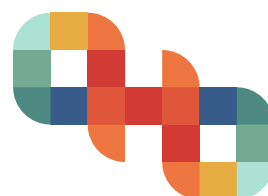


Quarter 4 2025-26
performance report
Office of the Health Ombudsman



OFFICE OF THE
HEALTH
OMBUDSMAN



Quarterly performance report— Quarter Four 2025-26

Published by the Office of the Health Ombudsman August 2026.



This document is licensed under a Creative Commons Attribution 4.0 Australia licence. You are free to copy, communicate and adapt the work, as long as you attribute the Office of the Health Ombudsman. To view a copy of this licence, visit creativecommons.org/licenses/by/3.0/au.

© Office of the Health Ombudsman 2026

For more information contact:

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

An electronic version of this document is available at www.oho.qld.gov.au.

Disclaimer:

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

Contents

Introduction	4
Intake of complaints	5
Type of contacts	5
Type of complaints	6
Complaint decisions	7
Health service complaints profile	10
Main issue categories raised in complaints	10
Subcategories of Professional Performance issues raised in complaints	11
Subcategories of Professional Conduct issues raised in complaints	12
Subcategories of Professional Health issues raised in complaints	13
Profile of complaints about health practitioners	14
Profile of complaints about health service organisations	15
Assessment.....	16
Assessments started and completed.....	16
Assessments started by prioritisation	16
Completed assessment	17
Assessment Outcomes.....	18
Local Resolution	19
Local Resolutions started and completed	19
Completed Local Resolutions	20
Local Resolution outcomes	21
Conciliation	22
Conciliations started and closed	22
Completed Conciliations	23
Open Conciliations.....	24
Complaint management (Referrals).....	25
Referrals open and closed	25
Referrals categories	26
Referrals closed.....	27
Referrals open	28
Investigations.....	29
Investigations started, closed and amalgamated	29
Closed investigations	30
Open investigations	32
Investigations open at month end	33
Paused Investigations	34
Active and paused (All) Investigations	35
Open Investigation categories	36
Monitoring Investigation recommendations.....	37
OHO recommendations monitoring	37
Open recommendations monitoring case	38
Director of Proceedings	39
Matters referred to the Director of Proceedings by practitioner type.....	39
Matters with the Director of Proceedings by practitioner type	40
Outcomes of matters reviewed by the Director of Proceedings	40



Queensland Civil and Administrative Tribunal disciplinary matters	41
Decisions on matters referred to the Queensland Civil and Administrative Tribunal	42
Decisions on immediate action reviews	43
Immediate Action.....	44
Immediate registration actions	44
Interim Prohibition Orders.....	45
Prohibition orders	46
Monitoring practitioner compliance	48
Practitioner Monitoring cases started and finalised.....	48
Open Monitoring cases.....	49
Australian Health Practitioner Regulation Agency	52
Joint consideration matters	52
Demographics of complainants, healthcare consumers and providers.....	58
Complainants.....	58
Healthcare consumers.....	61
Health service providers.....	64
Aggregated data descriptions.....	65



Introduction

This document reports on the Quarter Four (Q4) 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.

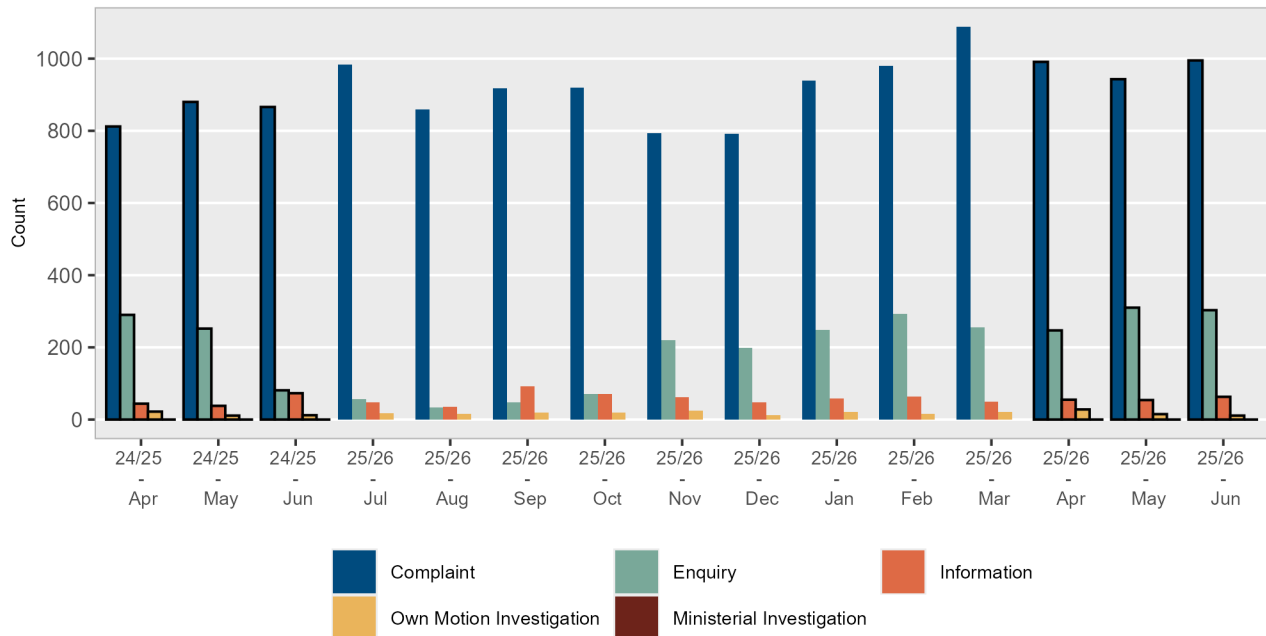
Data in this report is correct as of 21 July 2026, although figures may differ from those published in previous reports due to subsequent adjustments which occurred after the publication of those reports.

The OHO works closely with Ahpra within Queensland's co-regulatory framework. All registered health practitioner complaints are 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.

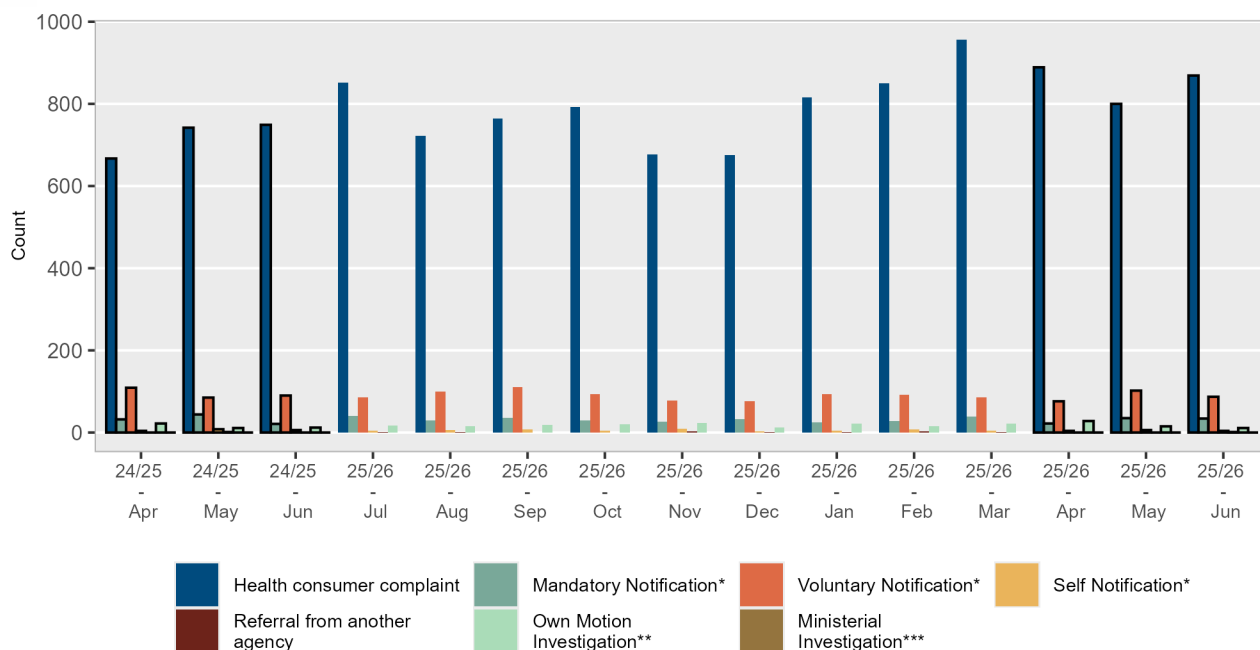
Type of contacts



Type of contact	Apr		May		Jun		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Complaint	991	75	943	71.3	995	72.5	2929	73
Enquiry	247	18.7	310	23.4	303	22.1	860	21.4
Information	55	4.2	54	4.1	63	4.6	172	4.3
Own motion investigation	28	2.1	15	1.1	11	0.8	54	1.3
Ministerial investigation	0	0	0	0	0	0	0	0
Total	1321	100	1322	100	1372	100	4015	100

In addition to the above, five (5) further contacts are yet to be classified.

Type of complaints



Type of complaints	Apr		May		Jun		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Health consumer complaint	889	87.2	800	83.5	869	86.4	2558	85.8
Mandatory notification*	22	2.2	35	3.7	34	3.4	91	3.1
Voluntary notification*	76	7.5	102	10.6	87	8.6	265	8.9
Self notification*	4	0.4	6	0.6	4	0.4	14	0.5
Referral from another agency	0	0	0	0	1	0.1	1	0
Own motion investigation**	28	2.7	15	1.6	11	1.1	54	1.8
Ministerial investigation***	0	0	0	0	0	0	0	0
Total	1019	100	958	100	1006	100	2983	100

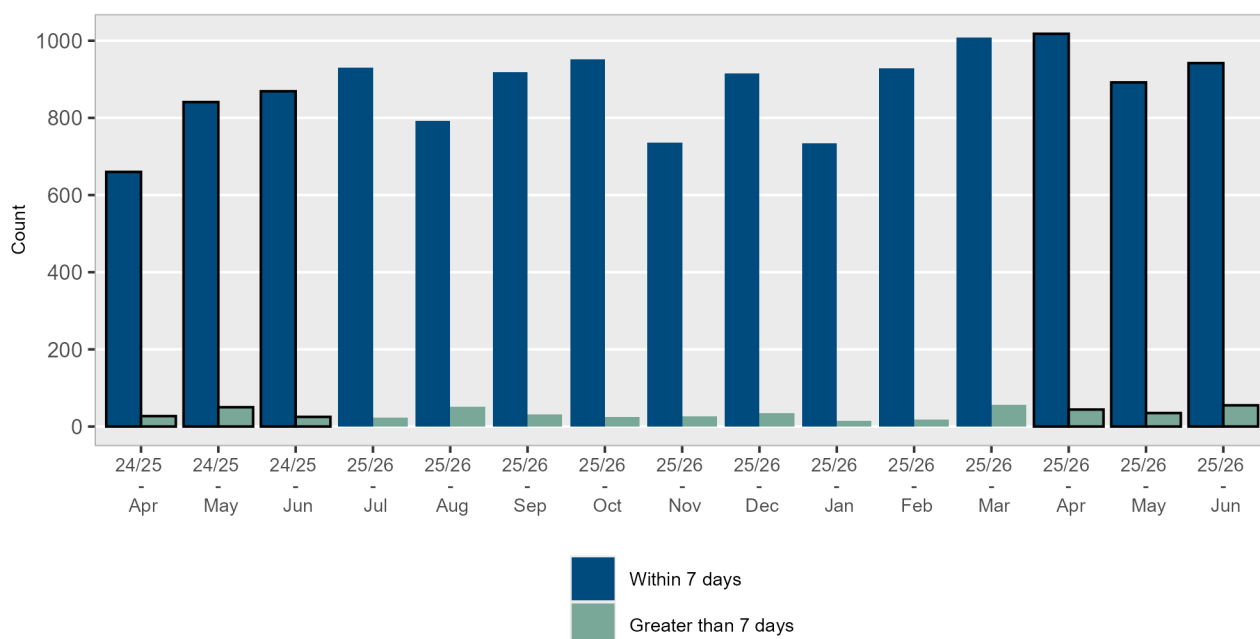
* Notifications are matters defined under the *Health Practitioner Regulation National Law (Queensland)* and only relate to registered practitioners.

** 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 section 81 of the *Health Ombudsman Act 2013*.

Complaint decisions

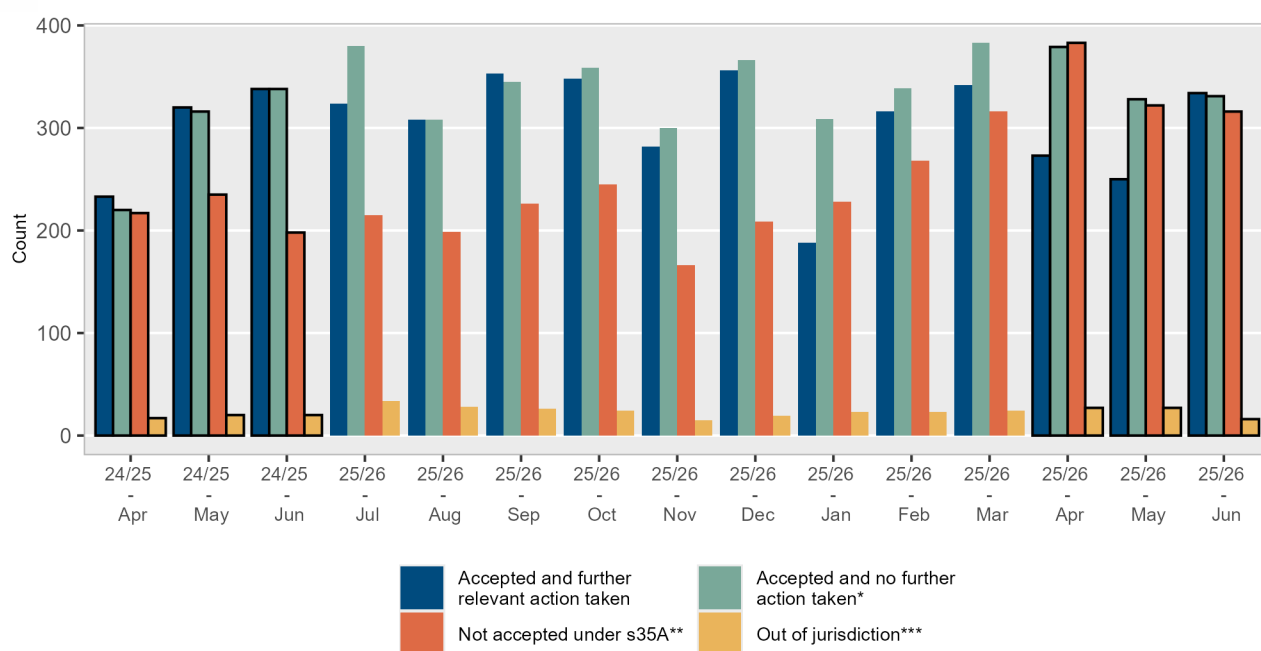
Decision Timeframe—within seven days¹



Decision timeframe	Apr		May		Jun		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Within 7 days	1018	95.9	892	96.2	942	94.5	2852	95.5
Greater than 7 days	44	4.1	35	3.8	55	5.5	134	4.5
Total	1062	100	927	100	997	100	2986	100

