

#### Quarterly performance report—Quarter two 2020-21

Published by the Office of the Health Ombudsman February 2021.



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.

© Office of the Health Ombudsman 2021

#### For more information contact:

Office of the Health Ombudsman, PO Box 13281 George Street, Brisbane Qld 4003, email communications@oho.qld.gov.au.

An electronic version of this document is available at 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**

Introduction	4
Intake of complaints	5
Type of contacts	5
Type of complaints	5
Complaint decisions	6
Health service complaints profile	8
Main issues raised in complaints	8
Subcategories of professional performance issues raised in complaints	9
Profile of complaints about health practitioners	
Profile of complaints about health service organisations	
Assessments started and completed	
Completed assessment timeframes	
Assessment decisions	13
Local resolution	
Local resolutions started and completed	
Completed local resolutions	
Decisions for matters that were not resolved	15
Conciliation	16
Conciliations started and closed	16
Agreement to participate in conciliation	
Completed conciliations	
Decisions for conciliations that were not successful	
Open conciliation timeframes	
Investigation	
Investigations started and closed	
Closed investigations	
Open investigations	20
Monitoring investigation recommendations	22
OHO recommendations monitoring	
Open recommendations monitoring case timeframes	22
Director of Proceedings	23
Matters referred to the Director of Proceedings by practitioner type	23
Matters currently with the Director of Proceedings by practitioner type	23
Outcomes of matters reviewed by the Director of Proceedings	
Decisions on matters referred to the Queensland Civil and Administrative Tribunal	
Decisions on immediate action reviews	
Immediate action	
Show cause notices	
Immediate registration actions	
Interim prohibition orders	27
Monitoring practitioner compliance	
Practitioner monitoring cases	28
Open monitoring cases	28
Australian Health Practitioner Regulation Agency	32
Consultation on matters	32

Number of practitioners referred to AHPRA by practitioner type	
Number of issues referred to AHPRA by practitioner type	35
Demographics of healthcare consumers	36
Gender of healthcare consumers	36
Age of healthcare consumers	36
Location of healthcare consumers	37
Location of health service providers	38

## Introduction

This document reports on the quarter two (Q2) performance of the Office of the Health Ombudsman (OHO) for the 2020–21 financial year.

The OHO is the agency responsible for health service complaints management in Queensland. We are committed to protecting the health and safety of the public by assessing, investigating and resolving complaints made about health services provided in Queensland.

We are impartial and independent, and our vision is to be the cornerstone of a transparent, accountable and fair health complaints management system. As testament to this, our performance reports—which are published monthly, quarterly and yearly—are available to the public on our website www.oho.qld.gov.au.

Data in this report is correct as at 15 January 2021, though figures may differ from those published in previous reports due to subsequent adjustments which occurred after the publication of those reports.

## **Intake of complaints**

## **Type of contacts**

Type of contact	Octo	ber	Nover	nber	Decer	nber	Q2 total		
	Number	%	Number	%	Number	%	Number	%	
Complaint	797	75.33	829	71.96	662	75.31	2288	74.07	
Enquiry	222 20.98 279 24.22 18		187	21.27	688	22.27			
Information	39	3.69	42	3.65	30	3.41	111	3.59	
Yet to be classified	0 0.00 2 0.17 0		0.00	2	0.06				
Total	1058	100.00	1152	100.00	879	100.00	3089	100.00	

Matters that are 'yet to be classified' are contacts in which not enough information was provided in the first instance to allow for a determination, and additional information is being sought. They may also be matters that came in just before the end of the reporting period and were still being processed.

### Type of complaints

Type of complaints	Oct	ober	Nove	mber	Dece	mber	Q2 total		
	Number	%	Number	%	Number	%	Number	%	
Health consumer complaint	728	91.34	766	92.40	582	87.92	2076	90.73	
Mandatory notification*	19	2.38	25	3.02	27	4.08	71	3.10	
Voluntary notification*	45	5.65	38	4.58	44	6.65	127	5.55	
Self-notification*	4	0.50	0	0.00	8	1.21	12	0.52	
Referral from another agency	1	0.13	0	0.00	1	0.15	2	0.09	
Total	797	100.00	829	100.00	662	100.00	2288	100.00	

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

#### **Complaint decisions**

On 1 March 2020, amendments were made to the *Health Ombudsman Act 2013* enabling the office to 'Not accept' a complaint in situations where the Health Ombudsman is satisfied:

- the complaint would be more appropriately dealt with by a different entity; or
- the complainant has not yet sought a resolution with the relevant health service provider and it is reasonable in the circumstances for the complainant to first do so.

As a result of these changes, the table "Accepted vs Not Accepted" has been replaced with the table "Decisions made" included below.

Cases previously categorised as "Not Accepted" are now reported under the category of "Accepted and no further action taken" and relate to the number of decisions to take no further action under s 44 of the Act. This change is to definition only, and no alterations have been made to how these cases are managed by the office.

#### Decisions timeframes—within seven days

Decision made	Octo	ber	Nover	nber	Decer	nber	Q2 total		
	Number %		Number	%	Number	%	Number	%	
Yes	724	90.95	803	97.93	722	96.65	2249	95.18	
No	72	9.05	17	2.07	25	3.35	114	4.82	
Total	796 100.00		820	100.00	747	100.00	2363	100.00	

#### **Decisions made**

Number of decisions made	Octo	ober	Nove	mber	Dece	mber	Q2 total			
	Number	%	Number	%	Number	%	Number	%		
Accepted and further relevant action taken	503	63.19	559	68.17	505	67.60	1567	66.31		
Accepted and no further action taken*	175	21.98	138	16.83	169	22.62	482	20.40		
Not accepted under s35A**	118 14.82		123	15.00	73	9.77	314	13.29		
Total	796 100.00		820	100.00	747	100.00	2363	100.00		

<sup>\*</sup>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 March 2020, this category was reported as "Not Accepted".

