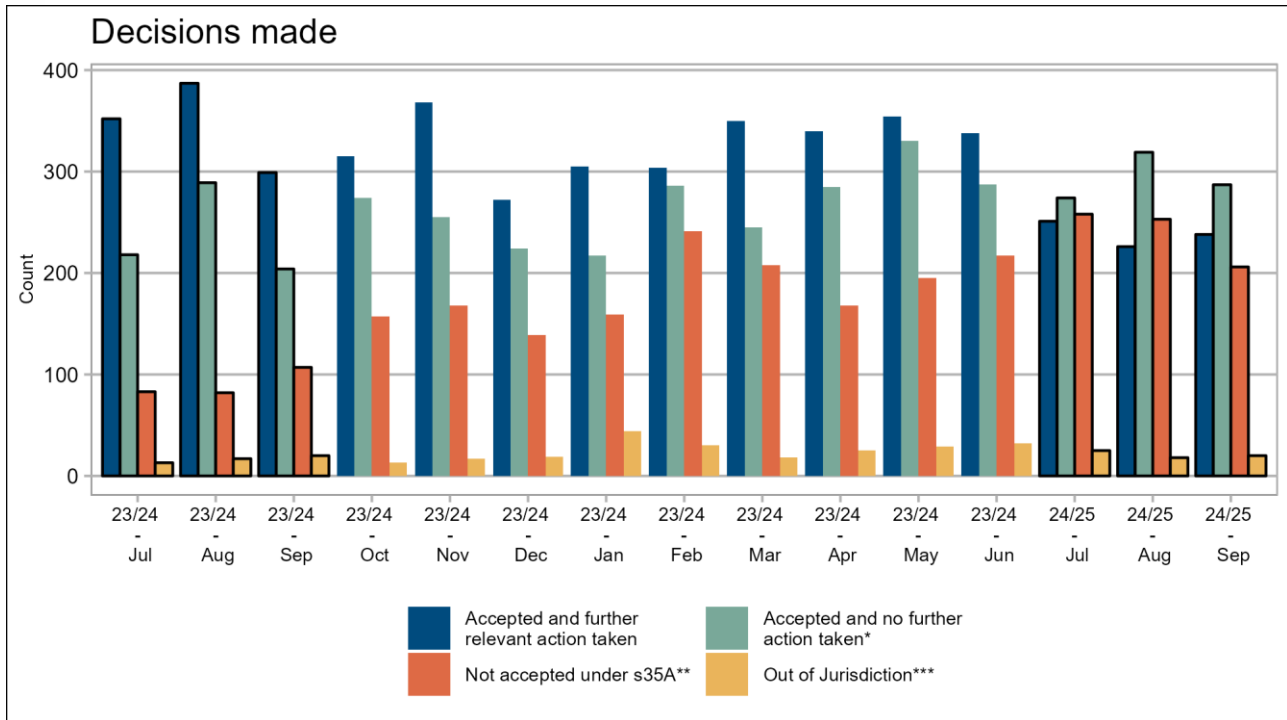
# Complaint decisions

## Decisions timeframes—within seven days



Decision made	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Yes	789	97.65	792	97.06	745	99.2	2326	97.94
No	19	2.35	24	2.94	6	0.8	49	2.06
<b>Total</b>	<b>808</b>	<b>100</b>	<b>816</b>	<b>100</b>	<b>751</b>	<b>100</b>	<b>2375</b>	<b>100</b>

## Decisions made



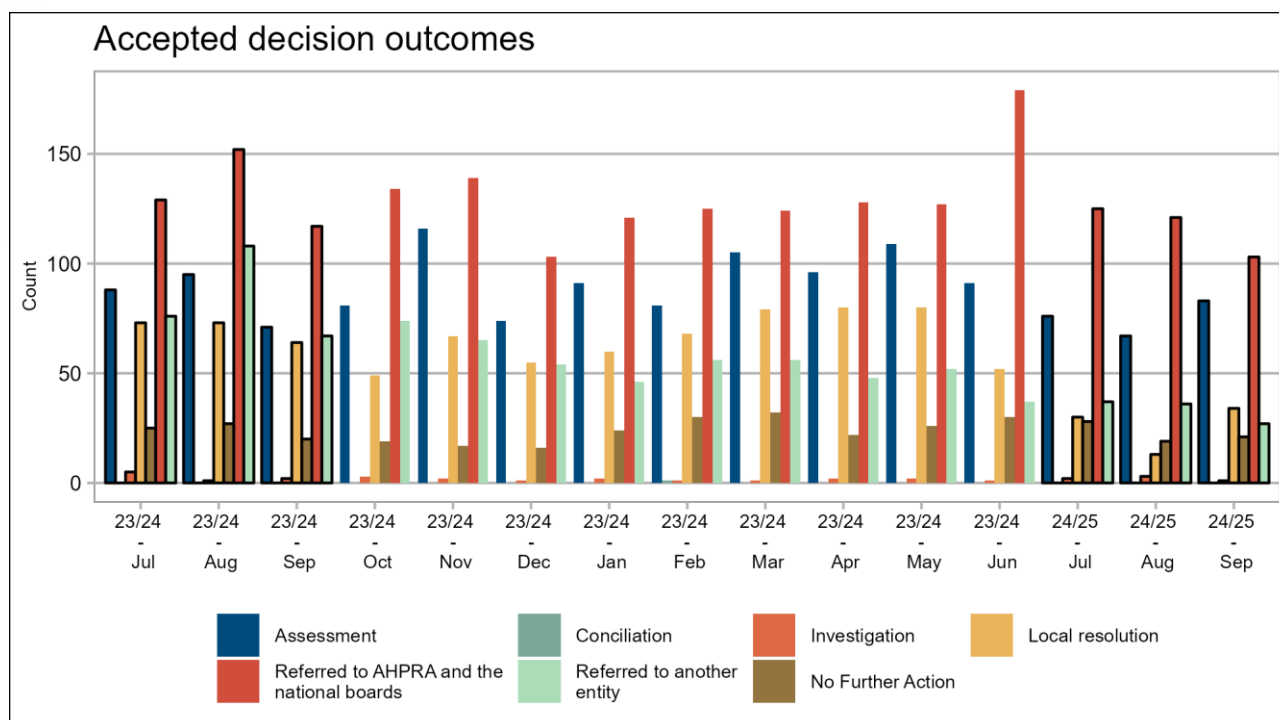
Number of decisions made	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Accepted and further relevant action taken	251	31.06	226	27.7	238	31.69	715	30.11
Accepted and no further action taken*	274	33.91	319	39.09	287	38.22	880	37.05
Not accepted under s35A**	258	31.93	253	31	206	27.43	717	30.19
Out of Jurisdiction***	25	3.09	18	2.21	20	2.66	63	2.65
<b>Total</b>	<b>808</b>	<b>100</b>	<b>816</b>	<b>100</b>	<b>751</b>	<b>100</b>	<b>2375</b>	<b>100</b>

\* These decisions relate to matters in which the Health Ombudsman has decided to take no further action under section 44 of the *Health Ombudsman Act 2013*. Prior to 1 September 2020, this category was reported as “Not Accepted”.

\*\* Matters may not be accepted under s35A of the Act where the matter would be more appropriately dealt with by an entity other than the health ombudsman or where the complainant has not yet sought a resolution with the health service provider.

\*\*\* Matters classified as out of jurisdiction refer to complaints registered with the OHO but cannot be dealt with under the *Health Ombudsman Act 2013*.

## Accepted decision outcomes



Type of relevant action	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Assessment	76	25.5	67	25.87	83	30.86	226	27.36
Conciliation	0	0	0	0	0	0	0	0
Investigation	2	0.67	3	1.16	1	0.37	6	0.73
Local resolution	30	10.07	13	5.02	34	12.64	77	9.32
Referred to AHPRA and the national boards	125	41.95	121	46.72	103	38.29	349	42.25
Referred to another entity	37	12.42	36	13.9	27	10.04	100	12.11
No Further Action	28	9.4	19	7.34	21	7.81	68	8.23
<b>Total</b>	<b>298</b>	<b>100.01</b>	<b>259</b>	<b>100.01</b>	<b>269</b>	<b>100.01</b>	<b>826</b>	<b>100</b>

Accepted decisions may result in multiple issues and/or practitioners being identified, each requiring its own action. The data in the above table includes all identified issues/practitioners requiring action that were identified in the accepted complaints where further relevant action was taken (noted in category 'Accepted and further relevant action taken' included the previous 'Decisions made' table).

# Health service complaints profile

## Main issue categories raised in complaints

Issue	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Access	156	12.23	162	14.29	119	11.22	437	12.59
Code of conduct for Health Care Workers	20	1.57	13	1.15	13	1.23	46	1.33
Communication and Information	146	11.44	112	9.88	142	13.38	400	11.52
Consent	22	1.72	19	1.68	25	2.36	66	1.9
Discharge and Transfer Arrangements	21	1.65	12	1.06	10	0.94	43	1.24
Environment/Management of Facility	48	3.76	32	2.82	21	1.98	101	2.91
Fees and Costs	40	3.13	35	3.09	34	3.2	109	3.14
Grievance Processes	47	3.68	49	4.32	31	2.92	127	3.66
Health Ombudsman Act 2013 Offence	1	0.08	0	0	1	0.09	2	0.06
Information	0	0	0	0	0	0	0	0
Medical Records	43	3.37	19	1.68	33	3.11	95	2.74
Medication	122	9.56	112	9.88	115	10.84	349	10.05
Professional Conduct	157	12.3	169	14.9	142	13.38	468	13.48
Professional Health	21	1.65	23	2.03	12	1.13	56	1.61
Professional Performance	394	30.88	348	30.69	347	32.7	1089	31.37
Reports/Certificates	35	2.74	29	2.56	16	1.51	80	2.3
Research/teaching/assessment	3	0.24	0	0	0	0	3	0.09
<b>Total</b>	<b>1276</b>	<b>100</b>	<b>1134</b>	<b>100</b>	<b>1061</b>	<b>100</b>	<b>3471</b>	<b>100</b>

These figures are based on the registration date of the issue recorded during the period. A single complaint can contain multiple issues. Reporting on all issues identified in complaints allows comprehensive monitoring of trends, which can in turn inform a range of health complaint management system functions, such as education and information provision.

## Subcategories of professional performance issues raised in complaints

Issue	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Competence	13	3.3	7	2.01	16	4.61	36	3.31
Coordination of treatment	25	6.35	17	4.89	19	5.48	61	5.6
Delay in treatment	24	6.09	36	10.34	23	6.63	83	7.62
Diagnosis	32	8.12	28	8.05	13	3.75	73	6.7
Inadequate care	44	11.17	68	19.54	45	12.97	157	14.42
Inadequate consultation	30	7.61	23	6.61	37	10.66	90	8.26
Inadequate prosthetic equipment	7	1.78	2	0.57	5	1.44	14	1.29
Inadequate treatment	107	27.16	90	25.86	106	30.55	303	27.82
Infection control	1	0.25	2	0.57	2	0.58	5	0.46
No or inappropriate referral	7	1.78	11	3.16	11	3.17	29	2.66
Public or private election	0	0	0	0	0	0	0	0
Rough and painful treatment	9	2.28	11	3.16	8	2.31	28	2.57
Teamwork or supervision	4	1.02	1	0.29	2	0.58	7	0.64
Unexpected treatment outcome or complications	68	17.26	35	10.06	41	11.82	144	13.22
Withdrawal of treatment	2	0.51	3	0.86	1	0.29	6	0.55
Wrong or inappropriate treatment	21	5.33	14	4.02	18	5.19	53	4.87
<b>Total</b>	<b>394</b>	<b>100</b>	<b>348</b>	<b>100</b>	<b>347</b>	<b>100</b>	<b>1089</b>	<b>100</b>

Professional performance represents the largest proportion of complaint issues. Additional information on this category of issue provides greater transparency around the issues being managed by OHO.

## Subcategories of professional conduct issues raised in complaints

Issue	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Annual declaration not completed or completed incorrectly	0	0	0	0	0	0	0	0
Assault	8	5.1	12	7.1	6	4.23	26	5.56
Attendance	1	0.64	1	0.59	1	0.7	3	0.64
Boundary violation	2	1.27	7	4.14	5	3.52	14	2.99
Breach of condition	2	1.27	4	2.37	3	2.11	9	1.92
Conflict of interest	5	3.18	1	0.59	4	2.82	10	2.14
Discriminatory conduct	6	3.82	7	4.14	2	1.41	15	3.21
Emergency treatment not provided	2	1.27	0	0	1	0.7	3	0.64
Excessive treatment	2	1.27	0	0	2	1.41	4	0.85
Experimental treatment	0	0	0	0	1	0.7	1	0.21
False or misleading statements and or information	9	5.73	13	7.69	10	7.04	32	6.84
Financial fraud	7	4.46	6	3.55	7	4.93	20	4.27
Illegal practice	48	30.57	35	20.71	39	27.46	122	26.07
Inappropriate behaviour	29	18.47	27	15.98	25	17.61	81	17.31
Inappropriate collection, use or disclosure of information	22	14.01	20	11.83	18	12.68	60	12.82
Medico-legal conduct	0	0	0	0	0	0	0	0
Misrepresentation of qualifications	3	1.91	3	1.78	3	2.11	9	1.92
National Law breach	2	1.27	10	5.92	4	2.82	16	3.42
National Law offence	1	0.64	8	4.73	5	3.52	14	2.99
Offence by student	0	0	0	0	0	0	0	0
Response to adverse event	1	0.64	2	1.18	0	0	3	0.64
Sexual misconduct	7	4.46	13	7.69	6	4.23	26	5.56
<b>Total</b>	<b>157</b>	<b>100</b>	<b>169</b>	<b>100</b>	<b>142</b>	<b>100</b>	<b>468</b>	<b>100</b>

## Subcategories of professional health issues raised in complaints

Issue	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Mental impairment - cognitive impairment	6	28.57	1	4.35	0	0	7	12.5
Mental impairment - mental illness	6	28.57	7	30.43	3	25	16	28.57
Mental impairment - other	2	9.52	1	4.35	1	8.33	4	7.14
Mental impairment - substance misuse, abuse or addiction	6	28.57	14	60.87	6	50	26	46.43
Physical impairment	1	4.76	0	0	2	16.67	3	5.36
<b>Total</b>	<b>21</b>	<b>100</b>	<b>23</b>	<b>100</b>	<b>12</b>	<b>100</b>	<b>56</b>	<b>100</b>

## Profile of complaints about health practitioners

Practitioner type	Number of practitioners identified in complaints	Number and type of issues identified in complaints about health practitioners																	Total
		Access	Code of conduct for Health Care Workers	Communication and Information	Consent	Discharge and Transfer Arrangements	Environment/ Management of Facility	Fees and Costs	Grievance Processes	Health Ombudsman Act 2013 Offence	Information	Medical Records	Medication	Professional Conduct	Professional Health	Professional Performance	Reports/Certificates	Research/teaching/assessment	
Aboriginal and Torres Strait Islander health practitioner	3	-	-	1	-	-	-	-	-	-	-	-	-	1	-	1	-	-	3
Chinese Medicine Practitioner	2	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	2
Chiropractor	8	-	-	-	-	-	-	-	-	-	-	1	-	6	-	3	-	-	10
Dental practitioner	48	2	-	3	2	-	1	2	2	-	-	3	-	10	1	45	1	-	72
Medical Practitioner	538	30	-	98	18	2	8	23	9	-	-	23	100	131	20	331	32	1	826
Medical Radiation Practitioner	8	-	-	-	-	-	-	1	-	-	-	-	1	12	-	3	-	-	17
Midwife	9	-	-	-	-	-	-	-	-	-	-	-	1	5	1	5	-	-	12
Occupational Therapist	176	2	-	16	2	1	9	-	1	-	-	6	19	137	24	30	5	-	252
Optometrist	14	-	-	1	1	-	-	-	1	-	-	-	-	6	-	7	2	-	18
Oral Health Therapist	9	-	-	2	-	-	-	1	-	-	-	1	-	4	-	4	-	-	12
Osteopath	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paramedic	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmacist	20	-	-	-	-	-	-	-	-	-	-	-	-	22	2	1	1	-	26
Physiotherapist	20	-	-	3	-	-	-	-	-	-	-	1	16	3	-	-	-	-	23
Podiatrist / Chiropodist	14	-	-	1	-	-	-	-	1	-	-	-	-	7	1	5	-	-	15
Psychologist	4	-	-	-	-	-	-	1	1	-	-	-	1	-	1	2	-	-	6
Nurse	55	-	1	8	2	-	3	-	-	-	-	3	-	47	4	17	6	-	91
Student practitioner	4	-	-	-	-	-	-	-	-	-	-	-	1	3	-	-	-	-	4
Unknown practitioner	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unregistered practitioner	57	1	40	14	2	-	2	1	-	2	-	-	11	15	2	10	4	-	104
<b>Total</b>	<b>989</b>	<b>35</b>	<b>41</b>	<b>147</b>	<b>27</b>	<b>3</b>	<b>23</b>	<b>29</b>	<b>15</b>	<b>2</b>	<b>-</b>	<b>38</b>	<b>150</b>	<b>411</b>	<b>56</b>	<b>464</b>	<b>51</b>	<b>1</b>	<b>1493</b>

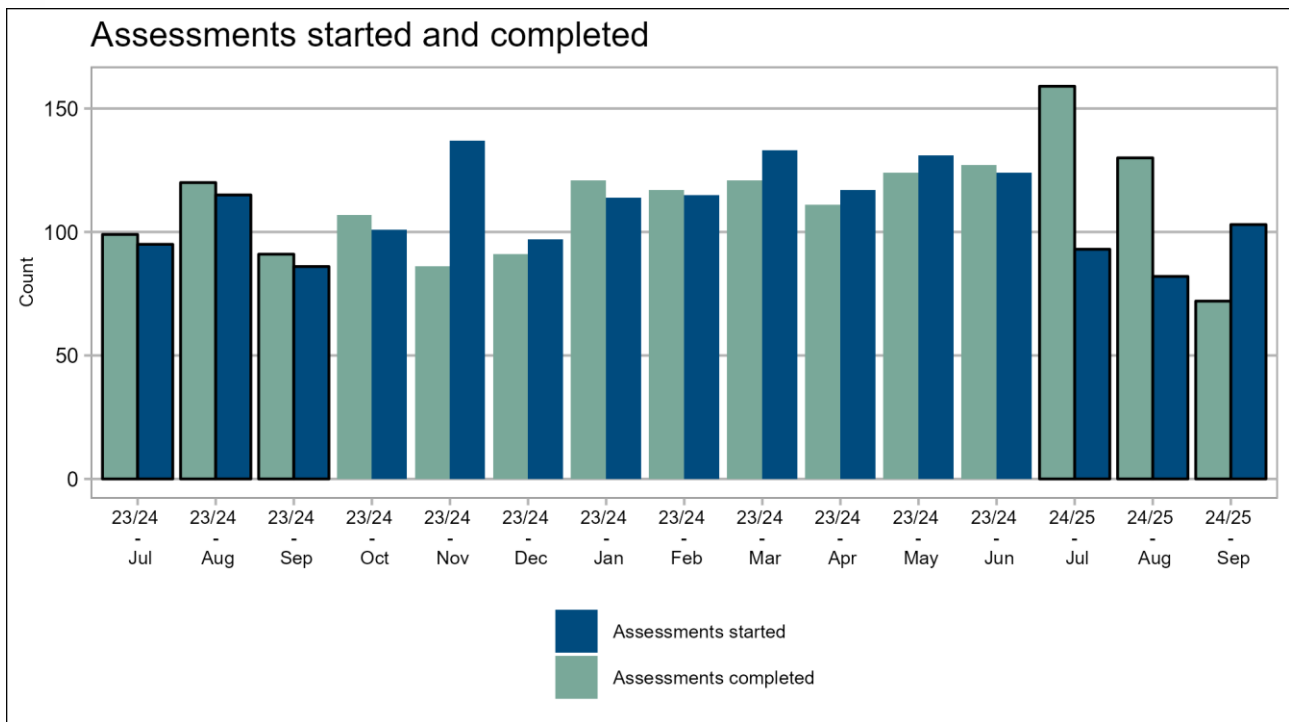


## Profile of complaints about health service organisations

Practitioner type	Number of practitioners identified in complaints	Number and type of issues identified in complaints about health practitioners																	
		Access	Code of conduct for Health Care Workers	Communication and Information	Consent	Discharge and Transfer Arrangements	Environment/ Management of Facility	Fees and Costs	Grievance Processes	Health Ombudsman Act 2013 Offence	Information	Medical Records	Medication	Professional Conduct	Professional Health	Professional Performance	Reports/Certificates	Research/teaching/assessment	Total
Administrative Service	3	-	-	1	-	-	-	2	2	-	-	-	-	-	-	2	-	7	
Aged Care Facility	21	-	1	3	1	1	3	-	-	-	2	1	3	-	17	-	-	32	
Allied Health Service	13	-	1	3	1	-	1	3	3	-	-	1	2	-	3	3	-	21	
Ambulance Service	10	3	-	2	1	1	1	1	3	-	-	1	1	-	12	-	-	26	
Area Health Services	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Community Health Service	13	2	-	2	3	-	1	1	-	-	1	2	-	-	5	-	-	17	
Correctional Facility	14	219	-	13	-	-	5	1	1	-	-	4	93	-	-	100	-	436	
Dental Service	32	6	-	6	1	-	-	4	7	-	-	1	1	-	15	1	-	42	
Environmental Health Service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Health Education Service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Health Information Service	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	
Health Promotion Service	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	
Health Service District	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Hospital & Health Service	11	6	-	4	3	-	1	-	2	-	-	-	1	-	5	-	-	22	
Laboratory Service	10	1	-	2	-	-	1	4	1	-	-	2	-	1	-	2	-	14	
Licensed Day Hospital	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Licensed Private Hospital	25	1	-	13	1	2	9	5	8	-	-	2	3	2	-	33	1	81	
Medical Centre	140	38	1	39	2	-	11	25	11	-	-	20	22	9	-	24	4	206	
Mental Health Service	48	9	-	21	14	3	2	-	8	-	-	6	10	8	-	39	4	124	
Nursing Service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Optical Store	2	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	2	
Other Government Department	15	5	-	4	-	-	5	-	3	-	-	-	1	-	-	2	-	20	
Other Support Service	8	5	1	4	-	-	-	3	1	-	-	1	-	-	1	-	-	16	
Paramedical Service	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1	
Parent Organisation	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Pharmaceutical Service	49	2	-	6	1	-	4	4	7	-	-	31	4	-	-	-	1	60	
Private Organisation	24	2	-	6	-	-	1	8	2	-	-	2	4	1	-	6	-	32	
Public Health Service	17	6	-	4	1	-	1	-	3	-	-	1	4	-	12	1	-	33	
Public Hospital	54	91	1	109	10	33	24	11	46	-	-	14	17	17	-	337	9	719	
Registration Board	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	
Residential Care Service	3	-	-	1	-	-	2	-	-	-	-	-	-	-	-	-	-	3	
Social Work Service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	
Specialised Health Service	38	4	-	8	-	-	5	7	3	-	-	4	8	3	-	13	2	57	
Welfare Service	2	-	-	1	-	-	-	-	1	-	-	-	-	-	-	-	-	2	
<b>Total</b>	<b>556</b>	<b>401</b>	<b>5</b>	<b>253</b>	<b>39</b>	<b>40</b>	<b>78</b>	<b>80</b>	<b>112</b>	<b>-</b>	<b>-</b>	<b>57</b>	<b>199</b>	<b>57</b>	<b>-</b>	<b>624</b>	<b>29</b>	<b>1976</b>	

