

5. Appendices

5.1. AHPRA register of national boards and professionals

National Board	Profession	Division
Aboriginal and Torres Strait Islander Health Practice Board of Australia	Aboriginal and Torres Strait Islander Health Practitioner	
Chinese Medicine Board of Australia	Chinese Medicine Practitioner	Acupuncturist Chinese herbal medicine practitioner Chinese herbal dispenser
Chiropractic Board of Australia	Chiropractor	
Dental Board of Australia	Dental Practitioner	Dentist Dental therapist Dental hygienist Dental prosthetist Oral health therapist
Medical Board of Australia	Medical Practitioner	
Medical Radiation Practice Board of Australia	Medical Radiation Practitioner	Diagnostic radiographer Nuclear medicine technologists Radiation therapist
Nursing and Midwifery Board of Australia	Midwife and Nurse	Registered nurse (Division 1) Enrolled nurse (Division 2)
Occupational Therapy Board of Australia	Occupational therapist	
Optometry Board of Australia	Optometrist	
Osteopathy Board of Australia	Osteopath	
Pharmacy Board of Australia	Pharmacist	
Physiotherapy Board of Australia	Physiotherapist	
Podiatry Board of Australia	Podiatrist	
Psychology Board of Australia	Psychologist	

5.2. Specific complaint issue raised in a complaint about a health service

The table below details the number of times a specific complaint issue⁷ was raised in a complaint about a health service. The individual complaint issues are grouped by overarching issue category. Within each issue category, the proportions detailed in the table will sum to 100%.

Complaint category and issues	2015-16		2016-17		2017-18	
	#	%	#	%	#	%
Treatment						
Attendance	6	0.6%	7	0.7%	7	0.6%
Coordination of treatment	78	7.9%	109	10.4%	63	5.8%
Delay in treatment	59	6.0%	53	5.1%	38	3.5%
Diagnosis	42	4.3%	62	5.9%	110	10.1%
Excessive treatment	25	2.5%	20	1.9%	27	2.5%
Experimental treatment	1	0.1%	3	0.3%	4	0.4%
Inadequate consultation	147	14.9%	139	13.3%	130	11.9%
Inadequate treatment	207	21.0%	272	26.0%	351	32.2%
Infection control	15	1.5%	18	1.7%	20	1.8%
No/inappropriate referral	31	3.2%	24	2.3%	30	2.7%
Public/private election	2	0.2%	1	0.1%	3	0.3%
Rough and painful treatment	35	3.6%	28	2.7%	21	1.9%
Unexpected treatment outcome/complications	278	28.3%	255	24.3%	206	18.9%
Withdrawal of treatment	21	2.1%	20	1.9%	26	2.4%
Wrong/inappropriate treatment	37	3.8%	37	3.5%	55	5.0%
Total	984	100%	1,048	100%	1,091	100%
Communication & information						
Attitude/Manner	226	51.8%	215	53.9%	270	50.7%
Inadequate information provided	97	22.2%	66	16.5%	85	15.9%
Incorrect/misleading information provided	69	15.8%	70	17.5%	125	23.5%
Special needs not accommodated	44	10.1%	48	12.0%	53	9.9%
Total	436	100%	399	100%	533	100%
Fees and costs						
Billing Practices	234	59.2%	200	48.9%	181	50.6%
Cost of treatment	82	20.8%	91	22.2%	108	30.2%
Financial consent	79	20.0%	118	28.9%	69	19.3%
Total	395	100%	409	100%	358	100%

⁷ Only complaint issues identified in health complaints closed over the past three years are included in Appendix 5.2.

