

Quarter Two 2025-26
performance report
Office of the Health Ombudsman



OFFICE OF THE
HEALTH
OMBUDSMAN



Quarterly performance report— Quarter Two 2025-26

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Introduction

This document reports on the Quarter Two (Q2) performance of the Office of the Health Ombudsman (OHO) for the 2025–26 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:

- receive 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.

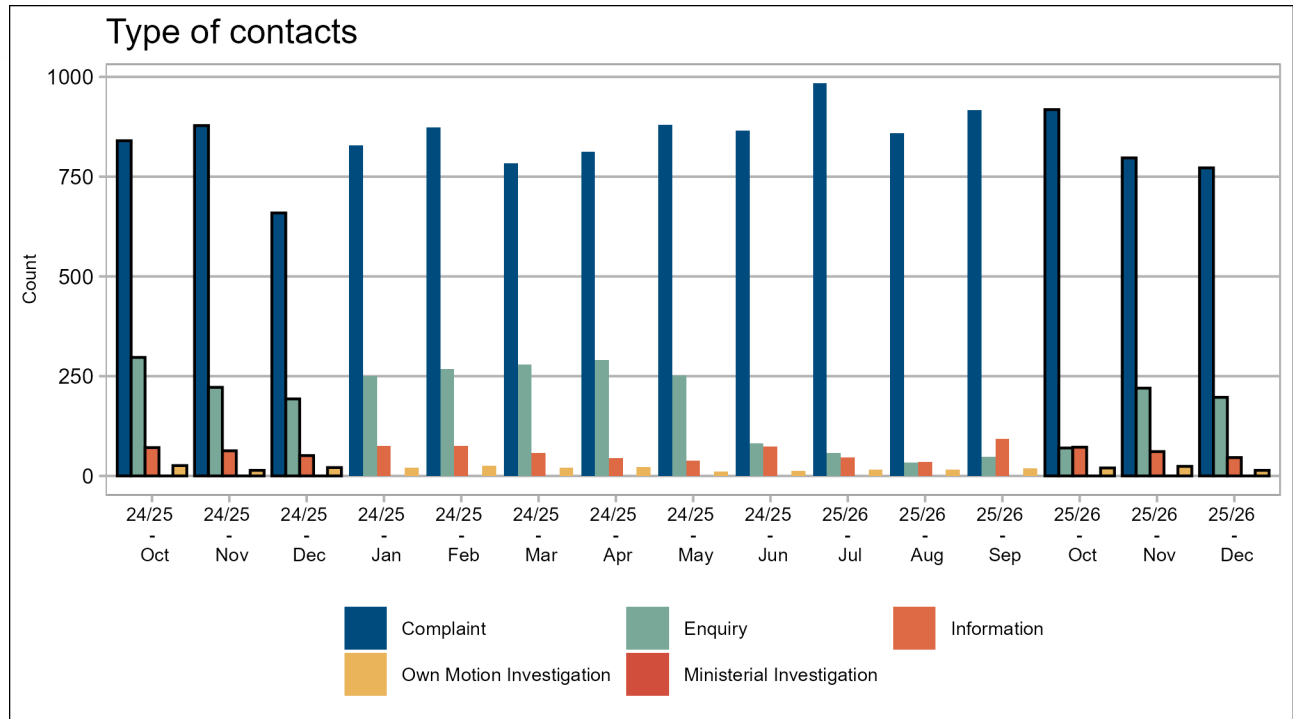
Data in this report is correct as of 05 January 2026, although figures may differ from those published in previous reports due to subsequent adjustments which occurred after the publication of those reports.

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	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Complaint	918	85.00	797	72.32	772	75.02	2487	77.45
Enquiry	70	6.48	220	19.96	197	19.14	487	15.17
Information	72	6.67	61	5.54	46	4.47	179	5.57
Own motion investigation	20	1.85	24	2.18	14	1.36	58	1.81
Ministerial investigation	0	0	0	0	0	0	0	0
Total	1080	100	1102	100	1029	100	3211	100

In addition to the above, 20 further contacts are yet to be classified.

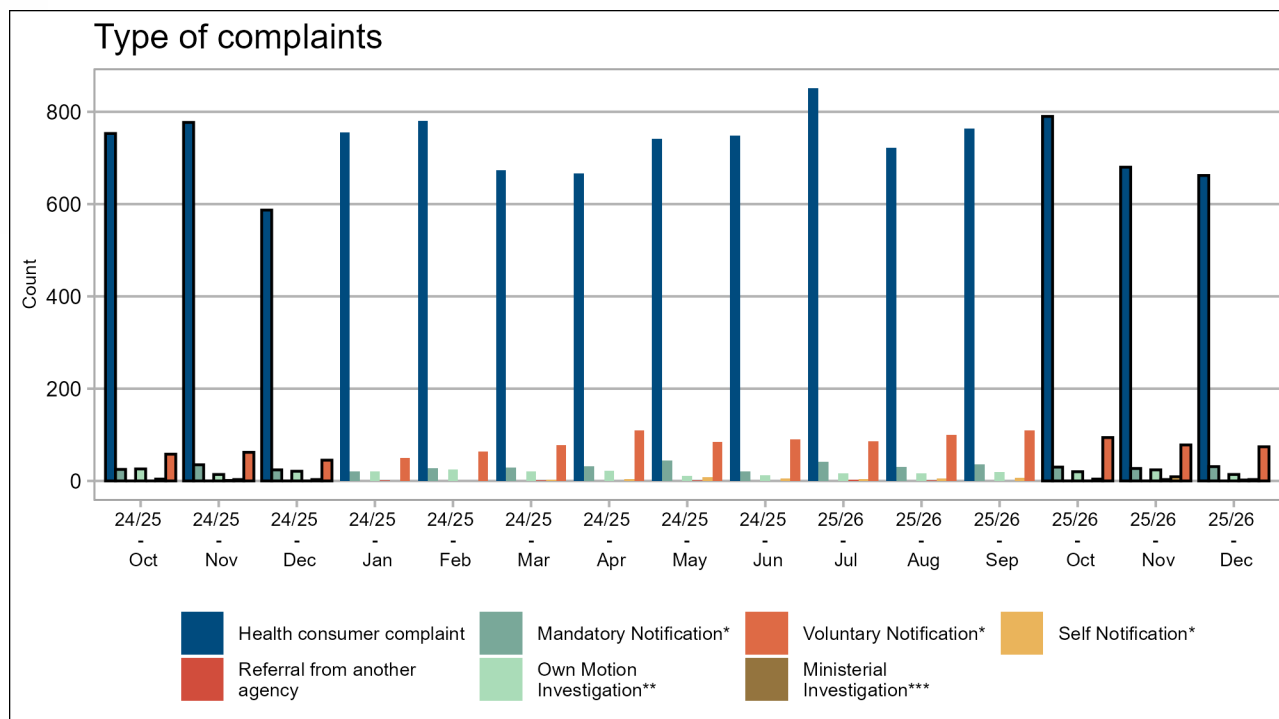
Contacts received through Genesys

The difference between Resolve and Genesys data is that Resolve is the case management system where the OHO receives and actions a matter (complaint, enquiry and information matter) whereas Genesys is the telephone software that facilitates managing phone calls and emails - not all of which are appropriate to be, required to be saved in Resolve. For example, The OHO might receive an email from a person asking about the Queensland Ombudsman or another entity – this would not be saved in Resolve as it does not relate to a health service or an OHO statutory function.

The table below is a breakdown of the contacts recorded in Genesys.

Type of contact	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
General enquiry	347	13.59	341	15.20	271	12.64	959	13.82
Health service complaint	642	25.14	568	25.32	517	24.11	1727	24.88
Notification	42	1.64	27	1.20	27	1.26	96	1.38
Prisoner phone line	305	11.94	212	9.45	227	10.59	744	10.72
Email	1132	44.32	1031	45.97	1026	47.85	3189	45.94
Webchat	86	3.37	64	2.85	76	3.54	226	3.26
Total	2554	100	2243	100	2144	100	6941	100

Type of complaints



Type of complaints	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Health consumer complaint	790	84.22	680	82.83	662	84.22	2132	83.77
Mandatory notification*	30	3.20	27	3.29	31	3.94	88	3.46
Voluntary notification*	94	10.02	78	9.50	74	9.41	246	9.67
Self-notification*	4	0.43	9	1.10	3	0.38	16	0.63
Referral from another agency	0	0	3	0.37	2	0.25	5	0.20
Own motion investigation**	20	2.13	24	2.92	14	1.78	58	2.28
Ministerial investigation***	0	0	0	0	0	0	0	0
Total	938	100	821	100	786	100	2545	100

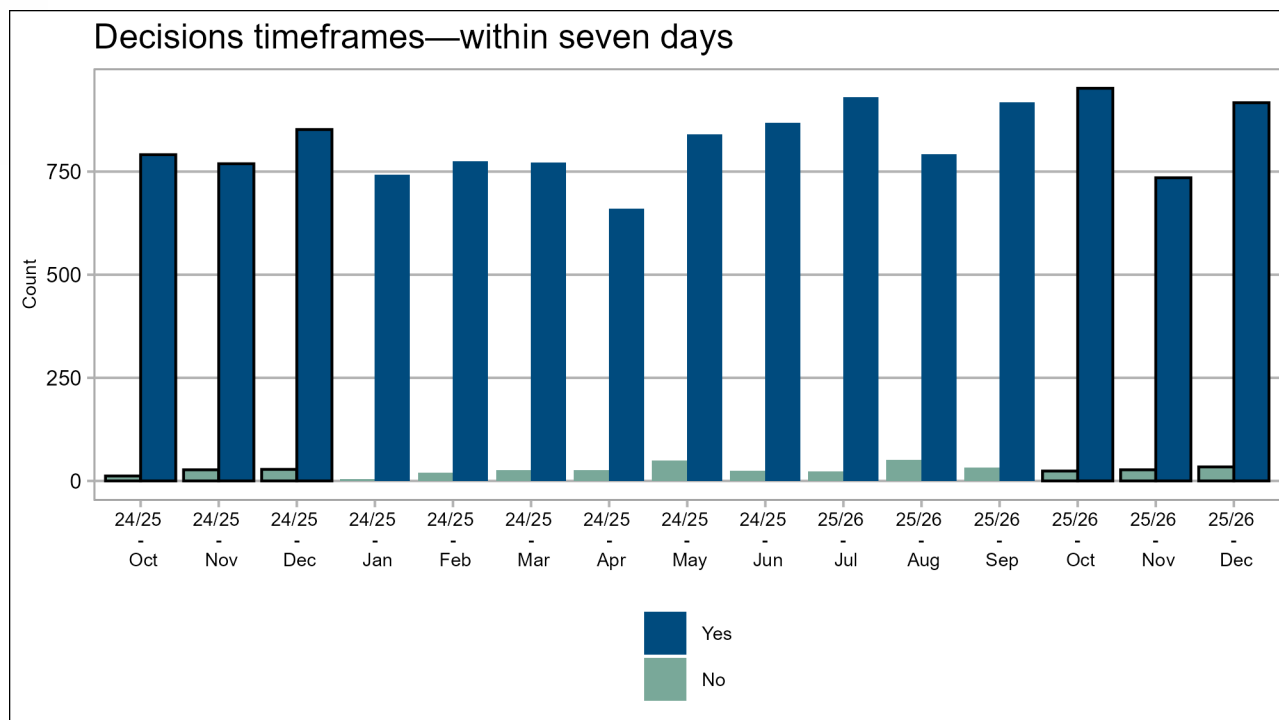
* Notifications are matters defined under the Health Practitioner Regulation National Law (Queensland) and only relate to registered practitioners.

** 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

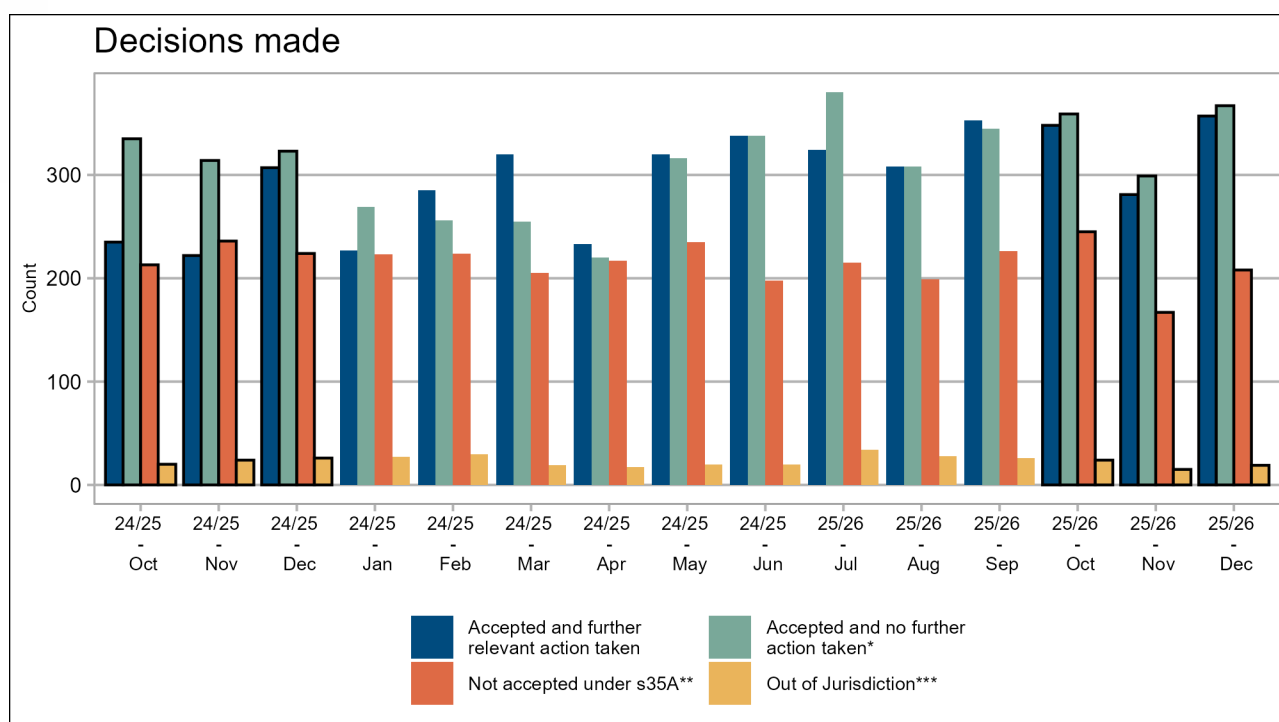
Decisions timeframes—within seven days ¹



Decision made	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Yes	952	97.54	735	96.46	917	96.42	2604	96.84
No	24	2.46	27	3.54	34	3.58	85	3.16
Total	976	100	762	100	951	100	2689	100

¹ Section 35(1) (a) of the *Health Ombudsman Act 2013* stipulates matters received are to have decisions recorded within 7 business days after the OHO receives the complaint

Decisions made



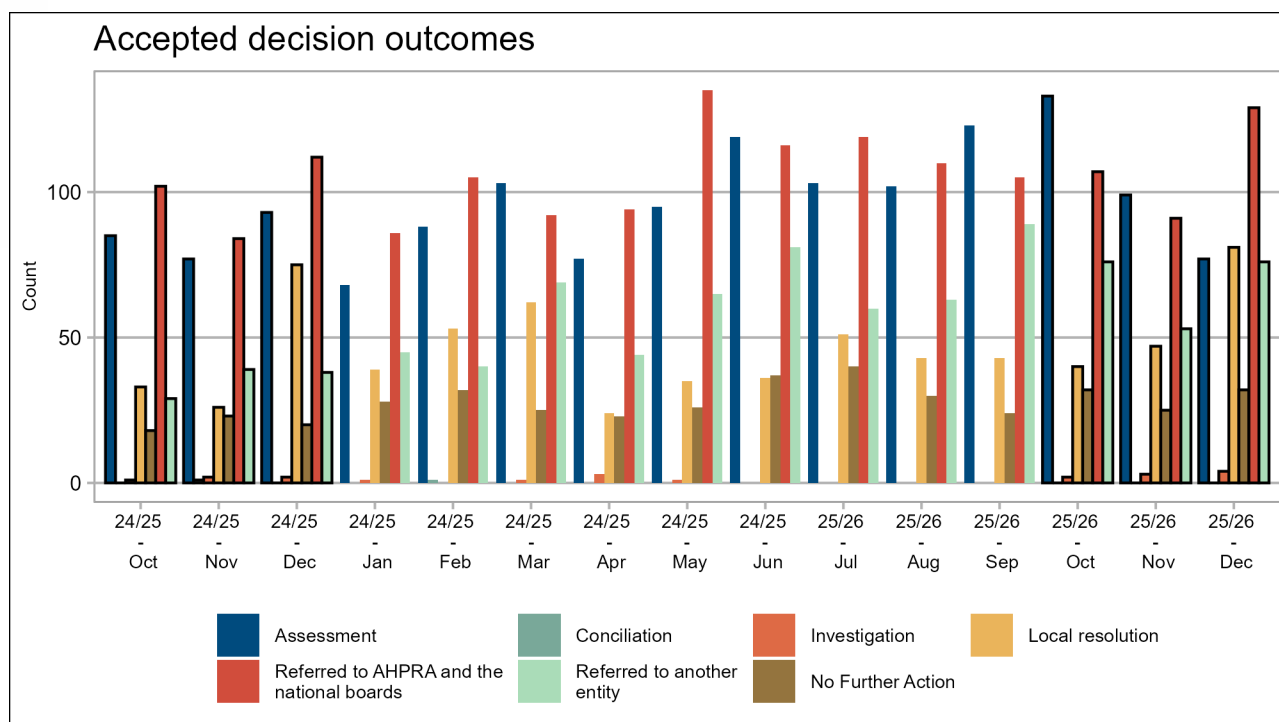
Number of decisions made	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Accepted and further relevant action taken	348	35.66	281	36.88	357	37.54	986	36.67
Accepted and no further action taken*	359	36.78	299	39.24	367	38.59	1025	38.12
Not accepted under s35A**	245	25.10	167	21.92	208	21.87	620	23.06
Out of jurisdiction***	24	2.46	15	1.97	19	2.00	58	2.16
Total	976	100	762	100.01	951	100	2689	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 that cannot be dealt with under the *Health Ombudsman Act 2013*.

Accepted decision outcomes



Type of relevant action	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Assessment	133	34.10	99	31.13	77	19.3	309	27.91
Conciliation	0	0	0	0	0	0	0	0
Investigation	2	0.51	3	0.94	4	1.00	9	0.81
Local resolution	40	10.26	47	14.78	81	20.30	168	15.18
Referred to AHPRA and the national boards	107	27.44	91	28.62	129	32.33	327	29.54
Referred to another entity	76	19.49	53	16.67	76	19.05	205	18.52
No further action	32	8.21	25	7.86	32	8.02	89	8.04
Total	390	100	318	100	399	100	1107	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). The 'No further action' outcomes in this table are confined to those accepted complaints.