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

Decisions made



Number of Decisions Made	Apr		May		Jun		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Accepted and further relevant action taken	273	25.7	250	27	334	33.5	857	28.7
Accepted and no further action taken*	379	35.7	328	35.4	331	33.2	1038	34.8
Not accepted under s35A**	383	36.1	322	34.7	316	31.7	1021	34.2
Out of jurisdiction***	27	2.5	27	2.9	16	1.6	70	2.3
Total	1062	100	927	100	997	100	2986	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 section 35A 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	Apr		May		Jun		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Assessment	57	19.4	63	23.8	83	21.9	203	21.6
Conciliation	0	0	0	0	0	0	0	0
Investigation	1	0.3	1	0.4	0	0	2	0.2
Local resolution	42	14.3	54	20.4	70	18.5	166	17.7
Referred to Ahpra and the national boards	145	49.3	106	40	130	34.3	381	40.6
Referred to another entity	31	10.5	29	10.9	59	15.6	119	12.7
No Further Action	18	6.1	12	4.5	37	9.8	67	7.1
Total	294	100	265	100	379	100	938	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 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' in 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	Apr		May		Jun		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Professional Performance	532	37.1	417	31.3	485	35.5	1434	34.7
Professional Conduct	176	12.3	169	12.7	174	12.7	519	12.6
Access	137	9.6	171	12.8	153	11.2	461	11.2
Communication and Information	114	8	125	9.4	151	11.1	390	9.4
Medication	116	8.1	94	7.1	93	6.8	303	7.3
Grievance Processes	62	4.3	64	4.8	56	4.1	182	4.4
Fees and Costs	49	3.4	50	3.8	64	4.7	163	3.9
Environment/Management of Facility	43	3	54	4.1	38	2.8	135	3.3
Consent	54	3.8	37	2.8	36	2.6	127	3.1
Medical Records	40	2.8	44	3.3	32	2.3	116	2.8
Reports/Certificates	25	1.7	32	2.4	23	1.7	80	1.9
Discharge and Transfer Arrangements	29	2	21	1.6	29	2.1	79	1.9
Code of conduct for health care worker	29	2	28	2.1	16	1.2	73	1.8
Professional Health	27	1.9	26	2	14	1	67	1.6
HO Act Offence	0	0	0	0	1	0.1	1	0
Research/teaching/assessment	0	0	0	0	0	0	0	0
Total	1433	100	1332	100	1365	100	4130	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

Subcategories	Apr		May		Jun		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Inadequate treatment	154	28.9	130	31.2	150	30.9	434	30.3
Coordination of treatment	76	14.3	44	10.6	47	9.7	167	11.6
Inadequate care	57	10.7	46	11	61	12.6	164	11.4
Unexpected treatment outcome/complications	50	9.4	52	12.5	60	12.4	162	11.3
Inadequate consultation	55	10.3	31	7.4	44	9.1	130	9.1
Diagnosis	45	8.5	25	6	30	6.2	100	7
Delay in treatment	29	5.5	13	3.1	25	5.2	67	4.7
Wrong/inappropriate treatment	13	2.4	16	3.8	17	3.5	46	3.2
Competence	11	2.1	15	3.6	15	3.1	41	2.9
Rough and painful treatment	13	2.4	13	3.1	12	2.5	38	2.6
Withdrawal of treatment	8	1.5	8	1.9	6	1.2	22	1.5
No/inappropriate referral	6	1.1	7	1.7	8	1.6	21	1.5
Teamwork/supervision	7	1.3	8	1.9	4	0.8	19	1.3
Inadequate prosthetic equipment	5	0.9	7	1.7	2	0.4	14	1
Infection control	3	0.6	2	0.5	4	0.8	9	0.6
Public/private election	0	0	0	0	0	0	0	0
Total	532	100	417	100	485	100	1434	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

Subcategories	Apr		May		Jun		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Inappropriate behaviour	34	19.3	32	18.9	34	19.5	100	19.3
Illegal practice	36	20.5	36	21.3	26	14.9	98	18.9
Inappropriate collection, use or disclosure of information	22	12.5	33	19.5	25	14.4	80	15.4
National Law offence	11	6.2	11	6.5	10	5.7	32	6.2
False/misleading statements and/or information	10	5.7	11	6.5	9	5.2	30	5.8
Sexual misconduct	8	4.5	8	4.7	13	7.5	29	5.6
Assault	8	4.5	4	2.4	11	6.3	23	4.4
Discriminatory conduct	7	4	0	0	14	8	21	4
Conflict of interest	7	4	9	5.3	4	2.3	20	3.9
Boundary violation	6	3.4	7	4.1	5	2.9	18	3.5
Misrepresentation of qualifications	6	3.4	5	3	6	3.4	17	3.3
National Law breach	7	4	2	1.2	4	2.3	13	2.5
Response to adverse event	9	5.1	2	1.2	2	1.1	13	2.5
Breach of condition	1	0.6	1	0.6	3	1.7	5	1
Medico-legal conduct	1	0.6	2	1.2	2	1.1	5	1
Attendance	0	0	1	0.6	3	1.7	4	0.8
Excessive treatment	2	1.1	2	1.2	0	0	4	0.8
Emergency treatment not provided	0	0	1	0.6	1	0.6	2	0.4
Experimental treatment	1	0.6	0	0	1	0.6	2	0.4
Financial fraud	0	0	1	0.6	1	0.6	2	0.4
Annual declaration not completed or completed incorrectly	0	0	1	0.6	0	0	1	0.2
Offence by student	0	0	0	0	0	0	0	0
Total	176	100	169	100	174	100	519	100



Subcategories of Professional Health issues raised in complaints

Subcategories	Apr		May		Jun		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Mental impairment - substance misuse, abuse or addiction	11	40.7	13	50	5	35.7	29	43.3
Mental impairment – mental illness	9	33.3	10	38.5	6	42.9	25	37.3
Mental impairment – cognitive impairment	3	11.1	1	3.8	2	14.3	6	9
Mental impairment – other	4	14.8	0	0	1	7.1	5	7.5
Physical impairment	0	0	2	7.7	0	0	2	3
Total	27	100	26	100	14	100	67	100

Profile of complaints about health practitioners

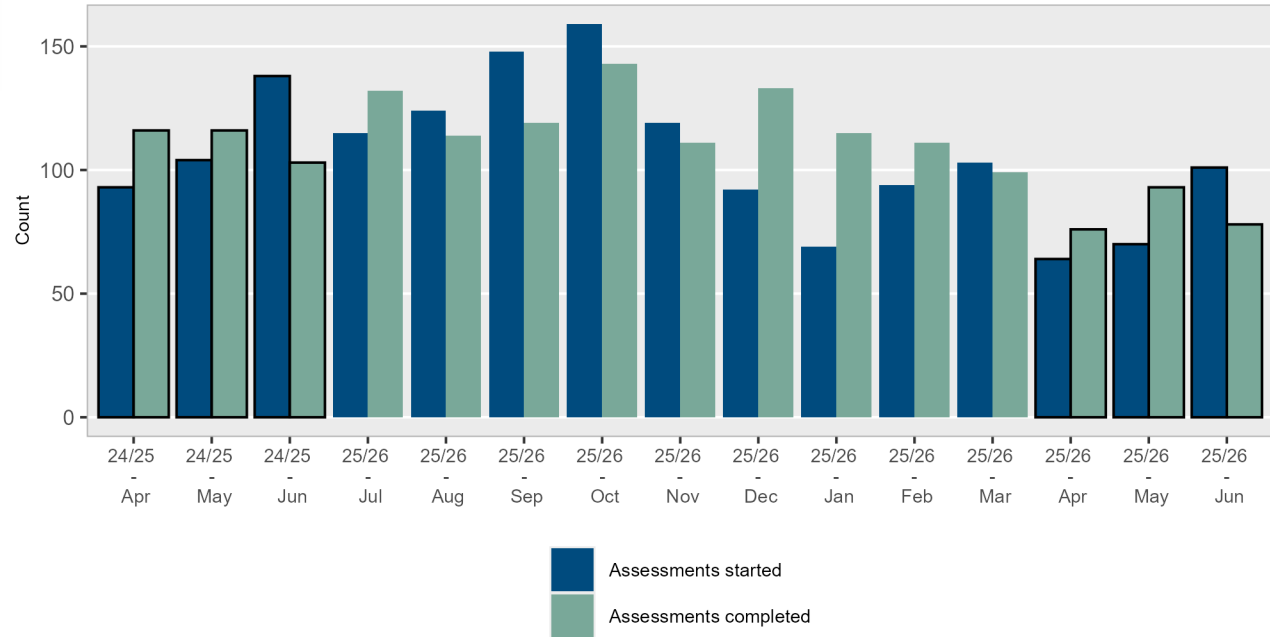
Practitioner Type	Number of practitioners identified in complaints	Number and type of issues identified in complaints about health practitioners																Total
		Access	Code of conduct for Health Care Workers	Communication & Info.	Consent	Discharge & Transfer Arrangements	Environment /Management of Facility	Fees and Costs	Grievance Processes	Health Ombudsman Act 2013 Offence	Medical Records	Medication	Prof. Conduct	Prof. Health	Prof. Performance	Reports/ Certificates	Research/ teaching/ assessment	
Medical Practitioner	580	16	-	108	27	4	1	18	9	-	29	68	127	13	355	41	-	816
Nurse	211	-	-	13	5	1	8	1	-	-	8	18	151	34	37	1	-	277
Unregistered practitioner	85	-	62	14	2	-	2	3	2	-	1	2	31	1	13	5	-	138
Psychologist	73	2	-	7	2	-	1	-	1	-	3	-	50	9	21	6	-	102
Dentist	65	-	-	3	4	-	1	18	3	1	3	-	12	5	47	-	-	97
Pharmacist	23	-	-	4	-	-	1	-	-	-	-	11	12	-	3	2	-	33
Physiotherapist	17	-	-	1	-	-	-	-	-	-	-	-	12	-	7	-	-	20
Midwife	10	-	-	-	-	-	-	-	-	-	-	3	5	1	8	-	-	17
Occupational Therapist	15	-	-	-	-	-	-	2	-	-	-	-	4	1	6	3	-	16
Paramedic	8	-	-	-	-	-	-	-	-	-	1	-	8	1	3	-	-	13
Medical Radiation Practitioner	5	-	-	1	-	-	-	-	-	-	-	-	2	-	2	-	-	5
Podiatrist / Chiropodist	4	-	-	-	-	-	-	-	-	-	-	-	3	-	2	-	-	5
Chinese Medicine Practitioner	2	-	-	-	-	-	-	-	-	-	-	-	2	-	2	-	-	4
Aboriginal and Torres Strait Islander Health Practitioner	2	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	2
Chiropractor	2	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	2
Optometrist	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Osteopath	1	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	1
Oral Health Therapist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Student practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unknown practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	1104	18	62	151	40	5	14	42	15	1	45	102	423	65	508	58	-	1549

Profile of complaints about health service organisations

Organisation Type	Number of organisation s identified in complaints	Number and type of issues identified in complaints about health service organisations																Total
		Access	Code of conduct for Health Care Workers	Communication & Info.	Consent	Discharge & Transfer Arrangements	Environment/Management of Facility	Fees and Costs	Grievance Processes	Health Ombudsman Act 2013 Offence	Medical Records	Medication	Prof. Conduct	Prof. Health	Prof. Performance	Reports/Certificates	Research/teaching/assessment	
Public Hospital	64	28	-	33	17	21	18	9	29	-	13	15	20	2	57	3	-	265
Medical Centre	163	25	-	25	3	1	15	29	26	-	24	14	11	-	45	8	-	226
Mental Health Service	59	10	1	15	17	9	6	1	6	-	4	12	6	-	41	2	-	130
Licensed Private Hospital	36	3	-	13	4	8	9	3	7	-	2	7	3	-	23	-	-	82
Specialised Health Service	54	3	3	4	2	1	8	14	8	-	4	3	1	-	19	1	-	71
Correctional Facility	18	15	-	6	-	-	5	-	5	-	3	13	3	-	16	1	-	67
Pharmaceutical Service	52	4	-	5	1	-	5	6	5	-	-	31	3	-	2	-	-	62
Community Health Service	41	6	1	5	5	-	5	2	7	-	1	1	6	-	18	3	-	60
Dental Service	41	8	-	6	2	-	-	9	3	-	-	-	2	-	24	-	-	54
Allied Health Service	36	3	2	4	2	1	2	10	5	-	1	2	4	-	10	1	-	47
Private Organisation	40	3	1	2	2	1	2	9	2	-	2	4	3	-	16	-	-	47
Laboratory Service	19	1	-	5	1	-	2	9	2	-	4	-	2	-	6	-	-	32
Public Health Service	22	3	-	4	1	1	3	-	5	-	-	1	2	-	11	-	-	31
Hospital & Health Service	13	2	-	2	-	-	2	1	-	-	3	-	1	-	6	1	-	18
Other Support Service	13	1	1	-	1	-	2	1	1	-	1	1	3	-	3	-	-	15
Other Government Department	10	2	-	3	-	-	3	-	4	-	-	-	-	-	2	-	-	14
Aged Care Facility	12	-	-	-	1	-	5	-	-	-	-	1	1	-	4	-	-	12
Ambulance Service	8	-	-	2	3	-	2	-	-	-	-	-	1	-	3	-	-	11
Residential Care Service	7	-	-	2	-	-	2	1	-	-	-	-	1	-	3	-	-	9
Administrative Service	5	-	-	-	-	-	2	2	-	-	-	-	-	-	3	1	-	8
Area Health Services	4	1	-	-	1	-	-	-	-	-	-	-	-	-	2	-	-	4
Paramedical Service	4	1	-	-	-	-	-	-	-	-	-	2	1	-	-	-	-	4
Health Education Service	2	-	-	-	-	-	-	-	1	-	-	-	2	-	-	-	-	3
Health Promotion Service	3	-	1	-	-	-	1	-	-	-	1	-	-	-	-	-	-	3
Optical Store	3	-	-	-	-	-	-	1	-	-	-	-	1	-	1	-	-	3
Health Information Service	2	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	2
Nursing Service	2	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	2
Licensed Day Hospital	1	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	1
Welfare Service	1	-	-	-	-	-	-	-	-	-	-	-	-	-	1	-	-	1
Environmental Health Service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Health Service District	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Parent Organisation	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Registration Board	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Social Work Service	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unknown Organisation Type	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	735	119	10	136	63	43	99	108	116	-	63	107	79	2	318	21	-	1284

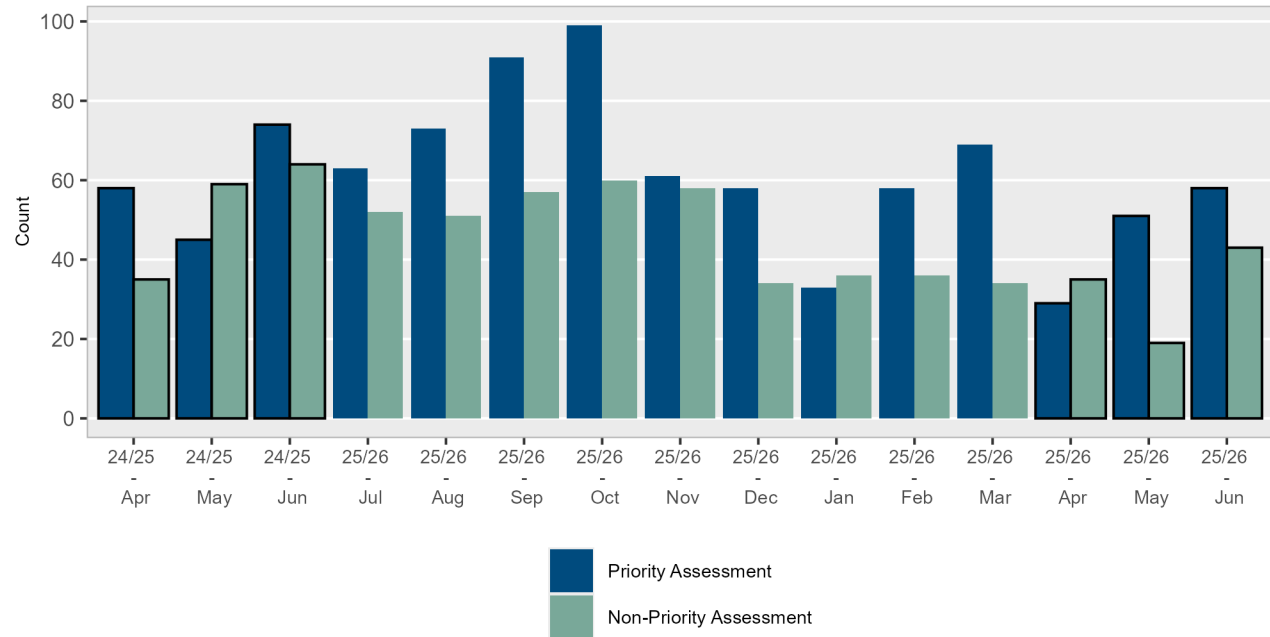
Assessment

Assessments started and completed



Assessments Started and Completed	Apr	May	Jun	Q4 total
Assessments started	64	70	101	235
Assessments completed	76	93	78	247