Complaint category and issues	2015-16		2016-17		2017-18	
	#	%	#	%	#	%
Access						
Access to facility	7	3.1%	5	1.7%	5	1.7%
Access to subsidies	2	0.9%	9	3.0%	7	2.3%
Refusal to Admit or Treat	98	43.6%	84	28.0%	84	28.1%
Remoteness of Service	3	1.3%	0	0.0%	3	1.0%
Service Availability	63	28.0%	132	44.0%	115	38.5%
Waiting lists	52	23.1%	70	23.3%	85	28.4%
Total	225	100%	300	100%	299	100%
Medication						
Administering medication	16	14.3%	37	20.6%	53	23.2%
Dispensing medication	15	13.4%	19	10.6%	34	14.9%
Prescribing medication	74	66.1%	116	64.4%	132	57.9%
Supply/security/storage of medication	7	6.3%	8	4.4%	9	3.9%
Total	112	100%	180	100%	228	100%
Inquiry service only						
Request for information - HaDSCO	18	17.8%	8	11.8%	23	16.5%
Request for information - Complaint mechanisms	45	44.6%	28	41.2%	46	33.1%
Request for information - Health Service	20	19.8%	27	39.7%	49	35.3%
Request for information - Other	18	17.8%	5	7.4%	19	13.7%
Resources	0	0.0%	0	0.0%	2	1.4%
Total	101	100%	68	100%	139	100%
Medical records						
Access to/transfer of records	58	68.2%	104	75.4%	55	66.3%
Record keeping	18	21.2%	23	16.7%	22	26.5%
Records management	9	10.6%	11	8.0%	6	7.2%
Total	85	100%	138	100%	83	100%
Professional conduct						
Assault	3	2.1%	3	2.2%	5	6.4%
Boundary violation	3	2.1%	3	2.2%	4	5.1%
Breach of condition	2	1.4%	0	0.0%	2	2.6%
Competence	89	61.8%	77	57.5%	41	52.6%
Discriminatory conduct	13	9.0%	20	14.9%	8	10.3%
Emergency treatment not provided	4	2.8%	0	0.0%	2	2.6%
Illegal practice	1	0.7%	1	0.7%	1	1.3%
Impairment	0	0.0%	4	3.0%	2	2.6%
Inappropriate disclosure of information	23	16.0%	19	14.2%	10	12.8%
Misrepresentation of qualifications	3	2.1%	5	3.7%	2	2.6%
Sexual misconduct	3	2.1%	2	1.5%	1	1.3%
Total	144	100%	134	100%	78	100%

Complaint category and issues	2015-16		2016-17		2017-18	
	#	%	#	%	#	%
Discharge and transfer arrangements						
Delay	3	5.2%	8	14.8%	3	4.6%
Inadequate discharge	38	65.5%	40	74.1%	54	83.1%
Mode of transport	5	8.6%	3	5.6%	4	6.2%
Patient not reviewed	12	20.7%	3	5.6%	4	6.2%
Total	58	100%	54	100%	65	100%
Environment / management of facilities						
Administrative processes	28	40.6%	14	16.9%	10	18.9%
Cleanliness/hygiene of facility	15	21.7%	24	28.9%	13	24.5%
Physical environment of facility	17	24.6%	36	43.4%	21	39.6%
Staffing and rostering	5	7.2%	6	7.2%	6	11.3%
Statutory obligations/accreditation standards not met	4	5.8%	3	3.6%	3	5.7%
Total	69	100%	83	100%	53	100%
Reports / certificates						
Accuracy of report/certificate	13	28.3%	19	33.3%	21	43.8%
Cost of report/certificate	2	4.3%	3	5.3%	3	6.3%
Refusal to provide report/certificate	11	23.9%	12	21.1%	12	25.0%
Report written with inadequate / no consultation	3	6.5%	4	7.0%	1	2.1%
Timeliness of report/certificate	17	37.0%	19	33.3%	11	22.9%
Total	46	100%	57	100%	48	100%
Grievance processes						
Inadequate/no response to complaint	45	91.8%	25	89.3%	29	80.6%
Information about complaints procedures not provided	2	4.1%	0	0.0%	4	11.1%
Reprisal/retaliation as result of complaint lodged	2	4.1%	3	10.7%	3	8.3%
Total	49	100%	28	100%	36	100%
Consent						
Consent not obtained or inadequate	17	60.7%	14	82.4%	13	54.2%
Involuntary admission or treatment	4	14.3%	0	0.0%	3	12.5%
Uninformed consent	7	25.0%	3	17.6%	8	33.3%
Total	28	100%	17	100%	24	100%
Carers Charter						
Failure to consider needs of carer	2	12.5%	5	23.8%	1	9.1%
Failure to consult carer	9	56.3%	11	52.4%	7	63.6%
Failure to treat carer with respect and dignity	2	12.5%	4	19.0%	1	9.1%
Unsatisfactory complaint handling	3	18.8%	1	4.8%	2	18.2%
Total	16	100%	21	100%	11	100%