An additional 42 matters were determined to fall outside the jurisdiction of the Act, and one matter was determined to not yet be a complaint under s34(5).

<sup>\*\*</sup>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.

#### **Accepted decision outcomes**

Type of relevant action	Octo	ber	Nove	nber	Decei	nber	Q2 total		
	Number	%	Number	%	Number	%	Number	%	
Assessment	134	26.07	127	22.32	110	21.28	371	23.19	
Local resolution	104	20.23	158	27.77	138	26.69	400	25.00	
Conciliation	0	0.00	0	0.00	0	0.00	0	0.00	
Investigation	4	0.78	1	0.18	2	0.39	7	0.44	
Referred to AHPRA and the national boards	166	32.30	172	30.23	131	25.34	469	29.31	
Referred to another entity	106	20.62	111	19.51	136	26.31	353	22.06	
Referred to director of proceedings	0	0.00	0	0.00	0	0.00	0	0.00	
Total	514	100.00	569	100.00	517	100.00	1600	100.00	

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 issues raised in complaints

Issue	Oct	ober	Nove	mber	Dece	mber	Q2 total			
	Number	%	Number	%	Number	%	Number	%		
Access	151	11.80	140	10.80	106	9.73	397	10.83		
Code of conduct for healthcare workers	12	0.94	13	1.00	19	1.74	44	1.20		
Communication/ information	144	11.25	144	11.11	114	10.47	402	10.97		
Consent	23	1.80	18	1.39	15	1.38	56	1.53		
Discharge/transfer arrangements	21	1.64	31	2.39	19	1.74	71	1.94		
Environment/ management of facilities	78	6.09	42	3.24	44	4.04	164	4.47		
Fees/cost	37	2.89	49	3.78	38	3.49	124	3.38		
Grievance processes	52	4.06	51	3.94	43	3.95	146	3.98		
Health Ombudsman Act 2013 offence	1	0.08	1	0.08	1	0.09	3	0.08		
Medical records	43	3.36	36	2.78	33	3.03	112	3.06		
Medication	110	8.59	130	10.03	120	11.02	360	9.82		
Professional conduct	119	9.30	130	10.03	116	10.65	365	9.96		
Professional health	26	2.03	20	1.54	28	2.57	74	2.02		
Professional performance	443	34.61	465	35.88	373	34.25	1281	34.95		
Reports/certificates	20 1.56		26	2.01	20	1.84	66	1.80		
Research/teaching/ assessment	ing/ 0 (		0	0.00	0	0.00	0	0.00		
Total	1280	100.00	1296	100.00	1089	100.00	3665	100.00		

These figures are based on issues recorded during the reporting 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	Octo	ober	Nove	mber	Dece	mber	Q2 total		
	Number	%	Number	%	Number	%	Number	%	
Competence	10	2.26	15	3.23	8	2.14	33	2.58	
Coordination of treatment	42	9.48	34	7.31	28	7.51	104	8.12	
Delay in treatment	30	6.77	21	4.52	12	3.22	63	4.92	
Diagnosis	40	9.03	42	9.03	34	9.12	116	9.06	
Inadequate care	34	7.67	45	9.68	35	9.38	114	8.90	
Inadequate consultation	37	8.35	36	7.74	19	5.09	92	7.18	
Inadequate prosthetic equipment	3	0.68	6	1.29	7	1.88	16	1.25	
Inadequate treatment	136	30.70	126	27.10	117	31.37	379	29.59	
Infection control	6	1.35	4	0.86	6	1.61	16	1.25	
No or inappropriate referral	19	4.29	24	5.16	10	2.68	53	4.14	
Public or private election	0	0.00	0	0.00	1	0.27	1	0.08	
Rough and painful treatment	6	1.35	11	2.37	13	3.49	30	2.34	
Teamwork and supervision	0	0.00	1	0.22	2	0.54	3	0.23	
Unexpected treatment outcome or complications	66	14.90	82	17.63	65	17.43	213	16.63	
Withdrawal of treatment	4	0.90	4	0.86	3	0.80	11	0.86	
Wrong or inappropriate treatment	propriate		14	3.01	13	3.49	37	2.89	
Total	443	100.00	465	100.00	373	100.00	1281	100.00	

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.