Assessments started by prioritisation

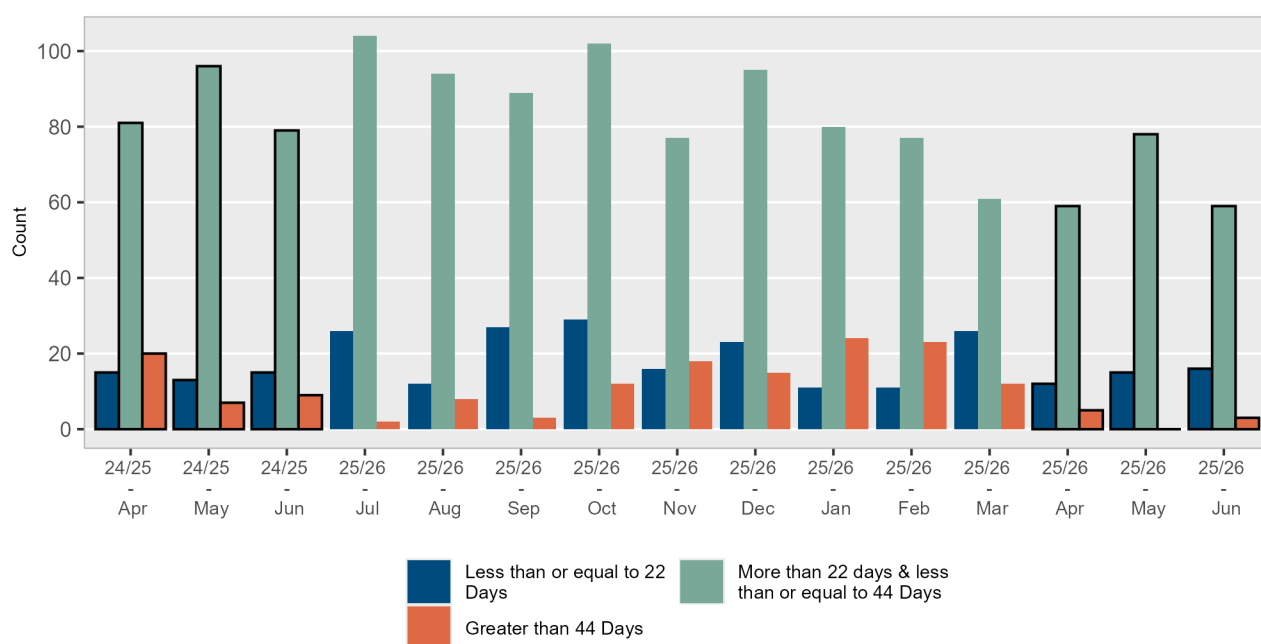


Priority Assessment*	Apr		May		Jun		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Priority Assessment	29	45.3	51	72.9	58	57.4	138	58.7
Non-Priority Assessment	35	54.7	19	27.1	43	42.6	97	41.3
Total	64	100	70	100	101	100	235	100

* 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 complainant vulnerabilities and cultural sensitivities are also factors in determining a priority matter.

Completed Assessment

Timeframes²



Assessment timeframes	Apr		May		Jun		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Less than or equal to 22 Days	12	15.8	15	16.1	16	20.5	43	17.4
More than 22 days & less than or equal to 44 Days	59	77.6	78	83.9	59	75.6	196	79.4
Greater than 44 Days	5	6.6	0	0	3	3.8	8	3.2
Total	76	100	93	100	78	100	247	100

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 circumstances this can be extended for a further 22 days. These circumstances include where further time is required because of the size or complexity of the complaint, or the time taken to obtain submissions.

Assessment Outcomes

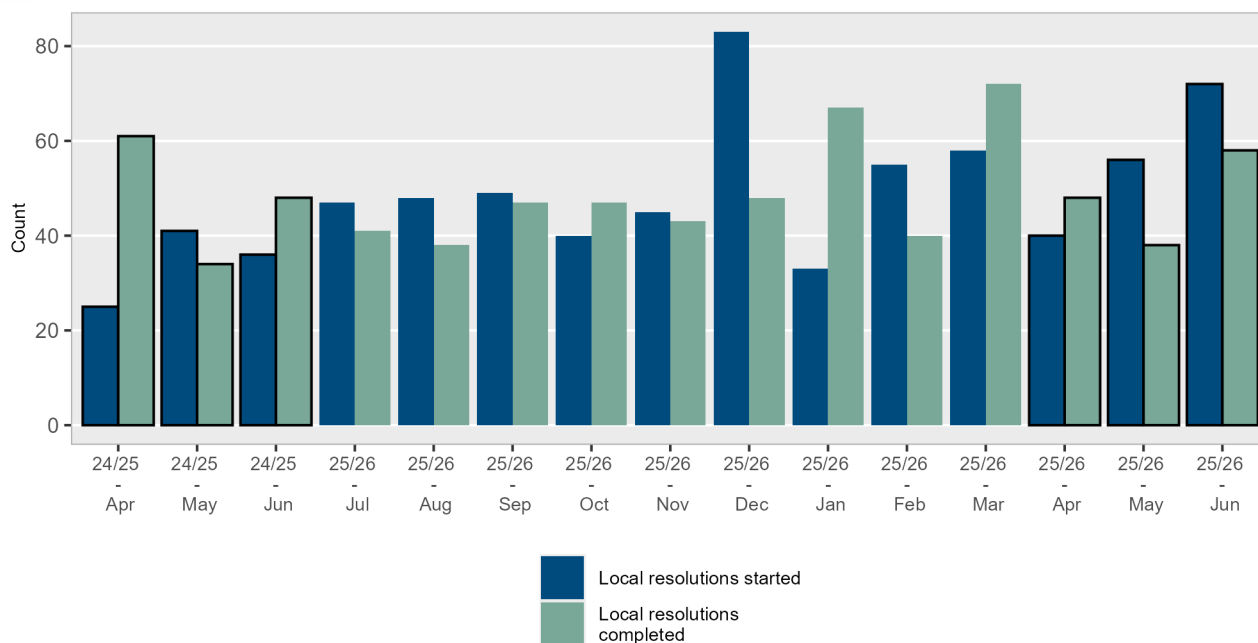
Assessment Outcomes*	Apr		May		Jun		Q4 total	
	Number	%	Number	%	Number	%	Number	%
No Further Action	31	49.2	28	36.8	43	43.4	102	42.9
Referred to another entity	10	15.9	16	21.1	16	16.2	42	17.6
Investigation	9	14.3	9	11.8	13	13.1	31	13
Referred to AHPRA and the national boards	5	7.9	14	18.4	12	12.1	31	13
Conciliation	5	7.9	8	10.5	12	12.1	25	10.5
Referred to AHPRA AND another entity	3	4.8	1	1.3	3	3	7	2.9
Director of Proceedings	0	0	0	0	0	0	0	0
Local resolution	0	0	0	0	0	0	0	0
Referral Entity Undetermined at time of Reporting**	0	0	0	0	0	0	0	0
Total	63	100	76	100	99	100	238	100

* Total assessment outcomes 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

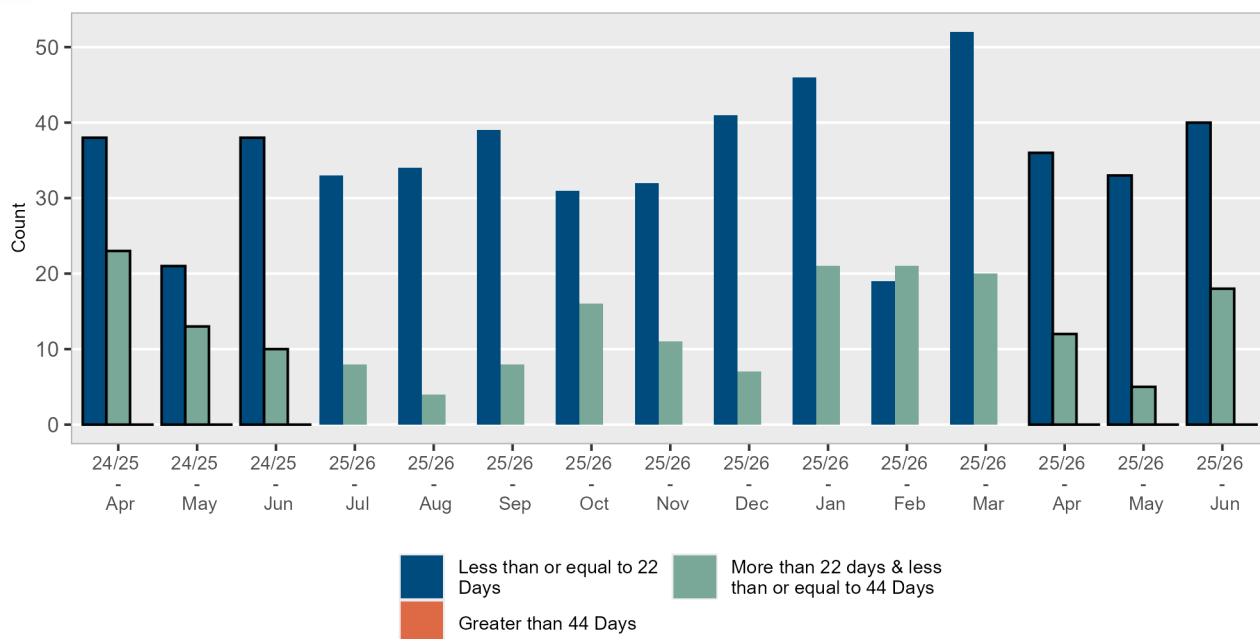


Local resolutions started and completed*	Apr	May	Jun	Q4 total
Local resolutions started	40	56	72	168
Local resolutions completed	48	38	58	144

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

Completed Local Resolutions

Timeframes³



Local Resolution Timeframes	Apr		May		Jun		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Less than or equal to 22 Days	36	75	33	86.8	40	69	109	75.7
More than 22 days & less than or equal to 44 Days	12	25	5	13.2	18	31	35	24.3
Greater than 44 Days	0	0	0	0	0	0	0	0
Total	48	100	38	100	58	100	144	100

³ Section 55 of the *Health Ombudsman Act 2013* stipulates the period for attempting resolution is 22 business days after deciding to try local resolution. In certain circumstances this period can be extended for a further 22 days. These circumstances include where further time is required to obtain submissions.

Local Resolution outcomes

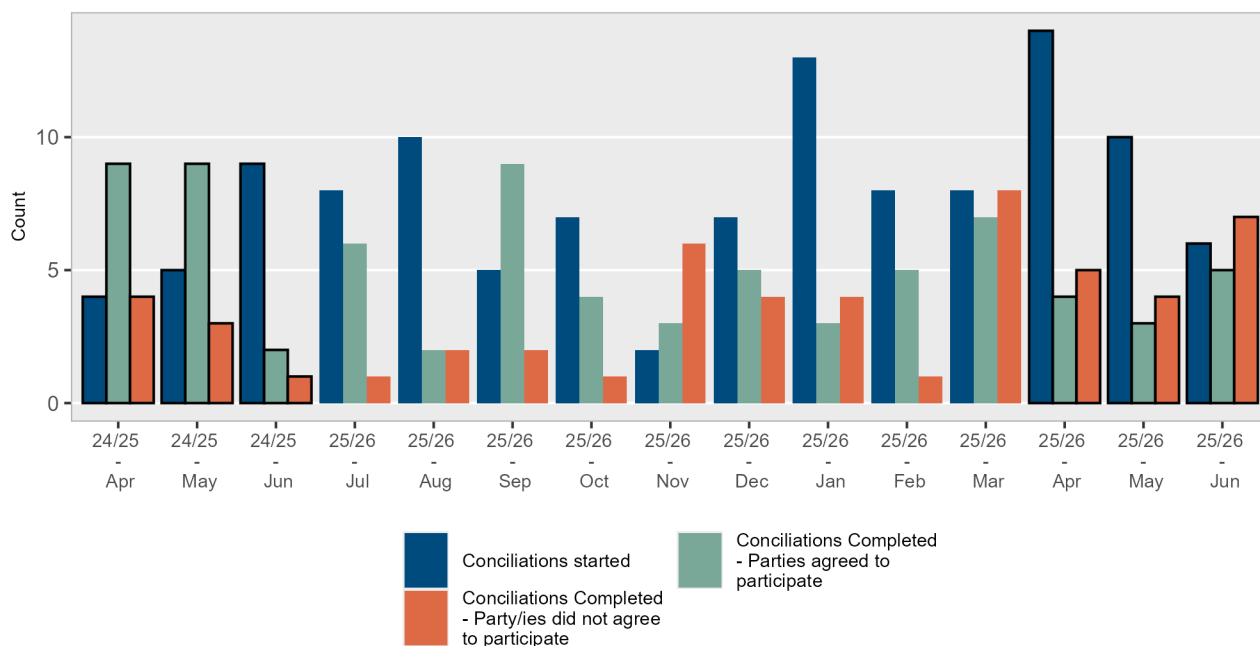
Local resolution outcomes	Apr		May		Jun		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Resolved	45	93.8	34	89.5	53	91.4	132	91.7
Not resolved	2	4.2	4	10.5	5	8.6	11	7.6
LR did not commence	1	2.1	0	0	0	0	1	0.7
Complaint withdrawn	0	0	0	0	0	0	0	0
Early closure	0	0	0	0	0	0	0	0
Partially resolved	0	0	0	0	0	0	0	0
Total	48	100	38	100	58	100	144	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 completed

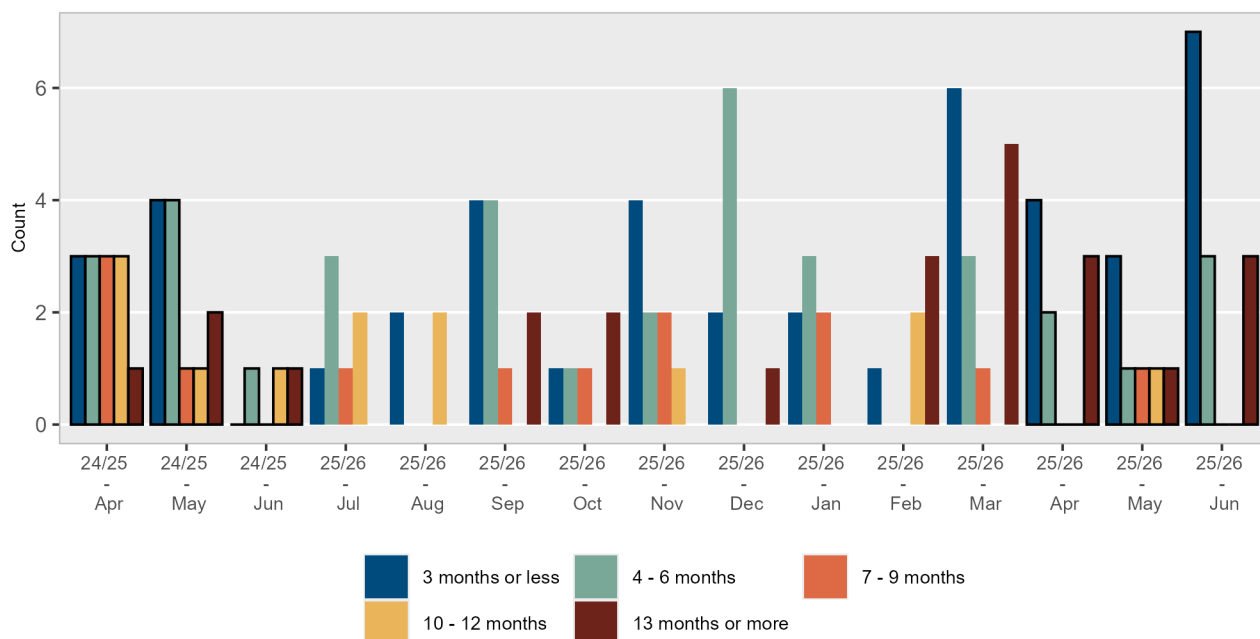


Conciliations this quarter	Apr	May	Jun	Q4 total
Conciliations started*	14	10	6	30
Conciliations Completed – Parties agreed to participate	4	3	5	12
Conciliations Completed – Party/ies did not agree to participate	5	4	7	16

* '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 completed' 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.

