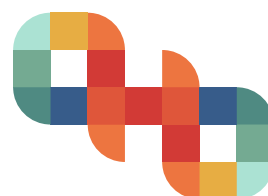


Quarter Three 2024-25
performance report
Office of the Health Ombudsman



OFFICE OF THE
HEALTH
OMBUDSMAN



Quarterly performance report— Quarter Three 2024-25

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Introduction

This document reports on the Quarter Three (Q3) 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 Regulation 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.

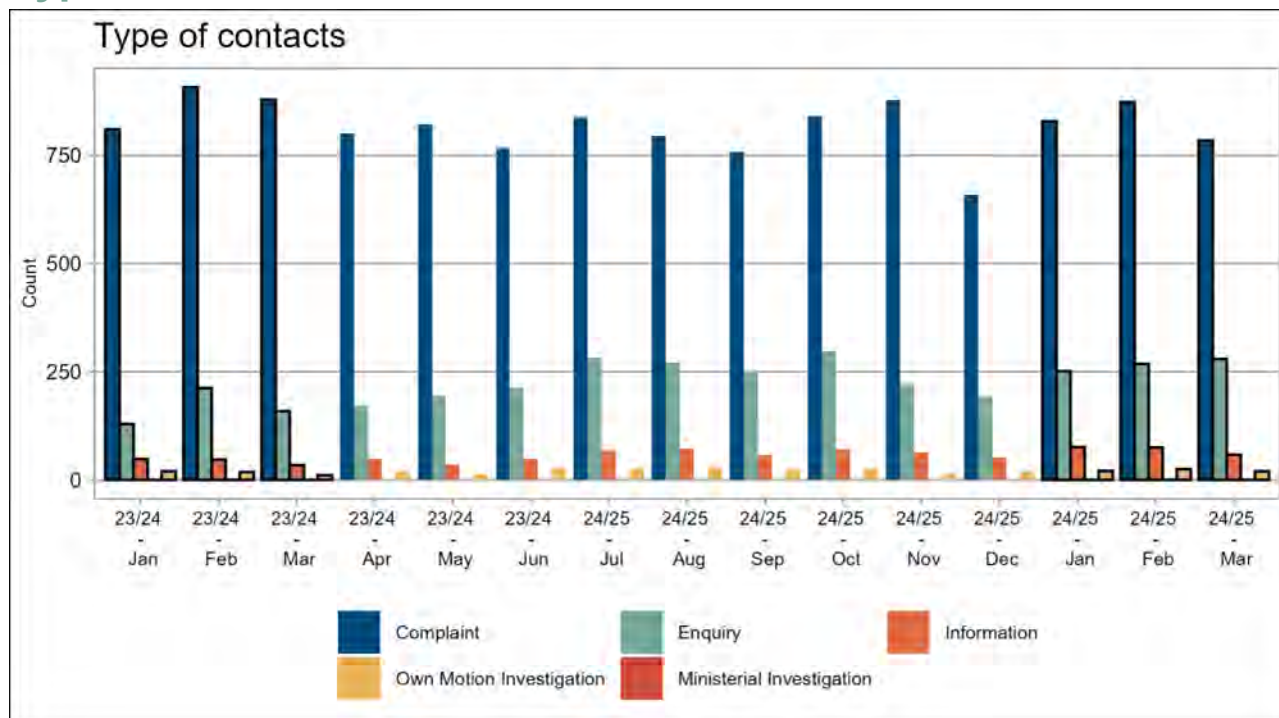
Data in this report is correct as of 2nd April 2025, though figures may differ from those published in previous reports due to subsequent adjustments which occurred after the publication of those reports.

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	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Complaint	828	70.41	873	70.35	784	68.71	2485	69.84
Enquiry	251	21.34	268	21.6	279	24.45	798	22.43
Information	76	6.46	75	6.04	58	5.08	209	5.87
Own motion investigation	21	1.79	25	2.01	20	1.75	66	1.85
Ministerial investigation	0	0	0	0	0	0	0	0
Total	1176	100	1241	100	1141	100	3558	100

In addition to the above, 2 further contacts are yet to be classified.

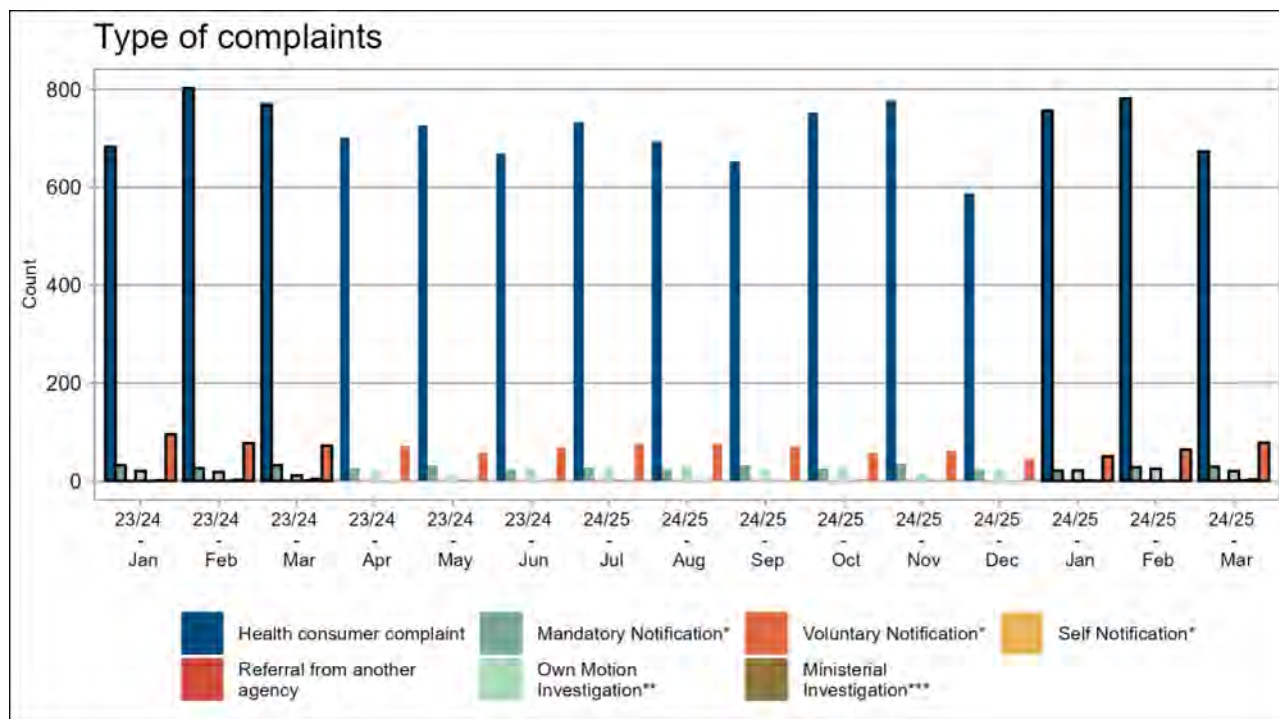
Contacts received through Genesys

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 (Q3) Genesys contacts amounted to 5,989 which equates to approximately 41% 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	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
General enquiry	353	17.77	380	19.24	356	17.56	1089	18.18
Health service complaint	565	28.43	609	30.84	490	24.17	1664	27.78
Notification	31	1.56	35	1.77	35	1.73	101	1.69
Prisoner phone line	323	16.26	243	12.30	216	10.66	782	13.06
Email	715	35.98	708	35.85	930	45.88	2353	39.29
Total	1987	100	1975	100	2027	100	5989	100

Type of complaints



Type of complaints	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Health consumer complaint	756	89.05	781	86.97	673	83.71	2210	86.63
Mandatory notification*	21	2.47	28	3.12	29	3.61	78	3.06
Voluntary notification*	50	5.89	64	7.13	78	9.7	192	7.53
Self notification*	0	0	0	0	3	0.37	3	0.12
Referral from another agency	1	0.12	0	0	1	0.12	2	0.08
Own motion investigation**	21	2.47	25	2.78	20	2.49	66	2.59
Ministerial investigation***	0	0	0	0	0	0	0	0
Total	849	100	898	100	804	100	2551	100

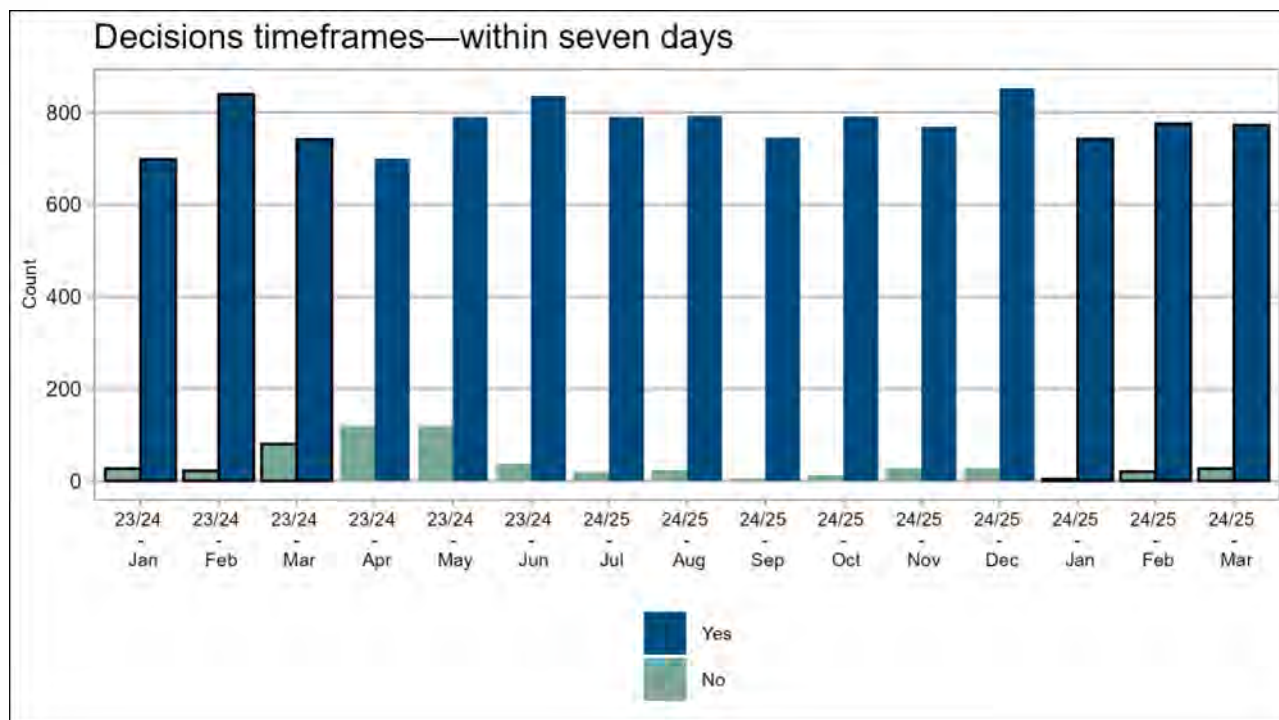
* Notifications are matters defined under the Health Practitioner Regulation National Law (Queensland) and only relate to registered practitioners.

** 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*.

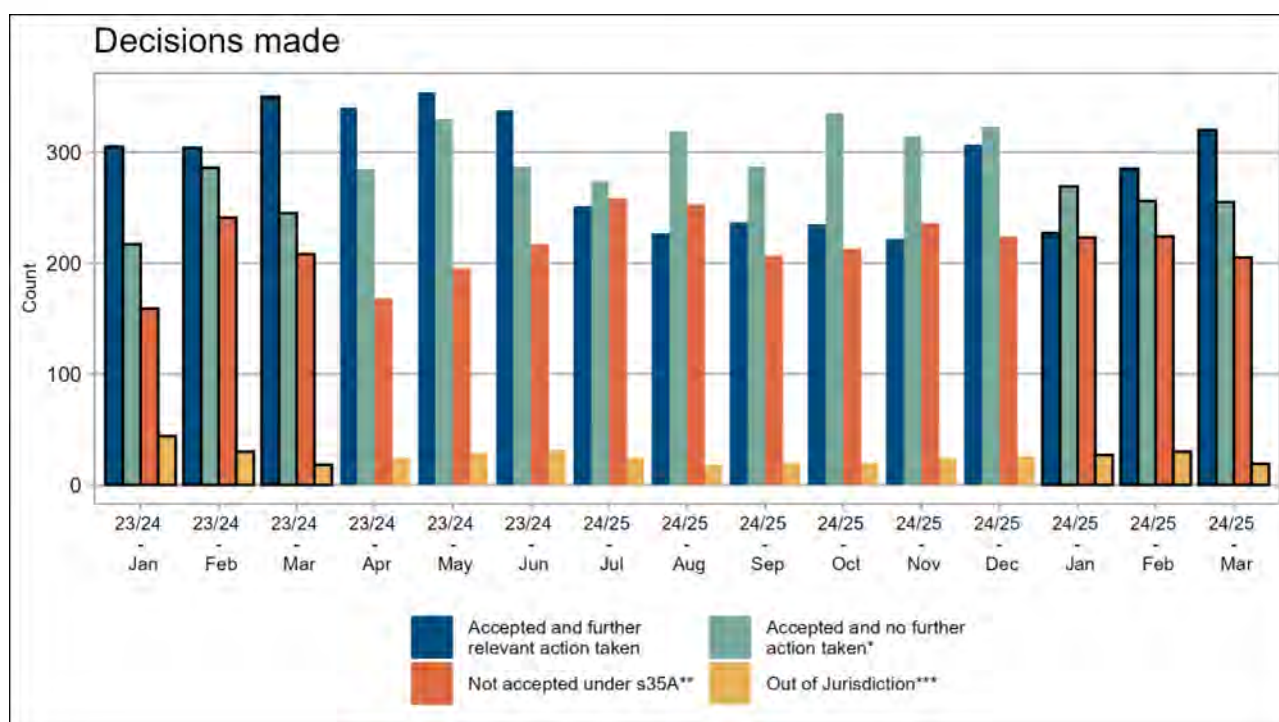
Complaint decisions

Decisions timeframes—within seven days



Decision made	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Yes	742	99.46	775	97.48	772	96.62	2289	97.82
No	4	0.54	20	2.52	27	3.38	51	2.18
Total	746	100	795	100	799	100	2340	100

Decisions made



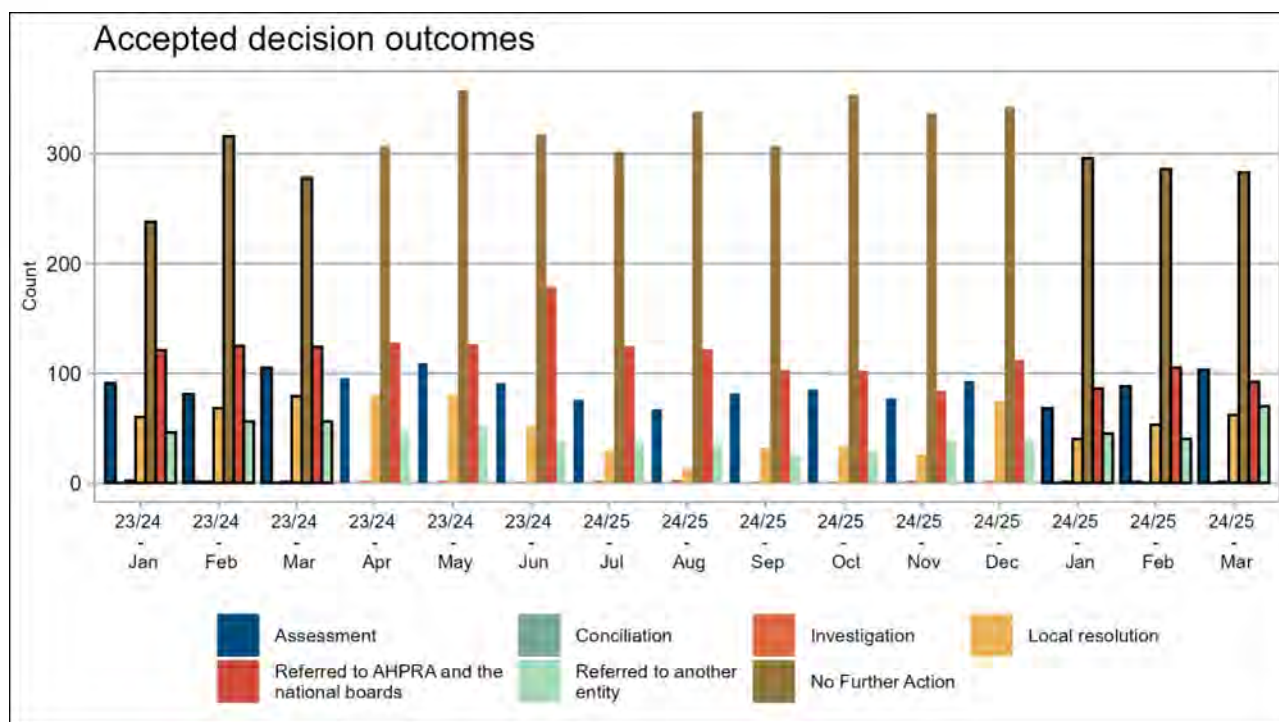
Number of decisions made	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Accepted and further relevant action taken	227	30.43	285	35.85	320	40.05	832	35.56
Accepted and no further action taken*	269	36.06	256	32.2	255	31.91	780	33.33
Not accepted under s35A**	223	29.89	224	28.18	205	25.66	652	27.86
Out of jurisdiction***	27	3.62	30	3.77	19	2.38	76	3.25
Total	746	100	795	100	799	100	2340	100

* 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 December 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	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Assessment	68	12.69	88	15.36	103	16.86	259	15.06
Conciliation	0	0	1	0.17	0	0	1	0.06
Investigation	1	0.19	0	0	1	0.16	2	0.12
Local resolution	40	7.46	53	9.25	62	10.15	155	9.01
Referred to AHPRA and the national boards	86	16.04	105	18.32	92	15.06	283	16.45
Referred to another entity	45	8.4	40	6.98	70	11.46	155	9.01
No further action	296	55.22	286	49.91	283	46.32	865	50.29
Total	536	100	573	100	611	100	1720	100