Health service complaints profile

Main issue categories raised in complaints

Issue	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Access	125	8.72	108	9.21	90	8.36	323	8.77
Code of conduct for Health Care Workers	34	2.37	18	1.53	14	1.30	66	1.79
Communication and Information	145	10.12	105	8.95	107	9.94	357	9.7
Consent	49	3.42	26	2.22	28	2.60	103	2.8
Discharge and Transfer Arrangements	18	1.26	10	0.85	16	1.49	44	1.2
Environment/Management of Facility	28	1.95	34	2.90	35	3.25	97	2.63
Fees and Costs	58	4.05	55	4.69	61	5.67	174	4.73
Grievance Processes	57	3.98	63	5.37	55	5.11	175	4.75
Health Ombudsman Act 2013 Offence	1	0.07	1	0.09	0	0	2	0.05
Information	0	0	0	0	0	0	0	0
Medical Records	54	3.77	38	3.24	25	2.32	117	3.18
Medication	137	9.56	87	7.42	87	8.09	311	8.45
Professional Conduct	228	15.91	170	14.49	156	14.5	554	15.05
Professional Health	21	1.47	19	1.62	14	1.30	54	1.47
Professional Performance	455	31.75	414	35.29	359	33.36	1228	33.35
Reports/Certificates	23	1.61	25	2.13	28	2.60	76	2.06
Research/teaching/assessment	0	0	0	0	1	0.09	1	0.03
Total	1433	100	1173	100	1076	100	3682	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	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Competence	11	2.42	26	6.28	19	5.29	56	4.56
Coordination of treatment	52	11.43	29	7	39	10.86	120	9.77
Delay in treatment	12	2.64	18	4.35	19	5.29	49	3.99
Diagnosis	33	7.25	31	7.49	32	8.91	96	7.82
Inadequate care	77	16.92	66	15.94	54	15.04	197	16.04
Inadequate consultation	26	5.71	28	6.76	31	8.64	85	6.92
Inadequate prosthetic equipment	1	0.22	6	1.45	1	0.28	8	0.65
Inadequate treatment	119	26.15	91	21.98	78	21.73	288	23.45
Infection control	7	1.54	6	1.45	3	0.84	16	1.3
No or inappropriate referral	13	2.86	15	3.62	5	1.39	33	2.69
Public or private election	1	0.22	0	0	0	0	1	0.08
Rough and painful treatment	16	3.52	5	1.21	2	0.56	23	1.87
Teamwork or supervision	3	0.66	3	0.72	5	1.39	11	0.9
Unexpected treatment outcome or complications	58	12.75	62	14.98	45	12.53	165	13.44
Withdrawal of treatment	9	1.98	16	3.86	14	3.90	39	3.18
Wrong or inappropriate treatment	17	3.74	12	2.90	12	3.34	41	3.34
Total	455	100	414	100	359	100	1228	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	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Annual declaration not completed or completed incorrectly	1	0.44	0	0	0	0	1	0.18
Assault	14	6.14	6	3.53	2	1.28	22	3.97
Attendance	0	0	1	0.59	2	1.28	3	0.54
Boundary violation	8	3.51	7	4.12	3	1.92	18	3.25
Breach of condition	1	0.44	3	1.76	1	0.64	5	0.9
Conflict of interest	8	3.51	7	4.12	5	3.21	20	3.61
Discriminatory conduct	8	3.51	6	3.53	9	5.77	23	4.15
Emergency treatment not provided	5	2.19	0	0	2	1.28	7	1.26
Excessive treatment	2	0.88	2	1.18	0	0	4	0.72
Experimental treatment	0	0	1	0.59	0	0	1	0.18
False or misleading statements and or information	5	2.19	6	3.53	11	7.05	22	3.97
Financial fraud	5	2.19	4	2.35	1	0.64	10	1.81
Illegal practice	39	17.11	43	25.29	26	16.67	108	19.49
Inappropriate behaviour	56	24.56	44	25.88	39	25.00	139	25.09
Inappropriate collection, use or disclosure of information	24	10.53	17	10.00	22	14.10	63	11.37
Medico-legal conduct	4	1.75	1	0.59	1	0.64	6	1.08
Misrepresentation of qualifications	6	2.63	3	1.76	6	3.85	15	2.71
National Law breach	5	2.19	0	0	0	0	5	0.9
National Law offence	16	7.02	5	2.94	13	8.33	34	6.14
Offence by student	0	0	0	0	0	0	0	0
Response to adverse event	2	0.88	3	1.76	1	0.64	6	1.08
Sexual misconduct	19	8.33	11	6.47	12	7.69	42	7.58
Total	228	100	170	100	156	100	554	100

Subcategories of professional health issues raised in complaints

Issue	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Mental impairment - cognitive impairment	2	9.52	0	0	0	0	2	3.7
Mental impairment - mental illness	5	23.81	7	36.84	5	35.71	17	31.48
Mental impairment - other	0	0	2	10.53	0	0	2	3.7
Mental impairment - substance misuse, abuse or addiction	13	61.90	9	47.37	9	64.29	31	57.41
Physical impairment	1	4.76	1	5.26	0	0	2	3.7
Total	21	100	19	100	14	100	54	100

Profile of complaints about health practitioners

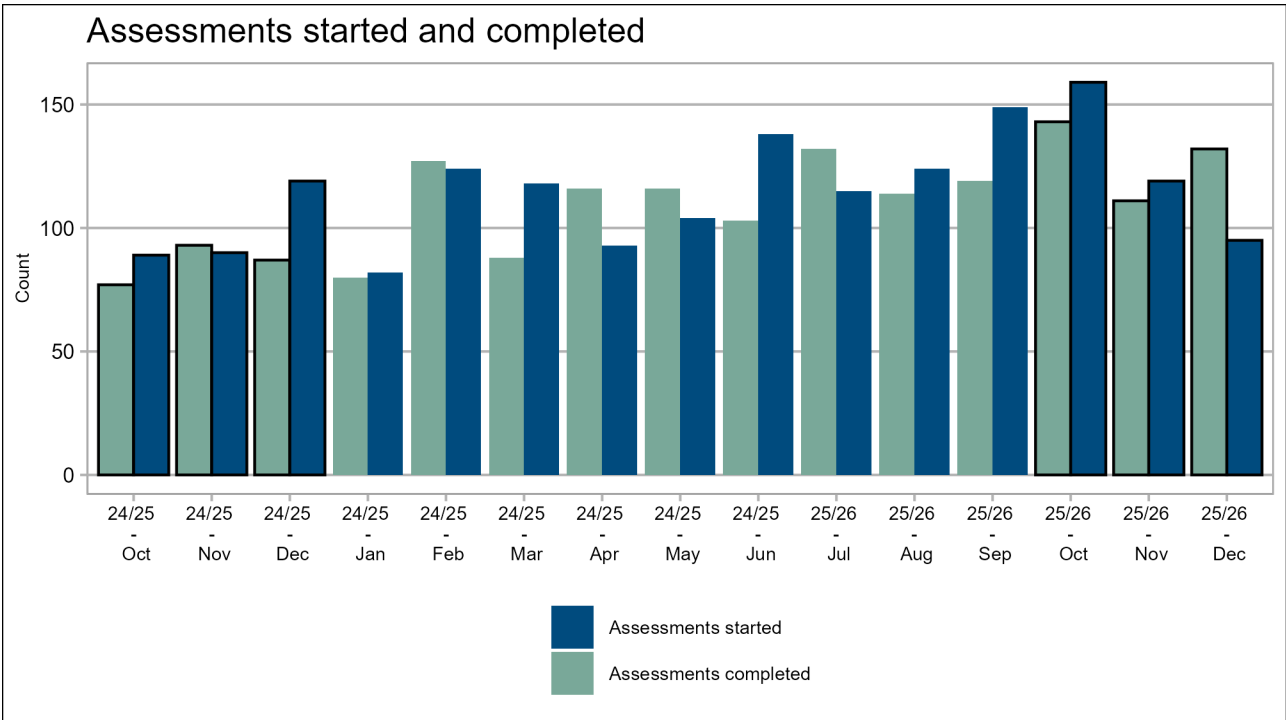
Practitioner type	Number of practitioners identified in complaints	Number and type of issues identified in complaints about health practitioners																	
		Access	Code of conduct for Health Care Workers	Communication and Information	Consent	Discharge and Transfer Arrangements	Environment/ Management 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	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chinese Medicine Practitioner	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Chiropractor	5	-	-	1	-	-	-	-	-	-	-	-	-	2	-	2	-	-	5
Dental practitioner	65	-	-	12	6	-	-	9	9	-	-	1	1	12	5	50	-	-	105
Medical Practitioner	574	15	-	89	26	-	1	39	19	-	-	26	83	158	19	333	41	-	849
Medical Radiation Practitioner	7	-	-	2	1	-	-	-	-	-	-	-	-	7	-	-	-	-	10
Midwife	12	-	-	1	2	-	2	-	1	-	-	1	-	14	1	7	-	-	29
Nurse	161	-	2	14	3	-	4	-	1	-	-	4	13	127	19	37	-	-	224
Occupational Therapist	14	-	-	-	2	-	-	2	1	-	-	2	-	4	-	7	3	-	21
Optometrist	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Oral Health Therapist	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Osteopath	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	2
Paramedic	14	-	2	-	-	-	-	-	-	-	-	1	1	14	-	6	-	-	24
Pharmacist	26	-	1	1	-	-	-	1	-	-	-	-	13	14	1	1	-	-	32
Physiotherapist	10	-	-	-	-	-	-	2	-	-	-	-	-	8	-	1	-	-	11
Podiatrist / Chiropodist	3	-	-	1	-	-	-	2	-	-	-	-	-	-	1	-	-	-	4
Psychologist	78	1	-	10	2	1	-	4	-	-	-	8	-	50	6	35	12	-	129
Student practitioner	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unknown practitioner	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unregistered practitioner	82	-	54	11	4	-	-	-	2	2	-	1	10	30	2	22	1	-	139
Total	1053	16	59	142	47	1	7	59	33	2	-	44	121	440	54	503	57	-	1585

Profile of complaints about health service organisations

Organisation 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	Comm. and Information	Consent	Discharge and Transfer Arrangements	Environment/ Management of Facility	Fees and Costs	Grievance Processes	HO Act 2013 Offence	Information	Medical Records	Medication	Professional Conduct	Professional Health	Professional Performance	Reports/Certificates	Research/teaching/assessment	Total
Administrative Service	2	-	-	-	-	-	1	2	-	-	-	-	1	1	-	1	1	-	7
Aged Care Facility	19	2	-	-	1	-	3	-	1	-	-	-	1	1	-	11	-	-	20
Allied Health Service	24	3	-	7	-	-	2	5	2	-	-	1	-	1	-	6	2	-	29
Ambulance Service	11	3	-	3	2	-	-	-	4	-	-	-	-	1	-	7	-	-	20
Area Health Services	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Community Health Service	30	2	-	4	1	1	2	3	2	-	-	3	2	5	-	15	-	-	40
Correctional Facility	18	13	-	7	-	-	6	-	3	-	-	-	14	2	-	17	1	-	63
Dental Service	36	7	-	5	1	-	-	4	5	-	-	4	1	1	-	19	-	-	47
Environmental Health Service	1	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	1
Health Education Service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Health Information Service	1	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	2
Health Promotion Service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Health Service District	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Hospital and Health Service	10	3	-	2	-	-	2	-	2	-	-	-	-	1	-	5	2	-	17
Laboratory Service	19	-	-	2	-	-	1	11	3	-	-	-	-	-	-	4	-	-	21
Licensed Day Hospital	2	-	-	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	2
Licensed Private Hospital	29	1	-	9	3	4	7	6	7	-	-	2	4	6	-	15	1	-	65
Medical Centre	130	17	-	18	-	-	7	21	18	-	-	26	10	13	-	29	2	-	161
Mental Health Service	48	2	1	15	12	4	4	5	9	-	-	4	15	8	-	24	1	-	104
Nursing Service	4	-	-	1	-	-	-	1	-	-	-	-	-	1	-	2	-	-	5
Optical Store	3	-	-	1	-	-	-	2	-	-	-	-	-	-	-	1	-	-	4
Other Government Department	13	1	-	3	1	-	1	-	4	-	-	-	1	2	-	4	-	1	18
Other Support Service	14	1	1	3	-	-	1	4	-	-	-	-	-	-	-	6	-	-	16
Paramedical Service	3	-	-	-	-	-	1	-	-	-	-	-	1	-	-	1	-	-	3
Parent Organisation	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmaceutical Service	38	1	-	5	-	-	5	6	1	-	-	1	24	5	-	1	-	-	49
Private Organisation	49	1	1	7	4	1	4	10	11	-	-	4	3	6	-	14	-	-	66
Public Health Service	15	1	-	5	-	1	1	-	-	-	-	1	1	3	-	8	-	-	21
Public Hospital	62	28	2	33	13	19	14	6	22	-	-	13	16	23	-	50	5	-	244
Registration Board	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Residential Care Service	5	-	-	2	-	-	2	-	-	-	-	-	-	1	-	1	-	-	6
Social Work Service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Specialised Health Service	36	1	1	4	3	-	5	8	6	-	-	2	2	2	-	14	1	-	49
Welfare Service	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unknown Organisation Type	0	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	622	87	6	138	41	30	69	94	101	-	-	61	96	83	-	257	16	1	1080

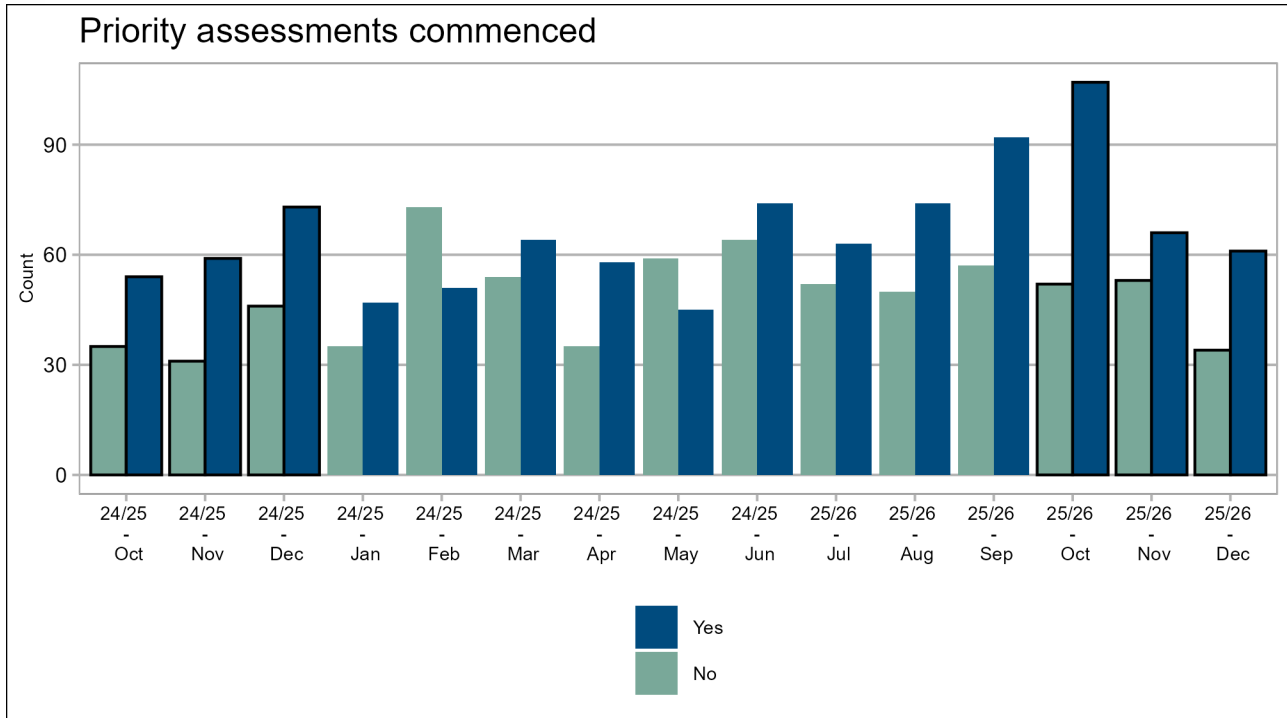
Assessment

Assessments started and completed



Assessments this quarter	Oct	Nov	Dec	Q2 total
Assessments started	159	119	95	373
Assessments completed	143	111	132	386

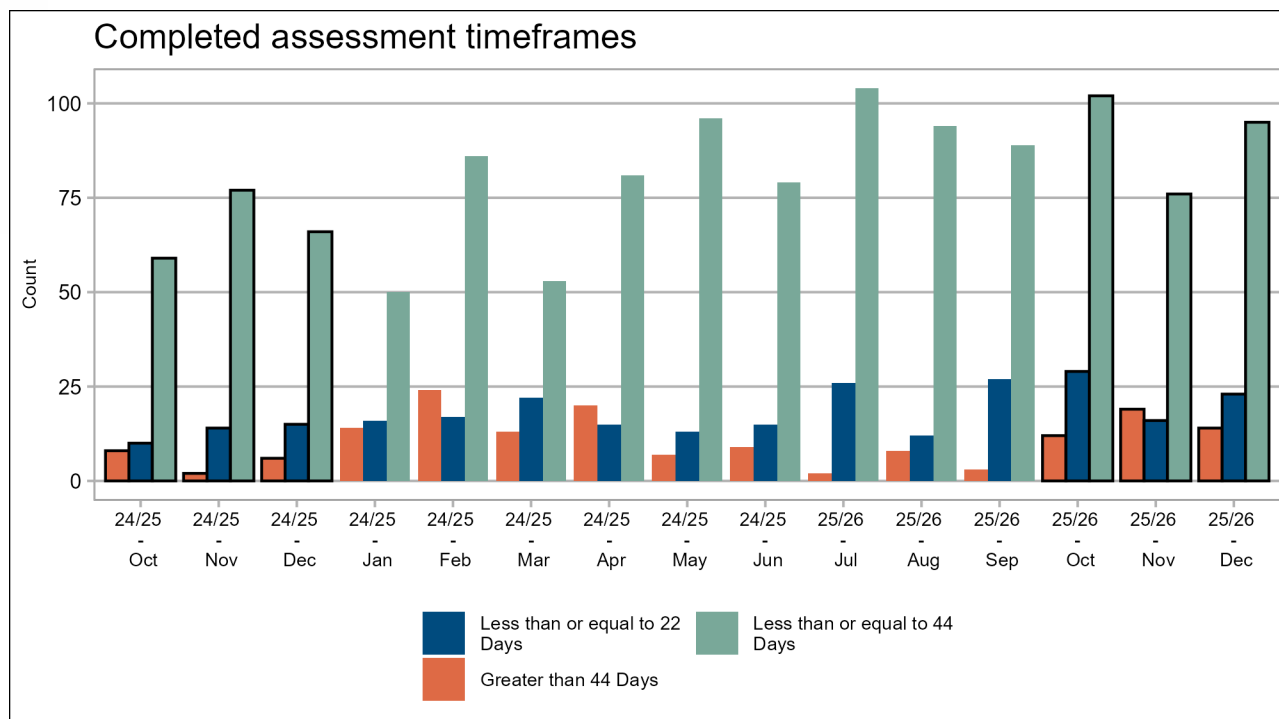
Assessments started by prioritisation



Assessment timeframes	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Priority assessment*	107	67.30	66	55.46	61	64.21	234	62.73
Non-priority assessment	52	32.70	53	44.54	34	35.79	139	37.27
Total	159	100	119	100	95	100	373	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 ²



Assessment timeframes*	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Less than or equal to 22 days	29	20.28	16	14.41	23	17.42	68	17.62
Less than or equal to 44 days	102	71.33	76	68.47	95	71.97	273	70.73
Greater than 44 days*	12	8.39	19	17.12	14	10.61	45	11.66
Total	143	100	111	100	132	100	386	100

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

² Section 49 of the *Health Ombudsman Act 2013* stipulates the period for completing assessments which is 22 business days after deciding to carry out the assessment and in certain circumstance this period can be extended for a further 22 days