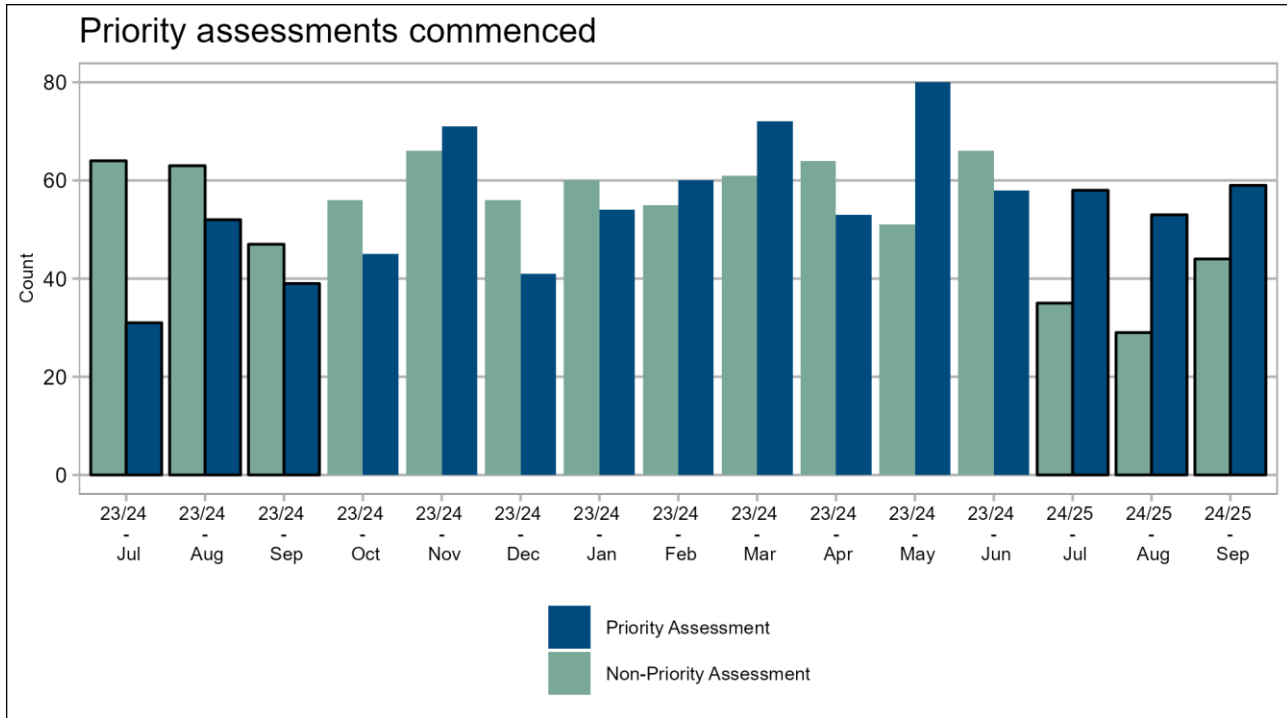
# Assessment

## Assessments started and completed



Assessments this quarter	July	August	September	Q1 total
Assessments started	93	82	103	278
Assessments completed	159	130	72	361

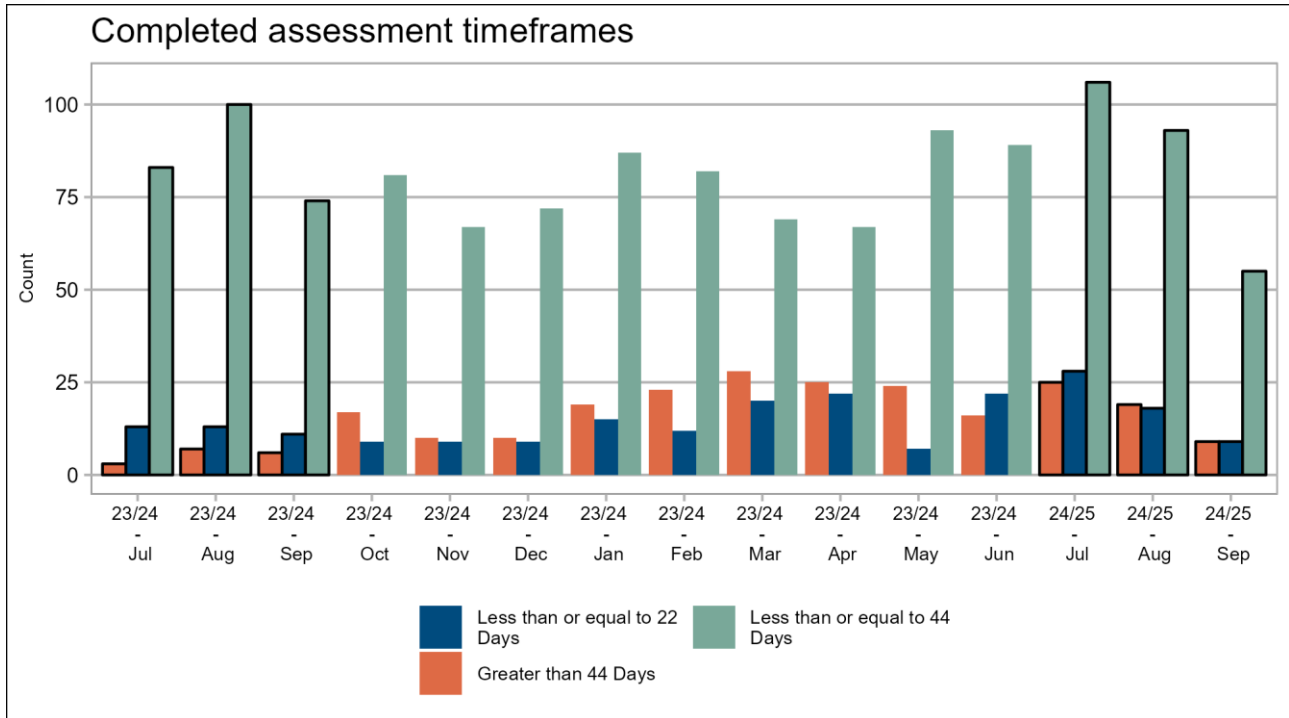
## Assessment Started by Prioritisation



Assessment timeframes	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Priority Assessment*	58	62.37	53	64.63	59	57.28	170	61.15
Non-Priority Assessment	35	37.63	29	35.37	44	42.72	108	38.85
<b>Total</b>	<b>93</b>	<b>100</b>	<b>82</b>	<b>100</b>	<b>103</b>	<b>100</b>	<b>278</b>	<b>100</b>

\* A Priority matter is the term used for the management of serious and high-risk complaints which can include significant conduct / performance concerns, serious clinical outcomes and systemic issues that may pose ongoing risks to patient safety, Particular complaint vulnerabilities and cultural sensitivities are also factors in determining a Priority matter.

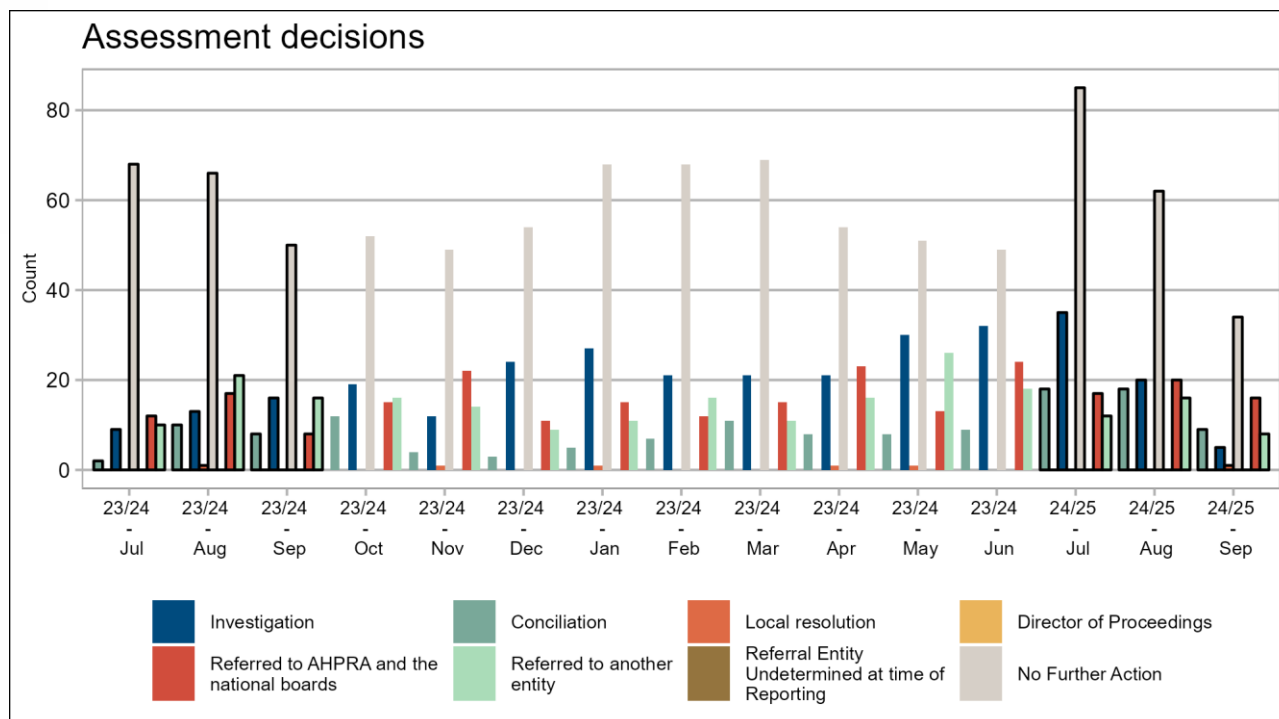
## Completed assessment timeframes



Assessment timeframes*	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Less than or equal to 22 Days	28	17.61	18	13.85	9	12.33	55	15.19
Less than or equal to 44 Days	106	66.67	93	71.54	55	75.34	254	70.17
Greater than 44 Days	25	15.72	19	14.62	9	12.33	53	14.64
<b>Total</b>	<b>159</b>	<b>100</b>	<b>130</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>362</b>	<b>100</b>

\* Assessments can be completed within 44 business days when granted an extension as a result of legislated requirements being met.

## Assessment decisions



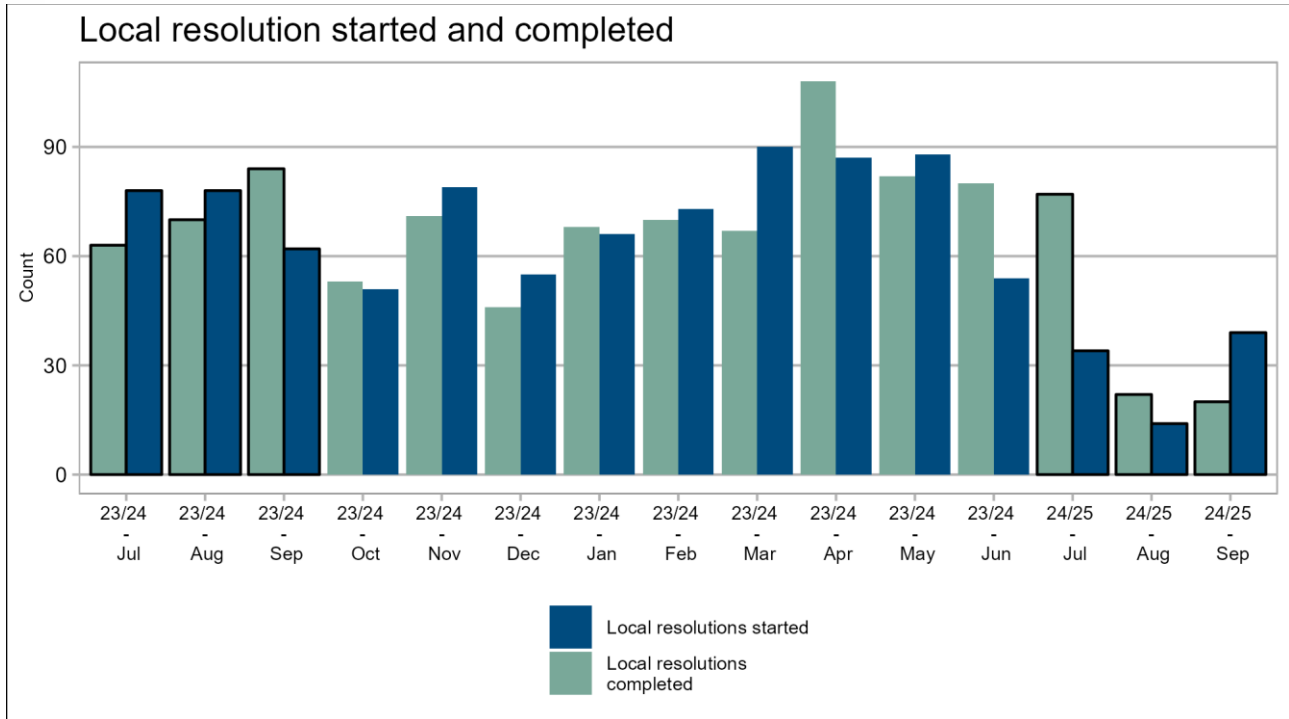
Type of relevant action*	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Investigation	35	20.96	20	14.71	5	6.85	60	15.96
Conciliation	18	10.78	18	13.24	9	12.33	45	11.97
Local resolution	0	0	0	0	1	1.37	1	0.27
Director of Proceedings	0	0	0	0	0	0	0	0
Referred to AHPRA and the national boards	17	10.18	20	14.71	16	21.92	53	14.1
Referred to another entity	12	7.19	16	11.76	8	10.96	36	9.57
Referral Entity Undetermined at time of Reporting**	0	0	0	0	0	0	0	0
No Further Action	85	50.9	62	45.59	34	46.58	181	48.14
<b>Total</b>	<b>167</b>	<b>100</b>	<b>136</b>	<b>100</b>	<b>73</b>	<b>100</b>	<b>376</b>	<b>100</b>

\* Total assessment decisions will not equal the total number of assessments in previous tables, as a single assessment can result in multiple relevant actions.

\*\* For assessment finished near the date of data capture, an outcome of Referral may have been recorded with no specific referral entity listed.

# Local resolution

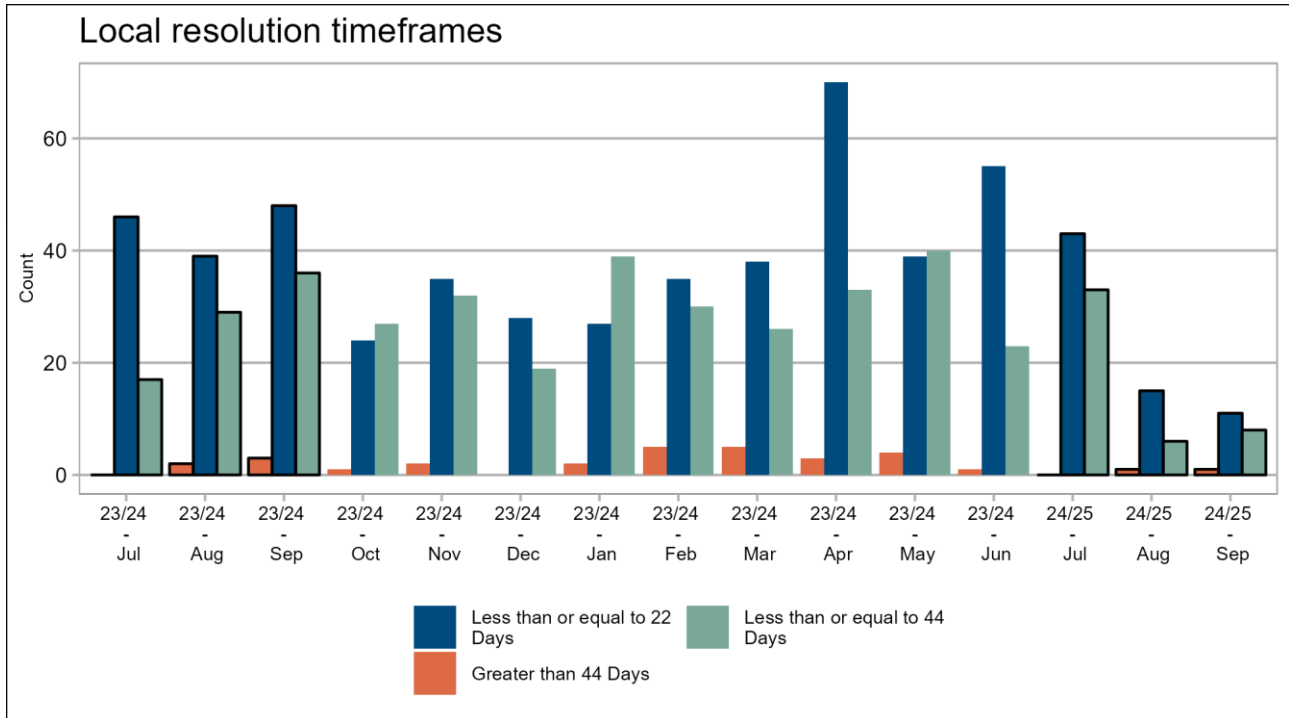
## Local resolutions started and completed



Local resolutions this quarter*	July	August	September	Q1 total
Local resolutions started	34	14	39	87
Local resolutions completed	77	22	20	119

\* The number of local resolutions started in the quarter may not directly match the number of assessment decisions to undertake local resolution, due to the time between a decision being made and an action taken crossing over different reporting periods.