Completed Conciliations

Timeframes



Conciliations Completed	Apr		May		Jun		Q4 total	
	Number	%	Number	%	Number	%	Number	%
3 months or less	4	44.4	3	42.9	7	53.8	14	48.3
4 - 6 months	2	22.2	1	14.3	3	23.1	6	20.7
7 - 9 months	0	0	1	14.3	0	0	1	3.4
10 - 12 months	0	0	1	14.3	0	0	1	3.4
13 months or more	3	33.3	1	14.3	3	23.1	7	24.1
Total	9	100	7	100	13	100	29	100

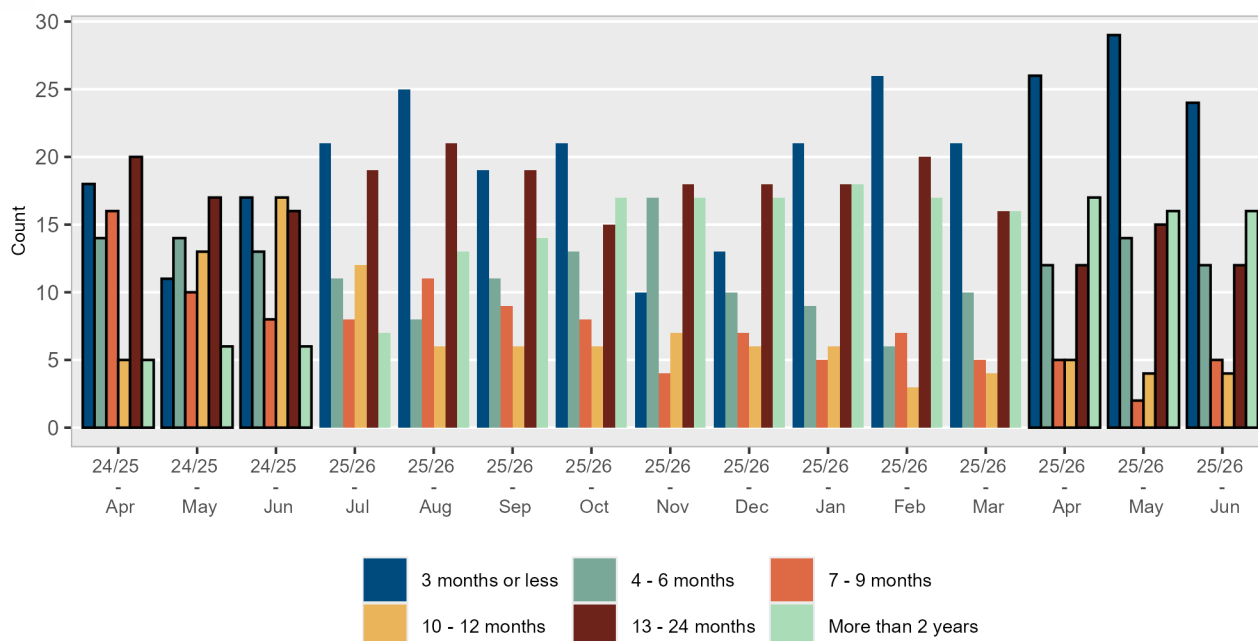
Outcomes

Conciliation Outcomes	Apr		May		Jun		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Not successful	7	70	10	100	5	55.6	22	75.9
Successful	3	30	0	0	3	33.3	6	20.7
Ended by the Health Ombudsman	0	0	0	0	1	11.1	1	3.4
Parties withdrew prior to conciliation conference	0	0	0	0	0	0	0	0
Total	10	100	10	100	9	100	29	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 Conciliations

Timeframes



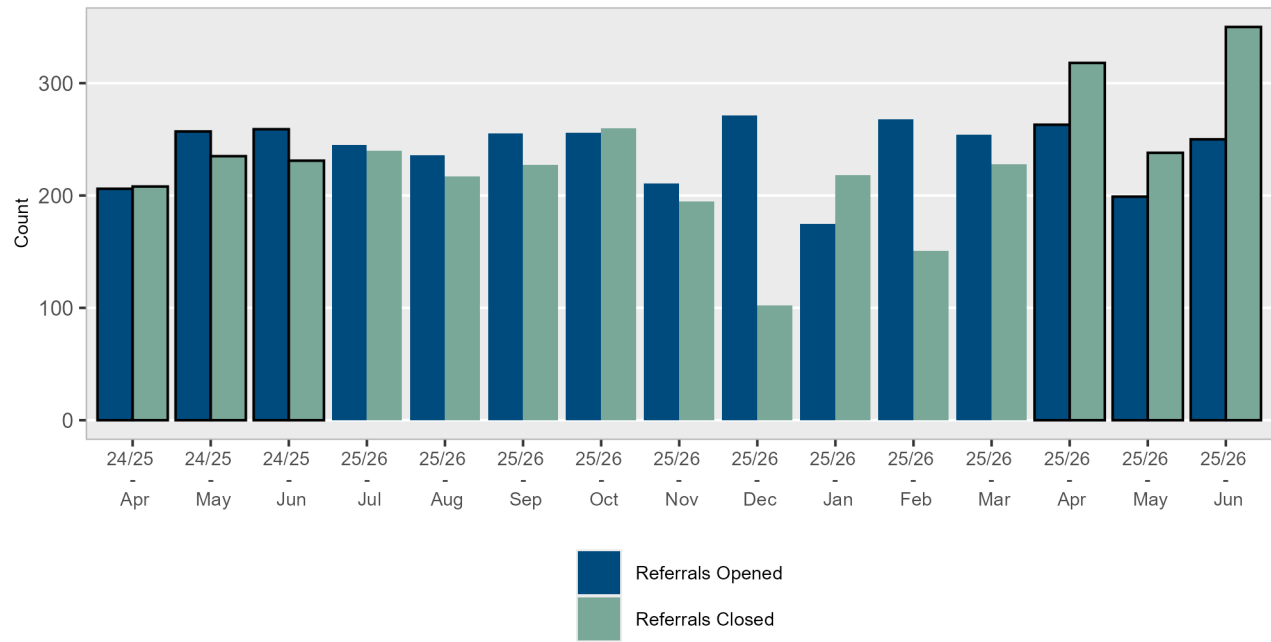
Open at month's end timeframes	Apr		May		Jun	
	Number	%	Number	%	Number	%
3 months or less	26	33.8	29	36.2	24	32.9
4 - 6 months	12	15.6	14	17.5	12	16.4
7 - 9 months	5	6.5	2	2.5	5	6.8
10 - 12 months	5	6.5	4	5	4	5.5
13 - 24 months	12	15.6	15	18.8	12	16.4
More than 2 years	17	22.1	16	20	16	21.9
Total	77	100	80	100	73	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 section 91 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 section 92. These matters are monitored and the section 93 responses from the entities are analysed by the OHO from a safety and quality oversight perspective.

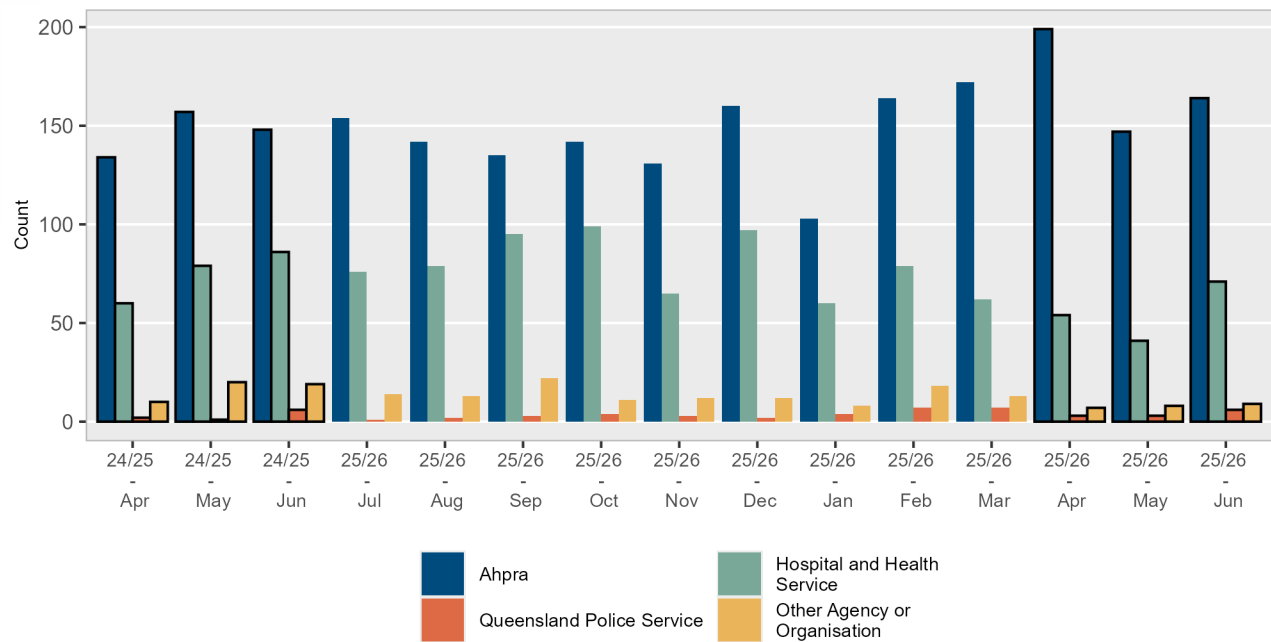
Referrals Opened and Closed



Referrals	Apr	May	Jun	Q4 total
Referrals Opened	263	199	250	712
Referrals Closed	318	238	350	906



Referrals categories

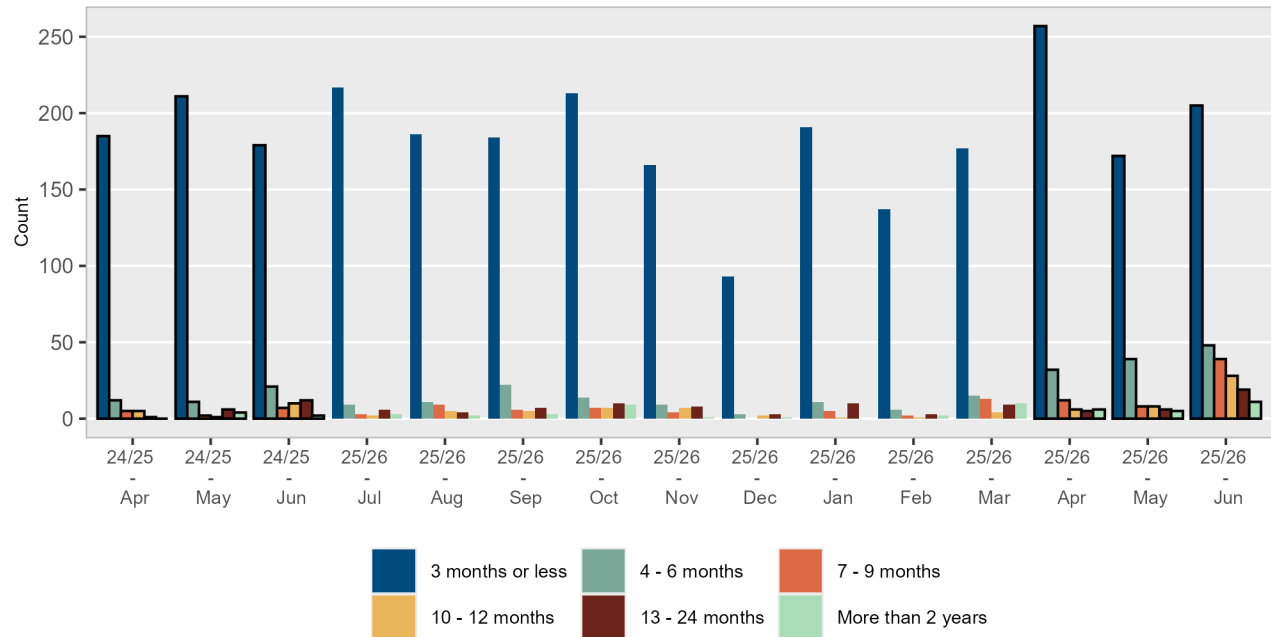


Referrals categories	Apr		May		Jun		Q4 total	
	Number	%	Number	%	Number	%	Number	%
Ahpra	199	75.7	147	73.9	164	65.6	510	71.6
Hospital and Health Service	54	20.5	41	20.6	71	28.4	166	23.3
Queensland Police Service	3	1.1	3	1.5	6	2.4	12	1.7
Other Agency or Organisation	7	2.7	8	4	9	3.6	24	3.4
Total	263	100	199	100	250	100	712	100



Referrals Closed

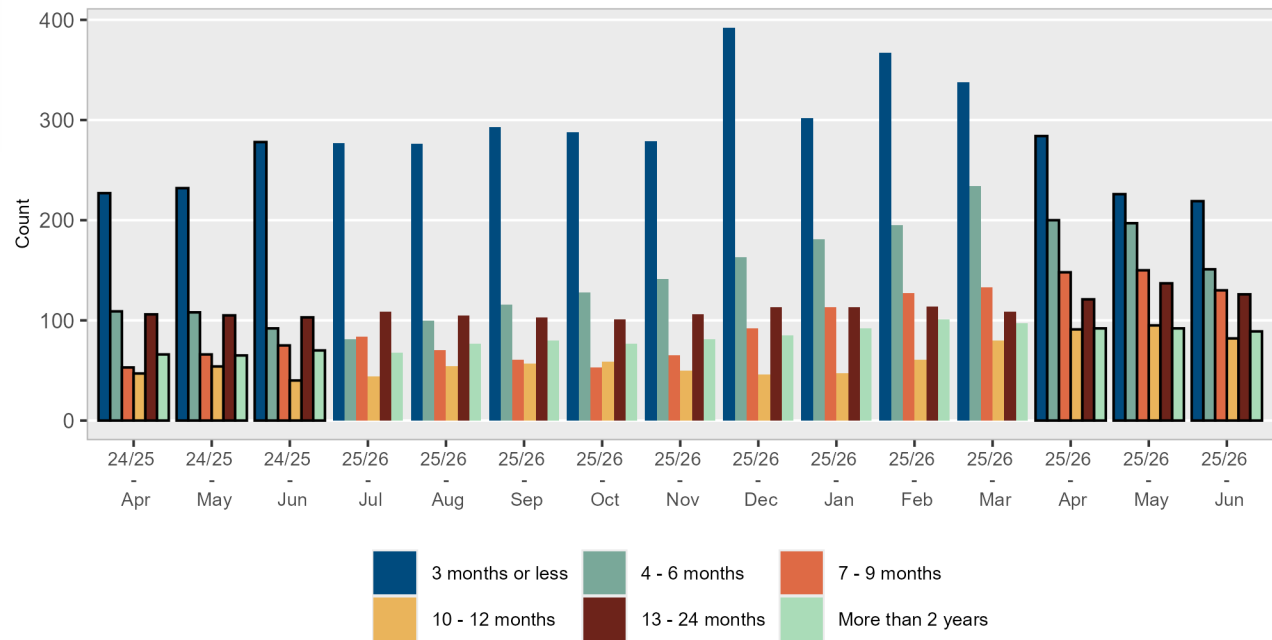
Timeframes



Referrals Closed timeframes	Apr		May		Jun		Q4 total	
	Number	%	Number	%	Number	%	Number	%
3 months or less	257	80.8	172	72.3	205	58.6	634	70
4 - 6 months	32	10.1	39	16.4	48	13.7	119	13.1
7 - 9 months	12	3.8	8	3.4	39	11.1	59	6.5
10 - 12 months	6	1.9	8	3.4	28	8	42	4.6
13 - 24 months	5	1.6	6	2.5	19	5.4	30	3.3
More than 2 years	6	1.9	5	2.1	11	3.1	22	2.4
Total	318	100	238	100	350	100	906	100