Assessment decisions

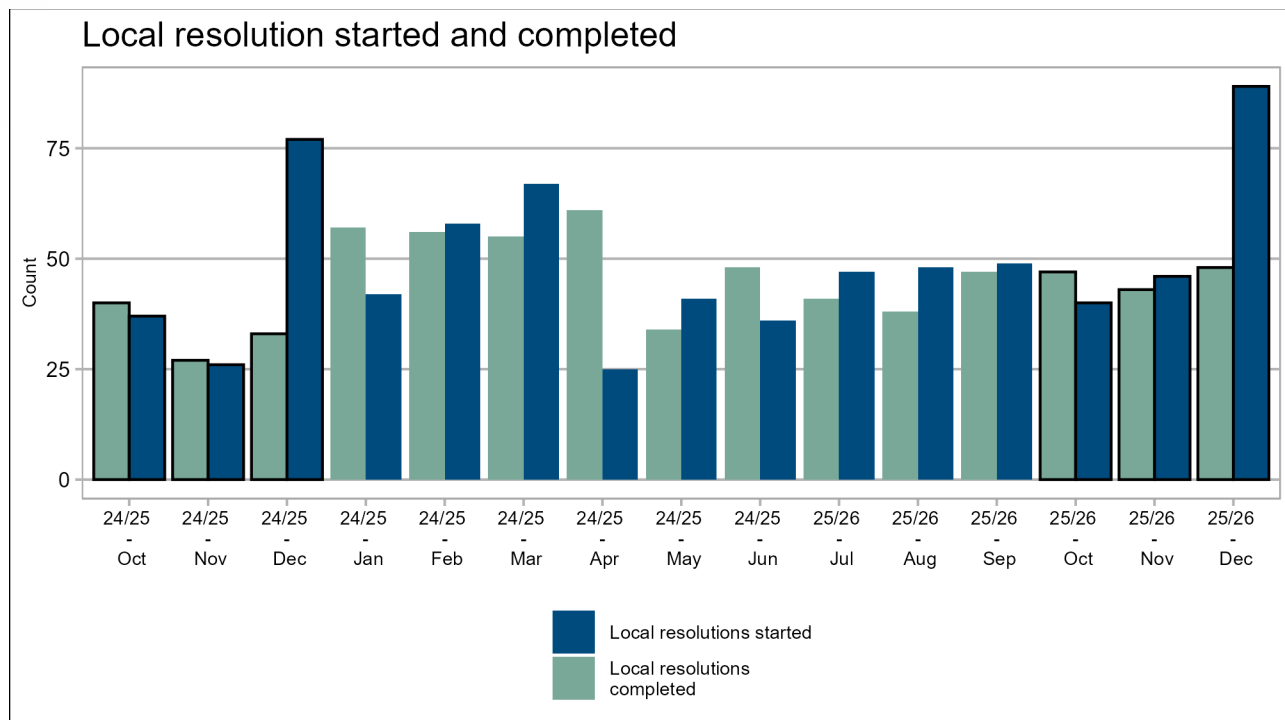
Type of relevant action*	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Conciliation	7	4.79	2	1.74	7	5.26	16	4.06
Director of Proceedings	0	0	0	0	0	0	0	0
Investigation	34	23.29	26	22.61	31	23.31	91	23.1
Local resolution	0	0	0	0	0	0	0	0
No further action	69	47.26	57	49.57	55	41.35	181	45.94
Referral entity undetermined at time of reporting**	0	0	0	0	0	0	0	0
Referred to AHPRA AND another entity	6	4.11	2	1.74	1	0.75	9	2.28
Referred to AHPRA and the national boards	11	7.53	15	13.04	12	9.02	38	9.64
Referred to another entity	19	13.01	13	11.30	27	20.30	59	14.97
Total	146	100	115	100	133	100	394	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

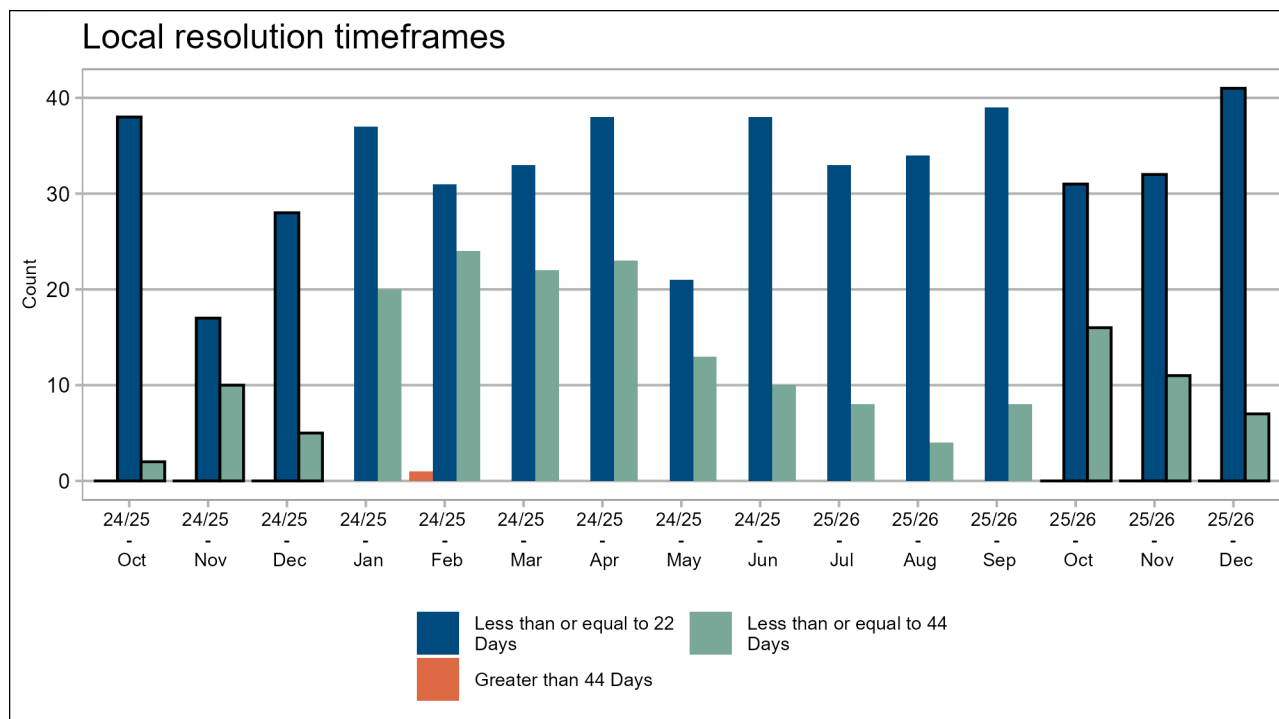
Local resolutions started and completed



Local resolutions this quarter*	Oct	Nov	Dec	Q2 total
Local resolutions started	40	46	89	175
Local resolutions completed	47	43	48	138

* 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 timeframes³

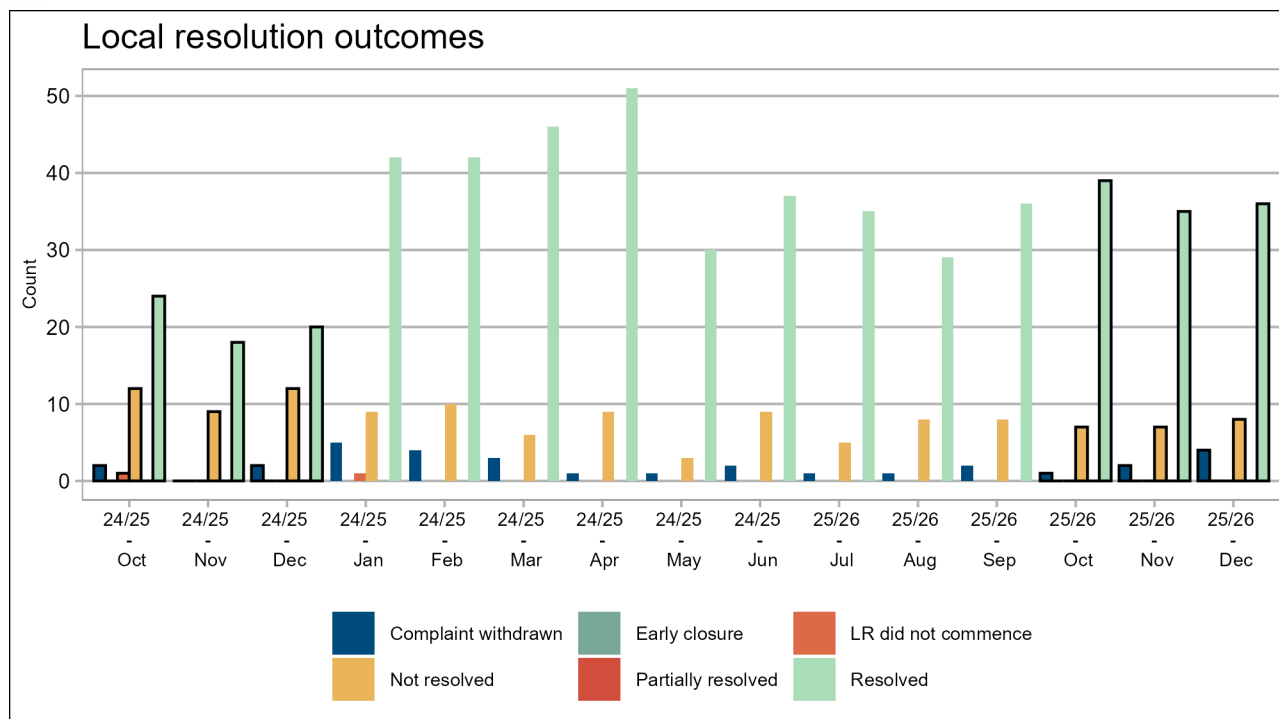


Local resolution timeframe	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Less than or equal to 22 days	31	65.96	32	74.42	41	85.42	104	75.36
Less than or equal to 44 days	16	34.04	11	25.58	7	14.58	34	24.64
Greater than 44 days	0	0	0	0	0	0	0	0
Total	47	100	43	100	48	100	138	100

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

³ Section 55 of the *Health Ombudsman Act 2013* stipulates the period for completing assessments which is 22 business days after deciding to carry out the assessment and in certain circumstance this period can be extended for a further 22 days

Local resolution outcomes



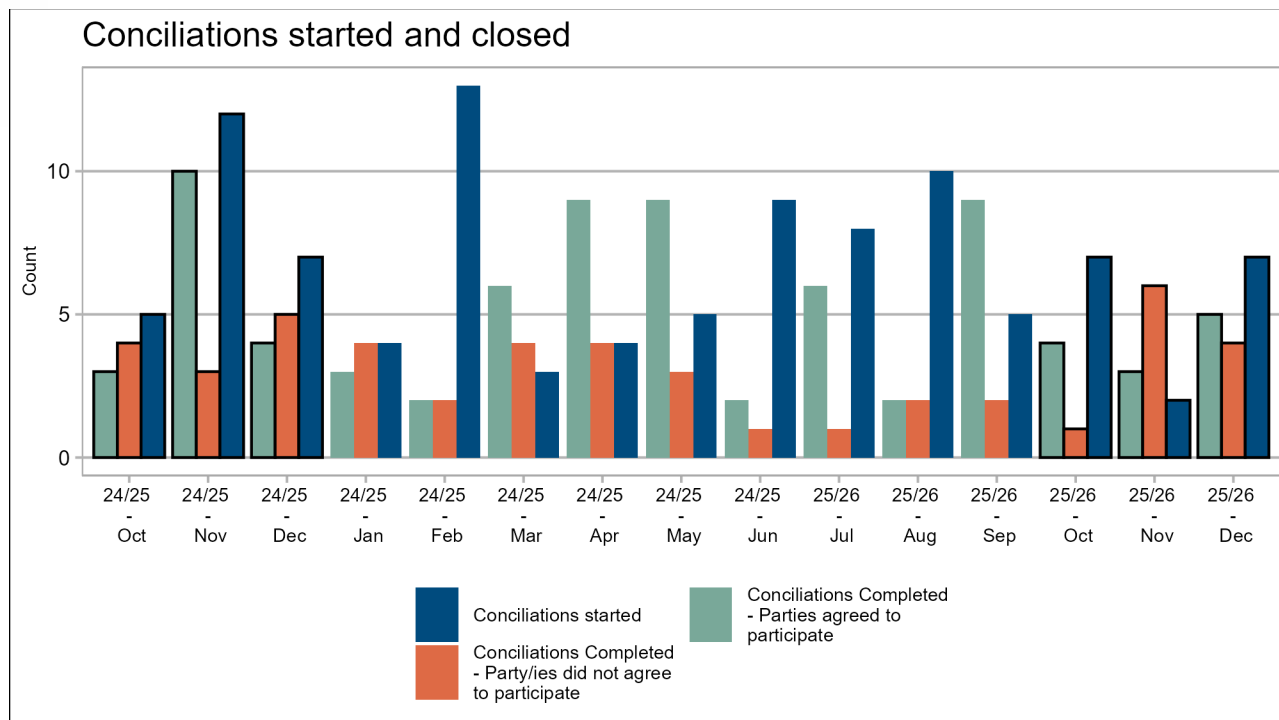
Local resolution outcomes	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Complaint withdrawn*	1	2.13	2	4.55	4	8.33	7	5.04
Early closure	0	0	0	0	0	0	0	0
Local resolution did not commence**	0	0	0	0	0	0	0	0
Not resolved	7	14.89	7	15.91	8	16.67	22	15.83
Partially resolved	0	0	0	0	0	0	0	0
Resolved	39	82.98	35	79.55	36	75.00	110	79.14
Total	47	100	44	100	48	100	139	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

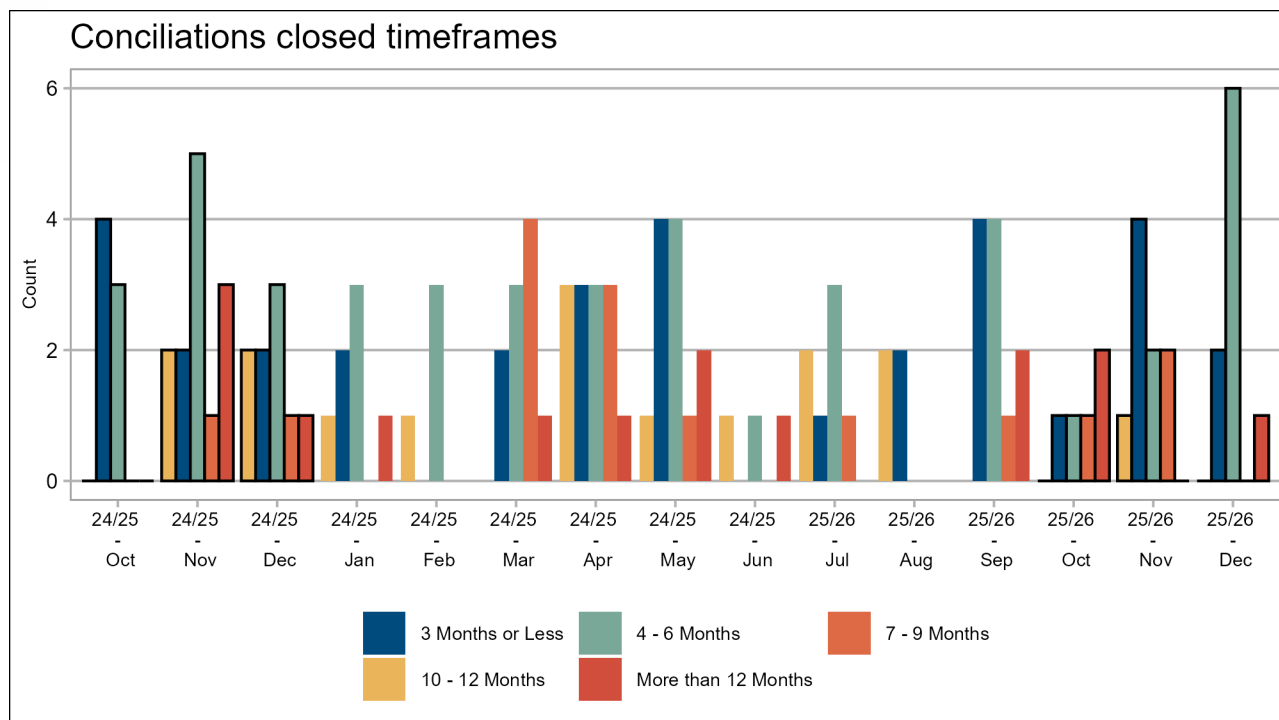


Conciliations this quarter	Oct	Nov	Dec	Q2 total
Conciliations started*	7	2	7	16
Conciliations Completed - Parties agreed to participate	4	3	5	12
Conciliations Completed - Party/ies did not agree to participate	1	6	4	11

* 'Conciliations started' includes all matters that entered the conciliation workflow during the reporting period. This includes matters where agreement to participate has or has not been reached or the decision is pending. 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.

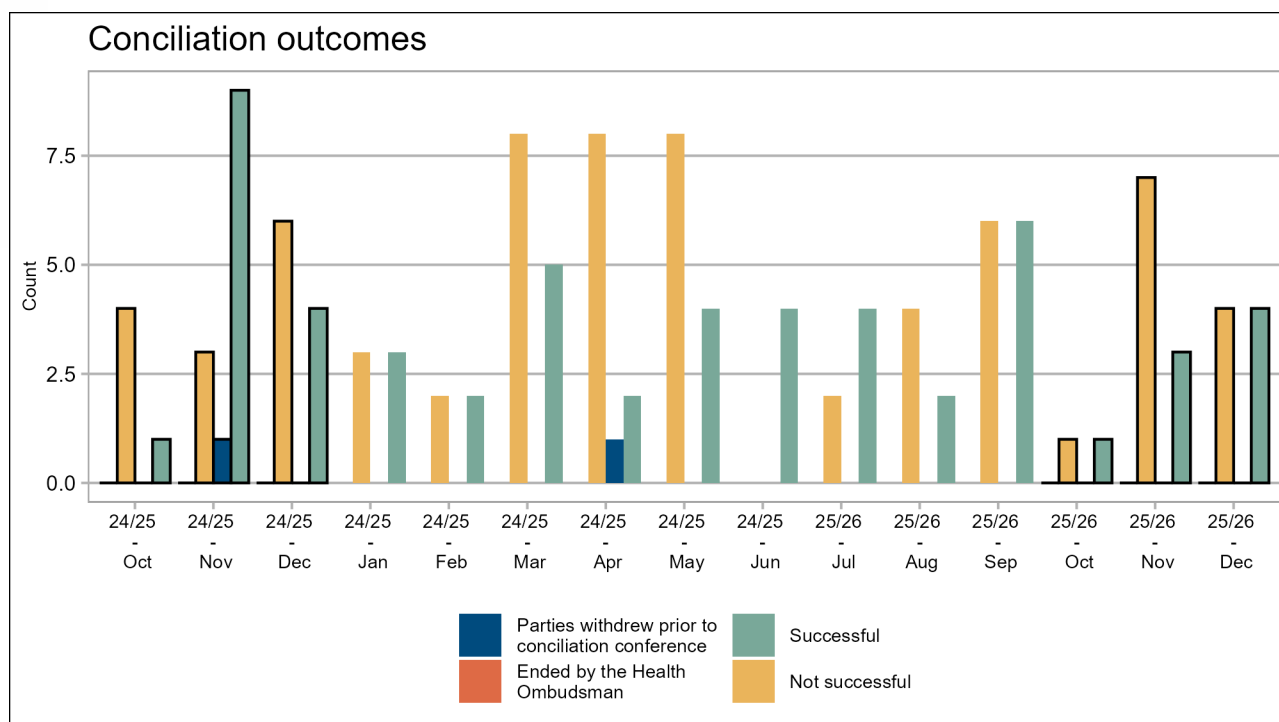
Completed conciliations

Timeframes



Conciliations Closed	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
3 months or less	1	20.00	4	44.44	2	22.22	7	30.43
4 - 6 months	1	20.00	2	22.22	6	66.67	9	39.13
7 - 9 months	1	20.00	2	22.22	0	0	3	13.04
10 - 12 months	0	0	1	11.11	0	0	1	4.35
12 months or more	2	40.00	0	0	1	11.11	3	13.04
Total	5	100	9	100	9	100	23	100

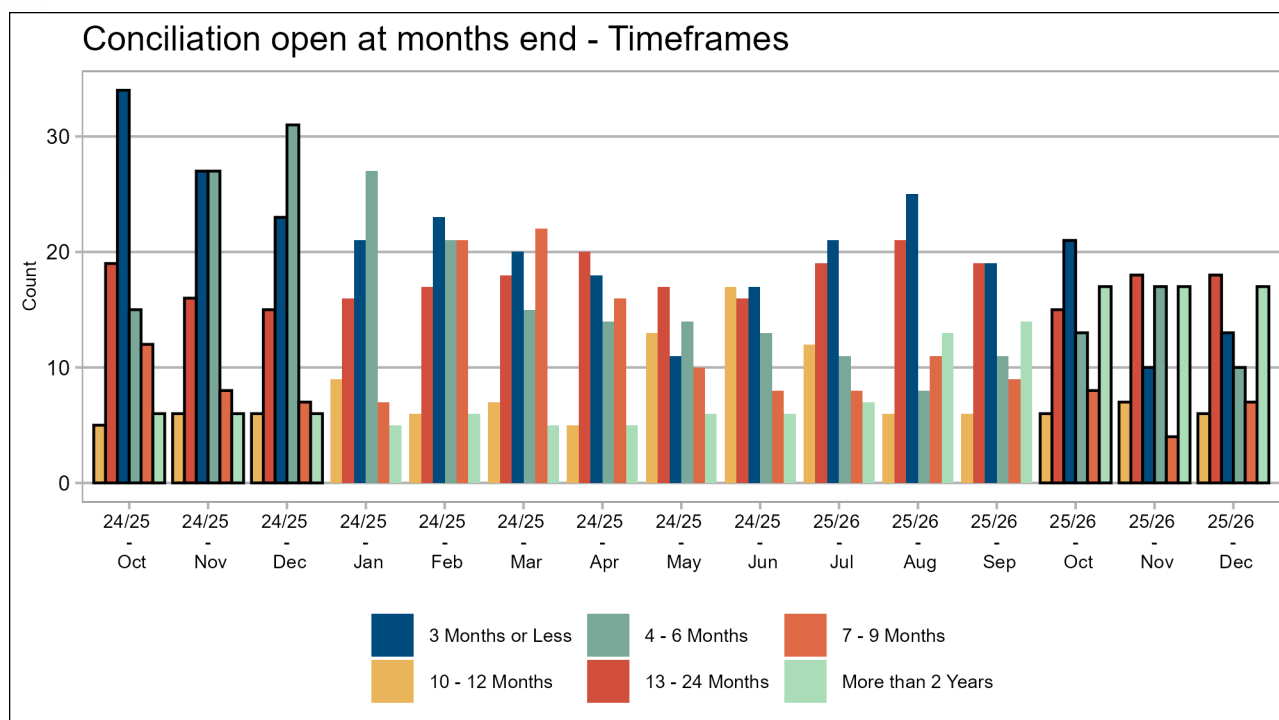
Outcomes



Conciliation outcomes	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Parties withdrew prior to conciliation conference	0	0	0	0	0	0	0	0
Successful	1	50.00	3	30	4	50	8	40
Ended by the Health Ombudsman	0	0	0	0	0	0	0	0
Not successful	1	50.00	7	70	4	50	12	60
Total	2	100	10	100	8	100	20	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.