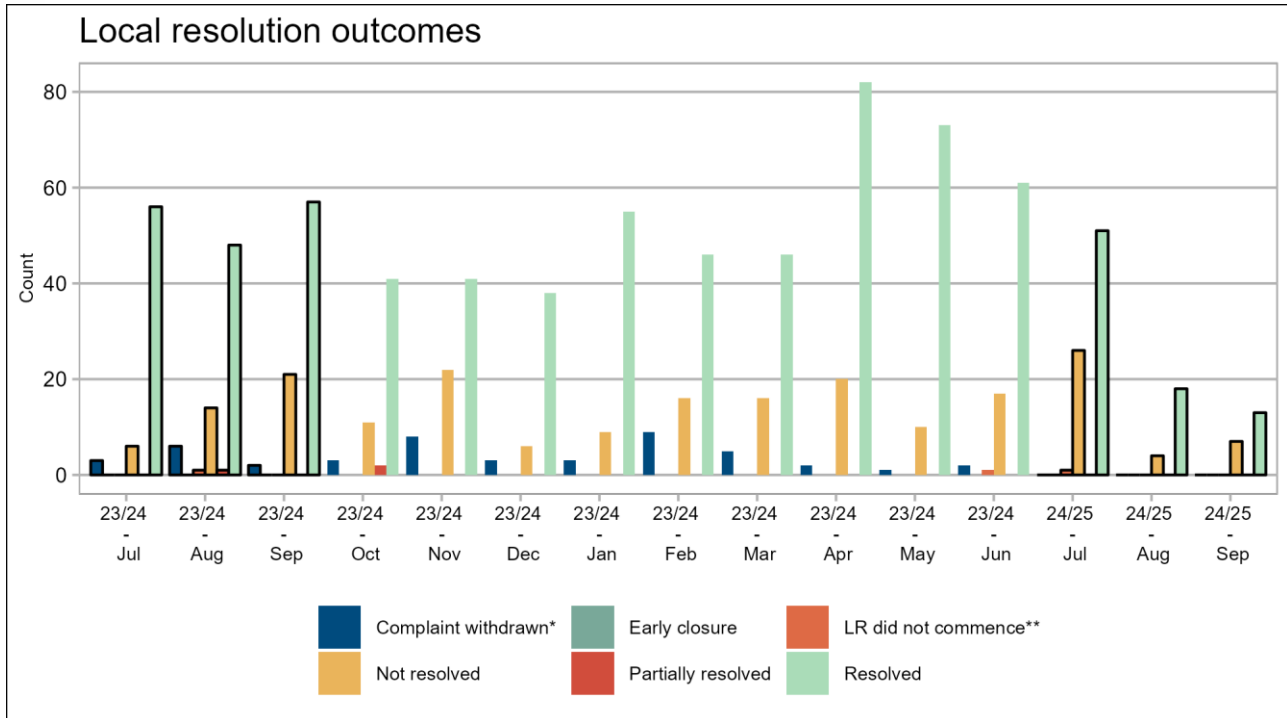
## Completed local resolutions Time Frames



Local resolution timeframe	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Less than or equal to 22 Days	43	56.58	15	68.18	11	55	69	58.47
Less than or equal to 44 Days	33	43.42	6	27.27	8	40	47	39.83
Greater than 44 Days	0	0	1	4.55	1	5	2	1.69
<b>Total</b>	<b>76</b>	<b>100</b>	<b>22</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>118</b>	<b>100</b>

Local Resolutions can be completed within 44 business days when granted an extension as a result of legislated requirements being met.

## Local Resolution Outcomes



Local resolution outcomes	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Complaint withdrawn*	0	0	0	0	0	0	0	0
Early closure	0	0	0	0	0	0	0	0
Local Resolution did not commence**	1	1.28	0	0	0	0	1	0.83
Not Resolved	26	33.33	4	18.18	7	35	37	30.83
Partially Resolved	0	0	0	0	0	0	0	0
Resolved	51	65.38	18	81.82	13	65	82	68.33
<b>Total</b>	<b>78</b>	<b>100</b>	<b>22</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>120</b>	<b>100</b>

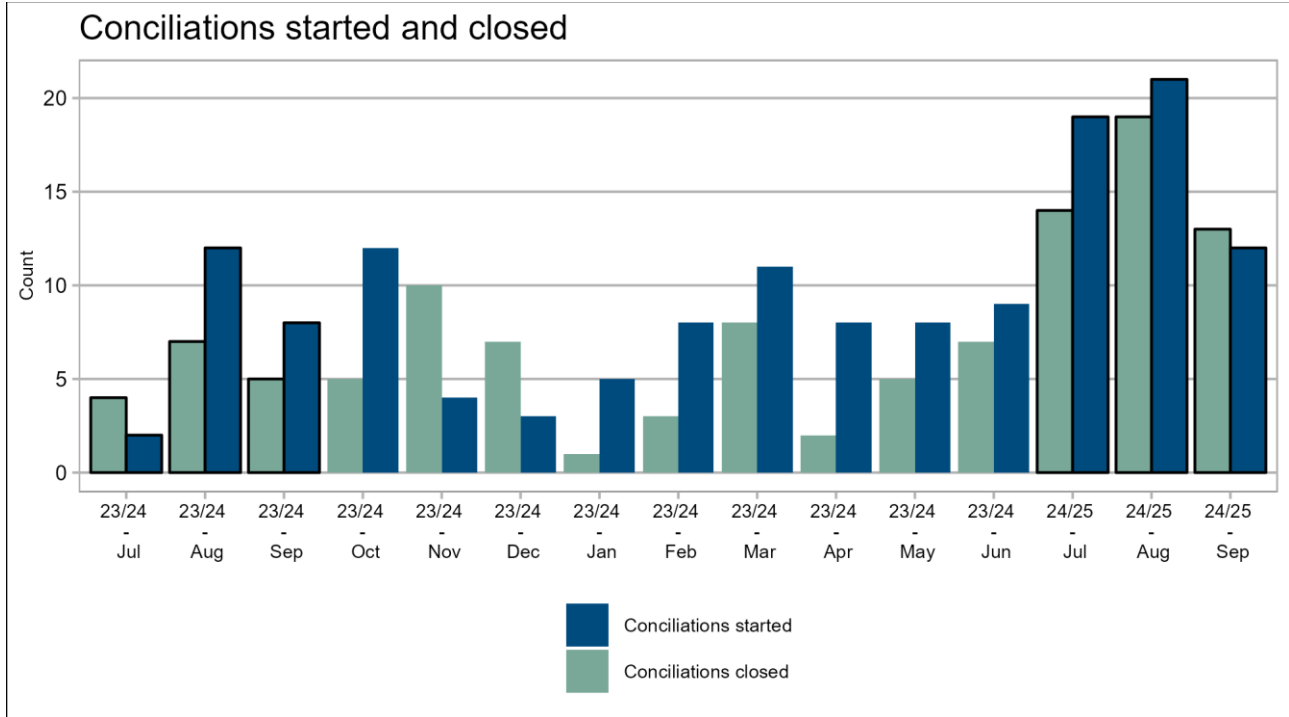
\* Complainants can choose to withdraw their complaint at any stage during local resolution.

\*\* A local resolution may not commence where the complaint is resolved directly with the health care provider prior to the commencement of the process.



# Conciliation

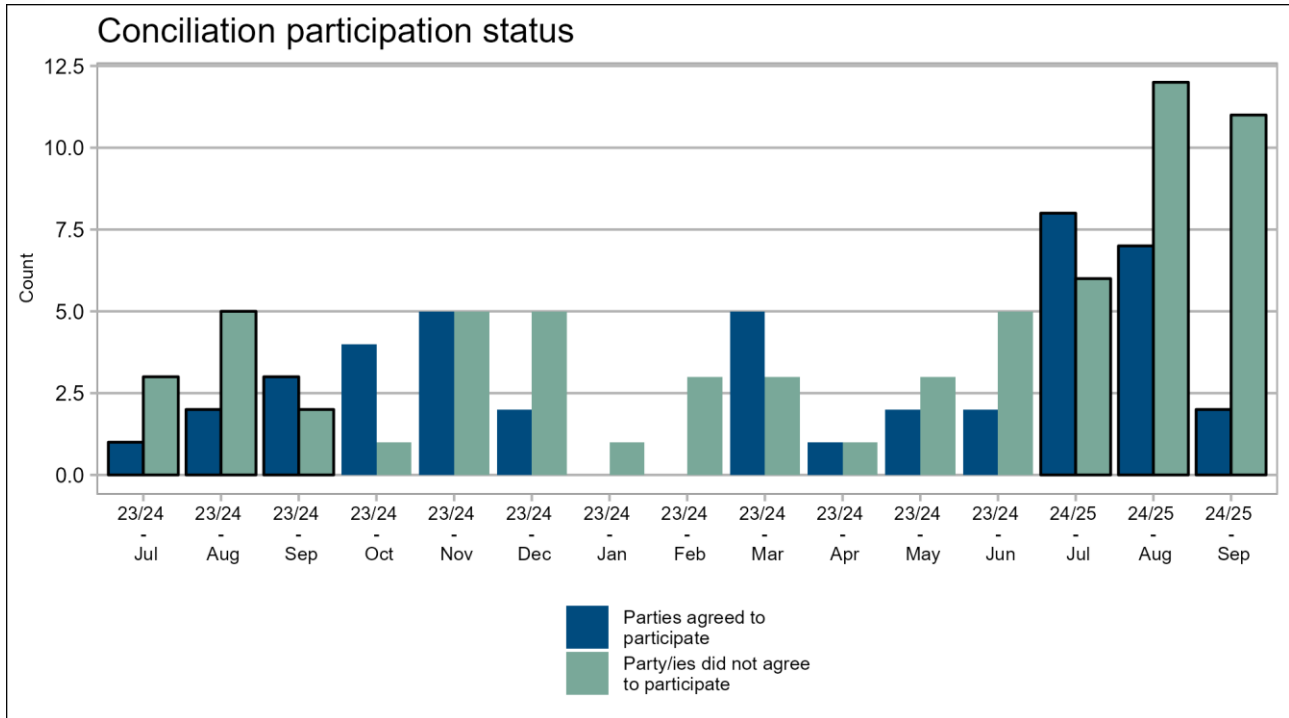
## Conciliations started and closed



Conciliations this quarter	July	August	September	Q1 total
Conciliations started*	19	21	12	52
Conciliations closed	14	19	13	46

\* 'Conciliations started' includes all matters—including matters where agreement to participate has or has not been reached or the decision is pending—that entered the conciliation workflow during the reporting period. Similarly, 'Conciliations closed' are all matters that were closed during the reporting period, whether due to parties not agreeing to participate or the matter being closed after completing the conciliation process. Closed conciliations differ from completed conciliations below, as completed conciliations only include matters where both parties initially agreed to participate in the conciliation process.

## Agreement to participate in conciliation

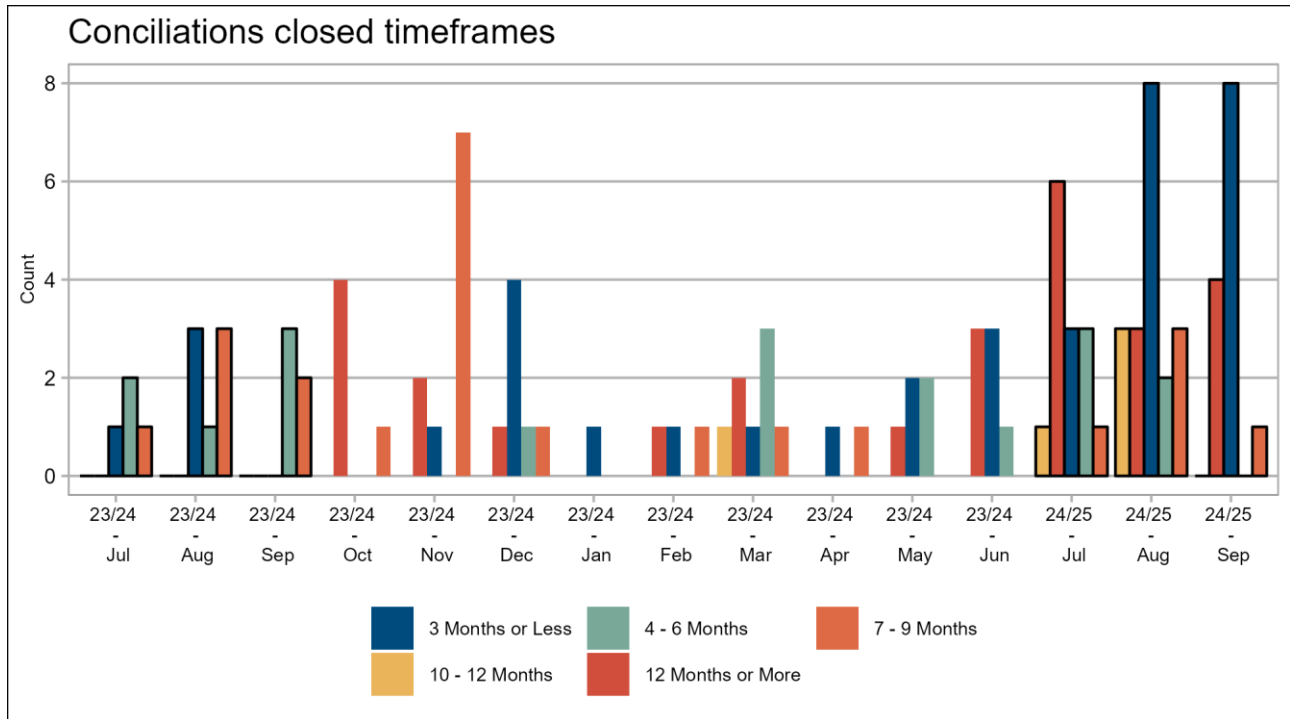


Agreement to participate*	July	August	September	Q1 total
Parties agreed to participate	8	7	2	17
Party/ies did not agree to participate	6	12	11	29

\* Once the decision is made to attempt conciliation, both parties must agree to participate in the process. If either one, or both, of the parties do not agree, the conciliation process does not commence, and the matter is closed.

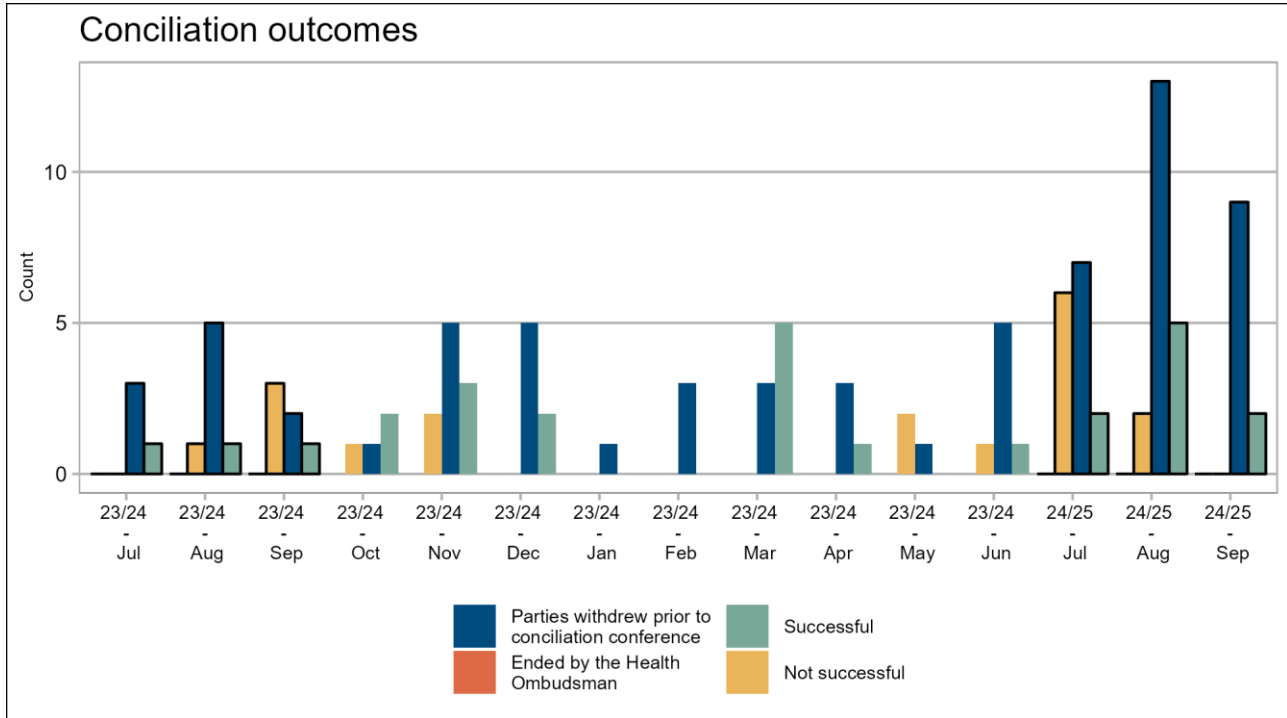
# Completed conciliations

## Timeframes



Conciliations Closed	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
3 Months or Less	3	21.43	8	42.11	8	61.54	19	41.3
4 - 6 Months	3	21.43	2	10.53	0	0	5	10.87
7 - 9 Months	1	7.14	3	15.79	1	7.69	5	10.87
10 - 12 Months	1	7.14	3	15.79	0	0	4	8.7
12 Months or More	6	42.86	3	15.79	4	30.77	13	28.26
<b>Total</b>	<b>14</b>	<b>100</b>	<b>19</b>	<b>100</b>	<b>13</b>	<b>100</b>	<b>46</b>	<b>100</b>

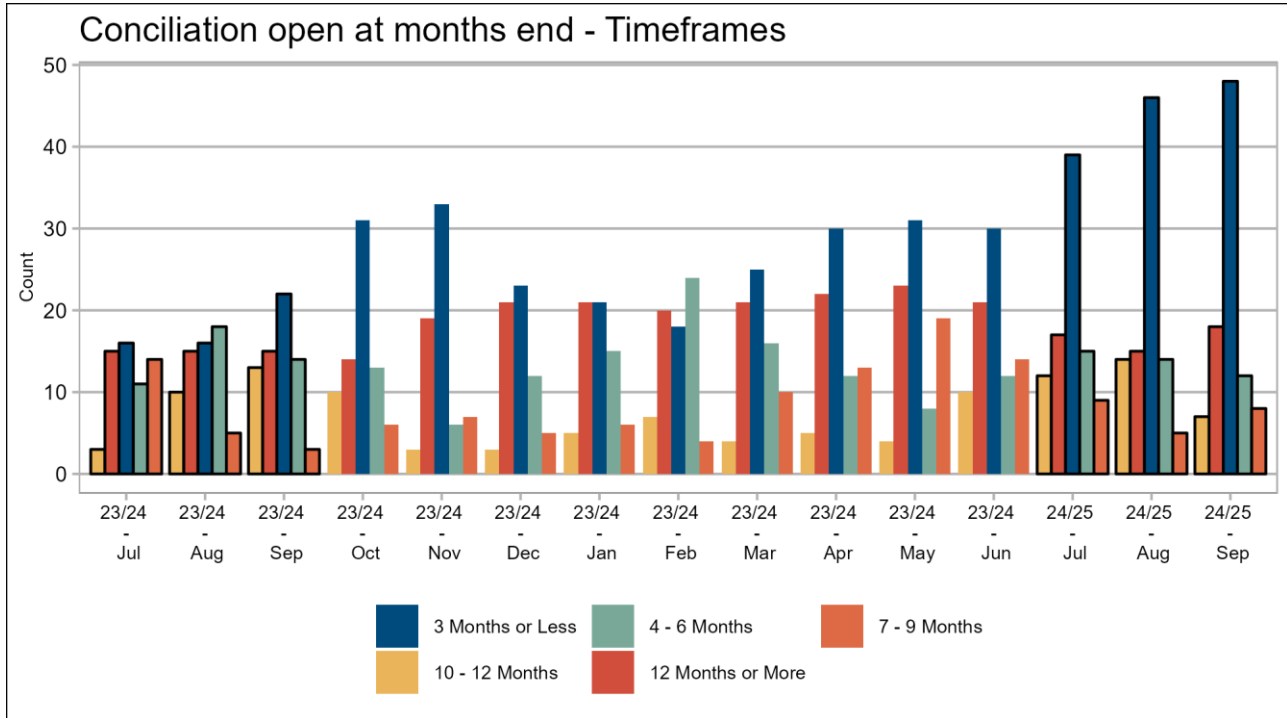
## Outcomes



Conciliation outcomes	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Parties withdrew prior to conciliation conference	7	46.67	13	65	9	81.82	29	63.04
Successful	2	13.33	5	25	2	18.18	9	19.57
Ended by the Health Ombudsman	0	0	0	0	0	0	0	0
Not successful	6	40	2	10	0	0	8	17.39
<b>Total</b>	<b>15</b>	<b>100</b>	<b>20</b>	<b>100</b>	<b>11</b>	<b>100</b>	<b>46</b>	<b>100</b>

The data above relates to matters where parties initially agreed to participate in conciliation. After agreeing, the conciliation process was completed with the matter either being successful or not successful—or in some instances, the Health Ombudsman may end a conciliation or parties involved may withdraw from the process prior to conciliation occurring. ‘Completed conciliations’ differ from ‘closed conciliations’—in the table on page 24—in that they only relate to matters where parties agreed to participate in conciliation.