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	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Access	136	11.13	148	11.79	120	11.02	404	11.33
Code of conduct for Health Care Workers	22	1.8	31	2.47	17	1.56	70	1.96
Communication and Information	126	10.31	130	10.36	115	10.56	371	10.4
Consent	22	1.8	21	1.67	30	2.75	73	2.05
Discharge and Transfer Arrangements	27	2.21	16	1.27	20	1.84	63	1.77
Environment/Management of Facility	36	2.95	43	3.43	31	2.85	110	3.08
Fees and Costs	39	3.19	48	3.82	30	2.75	117	3.28
Grievance Processes	53	4.34	52	4.14	37	3.4	142	3.98
Health Ombudsman Act 2013 Offence	0	0	0	0	0	0	0	0
Information	0	0	0	0	0	0	0	0
Medical Records	27	2.21	35	2.79	32	2.94	94	2.64
Medication	118	9.66	108	8.61	89	8.17	315	8.83
Professional Conduct	146	11.95	170	13.55	156	14.33	472	13.24
Professional Health	13	1.06	16	1.27	22	2.02	51	1.43
Professional Performance	435	35.6	403	32.11	376	34.53	1214	34.04
Reports/Certificates	22	1.8	34	2.71	14	1.29	70	1.96
Research/teaching/assessment	0	0	0	0	0	0	0	0
Total	1222	100	1255	100	1089	100	3566	100

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	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Competence	17	3.91	22	5.46	16	4.26	55	4.53
Coordination of treatment	42	9.66	52	12.9	33	8.78	127	10.46
Delay in treatment	24	5.52	19	4.71	17	4.52	60	4.94
Diagnosis	30	6.9	15	3.72	33	8.78	78	6.43
Inadequate care	35	8.05	39	9.68	48	12.77	122	10.05
Inadequate consultation	39	8.97	37	9.18	28	7.45	104	8.57
Inadequate prosthetic equipment	10	2.3	8	1.99	1	0.27	19	1.57
Inadequate treatment	139	31.95	125	31.02	108	28.72	372	30.64
Infection control	6	1.38	6	1.49	9	2.39	21	1.73
No or inappropriate referral	8	1.84	7	1.74	4	1.06	19	1.57
Public or private election	0	0	0	0	0	0	0	0
Rough and painful treatment	10	2.3	5	1.24	12	3.19	27	2.22
Teamwork or supervision	3	0.69	2	0.5	2	0.53	7	0.58
Unexpected treatment outcome or complications	47	10.8	54	13.4	49	13.03	150	12.36
Withdrawal of treatment	11	2.53	2	0.5	4	1.06	17	1.4
Wrong or inappropriate treatment	14	3.22	10	2.48	12	3.19	36	2.97
Total	435	100	403	100	376	100	1214	100

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	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Annual declaration not completed or completed incorrectly	0	0	1	0.59	1	0.64	2	0.42
Assault	5	3.42	2	1.18	1	0.64	8	1.69
Attendance	0	0	0	0	3	1.92	3	0.64
Boundary violation	5	3.42	7	4.12	10	6.41	22	4.66
Breach of condition	1	0.68	1	0.59	1	0.64	3	0.64
Conflict of interest	2	1.37	4	2.35	2	1.28	8	1.69
Discriminatory conduct	6	4.11	5	2.94	6	3.85	17	3.6
Emergency treatment not provided	1	0.68	0	0	0	0	1	0.21
Excessive treatment	4	2.74	1	0.59	1	0.64	6	1.27
Experimental treatment	0	0	2	1.18	1	0.64	3	0.64
False or misleading statements and or information	2	1.37	7	4.12	10	6.41	19	4.03
Financial fraud	5	3.42	3	1.76	5	3.21	13	2.75
Illegal practice	38	26.03	36	21.18	30	19.23	104	22.03
Inappropriate behaviour	36	24.66	48	28.24	33	21.15	117	24.79
Inappropriate collection, use or disclosure of information	24	16.44	23	13.53	23	14.74	70	14.83
Medico-legal conduct	0	0	0	0	0	0	0	0
Misrepresentation of qualifications	2	1.37	6	3.53	2	1.28	10	2.12
National Law breach	2	1.37	4	2.35	7	4.49	13	2.75
National Law offence	4	2.74	13	7.65	9	5.77	26	5.51
Offence by student	0	0	0	0	0	0	0	0
Response to adverse event	1	0.68	1	0.59	4	2.56	6	1.27
Sexual misconduct	8	5.48	6	3.53	7	4.49	21	4.45
Total	146	100	170	100	156	100	472	100

Subcategories of professional health issues raised in complaints

Issue	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Mental impairment - cognitive impairment	1	7.69	1	6.25	1	4.55	3	5.88
Mental impairment - mental illness	6	46.15	0	0	13	59.09	19	37.25
Mental impairment - other	0	0	1	6.25	1	4.55	2	3.92
Mental impairment - substance misuse, abuse or addiction	6	46.15	12	75	6	27.27	24	47.06
Physical impairment	0	0	2	12.5	1	4.55	3	5.88
Total	13	100	16	100	22	100	51	100

Profile of complaints about health practitioners

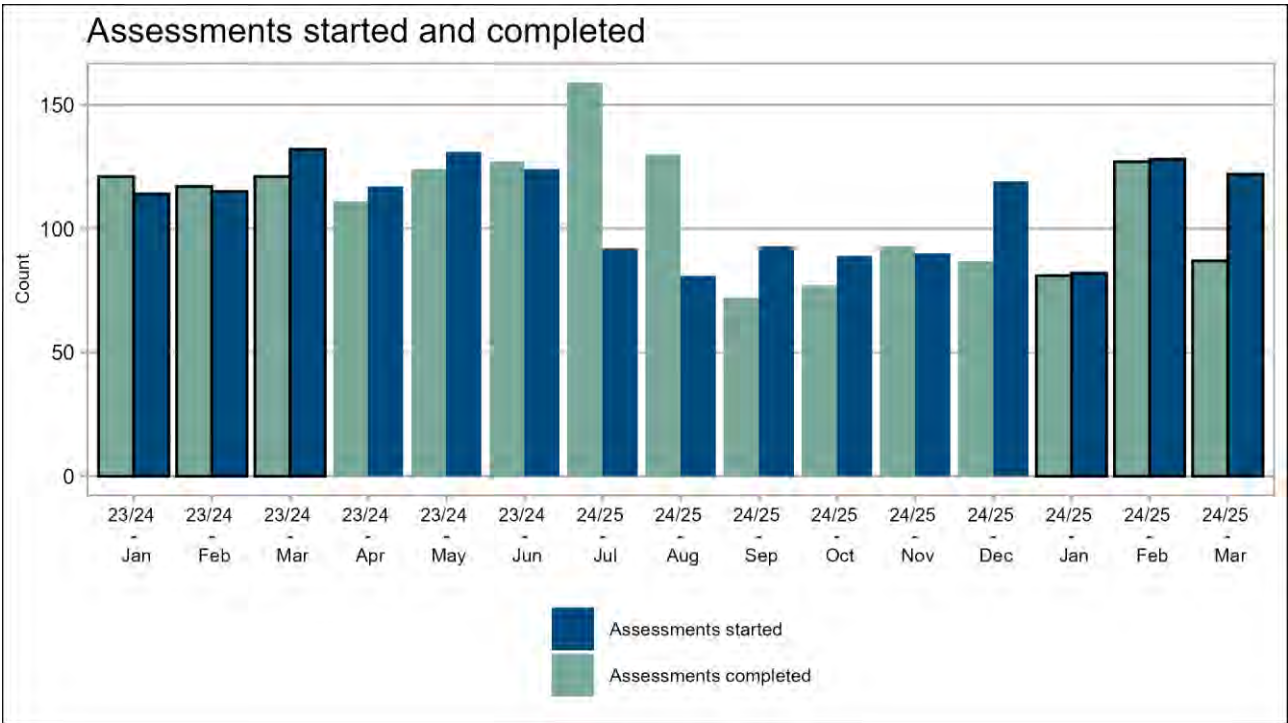
Practitioner type	Number of practitioners identified in complaints	Number and type of issues identified in complaints about health practitioners																	
		Access	Code of conduct for Health Care Workers	Communication and Information	Consent	Discharge and Transfer Arrangements	Environment/ Management 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	-	-	-	-	1
Chinese Medicine Practitioner	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chiropractor	9	-	-	-	2	-	-	-	-	-	-	-	-	2	-	9	-	-	13
Dental practitioner	81	-	-	7	2	-	4	4	3	-	-	2	-	9	4	68	1	-	104
Medical Practitioner	566	27	4	119	20	4	3	20	6	-	-	15	99	139	12	339	43	-	850
Medical Radiation Practitioner	5	-	-	1	-	-	-	-	-	-	-	-	-	4	-	1	-	-	6
Midwife	7	-	-	2	1	-	-	-	-	-	-	-	-	1	-	6	-	-	10
Occupational Therapist	180	-	1	14	1	-	1	-	2	-	-	2	19	140	26	41	-	-	247
Optometrist	11	-	-	1	-	-	-	-	-	-	-	1	-	9	3	2	2	-	18
Oral Health Therapist	7	-	-	-	-	-	-	-	-	-	-	1	-	2	-	4	-	-	7
Osteopath	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Paramedic	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmacist	12	-	-	1	-	-	-	-	-	-	-	-	-	10	1	1	-	-	13
Physiotherapist	25	-	-	3	-	-	-	-	-	-	-	-	16	10	-	2	-	-	31
Podiatrist / Chiropodist	13	-	-	-	-	-	-	-	-	-	-	1	-	7	-	6	1	-	15
Psychologist	5	-	-	-	-	-	-	-	-	-	-	-	-	2	-	6	-	-	8
Nurse	59	-	4	9	-	-	3	4	-	-	-	3	1	32	1	22	9	-	88
Student practitioner	2	-	2	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	4
Unknown practitioner	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unregistered practitioner	66	3	52	9	-	-	2	1	1	-	-	1	3	32	3	19	-	-	126
Total	1050	30	63	167	26	4	13	29	12	-	-	26	138	401	51	526	56	-	1542

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	Inform ation	Medical Records	Medication	Professional Conduct	Professional Health	Professional Performance	Reports/Cer tificates	Research/te aching/asse ssment	Total
Administrative Service	4	1	-	2	-	-	-	2	-	-	-	-	-	-	-	-	-	-	5
Aged Care Facility	19	1	-	-	-	-	8	1	-	-	-	1	3	2	-	13	-	-	29
Allied Health Service	25	2	2	6	1	-	3	8	-	-	-	-	2	1	-	4	1	-	30
Ambulance Service	10	3	-	4	-	-	-	-	-	-	-	-	-	-	-	8	1	-	16
Area Health Services	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Community Health Service	23	3	-	8	3	1	4	-	3	-	-	1	3	2	-	9	1	-	38
Correctional Facility	17	223	-	10	-	-	5	-	-	-	-	2	78	1	-	99	-	-	418
Dental Service	53	8	-	8	1	-	4	9	7	-	-	4	1	4	-	28	-	-	74
Environmental Health Service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Health Education Service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Health Information Service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Health Promotion Service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Health Service District	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1
Hospital & Health Service	8	4	-	1	-	-	2	-	2	-	-	1	-	-	-	5	-	-	15
Laboratory Service	9	1	-	1	-	-	-	4	1	-	-	-	-	1	-	4	-	-	12
Licensed Day Hospital	2	-	-	-	-	-	-	-	1	-	-	1	-	-	-	-	-	-	2
Licensed Private Hospital	37	1	-	4	2	6	4	5	12	-	-	1	3	4	-	39	1	-	82
Medical Centre	129	25	-	33	1	-	15	26	15	-	-	26	8	7	-	24	3	-	183
Mental Health Service	55	10	3	22	11	9	1	2	10	-	-	2	12	6	-	51	2	-	141
Nursing Service	1	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1
Optical Store	2	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	2
Other Government Department	10	2	-	4	2	-	4	1	2	-	-	1	-	-	-	4	-	-	20
Other Support Service	18	1	-	2	-	-	2	5	4	-	-	1	3	2	-	7	-	-	27
Paramedical Service	2	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	2
Parent Organisation	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmaceutical Service	40	2	-	5	-	-	1	6	2	-	-	1	27	5	-	2	1	-	52
Private Organisation	33	2	-	3	1	-	4	12	3	-	-	4	4	5	-	1	-	-	39
Public Health Service	18	4	-	4	2	2	2	-	3	-	-	-	-	-	-	15	-	-	32
Public Hospital	54	80	2	82	23	41	32	3	61	-	-	22	28	26	-	360	3	-	763
Registration Board	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Residential Care Service	3	-	-	-	-	-	-	-	-	-	-	-	1	1	-	1	-	-	3
Social Work Service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Specialised Health Service	27	1	-	5	-	-	4	4	4	-	-	-	3	2	-	13	1	-	37
Welfare Service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	600	374	7	204	47	59	97	88	130	-	-	68	177	71	-	688	14	-	2024

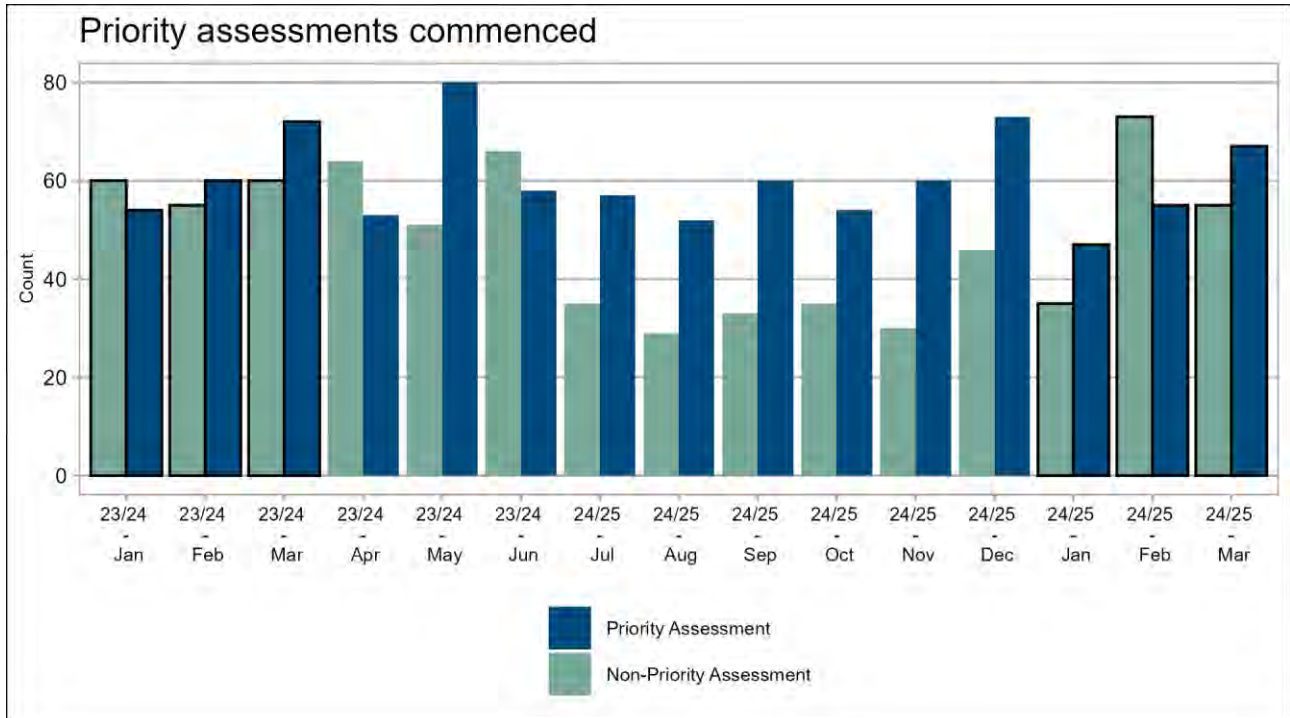
Assessment

Assessments started and completed



Assessments this quarter	January	February	March	Q3 total
Assessments started	82	128	122	332
Assessments completed	81	127	87	295

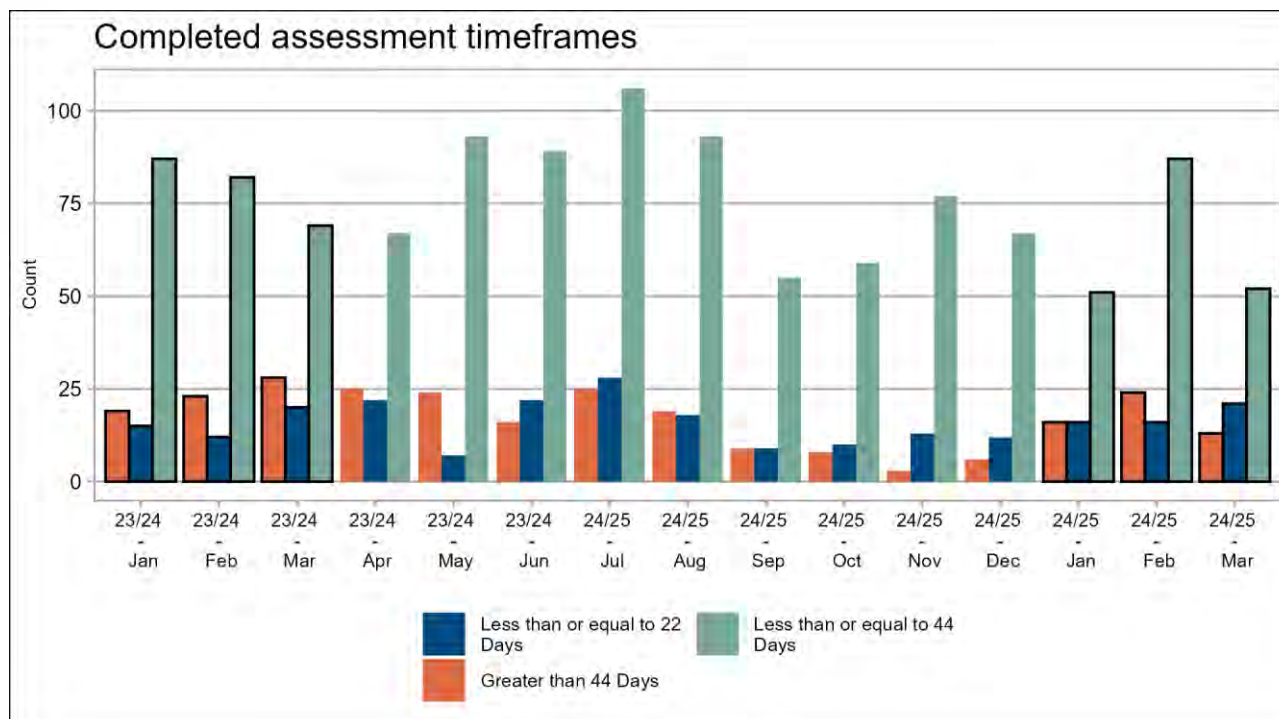
Assessments started by prioritisation



Assessment timeframes	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Priority assessment*	47	57.32	55	42.97	67	54.92	169	50.9
Non-priority assessment	35	42.68	73	57.03	55	45.08	163	49.1
Total	82	100	128	100	122	100	332	100

* 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.