Open conciliation timeframes



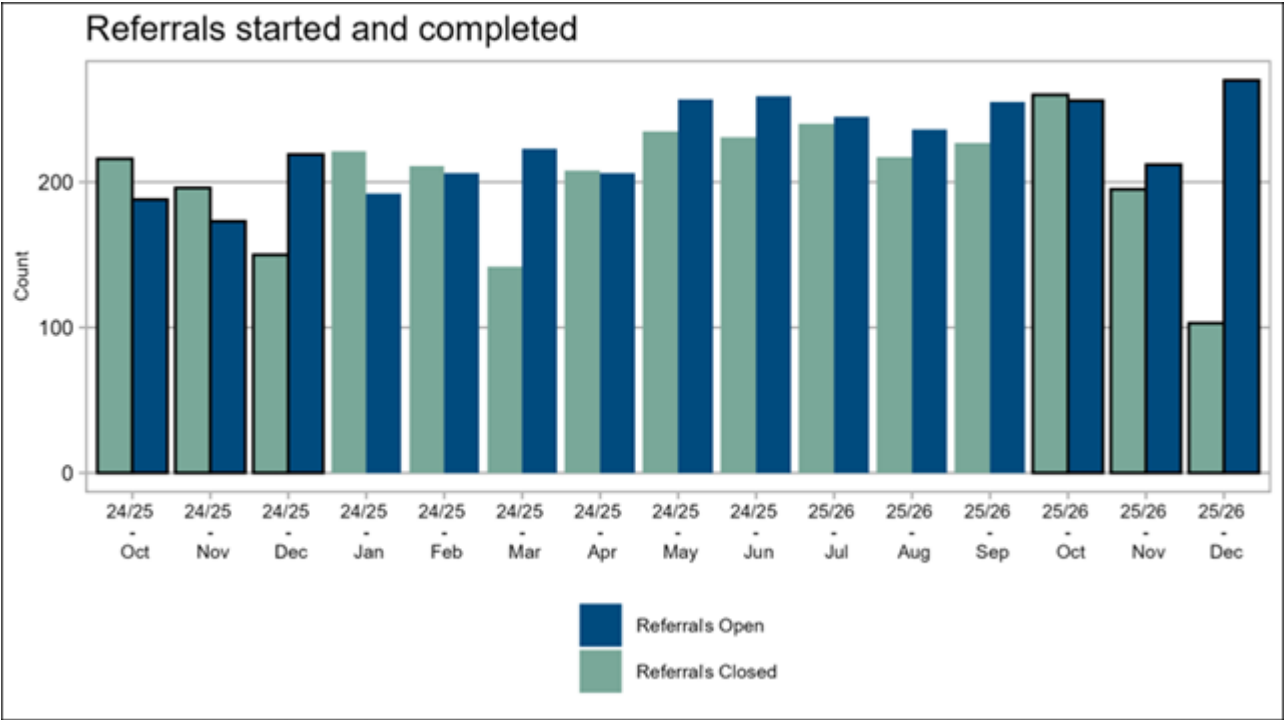
Open at month's end timeframes	Oct		Nov		Dec	
	Number	%	Number	%	Number	%
3 months or less	21	26.25	10	13.70	13	18.31
4 - 6 months	13	16.25	17	23.29	10	14.08
7 - 9 months	8	10.00	4	5.48	7	9.86
10 - 12 months	6	7.50	7	9.59	6	8.45
13 - 24 months	15	18.75	18	24.66	18	25.35
More than 2 years	17	21.25	17	23.29	17	23.94
Total	80	100	73	100	71	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)

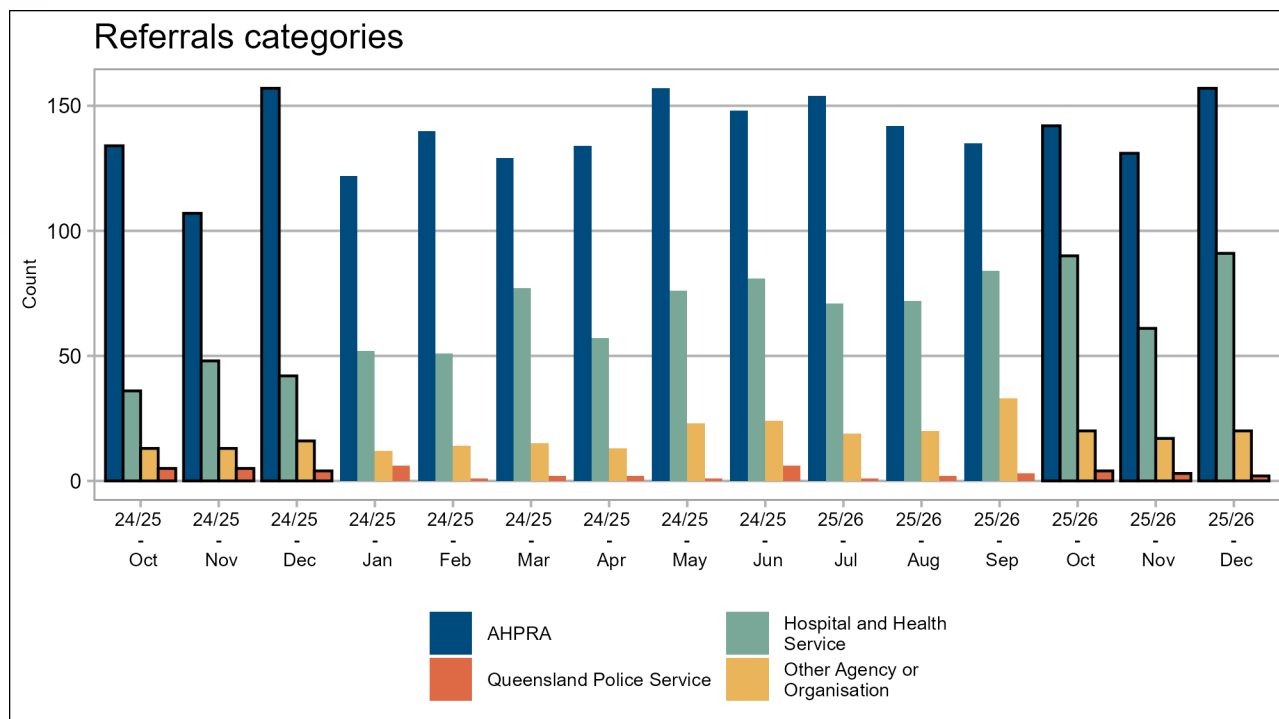
As OHO is the single point of entry for health service complaints in Queensland, effective referral coordination and monitoring is critical. Under the Act, referrals to AHPRA are conducted under s91 either following joint consideration or at other points throughout the regulatory / complaints process.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



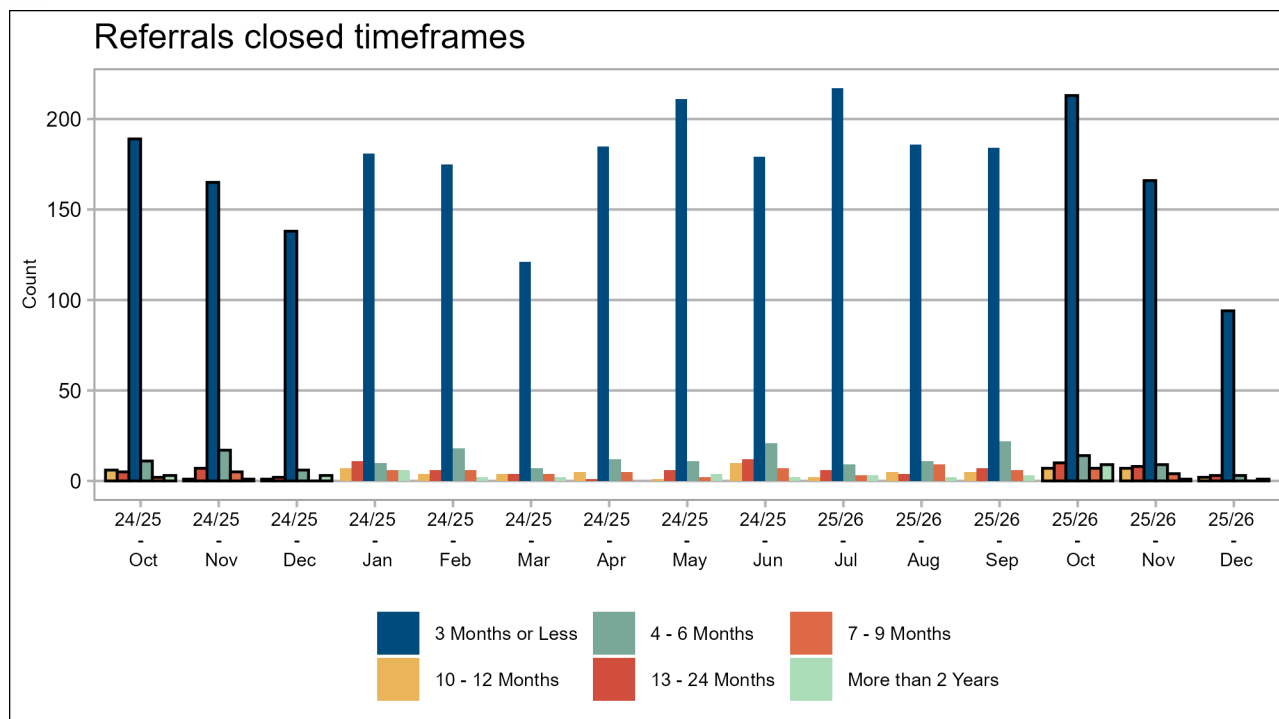
Referrals	Oct	Nov	Dec	Q2 total
Referrals open	256	212	270	738
Referrals closed	260	195	103	558

Referrals categories



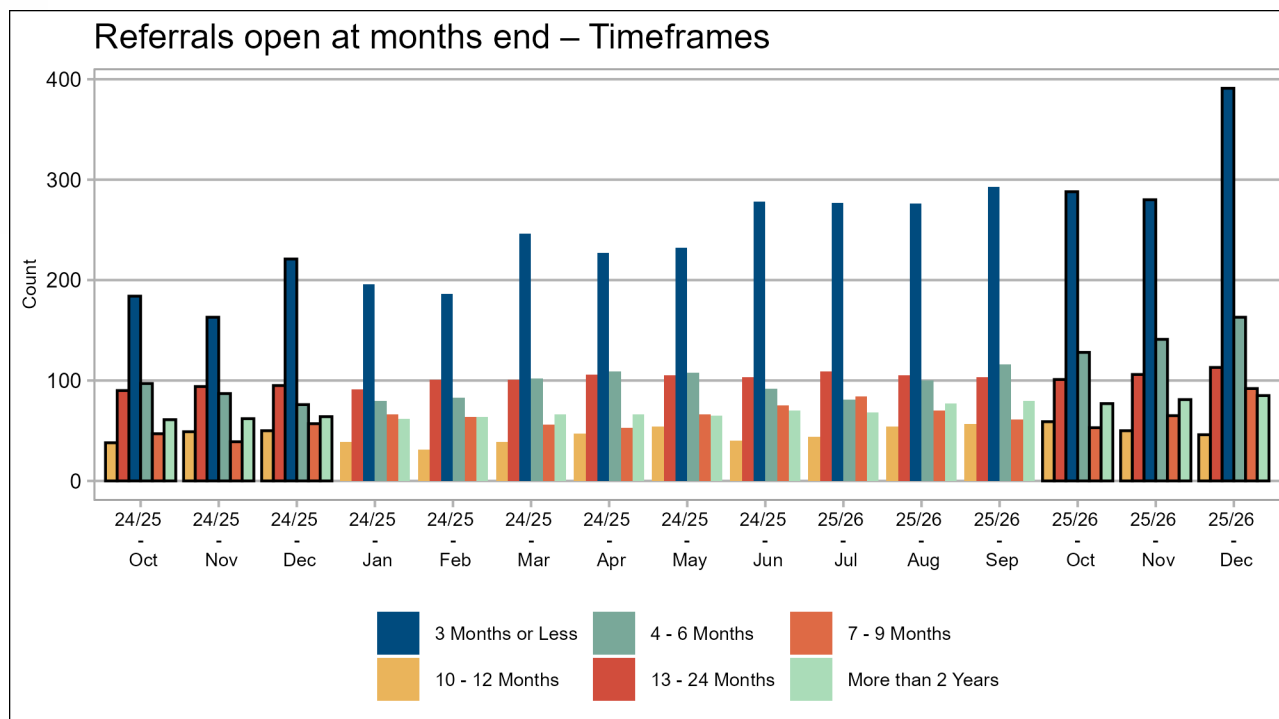
Referrals categories	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
AHPRA	142	55.47	131	61.79	157	58.15	430	58.27
Hospital and Health Service	90	35.16	61	28.77	91	33.7	242	32.79
Queensland Police Service	4	1.56	3	1.42	2	0.74	9	1.22
Other agency or organisation	20	7.81	17	8.02	20	7.41	57	7.72
Total	256	100	212	100	270	100	738	100

Referrals closed timeframes



	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
3 months or less	213	81.92	166	85.13	94	91.26	473	84.77
4 - 6 months	14	5.38	9	4.62	3	2.91	26	4.66
7 - 9 months	7	2.69	4	2.05	0	0	11	1.97
10 - 12 months	7	2.69	7	3.59	2	1.94	16	2.87
13 - 24 months	10	3.85	8	4.10	3	2.91	21	3.76
More than 2 years	9	3.46	1	0.51	1	0.97	11	1.97
Total	260	100	195	100	103	100	558	100

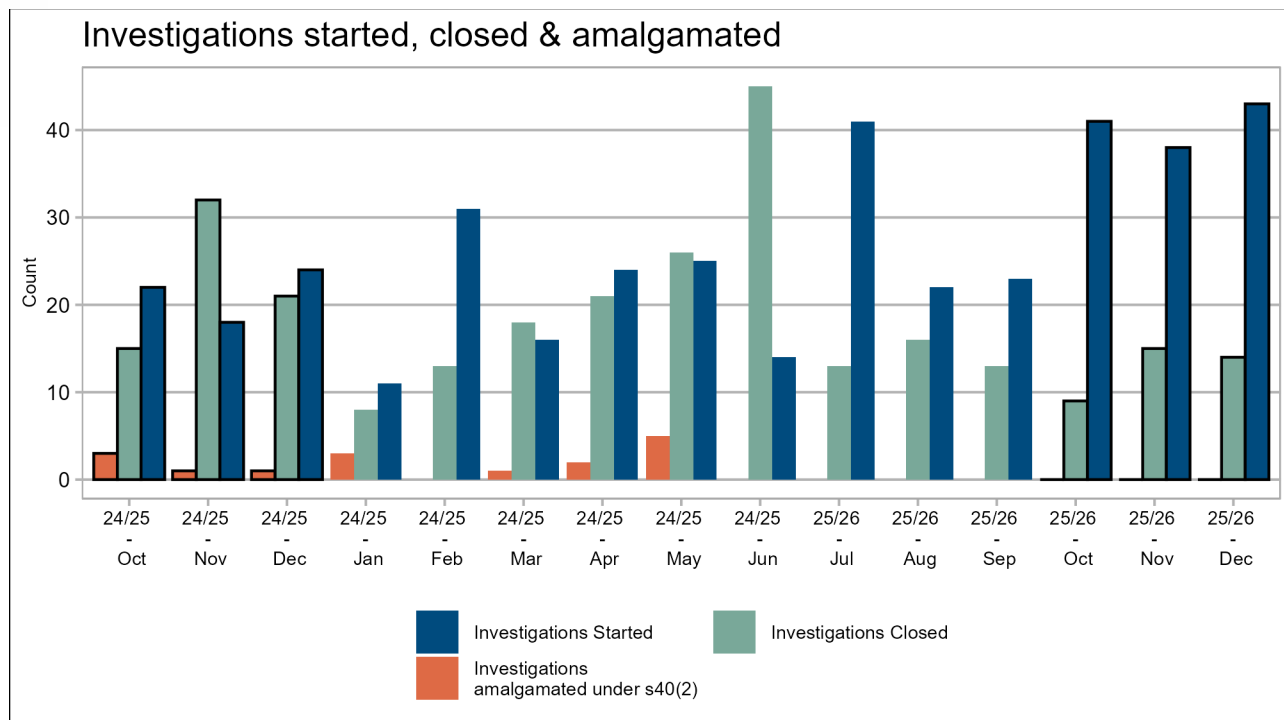
Referrals open timeframes



Open at month's end timeframes	Oct		Nov		Dec	
	Number	%	Number	%	Number	%
3 months or less	288	40.79	280	38.73	391	43.93
4 - 6 months	128	18.13	141	19.50	163	18.31
7 - 9 months	53	7.51	65	8.99	92	10.34
10 - 12 months	59	8.36	50	6.92	46	5.17
13 - 24 months	101	14.31	106	14.66	113	12.70
More than 2 years	77	10.91	81	11.20	85	9.55
Total	706	100	723	100	890	100