## Open conciliation timeframes



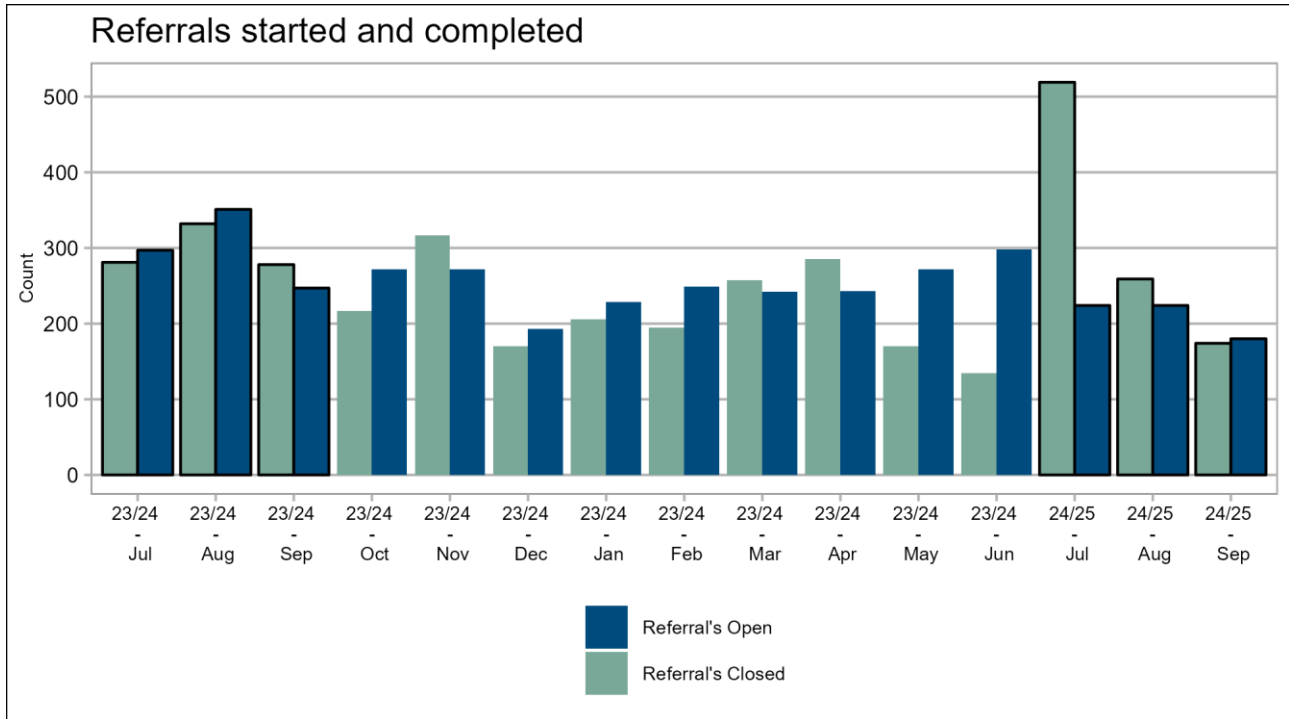
Open at Months End Timeframes	July		August		September	
	Number	%	Number	%	Number	%
3 Months or Less	39	42.39	46	48.94	48	51.61
4 - 6 Months	15	16.3	14	14.89	12	12.9
7 - 9 Months	9	9.78	5	5.32	8	8.6
10 - 12 Months	12	13.04	14	14.89	7	7.53
12 Months or More	17	18.48	15	15.96	18	19.35
<b>Total</b>	<b>92</b>	<b>100</b>	<b>94</b>	<b>100</b>	<b>93</b>	<b>100</b>

To allow for continued transparency in the timeliness of conciliation processes, open conciliation timeframes include the time in which a matter was on hold whilst another process was finalised.

# Complaint Management (Referrals)

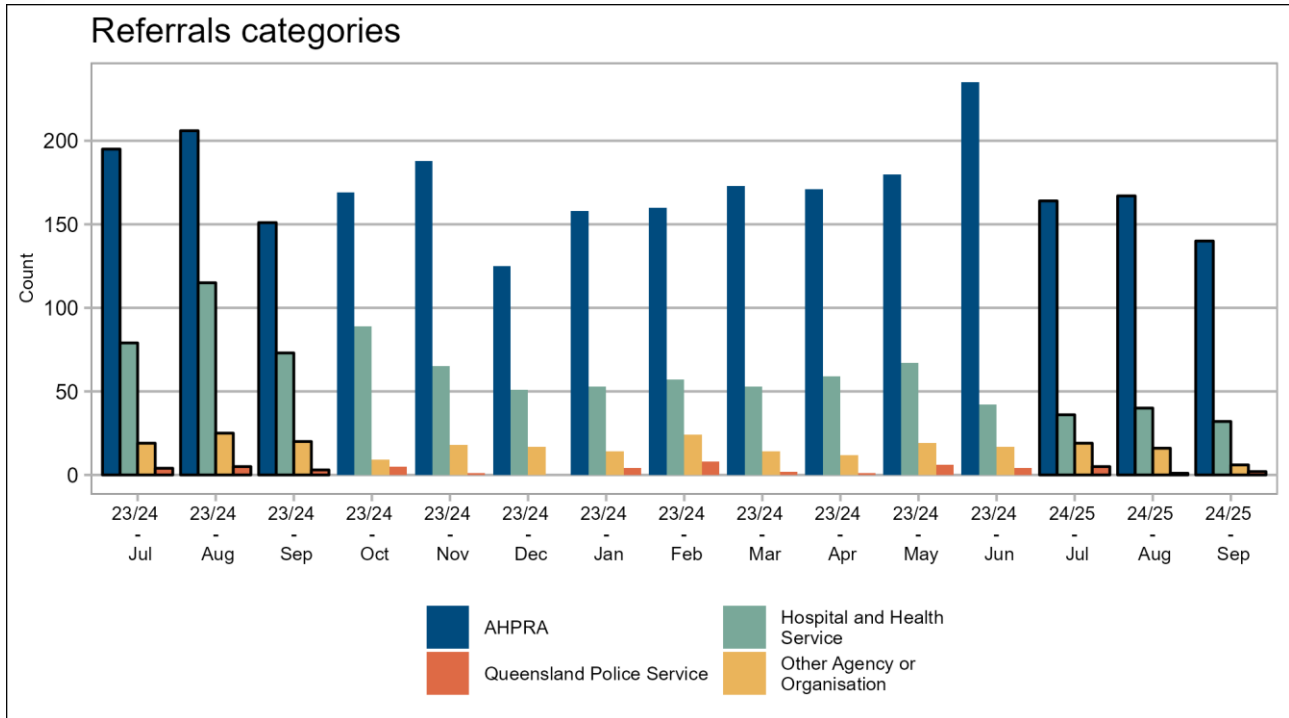
As OHO is the single point of entry for health service complaints in Queensland effective referral coordination and monitoring is critical. Under the Act, referrals to Ahpra are conducted under s91 either following joint consideration or at other points throughout the regulatory / complaints process. We also make referrals to other entities (State and Commonwealth) conducted under s92. These matters are monitored and the s93 responses from the entities are analysed by the OHO from a safety and quality oversight perspective.

## Referrals Open & Closed



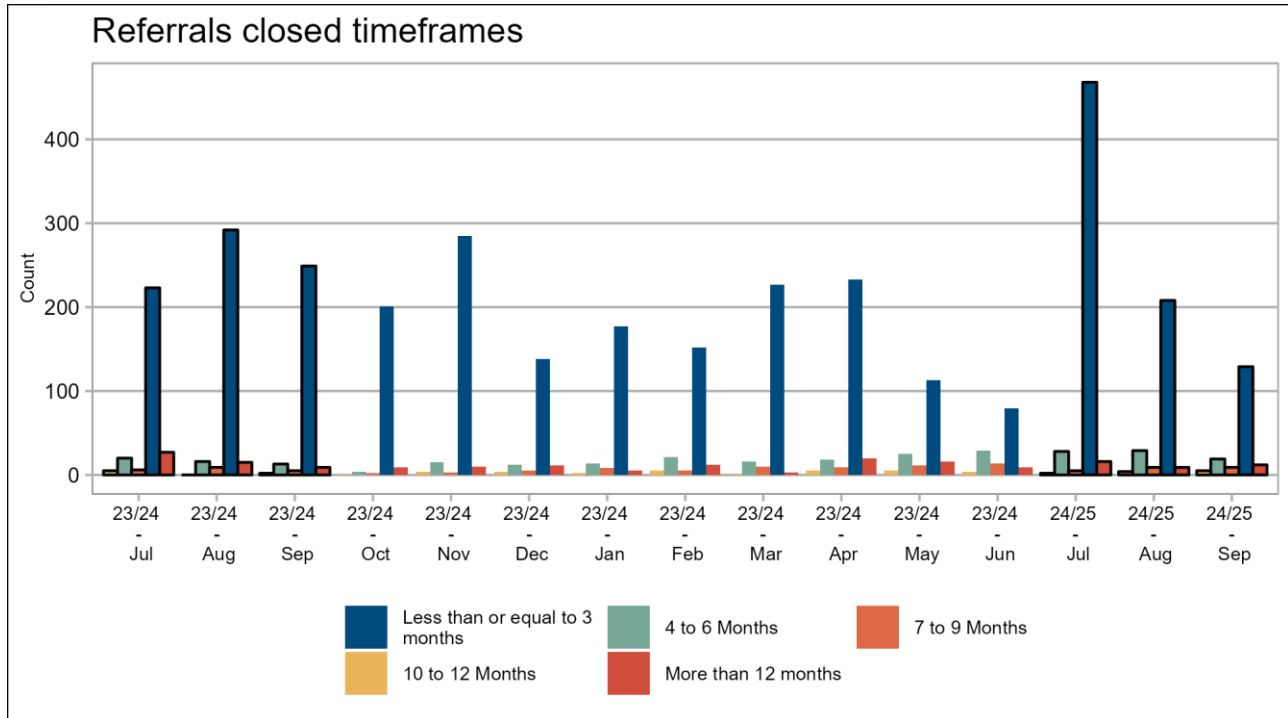
Referrals	July	August	September	Q1 total
Referrals Open	224	224	180	628
Referrals Closed	519	259	174	952

## Referrals Categories



Referrals Categories	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
AHPRA	164	73.21	167	74.55	140	77.78	471	75
Hospital and Health Service	36	16.07	40	17.86	32	17.78	108	17.2
Queensland Police Service	5	2.23	1	0.45	2	1.11	8	1.27
Other Agency or Organisation	19	8.48	16	7.14	6	3.33	41	6.53
<b>Total</b>	<b>224</b>	<b>100</b>	<b>224</b>	<b>100</b>	<b>180</b>	<b>100</b>	<b>628</b>	<b>100</b>

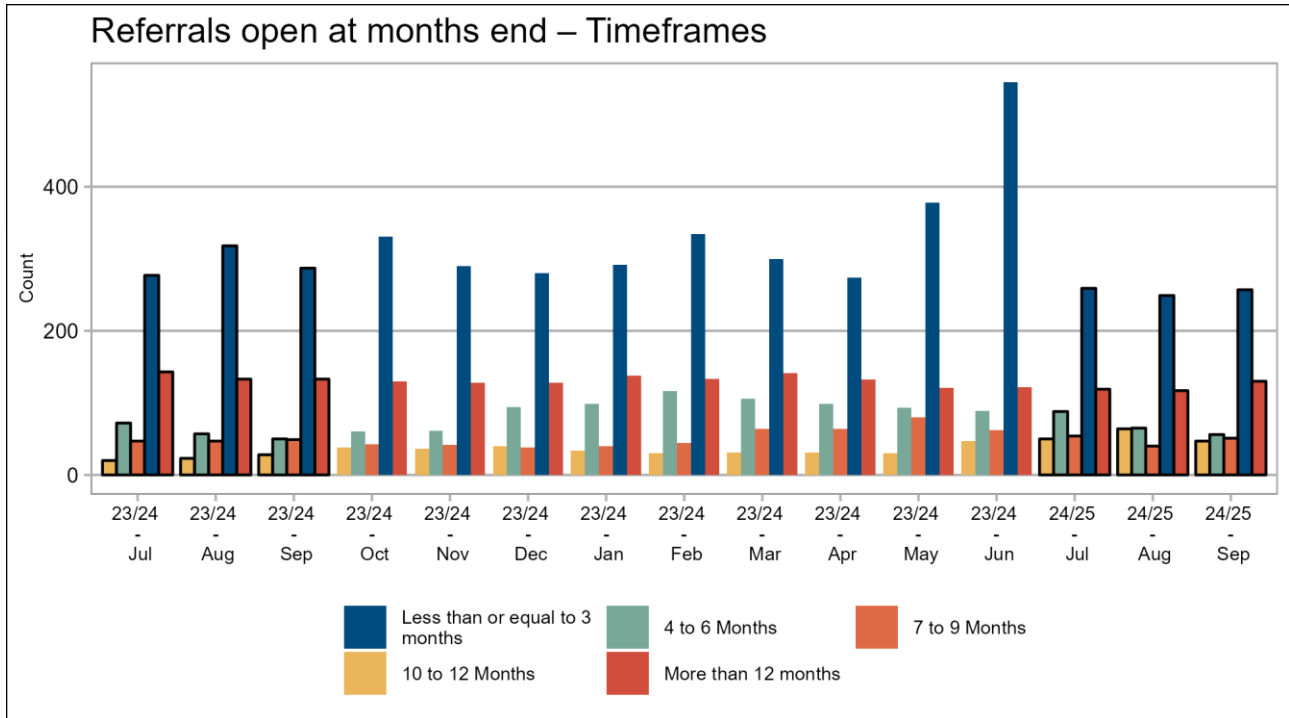
## Referrals Closed Timeframes



	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
3 Months or Less	468	90.17	208	80.31	129	74.14	805	84.56
4 to 6 Months	28	5.39	29	11.2	19	10.92	76	7.98
7 to 9 Months	5	0.96	9	3.47	9	5.17	23	2.42
10 to 12 Months	2	0.39	4	1.54	5	2.87	11	1.16
More than 12 Months	16	3.08	9	3.47	12	6.9	37	3.89
<b>Total</b>	<b>519</b>	<b>100</b>	<b>259</b>	<b>100</b>	<b>174</b>	<b>100</b>	<b>952</b>	<b>100</b>



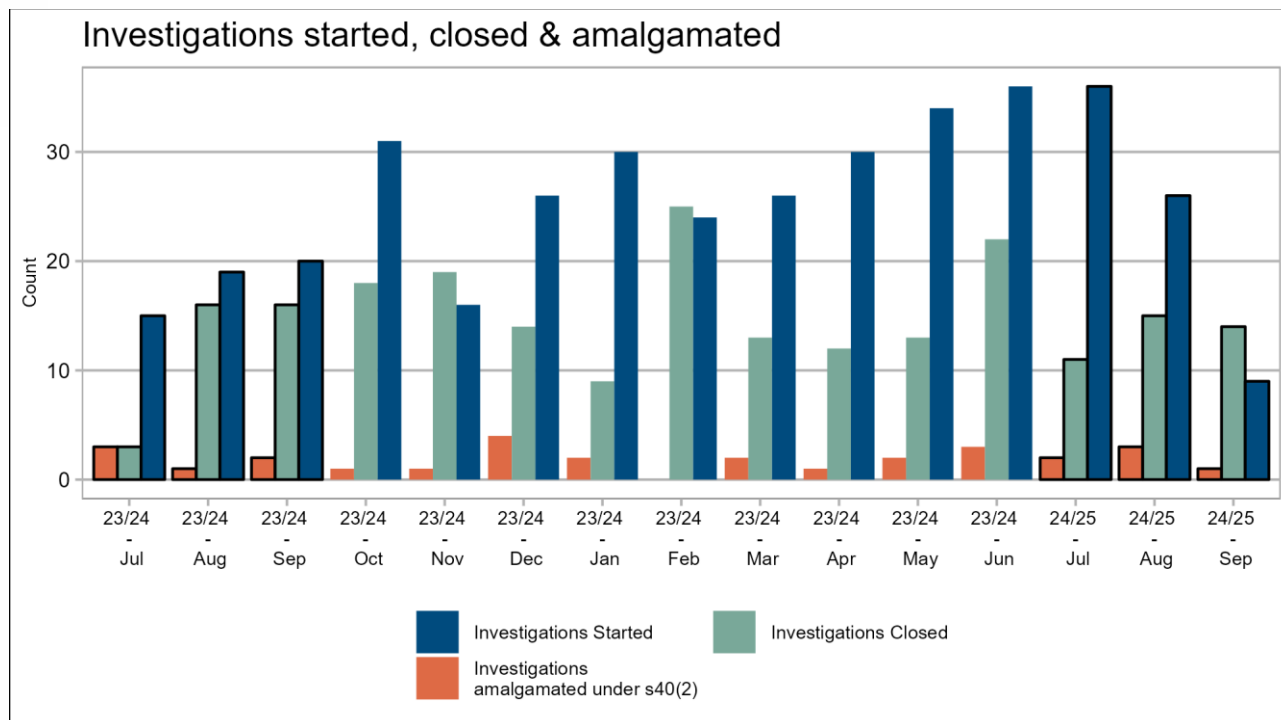
## Referrals Open Timeframes



Open at Months End Timeframes	July		August		September	
	Number	%	Number	%	Number	%
3 Months or Less	259	45.44	249	46.54	257	47.5
4 to 6 Months	88	15.44	65	12.15	56	10.35
7 to 9 Months	54	9.47	40	7.48	51	9.43
10 to 12 Months	50	8.77	64	11.96	47	8.69
More than 12 Months	119	20.88	117	21.87	130	24.03
<b>Total</b>	<b>570</b>	<b>100</b>	<b>535</b>	<b>100</b>	<b>541</b>	<b>100</b>

# Investigation

## Investigations started and closed

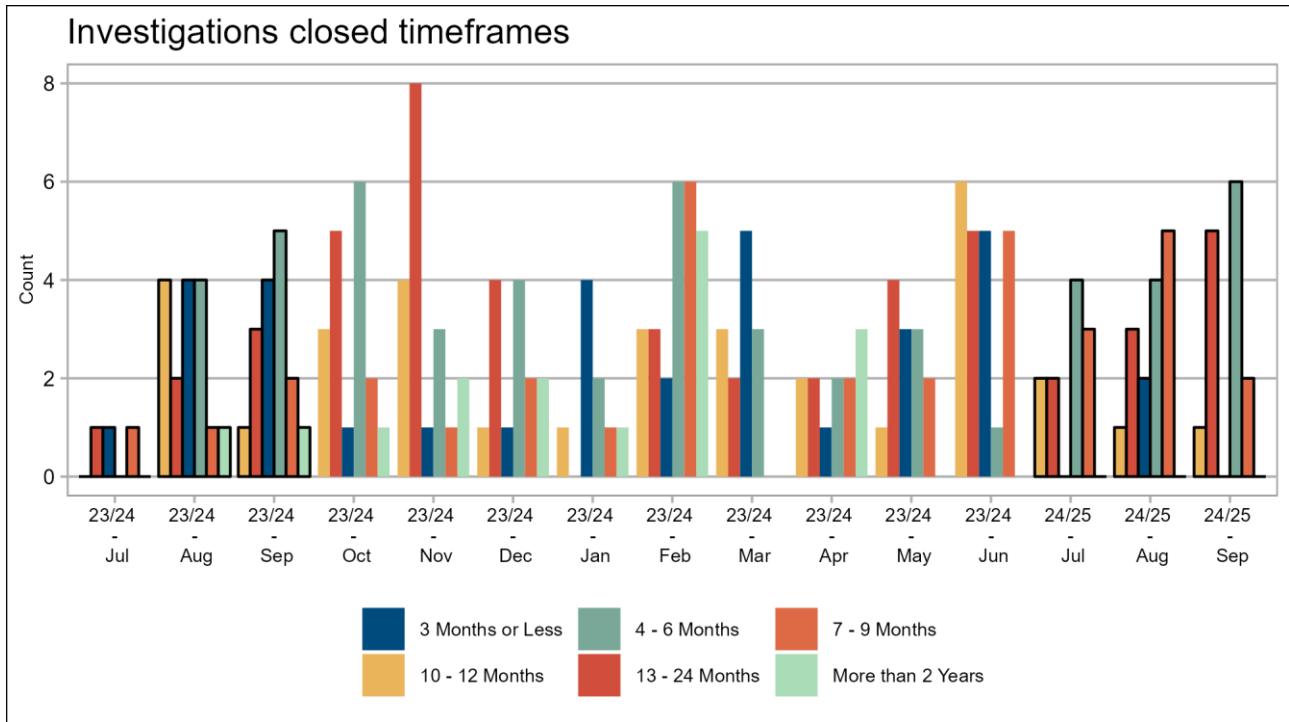


Investigations this quarter	July	August	September	Q1 total
Investigations started*	36	26	9	71
Investigations closed	11	15	14	40
Investigations amalgamated under s40(2)	2	3	1	6

\* The number of investigations started in the quarter may be higher than the number referred to investigations due to the number of matters brought to the Health Ombudsman’s attention by means other than through a health service complaint or notification.