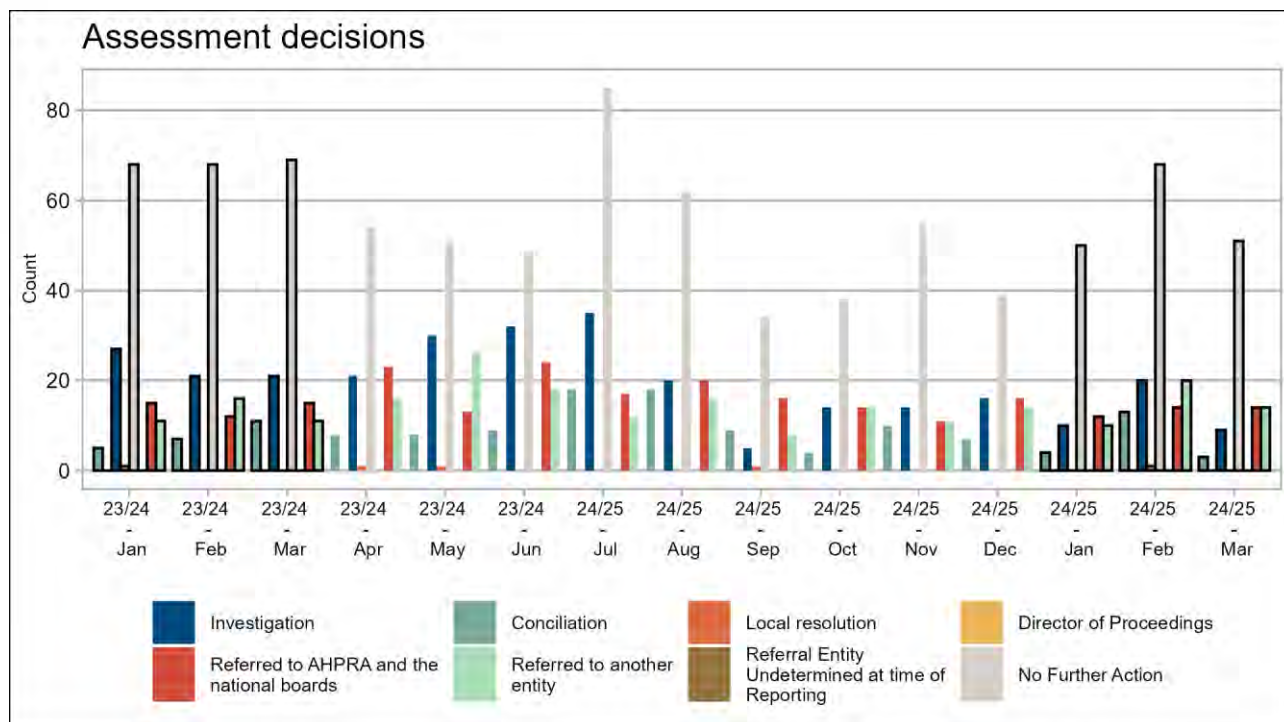
Completed assessment timeframes



Assessment timeframes*	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Less than or equal to 22 days	16	19.28	16	12.6	21	24.42	53	17.91
Less than or equal to 44 days	51	61.45	87	68.5	52	60.47	190	64.19
Greater than 44 days	16	19.28	24	18.9	13	15.12	53	17.91
Total	83	100	127	100	86	100	296	100

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

Assessment decisions



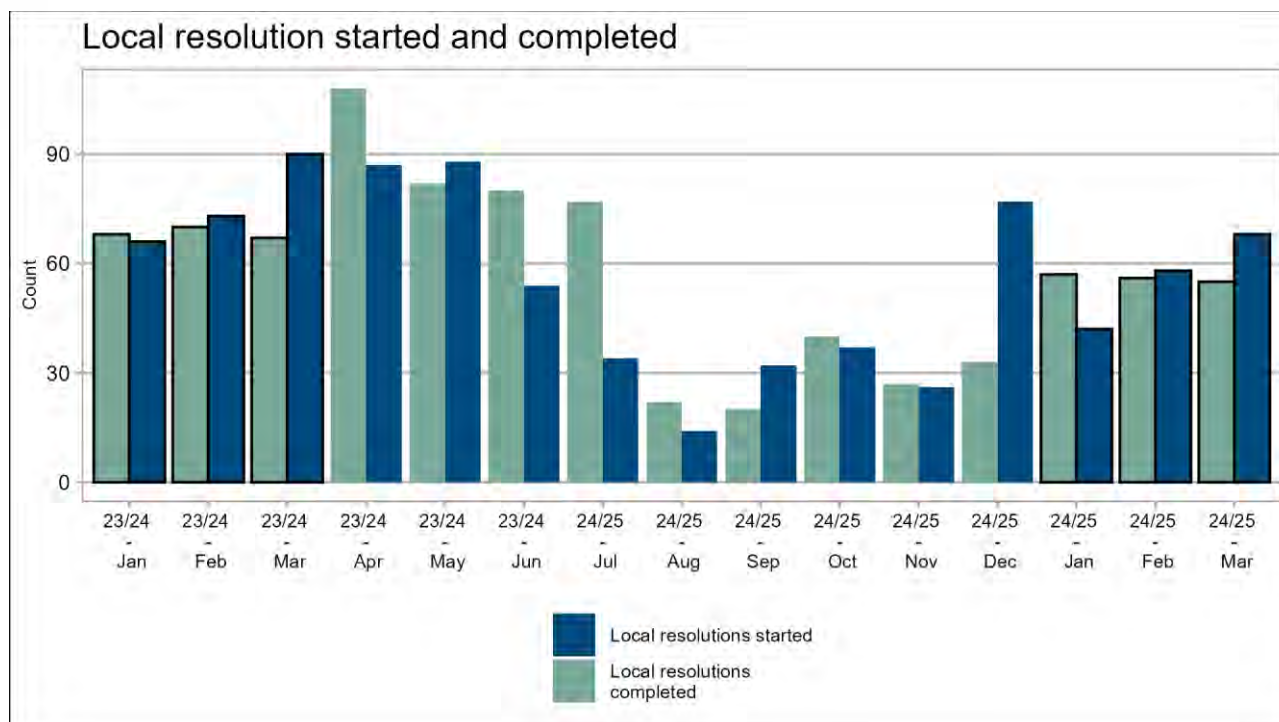
Type of relevant action*	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Investigation	10	11.63	20	14.71	9	9.89	39	12.46
Conciliation	4	4.65	13	9.56	3	3.3	20	6.39
Local resolution	0	0	1	0.74	0	0	1	0.32
Director of Proceedings	0	0	0	0	0	0	0	0
Referred to AHPRA and the national boards	12	13.95	14	10.29	14	15.38	40	12.78
Referred to another entity	10	11.63	20	14.71	14	15.38	44	14.06
Referral entity undetermined at time of reporting**	0	0	0	0	0	0	0	0
No further action	50	58.14	68	50	51	56.04	169	53.99
Total	86	100	136	100	91	100	313	100

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

Local resolution

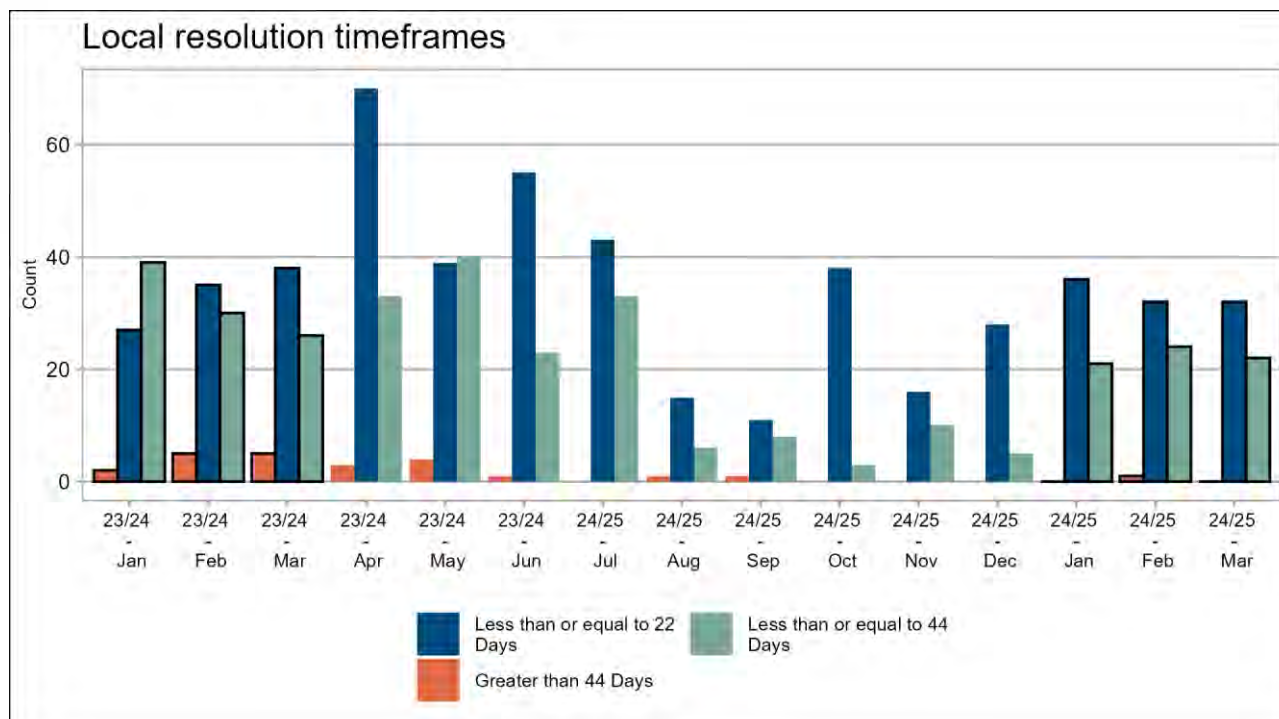
Local resolutions started and completed



Local resolutions this quarter*	January	February	March	Q3 total
Local resolutions started	42	58	68	168
Local resolutions completed	57	56	55	168

* 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.

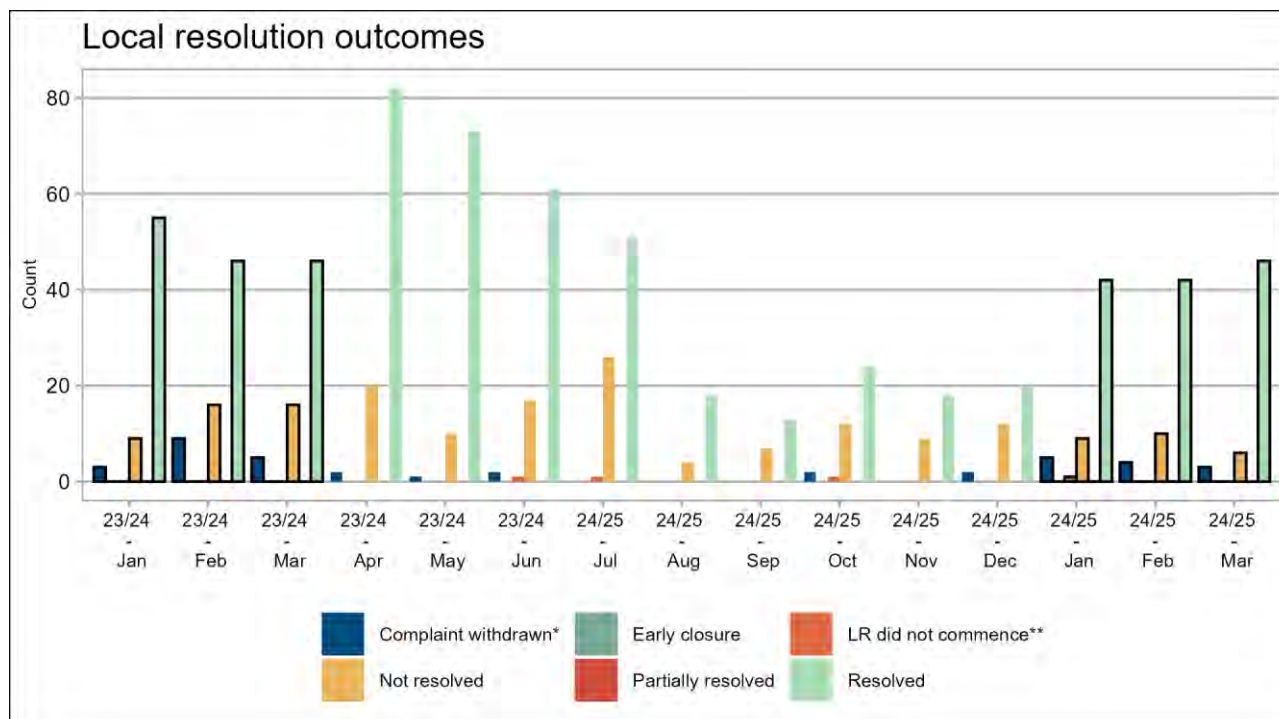
Completed local resolution timeframes



Local resolution timeframe	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Less than or equal to 22 days	36	63.16	32	56.14	32	59.26	100	59.52
Less than or equal to 44 days	21	36.84	24	42.11	22	40.74	67	39.88
Greater than 44 days	0	0	1	1.75	0	0	1	0.6
Total	57	100	57	100	54	100	168	100

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

Local resolution outcomes



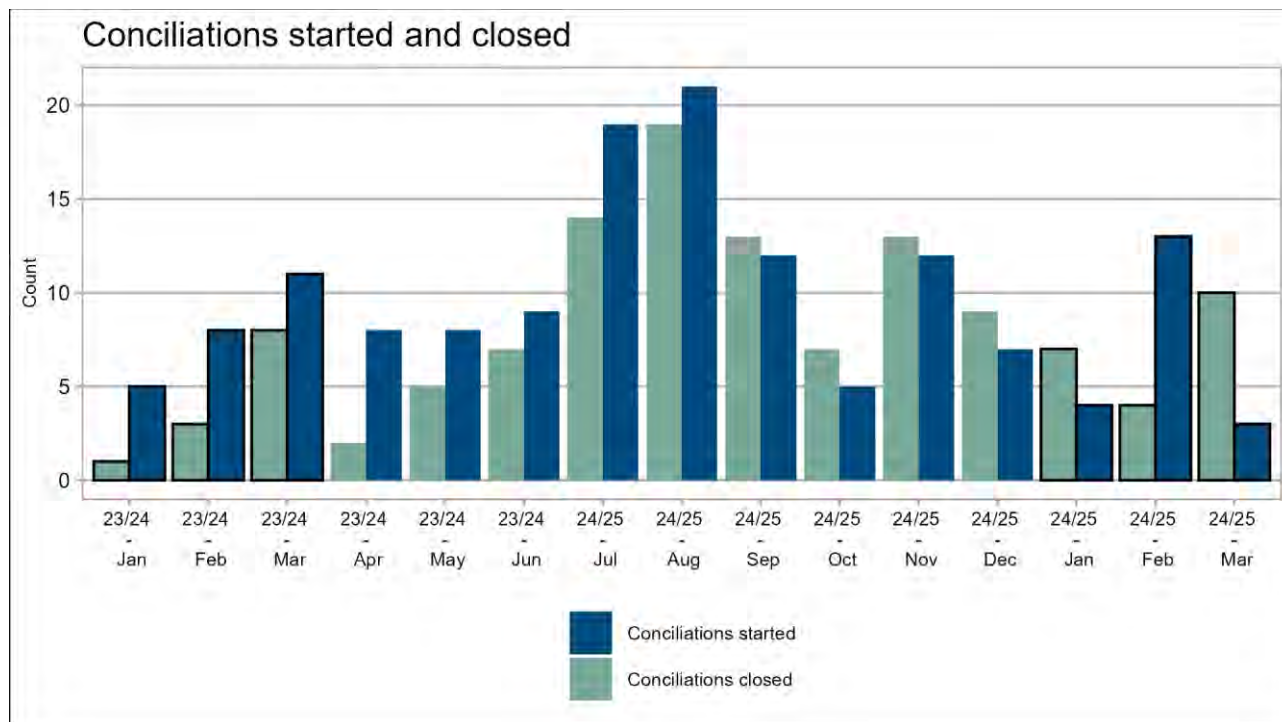
Local resolution outcomes	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Complaint withdrawn*	5	8.77	4	7.14	3	5.45	12	7.14
Early closure	0	0	0	0	0	0	0	0
Local resolution did not commence**	1	1.75	0	0	0	0	1	0.6
Not resolved	9	15.79	10	17.86	6	10.91	25	14.88
Partially resolved	0	0	0	0	0	0	0	0
Resolved	42	73.68	42	75	46	83.64	130	77.38
Total	57	100	56	100	55	100	168	100