## **Profile of complaints about health practitioners**

	Number of						Numb	er and type o	of issues** ide	ntified in comp	laints about h	nealth practitio	ners**					
Practitioner type	practitioners identified in complaints*	Access	Code of conduct for healthcare workers	Communicatio n and information	Consent	Discharge/ transfer arrangements	Environment/ management of facility	Fees and costs	Grievance process	Health Ombudsman Act 2013 Offence	Medical records	Medication	Professional conduct	Professional health	Professional performance	Reports/ certificates	Research/ Teaching/ Assessment	Total
Aboriginal and Torres Strait	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Chinese medicine practitioner	3	-	-	-	-	-	-	-	-	-	-	-	3	-	-	-	-	3
Chiropractor	9	-	-	1	-	-	-	-	1	-	-	-	7	2	3	-	-	14
Dental practitioner	81	27	-	10	2	-	1	5	3	-	2	2	10	2	73	-	-	111
Medical practitioner	659	1	-	133	16	3	5	21	9	2	27	116	121	23	375	38	-	916
Medical radiation practitioner	2	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	2
Midwife	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Nurse	120	-	-	5	1	-	-	2	1	-	4	11	81	32	21	-	-	158
Occupational therapist	6	-	-	-	-	-	-	-	-	-	-	-	2	-	4	-	-	6
Optometrist	4	1	-	1	-	-	-	-	-	-	-	-	2	-	2	-	-	6
Osteopath	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Paramedic	20	1	-	1	-	-	-	-	-	-	-	-	12	5	8	-	-	27
Pharmacist	28	-	-	3	-	-	1	-	1	-	-	18	8	4	2	-	-	37
Physiotherapist	4	-	-	-	-	-	-	-	-	-	-	-	4	1	3	-	-	8
Podiatrist	9	-	-	-	-	-	-	1	-	-	-	-	3	-	11	-	-	15
Psychologist	64	-	-	9	-	-	-	3	3	-	5	2	30	4	15	11	-	82
Student practitioner	4	-	1	-	-	-	-	-	-	-	-	-	2	1	-	-	-	4
Unknown practitioner	38	1	6	8	1	-	-	2	-	-	-	3	9	-	13	1	-	44
Unregistered practitioner	39	-	27	-	-	-	-	1	-	1	-	2	13	-	4	1	-	49
Total	1090	31	34	171	20	3	7	35	18	3	38	154	309	74	535	51	0	1483

<sup>\*</sup> The figures reported in this column are a count of the number of health practitioners identified in complaints during the reporting period. A single complaint may identify more than one health provider. In circumstances where a health practitioner is identified in relation to multiple complaints, the health practitioner would be counted per complaint.

<sup>\*\*</sup> This data is a count of the number of issues identified within the reporting period. A complaint may also identify more than one issue per health practitioner.

## Profile of complaints about health service organisations

		Number and type of issues** identified in complaints about health service organisations																
Organisation type	Number of facilities identified in complaints*	Access	Code of conduct for healthcare workers	Communicatio n and information	Consent	Discharge/ transfer arrangement s	Environment/ management of facility	Fees and costs	Grievance processes	Health Ombudsman Act 2013 Offence	Medical records	Medication	Professional conduct	Professional health	Professional performance	Reports/ certificates	Research/ Teaching/ Assessment	Total
Administrative service	3	-	-	-	-	-	-	-	-	-	2	-	1	-	-	-	-	3
Aged care facility	20	-	-	1	-	-	3	-	2	-	1	2	2	-	17	-	-	28
Allied health service	26	1	1	4	-	-	6	7	2	-	3	-	3	-	3	-	-	30
Ambulance service	16	1	1	4	1	-	1	-	-	-	-	2	-	-	8	-	-	18
Community health service	21	3	-	5	-	-	-	1	1	-	1	3	4	-	8	-	-	26
Correctional facility	409	226	-	11	-	-	10	-	-	-	5	106	2	-	74	-	-	434
Dental service	61	18	-	6	1	-	5	8	7	-	1	-	1	-	28	1	-	76
Health information service	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Health promotion service	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1
Hospital and Health Service	12	2	-	1	-	1	2	1	1	-	1	1	-	-	3	-	-	13
Laboratory service	12	1	-	-	-	-	3	7	1	-	-	-	-	-	2	-	-	14
Licensed day hospital	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Licensed private hospital	64	5	1	15	1	9	9	11	7	-	4	2	3	-	41	-	-	108
Medical centre	136	20	-	25	-	-	21	16	22	-	31	8	5	-	31	2	-	181
Mental health service	95	11	-	13	10	10	11	2	9	-	2	9	5	-	63	2	-	147
Nursing service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Optical store	4	-	-	1	-	-	1	1	1	-	-	-	-	-	-	1	-	5
Other government department	22	1	-	1	-	-	15	1	-	-	1	-	-	-	1	2	-	22
Other support service	15	-	1	1	-	-	4	-	1	-	-	2	2	-	8	1	-	20
Paramedical service	2	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	2
Pharmaceutical service	39	-	-	12	-	-	5	7	6	-	1	20	1	-	1	1	-	54
Private organisation	26	-	2	2	-	-	6	5	4	-	1	1	2	-	7	-	-	30
Public health service	23	1	-	3	-	1	1	1	3	-	1	2	1	-	22	-	-	36

Public hospital	527	73	1	120	22	47	45	6	54	-	18	43	22	-	401	4	-	856
Residential care service	6	-	-	1	-	-	2	1	2	-	-	-	-	-	3	-	-	9
Specialised health service	44	3	2	5	-	-	3	14	5	-	1	4	2	-	19	1	-	59
Welfare service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Unknown organisation	8	-	1	-	1	-	3	-	-	-	-	1	-	-	2	-	-	8
Total	1594	366	10	231	36	68	157	89	128	0	74	206	56	0	746	15	0	2182

<sup>\*</sup> The figures reported in this column are a count of the number of health service organisations identified in complaints during the reporting period. A single complaint may identify more than one provider. In circumstances where a health service organisation is identified in multiple complaints, the organisation would be counted per complaint. For example, a health service organisation identified in three complaints would be counted three times in this column.

<sup>\*\*</sup> This data is a count of the number of issues identified within the reporting period. A complaint may also identify more than one issue per health service organisation.