5.3. Health providers prescribed under s75 of the *Health and Disability Services (Complaints) Act 1995*

Prescribed entity
Abbotsford Private Hospital
Albany Community Hospice
Attadale Rehabilitation Hospital
Bethesda Hospital
Department of Justice ¹
Child and Adolescent Health Service
East Metropolitan Health Service
North Metropolitan Health Service
South Metropolitan Health Service
WA Country Health Service ²
Glengarry Private Hospital
Hollywood Private Hospital
Joondalup Health Campus
Mount Hospital
Ngala Family Services
Peel Health Campus
Perth Clinic
Royal Flying Doctor Service
Silver Chain Nursing Association Incorporated
South Perth Hospital
St John Ambulance Service
St John of God Hospital ^{3, 4}
Subiaco Private Hospital
The Marian Centre
Waikiki Private Hospital

¹ Formerly the Department of Corrective Services.

² Includes Busselton Hospice Care Incorporated.

³ Includes the following St John of God Hospitals: Bunbury, Geraldton, Mt Lawley, Murdoch, Midland (private and public) & Subiaco.

⁴ St John of God Mt Lawley Hospital was previously known as Mercy Hospital and Mount Lawley Private Hospital.

5.4. Specific complaint issue raised in a complaint about a disability service

The table below details the number of times a specific complaint issue⁸ was raised in a complaint about a disability service. The individual complaint issues are grouped by the overarching issue category. Within each issue category, the proportions detailed in the table will sum to 100%.

Complaint category and issues	2015-16		2016-17		2017-18	
	#	%	#	%	#	%
Service Delivery						
Staff conduct	9	22.5%	9	26.5%	11	22.4%
No/inadequate service	6	15.0%	2	5.9%	7	14.3%
Service delayed	3	7.5%	1	2.9%	2	4.1%
Service eligibility	2	5.0%	1	2.9%	0	0.0%
Service reduced	2	5.0%	3	8.8%	8	16.3%
Service refused	3	7.5%	3	8.8%	2	4.1%
Treatment/care	6	15.0%	4	11.8%	14	28.6%
Service withdrawn	2	5.0%	7	20.6%	0	0.0%
Communication	7	17.5%	4	11.8%	5	10.2%
Total	40	100%	34	100%	49	100%
Service Management						
Police clearances	1	6.7%	0	0.0%	0	0.0%
Physical environment	1	6.7%	1	6.7%	5	13.5%
Participation	1	6.7%	0	0.0%	1	2.7%
Monitoring performance	0	0.0%	0	0.0%	3	8.1%
Roles and responsibilities	1	6.7%	2	13.3%	1	2.7%
Staff competence	4	26.7%	5	33.3%	12	32.4%
Administration/record keeping	1	6.7%	1	6.7%	1	2.7%
Funding	3	20.0%	5	33.3%	10	27.0%
Coordinated service delivery	3	20.0%	1	6.7%	4	10.8%
Total	15	100%	15	100%	37	100%
Service Costs and Financial Assistance						
Cost	7	35.0%	1	6.7%	4	30.8%
Financial assistance/funding	13	65.0%	14	93.3%	9	69.2%
Total	20	100%	15	100%	13	100%
Decision Making and Choice						
Policies and procedures	1	11.1%	2	22.2%	2	20.0%
Informed choices	3	33.3%	6	66.7%	4	40.0%
Advocate	3	33.3%	0	0.0%	2	20.0%
Risk management	2	22.2%	1	11.1%	2	20.0%
Total	9	100%	9	100%	10	100%
Complaint category and issues	2015-16		2016-17		2017-18	

⁸ Only complaint issues identified in health complaints closed over the past three years are included in Appendix 5.4.