* 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

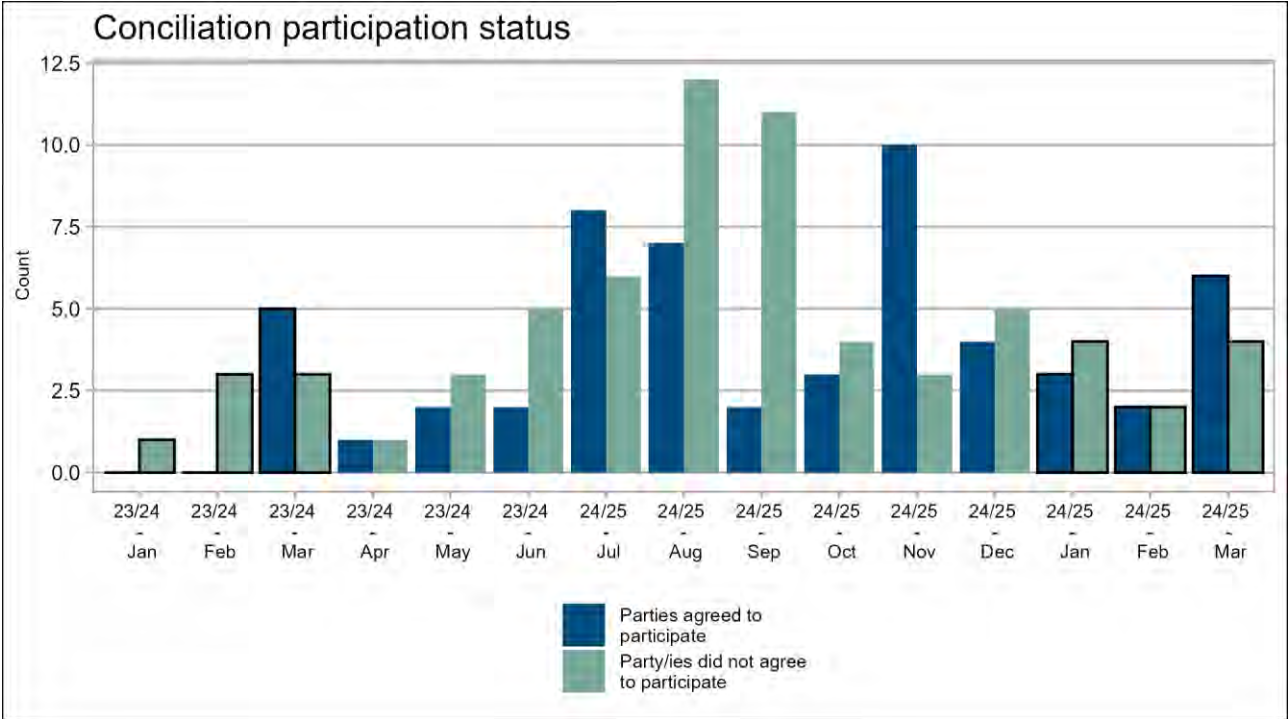
Conciliations started and closed



Conciliations this quarter	January	February	March	Q3 total
Conciliations started*	4	13	3	20
Conciliations closed	7	4	10	21

* '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

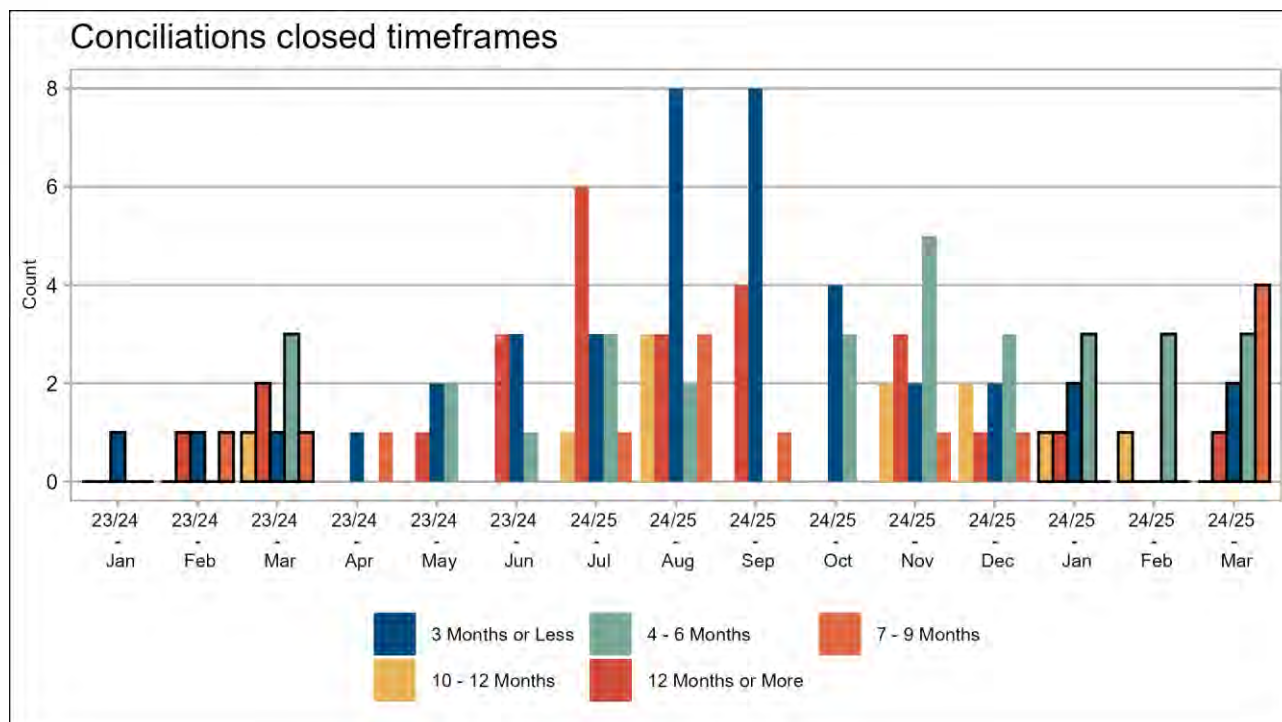


Agreement to participate*	January	February	March	Q3 total
Parties agreed to participate	3	2	6	11
Party/ies did not agree to participate	4	2	4	10

* 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.

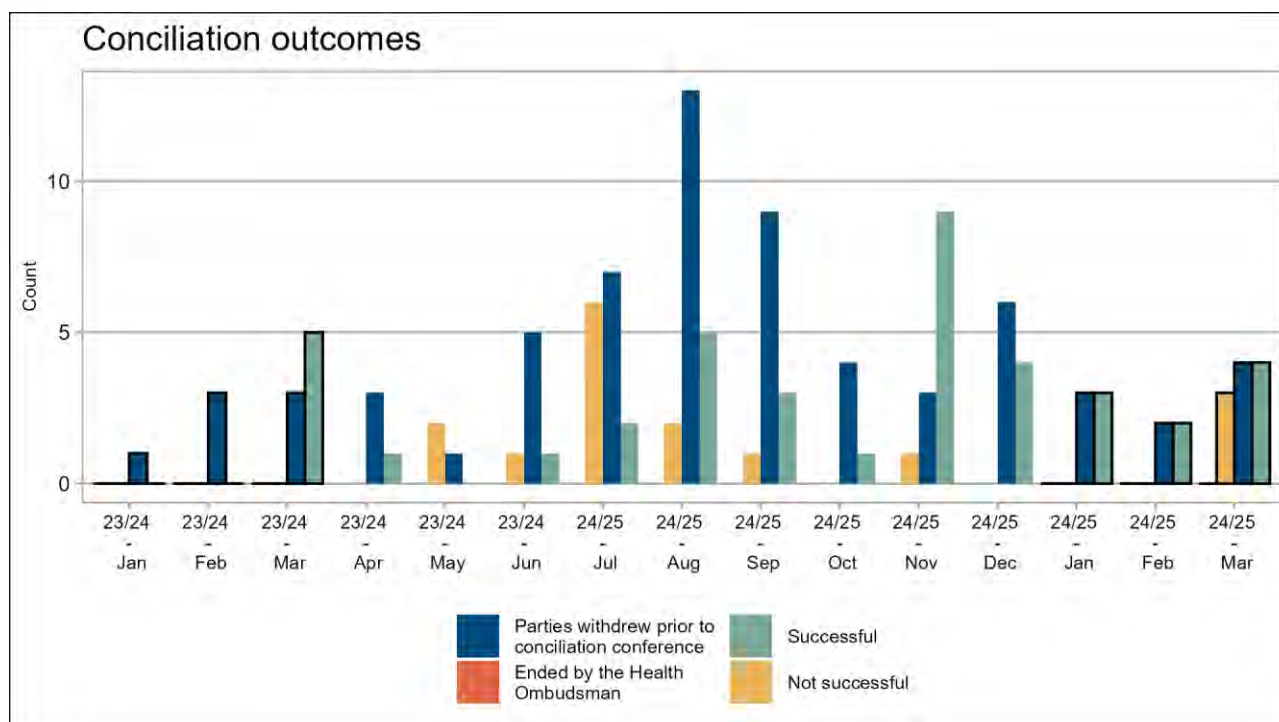
Completed conciliations

Timeframes



Conciliations Closed	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
3 months or Less	2	28.57	0	0	2	20	4	19.05
4 - 6 months	3	42.86	3	75	3	30	9	42.86
7 - 9 months	0	0	0	0	4	40	4	19.05
10 - 12 months	1	14.29	1	25	0	0	2	9.52
12 months or More	1	14.29	0	0	1	10	2	9.52
Total	7	100	4	100	10	100	21	100

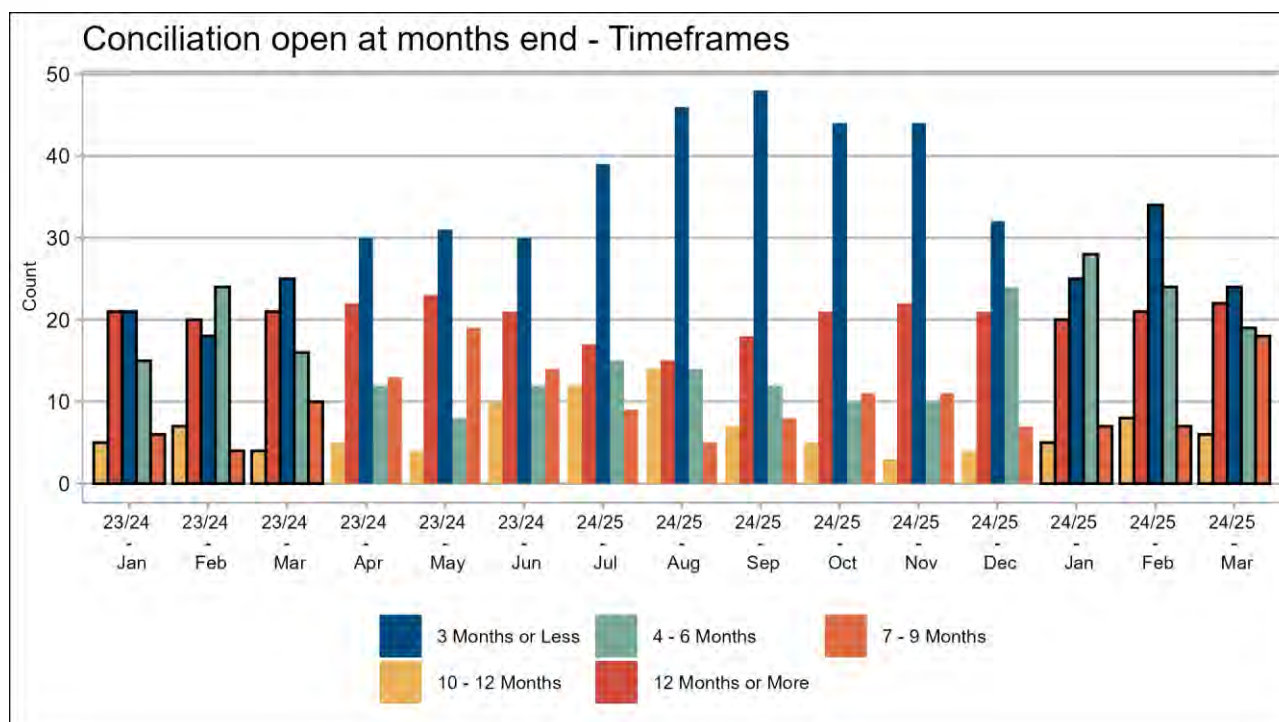
Outcomes



Conciliation outcomes	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Parties withdrew prior to conciliation conference	3	50	2	50	4	36.36	9	42.86
Successful	3	50	2	50	4	36.36	9	42.86
Ended by the Health Ombudsman	0	0	0	0	0	0	0	0
Not successful	0	0	0	0	3	27.27	3	14.29
Total	6	100	4	100	11	100	21	100

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



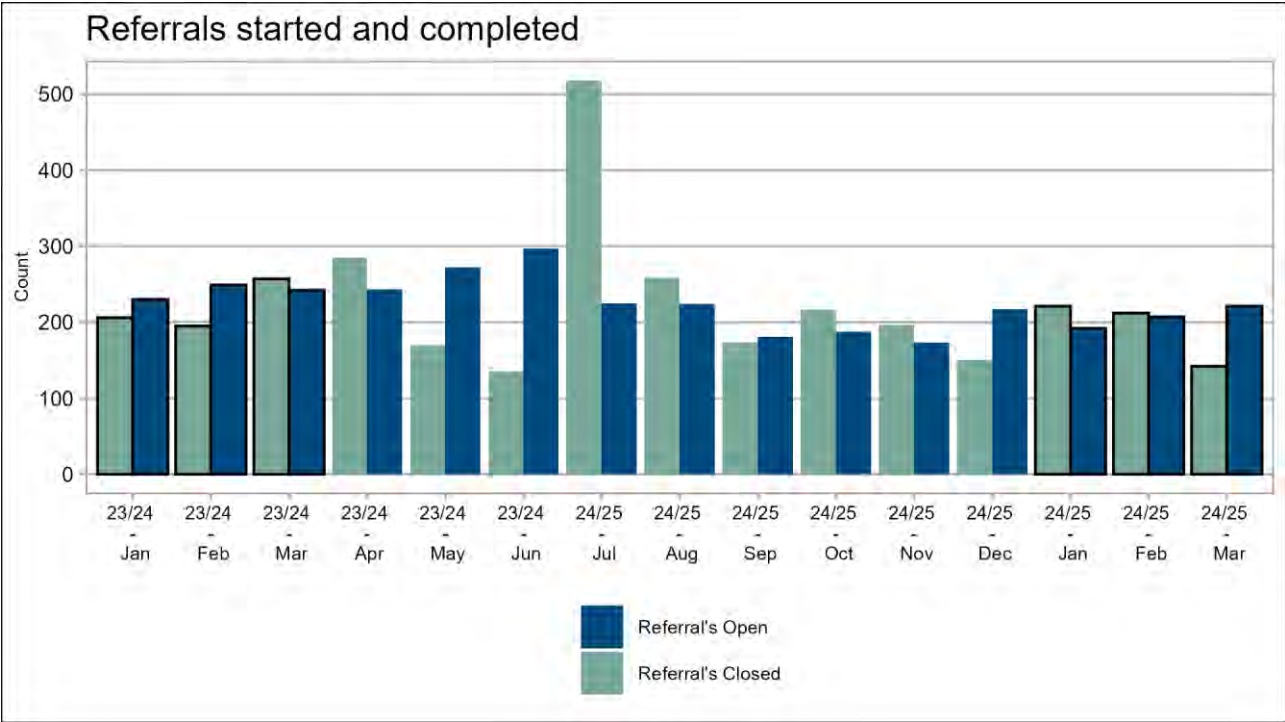
Open at month's end timeframes	January		February		March	
	Number	%	Number	%	Number	%
3 months or less	25	29.41	34	36.17	24	26.97
4 - 6 months	28	32.94	24	25.53	19	21.35
7 - 9 months	7	8.24	7	7.45	18	20.22
10 - 12 months	5	5.88	8	8.51	6	6.74
12 months or more	20	23.53	21	22.34	22	24.72
Total	85	100	94	100	89	100

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)

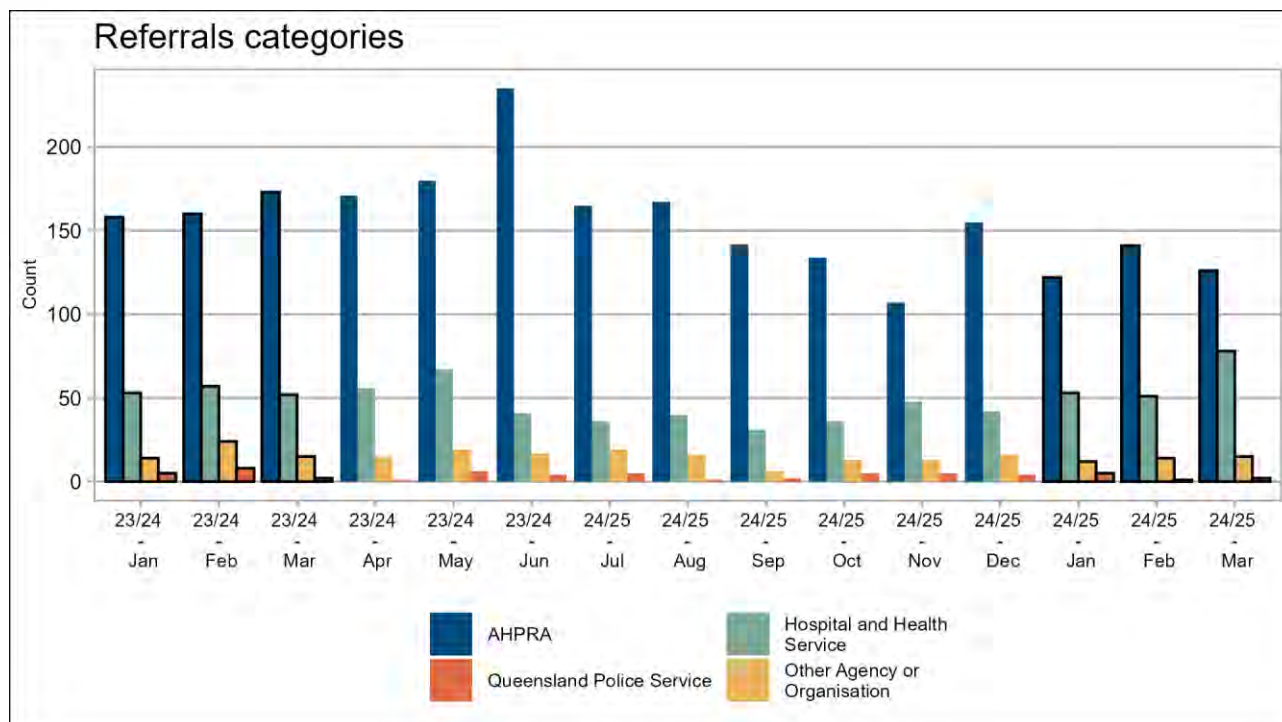
As OHO is the single point of entry for health service complaints in Queensland effective referral coordination and monitoring is critical. Under the Act, referrals to Ahpra are conducted under s91 either following joint consideration or at other points throughout the regulatory / complaints process. 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