## **Assessments started and completed**

Assessments this quarter	October	November	December	Q2 total
Assessments started	155	139	116	410
Assessments completed	135	121	156	412

## **Completed assessment timeframes**

Assessment timeframes	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Within legislative timeframes*	131	97.04	111	91.74	136	87.18	378	91.75
Outside legislative timeframes	4	2.96	10	8.26	20	12.82	34	8.25
Total	135	100.00	121	100.00	156	100.00	412	100.00

<sup>\*</sup>Includes matters completed within 30 days or 60 days with an approved extension.

#### **Assessment decisions**

Type of relevant action	October		Nove	November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%	
Local resolution	0	0.00	1	0.79	0	0.00	1	0.23	
Conciliation	3	2.11	6	4.76	7	4.40	16	3.75	
Investigation	7	4.93	6	4.76	10	6.29	23	5.39	
Referred to AHPRA and the national boards	30	21.13	14	11.11	44	27.67	88	20.61	
Referred to another entity	13	9.15	14	11.11	21	13.21	48	11.24	
Director of Proceedings	0	0.00	0	0.00	0	0.00	0	0.00	
No further action	89	62.68	85	67.46	77	48.43	251	58.78	
Total	142	100.00	126	100.00	159	100.00	427	100.00	

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

## **Local resolution**

## Local resolutions started and completed

Local resolutions this quarter	October	November	December	Q2 total
Local resolutions started	108	153	149	410
Local resolutions completed	119	115	134	368

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**

#### **Timeframes**

Local resolution timeframe	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Within legislative timeframes*	117	98.32	109	94.78	129	96.27	355	96.46
Outside legislative timeframes	2	1.68	6	5.22	5	3.73	13	3.53
Total	119	100.00	115	100.00	134	100.00	368	100.00

<sup>\*</sup>Includes matters completed within 30 days or 60 days with an approved extension

#### **Outcomes**

Local resolution outcomes	October		Nove	November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%	
Resolution reached	95	79.83	94	81.74	111	82.84	300	81.52	
No resolution reached	8	6.72	7	6.09	9	6.72	24	6.52	
Complaint withdrawn*	10	8.40	11	9.57	9	6.72	30	8.15	
Local resolution did not commence**	6	5.04	3	2.61	5	3.73	14	3.80	
Total	119	100.00	115	100.00	134	100.00	368	100.00	

 $<sup>^{\</sup>star}$ Complainants can choose to withdraw their complaint at any stage during local resolution.

## **Decisions for matters that were not resolved**

Type of relevant action	October		Nove	November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%	
Assessment	0	0.00	0	0.00	1	12.50	1	4.35	
Conciliation	0	0.00	0	0.00	0	0.00	0	0.00	
Investigation	0	0.00	0	0.00	0	0.00	0	0.00	
Referred to AHPRA and the national boards	0	0.00	0	0.00	0	0.00	0	0.00	
Referred to another entity	0	0.00	0	0.00	0	0.00	0	0.00	
No further action	8	100.00	7	100.00	7	87.50	22	95.65	
Total	8	100.00	7	100.00	8	100.00	23	100.00	

## Conciliation

#### **Conciliations started and closed**

Conciliations this quarter	October	November	December	Q2 total
Conciliations started	3	8	8	19
Conciliations closed	6	13	5	24

'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	October	November	December	Q2 total
Parties agreed to participate	2	0	4	6
Party/ies did not agree to participate	2	1	1	4

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 completed	October		Nove	November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%	
Less than 3 months	0	0.00	1	9.09	0	0.00	1	5.56	
3-6 months	3	75.00	9	81.82	1	33.33	13	72.22	
6-9 months	0	0.00	0	0.00	2	66.67	3	16.67	
9–12 months	1	25.00	1	9.09	0	0.00	1	5.56	
More than 12 months	0	0.00	0	0.00	0	0.00	0	0.00	
Total	4	100.00	11	100.00	3	100.00	18	100.00	

#### **Outcomes**

Conciliation outcomes	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Successful	4	100.00	9	81.82	3	100.00	16	88.89
Not successful	0	0.00	0	0.00	0	0.00	0	0.00
Ended by the Health Ombudsman	0	0.00	0	0.00	0	0.00	0	0.00
Parties withdrew prior to conciliation conference	0	0.00	2	18.18	0	0.00	2	11.11
Total	4	100.00	11	100.00	3	100.00	18	100.00

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 16—in that they only relate to matters where parties agreed to participate in conciliation.

#### Decisions for conciliations that were not successful

Type of relevant action	October		Nove	November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%	
Local resolution	0	0.00	0	0.00	0	0.00	0	0.00	
Investigation	0	0.00	0	0.00	0	0.00	0	0.00	
Referred to AHPRA and the national boards	0	0.00	0	0.00	0	0.00	0	0.00	
Referred to another entity	0	0.00	0	0.00	0	0.00	0	0.00	
No further action	0	0.00	0	0.00	0	0.00	0	0.00	
Total	0	0.00	0	0.00	0	0.00	0	0.00	

## **Open conciliation timeframes**

Conciliations open	October		Nove	mber	December		
	Number	%	Number	%	Number	%	
Less than 3 months	13	31.71	14	38.89	18	46.15	
3–6 months	17	41.46	10	27.78	9	23.08	
6–9 months	2	4.88	3	8.33	2	5.13	
9–12 months	3	7.32	2	5.56	2	5.13	
More than 12 months	6	14.63	7	19.44	8	20.51	
Total	41	100.00	36	100.00	39	100.00	

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.

## Investigation

## Investigations started and closed

Investigations this quarter	October	November	December	Q2 total
Investigations started	14	17	20	51
Investigations closed	15	5	20	40
Investigations amalgamated under s40(2)	5	1	2	8
Investigations separated under s40(2)	0	0	1	1

## **Closed investigations**

#### **Timeframes**

In Q2, 57.50 per cent of the 40 investigations were closed within twelve months of commencement.