Investigation

Investigations started, closed and amalgamated

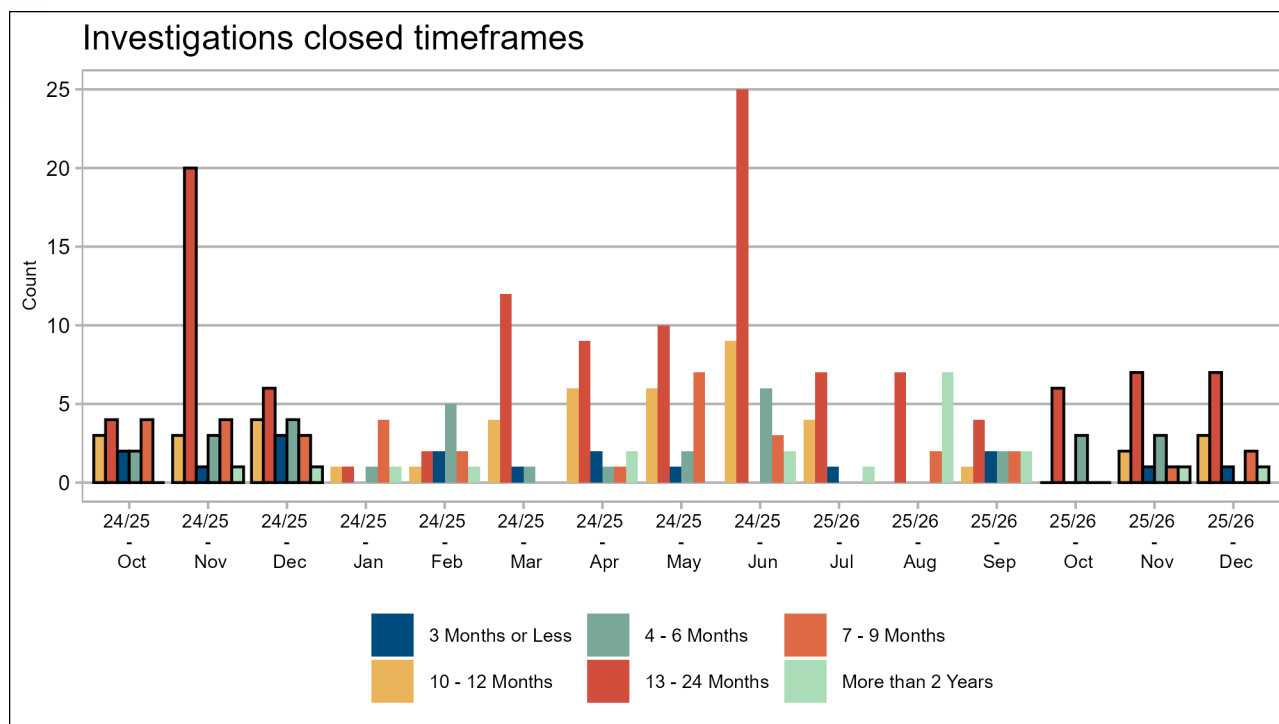


Investigations this quarter	Oct	Nov	Dec	Q2 total
Investigations started*	41	38	43	122
Investigations closed	9	15	14	38
Investigations amalgamated under s40(2)	0	0	0	0

* 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

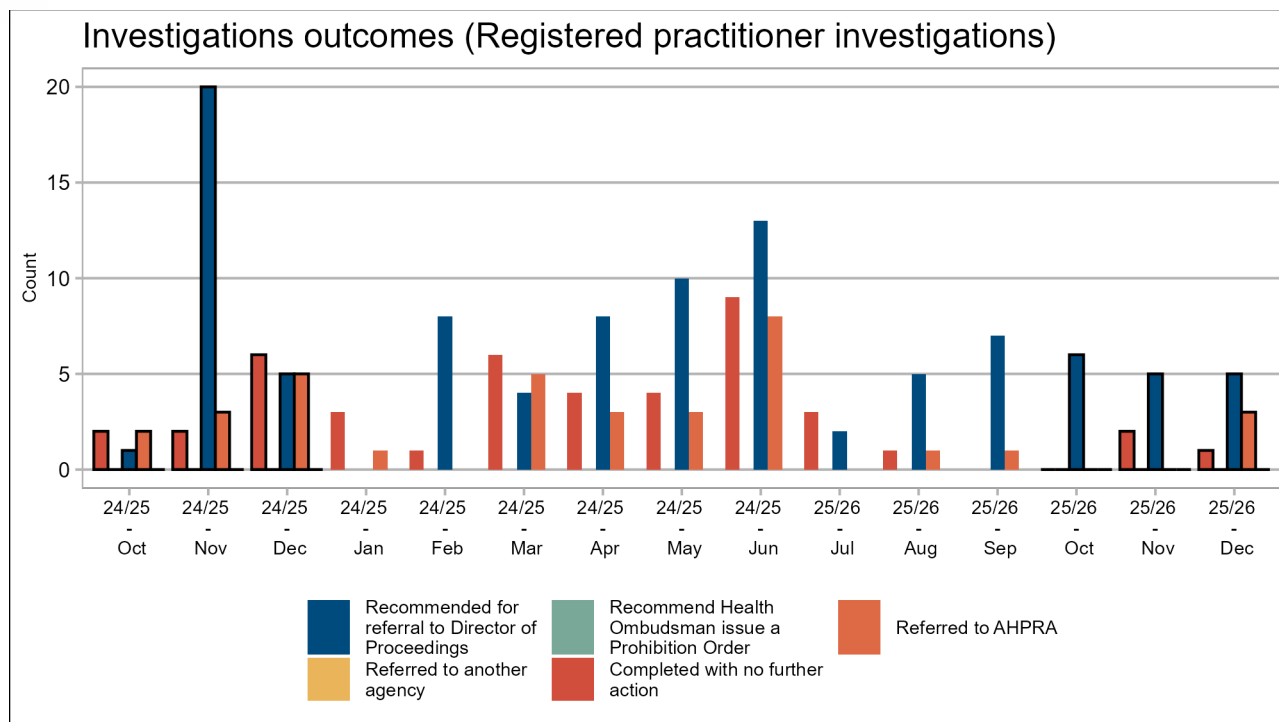


Closed investigation timeframes	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
3 months or less	0	0	1	6.67	1	7.14	2	5.26
4 - 6 months	3	33.33	3	20.00	0	0	6	15.79
7 - 9 months	0	0	1	6.67	2	14.29	3	7.89
10 - 12 months	0	0	2	13.33	3	21.43	5	13.16
13 - 24 months	6	66.67	7	46.67	7	50.00	20	52.63
More than 2 years	0	0	1	6.67	1	7.14	2	5.26
Total	9	100	15	100	14	100	38	100

Outcomes

As there can be different outcomes of investigations for registered practitioners, unregistered practitioners and for health service and systemic investigations, these outcomes are reported separately below to provide a more accurate representation of the outcomes compared with previous quarterly performance reports. This breakdown of outcomes was introduced in the 2024-25 Annual report.

Outcomes– Registered practitioner investigations



Outcomes – Registered practitioner investigations*	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Recommended for referral to Director of Proceedings**	6	100	5	71.43	5	55.56	16	72.73
Recommend Health Ombudsman issue a Prohibition Order***	0	0	0	0	0	0	0	0
Referred to AHPRA	0	0	0	0	3	33.33	3	13.64
Referred to another agency	0	0	0	0	0	0	0	0
Completed with no further action	0	0	2	28.57	1	11.11	3	13.64
Total	6	100	7	100	9	100	22	100

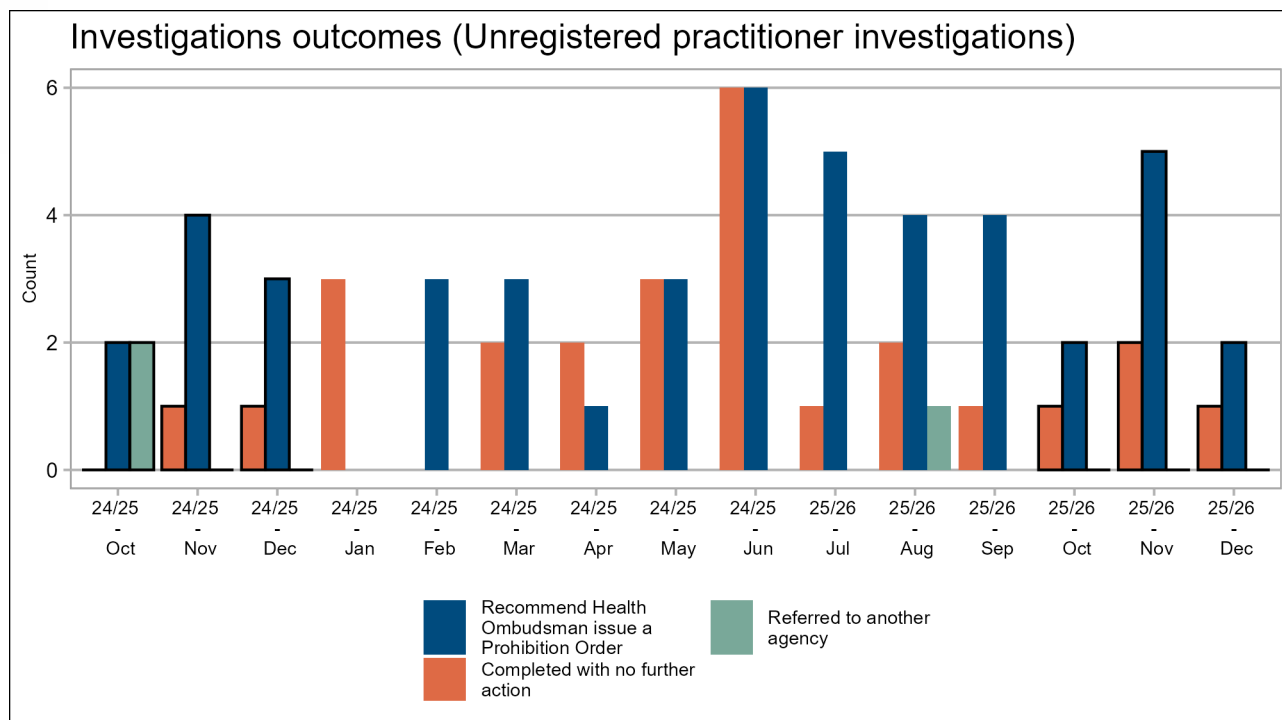
* A single investigation may result in multiple outcomes, and as such the total number of outcomes in this table may not match the number of closed investigations detailed on previous pages.

** 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.

*** A registered practitioner may also be subjected to a Prohibition Order to prohibit or restrict their provision of 'health services' to persons outside of their registered field of practice (e.g. a registered practitioner (such as a physiotherapist)

charged with assault who also provides separate unregistered health services (such as massage therapy) could be subject to a Prohibition Order restricting or prohibiting provision of health services in an unregistered capacity).

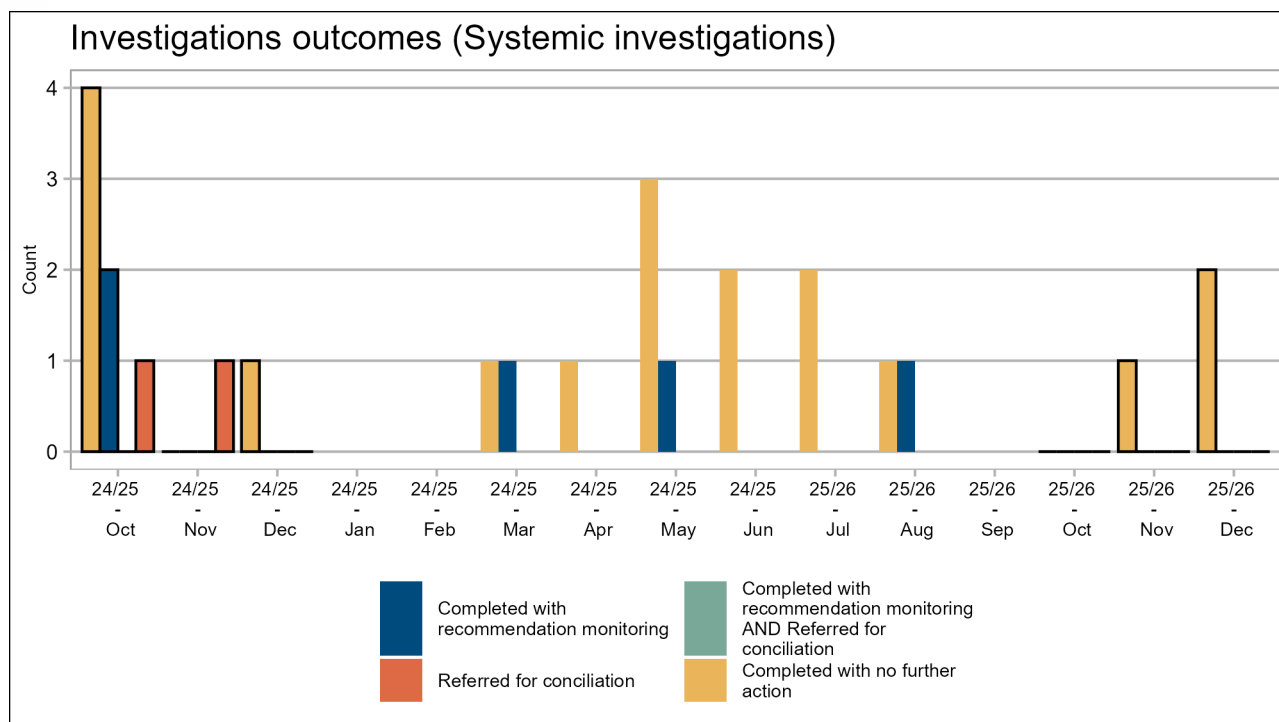
Outcomes – Unregistered practitioner investigations



Outcomes – Unregistered practitioner investigations*	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Recommend Health Ombudsman issue a Prohibition Order	2	66.67	5	71.43	2	66.67	9	69.23
Referred to another agency	0	0	0	0	0	0	0	0
Completed with no further action	1	33.33	2	28.57	1	33.33	4	30.77
Total	3	100	7	100	3	100	13	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 on previous pages.

Outcomes – Systemic Investigations



Outcomes – Systemic investigations*	Oct		Nov		Dec		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Completed with recommendation monitoring	0	0	0	0	0	0	0	0
Completed with recommendation monitoring AND Referred for conciliation	0	0	0	0	0	0	0	0
Referred for conciliation	0	0	0	0	0	0	0	0
Completed with no further action	0	0	1	100	2	100	3	100
Total	0	0	1	100	2	100	3	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 on previous pages.

Outcomes – All Investigation Types

Outcomes*	Oct		Nov		Dec		Q2 total	
Outcomes – Registered practitioner investigations								
	Number	%	Number	%	Number	%	Number	%
Recommended for referral to Director of Proceedings**	6	66.67	5	33.33	5	35.71	16	42.11
Recommend Health Ombudsman issue a Prohibition Order***	0	0	0	0	0	0	0	0
Referred to AHPRA	0	0	0	0	3	21.43	3	7.89
Referred to another agency	0	0	0	0	0	0	0	0
Completed with no further action	0	0	2	13.33	1	7.14	3	7.89
Total	6	66.67	7	46.66	9	64.28	22	57.89
Outcomes – Unregistered practitioner investigations								
Recommend Health Ombudsman issue a Prohibition Order	2	22.22	5	33.33	2	14.29	9	23.68
Referred to another agency	0	0	0	0	0	0	0	0
Completed with no further action	1	11.11	2	13.33	1	7.14	4	10.53
Total	3	33.33	7	46.66	3	21.43	13	34.21
Outcomes – Systemic investigations								
Completed with recommendation monitoring	0	0	0	0	0	0	0	0
Completed with recommendation monitoring AND Referred for conciliation	0	0	0	0	0	0	0	0
Referred for conciliation	0	0	0	0	0	0	0	0
Completed with no further action	0	0	1	6.67	2	14.29	3	7.89
Total	0	0	1	6.67	2	14.29	3	7.89
Grand Total	9	100	15	100	14	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 on previous pages.

** 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.

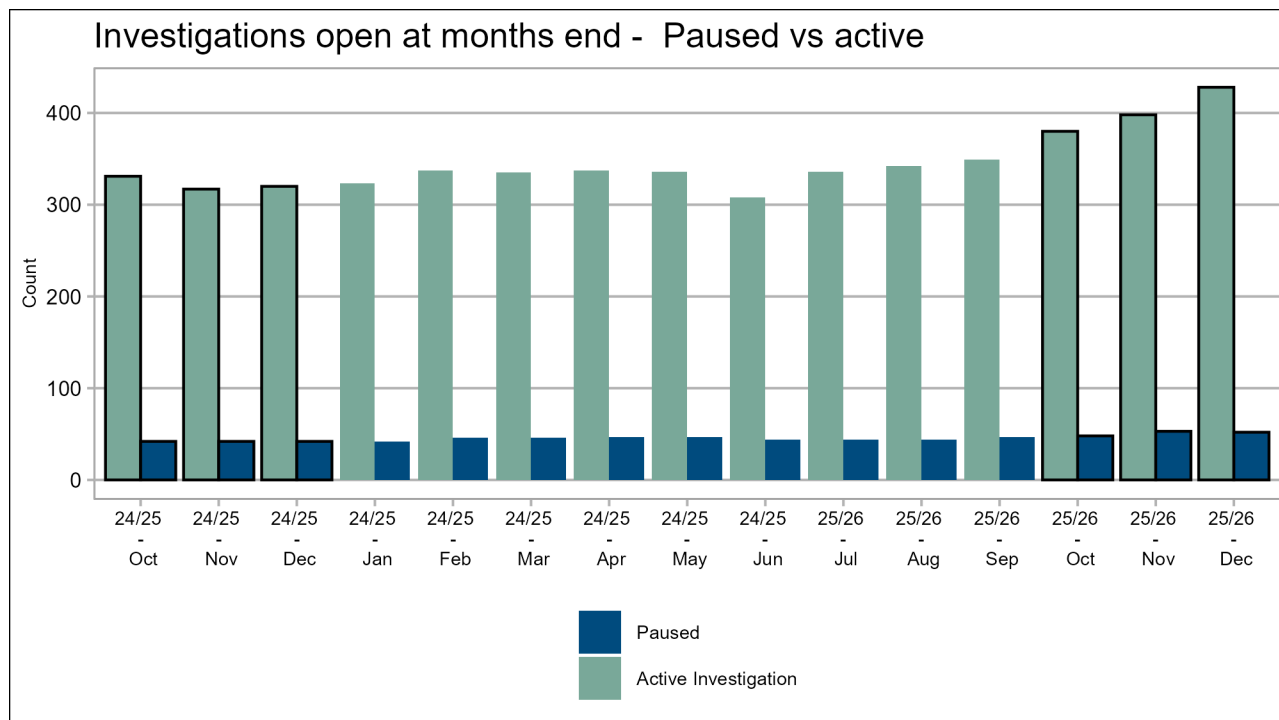
*** A registered practitioner may also be subjected to a Prohibition Order to prohibit or restrict their provision of 'health services' to persons outside of their registered field of practice (e.g. a registered practitioner (such as a physiotherapist) charged with assault who also provides separate unregistered health services (such as massage therapy) could be subject to a Prohibition Order restricting or prohibiting provision of health services in an unregistered capacity).