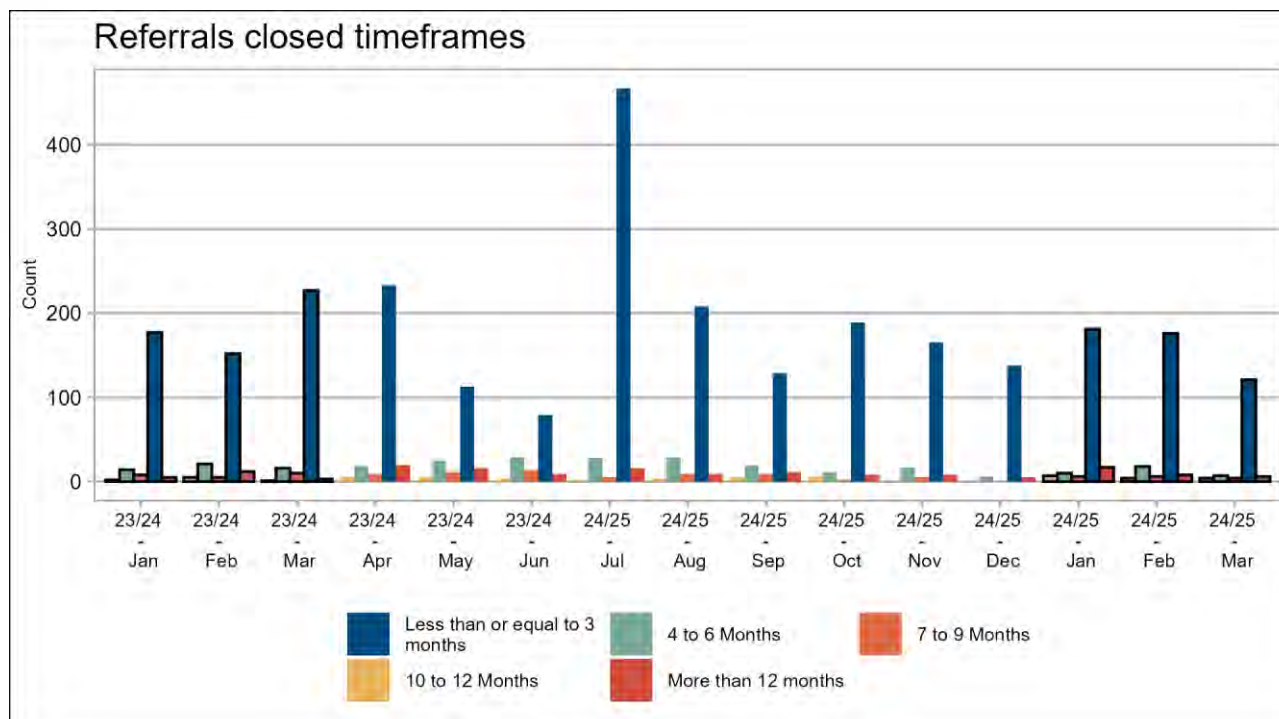
Referrals	January	February	March	Q3 total
Referrals open	192	207	221	620
Referrals closed	221	212	142	575

Referrals categories



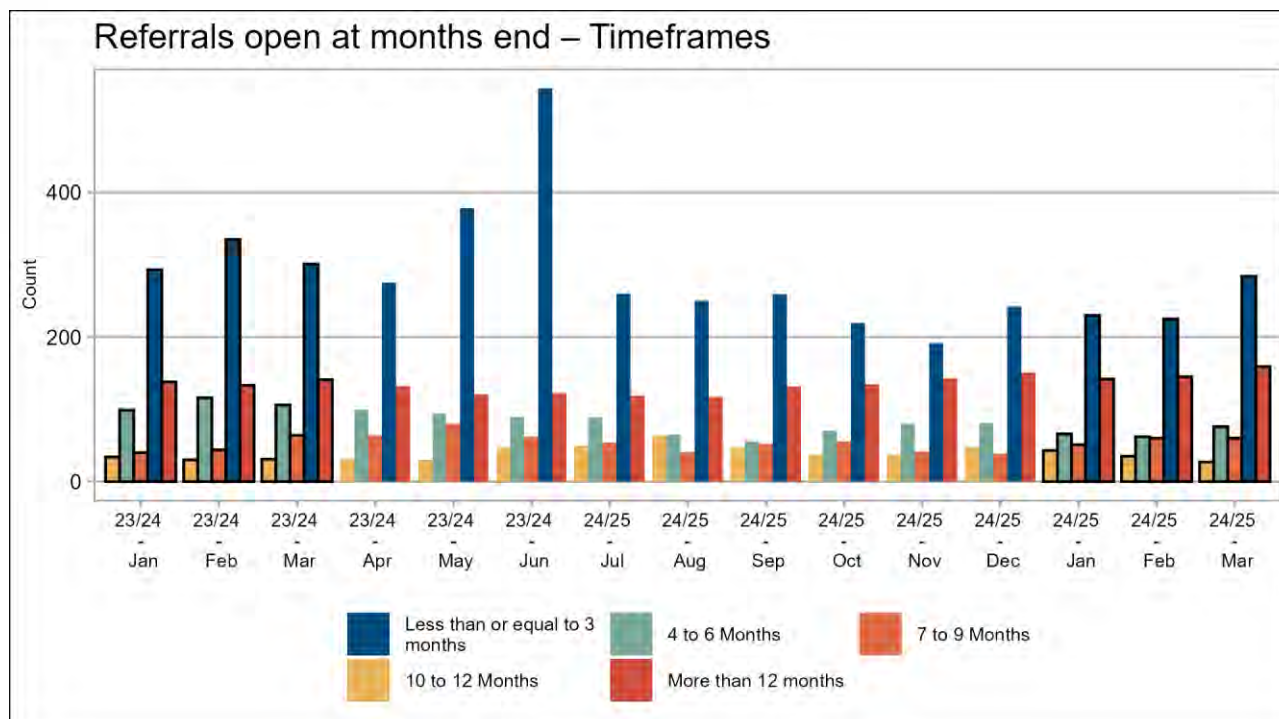
Referrals categories	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Ahpra	122	63.54	141	68.12	126	57.01	389	62.74
Hospital and Health Service	53	27.6	51	24.64	78	35.29	182	29.35
Queensland Police Service	5	2.6	1	0.48	2	0.9	8	1.29
Other agency or organisation	12	6.25	14	6.76	15	6.79	41	6.61
Total	192	100	207	100	221	100	620	100

Referrals closed timeframes



	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
3 months or less	181	81.9	176	83.02	121	85.21	478	83.13
4 - 6 months	10	4.52	18	8.49	7	4.93	35	6.09
7 - 9 months	6	2.71	6	2.83	4	2.82	16	2.78
10 - 12 months	7	3.17	4	1.89	4	2.82	15	2.61
More than 12 months	17	7.69	8	3.77	6	4.23	31	5.39
Total	221	100	212	100	142	100	575	100

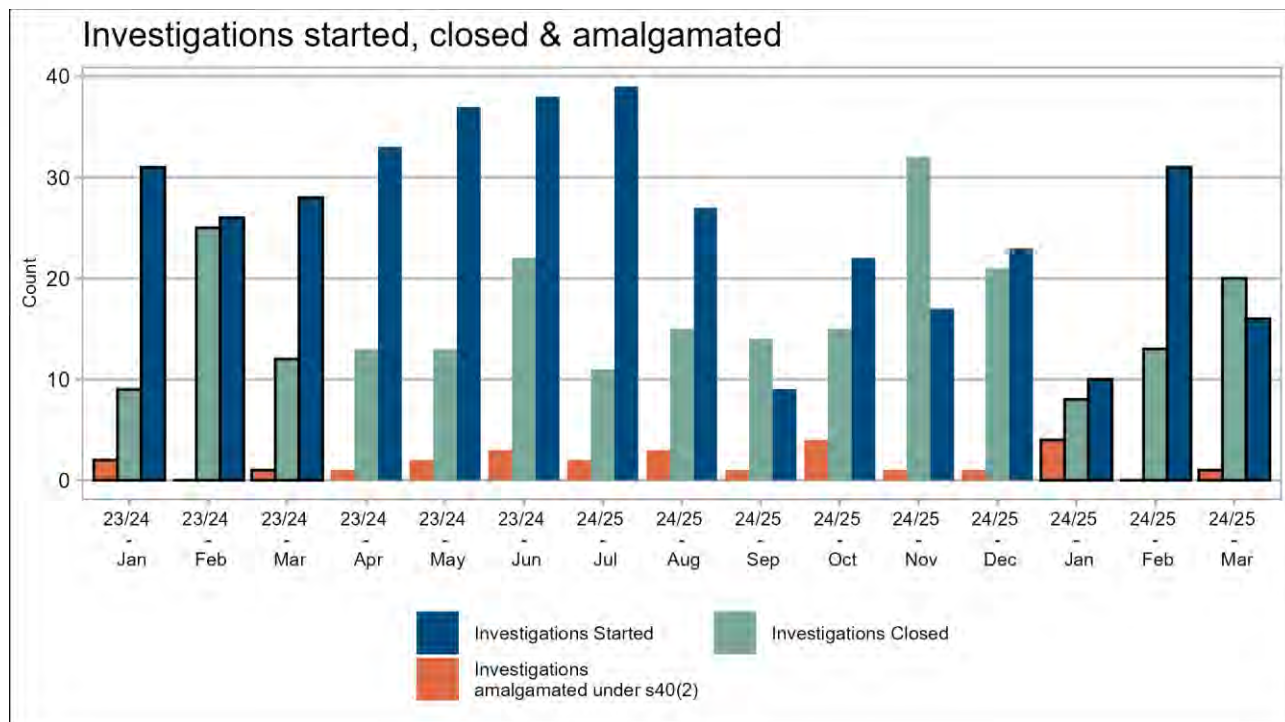
Referrals open timeframes



Open at month's end timeframes	January		February		March	
	Number	%	Number	%	Number	%
3 Months or less	230	43.23	225	42.69	284	46.86
4 - 6 months	66	12.41	62	11.76	76	12.54
7 - 9 months	51	9.59	60	11.39	60	9.9
10 - 12 months	43	8.08	35	6.64	27	4.46
More than 12 months	142	26.69	145	27.51	159	26.24
Total	532	100	527	100	606	100

Investigation

Investigations started, closed & amalgamated

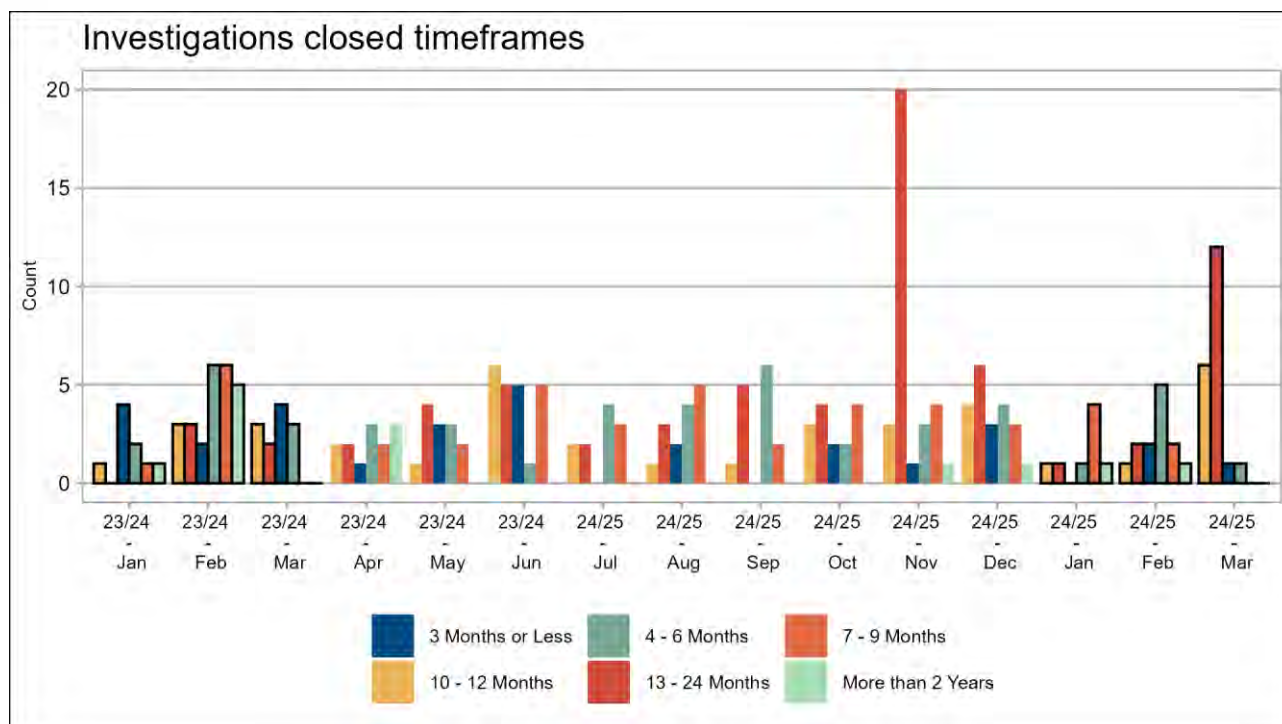


Investigations this quarter	January	February	March	Q3 total
Investigations started*	10	31	16	57
Investigations closed	8	13	20	41
Investigations amalgamated under s40(2)	4	0	1	5

* 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.

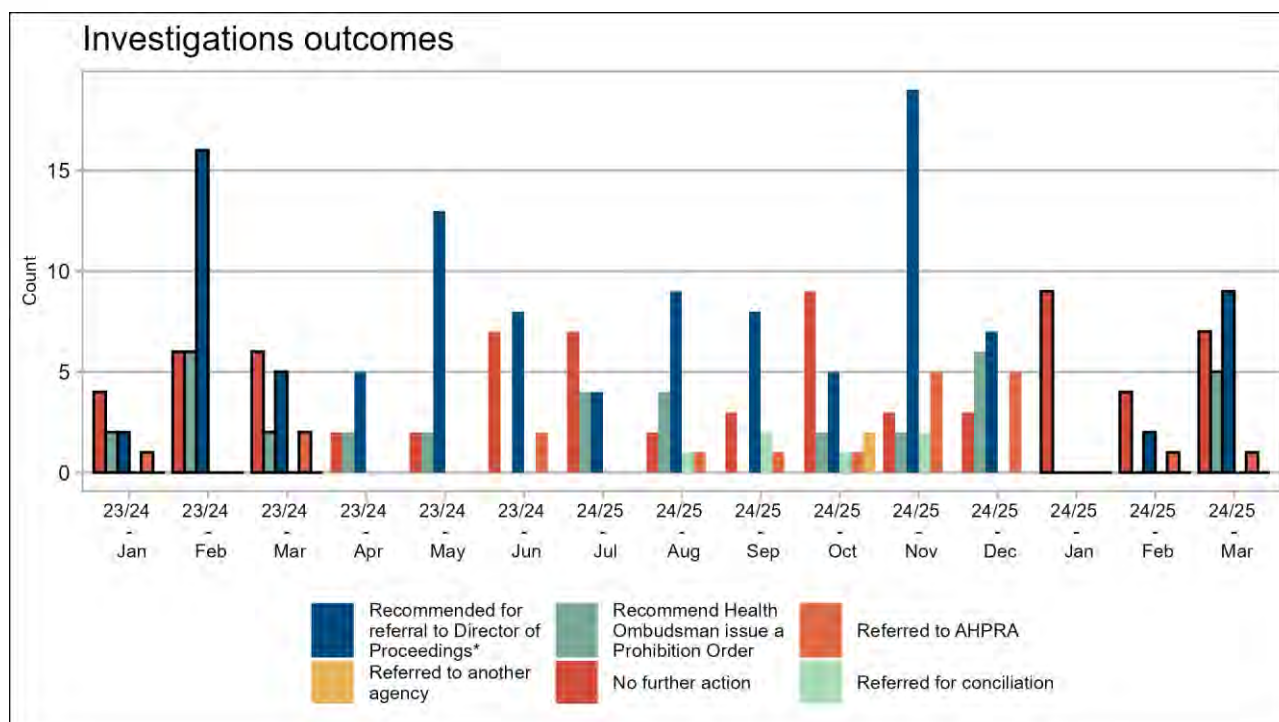
Closed investigations

Timeframes



Closed investigation timeframes	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
3 months or less	0	0	2	15.38	1	5	3	7.32
4 - 6 months	1	12.5	5	38.46	1	5	7	17.07
7 - 9 months	4	50	2	15.38	0	0	6	14.63
10 - 12 months	1	12.5	1	7.69	6	30	8	19.51
13 - 24 months	1	12.5	2	15.38	12	60	15	36.59
More than 2 years	1	12.5	1	7.69	0	0	2	4.88
Total	8	100	13	100	20	100	41	100

Outcomes



Investigation outcomes*	January		February		March		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Recommended for referral to Director of Proceedings**	0	0	2	28.57	9	40.91	11	28.95
Recommend Health Ombudsman issue a Prohibition Order	0	0	0	0	5	22.73	5	13.16
Referred to Ahpra	0	0	1	14.29	1	4.55	2	5.26
Referred to another agency	0	0	0	0	0	0	0	0
No further action	9	100	4	57.14	7	31.82	20	52.63
Referred for conciliation	0	0	0	0	0	0	0	0
Total	9	100	7	100	22	100	38	100

* 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.