Closed investigation timeframes	Octo	ber	Nove	mber	Decei	nber	Q2 t	otal
	Number	%	Number	%	Number	%	Number	%
Less than 3 months	0	0.00	1	20.00	4	20.00	5	12.50
3-6 months	4	26.67	1	20.00	2	10.00	7	17.50
6-9 months	3	20.00	0	0.00	1	5.00	4	10.00
9-12 months	2	13.33	1	20.00	4	20.00	7	17.50
12-24 months	5	33.33	2	40.00	8	40.00	15	37.50
More than 24 months	1	6.67	0	0.00	1	5.00	2	5.00
Total	15	100.00	5	100.00	20	100.00	40	100.00

#### **Outcomes**

Investigation outcomes	Octo	ber	Nove	nber	Decei	nber	Q2 t	otal
	Number	%	Number	%	Number	%	Number	%
Recommended for referral to Director of Proceedings*	8	50.00	3	50.00	11	47.83	22	48.89
Recommend Health Ombudsman issue a Permanent Prohibition Order	1	6.25	0	0.00	3	13.04	4	8.89
Referred to AHPRA	5	31.25	2	33.33	2	8.70	9	20.00
Referred to another agency	0	0.00	1	16.67	3	13.04	4	8.89
No further action	2	12.50	0	0.00	4	17.39	6	13.33
Referred for conciliation	0	0.00	0	0.00	0	0.00	0	0.00
Total	16	100.00	6	100.00	23	100.00	45	100.00

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

<sup>\*</sup>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 investigation timeframes**

Active investigation timeframes	October		November		December	
	Number	%	Number	%	Number	%
Less than 3 months	31	32.29	34	32.08	33	33.00
3–6 months	9	9.38	15	14.15	21	21.00
6–9 months	14	14.58	12	11.32	9	9.00
9–12 months	11	11.46	8	7.55	7	7.00
12–24 months*	27	28.13	31	29.25	25	25.00
More than 24 months*	4	4.17	6	5.66	5	5.00
Total	96	100.00	106	100.00	100	100.00

<sup>\*</sup>All investigations that have been open for more than 12 months are published on our investigations register, available on our website (www.oho.qld.gov.au).

#### **Paused investigation timeframes**

Paused investigation timeframes	October		November		December	
	Number	%	Number	%	Number	%
Less than 3 months	5	12.82	3	7.50	2	4.76
3–6 months	2	5.13	5	12.50	9	21.43
6–9 months	10	25.64	9	22.50	5	11.90
9–12 months	4	10.26	8	20.00	11	26.19
12–24 months	10	25.64	8	20.00	7	16.67
More than 24 months	8	20.51	7	17.50	8	19.05
Total	39	100.00	40	100.00	42	100.00

#### **Open investigation timeframes**

Total open investigation timeframes	October		November		December	
	Number	%	Number	%	Number	%
Less than 3 months	36	26.67	37	25.34	35	24.65
3–6 months	11	8.15	20	13.70	30	21.13
6–9 months	24	17.78	21	14.38	14	9.86
9–12 months	15	11.11	16	10.96	18	12.68
12-24 months	37	27.41	39	26.71	32	22.54
More than 24 months	12	8.89	13 8.90		13	9.15
Total	135	100.00	146	100.00	142	100.00

#### **Open investigation categories**

Type of investigation	October	November	December
Health service complaint	85	90	87
Systemic issue	1	1	1
Ministerial directed investigation	0	0	0
Another matter*	46	51	51
Matters identified for further investigation**	3	4	3
Total	135	146	142

<sup>\*</sup>Matters brought to the Health Ombudsman's attention by means other than through a health service complaint or notification.

<sup>\*\*</sup>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	October	November	December
Cases open at the beginning of the month	2	2	3
Recommendations monitoring cases started	0	1	0
Recommendations monitoring cases closed	0	0	0

## Open recommendations monitoring case timeframes

Monitoring case timeframes*	October		Nove	mber	December		
	Number	%	Number	%	Number	%	
Less than 6 months	2	100.00	3	100.00	3	100.00	
6–12 months	0	0.00	0	0.00	0	0.00	
More than 12 months	0	0.00	0	0.00	0	0.00	
Total	2	2 100.00		100.00	3	100.00	

## **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	Octo	ober	er Nove		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Dental practitioner	1	14.29	0	0.00	1	8.33	2	9.09
Medical practitioner	4	57.14	3	100.00	6	50.00	13	59.09
Paramedic	0	0.00	0	0.00	1	8.33	1	4.55
Physiotherapist	0	0.00	0	0.00	1	8.33	1	4.55
Registered nurse	2	28.57	0	0.00	3	25.00	5	22.73
Total	7	100.00	3	100.00	12	100.00	22	100.00

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

Practitioner type	Number	Percentage
Chinese medicine practitioner	1	2.27
Dental practitioner	1	2.27
Medical practitioner	33	75.00
Paramedic	1	2.27
Pharmacist	1	2.27
Physiotherapist	1	2.27
Psychologist	1	2.27
Registered nurse	5	11.36
Total	44	100.00

## **Outcomes of matters reviewed by the Director of Proceedings**

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

Practitioner type	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Medical practitioner	0	0.00	2*	66.66	1	33.33	3	42.86
Psychologist	0	0.00	0	0.00	1	33.33	1	14.29
Registered nurse	1	100.00	1	33.33	1	33.33	3	42.86
Total	1	100.00	3	100.00	3	100.00	7	100.00

<sup>\*</sup>One additional matter relating to a medical practitioner was joined with an existing referral filed in QCAT and therefore is not included in the total number of matters filed in QCAT.