Open investigations

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

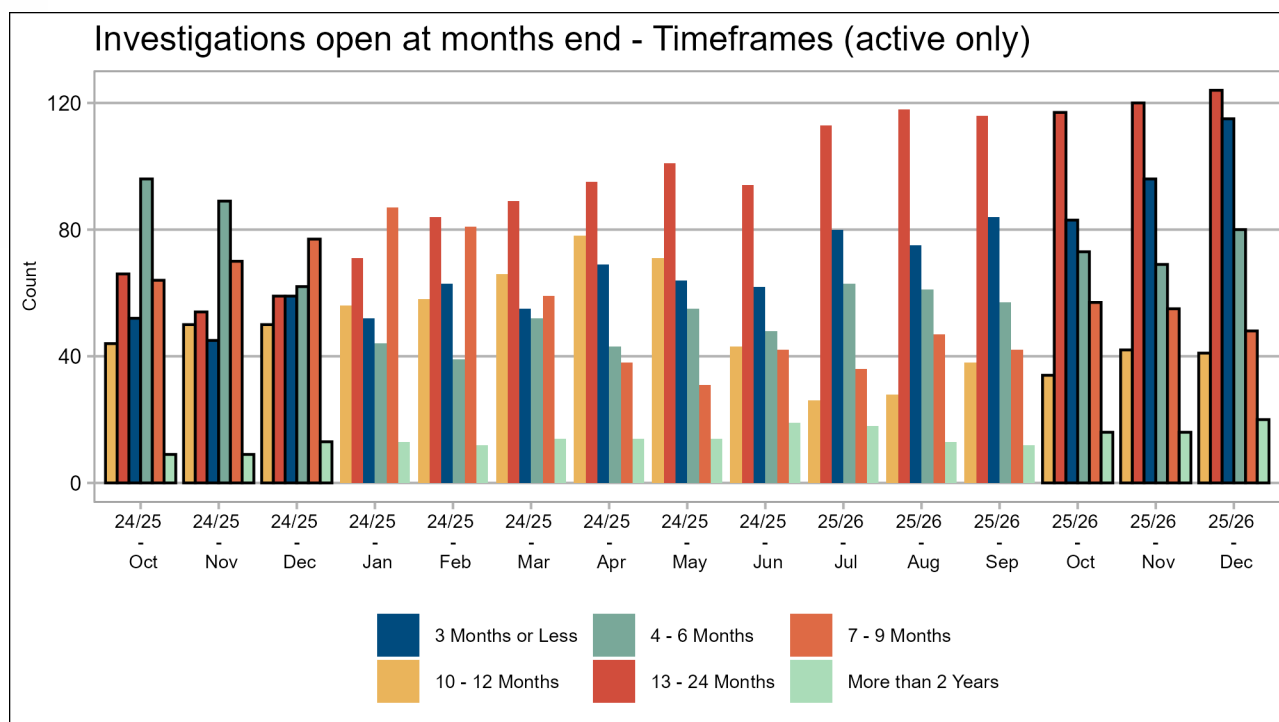
Active investigations are being currently investigated, while paused investigations are not able to be investigated until such time as another agency—such as the Queensland Police Service or the Coroner’s Court of Queensland—concludes their own processes. Despite being unable to progress paused investigations,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

Active and paused investigations



Open Investigations - Paused vs active	Oct		Nov		Dec	
	Number	%	Number	%	Number	%
Paused	48	11.21	53	11.75	52	10.83
Active	380	88.79	398	88.25	428	89.17
Total	428	100	451	100	480	100

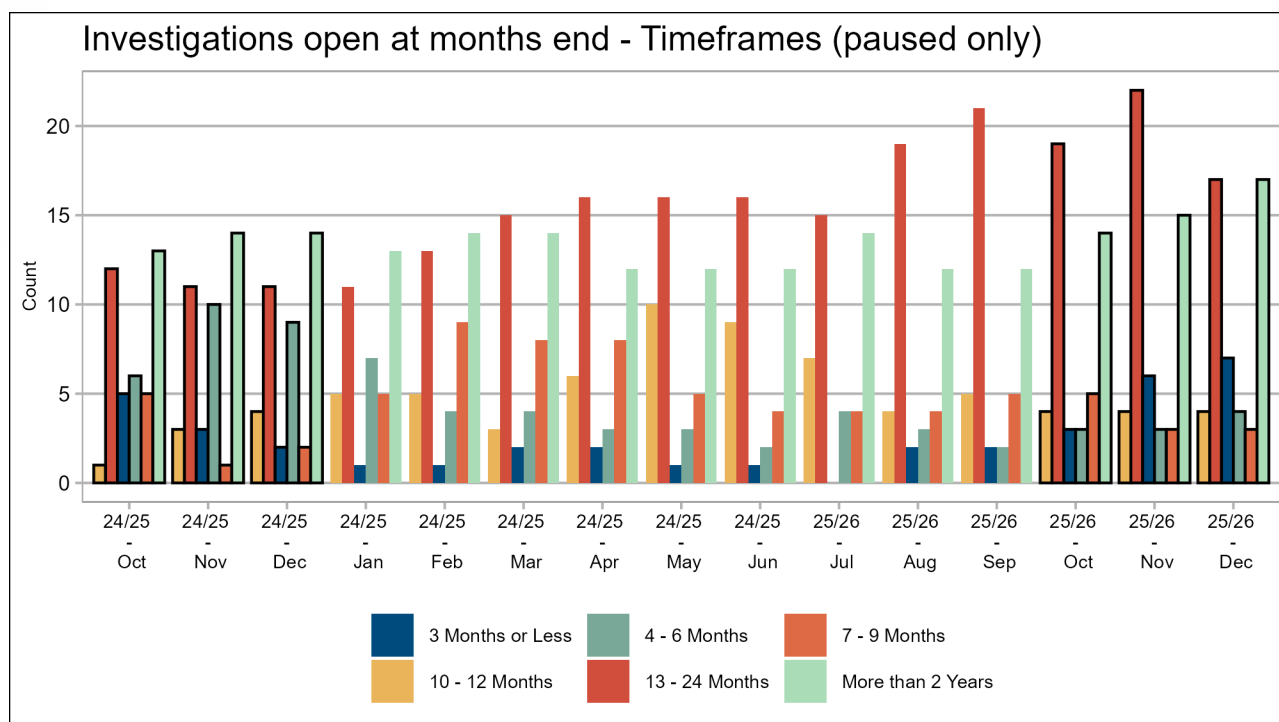
Investigations open at month end – Timeframes (active only)



Open (Active) Investigations - Timeframes	Oct		Nov		Dec	
	Number	%	Number	%	Number	%
3 months or less	83	21.84	96	24.12	115	26.87
4 - 6 months	73	19.21	69	17.34	80	18.69
7 - 9 months	57	15.00	55	13.82	48	11.21
10 - 12 months	34	8.95	42	10.55	41	9.58
13 - 24 months	117	30.79	120	30.15	124	28.97
More than 2 years	16	4.21	16	4.02	20	4.67
Total	380	100	398	100	428	100

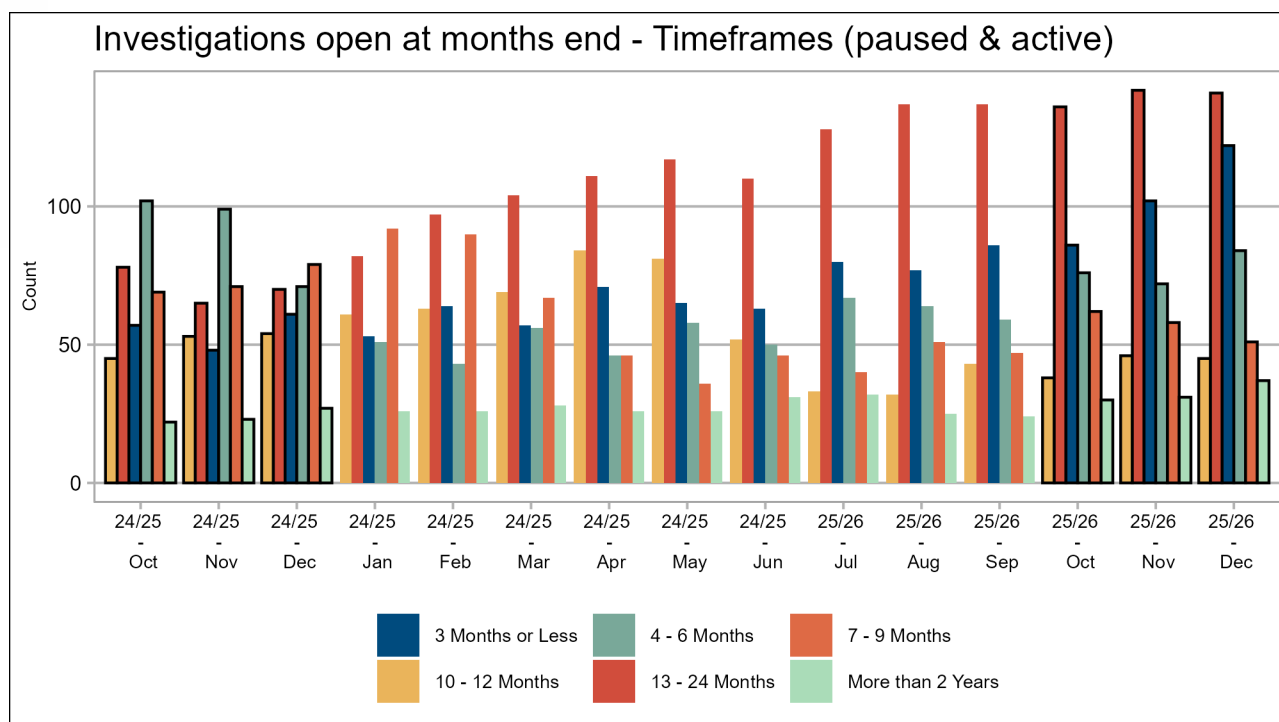
All investigations that have been open for 12 months or more are published on our investigations register, available on our website (www.oho.qld.gov.au/investigations/investigations-register).

Paused investigation timeframes



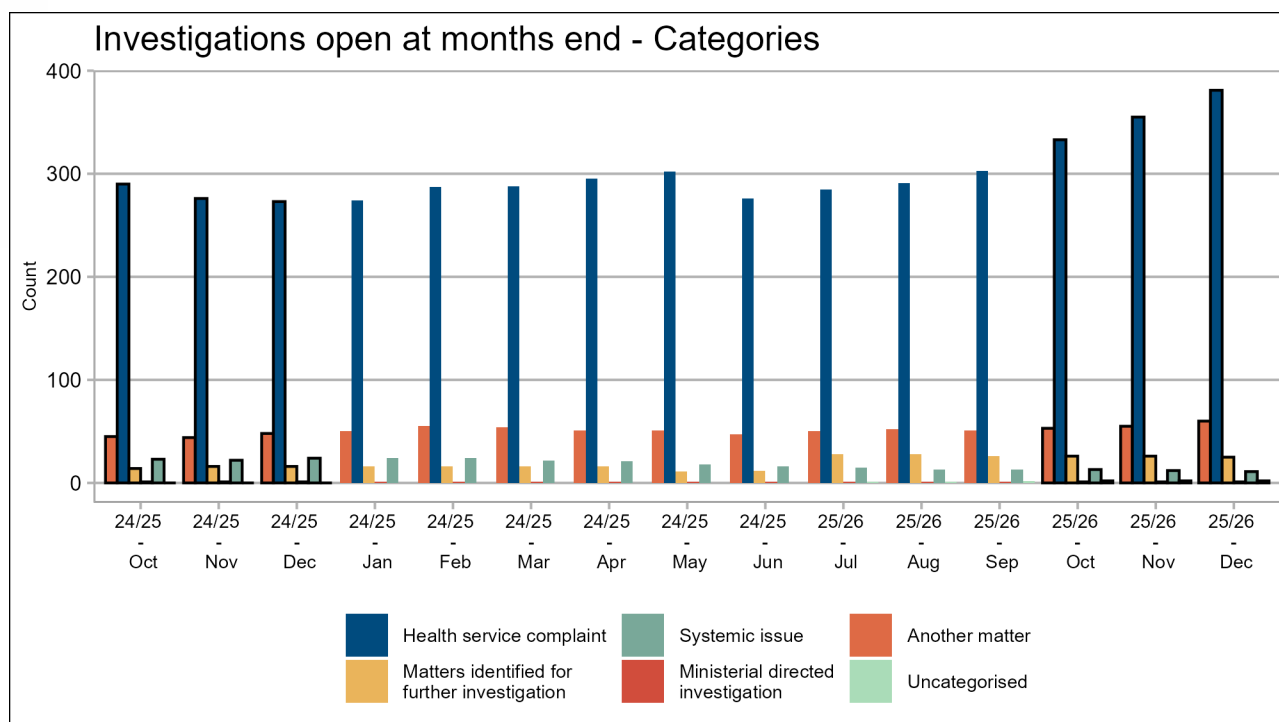
Open (Paused) Investigations - Timeframes	Oct		Nov		Dec	
	Number	%	Number	%	Number	%
3 months or less	3	6.25	6	11.32	7	13.46
4 - 6 months	3	6.25	3	5.66	4	7.69
7 - 9 months	5	10.42	3	5.66	3	5.77
10 - 12 months	4	8.33	4	7.55	4	7.69
13 - 24 months	19	39.58	22	41.51	17	32.69
More than 2 years	14	29.17	15	28.30	17	32.69
Total	48	100	53	100	52	100

Active and paused (All) investigation timeframes



Open (Active and Paused) Investigations - Timeframes	Oct		Nov		Dec	
	Number	%	Number	%	Number	%
3 months or less	86	20.09	102	22.62	122	25.42
4 - 6 months	76	17.76	72	15.96	84	17.50
7 - 9 months	62	14.49	58	12.86	51	10.62
10 - 12 months	38	8.88	46	10.20	45	9.38
13 - 24 months	136	31.78	142	31.49	141	29.38
More than 2 years	30	7.01	31	6.87	37	7.71
Total	428	100	451	100	480	100

Open investigation categories



Open Investigations - Categories	Oct		Nov		Dec	
	Number	%	Number	%	Number	%
Health service complaint	333	77.80	355	78.71	381	79.38
Systemic issue*	13	3.04	12	2.66	11	2.29
Another matter**	53	12.38	55	12.2	60	12.50
Matters identified for further investigation***	26	6.07	26	5.76	25	5.21
Ministerial directed investigation	1	0.23	1	0.22	1	0.21
Uncategorised	2	0.47	2	0.44	2	0.42
Total	428	100	451	100	480	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.

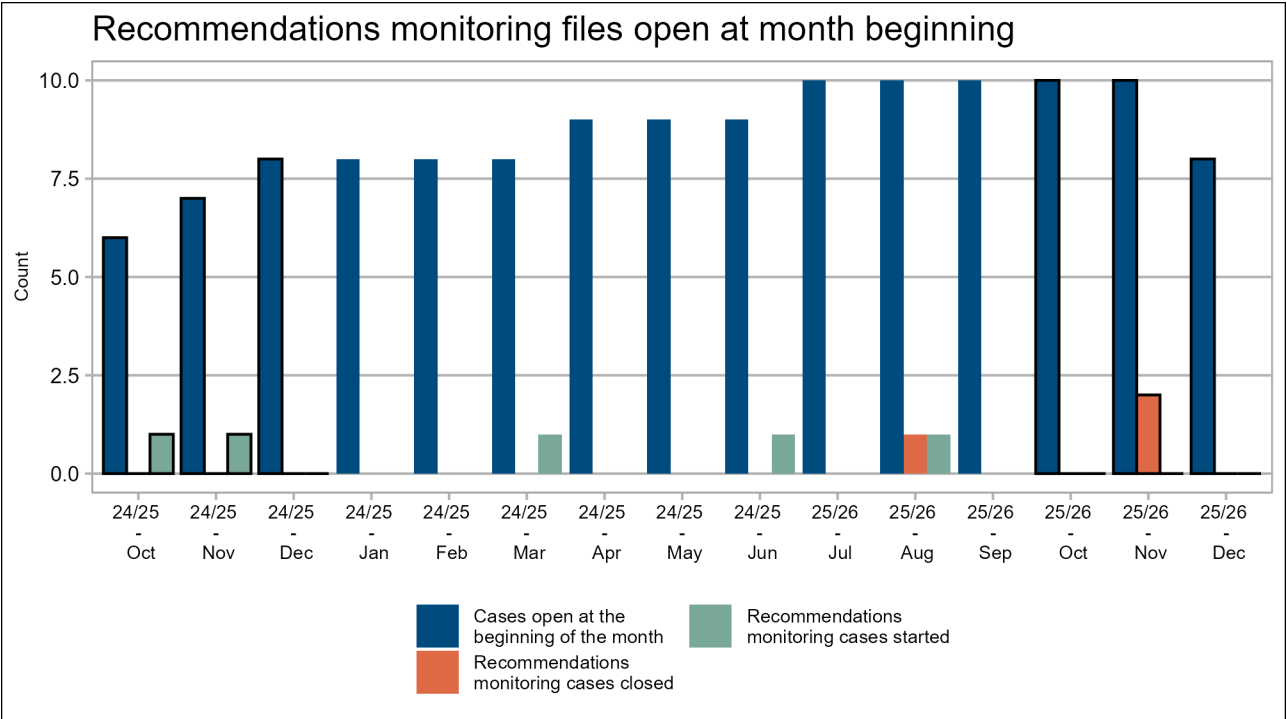
*** Matters referred for further investigation by the Health Ombudsman under s105 of the Act following referral to the Director of Proceedings.



Monitoring investigation recommendations

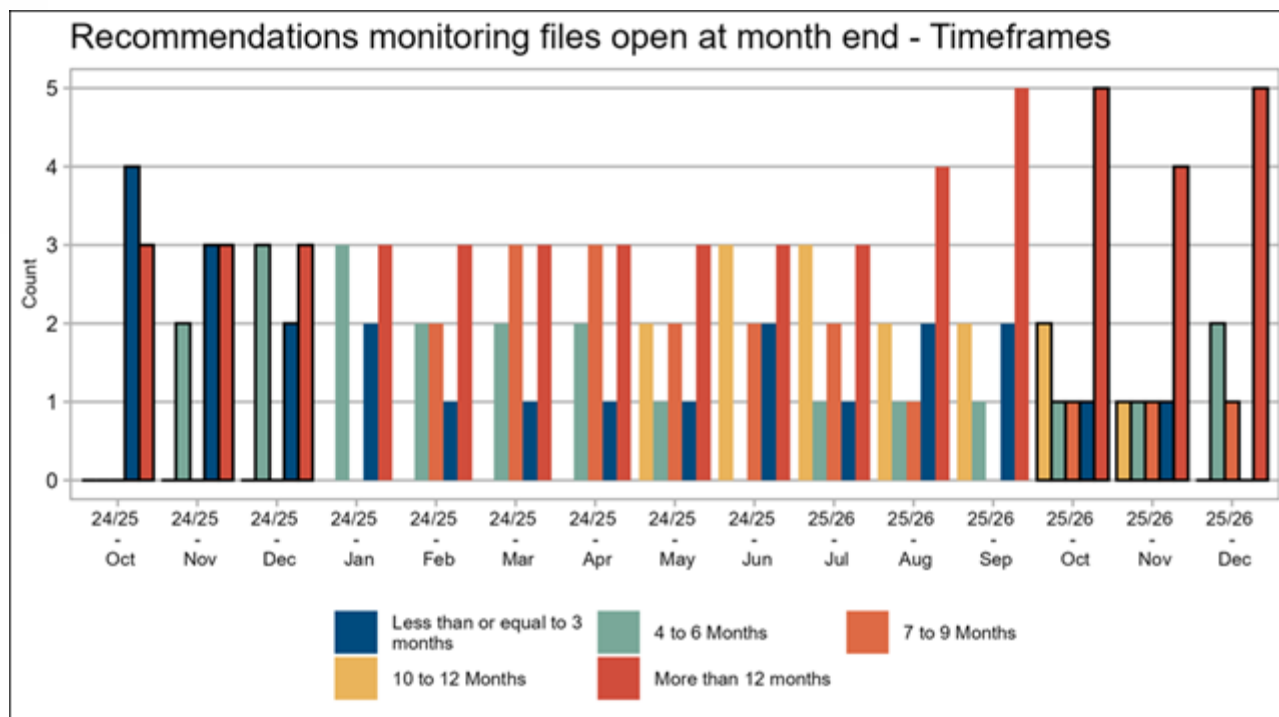
At the completion of certain investigations, the Health Ombudsman makes recommendations to health services for how they can improve service delivery and/or prevent the issues identified in the investigation from happening again. In these instances, the OHO puts in place a recommendation monitoring program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

OHO recommendations monitoring



OHO monitoring cases	Oct	Nov	Dec
Cases open at the beginning of the month	10	10	8
Recommendations monitoring cases started	0	0	0
Recommendations monitoring cases closed	0	2	0

Open recommendations monitoring case timeframes



Monitoring case timeframes	Oct		Nov		Dec	
	Number	%	Number	%	Number	%
3 months or less	1	10	1	12.5	0	0
4 - 6 months	1	10	1	12.5	2	25
7 - 9 months	1	10	1	12.5	1	12.5
10 - 12 months	2	20	1	12.5	0	0
12 months or more	5	50	4	50	5	62.5
Total	10	100	8	100	8	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 in relation to a registered practitioner is suitable to be referred to the Queensland Civil and Administrative Tribunal (QCAT) for a determination in relation to professional disciplinary action.