Referrals Open

Timeframes



Open at month's end timeframes	Apr		May		Jun	
	Number	%	Number	%	Number	%
3 months or less	284	30.3	226	25.2	219	27.5
4 - 6 months	200	21.4	197	22	151	18.9
7 - 9 months	148	15.8	150	16.7	130	16.3
10 - 12 months	91	9.7	95	10.6	82	10.3
13 - 24 months	121	12.9	137	15.3	126	15.8
More than 2 years	92	9.8	92	10.3	89	11.2
Total	936	100	897	100	797	100

Investigations

Investigations started, closed and amalgamated

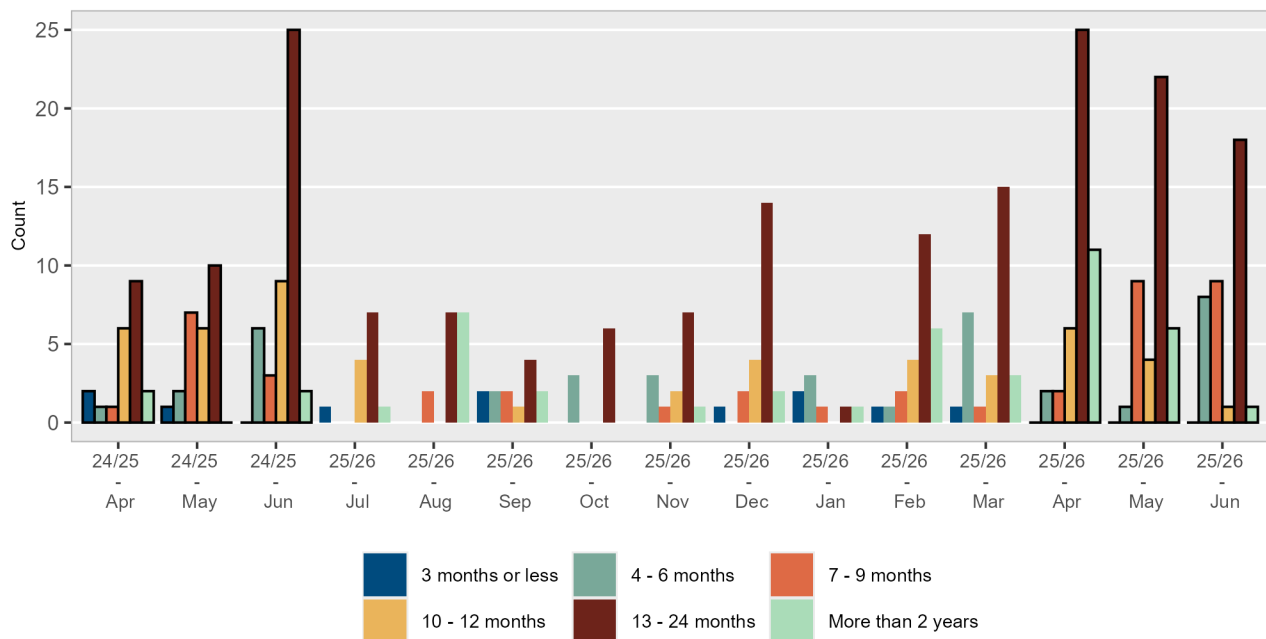


Investigations this quarter	Apr	May	Jun	Q4 total
Investigations started*	17	20	12	49
Investigations closed	46	42	37	125
Investigations amalgamated under s40(2)	0	0	0	0

* 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	Apr		May		Jun		Q4 total	
	Number	%	Number	%	Number	%	Number	%
3 months or less	0	0	0	0	0	0	0	0
4 - 6 months	2	4.3	1	2.4	8	21.6	11	8.8
7 - 9 months	2	4.3	9	21.4	9	24.3	20	16
10 - 12 months	6	13	4	9.5	1	2.7	11	8.8
13 - 24 months	25	54.3	22	52.4	18	48.6	65	52
More than 2 years	11	23.9	6	14.3	1	2.7	18	14.4
Total	46	100	42	100	37	100	125	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 – All Investigation Types

Outcomes*	Apr		May		Jun		Q4 total	
Outcomes – Registered practitioner investigations								
	Number	%	Number	%	Number	%	Number	%
Recommended for referral to Director of Proceedings**	29	85.3	31	83.8	16	59.3	76	77.6
Recommend Health Ombudsman issue a Prohibition Order***	0	0	0	0	0	0	0	0
Referred to Ahpra	3	8.8	4	10.8	3	11.1	10	10.2
Referred to another agency	0	0	0	0	0	0	0	0
Completed with no further action	2	5.9	2	5.4	8	29.6	12	12.2
Total	34	100	37	100	27	100	98	100
Outcomes – Unregistered practitioner investigations								
Recommend Health Ombudsman issue a Prohibition Order	5	83.3	2	50	1	12.5	8	44.4
Referred to another agency	0	0	1	25	1	12.5	2	11.1
Completed with no further action	1	16.7	1	25	6	75	8	44.4
Total	6	100	4	100	8	100	18	100
Outcomes – Systemic investigations								
Completed with recommendation monitoring	1	20	0	0	0	0	1	14.3
Completed with recommendation monitoring and Referred for conciliation	1	20	0	0	0	0	1	14.3
Referred for conciliation	1	20	0	0	0	0	1	14.3
Referred to another agency	0	0	0	0	0	0	0	0
Completed with no further action	2	40	1	100	1	100	4	57.1
Total	5	100	1	100	1	100	7	100
Grand Total	45	100	42	100	36	100	123	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.

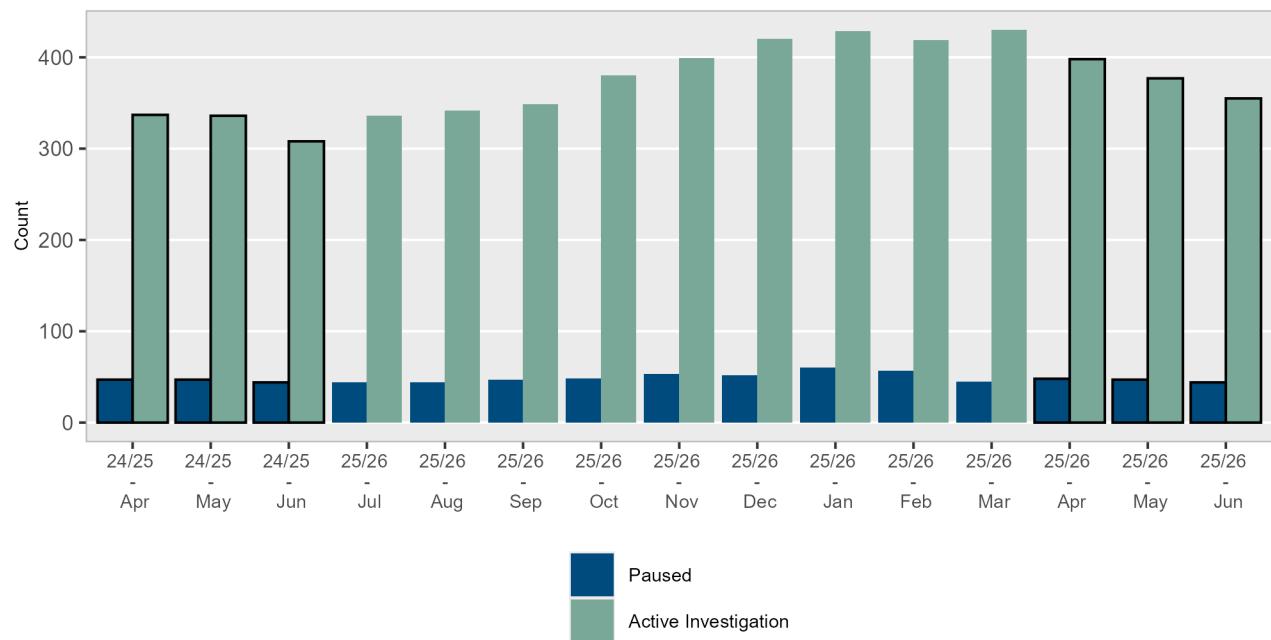
*** A registered practitioner may also be subjected to a Prohibition Order to prohibit or restrict their provision of 'health services' to persons outside of their registered field of practice (e.g. a registered practitioner (such as a physiotherapist) charged with assault who also provides separate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

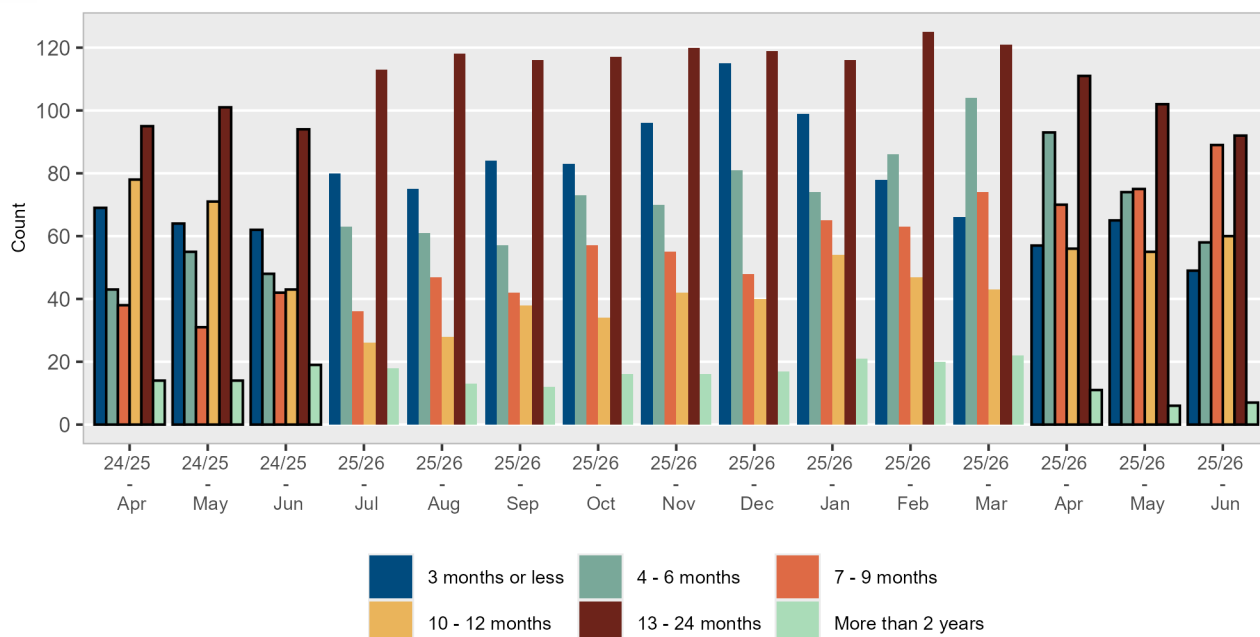
Active and paused Investigations



Open Investigations - Paused vs active	Apr		May		Jun	
	Number	%	Number	%	Number	%
Paused	48	10.8	47	11.1	44	11
Active Investigation	398	89.2	377	88.9	355	89
Total	446	100	424	100	399	100

Investigations open at month end

Timeframes (active only)

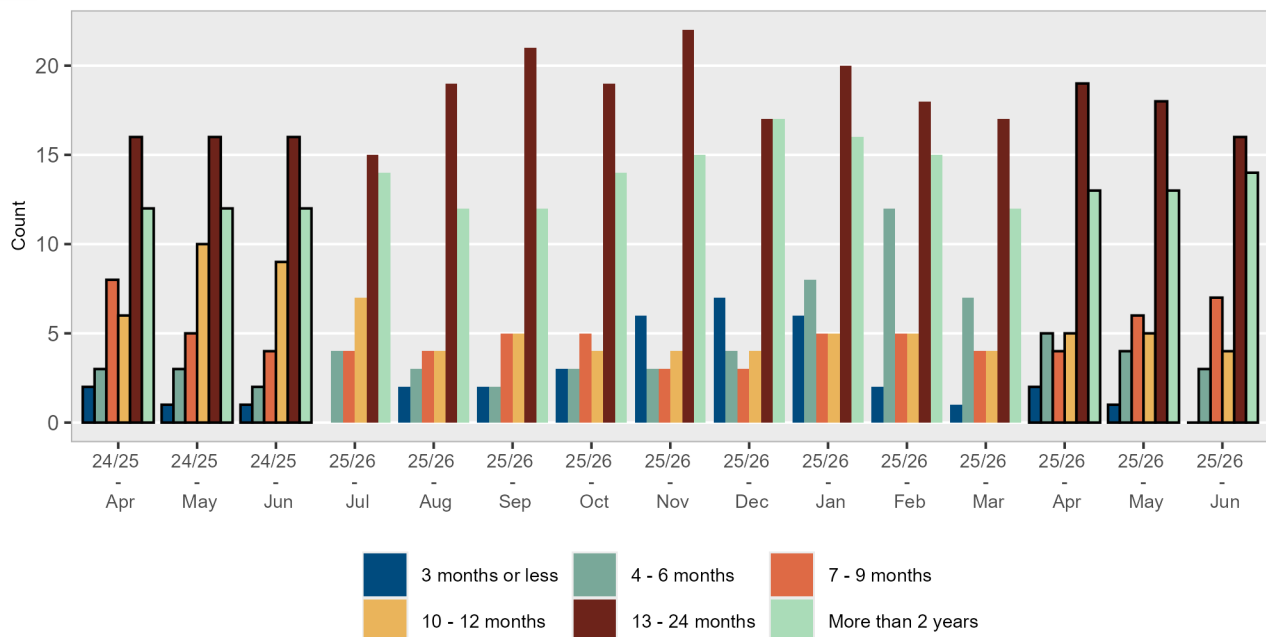


Open (Active) Investigations - Timeframes	Apr		May		Jun	
	Number	%	Number	%	Number	%
3 months or less	57	14.3	65	17.2	49	13.8
4 - 6 months	93	23.4	74	19.6	58	16.3
7 - 9 months	70	17.6	75	19.9	89	25.1
10 - 12 months	56	14.1	55	14.6	60	16.9
13 - 24 months	111	27.9	102	27.1	92	25.9
More than 2 years	11	2.8	6	1.6	7	2
Total	398	100	377	100	355	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 Investigations

Timeframes (paused only)