#### Matters to be referred back to Health Ombudsman

Practitioner type	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Dental practitioner	0	0.00	0	0.00	1	66.66	1	11.11
Medical practitioner	1	20.00	1	100.00	2	33.33	4	44.44
Paramedic	1	20.00	0	0.00	0	0.00	1	11.11
Registered nurse	3	60.00	0	0.00	0	0.00	3	33.33
Total	5	100.00	1	100.00	3	100.00	9	100.00

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

There have been 16 decisions made on matters referred to QCAT during the quarter, and two matters were withdrawn from QCAT. Of the decisions made during the quarter, four are yet to be published. Details of the remaining 12 decisions are outlined below.

Date of Decision	Matter	Details of QCAT decision				
7 October 2020	Health Ombudsman v Bothwell	Professional misconduct Practitioner reprimanded Practitioner required to complete a professional boundaries course within twelve months				
7 October 2020	Health Ombudsman v JTM	Professional misconduct Practitioner reprimanded				
14 October 2020	Health Ombudsman v Bassman	Professional misconduct Practitioner reprimanded				
14 October 2020	Health Ombudsman v Kajewski	Practitioner is a serious risk to persons Practitioner is permanently prohibited from providing any health service				
14 October 2020	Health Ombudsman v ADV	Professional misconduct Practitioner reprimanded				
21 October 2020	Health Ombudsman v Ferguson	Professional misconduct Practitioner reprimanded				
21 October 2020	Health Ombudsman v Tooth	Professional misconduct Practitioner reprimanded Conditions imposed on practitioner's registration				
4 November 2020	Health Ombudsman v Fletcher	Professional misconduct Practitioner reprimanded The practitioner's registration was suspended for three months				
4 November 2020	Health Ombudsman v Tarbert	Professional misconduct Practitioner reprimanded Conditions imposed on practitioner's registration				
9 December 2020	Health Ombudsman v Moosawi	Professional misconduct Practitioner reprimanded The practitioner's registration was cancelled, and the practitioner was disqualified from applying for registration for a period of three years				
18 December 2020	Health Ombudsman v Kootval	Professional misconduct Practitioner reprimanded The practitioner was disqualified from applying for registration for a period of six months				
18 December 2020	Health Ombudsman v JLK	Professional misconduct Practitioner reprimanded				

#### **Decisions on immediate action reviews**

QCAT made one new decision regarding an immediate action review during the quarter.

On 7 September 2020, a decision was handed down in *LCK v Health Ombudsman* [2020] *QCAT 316*. The Health Ombudsman took immediate action and imposed a gender restriction on a medical practitioner (a condition prohibiting the practitioner from treating female patients), following the practitioner pleading guilty to seven offences of filming in breach of privacy (as a result of filming up the skirts of seven young women at a shopping centre). Following a review hearing, the Queensland Civil and Administrative Tribunal removed all conditions that had been imposed by the Health Ombudsman and ordered that no conditions be imposed.

On 18 December 2020, a decision was handed down in *Harirchian v Health Ombudsman* [2020] QCAT 489. The Health Ombudsman took immediate action and suspend the registration of the practitioner, following the practitioner being convicted of sexually assaulting a patient. Following a review hearing, the Queensland Civil and Administrative Tribunal set aside the Health Ombudsman's decision and instead imposed conditions on the practitioner's registration to the effect that the practitioner must not have contact with female patients.

The Health Ombudsman has filed an appeal in the Court of Appeal against the Tribunal's decision and the appeal will be heard on 21 April 2021

## 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

or

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.

The Health Ombudsman issued ten show cause notices in the quarter.

#### Immediate registration actions

Practitioner type	Number	Action taken	Reason/s for taking action	
			Public Interest	Serious Risk
Medical practitioner	2	Conditions		✓
Physiotherapist	1	Conditions		✓
Psychologist	1	Restrictions		✓
Registered nurse	1	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.

#### Interim prohibition orders

Practitioner type	Number	Action taken	Reason/s for taking action*		
			Public Interest	Serious Risk	
Assistant in nursing	1	Prohibition		✓	
Assistant in nursing	1	Prohibition		✓	
Aged care health worker	2	Prohibition		√	
Disability support worker	1	Restrictions		√	
Massage therapist	1	Prohibition		√	
Massage therapist	1	Prohibition	✓	√	
Massage therapist	1	Restrictions	√	√	
Psychologist	1	Restrictions		✓	

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 prohibition orders can be found on the prohibition order register on the OHO website.

## Monitoring practitioner compliance

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

For interim prohibition orders, this means monitoring compliance with the restriction(s) on or prohibitions placed of service. 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 practice in an unregistered capacity.