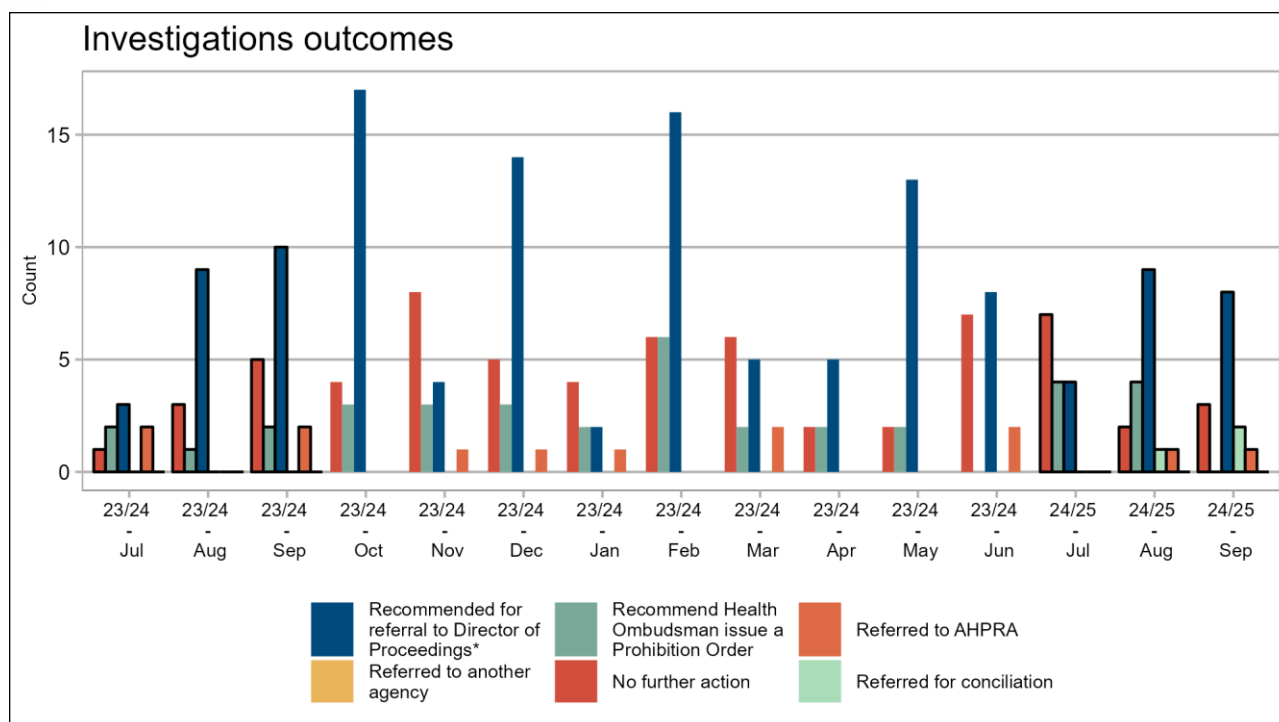
# Closed investigations

## Timeframes



Closed investigation timeframes	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
3 Months or Less	0	0	2	13.33	0	0	2	5
4 - 6 Months	4	36.36	4	26.67	6	42.86	14	35
7 - 9 Months	3	27.27	5	33.33	2	14.29	10	25
10 - 12 Months	2	18.18	1	6.67	1	7.14	4	10
13 - 24 Months	2	18.18	3	20	5	35.71	10	25
More than 2 Years	0	0	0	0	0	0	0	0
<b>Total</b>	<b>11</b>	<b>100</b>	<b>15</b>	<b>100</b>	<b>14</b>	<b>100</b>	<b>40</b>	<b>100</b>

## Outcomes



Investigation outcomes*	July		August		September		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Recommended for referral to Director of Proceedings**	4	26.67	9	52.94	8	57.14	21	45.65
Recommend Health Ombudsman issue a Prohibition Order	4	26.67	4	23.53	0	0	8	17.39
Referred to AHPRA	0	0	1	5.88	1	7.14	2	4.35
Referred to another agency	0	0	0	0	0	0	0	0
No further action	7	46.67	2	11.76	3	21.43	12	26.09
Referred for conciliation	0	0	1	5.88	2	14.29	3	6.52
<b>Total</b>	<b>15</b>	<b>100</b>	<b>17</b>	<b>100</b>	<b>14</b>	<b>100</b>	<b>46</b>	<b>100</b>

\* A single investigation may result in multiple outcomes, and as such the total number of outcomes in this table August not match the number of closed investigations detailed in the table above.

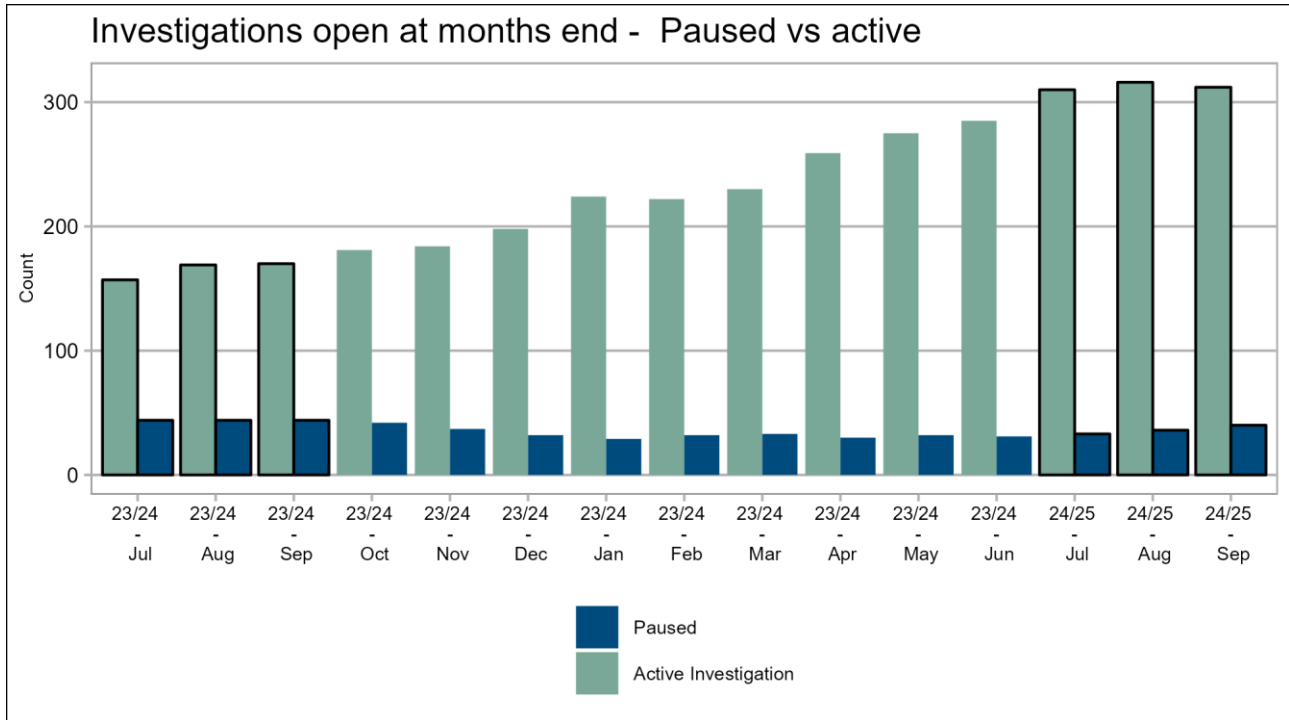
\*\* Matters determined suitable for referral to the Director of Proceedings at the conclusion of an investigation are sent to the Health Ombudsman for consideration and determination on whether referral to the Director of Proceedings is appropriate.

## Open investigations

Open investigations consist of two categories—active investigations and paused investigations.

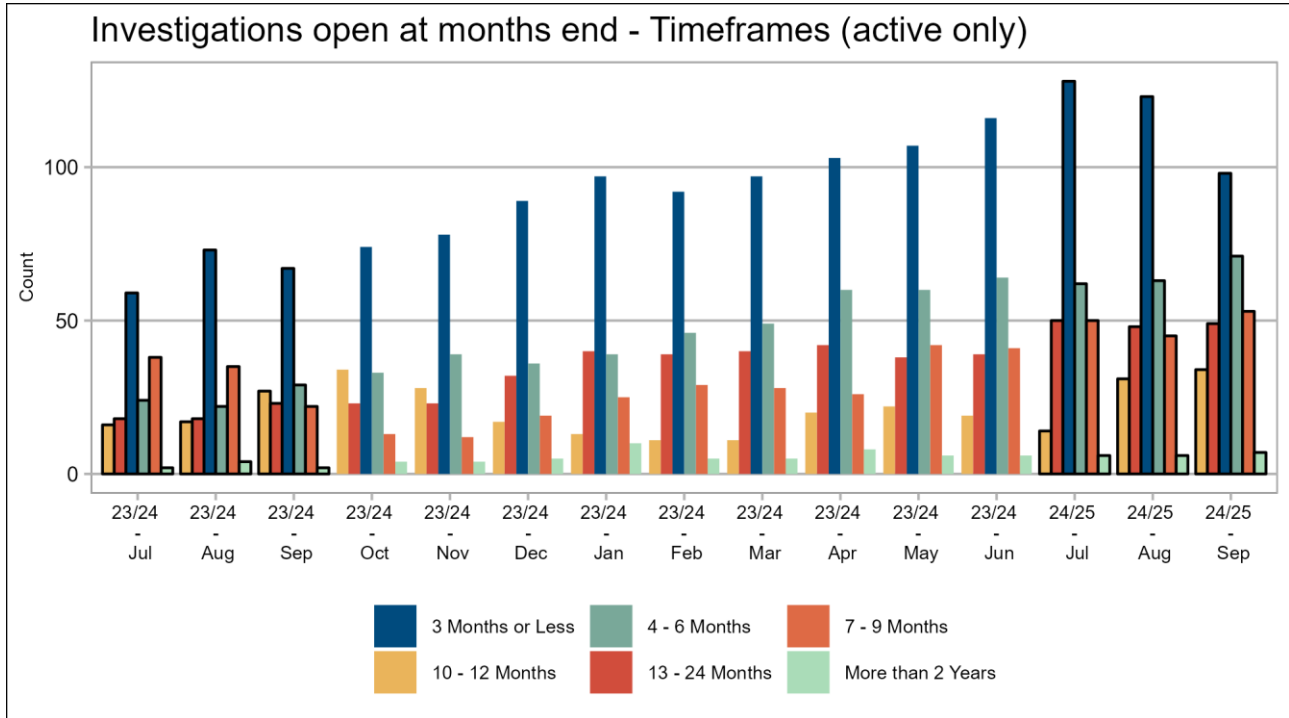
Active investigations are being currently investigated, while paused investigations are not able to be investigated until such time as another agency—such as the Queensland Police Service or the Coroner’s Court of Queensland—concludes their own processes. Despite being unable to progress paused investigations, they are still considered to be open investigations.

### Active & Paused Investigations



	July		August		September	
	Number	%	Number	%	Number	%
Paused	33	9.62	36	10.23	40	11.36
Active Investigation	310	90.38	316	89.77	312	88.64
<b>Total</b>	<b>343</b>	<b>100</b>	<b>352</b>	<b>100</b>	<b>352</b>	<b>100</b>

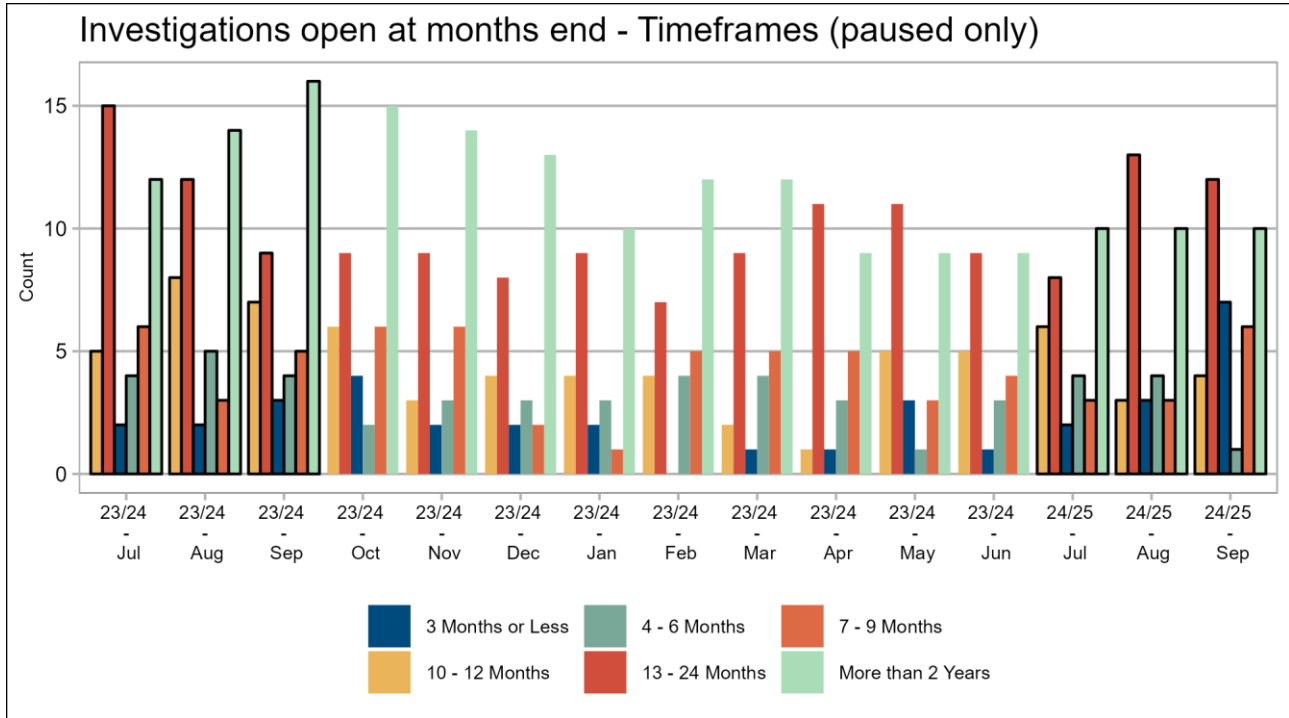
## Active investigation timeframes



	July		August		September	
	Number	%	Number	%	Number	%
3 Months or Less	128	41.29	123	38.92	98	31.41
4 - 6 Months	62	20	63	19.94	71	22.76
7 - 9 Months	50	16.13	45	14.24	53	16.99
10 - 12 Months	14	4.52	31	9.81	34	10.9
13 - 24 Months	50	16.13	48	15.19	49	15.71
More than 2 Years	6	1.94	6	1.9	7	2.24
<b>Total</b>	<b>310</b>	<b>100</b>	<b>316</b>	<b>100</b>	<b>312</b>	<b>100</b>

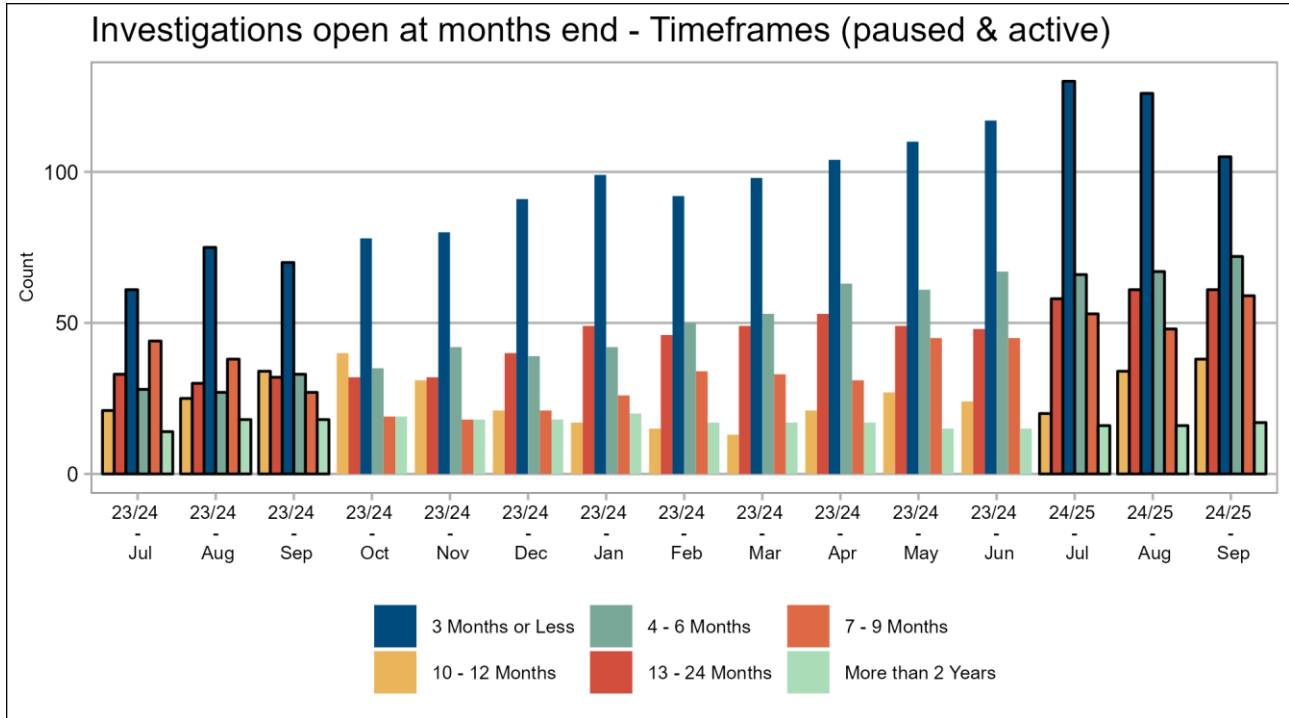
All investigations that have been open for 12 Months or More are published on our investigations register, available on our website ([www.oho.qld.gov.au](http://www.oho.qld.gov.au)).