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	%
Medical Practitioner	3 ⁴	15
Paramedic	3	15
Physiotherapist	2	10
Registered Nurse	12 ⁵	30
Total	20	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	%
Chiropractor	2	4.3%
Medical Practitioner ⁶	18	38.3%
Paramedic	2	4.3%
Pharmacist	4	8.6%
Physiotherapist	3	6.4%
Psychologist	1	2.2%
Registered Nurse ⁷	17	36.2%
Total	47	100%

⁴ 1x referred back to DoP after stated information obtained

⁵ 1x referred back to DoP after stated information obtained; 1x referred back to DoP after further investigation undertaken.

⁶ This includes all medical practitioners including those with specialist registrations.

⁷ This includes Registered Nurse and Enrolled Nurse registrations.

Outcomes of matters reviewed by the Director of Proceedings

Matters filed in the Queensland Civil and Administrative Tribunal

Practitioner type	Number	%
Chinese Medicine Practitioner	2	8.4%
Chiropractor	2	8.4%
Medical Practitioner	7	29.2%
Paramedic	1	4.2%
Pharmacist	2 ⁸	8.4%
Podiatrist	1 ⁹	4.2%
Psychologist	1	4.2%
Registered Nurse	8	33.4%
Total Registered	24	100%

Matters referred back to the Health Ombudsman

Practitioner type	Number	%
Medical Practitioner	1	7.7%
Midwife	1	7.7%
Paramedic	1	7.7%
Pharmacist	1	7.7%
Physiotherapist	1	7.7%
Psychologist	4 ¹⁰	30.8%
Registered Nurse	4	30.8%
Total	13	100%

⁸ This figure includes 2x Practitioners where the DoP decided to refer two matters regarding the same practitioner to QCAT and filed both matters as one referral.

⁹ This figure includes a referral where the DoP decided to refer two matters regarding the same practitioner to QCAT and filed both matters as one referral.

¹⁰ 2x matters related to the same practitioner.

Queensland Civil and Administrative Tribunal disciplinary matters

Matters open in the Queensland Civil and Administrative Tribunal

Practitioner type	Number	%
Chinese Medical Practitioner	3	4.3%
Chiropractor	2	2.9%
Medical Practitioner ¹¹	24	33.8%
Midwife	1	1.5%
Paramedic	6	8.5%
Pharmacist	5	7.1%
Physiotherapist	1	1.5%
Podiatrist	1	1.5%
Psychologist	5	7.1%
Registered Nurse ¹²	23	32.4%
Total	71	100%

Outcomes of Queensland Civil and Administrative disciplinary matters

Queensland Civil and Administrative Tribunal decisions

Practitioner type	Number
Medical Practitioner	4
Midwife	1
Physiotherapist	1
Psychologist	1
Registered Nurse	8
Total QCAT Decisions	15

Matters withdrawn

Practitioner type	Number
-	-
Total matters withdrawn	0

Decisions on matters referred to the Queensland Civil and Administrative Tribunal

There have been 15 decisions made on matters referred to QCAT during the quarter.

Date of Decision	Matter	Details of QCAT Decision
1-Oct-25	OCR137-23	1. Unprofessional Conduct

¹¹ This includes all medical practitioners including those with specialist registrations.

¹² This includes Registered Nurse and Enrolled Nurse registrations.



Date of Decision	Matter	Details of QCAT Decision
		<ol style="list-style-type: none">2. Reprimand3. No order as to costs
01-Oct-25	OCR152-24	<ol style="list-style-type: none">1. Professional Misconduct2. Reprimand3. Registration suspended for a period of 9 months to commence on a date that is 30 days from the date of the order4. Conditions imposed:<ol style="list-style-type: none">1. On the resumption of practice, the respondent must be mentored by an approved mentor, focusing on appropriate behaviour towards colleagues, on at least a monthly basis for 12 months, with each session being 1 hour in duration.2. The Respondent must:<ol style="list-style-type: none">4.2.1 Comply with the Ahpra Protocol: Mentoring in force at the date these Conditions are imposed and then as updated from time to time4.2.2 Complete the mentoring within 12 months from his return to practice.3. The review period for the Conditions is 12 months from the respondent's resumption of practice.5. Part 7, Division 11, Subdivision 2 of the Health Practitioner Regulation National Law applies to the conditions imposed by the Tribunal6. No order as to costs
9-Oct-25	OCR145-24	<ol style="list-style-type: none">1. Professional misconduct;2. Reprimand3. Registration suspended for 3 months from today4. Conditions imposed on registration in the attached form of conditions5. Part 7, Division 11, Subdivision 2 of the National Law applies to the conditions6. The review period for the conditions is 6 months7. The immediate action imposed by the Health Ombudsman is set aside8. No order as to costs
13-Oct-25	OCR294-24	<ol style="list-style-type: none">1. Professional Misconduct2. Reprimand3. Disqualified from applying for registration until 22 April 20264. Prohibited from providing any health service until 22 April 20265. No order as to costs
18-Oct-25	OCR300-24	<ol style="list-style-type: none">1. Professional Misconduct2. Reprimand3. No order as to costs
21-Oct-25	OCR047-24	<ol style="list-style-type: none">1. Professional Misconduct2. Reprimand3. Registration cancelled4. Disqualified from applying for registration as a nurse or midwife for a period of 2 years from the date of order5. No order as to costs
21-Oct-25	OCR296-24	<ol style="list-style-type: none">1. Professional Misconduct2. Reprimand3. Registration suspended until 30 October 20254. IRA imposed on 14 March 2024 by the HO is set aside5. No order as to costs
23-Oct-25	OCR067-25	<ol style="list-style-type: none">1. Professional Misconduct2. Reprimand3. IRA imposed by the HO on 22 April 2024 is set aside4. No order as to costs
23-Oct-25	OCR301-24	<ol style="list-style-type: none">1. Professional Misconduct2. Reprimand3. IRA imposed by the HO on 17 November 2023 is set aside4. No order as to costs
24-Oct-25	OCR160-23	<ol style="list-style-type: none">1. Professional Misconduct2. IRA imposed by the HO is set aside



Date of Decision	Matter	Details of QCAT Decision
		<ol style="list-style-type: none">3. Reprimand4. Registration is suspended for 18 months from date of decision5. Upon the suspension expiring, conditions are imposed (see Annexure A)6. Part 7, Division 11, Subdivision 2 of the <i>Health Practitioner Regulation National Law (Queensland)</i> applies to the conditions imposed7. The review period for the conditions imposed is 12 months8. Each party must bear their own costs
13-Nov-25	OCR156-24	<ol style="list-style-type: none">1. Unprofessional Conduct2. Reprimand3. Each party bear their own costs <p><i>* NON-PUBLICATION ORDER *</i></p>
8-Dec-25	OCR051-25	<ol style="list-style-type: none">1. Professional Misconduct2. Reprimand3. Each party is to bear their own costs <p><i>THE NON-PUBLICATION ORDER MADE ON 04/04/25 IS TO REMAIN ON FOOT UNTIL FURTHER ORDER</i></p>
15-Dec-25	OCR102-25	<ol style="list-style-type: none">1. Professional Misconduct2. Reprimand3. Disqualified from applying for registration for a period of 6 months from date of order4. Each party bear their own costs
16-Dec-25	OCR222-24	<ol style="list-style-type: none">1. Professional Misconduct2. Reprimand3. Registration suspended for a period of 12 months, to commence 60 days after the date of this decision4. Conditions imposed (see Annexure A to decision). The conditions to commence on the date the suspension of the Respondent's registration ends5. Part 7, Division 11, Subdivision 2 of the HPRNL (Qld) applies to the conditions imposed6. Review period for the conditions is six (6) months from the date the conditions commence7. No order as to costs <p><i>NON-PUBLICATION ORDER MADE ON 27/03/2025 IS TO REMAIN ON FOOT UNTIL FURTHER ORDER</i></p>
23-Dec-25	OCR192-24	<ol style="list-style-type: none">1. Professional Misconduct2. Reprimand3. Disqualified from applying for registration as a registered health practitioner for a period of two and a half years from the date of the Tribunal's order4. No order as to costs <p><i>THE NON-PUBLICATION ORDER MADE ON 8 OCTOBER 2024 IS TO REMAIN IN FORCE UNTIL OTHERWISE ORDERED</i></p>



Decisions on immediate action reviews

There was 1 decision made by QCAT on immediate action reviews in Q2 2025-26 and 2 matters withdrawn by the Practitioner. The decision delivered related to a Medical Practitioner and the decision of the Health Ombudsman to suspend the practitioner's registration was set aside and substituted for the imposition of conditions.

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.¹³

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 9 registered health practitioners in Q2 2025-26.

Immediate registration actions - Initiation

Practitioner type	Number	Month	Action taken	Reason/s for taking action	
				Public Interest	Serious Risk
Nurse	1	Oct	Suspension	✓	
Psychologist	1	Oct	Suspension	✓	✓
Medical Practitioner	1	Nov	Conditions	✓	✓
Nurse	2	Nov	Suspension	✓	✓
Nurse	1	Nov	Conditions		✓
Paramedic	1	Nov	Conditions	✓	✓
Nurse	1	Dec	Suspension	✓	
Medical Practitioner	1	Dec	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.

The Health Ombudsman took 0 immediate registration action variation in relation in Q2 2025-26.

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 4 registered health practitioners in Q2 2025-26.

¹³ 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.

Practitioner type	Number	Month	Action that was taken	Reason/s for taking action	
				Public Interest	Serious Risk
Nurse	1	Dec	Conditions		✓
Medical Practitioner	1	Dec	Suspension	✓	✓
Medical Practitioner	2	Dec	Conditions	✓	✓

Interim prohibition orders

The Health Ombudsman has powers to issue interim prohibition orders to unregistered practitioners and registered practitioners practising 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 5 interim prohibition orders against unregistered health practitioners in Q2 2025-26.

Practitioner type	Number	Month	Action taken	Reason/s for taking action*	
				Public Interest	Serious Risk
Aged care health worker	1	Oct	Prohibition	✓	
Health Support Worker	1	Oct	Prohibition w Restriction		✓
Aged care health worker	1	Nov	Prohibition	✓	✓
Mental Health Worker	1	Dec	Prohibition w Restriction		✓
Non-clinical support worker	1	Dec	Prohibition w Restriction		✓

Interim prohibition order – Variation

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

There were 0 variations to interim prohibition orders in Q2 2025-26.

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 1 unregistered health practitioner in Q2 2025-26.

Practitioner type	Number	Month	Action taken	Reason/s for taking action*	
				Public Interest	Serious Risk
Assistant in nursing	1	Dec	Prohibition w Restriction		✓

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.¹⁴

The Health Ombudsman issued 4 prohibition orders against unregistered health practitioners in Q2 2025-26.

Practitioner type	Number	Month	Action taken
Alternative health provider	1	Oct	Prohibition w Restriction
Non-clinical support worker	1	Dec	Prohibition
Assistant in nursing	1	Dec	Prohibition
Alternative health provider	1	Dec	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 was 1 variation to a prohibition order in Q2 2025-26.

Practitioner type	Number	Month	Action taken
Non-clinical support worker	1	Dec	Prohibition

Prohibition Order – review in QCAT

A health practitioner may apply to the Queensland Civil and Administrative Tribunal to review the Health Ombudsman's decision to issue a Prohibition Order.

There was 1 review of a prohibition order filed in QCAT in Q2 2025-26.

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 0 revocation to prohibition orders in Q2 2025-26.

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>).

¹⁴ 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.



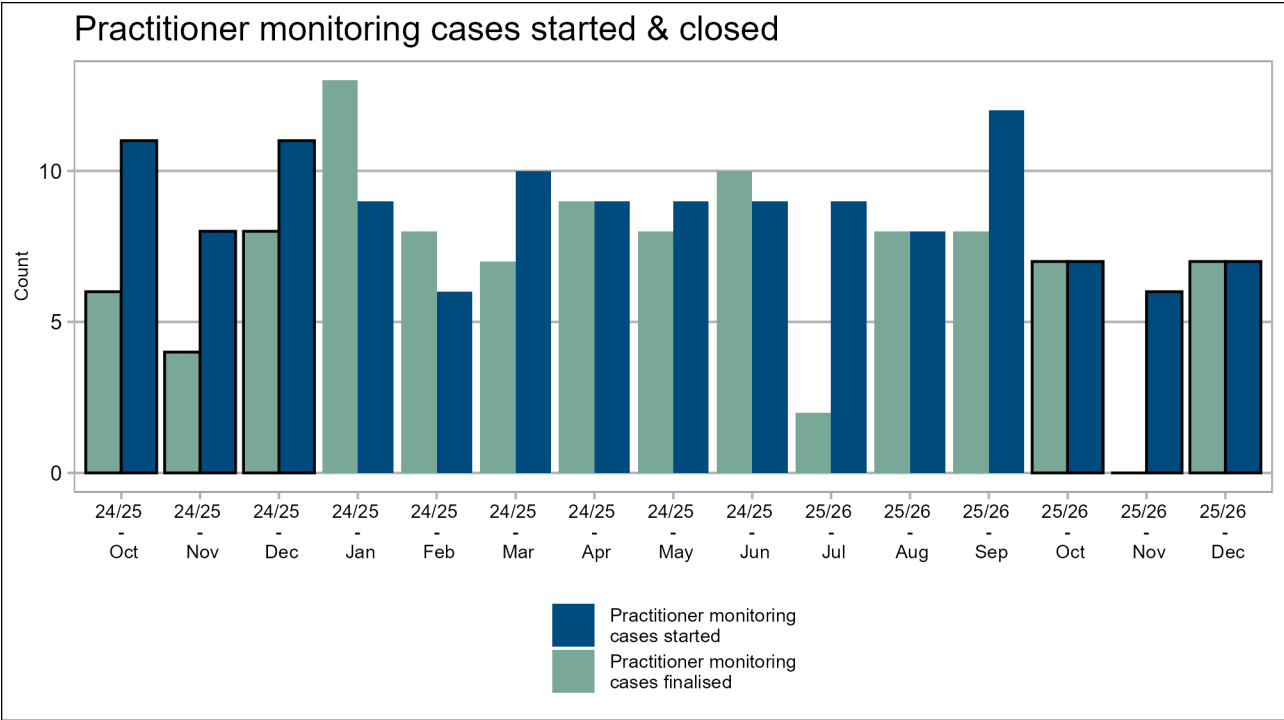
Monitoring practitioner compliance

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.

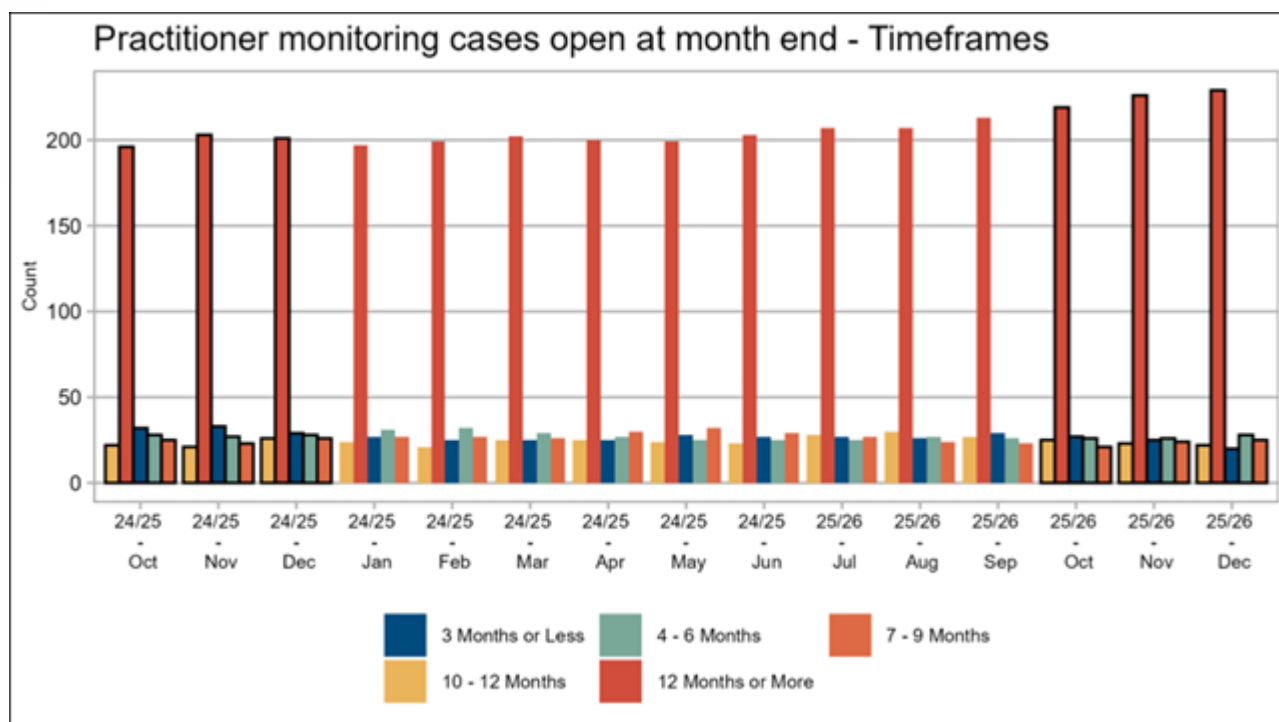
Practitioner monitoring cases



Cases this month	Oct	Nov	Dec
Practitioner monitoring cases started	7	6	7
Practitioner monitoring cases finalised	7	0	7