** 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.

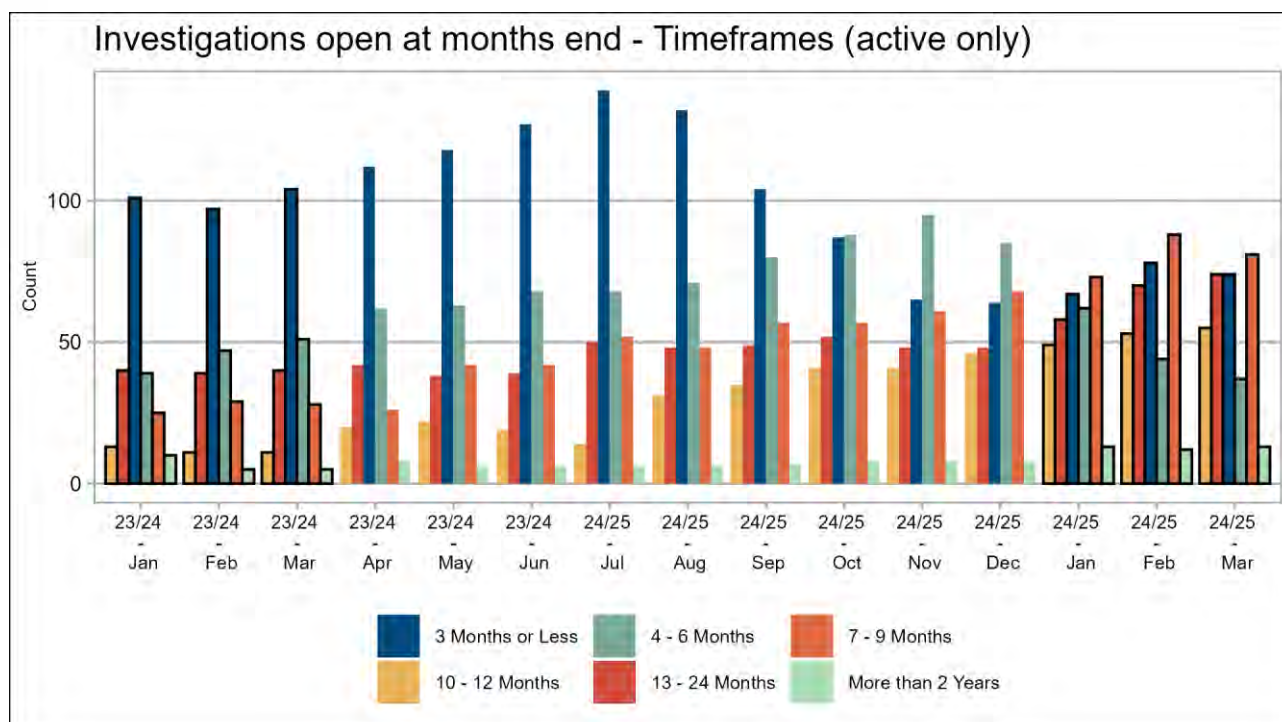
Active investigations are being currently investigated, while paused investigations are not able to be investigated until such time as another agency—such as the Queensland Police Service or the Coroner's Court of Queensland—concludes their own processes. Despite being unable to progress paused investigations,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

Active & paused investigations



	January		February		March	
	Number	%	Number	%	Number	%
Paused	42	11.54	46	11.76	46	12.11
Active	322	88.46	345	88.24	334	87.89
Total	364	100	391	100	380	100

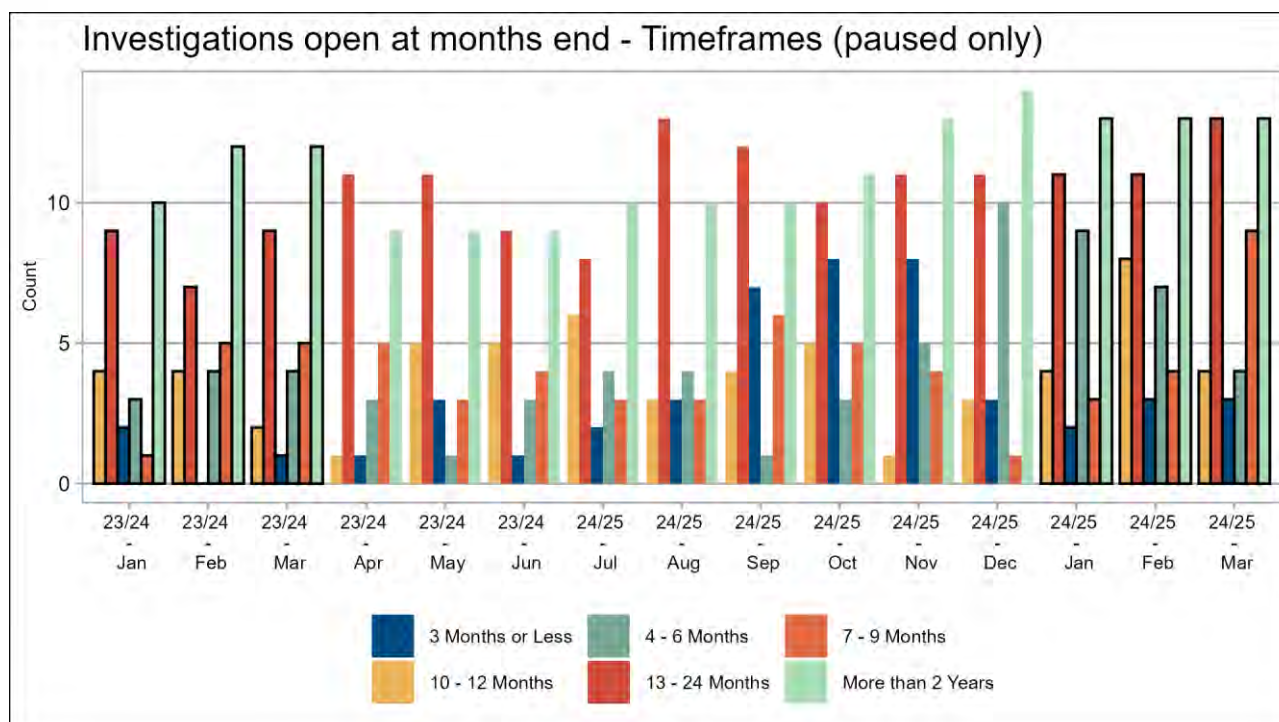
Active investigation timeframes



	January		February		March	
	Number	%	Number	%	Number	%
3 months or less	67	20.81	78	22.61	74	22.16
4 - 6 months	62	19.25	44	12.75	37	11.08
7 - 9 months	73	22.67	88	25.51	81	24.25
10 - 12 months	49	15.22	53	15.36	55	16.47
13 - 24 months	58	18.01	70	20.29	74	22.16
More than 2 years	13	4.04	12	3.48	13	3.89
Total	322	100	345	100	334	100

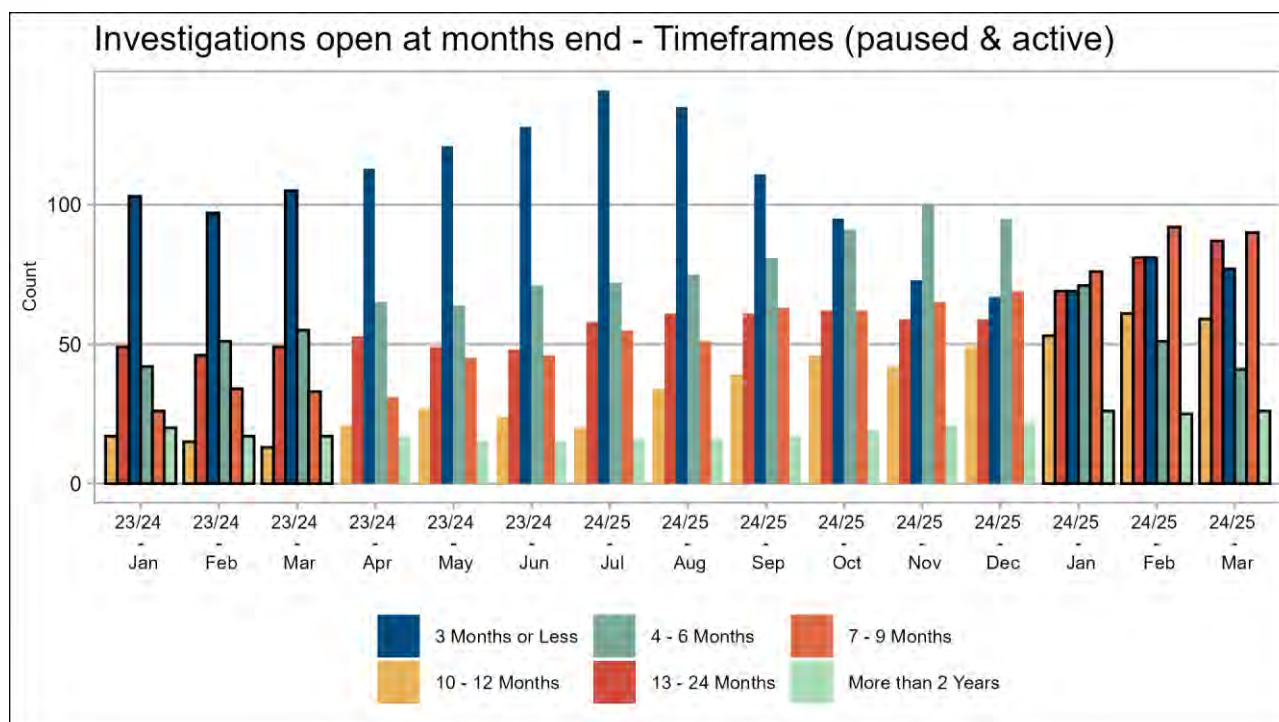
All investigations that have been open for 12 months or more are published on our investigations register, available on our website (www.oho.qld.gov.au/investigations/investigations-register).

Paused investigation timeframes



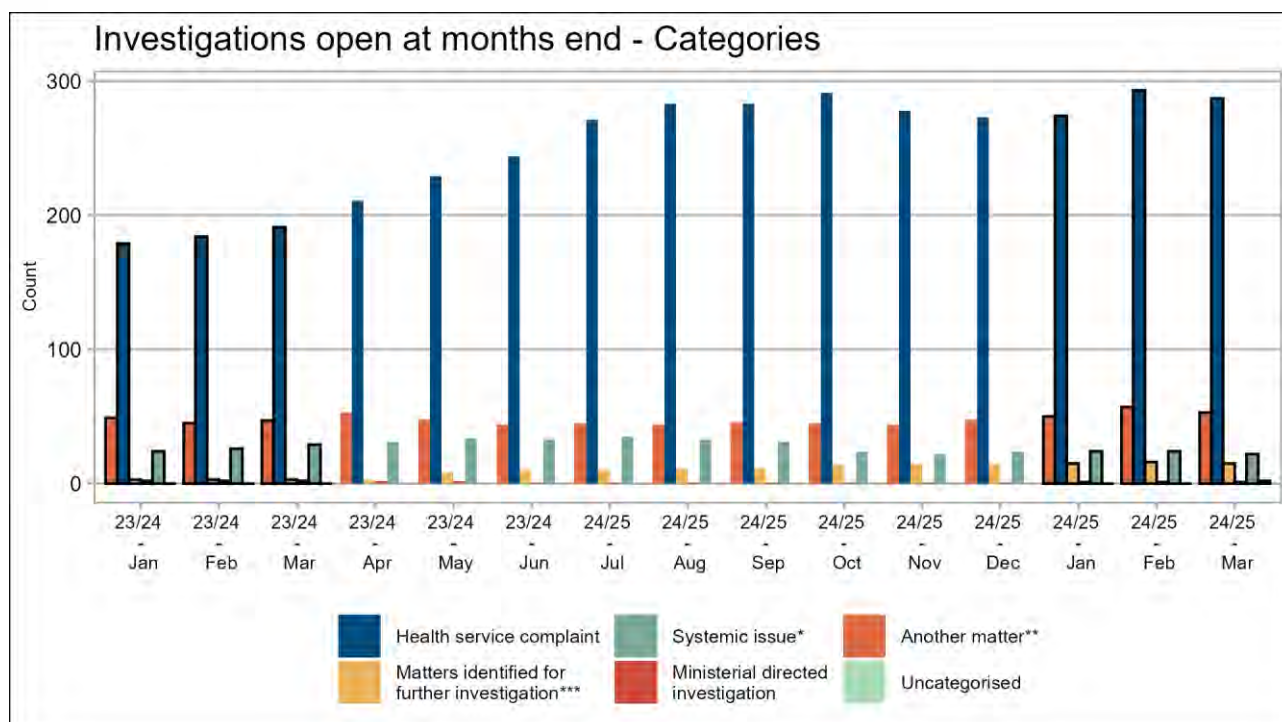
	January		February		March	
	Number	%	Number	%	Number	%
3 months or less	2	4.76	3	6.52	3	6.52
4 - 6 months	9	21.43	7	15.22	4	8.7
7 - 9 months	3	7.14	4	8.7	9	19.57
10 - 12 months	4	9.52	8	17.39	4	8.7
13 - 24 months	11	26.19	11	23.91	13	28.26
More than 2 years	13	30.95	13	28.26	13	28.26
Total	42	100	46	100	46	100

Active & paused (All) investigation timeframes



	January		February		March	
	Number	%	Number	%	Number	%
3 months or less	69	18.96	81	20.72	77	20.26
4 - 6 months	71	19.51	51	13.04	41	10.79
7 - 9 months	76	20.88	92	23.53	90	23.68
10 - 12 months	53	14.56	61	15.6	59	15.53
13 - 24 months	69	18.96	81	20.72	87	22.89
More than 2 years	26	7.14	25	6.39	26	6.84
Total	364	100	391	100	380	100

Open investigation categories



	January		February		March	
	Number	%	Number	%	Number	%
Health service complaint	274	75.27	293	74.94	287	75.53
Systemic issue*	24	6.59	24	6.14	22	5.79
Another matter**	50	13.74	57	14.58	53	13.95
Matters identified for further investigation***	15	4.12	16	4.09	15	3.95
Ministerial directed investigation	1	0.27	1	0.26	1	0.26
Uncategorised	0	0	0	0	2	0.53
Total	364	100	391	100	380	100

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

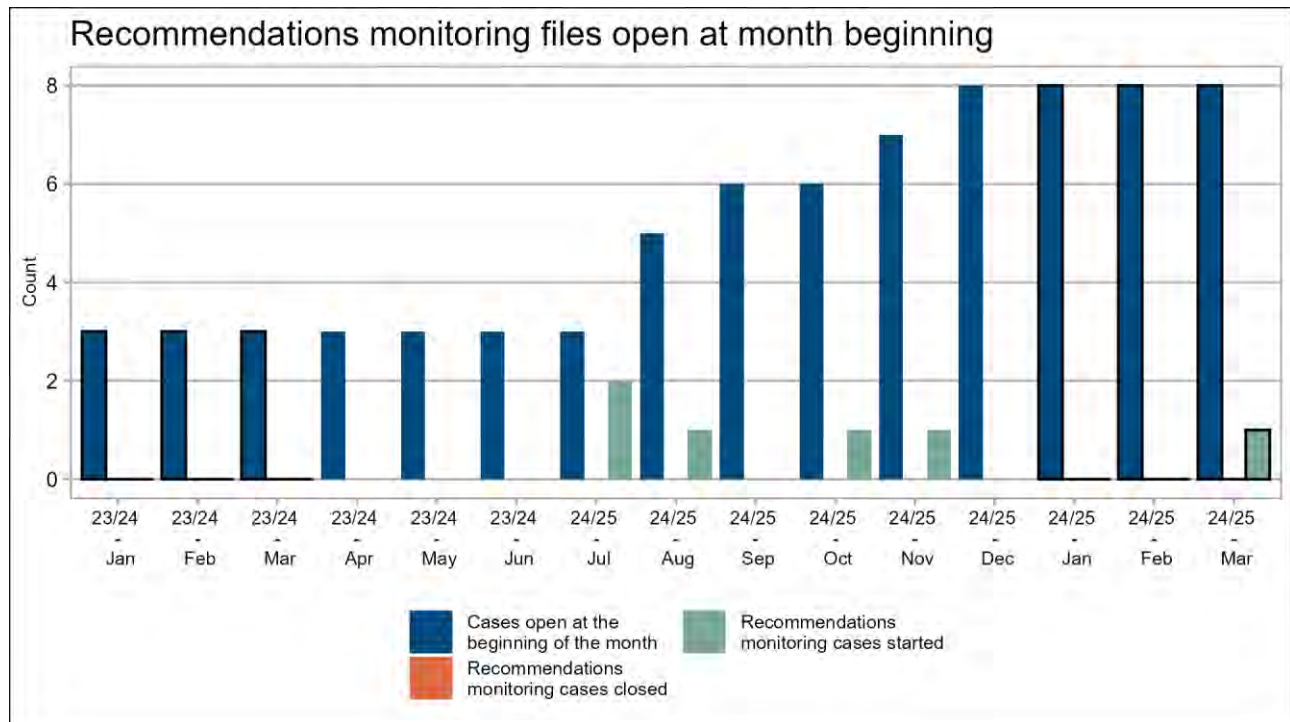
** Matters brought to the Health Ombudsman's attention by means other than through a health service complaint or notification which warrant investigation. These are commonly referred to internally as 'own motion' investigations.