## Paused investigation timeframes



	July		August		September	
	Number	%	Number	%	Number	%
3 Months or Less	2	6.06	3	8.33	7	17.5
4 - 6 Months	4	12.12	4	11.11	1	2.5
7 - 9 Months	3	9.09	3	8.33	6	15
10 - 12 Months	6	18.18	3	8.33	4	10
13 - 24 Months	8	24.24	13	36.11	12	30
More than 2 Years	10	30.3	10	27.78	10	25
<b>Total</b>	<b>33</b>	<b>100</b>	<b>36</b>	<b>100</b>	<b>40</b>	<b>100</b>

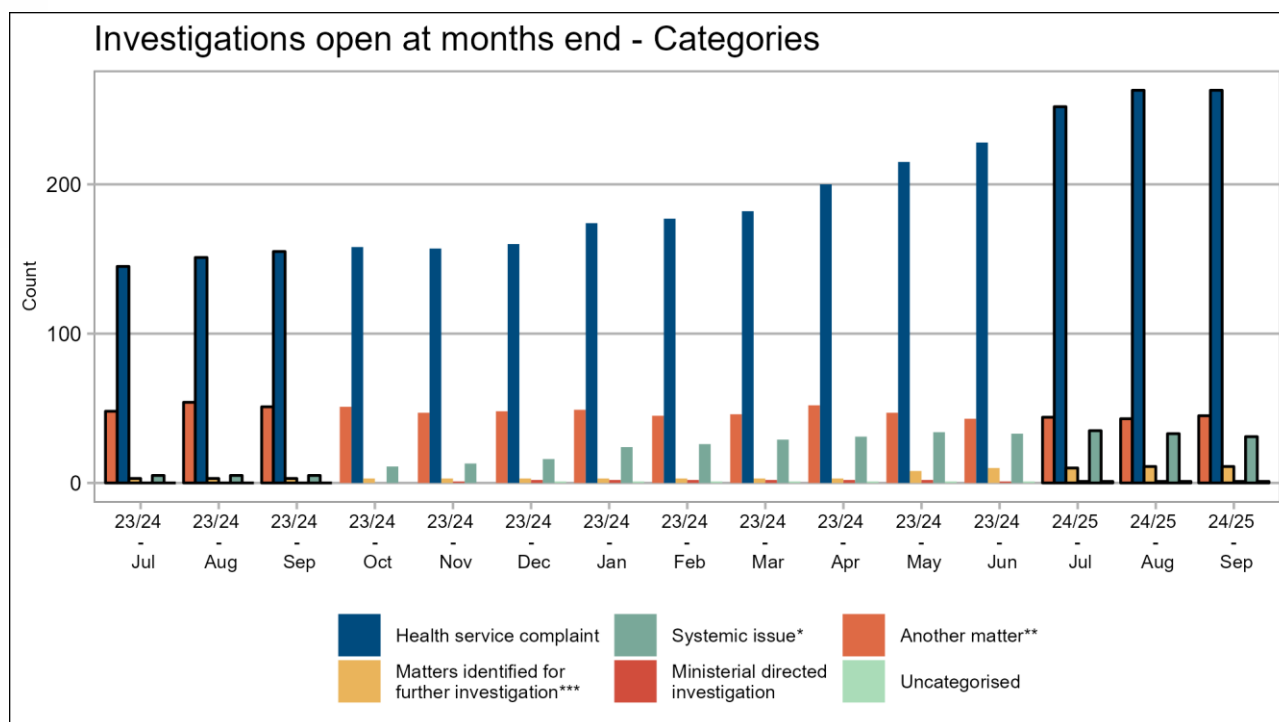
## Active & Paused (All) Investigation Timeframes



	July		August		September	
	Number	%	Number	%	Number	%
3 Months or Less	130	37.9	126	35.8	105	29.83
4 - 6 Months	66	19.24	67	19.03	72	20.45
7 - 9 Months	53	15.45	48	13.64	59	16.76
10 - 12 Months	20	5.83	34	9.66	38	10.8
13 - 24 Months	58	16.91	61	17.33	61	17.33
More than 2 Years	16	4.66	16	4.55	17	4.83
<b>Total</b>	<b>343</b>	<b>100</b>	<b>352</b>	<b>100</b>	<b>352</b>	<b>100</b>



## Open investigation categories



	July		August		September	
	Number	%	Number	%	Number	%
Health service complaint	252	73.47	263	74.72	263	74.72
Systemic issue*	35	10.2	33	9.38	31	8.81
Another matter**	44	12.83	43	12.22	45	12.78
Matters identified for further investigation***	10	2.92	11	3.12	11	3.12
Ministerial directed investigation	1	0.29	1	0.28	1	0.28
Uncategorised	1	0.29	1	0.28	1	0.28
<b>Total</b>	<b>343</b>	<b>100</b>	<b>352</b>	<b>100</b>	<b>352</b>	<b>100</b>

\* Matters involving a systemic issue relating to the provision of a health service, including an issue affecting the quality of a health service.

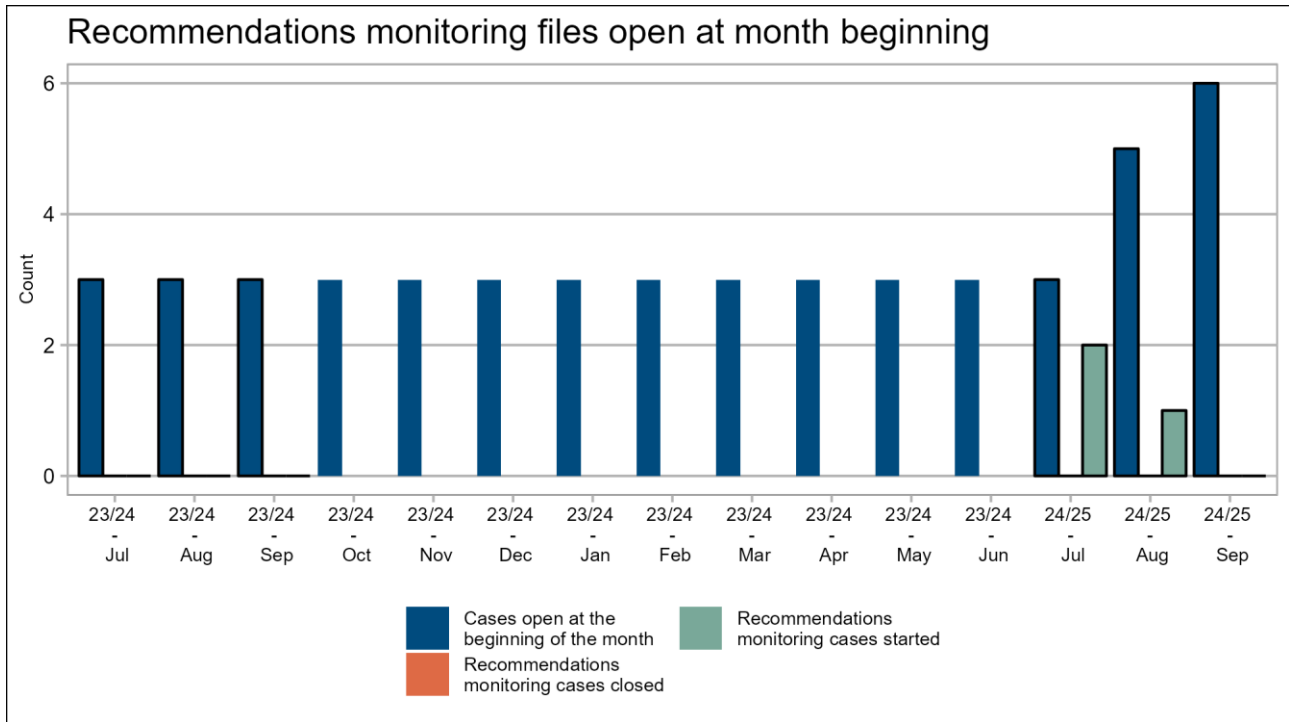
\*\* Matters brought to the Health Ombudsman's attention by means other than through a health service complaint or notification which warrant investigation. These are commonly referred to internally as 'own motion' investigations.

\*\*\* Matters referred for further investigation by the Health Ombudsman under s105 of the Act following referral to Director of Proceedings.

# Monitoring investigation recommendations

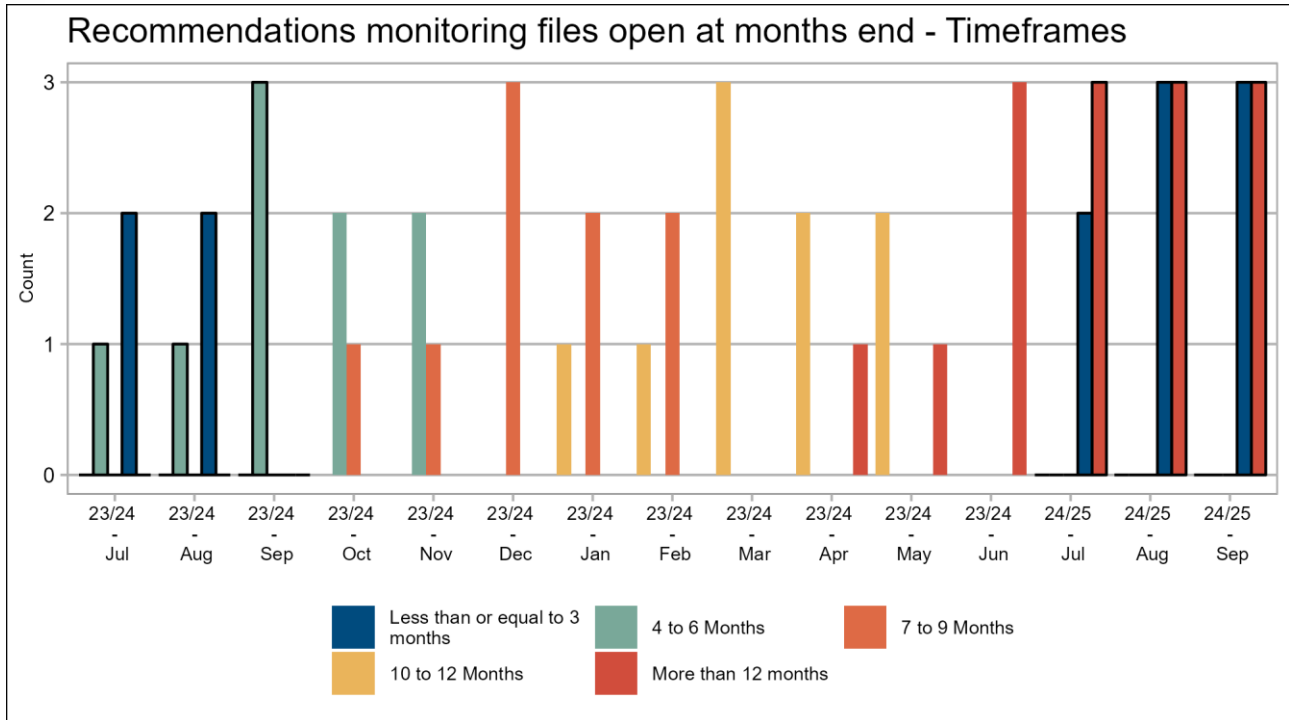
At the completion of certain investigations, the Health Ombudsman makes recommendations to health services for how they can improve service delivery and/or prevent the issues identified in the investigation from happening again. In these instances, the OHO puts in place a recommendation monitoring program to track the implementation of the recommendations.

## OHO recommendations monitoring



OHO monitoring cases	July	August	September
Cases open at the beginning of the month	3	5	6
Recommendations monitoring cases started	2	1	0
Recommendations monitoring cases closed	0	0	0

## Open recommendations monitoring case timeframes



Monitoring case timeframes	July		August		September	
	Number	%	Number	%	Number	%
3 Months or Less	2	40	3	50	3	50
4 to 6 Months	0	0	0	0	0	0
7 to 9 Months	0	0	0	0	0	0
10 to 12 Months	0	0	0	0	0	0
12 Months or More	3	60	3	50	3	50
<b>Total</b>	<b>5</b>	<b>100</b>	<b>6</b>	<b>100</b>	<b>6</b>	<b>100</b>

# Director of Proceedings

The role of the Director of Proceedings is to independently assess the merits of an investigation and determine whether the matter is suitable to be run to Queensland Civil and Administrative Tribunal (QCAT) for a determination.

Where the Director of Proceedings determines that an investigation has produced evidence of issues relating to health, conduct and/or performance that require intervention by QCAT, a comprehensive brief of evidence is prepared and in-house or external lawyers are briefed to represent the Health Ombudsman before QCAT.

## Matters referred to the Director of Proceedings by practitioner type

Practitioner type	Number	Percentage
Medical Practitioner	4	18.2
Paramedic	3	13.6
Psychologist	1	4.6
Registered Nurse	14	63.7
<b>Total</b>	<b>22</b>	<b>100</b>

Matters determined suitable for referral to the Director of Proceedings at the conclusion of an investigation are sent to the Health Ombudsman for consideration and determination on whether referral to the Director of Proceedings is appropriate. As a result, these figures will differ from the Investigation outcomes' figures elsewhere in this report.

## Matters currently with the Director of Proceedings by practitioner type

These are matters that have been referred to the Director of Proceedings but have not been filed in QCAT or referred back to the Health Ombudsman. This includes matters where there has been a decision to refer the matter to QCAT, but no referral has been filed QCAT at this stage.

Practitioner type	Number	Percentage
Chiropractor	2	2.9
Gastroenterologist	1	1.5
Medical Practitioner	17	25
Occupational Therapist	1	1.5
Paramedic	4	5.8
Pharmacist	7	10.3
Physiotherapist	1	1.5
Psychologist	6	8.9
Registered Nurse	29	42.7
<b>Total</b>	<b>68</b>	<b>100</b>

## Outcomes of matters reviewed by the Director of Proceedings

### Matters filed in the Queensland Civil and Administrative Tribunal

Practitioner type	Number	Percentage
Medical Practitioner	1	33.3
Physiotherapist	1	33.3
Registered Nurse	1	33.3
<b>Total Registered</b>	<b>3</b>	<b>100</b>

### Matters referred back to Health Ombudsman

Practitioner type	Number	Percentage
Medical Practitioner	3	42.9
Pharmacist	3	42.9
Registered Nurse	1	14.3
<b>Total</b>	<b>7</b>	<b>100</b>

## Queensland Civil and Administrative Tribunal disciplinary matters

### Matters Open in the Queensland Civil and Administrative Tribunal

Practitioner type	Number	Percentage
Chinese Medicine Practitioner	2	3.4
Chiropractor	1	1.7
Medical Radiation Practitioner	2	3.4
Medical Practitioner	20	33.9
Midwife	2	3.4
Obstetrician & Gynaecologist	1	1.7
Osteopath	2	3.4
Paediatrician	1	1.7
Pharmacist	6	10.2
Physiotherapist	2	3.4
Psychologist	7	11.9
Registered Nurse	12	20.4
<b>Total Registered</b>	<b>58</b>	<b>98.3</b>
Massage Therapist	1	1.7
<b>Total Unregistered</b>	<b>1</b>	<b>1.7</b>
<b>Total</b>	<b>59</b>	<b>100</b>

## Outcomes of Queensland Civil and Administrative disciplinary matters

### Queensland Civil and Administrative Decisions

Practitioner type	Number
Chiropractor	1
Medical Practitioner	5
Pharmacist	1*
Psychologist	2
Registered Nurse	4
<b>Total QCAT Decisions</b>	<b>13</b>

\* QCAT delivered 1 decision for 2 referrals filed for the same Practitioner

### Matters withdrawn

Practitioner type	Number
<b>Total matters withdrawn</b>	<b>0</b>

## Decisions on matters referred to the Queensland Civil and Administrative Tribunal

There have been thirteen (13) decisions made on matters referred to QCAT during the quarter.

Date of Decision	Matter	Details of QCAT Decision
11 July 2024	Newport	<ol style="list-style-type: none"> <li>Professional Misconduct</li> <li>Reprimand</li> <li>Each party bear their own costs</li> <li>The Tribunal recommends the Board seriously consider whether it is appropriate for the reprimand to remain on the public register for more than 2.5 years, being after 11 January 2027</li> <li>Non-publication order made on 9 May 2024 to remain in force</li> </ol>
23 July 2024	OCR149-23 OCR236-23	<ol style="list-style-type: none"> <li>Professional Misconduct (Allegation 1 - OCR149-23)</li> <li>Professional Misconduct (Allegations 1, 2 and 3 - OCR236-23) taken in aggregate</li> <li>Reprimand</li> <li>Registration cancelled</li> <li>Disqualified from applying for registration as a pharmacist until 13 March 2032</li> <li>IRA imposed by the HO set aside</li> <li>No order as to costs</li> </ol>
25 July 2024	OCR188-23	<ol style="list-style-type: none"> <li>Professional Misconduct</li> <li>Reprimand</li> <li>Conditions - refer to schedule</li> <li>Fine of \$10,000 to be paid to the HO within 1 month of date of order</li> <li>Each party to bear their own costs</li> </ol>
26 July 2024	Kelly	<ol style="list-style-type: none"> <li>Professional Misconduct</li> <li>Reprimand</li> <li>Registration suspended for 12 months from date of order</li> <li>IRA set aside</li> <li>No order as to costs</li> </ol>
30 July 2024	Adebanjo	<ol style="list-style-type: none"> <li>Professional Misconduct</li> <li>Reprimand</li> <li>Registration suspended for 21 months commencing 14 days from date of decision</li> <li>Conditions imposed (see schedule) to commence after the period of suspension</li> <li>Part 7, Division 11, subdivision 2 of the Health Practitioner Regulation National Law applies to the conditions imposed</li> </ol>

		<ol style="list-style-type: none"> <li>6. Review period of conditions is 2 years</li> <li>7. IRA by the HO is set aside</li> <li>8. Each party bear their own costs</li> </ol>
9 August 2024	OCR235-23	<ol style="list-style-type: none"> <li>1. Professional Misconduct</li> <li>2. Fined \$5,000 to be paid within 28 days of order</li> <li>3. Each party bear their own costs</li> </ol>
27 August 2024	Hewitt	<ol style="list-style-type: none"> <li>1. Professional misconduct</li> <li>2. Reprimand</li> <li>3. Disqualified from applying for registration for a period of 6 months</li> <li>4. Each party bear their own costs</li> </ol>
27 August 2024	Williams	<ol style="list-style-type: none"> <li>1. Professional Misconduct</li> <li>2. Reprimand</li> <li>3. Disqualified from applying for registration for a period of 3 years from the date of order</li> <li>4. Prohibited from providing any health service until such time he obtains registration as a health practitioner</li> <li>5. Each party bears their own costs</li> <li>6. (NON-PUBLICATION ORDER - SEE ORDER FOR DETAILS)</li> </ol>
4 September 2024	Uwland	<ol style="list-style-type: none"> <li>1. Professional Misconduct</li> <li>2. Reprimand</li> <li>3. Fined \$7,500 to be paid to the HO within 6 months</li> </ol>
13 September 2024	OCR169-22	<ol style="list-style-type: none"> <li>1. Professional Misconduct</li> <li>2. Reprimand</li> <li>3. Disqualification of 1 day</li> <li>4. Prohibition Order until registered as a health practitioner</li> </ol>
17 September 2024	Tommei	<ol style="list-style-type: none"> <li>1. Professional Misconduct</li> <li>2. Reprimand</li> <li>3. Registration cancelled</li> <li>4. Disqualified from applying for registration for a period of 10 years</li> <li>5. Prohibited from providing any health service until registered</li> <li>6. Each party bear their own costs</li> </ol>
18 September 2024	Smith	<ol style="list-style-type: none"> <li>1. Professional Misconduct</li> <li>2. Reprimand</li> <li>3. Conditions imposed (see decision)</li> <li>4. The parties have leave to request the matter be listed for an oral hearing in the event the parties discover any difficulty with these orders</li> </ol>
23 September 2024	Brennan	<ol style="list-style-type: none"> <li>1. Professional Misconduct</li> <li>2. Reprimand</li> <li>3. Conditions (as per order)</li> <li>4. Part 7, Division 11, Subdivision 2 of the NL applies to the conditions</li> <li>5. Review period of 6 months</li> <li>6. Registration suspended from 21 October 2024 to 29 March 2025</li> <li>7. IRA set aside</li> <li>8. No order as to costs</li> </ol>

## Decisions on immediate action reviews

No decisions on immediate action reviews were made in Q1 2024-25.

# Immediate action

The *Health Ombudsman Act 2013* allows for immediate action to be taken against a registered or unregistered health practitioner if the Health Ombudsman reasonably believes:

- that a practitioner's health, conduct or performance poses a serious risk to the health and safety of the public
- that action is in the public interest.

## Show cause notices

As outlined in the *Health Ombudsman Act 2013*, upon receipt of a show cause notice, a health service provider is invited to make a submission within a stated period of time. The Health Ombudsman will then consider the submission before deciding whether to take immediate action against the provider.

In July, August and September 2024, **38 (thirty eight)** show cause notices were issued:

- Two (2) to Chinese Medicine practitioners relating to professional conduct
- Eight (8) to Medical Practitioners relating to professional conduct and medication
- One (1) to a Medical Radiation Practitioner relating to professional conduct
- Three (3) to a Midwife relating to professional health, conduct and performance
- Six (6) to Nurses relating to professional conduct and health
- Two (2) to Paramedics relating to professional conduct
- One (1) to a Pharmacist relating to professional conduct
- Fifteen (15) to unregistered practitioners relating to professional conduct and performance

## Immediate registration actions

### Immediate registration actions - Initiation

Practitioner type	Number	Month	Action taken	Reason/s for taking action	
				Public Interest	Serious Risk
Medical practitioner	1	July	Suspension	✓	✓
Nurse	2	July	Suspension	✓	✓
Nurse	1	July	Suspension	✓	
Nurse	1	August	Suspension	✓	✓
Nurse	1	August	Suspension	✓	
Medical practitioner	1	September	Conditions		✓
Midwife	1	September	Suspension	✓	✓
Nurse	1	September	Suspension	✓	✓
Pharmacist	1	September	Suspension	✓	

Immediate registration actions apply only to registered practitioners and may result in the Health Ombudsman issuing a suspension of, or imposing conditions upon, a registered practitioner's registration.



## Immediate registration actions - Variation

Practitioner type	Number	Month	Action taken	Reason/s for taking action	
				Public Interest	Serious Risk
Chinese medicine practitioner	1	August	Conditions	✓	✓
Paramedic	1	August	Conditions	✓	✓
Nurse	1	September	Conditions		✓

## Immediate registration actions - Revocation

There were no revocations to Interim Prohibition Orders in Q1 2024-25.