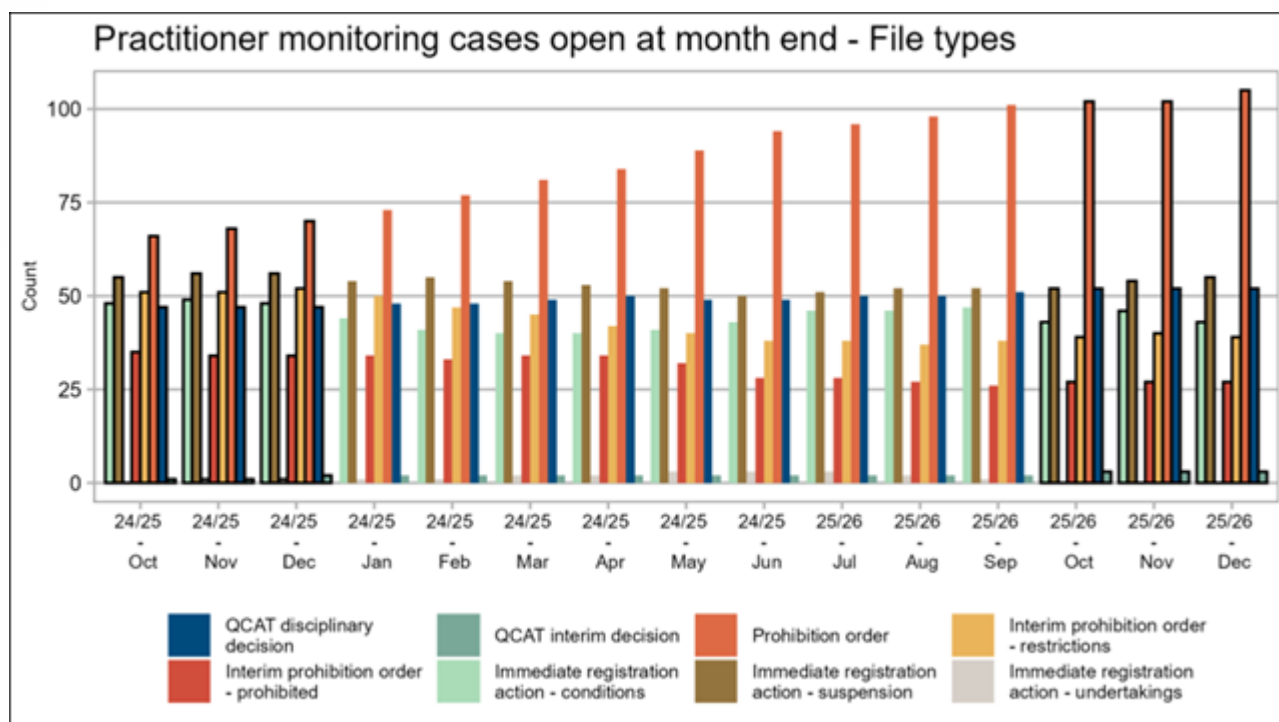
Open monitoring cases

Timeframes



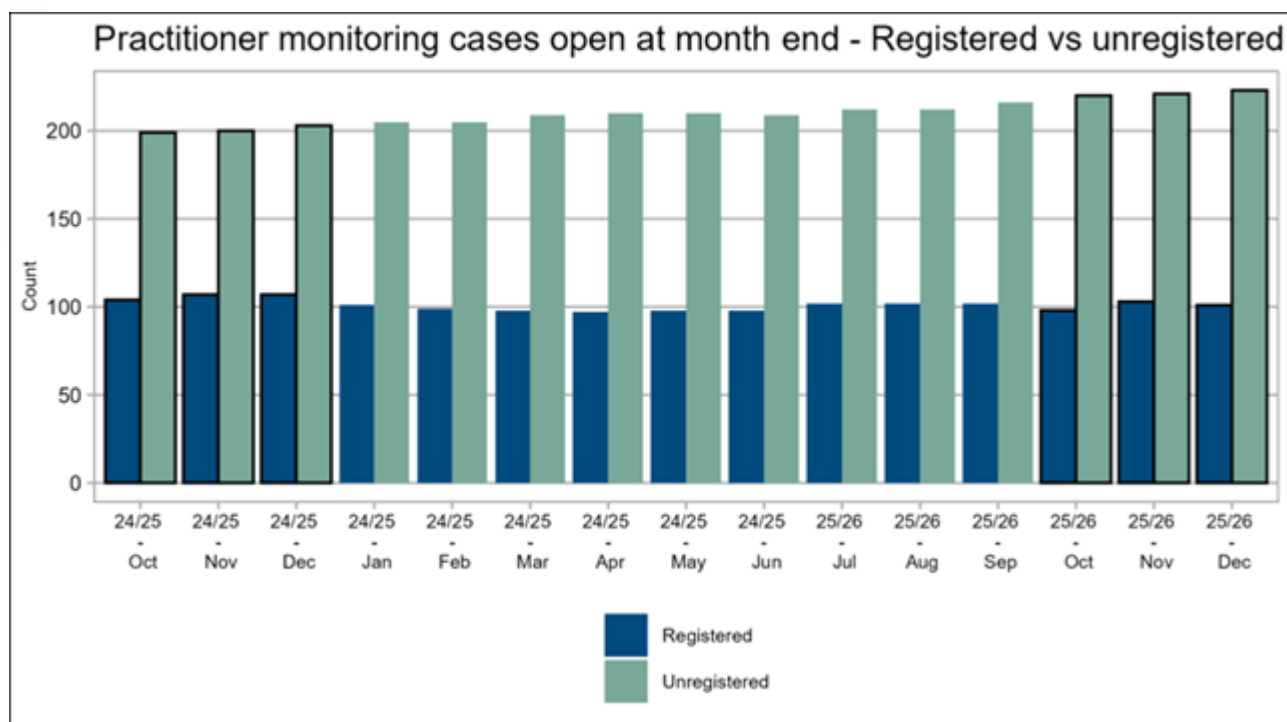
	Oct		Nov		Dec	
	Number	%	Number	%	Number	%
3 months or less	27	8.49	25	7.72	20	6.17
4 - 6 months	26	8.18	26	8.02	28	8.64
7 - 9 months	21	6.6	24	7.41	25	7.72
10 - 12 months	25	7.86	23	7.1	22	6.79
12 months or more	219	68.87	226	69.75	229	70.68
Total	318	100	324	100	324	100

Immediate action types



	Oct		Nov		Dec	
	Number	%	Number	%	Number	%
QCAT disciplinary decision	52	16.35	52	16.05	52	16.05
QCAT interim decision	3	0.94	3	0.93	3	0.93
Prohibition order	102	32.08	102	31.48	105	32.41
Interim prohibition order - restrictions	39	12.26	40	12.35	39	12.04
Interim prohibition order - prohibited	27	8.49	27	8.33	27	8.33
Immediate registration action - conditions	43	13.52	46	14.2	43	13.27
Immediate registration action - suspension	52	16.35	54	16.67	55	16.98
Immediate registration action - undertakings	0	0	0	0	0	0
Total	318	100	324	100	324	100

Registered Vs unregistered practitioners under monitoring



	Oct		Nov		Dec	
	Number	%	Number	%	Number	%
Registered	98	30.82	103	31.79	101	31.17
Unregistered	220	69.18	221	68.21	223	68.83
Total	318	100	324	100	324	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.¹⁵ 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 and finalised

	Month	OHO Matter Count	Provider Count	Decision Count*
Matters commenced	Oct	327	338	345
	Nov	304	314	339
	Dec	336	339	355
	Total	967	991	1039
Matters finalised	Oct	354	367	375
	Nov	309	311	332
	Dec	365	372	392
	Total	1028	1050	1099

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

¹⁵ Some of these matters are excluded from the 7 day decision timeframe as matters subject to Joint Consideration are covered under section 35F(2) of Under the *Health Ombudsman Act 2013 (Qld)* which states that Ahpra has 15 business days to give a preliminary view.

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	*JC Commenced without an issue	Total
Aboriginal and Torres Strait Islander health practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chinese Medicine Practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1
Chiropractor	-	-	1	-	-	1	-	-	-	-	-	-	2	-	3	-	-	-	7
Dental practitioner	-	-	10	5	-	-	8	8	-	-	2	1	11	5	51	-	-	-	101
Medical Practitioner	10	-	72	27	1	-	31	16	-	-	25	77	131	15	287	45	-	3	740
Medical Radiation Practitioner	-	-	1	2	-	-	-	-	-	-	-	-	3	1	-	-	-	-	7
Midwife	-	-	1	3	-	2	-	1	-	-	1	-	13	2	5	-	-	-	28
Nurse	-	1	12	3	1	2	-	1	1	-	4	16	103	15	40	-	-	-	199
Occupational Therapist	-	-	-	2	-	-	2	-	-	-	2	-	4	-	7	3	-	-	20
Optometrist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Oral Health Therapist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Osteopath	-	-	-	1	-	-	-	-	-	-	-	-	-	-	1	-	-	-	2
Paramedic	-	2	-	-	-	-	-	-	-	-	3	-	9	-	7	-	-	-	21
Pharmacist	-	1	-	-	-	-	-	-	-	-	-	12	12	1	1	-	-	-	27
Physiotherapist	-	-	-	-	-	-	2	-	-	-	1	-	6	-	2	-	-	-	11
Podiatrist / Chiropract	-	-	1	-	-	-	2	-	-	-	-	-	-	1	-	-	-	-	4
Psychologist	1	-	11	2	1	-	4	-	-	-	7	-	45	8	34	11	-	-	124
Student practitioner	-	1	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1
Unknown practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unregistered practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	11	5	109	45	3	5	49	26	1	-	45	106	339	48	439	59	-	3	1293

Outcomes by practitioner type

Issue	OHO to retain*		Refer to AHPRA		No further action		Q2 total	
	Number	%	Number	%	Number	%	Number	%
Aboriginal and Torres Strait Islander health practitioner	-	-	-	-	-	-	-	-
Chinese Medicine Practitioner	-	-	-	-	1	0.21	1	0.09
Chiropractor	1	0.38	1	0.28	6	1.23	8	0.73
Dental practitioner	12	4.58	35	9.97	31	6.38	78	7.10
Medical Practitioner	133	50.76	202	57.55	300	61.73	635	57.78
Medical Radiation Practitioner	3	1.15	2	0.57	2	0.41	7	0.64
Midwife	11	4.20	4	1.14	6	1.23	21	1.91
Nurse	65	24.81	51	14.53	62	12.76	178	16.20
Occupational Therapist	4	1.53	5	1.42	9	1.85	18	1.64
Optometrist	-	-	-	-	-	-	-	-
Oral Health Therapist	-	-	-	-	-	-	-	-
Osteopath	-	-	1	0.28	-	-	1	0.09
Paramedic	6	2.29	4	1.14	5	1.03	15	1.36
Pharmacist	7	2.67	6	1.71	11	2.26	24	2.18
Physiotherapist	1	0.38	6	1.71	4	0.82	11	1.00
Podiatrist / Chiropodist	1	0.38	-	-	2	0.41	3	0.27
Psychologist	17	6.49	34	9.69	47	9.67	98	8.92
Student practitioner	1	0.38	-	-	-	-	1	0.09
Unknown practitioner	-	-	-	-	-	-	-	-
Unregistered practitioner	-	-	-	-	-	-	-	-
Total	262	100	351	100	486	100	1099	100

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



Subsequent joint consideration consultations

Matters commenced and finalised

	Month	OHO Matter Count	Provider Count	Decision Count*
Matters commenced	Oct	13	13	13
	Nov	11	11	11
	Dec	15	15	15
	Total	39	39	39
Matters finalised	Oct	17	17	17
	Nov	12	11	12
	Dec	14	14	14
	Total	43	42	43

* 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	*JC Com menced witho ut an Issue	Total
Aboriginal and Torres Strait Islander health practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chinese Medicine Practitioner	-	-	-	1	-	-	-	-	-	-	-	-	1	-	-	-	-	-	2
Chiropractor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Dental practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1
Medical Practitioner	-	-	6	1	-	-	4	1	-	-	2	3	4	-	14	2	-	-	37
Medical Radiation Practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	1
Midwife	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Nurse	-	-	1	-	-	1	-	-	-	-	-	1	3	-	3	-	-	-	9
Occupational Therapist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Optometrist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Oral Health Therapist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Osteopath	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paramedic	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmacist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Physiotherapist	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1
Podiatrist / Chiropodist	-	-	1	-	-	-	1	-	-	-	-	-	-	-	-	-	-	-	2
Psychologist	-	-	-	-	-	-	-	-	-	-	-	-	3	-	-	-	-	-	3
Student practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unknown practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unregistered practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	8	2	-	1	5	1	-	-	2	4	12	-	19	2	-	-	56

Outcomes by practitioner type

Issue	OHO to retain*		Refer to AHPRA		No further action		No response received from Ahpra		Q2 total	
	Number	%	Number	%	Number	%	Number	%	Number	%
Aboriginal and Torres Strait Islander health practitioner	-	-	-	-	-	-	-	-	-	-
Chinese Medicine Practitioner	-	-	-	-	1	2.44	-	-	1	2.33
Chiropractor	-	-	-	-	-	-	-	-	-	-
Dental practitioner	-	-	-	-	1	2.44	-	-	1	2.33
Medical Practitioner	-	-	-	-	28	68.29	1	100	29	67.44
Medical Radiation Practitioner	-	-	-	-	1	2.44	-	-	1	2.33
Midwife	-	-	-	-	-	-	-	-	-	-
Nurse	-	-	1	100	7	17.07	-	-	8	18.60
Occupational Therapist	-	-	-	-	-	-	-	-	-	-
Optometrist	-	-	-	-	-	-	-	-	-	-
Oral Health Therapist	-	-	-	-	-	-	-	-	-	-
Osteopath	-	-	-	-	-	-	-	-	-	-
Paramedic	-	-	-	-	-	-	-	-	-	-
Pharmacist	-	-	-	-	-	-	-	-	-	-
Physiotherapist	-	-	-	-	1	2.44	-	-	1	2.33
Podiatrist / Chiropodist	-	-	-	-	1	2.44	-	-	1	2.33
Psychologist	-	-	-	-	1	2.44	-	-	1	2.33
Student practitioner	-	-	-	-	-	-	-	-	-	-
Unknown practitioner	-	-	-	-	-	-	-	-	-	-
Unregistered practitioner	-	-	-	-	-	-	-	-	-	-
Total	-	-	1	100	41	100	1	100	43	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 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

	Oct		Nov		Dec	
	Number	%	Number	%	Number	%
Female	421	50.66	399	54.29	372	51.74
Male	373	44.89	308	41.9	310	43.12
Non-binary	7	0.84	3	0.41	6	0.83
Unknown*	2	0.24	2	0.27	3	0.42
Not Applicable**	28	3.37	23	3.13	28	3.89
Total	831	100	735	100	719	100

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

**Not Applicable refers to complainants who are an entity and not a person. For example, a health service organisation.

Complainant age

	Oct		Nov		Dec	
	Number	%	Number	%	Number	%
Not Applicable**	28	3.37	23	3.13	28	3.89
Unknown*	69	8.3	55	7.48	77	10.71
Less than 18 years	7	0.84	4	0.54	0	0
18-24 years	19	2.29	21	2.86	28	3.89
25-34 years	145	17.45	154	20.95	138	19.19
35-44 years	213	25.63	181	24.63	153	21.28
45-54 years	169	20.34	135	18.37	130	18.08
55-64 years	97	11.67	89	12.11	93	12.93
65-74 years	50	6.02	53	7.21	45	6.26
More than 75 years	34	4.09	20	2.72	27	3.76
Total	831	100	735	100	719	100

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

**Not Applicable refers to complainants who are an entity and not a person. For example, a health service organisation.

Complainant location

	Oct		Nov		Dec	
	Number	%	Number	%	Number	%
Not Applicable*	0	0	0	0	0	0
Unknown**	119	14.32	98	13.33	136	18.92
Cairns and Hinterland	29	3.49	31	4.22	26	3.62
Central Queensland	23	2.77	23	3.13	36	5.01
Central West	5	0.6	2	0.27	0	0
Children's Health Queensland	0	0	0	0	1	0.14
Darling Downs	30	3.61	25	3.4	20	2.78
Gold Coast	67	8.06	71	9.66	53	7.37
Mackay	23	2.77	21	2.86	14	1.95
Metro North	162	19.49	137	18.64	129	17.94
Metro South	191	22.98	161	21.9	153	21.28
North West	2	0.24	1	0.14	0	0
South West	1	0.12	3	0.41	0	0
Sunshine Coast	52	6.26	43	5.85	46	6.4
Torres and Cape	2	0.24	2	0.27	2	0.28
Townsville	33	3.97	29	3.95	32	4.45
West Moreton	56	6.74	57	7.76	40	5.56
Wide Bay	36	4.33	31	4.22	31	4.31
Total	831	100	735	100	719	100

*Not applicable refers to complainants where the geographic details are excluded from an HHS catchment (e.g. The office of Health Ombudsman)

**Geographic details are not recorded or unable to be adequately identified from details provided.

Please note that a consumer and complainant's age and geographic details are recorded at the time of receipt of a complaint. Thus, it is possible for them to have multiple reported age and geographic groupings in the same month if they exist across multiple complaints and their details change between the receipt of these complaints.

Healthcare consumers

Consumer gender

	Oct		Nov		Dec	
	Number	%	Number	%	Number	%
Female	386	50	350	52.4	297	46.48
Male	377	48.83	311	46.56	334	52.27
Non-binary	7	0.91	4	0.6	7	1.1
Unknown*	2	0.26	3	0.45	1	0.16
Not Applicable**	0	0	0	0	0	0
Total	772	100	668	100	639	100

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

**Not Applicable refers to consumer who are an entity and not a person. For example, a health service organisation.

Consumer age

	Oct		Nov		Dec	
	Number	%	Number	%	Number	%
Not Applicable**	0	0	0	0	0	0
Unknown*	61	7.9	57	8.53	76	11.89
Less than 18 years	48	6.22	31	4.64	26	4.07
18-24 years	28	3.63	25	3.74	33	5.16
25-34 years	129	16.71	131	19.61	105	16.43
35-44 years	174	22.54	153	22.9	134	20.97
45-54 years	129	16.71	110	16.47	95	14.87
55-64 years	83	10.75	70	10.48	80	12.52
65-74 years	52	6.74	53	7.93	47	7.36
More than 75 years	68	8.81	38	5.69	43	6.73
Total	772	100	668	100	639	100

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

**Not Applicable refers to consumer who are an entity and not a person. For example, a health service organisation.

Consumer location

	Oct		Nov		Dec	
	Number	%	Number	%	Number	%
Unknown*	175	22.67	129	19.31	159	24.88
Cairns and Hinterland	22	2.85	26	3.89	22	3.44
Central Queensland	20	2.59	20	2.99	33	5.16
Central West	5	0.65	1	0.15	0	0
Children's Health Queensland	0	0	0	0	0	0
Darling Downs	25	3.24	23	3.44	16	2.5
Gold Coast	51	6.61	58	8.68	45	7.04
Mackay	19	2.46	15	2.25	12	1.88
Metro North	124	16.06	109	16.32	104	16.28
Metro South	173	22.41	146	21.86	125	19.56
North West	1	0.13	1	0.15	0	0
South West	1	0.13	2	0.3	0	0
Sunshine Coast	38	4.92	35	5.24	38	5.95
Torres and Cape	1	0.13	1	0.15	0	0
Townsville	29	3.76	21	3.14	22	3.44
West Moreton	52	6.74	53	7.93	37	5.79
Wide Bay	36	4.66	28	4.19	26	4.07
Total	772	100	668	100	639	100

* Geographic details are not recorded or unable to be adequately identified from details provided.

Please note that a consumer and complainant's age and geographic details are recorded at the time of receipt of a complaint. Thus, it is possible for them to have multiple reported age and geographic groupings in the same month if they exist across multiple complaints and their details change between the receipt of these complaints.

Health service providers

Provider location*

	Oct		Nov		Dec	
	Number	%	Number	%	Number	%
Not Applicable*	0	0	0	0	0	0
Unknown**	80	12.16	67	10.74	71	12.2
Cairns and Hinterland	23	3.5	16	2.56	26	4.47
Central Queensland	23	3.5	22	3.53	23	3.95
Central West	4	0.61	4	0.64	3	0.52
Children's Health Queensland	0	0	1	0.16	0	0
Darling Downs	27	4.1	19	3.04	20	3.44
Gold Coast	74	11.25	79	12.66	67	11.51
Mackay	14	2.13	14	2.24	13	2.23
Metro North	148	22.49	142	22.76	114	19.59
Metro South	132	20.06	142	22.76	118	20.27
North West	2	0.3	1	0.16	3	0.52
South West	0	0	2	0.32	1	0.17
Sunshine Coast	53	8.05	40	6.41	45	7.73
Torres and Cape	2	0.3	2	0.32	2	0.34
Townsville	26	3.95	16	2.56	25	4.3
West Moreton	18	2.74	26	4.17	21	3.61
Wide Bay	32	4.86	31	4.97	30	5.15
Total	658	100	624	100	582	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.

** Geographic details are not recorded or unable to be adequately identified from details provided.

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 in the context of an accepted decision.
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.
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 and 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 (All reports)	The date in which the outcome is recorded against the investigation case file.	The total number of parent investigations files in that context.
Active and 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 and 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.
Director of Proceedings		
Matters referred to the	The Commencement date of the	The total number of unique Director of

Data element	Date stamp	What is being counted?
Director of Proceedings by practitioner type	Director of Proceedings File.	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. 2) Provider Count: This is the number of unique providers which are linked to the joint consideration event.

Data element	Date stamp	What is being counted?
		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 and 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.