#### **Practitioner monitoring cases**

Cases this month	October	November	December
Cases open at the beginning of the month	153	154	152
Practitioner monitoring cases started	3	5	6
Practitioner monitoring cases closed	2	7	5

#### **Open monitoring cases**

#### **Timeframes**

Open case timeframes	October		November		December	
	Number	%	Number	%	Number	%
Less than 6 months	43	27.92	34	22.37	39	25.66
6-12 months	30	19.48	39	25.66	38	25.00
More than 12 months	81	52.60	79	51.97	75	49.34
Total	154	100.00	152	100.00	152	100.00

#### **Immediate action types**

Open cases by immediate action type	October		November		December	
	Number	%	Number	%	Number	%
Interim prohibition order – restrictions	22	14.29	23	15.13	23	15.03
Interim prohibition order  – prohibited	35	22.73	33	21.71	38	24.84
Immediate registration action - conditions	48	31.17	49	32.24	47	30.72
Immediate registration action - suspension	26	16.88	24	15.79	21	13.73
QCAT disciplinary decision	19	12.34	19	12.50	19	12.42
QCAT interim decision	1	0.65	1	0.66	2	1.31
Permanent prohibition order	3	1.95	3	1.97	3	1.96
Total	154	100.00	152	100.00	153	100.00

#### Registered practitioners under monitoring by practitioner type

Open cases by practitioner type	Number	Percentage
Aboriginal and Torres Strait Islander health worker	0	0.00
Chinese medicine practitioner	3	4.05
Chiropractor	0	0.00
Dental practitioner	2	2.70
Medical practitioner	32	43.24
Medical radiation practitioner	0	0.00
Nursing and midwifery practitioner	26	35.14
Occupational therapist	0	0.00
Optometrist	0	0.00
Osteopath	1	1.35
Paramedic	2	2.70
Pharmacist	0	0.00
Physiotherapist	5	6.76
Podiatrist	0	0.00
Psychologist	3	4.05
Total	74	100.00

These figures are based on the number of individual registered practitioners being monitored by the OHO during the reporting period. As a single practitioner may be monitored in relation to more than one immediate action, these figures may not match the total number of open monitoring cases.

#### Unregistered practitioners under monitoring by type

Open cases by practitioner type	Number	Percentage
Aboriginal and Torres strait islander health worker	1	1.39
Aged care health worker	8	11.11
Assistant in nursing	9	12.50
Cosmetic therapist	1	1.39
Counsellor	2	2.78
Disability support worker	2	2.78
Former registered health practitioner	10	13.89
Health educator	1	1.39
Health support worker	1	1.39
Holding out*	4	5.56
Kinesiologist	2	2.78
Massage therapist	21	29.17
Medical assistant	2	2.78
Natural therapist	1	1.39
Naturopath	1	1.39
Personal carer	1	1.39
Social worker	1	1.39
Student practitioner	1	1.39
Unregistered paramedic**	3	4.17
Total	72	100.00

<sup>\*</sup>Certain titles of registered health professions are protected under the National Law. Anyone who uses a protected title (e.g. medical practitioner), without being registered for that profession, are classified as 'holding out' as a practitioner of that profession.

These figures are based on the number of individual unregistered practitioners being monitored by the OHO during the reporting period. As a single practitioner may be monitored in relation to more than one immediate action, these figures may not match the total number of open monitoring cases.

# Australian Health Practitioner Regulation Agency

#### **Consultation on matters**

The office consults with AHPRA on whether matters being considered for referral are appropriate for AHPRA to manage. For matters we are considering referring to AHPRA under section 91 of the *Health Ombudsman Act 2013*, we provide all necessary information in order for AHPRA to form a view as to whether referral is or is not appropriate.

For complex cases or where a pattern of conduct may be present, we may hold case conferences with AHPRA, either in person or electronically, which can sometimes delay the consultation process. By encouraging robust conversations during this process, productive and consistent decisions between the coregulatory agencies is achieved.

Consultation matters	October	November	December	Q2 total
Matters consulted on*	240	241	208	689
Matters referred	236	225	207	668
Matters retained by the office**	5	6	2	13

<sup>\*</sup>The number of matters consulted on may not equal the total number of matters referred, retained and pending as a matter may have commenced consultation prior to the start of the reporting period.

<sup>\*\*</sup>Under certain circumstances additional information may be received in the course of consultation resulting in the office retaining carriage of the matter and/or taking other relevant action.

#### Relevant action proposing referral

Relevant action	October		November		December		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Intake and triage	184	76.67	190	78.84	147	70.67	521	75.62
Assessment	50	20.83	44	18.26	51	24.52	145	21.04
Conciliation	0	0.00	0	0.00	0	0.00	0	0.00
Local resolution	1	0.42	4	1.66	2	0.96	7	1.02
Investigation	4	1.67	2	0.83	6	2.88	12	1.74
Director of proceedings	1	0.42	1	0.41	0	0.00	2	0.29
Internal review	0	0.00	0	0.00	2	0.96	2	0.29
Total	240	100.00	241	100.00	208	100.00	689	100.00

#### Age of matters on commencement of consultation

In order to prevent duplication of work, we aim to ensure that matters are referred to AHPRA as early as possible in the complaint management process.

Due to the type of matters in which investigation or conciliation is deemed appropriate, and the more time intensive nature of these processes, these matters are usually older when consultation commences.

Relevant action	0–7 days	8–14 days	15–30 days	30–60 days	More than 60 days
Intake	519	0	1	1	0
Assessment	8	11	56	47	23
Local resolution	1	1	4	1	0
Conciliation	0	0	0	0	0
Investigation	0	0	0	0	12
Director of Proceedings	0	0	0	0	2
Internal review	0	0	0	0	2
Total	528	12	61	49	39

<sup>&#</sup>x27;Age of matters' is calculated from the date on which a matter was accepted by the office.