## Interim prohibition orders

The Health Ombudsman has powers to issue interim prohibitions orders to unregistered practitioners and registered practitioners practicing outside their field of registration. An interim prohibition order can prohibit or restrict the practitioner from providing any health service, or a specific health service.

The details for current interim prohibition orders can be found on the prohibition order register on the OHO website.

## Interim Prohibition Order - Initiation

Practitioner type	Number	Month	Action taken	Reason/s for taking action*	
				Public Interest	Serious Risk
Alternative health provider	1	July	Prohibition		✓
Non-clinical support worker	1	July	Prohibition		✓
Nurse	1	July	Prohibition	✓	✓
Alternative health provider	1	August	Prohibition w Restriction		✓
Assistant in Nursing	1	August	Prohibition w Restriction		✓
Non-clinical support worker	1	August	Prohibition w Restriction		✓
Nurse	1	August	Prohibition	✓	✓
Alternative health provider	1	September	Prohibition w Restriction		✓
Assistant in Nursing	1	September	Prohibition		✓
Health support worker	1	September	Prohibition	✓	✓
Non-clinical support worker	1	September	Prohibition w Restriction		✓

## Interim Prohibition Order – Variation

A health practitioner may apply to the Health Ombudsman to vary an immediate action if there is a material change in relation to the matter giving rise to the immediate action. The Health Ombudsman may also initiate a decision to vary an immediate action if, at any time after a decision to take immediate action, there is a material change in relation to the matter giving rise to the immediate action.

Practitioner type	Number	Month	Action taken	Reason/s for taking action*	
				Public Interest	Serious Risk
Chinese medicine practitioner	1	August	Prohibition w Restriction	✓	✓

## Interim Prohibition Order - Revocation

Practitioner type	Number	Month	Action taken	Reason/s for taking action*	
				Public Interest	Serious Risk
Health support worker	1	July	Prohibition	✓	✓
Nurse	1	August	Prohibition w Restriction		✓
Nurse	1	September	Prohibition	✓	✓
Psychologist	1	September	Prohibition		✓

## Prohibition orders

### Prohibition Order - Initiation

Practitioner type	Number	Month	Action taken	Reason/s for taking action	
				Public Interest	Serious Risk
Assistant in Nursing	2	September	Prohibition		✓
Health Support Worker	1	September	Prohibition		✓
Holding out	1	September	Prohibition		✓

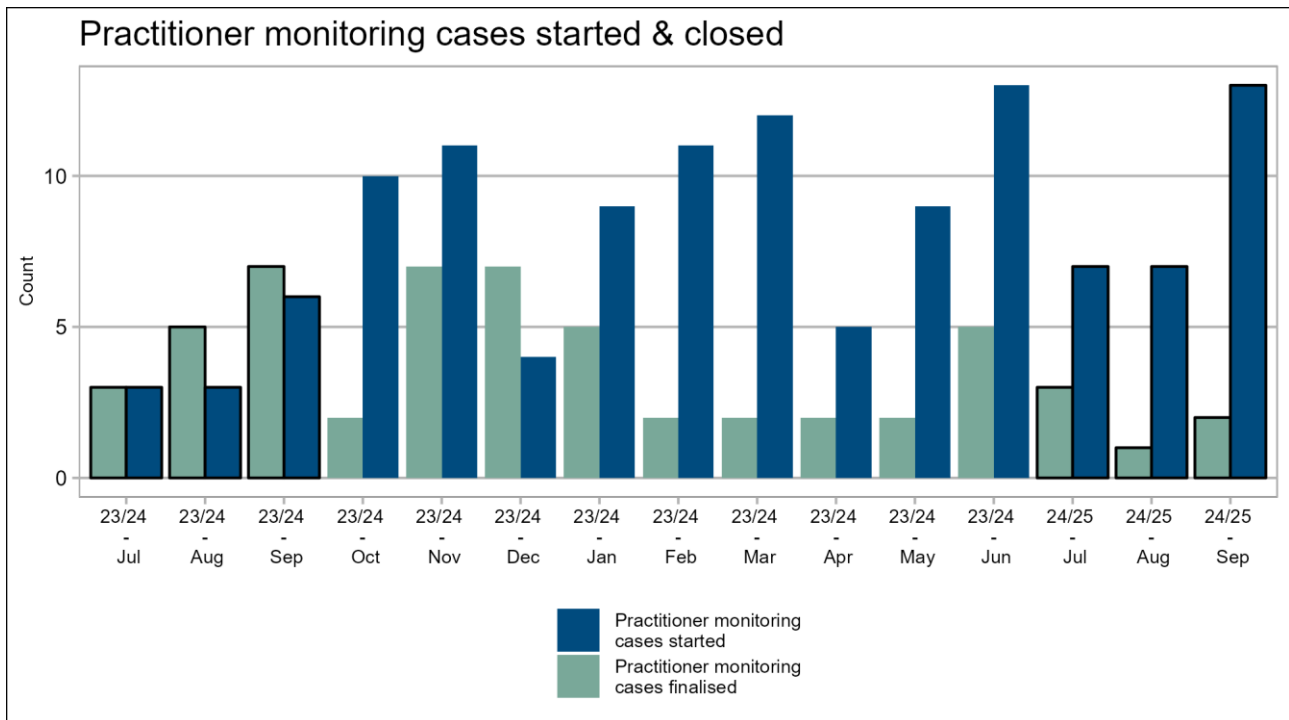
# Monitoring practitioner compliance

When the Health Ombudsman takes immediate action against a health practitioner, we monitor the practitioner's compliance with the action.

For interim prohibition orders, this means monitoring compliance with either a full prohibition, or restrictions imposed, on a practitioner's provision of health services. For immediate registration actions, this means monitoring compliance with condition(s) on or suspension of a practitioner's registration.

The Health Ombudsman may take immediate action against a single practitioner with both immediate registration action and an interim prohibition order. This can occur, for example, in instances where there is a risk that a registered practitioner may also practise in an unregistered capacity.

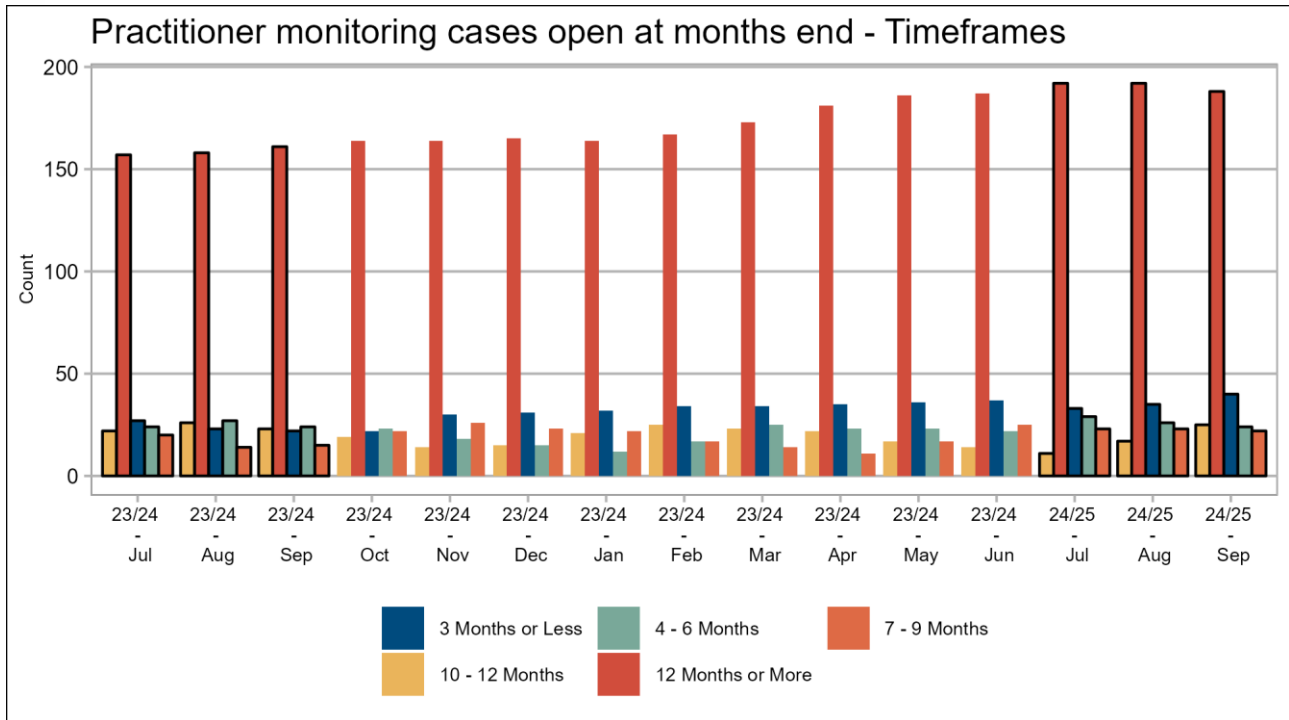
## Practitioner monitoring cases



Cases this month	July	August	September
Practitioner monitoring cases started	7	7	13
Practitioner monitoring cases finalised	3	1	2

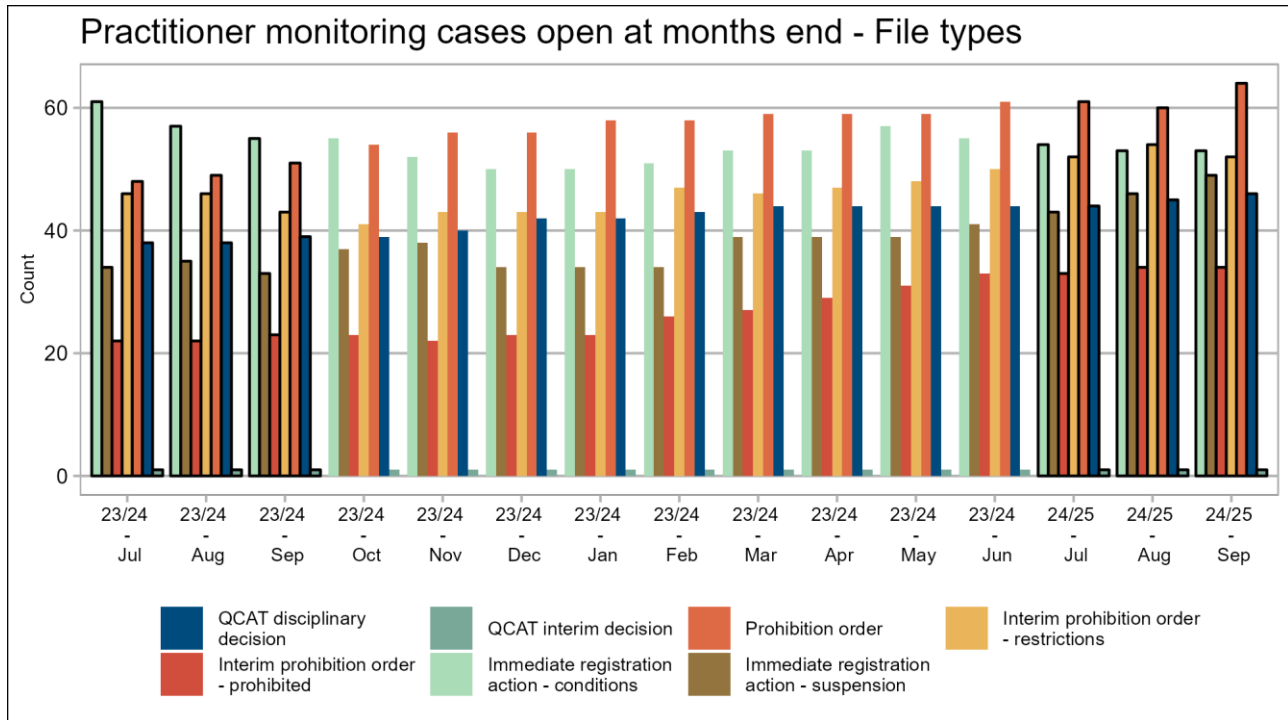
# Open monitoring cases

## Timeframes



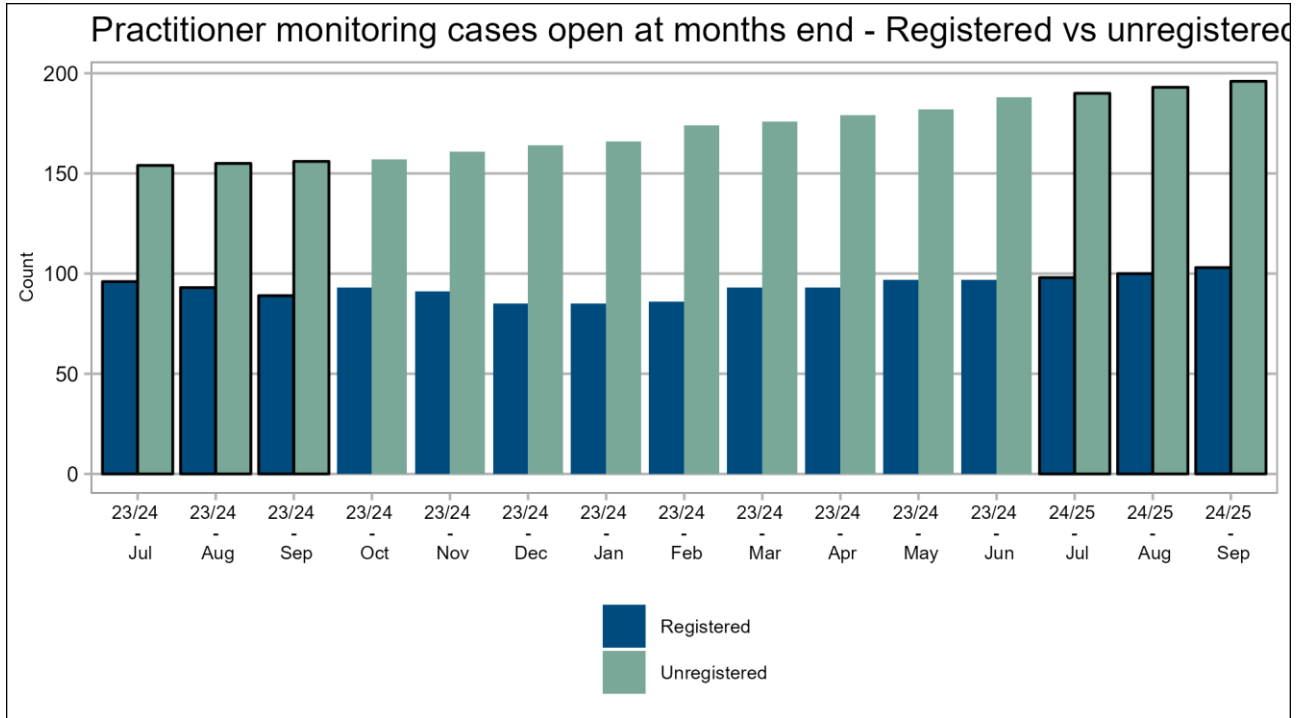
	July		August		September	
	Number	%	Number	%	Number	%
3 Months or Less	33	11.46	35	11.95	40	13.38
4 - 6 Months	29	10.07	26	8.87	24	8.03
7 - 9 Months	23	7.99	23	7.85	22	7.36
10 to 12 Months	11	3.82	17	5.8	25	8.36
12 Months or More	192	66.67	192	65.53	188	62.88
<b>Total</b>	<b>288</b>	<b>100</b>	<b>293</b>	<b>100</b>	<b>299</b>	<b>100</b>

## Immediate action types



	July		August		September	
	Number	%	Number	%	Number	%
QCAT disciplinary decision	44	15.28	45	15.36	46	15.38
QCAT interim decision	1	0.35	1	0.34	1	0.33
Permanent prohibition order	61	21.18	60	20.48	64	21.4
Interim prohibition order - restrictions	52	18.06	54	18.43	52	17.39
Interim prohibition order - prohibited	33	11.46	34	11.6	34	11.37
Immediate registration action - conditions	54	18.75	53	18.09	53	17.73
Immediate registration action - suspension	43	14.93	46	15.7	49	16.39
<b>Total</b>	<b>288</b>	<b>100</b>	<b>293</b>	<b>100</b>	<b>299</b>	<b>100</b>

## Registered Vs Unregistered practitioners under monitoring



	July		August		September	
	Number	%	Number	%	Number	%
Registered	98	34.03	100	34.13	103	34.45
Unregistered	190	65.97	193	65.87	196	65.55
<b>Total</b>	<b>288</b>	<b>100</b>	<b>293</b>	<b>100</b>	<b>299</b>	<b>100</b>

# Australian Health Practitioner Regulation Agency

## Joint consideration matters

The Health Ombudsman and Ahpra must jointly consider all matters received involving registered health practitioners within 7 business days and decide what course of action to take. The consultation period is excluded from the 7 business day statutory timeframe. A matter can either be retained by the Health Ombudsman, referred to Ahpra or no further action taken.

If a matter is retained by the Health Ombudsman for further relevant action and at the end of the relevant action the decision is to take no further action on the complaint, Ahpra can decide to have the matter referred to them. This is known as subsequent joint consideration.

## Initial joint consideration consultations

### Matters Commenced & Finalised

	Month	OHO Matter Count	Provider Count	Decision Count*
Matters commenced	July	310	323	334
	August	287	295	303
	September	316	329	335
	<b>Total</b>	<b>913</b>	<b>947</b>	<b>972</b>
Matters Finalised	July	292	300	309
	August	306	321	332
	September	329	344	350
	<b>Total</b>	<b>927</b>	<b>965</b>	<b>991</b>

\* The decision count for matters commenced includes active matters marked as decision pending.

## Issues by Practitioner Type

	Access	Code of conduct for Health Care Workers	Communication and Information	Consent	Discharge and Transfer Arrangements	Environment/ Management of Facility	Fees and Costs	Grievance Processes	Health Ombudsman Act 2013 Offence	Information	Medical Records	Medication	Professional Conduct	Professional Health	Professional Performance	Reports/Certificates	Research/teaching/assessment	Total
Aboriginal and Torres Strait Islander health practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Chinese Medicine Practitioner	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	2
Chiropractor	-	-	-	-	-	-	-	-	-	-	1	-	4	-	3	-	-	8
Dental practitioner	1	-	3	1	-	-	1	2	-	-	2	-	8	1	37	1	-	57
Medical Practitioner	27	-	89	20	1	5	22	9	-	-	22	108	116	16	333	33	1	802
Medical Radiation Practitioner	-	-	-	-	-	-	1	-	-	-	-	-	7	-	3	-	-	11
Midwife	-	-	-	1	-	-	-	-	-	-	1	1	5	-	6	-	-	14
Nurse	2	-	19	4	1	8	-	1	-	-	4	18	100	17	37	5	-	216
Occupational Therapist	-	-	2	1	-	-	-	1	-	-	-	-	4	-	8	2	-	18
Optometrist	-	-	2	-	-	-	1	-	-	-	1	-	2	-	4	-	-	10
Oral Health Therapist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Osteopath	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paramedic	-	-	-	-	-	-	-	-	-	-	-	-	19	2	1	1	-	23
Pharmacist	-	-	3	-	-	-	-	-	-	-	1	18	3	-	-	-	-	25
Physiotherapist	-	-	1	-	-	-	-	1	-	-	-	-	6	1	5	-	-	14
Podiatrist / Chiropodist	-	-	-	-	-	-	1	1	-	-	-	1	-	1	1	-	-	5
Psychologist	-	-	8	2	-	2	-	-	-	-	2	-	41	1	18	6	-	80
Student practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unknown practitioner	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	2
Unregistered practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>30</b>	<b>-</b>	<b>127</b>	<b>29</b>	<b>2</b>	<b>15</b>	<b>26</b>	<b>15</b>	<b>-</b>	<b>-</b>	<b>34</b>	<b>146</b>	<b>319</b>	<b>39</b>	<b>457</b>	<b>48</b>	<b>1</b>	<b>1288</b>



## Outcomes by Practitioner Type

Issue	HCE to retain*		Refer to National Agency		No further action		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Aboriginal and Torres Strait Islander health practitioner	-	-	-	-	1	0.21	1	0.1
Chinese Medicine Practitioner	-	-	1	0.27	1	0.21	2	0.2
Chiropractor	1	0.64	4	1.08	2	0.43	7	0.71
Dental practitioner	8	5.13	22	5.96	17	3.65	47	4.74
Medical Practitioner	70	44.87	206	55.83	314	67.38	590	59.54
Medical Radiation Practitioner	3	1.92	3	0.81	3	0.64	9	0.91
Midwife	3	1.92	6	1.63	4	0.86	13	1.31
Nurse	42	26.92	71	19.24	62	13.3	175	17.66
Occupational Therapist	4	2.56	2	0.54	9	1.93	15	1.51
Optometrist	-	-	2	0.54	6	1.29	8	0.81
Oral Health Therapist	-	-	-	-	-	-	-	-
Osteopath	-	-	-	-	-	-	-	-
Paramedic	6	3.85	8	2.17	3	0.64	17	1.72
Pharmacist	7	4.49	11	2.98	10	2.15	28	2.83
Physiotherapist	3	1.92	5	1.36	5	1.07	13	1.31
Podiatrist / Chiropodist	-	-	1	0.27	1	0.21	2	0.2
Psychologist	8	5.13	27	7.32	27	5.79	62	6.26
Student practitioner	-	-	-	-	-	-	-	-
Unknown practitioner	1	0.64	-	-	1	0.21	2	0.2
Unregistered practitioner	-	-	-	-	-	-	-	-
<b>Total</b>	<b>156</b>	<b>100</b>	<b>369</b>	<b>100</b>	<b>466</b>	<b>100</b>	<b>991</b>	<b>100</b>

\* Refers to matters that were retained by the Office of Health Ombudsman.