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

Monitoring investigation recommendations

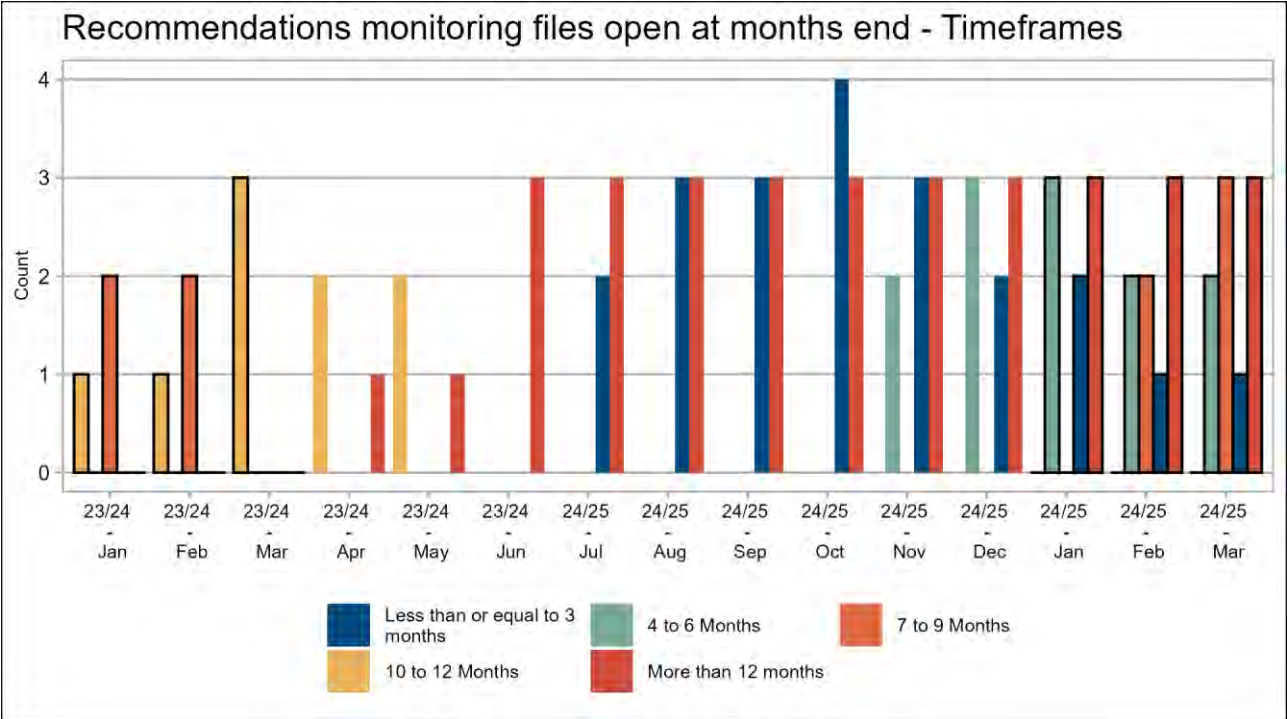
At the completion of certain investigations, the Health Ombudsman makes recommendations to health services for how they can improve service delivery and/or prevent the issues identified in the investigation from happening again. In these instances, the OHO puts in place a recommendation monitoring program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

OHO recommendations monitoring



OHO monitoring cases	January	February	March
Cases open at the beginning of the month	8	8	8
Recommendations monitoring cases started	0	0	1
Recommendations monitoring cases closed	0	0	0

Open recommendations monitoring case timeframes



Monitoring case timeframes	January		February		March	
	Number	%	Number	%	Number	%
3 months or less	2	25	1	12.5	1	11.11
4 - 6 months	3	37.5	2	25	2	22.22
7 - 9 months	0	0	2	25	3	33.33
10 - 12 months	0	0	0	0	0	0
12 months or more	3	37.5	3	37.5	3	33.33
Total	8	100	8	100	9	100

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	5	31.3
Midwife	1	6.3
Paramedic	1	6.3
Pharmacist	2	12.5
Registered nurse	7	43.8
Total	16	100

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 may 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 at QCAT at this stage.

Practitioner type	Number	Percentage
Chiropractor	1	1.6
Medical practitioner ¹	30	47.6
Midwife	1	1.6
Paramedic	1	1.6
Pharmacist	6	9.5
Psychologist	4	6.3
Registered nurse	20	31.7
Total	63	100

¹ This includes all Medical practitioners, including those with specialist registration.

Outcomes of matters reviewed by the Director of Proceedings

Matters filed in the Queensland Civil and Administrative Tribunal

Practitioner type	Number	Percentage
Medical practitioner	3	23.1
Paramedic	3	23.1
Pharmacist	1	7.7
Psychologist	1	7.7
Registered nurse	5	38.5
Total	13	100

Matters referred back to the Health Ombudsman

Practitioner type	Number	Percentage
Chiropractor	2	22.2
Medical practitioner	3	33.3
Paramedic	1	11.1
Registered nurse	3	33.3
Total	9	100

Queensland Civil and Administrative Tribunal disciplinary matters

Matters open in the Queensland Civil and Administrative Tribunal

Practitioner type	Number	Percentage
Chinese medicine practitioner	2	3.2
Chiropractor	1	1.6
Medical practitioner	1	1.6
Medical radiation practitioner	20	31.7
Midwife	2	3.2
Osteopath	1	1.6
Paramedic	4	6.3
Pharmacist	5	7.9
Physiotherapist	2	3.2
Psychologist	7	11.1
Registered nurse	17	27
Total Registered	62	98.4
Massage therapist	1	1.6
Total Unregistered	1	1.6
Total	63	100

Outcomes of Queensland Civil and Administrative disciplinary matters

Queensland Civil and Administrative Tribunal decisions

Practitioner type	Number
Medical practitioner	1
Pharmacist	2
Psychologist	2
Registered nurse	3
Total QCAT Decisions	8

Matters withdrawn

Practitioner type	Number
Total matters withdrawn	0

Decisions on matters referred to the Queensland Civil and Administrative Tribunal

There have been eight (8) decisions made on matters referred to QCAT during the quarter.

Date of Decision	Matter	Details of QCAT Decision
13/01/2025	OCR120-22	<ol style="list-style-type: none">1. The allegation in the amended referral is found to be established2. Professional Misconduct3. Reprimand4. Registration is cancelled5. Disqualified from applying for registration for a period of 5 years
13/01/2025	OCR161-23	<ol style="list-style-type: none">1. Professional Misconduct2. Reprimand3. Conditions imposed4. Part 7, Division 11, Subdivision 2 of the Health Practitioner Regulation National Law (Queensland) applied to the conditions5. The review period is 6 months6. Respondent's registration is suspended for 6 months7. IRA taken by HO is set aside8. No order as to costs
24/01/2025	OCR303-23	<ol style="list-style-type: none">1. Professional Misconduct2. Reprimand3. Registration cancelled4. Disqualified from applying for registration such that -the practitioner is precluded from practice for a total period of 10 years from the date of suspension, that is 27 August 20215. Prohibited from providing any health service such that the practitioner is precluded from doing so for the same period as that which the practitioner is disqualified from applying for registration as a health practitioner6. IRA imposed by the HO on 27 August 2021 is set aside7. No order as to costs8. Non-publication order



Date of Decision	Matter	Details of QCAT Decision
05/02/2025	OCR164-23	<ol style="list-style-type: none">1. Professional Misconduct2. Reprimand3. Registration suspended for 12 months4. IRA imposed by the HO is set aside5. Each party bear their own costs6. Non-publication order
19/02/2025	OCR170-22	<ol style="list-style-type: none">1. Professional Misconduct2. Reprimand3. Disqualified from applying for registration as a Pharmacist for a period of 3 months4. No order as to costs5. Existing non-publication order made on 27/07/22 remains in place
24/02/2025	OCR171-22	<ol style="list-style-type: none">1. Professional Misconduct2. Reprimand3. Registration suspended for 4 months4. Conditions imposed (see order for full details)5. Part 7, Division 11, Subdivision 2 of the Health Practitioner Regulation National Law applied to these conditions6. Review period is 12 months from date of order7. No order as to costs8. The NPO made by the Tribunal on 29/07/22 remains in place
11/03/2025	OCR120-24	<ol style="list-style-type: none">1. Professional Misconduct2. Reprimand3. Conditions imposed (see order for full details)4. Part 7, Division 11, Subdivision 2 of the Health Practitioner Regulation National Law (Queensland) applies to these conditions5. Review period for the conditions is 6 months6. No order as to costs
19/03/2025	OCR123-24	<ol style="list-style-type: none">1. Professional Misconduct2. Reprimand3. Registration cancelled4. Disqualified from applying for registration for a period of 4 years5. Prohibited from providing a health service such that she precluded from doing so for the same period as that which the practitioner is disqualified from applying for registration as a health practitioner6. IRA imposed by the HO is set aside7. No order as to costs

Decisions on immediate action reviews

There were no decisions made on immediate action reviews in Q3 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.²

Immediate registration actions

Immediate registration actions apply only to registered health practitioners and may result in the Health Ombudsman issuing a suspension, imposing conditions, or accepting an undertaking from a registered health practitioner.

The Health Ombudsman took initial immediate registration action in relation to 6 registered health practitioners in Q3 2024-25.

Immediate registration actions - Initiation

Practitioner type	Number	Month	Action taken	Reason/s for taking action	
				Public Interest	Serious Risk
Medical practitioner	1	January	Conditions	✓	✓
Nurse	1	January	Suspension	✓	✓
Medical practitioner	1	February	Conditions		✓
Nurse	1	February	Suspension	✓	✓
Medical practitioner	1	March	Undertaking		✓
Nurse	1	March	Suspension	✓	✓

Immediate registration actions – 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.

There were no variations to immediate registration actions in Q3 2024-25.

Immediate registration actions – Revocation

If at any time the Health Ombudsman is satisfied the immediate registration action is no longer necessary on the grounds that the practitioner's health, conduct or performance poses a serious risk to persons or public interest, the Health Ombudsman must revoke the action.

The Health Ombudsman revoked immediate registration action against 8 registered health practitioners in Q3 2024-25.

Practitioner type	Number	Month	Action that was taken	Reason/s for taking action	
				Public Interest	Serious Risk
Medical practitioner	2	January	Conditions		✓

² Prior to taking immediate action or varying an immediate action, the Health Ombudsman must first show cause. The Health Ombudsman may take an initial immediate action without first issuing a show cause notice in cases they believe it is necessary to ensure the health and safety of an individual or the public. The Health Ombudsman does not report publicly on show cause notices.

Nurse	1	January	Conditions		✓
Paramedic	1	January	Suspension	✓	✓
Nurse	1	February	Conditions		✓
Psychologist	2	February	Conditions		✓
Nurse	1	March	Suspension	✓	

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.

Interim prohibition order – Initiation

The Health Ombudsman issued 6 interim prohibition orders against unregistered health practitioners in Q3 2024-25.

Practitioner type	Number	Month	Action taken	Reason/s for taking action*	
				Public Interest	Serious Risk
Non-clinical support worker ³	1	January	Prohibition	✓	✓
Non-clinical support worker	1	January	Prohibition w restriction		✓
Alternative health provider	1	January	Prohibition	✓	✓
Non-clinical support worker	2	March	Prohibition w restriction		✓
Alternative health provider	1	March	Prohibition	✓	✓

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.

There were no variations to interim prohibition orders in Q3 2024-25.

Interim prohibition order – Revocation

If at any time the Health Ombudsman is satisfied an interim prohibition order is no longer necessary on the grounds that the practitioner's health, conduct or performance poses a serious risk to persons or public interest, the Health Ombudsman must revoke the order.

The Health Ombudsman revoked an interim prohibition order against 2 unregistered health practitioners in Q3 2024-25.

Practitioner type	Number	Month	Action taken	Reason/s for taking action*	
				Public Interest	Serious Risk

³ A non-clinical support worker is a worker providing a support service to a health such as security officers, cleaners, laundry, administration.

Alternative health provider	1	January	Prohibition w restriction	✓	✓
Assistant in Nursing	1	January	Prohibition	✓	✓

Prohibition orders

Prohibition order – Initiation

The Health Ombudsman may issue a prohibition order – either permanently or for a stated period – once they have finished investigating an unregistered health practitioner and are satisfied that the practitioner's health, conduct or performance poses a serious risk to the health and safety of the public.⁴

The Health Ombudsman issued 11 prohibition orders against unregistered health practitioners in Q3 2024-25.

Practitioner type	Number	Month	Action taken
Alternative health provider	1	January	Prohibition
Holding out- Nurse	1	January	Prohibition
Ambulance officer	1	January	Prohibition
Alternative health provider	2	February	Prohibition
Disability support worker	1	February	Prohibition
Alternative health provider	1	February	Prohibition w restriction
Alternative health provider	1	March	Prohibition
Alternative health provider	1	March	Prohibition
Non-clinical support worker	1	March	Prohibition
Non-clinical support worker	1	March	Prohibition

Prohibition order – Variation

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

There were no variations to prohibition orders in Q3 2024-25.

Prohibition order – Revocation

If at any time the Health Ombudsman is satisfied that the prohibition order is no longer necessary on the grounds that the unregistered health practitioners health, conduct or performance poses a serious risk to persons, the Health Ombudsman must revoke the prohibition order.

There were no revocations to prohibition orders in Q3 2024-25.

The details for all actions and orders can be found on the action/orders register on the OHO website (<https://www.oho.qld.gov.au/public/protective-orders>).

⁴ Prior to issuing a prohibition order or varying a prohibition order, the Health Ombudsman must first show cause. The Health Ombudsman does not report publicly on show cause notices.

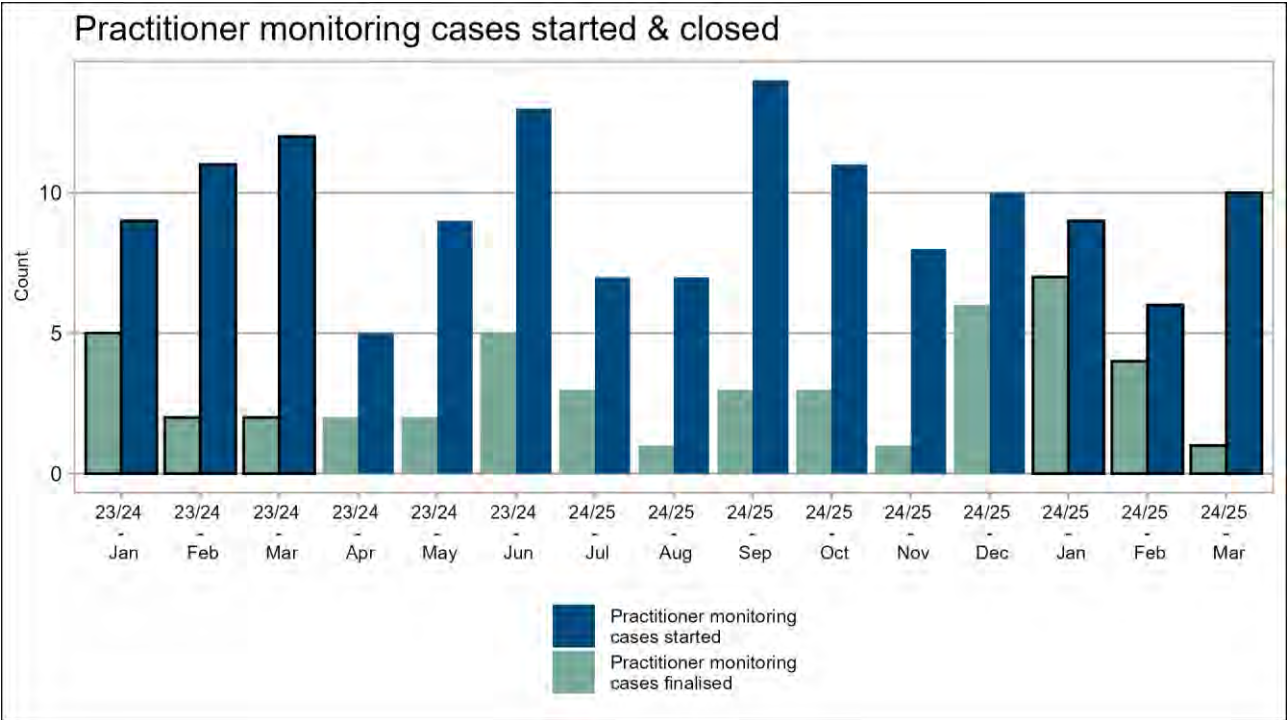
Monitoring practitioner compliance

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.

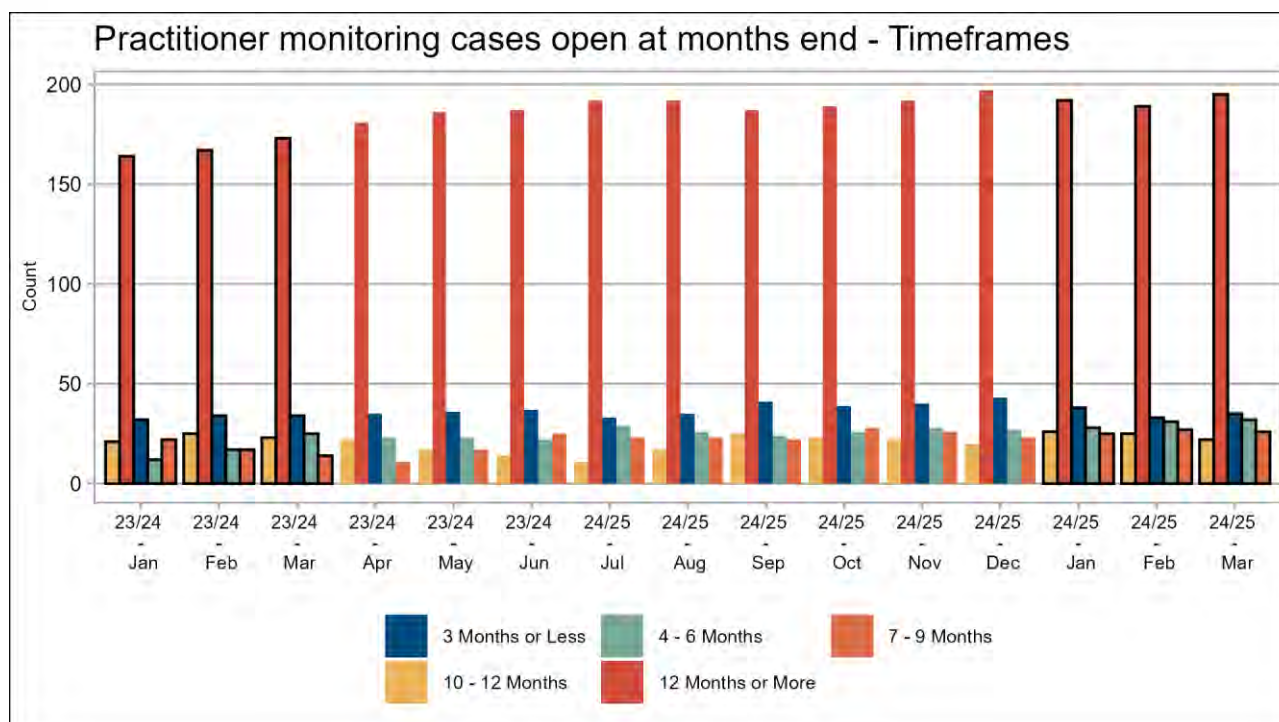
Practitioner monitoring cases



Cases this month	January	February	March
Practitioner monitoring cases started	9	6	10
Practitioner monitoring cases finalised	7	4	1