#### **Consultation duration**

Consultation duration	October		November		Dece	mber	Q2 total		
	Number	%	Number	%	Number	%	Number	%	
0–3 days	213	88.75	174	72.20	177	85.10	564	81.86	
4–7 days	27	11.25	64	26.56	24	11.54	115	16.69	
8-11 days	0	0.00	3	1.24	0	0.00	3	0.44	
More than 12 days	0	0.00	0	0.00	7	3.37	7	1.02	
Total	240	100.00	241	100.00	208	100.00	689	100.00	

## Number of practitioners referred to AHPRA by practitioner type

					·		J 1		
Practitioner type	October		Nove	mber	Dece	mber	Q2 total		
	Number	%	Number	%	Number	%	Number	%	
Aboriginal and Torres Strait Islander health practitioner	0	0.00	0	0.00	0	0.00	0	0.00	
Chinese medicine practitioner	0	0.00	1	0.44	1	0.48	2	0.30	
Chiropractor	5	2.12	0	0.00	1	0.48	6	0.90	
Dental practitioner	21	8.90	22	9.78	16	7.73	59	8.83	
Medical practitioner	134	56.78	130	57.78	117	56.52	381	57.04	
Medical radiation practitioner	1	0.42	1	0.44	0	0.00	2	0.30	
Nursing and midwifery practitioner	44	18.64	36	16.00	40	19.32	120	17.96	
Occupational therapist	0	0.00	3	1.33	1	0.48	4	0.60	
Optometrist	1	0.42	1	0.44	0	0.00	2	0.30	
Osteopath	0	0.00	0	0.00	0	0.00	0	0.00	
Paramedic	3	1.27	6	2.67	8	3.86	17	2.54	
Pharmacist	8	3.39	13	5.78	5	2.42	26	3.89	
Physiotherapist	4	1.69	0	0.00	1	0.48	5	0.75	
Podiatrist	4	1.69	0	0.00	2	0.97	6	0.90	
Psychologist	10	4.24	12	5.33	14	6.76	36	5.39	
Student practitioner*	1	0.42	0	0.00	1	0.48	2	0.30	
Total	236	100.00	225	100.00	207	100.00	668	100.00	

## Number of issues referred to AHPRA by practitioner type

Registered practitioner type	Access	Communic ation and information	Consent	Discharge/ transfer arrangeme nts	Environme nt/ managem ent of facility	Fees and costs	Grievance processes	Medical records	Medication	Profession al conduct	Profession al health	Profession al performan ce	Reports/ certificates	Research / teaching / assessme nt	Total
Aboriginal and Torres Strait Islander health worker	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Chinese medicine practitioner	-	-	-	-	-	-	-	-	-	2	-	-	-	-	2
Chiropractor	-	-	-	-	-	-	-	-	-	4	2	2	-	-	8
Dental practitioner	-	6	2	-	-	1	3	2	2	8	3	58	-	-	85
Medical practitioner	1	52	14	4	2	10	5	16	71	72	19	250	24	-	540
Medical radiation practitioner	-	-	-	-	-	-	-	-	-	1	-	1	-	-	2
Nursing and midwifery practitioner	-	2	1	-	-	2	1	4	8	80	35	17	-	-	150
Occupational therapy	-	-	-	-	-	-	-	-	-	1	-	3	-	-	4
Optometrist	-	1	-	-	-	-	-	-	-	2	-	1	-	-	4
Osteopath	-	-	-	-	-	-	-	-	-	-	-	-	-	-	0
Paramedic	1	-	-	-	-	-	-	-	-	7	6	6	-	-	20
Pharmacist	-	-	-	-	1	-	-	-	17	9	3	2	-	-	32
Physiotherapist	-	1	-	-	-	-	-	1	-	2	-	3	-	-	7
Podiatrist	-	-	-	-	-	1	-	-	-	2	-	5	-	-	8
Psychologist	-	2	-	-	1	-	2	2	2	17	3	10	7	-	46
Student practitioner	-	-	-	-	-	-	-	-	-	1	1	-	-	-	2
Total	2	64	17	4	4	14	11	25	100	208	72	358	31	0	910

## **Demographics of healthcare consumers**

#### **Gender of healthcare consumers**

Gender	Number	Percentage
Female	1071	47.98
Male	1101	49.33
Prefer not to specify	23	1.03
Unknown	37	1.66
Total	2232	100.00

## Age of healthcare consumers

Age	Number	Percentage
Less than 18 years	109	4.88
18–24 years	110	4.93
25–34 years	432	19.35
35–44 years	476	21.33
45–54 years	371	16.62
55–64 years	251	11.25
65–74 years	177	7.93
More than 75 years	165	7.39
Unknown*	141	6.32
Total	2232	100.00

<sup>\*</sup>Age not recorded or not provided for a particular matter.

## **Location of healthcare consumers**

Location of healthcare consumers	Number	Percentage
Brisbane	980	43.91
Central West	3	0.13
Darling Downs	77	3.45
Far North	115	5.15
Fitzroy	92	4.12
Gold Coast	258	11.56
Mackay	49	2.20
North West	8	0.36
Northern	102	4.57
South West	3	0.13
Sunshine Coast	111	4.97
West Moreton	66	2.96
Wide Bay-Burnett	148	6.63
Outside Queensland	71	3.18
Unknown	149	6.68
Total	2232	100.00

## Location of health service providers

Location of health service providers	Number	Percentage
Brisbane	1269	49.07
Central West	1	0.04
Darling Downs	88	3.40
Far North	116	4.49
Fitzroy	98	3.79
Gold Coast	318	12.30
Mackay	56	2.17
North West	10	0.39
Northern	122	4.72
South West	4	0.15
Sunshine Coast	125	4.83
West Moreton	49	1.89
Wide Bay-Burnett	143	5.53
Outside Queensland*	26	1.01
Unknown	161	6.23
Total	2586	100.00

<sup>\*</sup>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.