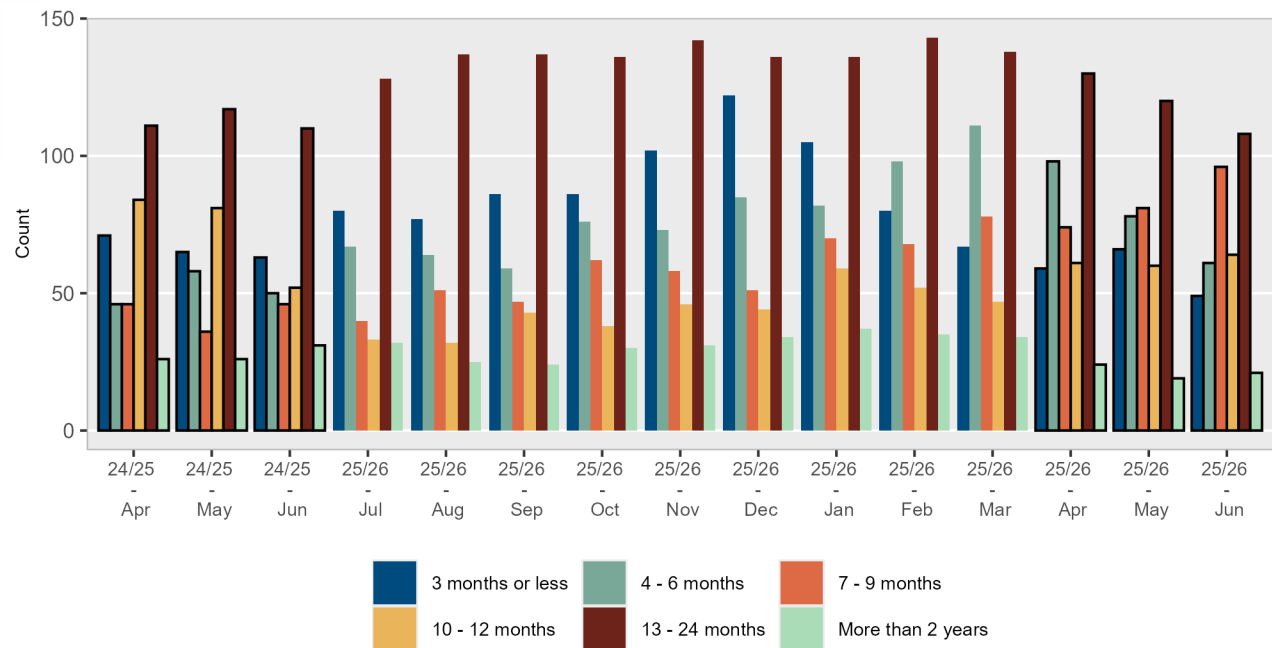


Open (Paused) Investigations - Timeframes	Apr		May		Jun	
	Number	%	Number	%	Number	%
3 months or less	2	4.2	1	2.1	0	0
4 - 6 months	5	10.4	4	8.5	3	6.8
7 - 9 months	4	8.3	6	12.8	7	15.9
10 - 12 months	5	10.4	5	10.6	4	9.1
13 - 24 months	19	39.6	18	38.3	16	36.4
More than 2 years	13	27.1	13	27.7	14	31.8
Total	48	100	47	100	44	100



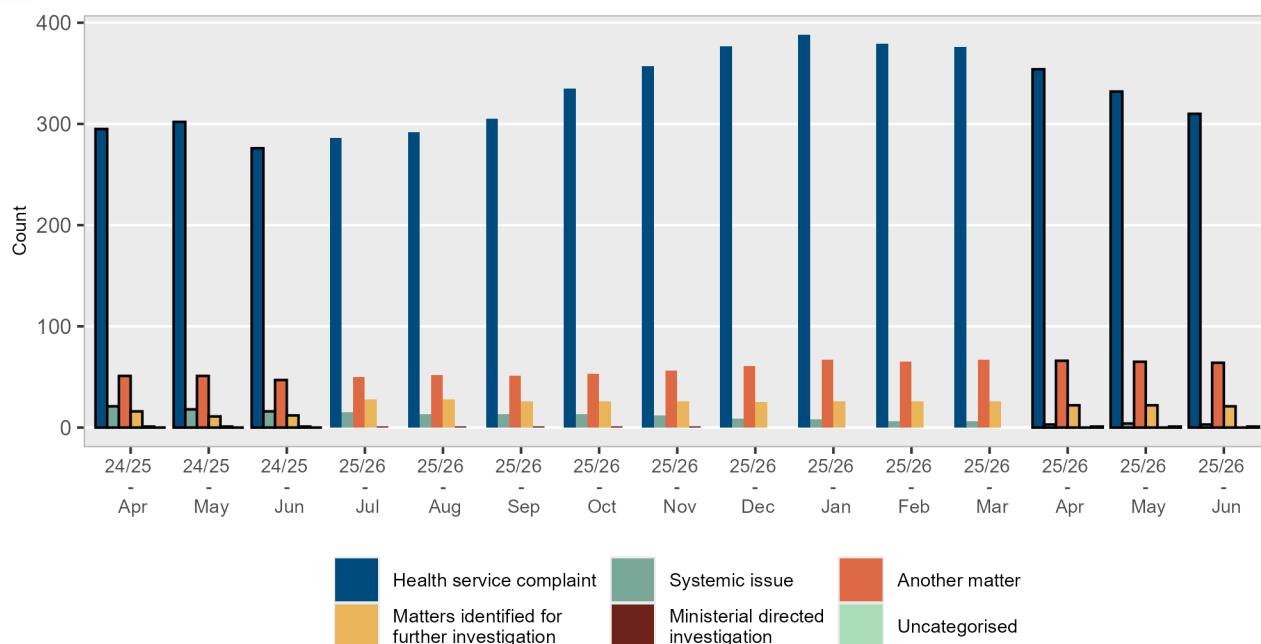
Active and paused (All) Investigations

Timeframes



Open (Active and Paused) Investigations - Timeframes	Apr		May		Jun	
	Number	%	Number	%	Number	%
3 months or less	59	13.2	66	15.6	49	12.3
4 - 6 months	98	22	78	18.4	61	15.3
7 - 9 months	74	16.6	81	19.1	96	24.1
10 - 12 months	61	13.7	60	14.2	64	16
13 - 24 months	130	29.1	120	28.3	108	27.1
More than 2 years	24	5.4	19	4.5	21	5.3
Total	446	100	424	100	399	100

Open Investigation Categories



Open Investigations - Categories	Apr		May		Jun	
	Number	%	Number	%	Number	%
Health service complaint	354	79.4	332	78.3	310	77.7
Systemic issue*	3	0.7	4	0.9	3	0.8
Another matter**	66	14.8	65	15.3	64	16
Matters identified for further investigation***	22	4.9	22	5.2	21	5.3
Ministerial directed investigation	0	0	0	0	0	0
Uncategorised	1	0.2	1	0.2	1	0.3
Total	446	100	424	100	399	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.

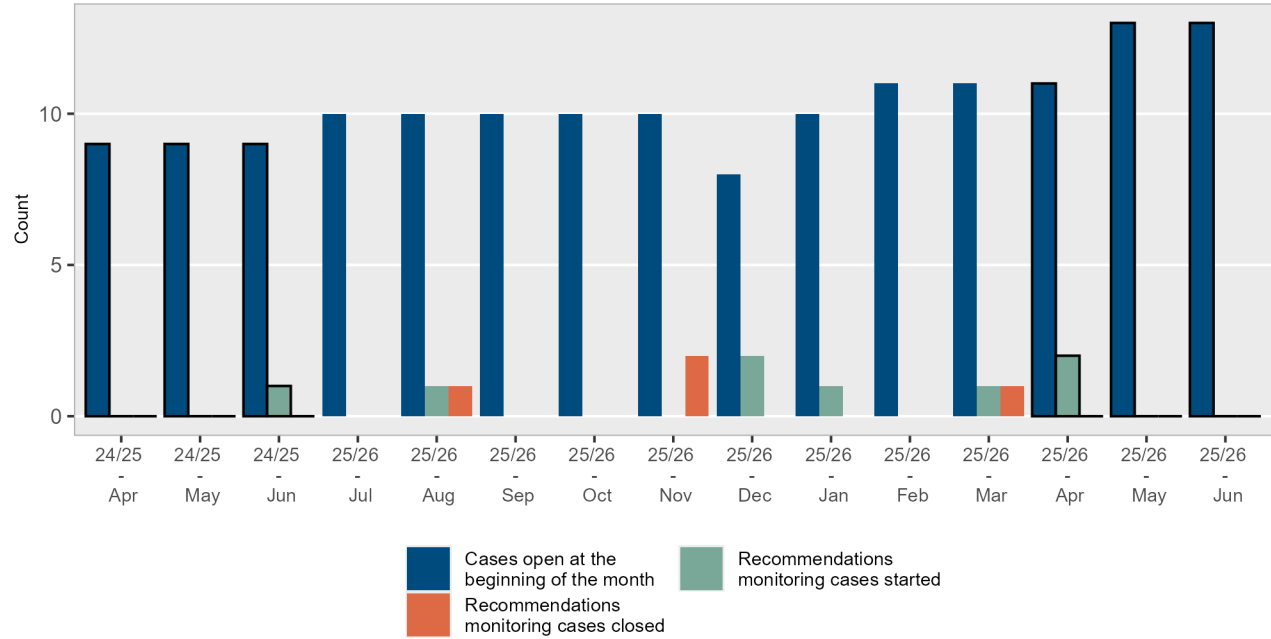
*** Matters referred for further investigation by the Health Ombudsman under section 105 of the Act following referral to the Director of Proceedings.



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.

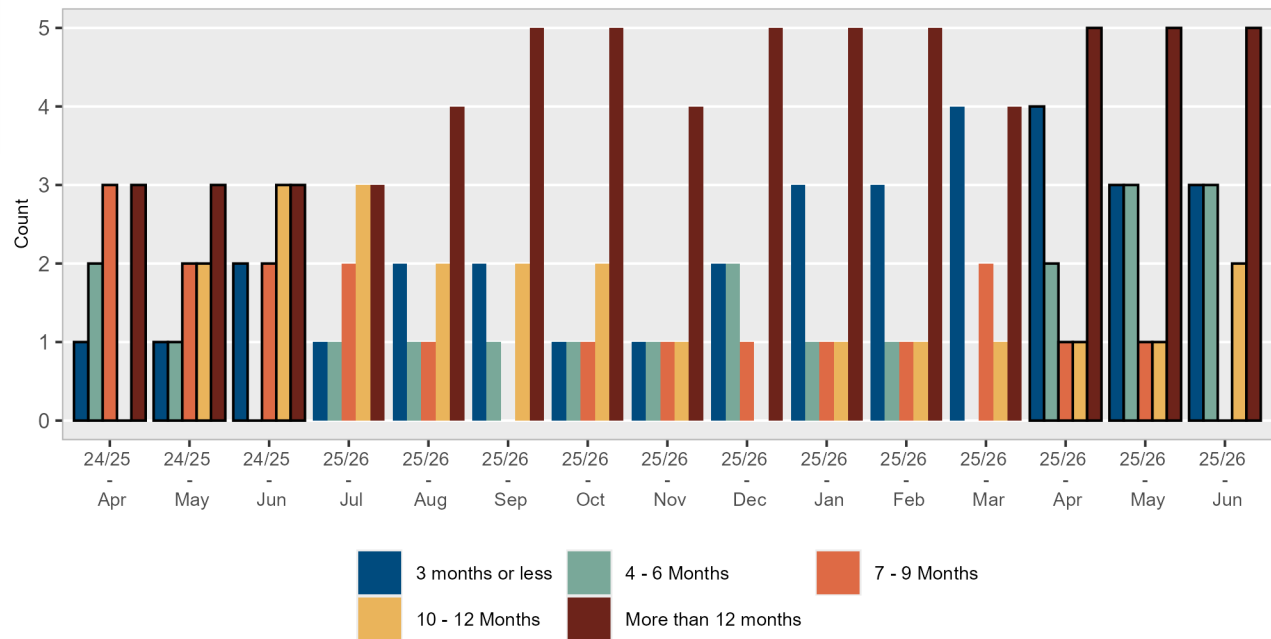
OHO Recommendations Monitoring



OHO Monitoring Cases	Apr	May	Jun
Cases open at the beginning of the month	11	13	13
Recommendations monitoring cases started	2	0	0
Recommendations monitoring cases closed	0	0	0

Open Recommendations Monitoring Case

Timeframes



Monitoring Case Timeframes	Apr		May		Jun	
	Number	%	Number	%	Number	%
3 months or less	4	30.8	3	23.1	3	23.1
4 - 6 Months	2	15.4	3	23.1	3	23.1
7 - 9 Months	1	7.7	1	7.7	0	0
10 - 12 Months	1	7.7	1	7.7	2	15.4
More than 12 months	5	38.5	5	38.5	5	38.5
Total	13	100	13	100	13	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	34	44.2
Registered Nurse ⁴	31	40.3
Midwife	3	3.9
Psychologist	3	3.9
Paramedic	2	2.6
Pharmacist	2	2.6
Chinese Medicine Practitioner	1	1.3
Optometrist	1	1.3
Total	77	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.

⁴ This includes Registered Nurse and Enrolled Nurse registrations

Matters 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	%
Medical Practitioner ⁵	46	45.1
Registered Nurse ⁶	37	36.3
Midwife	5	4.9
Psychologist	4	3.9
Paramedic	3	2.9
Pharmacist	3	2.9
Physiotherapist	2	2.0
Chinese Medical Practitioner	1	1.0
Optometrist	1	1.0
Total	102	100

Outcomes of matters reviewed by the Director of Proceedings

Matters filed in the Queensland Civil and Administrative Tribunal

Practitioner type	Number	%
Registered Nurse	9	52.9
Medical Practitioner	5 ⁷	29.4
Psychologist	2	11.8
Paramedic	1	5.9
Total Registered	17	100

Matters referred back to the Health Ombudsman

Practitioner type	Number	%
Medical Practitioner	4	80.0
Physiotherapist	1	20.0
Total	5	100

⁵ This includes all medical practitioners including those with specialist registrations.

⁶ This includes Registered Nurse and Enrolled Nurse registrations

⁷ This figure includes a referral where the Director of Proceedings decided to refer four matters regarding the same Practitioner to QCAT and filed all matters as one referral.

Queensland Civil and Administrative Tribunal disciplinary matters

Matters open in the Queensland Civil and Administrative Tribunal

Practitioner type	Number	%
Registered Nurse	35	39.3
Medical Practitioner	28	31.5
Psychologist	6	6.7
Obstetrician & Gynaecologist	5	5.6
Paramedic	5	5.6
Chinese Medical Practitioner	3	3.4
Chiropractor	3	3.4
Midwife	2	2.2
Pharmacist	1	1.1
Physiotherapist	1	1.1
Total	89	100

Outcomes of Queensland Civil and Administrative Tribunal disciplinary matters

Queensland Civil and Administrative Tribunal decisions

Practitioner type	Number
Medical Practitioner	4
Registered Nurse	3
Paramedic	1
Pharmacist	1
Physiotherapist	1
Psychologist	1
Total QCAT Decisions	11

Matters withdrawn

Practitioner type	Number
Registered Nurse	1
Total matters withdrawn	1

Decisions on matters referred to the Queensland Civil and Administrative Tribunal

There have been 12 decisions made on matters referred to QCAT during Q4.