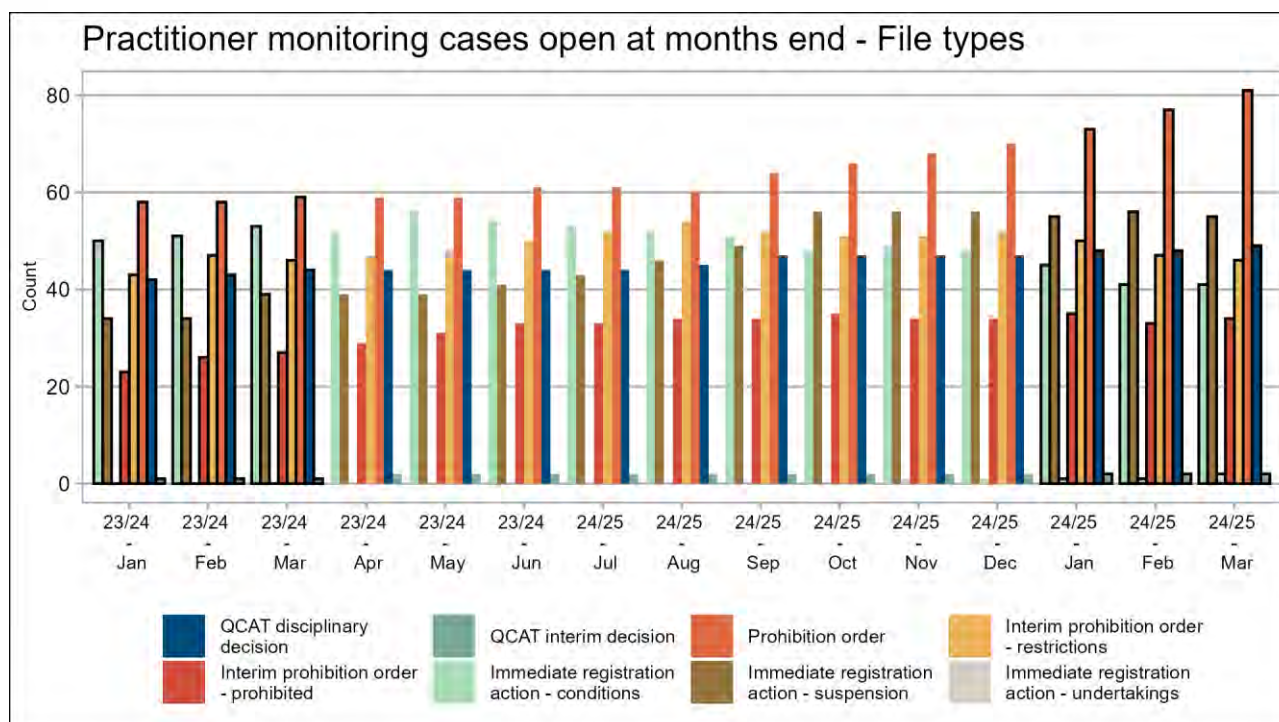
Open monitoring cases

Timeframes



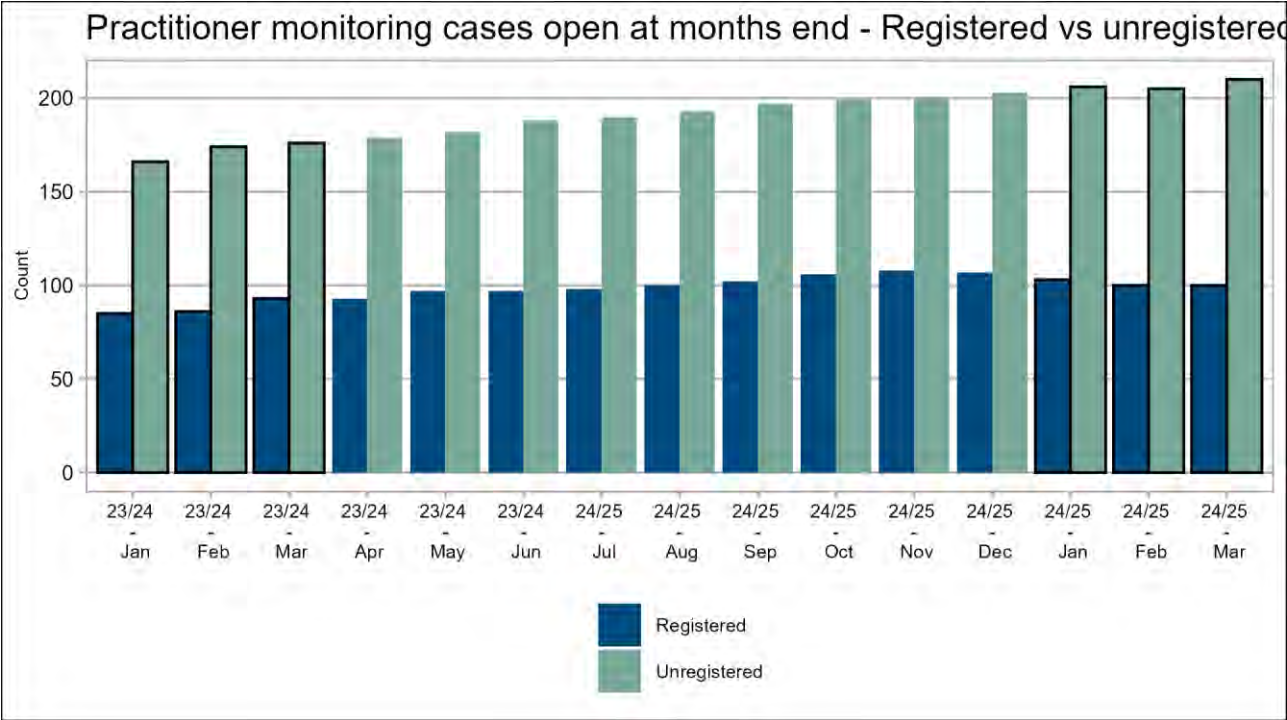
	January		February		March	
	Number	%	Number	%	Number	%
3 months or less	38	12.3	33	10.82	35	11.29
4 - 6 months	28	9.06	31	10.16	32	10.32
7 - 9 months	25	8.09	27	8.85	26	8.39
10 - 12 months	26	8.41	25	8.2	22	7.1
12 months or more	192	62.14	189	61.97	195	62.9
Total	309	100	305	100	310	100

Immediate action types



	January		February		March	
	Number	%	Number	%	Number	%
QCAT disciplinary decision	48	15.53	48	15.74	49	15.81
QCAT interim decision	2	0.65	2	0.66	2	0.65
Permanent prohibition order	73	23.62	77	25.25	81	26.13
Interim prohibition order - restrictions	50	16.18	47	15.41	46	14.84
Interim prohibition order - prohibited	35	11.33	33	10.82	34	10.97
Immediate registration action - conditions	45	14.56	41	13.44	41	13.23
Immediate registration action - suspension	55	17.8	56	18.36	55	17.74
Immediate registration action - undertakings	1	0.32	1	0.33	2	0.65
Total	309	100	305	100	310	100

Registered Vs unregistered practitioners under monitoring



	January		February		March	
	Number	%	Number	%	Number	%
Registered	103	33.33	100	32.79	100	32.26
Unregistered	206	66.67	205	67.21	210	67.74
Total	309	100	305	100	310	100



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	January	277	286	302
	February	287	300	321
	March	304	294	326
	Total	868	880	949
Matters finalised	January	260	277	294
	February	287	295	316
	March	311	306	338
	Total	858	878	948

* 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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chinese Medicine Practitioner	-	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	2
Chiropractor	-	-	-	2	-	-	-	-	-	-	-	-	2	-	9	-	-	13
Dental practitioner	-	-	5	1	-	1	2	2	-	-	1	-	7	4	60	1	-	84
Medical Practitioner	21	1	90	22	4	2	12	5	-	-	16	80	129	10	299	36	-	727
Medical Radiation Practitioner	-	-	-	-	-	-	-	-	-	-	-	-	3	-	1	-	-	4
Midwife	-	-	1	1	-	-	-	-	-	-	-	-	1	-	4	-	-	7
Nurse	-	1	7	-	-	3	-	2	-	-	1	18	107	18	36	1	-	194
Occupational Therapist	-	-	1	-	-	-	-	-	-	-	-	-	5	1	3	1	-	11
Optometrist	-	-	-	-	-	-	-	-	-	-	1	-	2	-	2	-	-	5
Oral Health Therapist	-	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Osteopath	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paramedic	-	-	-	-	-	-	-	-	-	-	-	-	6	-	1	-	-	7
Pharmacist	-	-	1	-	-	-	-	-	-	-	-	16	6	-	5	-	-	28
Physiotherapist	-	-	1	-	-	-	-	-	-	-	1	-	4	-	7	1	-	14
Podiatrist / Chiropodist	-	-	-	-	-	-	1	-	-	-	-	-	1	-	4	-	-	6
Psychologist	-	3	7	-	-	1	4	-	-	-	3	-	31	1	20	9	-	79
Student practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unknown practitioner	-	2	-	-	-	-	-	-	-	-	-	-	1	2	-	-	-	5
Unregistered practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	21	7	114	26	4	7	19	9	-	-	23	114	306	36	452	49	-	1187

Outcomes by practitioner type

Issue	HCE to retain*		Refer to National Agency		No further action		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Aboriginal and Torres Strait Islander health practitioner	-	-	-	-	-	-	-	-
Chinese Medicine Practitioner	1	0.52	-	-	1	0.22	2	0.21
Chiropractor	1	0.52	7	2.30	1	0.22	9	0.95
Dental practitioner	15	7.85	28	9.21	23	5.1	66	6.98
Medical Practitioner	90	47.12	181	59.54	307	68.07	578	61.1
Medical Radiation Practitioner	1	0.52	-	-	3	0.67	4	0.42
Midwife	2	1.05	3	0.99	-	-	5	0.53
Nurse	51	26.7	46	15.13	70	15.52	167	17.65
Occupational Therapist	1	0.52	3	0.99	3	0.67	7	0.74
Optometrist	2	1.05	2	0.66	1	0.22	5	0.53
Oral Health Therapist	-	-	-	-	1	0.22	1	0.11
Osteopath	-	-	-	-	-	-	-	-
Paramedic	3	1.57	2	0.66	2	0.44	7	0.74
Pharmacist	9	4.71	10	3.29	5	1.11	24	2.54
Physiotherapist	2	1.05	5	1.64	5	1.11	12	1.27
Podiatrist / Chiropodist	1	0.52	1	0.33	2	0.44	4	0.42
Psychologist	10	5.24	14	4.61	27	5.99	51	5.39
Student practitioner	-	-	-	-	-	-	-	-
Unknown practitioner	2	1.05	2	0.66	-	-	4	0.42
Unregistered practitioner	-	-	-	-	-	-	-	-
Total	191	100	304	100	451	100	946	100

* 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*
Matters commenced	January	12	12	12
	February	21	21	21
	March	20	20	20
	Total	53	53	53
Matters finalised	January	18	17	18
	February	20	20	20
	March	12	11	12
	Total	50	48	50

* 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	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	-	-	3
Medical Practitioner	-	-	10	-	-	-	-	-	-	-	1	6	13	1	14	-	-	45
Medical Radiation Practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	2
Midwife	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	2
Nurse	-	-	1	-	-	-	-	-	-	-	1	2	11	-	6	-	-	21
Occupational Therapist	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Optometrist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Oral Health Therapist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Osteopath	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paramedic	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Pharmacist	-	-	-	-	-	-	-	-	-	-	-	1	1	-	-	-	-	2
Physiotherapist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Podiatrist / Chiropodist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Psychologist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	1	-	2
Student practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unknown practitioner	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Unregistered practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	-	1	11	-	-	-	-	-	-	-	2	9	29	1	26	1	-	80

Outcomes by practitioner type

Issue	HCE to retain*		Refer to National Agency		No further action		Q3 total	
	Number	%	Number	%	Number	%	Number	%
Aboriginal and Torres Strait Islander health practitioner	-	-	-	-	-	-	-	-
Chinese Medicine Practitioner	-	-	-	-	-	-	-	-
Chiropractor	-	-	-	-	-	-	-	-
Dental practitioner	-	-	-	-	3	6	3	6
Medical Practitioner	-	-	-	-	29	58	29	58
Medical Radiation Practitioner	-	-	-	-	-	-	-	-
Midwife	-	-	-	-	2	4	2	4
Nurse	-	-	-	-	11	22	11	22
Occupational Therapist	-	-	-	-	1	2	1	2
Optometrist	-	-	-	-	-	-	-	-
Oral Health Therapist	-	-	-	-	-	-	-	-
Osteopath	-	-	-	-	-	-	-	-
Paramedic	-	-	-	-	-	-	-	-
Pharmacist	-	-	-	-	2	4	2	4
Physiotherapist	-	-	-	-	-	-	-	-
Podiatrist / Chiropodist	-	-	-	-	-	-	-	-
Psychologist	-	-	-	-	2	4	2	4
Student practitioner	-	-	-	-	-	-	-	-
Unknown practitioner	-	-	-	-	-	-	-	-
Unregistered practitioner	-	-	-	-	-	-	-	-
Total	-	-	-	-	50	100	50	100

* 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 the complaint 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

	January		February		March	
	Number	%	Number	%	Number	%
Female	482	50.95	544	53.65	490	53.2
Male	423	44.71	421	41.52	384	41.69
Non-binary	4	0.42	11	1.08	7	0.76
Unknown	37	3.91	38	3.75	40	4.34
Total	946	100	1014	100	921	100

Complainant age

	January		February		March	
	Number	%	Number	%	Number	%
Less than 18 years	2	0.21	3	0.3	1	0.11
18-24 years	27	2.85	20	1.97	31	3.37
25-34 years	152	16.07	160	15.78	134	14.55
35-44 years	196	20.72	214	21.1	198	21.5
45-54 years	148	15.64	175	17.26	165	17.92
55-64 years	146	15.43	118	11.64	117	12.7
65-74 years	68	7.19	76	7.5	62	6.73
More than 75 years	35	3.7	44	4.34	30	3.26
Unknown*	172	18.18	204	20.12	183	19.87
Total	946	100	1014	100	921	100

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

Complainant location

	January		February		March	
	Number	%	Number	%	Number	%
Brisbane	330	43.65	328	41.1	279	39.24
Central West	2	0.26	0	0	1	0.14
Darling Downs	22	2.91	32	4.01	25	3.52
Far North	23	3.04	36	4.51	28	3.94
Fitzroy	40	5.29	39	4.89	41	5.77
Gold Coast	66	8.73	82	10.28	65	9.14
Mackay	20	2.65	15	1.88	18	2.53
North West	1	0.13	4	0.5	2	0.28
Northern	31	4.1	30	3.76	42	5.91
Off-Shore Areas & Migratory (QLD)	0	0	0	0	0	0
South West	3	0.4	2	0.25	3	0.42
Sunshine Coast	39	5.16	45	5.64	35	4.92
West Moreton	18	2.38	15	1.88	9	1.27
Wide Bay-Burnett	49	6.48	47	5.89	50	7.03
Unknown	112	14.81	123	15.41	113	15.89
Total	756	100	798	100	711	100

Healthcare consumers

Consumer gender

	January		February		March	
	Number	%	Number	%	Number	%
Female	415	48.54	447	50.28	402	48.61
Male	434	50.76	431	48.48	411	49.7
Non-binary	4	0.47	10	1.12	6	0.73
Unknown	2	0.23	1	0.11	8	0.97
Total	855	100	889	100	827	100

Consumer age

	January		February		March	
	Number	%	Number	%	Number	%
Less than 18 years	31	3.63	43	4.84	27	3.26
18-24 years	36	4.21	34	3.82	35	4.23
25-34 years	146	17.08	150	16.87	115	13.91
35-44 years	170	19.88	181	20.36	167	20.19
45-54 years	120	14.04	134	15.07	132	15.96
55-64 years	105	12.28	94	10.57	103	12.45
65-74 years	69	8.07	62	6.97	60	7.26
More than 75 years	66	7.72	60	6.75	50	6.05
Unknown*	112	13.1	131	14.74	138	16.69
Total	855	100	889	100	827	100

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

Consumer location

	January		February		March	
	Number	%	Number	%	Number	%
Brisbane	275	40.5	266	38	237	37.38
Central West	1	0.15	0	0	1	0.16
Darling Downs	18	2.65	23	3.29	23	3.63
Far North	18	2.65	29	4.14	26	4.1
Fitzroy	37	5.45	30	4.29	32	5.05
Gold Coast	55	8.1	59	8.43	48	7.57
Mackay	15	2.21	9	1.29	14	2.21
North West	1	0.15	3	0.43	1	0.16
Northern	23	3.39	26	3.71	28	4.42
Off-Shore Areas & Migratory (QLD)	0	0	0	0	0	0
South West	2	0.29	2	0.29	1	0.16
Sunshine Coast	33	4.86	32	4.57	27	4.26
West Moreton	14	2.06	13	1.86	7	1.1
Wide Bay-Burnett	39	5.74	33	4.71	38	5.99
Unknown	148	21.8	175	25	151	23.82
Total	679	100	700	100	634	100

Health service providers

Provider location

	January		February		March	
	Number	%	Number	%	Number	%
Brisbane	283	44.36	274	42.15	236	41.55
Central West	1	0.16	0	0	1	0.18
Darling Downs	27	4.23	27	4.15	22	3.87
Far North	28	4.39	29	4.46	29	5.11
Fitzroy	25	3.92	24	3.69	22	3.87
Gold Coast	84	13.17	93	14.31	77	13.56
Mackay	21	3.29	13	2	16	2.82
North West	2	0.31	3	0.46	3	0.53
Northern	26	4.08	21	3.23	31	5.46
Off-Shore Areas & Migratory (QLD)	0	0	0	0	0	0
South West	4	0.63	2	0.31	5	0.88
Sunshine Coast	38	5.96	41	6.31	29	5.11
West Moreton	6	0.94	7	1.08	4	0.7
Wide Bay-Burnett	37	5.8	32	4.92	42	7.39
Unknown	56	8.78	84	12.92	51	8.98
Total	638	100	650	100	568	100

* 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?
Intake of complaints		
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.
Health service complaints profile		
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.
Assessment		
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?
Local resolution		
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 timeframes	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.
Conciliation		
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.
Complaints management (Referrals)		
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.
Investigation		
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.
Monitoring investigation recommendations		
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?
Director of Proceedings		
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 the 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 Tribunal 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.
Immediate action		
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.
Monitoring practitioner compliance		
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.
Australian Health Practitioner Regulation Agency – Initial joint consideration decisions		
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.
Australian Health Practitioner Regulation Agency – Subsequent joint consideration decisions		
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.
Demographics of complainants, healthcare consumers and providers		
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.