## Subsequent joint consideration consultations

### Matters Commenced & Finalised

	Month	OHO Matter Count	Provider Count	Decision Count*
<b>Matters commenced</b>	July	22	22	22
	August	17	17	17
	September	16	15	16
	<b>Total</b>	<b>55</b>	<b>54</b>	<b>55</b>
<b>Matters Finalised</b>	July	29	29	29
	August	19	19	19
	September	13	12	13
	<b>Total</b>	<b>61</b>	<b>60</b>	<b>61</b>

\* The decision count for matters commenced includes actives matters marked as decision pending.

## Issues by Practitioner Type

	Access	Code of conduct for Health Care Workers	Communication and Information	Consent	Discharge and Transfer Arrangements	Environment/ Management of Facility	Fees and Costs	Grievance Processes	Health Ombudsman Act 2013 Offence	Information	Medical Records	Medication	Professional Conduct	Professional Health	Professional Performance	Reports/Certificates	Research/teaching/assessment	Total
Aboriginal and Torres Strait Islander health practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chinese Medicine Practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chiropractor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dental practitioner	-	-	1	1	-	-	-	1	-	-	-	-	-	-	5	-	-	8
Medical Practitioner	-	-	4	1	-	-	3	-	-	-	2	3	12	-	16	4	-	45
Medical Radiation Practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Midwife	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	2
Nurse	-	-	-	-	-	-	-	-	-	-	-	2	10	-	-	-	-	12
Occupational Therapist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Optometrist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Oral Health Therapist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Osteopath	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paramedic	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmacist	-	-	-	-	-	-	-	-	-	-	-	2	4	-	-	-	-	6
Physiotherapist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Podiatrist / Chiroprapist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Psychologist	-	-	-	1	-	1	-	-	-	-	-	-	6	-	-	-	-	8
Student practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unknown practitioner	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Unregistered practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	-	-	<b>6</b>	<b>3</b>	-	<b>1</b>	<b>3</b>	<b>1</b>	-	-	<b>2</b>	<b>7</b>	<b>33</b>	-	<b>23</b>	<b>4</b>	-	<b>83</b>

## Outcomes by Practitioner Type

Issue	HCE to retain*		Refer to National Agency		No further action		Q1 total	
	Number	%	Number	%	Number	%	Number	%
Aboriginal and Torres Strait Islander health practitioner	-	-	-	-	-	-	-	-
Chinese Medicine Practitioner	-	-	-	-	-	-	-	-
Chiropractor	-	-	-	-	-	-	-	-
Dental practitioner	-	-	-	-	6	10	6	9.84
Medical Practitioner	-	-	-	-	32	53.33	32	52.46
Medical Radiation Practitioner	-	-	-	-	-	-	-	-
Midwife	-	-	-	-	2	3.33	2	3.28
Nurse	-	-	-	-	11	18.33	11	18.03
Occupational Therapist	-	-	-	-	-	-	-	-
Optometrist	-	-	-	-	-	-	-	-
Oral Health Therapist	-	-	-	-	-	-	-	-
Osteopath	-	-	-	-	-	-	-	-
Paramedic	-	-	-	-	-	-	-	-
Pharmacist	-	-	-	-	6	10	6	9.84
Physiotherapist	-	-	-	-	1	1.67	1	1.64
Podiatrist / Chiropodist	-	-	-	-	-	-	-	-
Psychologist	-	-	1	100	2	3.33	3	4.92
Student practitioner	-	-	-	-	-	-	-	-
Unknown practitioner	-	-	-	-	-	-	-	-
Unregistered practitioner	-	-	-	-	-	-	-	-
<b>Total</b>	-	-	<b>1</b>	<b>100</b>	<b>60</b>	<b>100</b>	<b>61</b>	<b>100</b>

\* Refers to matters that were retained by the Office of Health Ombudsman.

# Demographics of complainants, healthcare consumers and providers

As part of the complaints management process, three key groups of person(s) are identified:

1. Complainant: This is the person and/or entity who has raised to the complain with the Office of the Health Ombudsman
2. Healthcare Consumer: This is the person and/or entity in which the healthcare service identified in the complaint was provided to. It is very common for both the Complainant and Healthcare Consumer to be the same person.
3. Provider: This is the person and/or entity who provided the healthcare service.

## Complainants

### Complainant Gender

	July		August		September	
	Number	%	Number	%	Number	%
Female	494	50.46	504	52.72	459	52.64
Male	429	43.82	392	41	355	40.71
Non-binary sex	16	1.63	16	1.67	10	1.15
Unknown	40	4.09	44	4.6	48	5.5
<b>Total</b>	<b>979</b>	<b>100</b>	<b>956</b>	<b>100</b>	<b>872</b>	<b>100</b>

### Complainant Age

	July		August		September	
	Number	%	Number	%	Number	%
Less than 18 years	0	0	1	0.1	3	0.34
18-24 years	26	2.66	26	2.72	18	2.06
25-34 years	142	14.5	146	15.27	145	16.63
35-44 years	211	21.55	206	21.55	151	17.32
45-54 years	176	17.98	167	17.47	149	17.09
55-64 years	104	10.62	107	11.19	106	12.16
65-74 years	77	7.87	59	6.17	65	7.45
More than 75 years	42	4.29	45	4.71	34	3.9
Unknown*	201	20.53	199	20.82	201	23.05
<b>Total</b>	<b>979</b>	<b>100</b>	<b>956</b>	<b>100</b>	<b>872</b>	<b>100</b>

\* Age not recorded or not provided for a particular matter.

## Complainant Location

	July		August		September	
	Number	%	Number	%	Number	%
Brisbane	336	43.64	326	44.29	300	43.48
Central West	0	0	1	0.14	2	0.29
Darling Downs	13	1.69	19	2.58	14	2.03
Far North	44	5.71	35	4.76	31	4.49
Fitzroy	27	3.51	29	3.94	41	5.94
Gold Coast	90	11.69	77	10.46	70	10.14
Mackay	7	0.91	19	2.58	14	2.03
North West	2	0.26	2	0.27	4	0.58
Northern	44	5.71	28	3.8	32	4.64
Off-Shore Areas & Migratory (QLD)	0	0	0	0	0	0
South West	1	0.13	2	0.27	2	0.29
Sunshine Coast	36	4.68	40	5.43	31	4.49
West Moreton	18	2.34	17	2.31	14	2.03
Wide Bay-Burnett	46	5.97	40	5.43	43	6.23
Unknown	106	13.77	101	13.72	92	13.33
<b>Total</b>	<b>770</b>	<b>100</b>	<b>736</b>	<b>100</b>	<b>690</b>	<b>100</b>

## Healthcare Consumers

### Consumer Gender

	July		August		September	
	Number	%	Number	%	Number	%
Female	454	47.94	397	48.36	344	48.31
Male	478	50.48	411	50.06	355	49.86
Non-binary sex	13	1.37	11	1.34	7	0.98
Unknown	2	0.21	2	0.24	6	0.84
<b>Total</b>	<b>947</b>	<b>100</b>	<b>821</b>	<b>100</b>	<b>712</b>	<b>100</b>

## Consumer Age

	July		August		September	
	Number	%	Number	%	Number	%
Less than 18 years	40	4.22	42	5.12	31	4.35
18-24 years	35	3.7	33	4.02	22	3.09
25-34 years	126	13.31	122	14.86	124	17.42
35-44 years	187	19.75	153	18.64	106	14.89
45-54 years	151	15.95	117	14.25	99	13.9
55-64 years	86	9.08	80	9.74	64	8.99
65-74 years	69	7.29	59	7.19	69	9.69
More than 75 years	81	8.55	69	8.4	65	9.13
Unknown*	172	18.16	146	17.78	132	18.54
<b>Total</b>	<b>947</b>	<b>100</b>	<b>821</b>	<b>100</b>	<b>712</b>	<b>100</b>

\* Age not recorded or not provided for a particular matter.

## Consumer Location

	July		August		September	
	Number	%	Number	%	Number	%
Brisbane	279	37.55	225	37.38	216	39.93
Central West	0	0	1	0.17	1	0.18
Darling Downs	11	1.48	9	1.5	9	1.66
Far North	27	3.63	26	4.32	22	4.07
Fitzroy	21	2.83	22	3.65	33	6.1
Gold Coast	74	9.96	47	7.81	42	7.76
Mackay	6	0.81	10	1.66	5	0.92
North West	1	0.13	0	0	4	0.74
Northern	38	5.11	25	4.15	22	4.07
Off-Shore Areas & Migratory (QLD)	0	0	0	0	0	0
South West	0	0	1	0.17	1	0.18
Sunshine Coast	27	3.63	26	4.32	20	3.7
West Moreton	17	2.29	14	2.33	11	2.03
Wide Bay-Burnett	41	5.52	32	5.32	33	6.1
Unknown	201	27.05	164	27.24	122	22.55
<b>Total</b>	<b>743</b>	<b>100</b>	<b>602</b>	<b>100</b>	<b>541</b>	<b>100</b>

## Health service providers

### Location of Providers

	July		August		September	
	Number	%	Number	%	Number	%
Brisbane	279	44.93	264	47.31	220	40.07
Central West	0	0	2	0.36	1	0.18
Darling Downs	20	3.22	27	4.84	20	3.64
Far North	28	4.51	30	5.38	28	5.1
Fitzroy	16	2.58	22	3.94	34	6.19
Gold Coast	97	15.62	59	10.57	64	11.66
Mackay	10	1.61	10	1.79	16	2.91
North West	2	0.32	2	0.36	3	0.55
Northern	24	3.86	18	3.23	31	5.65
Off-Shore Areas & Migratory (QLD)	0	0	0	0	0	0
South West	4	0.64	0	0	4	0.73
Sunshine Coast	46	7.41	35	6.27	31	5.65
West Moreton	3	0.48	6	1.08	5	0.91
Wide Bay-Burnett	33	5.31	38	6.81	34	6.19
Unknown	59	9.5	45	8.06	58	10.56
<b>Total</b>	<b>621</b>	<b>100</b>	<b>558</b>	<b>100</b>	<b>549</b>	<b>100</b>

\* Health service provider location is taken from the primary address of the provider recorded in the OHO complaints management system. Complaints can be made about health service providers from other states who have provided health services in Queensland. This could include locums travelling to Queensland from interstate or providers who previously lived in Queensland providing services but have since moved interstate—as the OHO can deal with complaints up to two years old.



# Aggregated Data Descriptions

To assist with understanding the data in this report, each set of visuals/table has been further defined using the following descriptions:

- Date Stamp? – This describes the date field that is used to mark the occurrence of the event that is being counted/measured within the data.
- What is being counted? – This describes the unique instance that is being counted/measured.

Data Element	Date Stamp	What is being counted?
<b>Intake of complaints</b>		
Type of contacts	The date and time the case file is created in Resolve.	The total number of unique case files recorded in Resolve.
Contacts Received through Genesys	The date and time of the interaction.	The total number of unique person(s) interacted within in the Genesys Telephony System
Type of complaints	The date and time the case file is created in Resolve.	The total number of unique case files recorded as a complaint in resolve.
Decision timeframes	The end date and time of a case file tracking clock which documents the processing time of decisions during the intake phase.	The total number of unique case files recorded as a complaint in resolve.
Decisions made	The end date and time of a case file tracking clock which documents the processing time of decisions during the intake phase.	The total number of decisions being made. Please note, as decisions can be reconsidered, certain case files will have multiple decisions recorded against them
Accepted decision outcomes	The date and time in which the outcome is recorded against the case file.	The total number of unique case files recorded as a complaint in resolve.
<b>Health service complaints profile</b>		
Main issue category raised in complaints	The date and time the case file is created in Resolve.	A recorded issue against the complaint case file.
Subcategories of professional performance issues raised in complaints	The date and time the case file is created in Resolve.	A recorded issue against the complaint case file.
Subcategories of professional conduct issues raised in complaints	The date and time the case file is created in Resolve.	A recorded issue against the complaint case file.
Subcategories of professional health issues raised in complaints	The date and time the case file is created in Resolve.	A recorded issue against the complaint case file.
Profile of complaints about health practitioners	The date and time the case file is created in Resolve.	In the grey cells, counts refer to the number of unique practitioners. In every other cell, counts refer to the number of issues.
Profile of complaints about health service organisations	The date and time the case file is created in Resolve.	In the grey cells, counts refer to the number of unique organisations. In every other cell, counts refer to the number of issues.
<b>Assessment</b>		
Assessments started and completed	The start and end date of the assessment.	The total number of unique assessment case files.
Assessment Started by Prioritisation	The Start date of the Assessment	The total number of unique assessment case files.
Completed assessment timeframes	The end date of the assessment.	The total number of unique assessment case files.
Assessment decisions	The date and time in which the outcome is recorded against the assessment case file.	The total number of unique assessment case files.

Data Element	Date Stamp	What is being counted?
<b>Local resolution</b>		
Local resolutions started and completed	The start and end date of the Local Resolution.	The total number of unique Local Resolution case files.
Completed local resolutions Time Frames	The end date of the Local Resolution.	The total number of unique Local Resolution case files.
Local Resolution Outcomes	The date and time in which the outcome is recorded against the Local Resolution case file.	The total number of unique Local Resolution case files.
<b>Conciliation</b>		
Conciliations started and closed	The start and end date of the Conciliation file.	The total number of unique Conciliation case files.
Agreement to participate in conciliation	The end date of the Conciliation file.	The total number of unique Conciliation case files.
Completed conciliation timeframes	The end date of the Conciliation file.	The total number of unique Conciliation case files.
Completed conciliation outcomes	The date and time in which the outcome is recorded against the Conciliation case file.	The total number of unique Conciliation case files.
Open conciliation timeframes		The total number of Conciliation Case files open at the end of the month.
<b>Complaints Management (Referrals)</b>		
Referrals open & closed	The start and end date of the Referral case file.	The total number of unique Referral case files.
Referrals categories	The start date of the Referral case file.	The total number of unique Referral case files.
Referrals closed timeframes	The end date of the Referral case file.	The total number of unique Referral case files.
Referrals open timeframes		The total number of Referral Case files open at the end of the month.
<b>Investigation</b>		
Investigations started and closed	The date in which the investigations file is recorded as having commenced.	The total number of parent investigations in the context of 'Started' and 'Closed'. Amalgamated investigations represents that the total number of investigations amalgamated.
Closed investigation timeframes	The closed date of the investigation.	The total number of parent investigations closed.
Closed investigation outcomes	The date in which the outcome is recorded against the investigation case file.	The total number of parent investigations files.
Active & Paused Investigations		The total number of open parent investigations open at the end of the month.
Active investigation timeframes		The total number of open parent investigations open at the end of the month.
Paused investigation timeframes		The total number of open parent investigations open at the end of the month.
Active & Paused (All) Investigation Timeframes		The total number of open parent investigations open at the end of the month.
Open investigation categories		The total number of open parent investigations open at the end of the month.
<b>Monitoring Investigation Recommendations</b>		
OHO recommendations monitoring	The start date and finalisation date of the recommendations monitoring file	Each unique recommendation monitoring file.
Open Recommendations Monitoring Case Timeframes		The total number of open recommendation monitoring files at the end of the month.

Data Element	Date Stamp	What is being counted?
<b>Director of Proceedings</b>		
Matters referred to the Director of Proceedings by practitioner type	The Commencement date of the Director of Proceedings File.	The total number of unique Director of Proceeding case files.
Matters currently with the Director of Proceedings by practitioner type	Not applicable.	The total number of unique Director of Proceeding case files.
Matters filed in the Queensland Civil and Administrative Tribunal	The date in which the matter is filed to QCAT.	The total number of matters filed in QCAT.
Matters referred back to Health Ombudsman	The date in which the decision was made to refer the matter back to the Health Ombudsman.	The total number of Director of Proceeding case files referred back to the Health Ombudsman.
Matters Open in the Queensland Civil and Administrative Tribunal	Not applicable.	The total number of matters filed in QCAT.
Queensland Civil and Administrative Decisions	The date in which the decision was recorded by QCAT.	The total number of decisions recorded as part of the QCAT proceeding.
Matters withdrawn	The date in which the matter was recognised as formally withdrawn.	The total number of Director of Proceeding case files.
<b>Immediate Action</b>		
Show case notices	The date in which the show cause notice was distributed.	The show cause notice.
Initiation events for Immediate Registration Actions, Interim Prohibition Orders and Permanent Prohibition Orders	The date in which the order/action was initiated.	The number of unique practitioners under the action taken conditions specified in the table.
Variation events for Immediate Registration Actions, Interim Prohibition Orders and Permanent Prohibition Orders	The date in which the order/action variation took effect.	The number of unique practitioners under the action taken conditions specified in the table.
Revocation events for Immediate Registration Actions, Interim Prohibition Orders and Permanent Prohibition Orders	The date in which the order/action was revoked.	The number of unique practitioners under the action taken conditions specified in the table.
<b>Monitoring practitioner compliance</b>		
Practitioner monitoring cases	The original effected date of the practitioner monitoring file and the finalisation date.	The unique number of practitioner monitoring files.
Open monitoring cases timeframes		The total number of practitioners with a Monitoring Case Files open at the end of the month.
Immediate action types		The total number of Practitioners Monitoring Case Files open at the end of the month.
Registered Vs Unregistered practitioners under monitoring		The total number of Practitioners Monitoring Case Files open at the end of the month.
<b>Australian Health Practitioner Regulation Agency – Initial Joint Consideration Decisions</b>		
Matters commenced and finalised	The date and time in which the initial joint consideration process commenced and was finalised.	1) OHO Matter Count: This is the count of all complaint files within the OHO system which are linked to the joint consideration event.



Data Element	Date Stamp	What is being counted?
		2) Provider Count: This is the number of unique providers which are linked to the joint consideration event. 3) Decision Count: This is the amount the of decisions that are made for a given joint consideration event. This count usually corresponds with the total number of matters considered on the Ahpra side of joint consideration.
Issues by Practitioner Type	The date and time in which the initial joint consideration process commenced.	The total number of issues considered in the context of a decision. Please note, this figure does not necessarily equate to the decision count figure as a decision and issues context have a complex relationship. Namely, a decision can be made in the context of anywhere from zero to multiple issues at once.
Outcomes by Practitioner Type	The date and time in which the Initial joint consideration process was finalised.	The total number of decisions made.
<b>Australian Health Practitioner Regulation Agency – Subsequent Joint Consideration Decisions</b>		
Matters Commenced & Finalised	The date and time in which the subsequent joint consideration process commenced and was finalised.	1) OHO Matter Count: This is the count of all complaint files within the OHO system which are linked to the joint consideration event. 2) Provider Count: This is the amount of unique providers which are linked to the joint consideration event. 3) Decision Count: This is the amount the of decisions that are made for a given joint consideration event. This count usually corresponds with the total number of matters considered on the Ahpra side of joint consideration
Issues by Practitioner Type	The date and time in which the subsequent joint consideration process commenced.	The total number of issues considered in the context of a decision. Please note, this figure does not necessarily equate to the decision count figure as a decision and issues context have a complex relationship. Namely, a decision can be made in the context of anywhere from zero to multiple issues at once.
Outcomes by Practitioner Type	The date and time in which the subsequent joint consideration process was finalised.	The total number of decisions made.
<b>Demographics of complainants, healthcare consumers and providers</b>		
Complainants	The date and time the case file is created in Resolve.	The total number of unique complainants in each month.
Healthcare Consumers	The date and time the case file is created in Resolve.	The total number of unique consumers in each month.
Health service providers	The date and time the case file is created in Resolve.	The total number of unique providers in each month.