Date of Decision	Matter	Practitioner Type	Details of QCAT Decision
16-Apr-26	OCR036-25	Paramedic	1. Professional Misconduct (Allegation 1) 2. Unsatisfactory Professional Performance (Allegation 2) 3. Cautioned 4. No order as to costs
01-May-26	OCR060-25	Registered Nurse	1. Professional Misconduct 2. Reprimand 3. No order as to costs
12-May-26	OCR065-25	Medical Practitioner	1. Professional Misconduct 2. Reprimand 3. No order as to costs The Tribunal would also recommend that the said reprimand be removed after a period of 12 months from the date of these orders
19-May-26	OCR146-24	Psychologist	1. Professional Misconduct 2. Reprimand 3. Registration cancelled 4. Restricted from applying to the Tribunal for a reinstatement order for a period of 6 months 5. IRA imposed by the HO on 13/02/23 is set aside 6. Each party bear their own costs NON-PUBLICATION ORDER
19-May-26	OCR082-25	Medical Practitioner - Anaesthetist	1. Professional Misconduct 2. Reprimand 3. Fined \$30,000 to be paid within 28 days of order 4. Each party bear their own costs
25-May-26	OCR052-25	Enrolled Nurse	1. Professional Misconduct 2. Reprimand 3. Disqualified from applying for registration as an enrolled nurse for a period of 6 months from the date of the order 4. Restricted from applying to the Tribunal for a reinstatement order during the period of disqualification 5. No order as to costs
25-May-26	OCR145-25	Medical Practitioner	1. Professional Misconduct (Allegations 1 and 2) 2. Unprofessional Conduct (Allegation 3) 3. Reprimand 4. Disqualified from applying for registration as a registered health practitioner 5. Restricted from applying to the Tribunal for a reinstatement order for a period of 6 months 6. No order as to costs
02-Jun-26	OCR026-26	Registered Nurse	Withdrawn
04-Jun-26	OCR062-25	Medical Practitioner	1. Professional Misconduct 2. Reprimand 3. Fined \$15,000 to be paid to HO 4. No order as to costs



Date of Decision	Matter	Practitioner Type	Details of QCAT Decision
24-Jun-26	OCR033-25	Enrolled Nurse	1. Professional Misconduct 2. Reprimand 3. Fined \$3,000 to be paid to the HO within 3 months. In the event it is not paid - refer to order for full details 4. After the payment of the fine, the Tribunal imposes conditions on the registration of the respondent in accordance with the attached schedule of conditions 5. Part 7, Division 11, Subdivision 2 of the HPRNL applies to the conditions 6. Review period for the conditions is 6 months from the date they come into effect 7. Each party to bear their own costs
30-Jun-26	OCR130-25	Pharmacist	1. Professional Misconduct 2. Reprimand 3. Registration suspended for 3 months from date of order 4. After the expiration of any ordered suspension, conditions imposed (as per schedule) 5. Part 7, Division 11, Subdivision 2 of the HPRNL applies 6. Review period for the conditions is 8 months from the date they come into effect 7. IRA imposed by the HO set aside 8. Each party to bear their own costs
30-Jun-26	OCR203-25	Physiotherapist	1. Professional Misconduct (Allegation 1) 2. Unprofessional Conduct (Allegation 2) 3. Reprimand 4. Registration cancelled 5. Restricted from applying for reinstatement order for a period of 8 years 6. Prohibited from providing any health service until such time that he obtains registration as a health practitioner 7. IRA imposed by HO on 16 June 2023 is set aside

Decisions on immediate action reviews

There were no decisions made by QCAT on immediate action reviews in Q4 2025-26 and no matters withdrawn by the practitioner.

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.⁸

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.

Immediate registration actions - Initiation

The Health Ombudsman took initial immediate registration action in relation to six (6) registered health practitioners in Q4 2025-26.

Practitioner type	Number	Month	Action taken	Reason/s for taking action	
				Public Interest	Serious Risk
Nurse	1	April	Conditions		✓
Nurse	2	June	Conditions	✓	✓
Medical Practitioner	1	June	Suspension	✓	✓
Occupational Therapist	1	June	Suspension	✓	
Medical Practitioner	1	June	Conditions		✓

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 two (2) variations to immediate registration actions in Q4 2025-26.

Practitioner type	Number	Month	Action taken	Reason/s for taking action	
				Public Interest	Serious Risk
Nurse	1	May	Conditions		✓
Nurse	1	June	Conditions		✓

⁸ Prior to taking immediate action or varying an immediate action, the Health Ombudsman must first issue a show cause notice. The Health Ombudsman may take an initial immediate action without first issuing a show cause notice in cases where 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.

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 four (4) registered health practitioners in Q4 2025-26.

Practitioner type	Number	Month	Action taken	Reason/s for taking action	
				Public Interest	Serious Risk
Pharmacist	1	April	Suspension	✓	✓
Paramedic	1	May	Suspension	✓	
Medical Radiation Practitioner	1	June	Suspension	✓	
Optometrist	1	June	Suspension	✓	✓

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 three (3) interim prohibition orders against unregistered health practitioners in Q4 2025-26.

Practitioner type	Number	Month	Action taken	Reason/s for taking action*	
				Public Interest	Serious Risk
Alternative health provider	1	April	Prohibition	✓	✓
Non-clinical support worker	1	April	Prohibition w Restriction		✓
Non-clinical support worker	1	June	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 no variations to interim prohibition orders in Q4 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.

There were two (2) revocations to interim prohibition orders in Q4 2025-26.

Practitioner type	Number	Month	Action taken	Reason/s for taking action*	
				Public Interest	Serious Risk
Non-clinical support worker	1	May	Prohibition		✓
Non-clinical support worker	1	June	Prohibition w Restriction		✓

Prohibition orders

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.⁹

Prohibition order – Initiation

The Health Ombudsman issued ten (10) prohibition orders against unregistered health practitioners in Q4 2025-26.

Practitioner type	Number	Month	Action taken
Assistant in Nursing	1	April	Prohibition
Non-clinical support worker	1	April	Prohibition w Restriction
Alternative health provider	2	May	Prohibition
Non-clinical support worker	1	June	Prohibition
Assistant in Nursing	1	June	Prohibition
Non-clinical support worker	1	June	Prohibition w Restriction
Alternative health provider	2	June	Prohibition
Health support worker	1	June	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 Q4 2025-26.

⁹ 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.



Prohibition Order – review in Queensland Civil and Administrative Tribunal

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 were no reviews of prohibition orders filed in QCAT in Q4 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 practitioner's 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 Q4 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>).



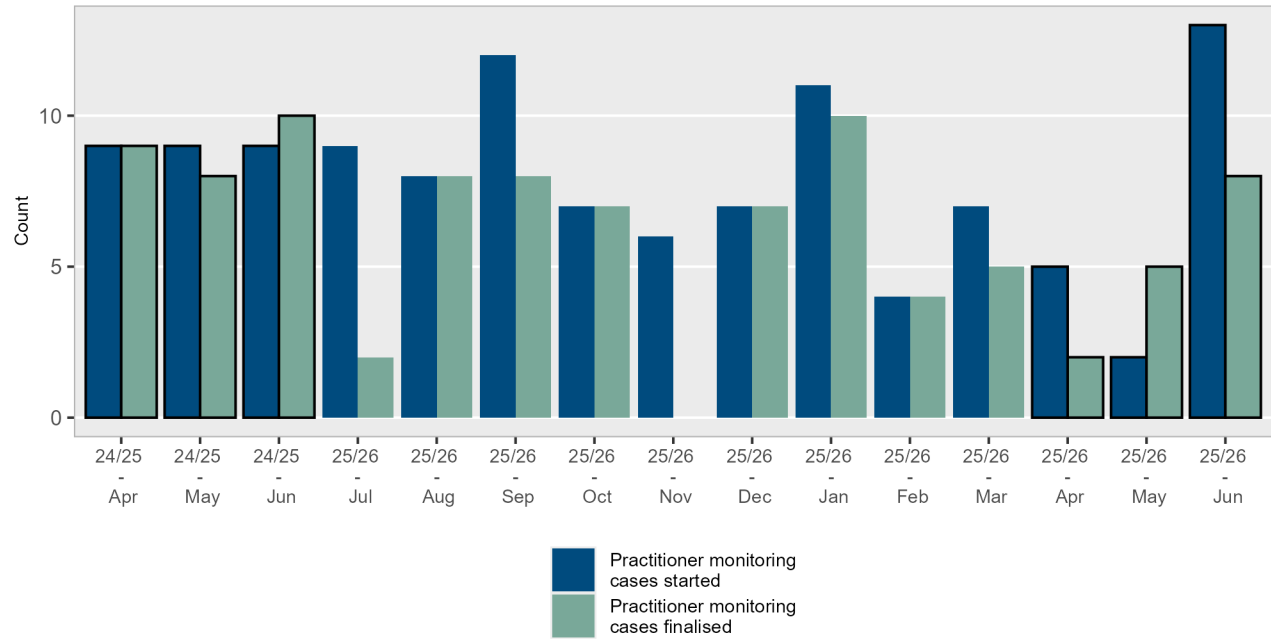
Monitoring practitioner compliance

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.

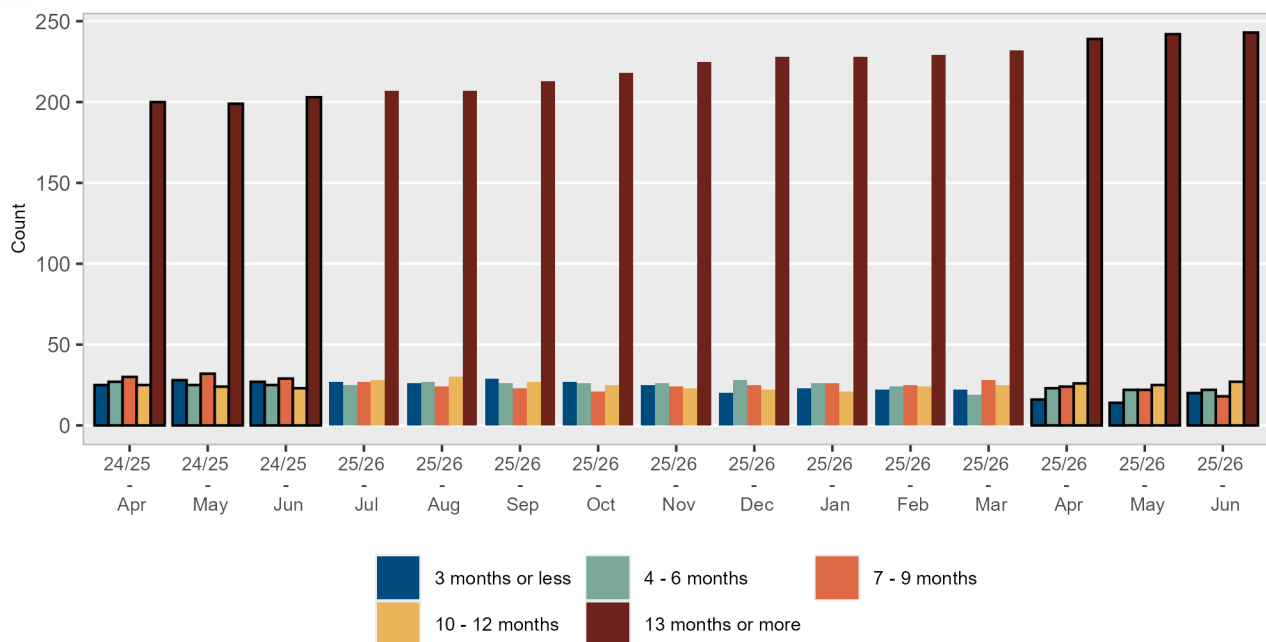
Practitioner Monitoring cases started and finalised



Cases this month	Apr	May	Jun
Practitioner monitoring cases started	5	2	13
Practitioner monitoring cases finalised	2	5	8

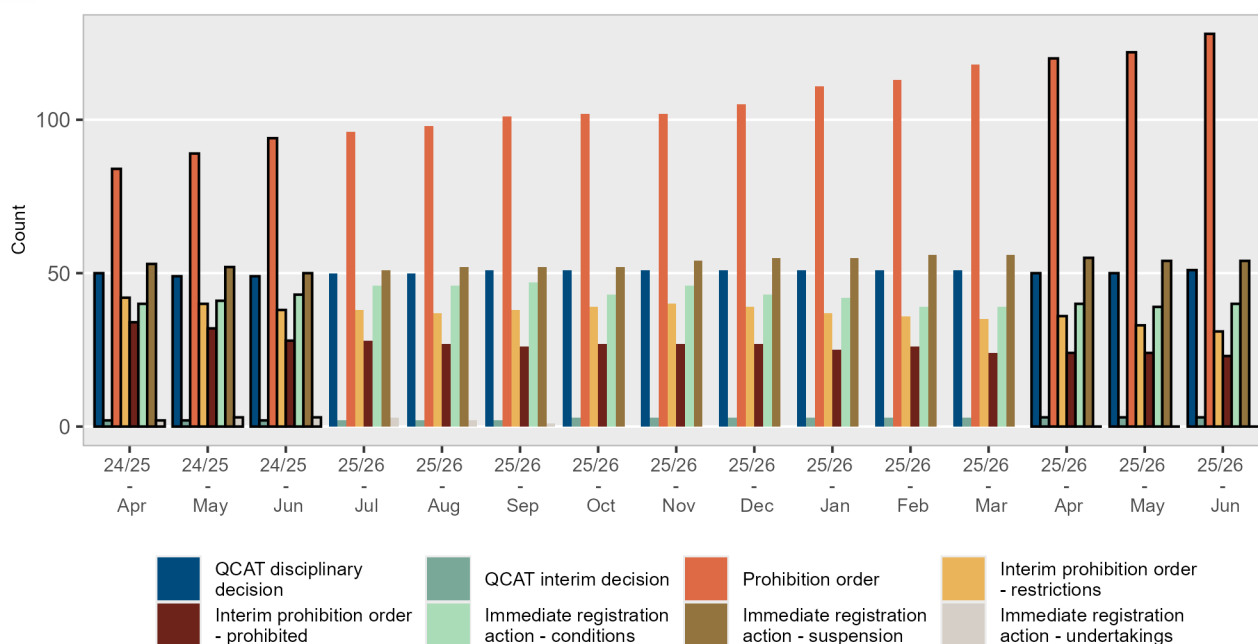
Open Monitoring cases

Timeframes



Monitoring case timeframes	Apr		May		Jun	
	Number	%	Number	%	Number	%
3 months or less	16	4.9	14	4.3	20	6.1
4 - 6 months	23	7	22	6.8	22	6.7
7 - 9 months	24	7.3	22	6.8	18	5.5
10 - 12 months	26	7.9	25	7.7	27	8.2
13 months or more	239	72.9	242	74.5	243	73.6
Total	328	100	325	100	330	100

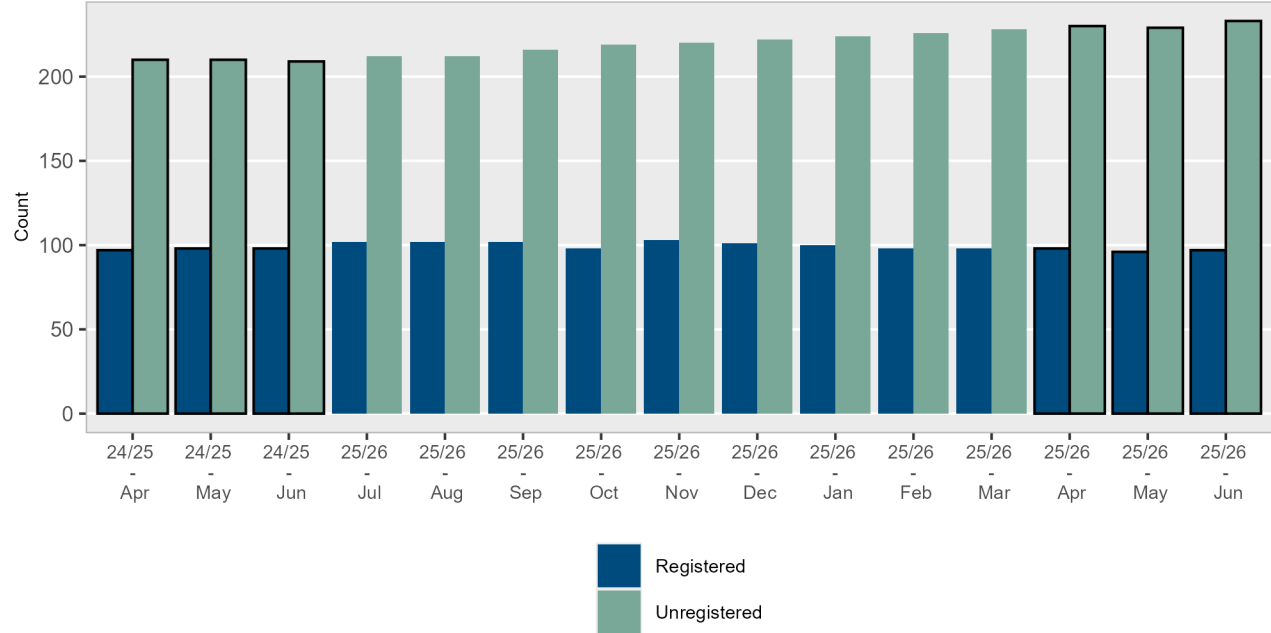
Practitioner Monitoring open by file type



Monitoring case immediate action taken	Apr		May		Jun	
	Number	%	Number	%	Number	%
QCAT disciplinary decision	50	15.2	50	15.4	51	15.5
QCAT interim decision	3	0.9	3	0.9	3	0.9
Prohibition order	120	36.6	122	37.5	128	38.8
Interim prohibition order - restrictions	36	11	33	10.2	31	9.4
Interim prohibition order - prohibited	24	7.3	24	7.4	23	7
Immediate registration action - conditions	40	12.2	39	12	40	12.1
Immediate registration action - suspension	55	16.8	54	16.6	54	16.4
Immediate registration action - undertakings	0	0	0	0	0	0
Total	328	100	325	100	330	100



Registered and Unregistered practitioners under Monitoring



Practitioners monitoring cases	Apr		May		Jun	
	Number	%	Number	%	Number	%
Registered	98	29.9	96	29.5	97	29.4
Unregistered	230	70.1	229	70.5	233	70.6
Total	328	100	325	100	330	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 seven (7) business days and decide what course of action to take. The consultation period is excluded from the seven business day statutory timeframe.¹⁰ 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

Initial Joint consideration	Month	OHO Matter Count	Provider Count	Decision Count*
Matters commenced	Apr	324	351	364
	May	288	297	321
	Jun	327	342	360
	Total	939	990	1045
Matters finalised	Apr	329	356	370
	May	277	281	304
	Jun	313	331	347
	Total	919	968	1021

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

¹⁰ Some of these matters are excluded from the 7 day decision timeframe because matters subject to Joint Consideration are covered under section 35F(2) of the *Health Ombudsman Act 2013 (Qld)* which states that Ahpra has 15 business days to give a preliminary view.

Initial joint consideration consultations

Issues by practitioner type

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	Medical Records	Medication	Professional Conduct	Professional Health	Professional Performance	Reports/Certificates	Research/teaching/assessment	*JC Commented without an Issue	Total
Medical Practitioner	12	-	76	21	3	4	13	11	-	26	71	111	11	304	38	-	-	701
Nurse	-	-	11	2	-	6	-	1	-	4	18	110	26	35	1	-	-	214
Dental practitioner	-	-	4	4	-	1	19	4	1	3	-	17	3	45	-	-	-	101
Psychologist	1	-	8	1	-	-	-	1	-	4	-	41	9	19	6	-	-	90
Pharmacist	-	-	3	1	-	7	-	-	-	-	27	6	-	2	1	-	-	47
Occupational Therapist	-	-	-	-	-	-	2	-	-	-	-	5	1	4	3	-	-	15
Midwife	-	-	-	1	-	-	-	-	-	-	3	4	1	5	-	-	-	14
Physiotherapist	-	-	1	-	-	-	-	-	-	-	-	7	-	4	-	-	-	12
Paramedic	-	-	-	-	-	-	-	-	-	-	-	7	1	2	-	-	-	10
Podiatrist / Chiropodist	-	-	-	-	-	-	-	-	-	-	-	3	-	2	-	-	-	5
Chinese Medicine Practitioner	-	-	-	-	-	-	-	-	-	-	-	2	-	2	-	-	-	4
Medical Radiation Practitioner	-	-	-	-	-	-	-	-	-	-	-	1	-	2	-	-	-	3
Aboriginal and Torres Strait Islander health practitioner	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	-	-	2
Chiropractor	-	-	-	-	-	-	-	-	-	-	-	1	-	1	-	-	-	2
Optometrist	-	-	-	-	-	-	-	-	-	-	-	-	-	2	-	-	-	2
Osteopath	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1
Student practitioner	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1
Oral Health Therapist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unknown practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unregistered practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	13	-	103	30	3	18	34	17	1	37	119	319	52	429	49	-	-	1224

Initial joint consideration consultations

Outcomes by practitioner type

Practitioner type	OHO to retain*		Refer to Ahpra		No further action		Q4 total	
	Num.	%	Num.	%	Num.	%	Num.	%
Medical Practitioner	64	38.3	241	55.7	265	62.9	570	55.8
Nurse	55	32.9	74	17.1	59	14.0	188	18.4
Dental practitioner	25	15.0	38	8.8	20	4.8	83	8.1
Psychologist	9	5.4	28	6.5	40	9.5	77	7.5
Pharmacist	2	1.2	25	5.8	11	2.6	38	3.7
Midwife	3	1.8	10	2.3	-	-	13	1.3
Occupational Therapist	-	-	3	0.7	8	1.9	11	1.1
Physiotherapist	2	1.2	2	0.5	6	1.4	10	1.0
Paramedic	6	3.6	-	-	3	0.7	9	0.9
Chinese Medicine Practitioner	1	0.6	3	0.7	1	0.2	5	0.5
Podiatrist / Chiropodist	-	-	2	0.5	3	0.7	5	0.5
Chiropractor	-	-	1	0.2	2	0.5	3	0.3
Medical Radiation Practitioner	-	-	2	0.5	1	0.2	3	0.3
Optometrist	-	-	2	0.5	1	0.2	3	0.3
Aboriginal and Torres Strait Islander health practitioner	-	-	1	0.2	1	0.2	2	0.2
Student practitioner	-	-	1	0.2	-	-	1	0.1
Oral Health Therapist	-	-	-	-	-	-	-	-
Osteopath	-	-	-	-	-	-	-	-
Unknown practitioner	-	-	-	-	-	-	-	-
Unregistered practitioner	-	-	-	-	-	-	-	-
Total	167	100	433	100	421	100	1021	100

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

Subsequent joint consideration consultations

Matters commenced and finalised

Subsequent joint consideration	Month	OHO Matter Count	Provider Count	Decision Count*
Matters commenced	Apr	10	10	10
	May	8	8	9
	Jun	13	10	14
	Total	31	28	33
Matters finalised	Apr	13	7	13
	May	11	11	11
	Jun	9	9	10
	Total	33	27	34

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

Subsequent joint consideration consultations

Issues by practitioner type

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	Medical Records	Medication	Professional Conduct	Professional Health	Professional Performance	Reports/Certificates	Research/teaching/assessment	*JC Commenced without an Issue	Total
Nurse	-	-	2	2	-	1	-	-	-	4	2	9	1	10	-	-	-	31
Medical Practitioner	-	-	1	1	-	1	1	-	-	1	2	8	1	5	-	-	-	21
Psychologist	-	-	1	-	-	-	1	-	-	1	-	3	-	-	-	-	-	6
Dental practitioner	-	-	-	-	-	-	-	1	-	-	-	-	-	-	-	-	-	1
Podiatrist / Chiropodist	-	-	-	-	-	-	-	-	-	-	-	1	-	-	-	-	-	1
Aboriginal and Torres Strait Islander health practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chinese Medicine Practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Chiropractor	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Medical Radiation Practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Midwife	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Occupational Therapist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Optometrist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Oral Health Therapist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Osteopath	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Paramedic	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Pharmacist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Physiotherapist	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Student practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unknown practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Unregistered practitioner	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	4	3	-	2	2	1	-	6	4	21	2	15	-	-	-	60

Subsequent joint consideration consultations

Outcomes by practitioner type

Practitioner type	OHO to retain*		Refer to Ahpra		No further action		No response received from Ahpra		Q4 total	
	Number	%	Number	%	Number	%	Number	%	Number	%
Medical Practitioner	-	-	-	-	11	44.0	4	44.4	15	44.1
Nurse	-	-	-	-	10	40.0	4	44.4	14	41.2
Psychologist	-	-	-	-	3	12.0	-	-	3	8.8
Dental practitioner	-	-	-	-	1	4.0	-	-	1	2.9
Podiatrist / Chiropodist	-	-	-	-	-	-	1	11.1	1	2.9
Aboriginal and Torres Strait Islander health practitioner	-	-	-	-	-	-	-	-	-	-
Chinese Medicine Practitioner	-	-	-	-	-	-	-	-	-	-
Chiropractor	-	-	-	-	-	-	-	-	-	-
Medical Radiation Practitioner	-	-	-	-	-	-	-	-	-	-
Midwife	-	-	-	-	-	-	-	-	-	-
Occupational Therapist	-	-	-	-	-	-	-	-	-	-
Optometrist	-	-	-	-	-	-	-	-	-	-
Oral Health Therapist	-	-	-	-	-	-	-	-	-	-
Osteopath	-	-	-	-	-	-	-	-	-	-
Paramedic	-	-	-	-	-	-	-	-	-	-
Pharmacist	-	-	-	-	-	-	-	-	-	-
Physiotherapist	-	-	-	-	-	-	-	-	-	-
Student practitioner	-	-	-	-	-	-	-	-	-	-
Unknown practitioner	-	-	-	-	-	-	-	-	-	-
Unregistered practitioner	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	25	100	9	100	34	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. **Consumer:** This is the person who received the healthcare service identified in the complaint. It is very common for the Complainant and the Consumer to be the same person.
3. **Provider:** This is the person and/or entity who provided the healthcare service.

Complainants

Complainant gender

Gender	Apr		May		Jun	
	Number	%	Number	%	Number	%
Female	466	52.5	439	51	473	51.5
Male	390	43.9	376	43.7	412	44.8
Non-binary	4	0.5	9	1	6	0.7
Not Applicable*	1	0.1	4	0.5	3	0.3
Unknown**	27	3	32	3.7	25	2.7
Total	888	100	860	100	919	100

Complainant age

Age group	Apr		May		Jun	
	Number	%	Number	%	Number	%
Less than 18 years	2	0.2	1	0.1	3	0.3
18-24 years	38	4.3	34	4	28	3
25-34 years	138	15.5	150	17.4	155	16.9
35-44 years	194	21.8	206	24	218	23.7
45-54 years	173	19.5	166	19.3	170	18.5
55-64 years	118	13.3	115	13.4	122	13.3
65-74 years	78	8.8	48	5.6	61	6.6
75 years and older	34	3.8	26	3	48	5.2
Not Applicable*	27	3	32	3.7	25	2.7
Unknown**	86	9.7	82	9.5	89	9.7
Total	888	100	860	100	919	100

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

** Not recorded or not provided for person.

Complainant location

Location (Hospital and Health Service region)	Apr		May		Jun	
	Number	%	Number	%	Number	%
Cairns and Hinterland	38	4.3	30	3.5	23	2.5
Central Queensland	43	4.8	28	3.3	28	3
Central West	1	0.1	0	0	3	0.3
Darling Downs	27	3	37	4.3	39	4.2
Gold Coast	79	8.9	77	9	71	7.7
Mackay	18	2	18	2.1	20	2.2
Metro North	151	17	146	17	145	15.8
Metro South	167	18.8	194	22.6	197	21.4
North West	0	0	2	0.2	2	0.2
South West	1	0.1	2	0.2	1	0.1
Sunshine Coast	47	5.3	35	4.1	51	5.5
Torres and Cape	0	0	1	0.1	2	0.2
Townsville	36	4.1	30	3.5	33	3.6
West Moreton	91	10.2	79	9.2	94	10.2
Wide Bay	32	3.6	29	3.4	36	3.9
Not Applicable*	0	0	0	0	0	0
Unknown**	157	17.7	151	17.6	174	18.9
Total	888	100	860	100	919	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/or their details change between the receipt of these complaints.

Complainant Indigenous Status

Indigenous Status	Apr		May		Jun	
	Number	%	Number	%	Number	%
Aboriginal	80	9	105	12.2	98	10.7
Both Aboriginal and Torres Strait Islander	9	1	4	0.5	8	0.9
Torres Strait Islander	4	0.5	5	0.6	8	0.9
Non-Indigenous	521	58.7	496	57.7	510	55.5
Not Applicable*	27	3	32	3.7	25	2.7
Unknown**	247	27.8	218	25.3	270	29.4
Total	888	100	860	100	919	100

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

** Indigenous Status not recorded or not provided for person.

Healthcare consumers

Consumer gender

Gender	Apr		May		Jun	
	Number	%	Number	%	Number	%
Female	382	45.1	379	48.3	425	50.1
Male	456	53.8	393	50.1	415	48.9
Non-binary sex	8	0.9	9	1.1	6	0.7
Not Applicable*	1	0.1	3	0.4	1	0.1
Unknown**	0	0	0	0	1	0.1
Total	847	100	784	100	848	100

* Gender not recorded or not provided for person.

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

Consumer age

Age group	Apr		May		Jun	
	Number	%	Number	%	Number	%
Less than 18 years	32	3.8	21	2.7	43	5.1
18-24 years	54	6.4	43	5.5	42	5
25-34 years	141	16.6	135	17.2	144	17
35-44 years	157	18.5	181	23.1	180	21.2
45-54 years	140	16.5	133	17	135	15.9
55-64 years	86	10.2	99	12.6	96	11.3
65-74 years	76	9	40	5.1	56	6.6
75 years and older	60	7.1	52	6.6	74	8.7
Not Applicable*	0	0	0	0	1	0.1
Unknown**	101	11.9	80	10.2	77	9.1
Total	847	100	784	100	848	100

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

** Age not recorded or not provided for person in the context of a particular matter.

Consumer location

Location (Hospital and Health Service region)	Apr		May		Jun	
	Number	%	Number	%	Number	%
Cairns and Hinterland	29	3.4	24	3.1	24	2.8
Central Queensland	34	4	29	3.7	25	2.9
Central West	1	0.1	0	0	2	0.2
Darling Downs	23	2.7	30	3.8	33	3.9
Gold Coast	73	8.6	68	8.7	59	7
Mackay	16	1.9	15	1.9	17	2
Metro North	120	14.2	118	15.1	123	14.5
Metro South	155	18.3	161	20.5	173	20.4
North West	0	0	2	0.3	2	0.2
South West	0	0	2	0.3	1	0.1
Sunshine Coast	35	4.1	26	3.3	42	5
Torres and Cape	0	0	2	0.3	3	0.4
Townsville	30	3.5	27	3.4	29	3.4
West Moreton	81	9.6	78	9.9	90	10.6
Wide Bay	30	3.5	23	2.9	30	3.5
Unknown*	220	26	179	22.8	195	23
Total	847	100	784	100	848	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.

Consumer Indigenous Status

Indigenous Status	Apr		May		Jun	
	Number	%	Number	%	Number	%
Aboriginal	84	9.9	104	13.3	102	12
Both Aboriginal and Torres Strait Islander	9	1.1	4	0.5	8	0.9
Torres Strait Islander	3	0.4	6	0.8	7	0.8
Non-Indigenous	470	55.5	433	55.2	454	53.5
Not Applicable*	0	0	0	0	1	0.1
Unknown**	281	33.2	237	30.2	276	32.5
Total	847	100	784	100	848	100

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

** Indigenous Status not recorded or not provided for person.

Health service providers

Provider location*

Location (Hospital and Health Service region)	Apr		May		Jun	
	Number	%	Number	%	Number	%
Cairns and Hinterland	34	5	31	4.7	28	4
Central Queensland	24	3.5	24	3.7	28	4
Central West	1	0.1	2	0.3	1	0.1
Darling Downs	24	3.5	35	5.3	31	4.4
Gold Coast	84	12.2	88	13.4	90	12.9
Mackay	14	2	14	2.1	10	1.4
Metro North	150	21.9	127	19.4	153	21.9
Metro South	123	17.9	144	22	133	19
North West	5	0.7	3	0.5	3	0.4
South West	2	0.3	1	0.2	1	0.1
Sunshine Coast	56	8.2	36	5.5	51	7.3
Torres and Cape	2	0.3	3	0.5	3	0.4
Townsville	27	3.9	22	3.4	34	4.9
West Moreton	25	3.6	30	4.6	35	5
Wide Bay	28	4.1	17	2.6	29	4.1
Unknown**	87	12.7	78	11.9	69	9.9
Total	686	100	655	100	699	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 visualisation/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.
- **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.
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 on 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 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 on 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		

Data element	Date stamp	What is being counted?
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 on which the matter is filed to QCAT.	The total number of matters filed in QCAT.
Matters referred back to the Health Ombudsman	The date on 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 on which the decision was recorded by QCAT.	The total number of decisions recorded as part of the QCAT proceeding.
Matters withdrawn	The date on which the matter was recognised as formally withdrawn.	The total number of Director of Proceeding case files.
Immediate action		
Show case notices	The date on 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 on 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 on 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 on 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 on 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 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 on 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 on 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.