	#	%	#	%	#	%
Individual Needs						
Policies/procedures	4	21.1%	2	28.6%	1	10.0%
Reviewing changing needs	4	21.1%	3	42.9%	4	40.0%
Facilities and services	4	21.1%	1	14.3%	0	0.0%
Support	6	31.6%	1	14.3%	5	50.0%
Sensitivity	1	5.3%	0	0.0%	0	0.0%
Total	19	100%	7	100%	10	100%
Complaints and Disputes						
Policies and procedures	0	0.0%	2	12.5%	0	0.0%
Complaint resolution	11	100%	14	87.5%	4	80.0%
Privacy	0	0.0%	0	0.0%	1	20.0%
Total	11	100%	16	100%	5	100%
Carers Charter						
Failure to consider needs of carer	2	25.0%	2	15.4%	1	14.3%
Failure to consult carer	4	50.0%	7	53.8%	3	42.9%
Failure to treat the carer with respect and dignity	2	25.0%	3	23.1%	1	14.3%
Unsatisfactory complaints handling	0	0.0%	1	7.7%	2	28.6%
Total	8	100%	13	100%	7	100%
Legal and Human Rights						
Policies and procedures	0	0.0%	0	0.0%	1	20.0%
Exercise rights	0	0.0%	0	0.0%	1	20.0%
Response to allegations of abuse/neglect	2	100%	4	100%	3	60.0%
Total	2	100%	4	100%	5	100%
Enquiry Only						
Request for information - complaint mechanisms	5	71.4%	18	85.7%	0	0.0%
Request for information - disability service	1	14.3%	0	0.0%	1	33.3%
Request for information - HaDSCO	0	0.0%	3	14.3%	0	0.0%
Resources	1	14.3%	0	0.0%	2	66.7%
Total	7	100%	21	100%	3	100%
Privacy, dignity and confidentiality						
Consent	1	33.3%	0	0.0%	1	33.3%
Consumer rights	2	66.7%	1	100%	2	66.7%
Total	3	100%	1	100%	3	100%

Complaint category and issues	2015-16		2016-17		2017-18	
	#	%	#	%	#	%
Service Access						
Policies/procedures	1	14.3%	2	50.0%	1	100%
Entrance/exit criteria priority	4	57.1%	1	25.0%	0	0.0%
Appropriate referral	1	14.3%	0	0.0%	0	0.0%
Information sharing	1	14.3%	1	25.0%	0	0.0%
Total	7	100%	4	100%	1	100%
Participation and Integration						
Community involvement	0	0.0%	1	100%	0	0.0%
Total	0	0%	1	100%	0	0%

5.5 Disability providers who are prescribed under S48A of the Disability Services Act 1993

Disability service provider	Legal Name
Ability Centre	The Cerebral Palsy Association of Western Australia Ltd
Activ	Activ Foundation Incorporated
Adventist Residential Care Nollamara	Seventh-day Adventist Aged Care (Western Australia)
Autism Association of Western Australia	Autism Association of Western Australia Inc
Avivo (previously Perth Home Care Services)	Perth Home Care Services Inc.
Baptistcare	Baptistcare Incorporated
Community Living Association	Community Living Association Inc.
Department of Communities ¹	Department of Communities
Empowering People in Communities (EPIC)	Empowering People in Communities (EPIC) Inc.
Enable Western Australia	Enable Southwest Inc.
Identitywa	Identitywa
Lady Lawley Cottage	Australian Red Cross Society (t/as Lady Lawley Cottage)
Lifestyle Solutions	Lifestyle Solutions (Aust) Ltd (Western Operations)
Mosaic Community Care	Mosaic Community Care Inc.
My Place	My Place Foundation Inc.
Nulsen	Nulsen Haven Association (Inc.)
Rocky Bay	Rocky Bay Incorporated
Senses Australia	Senses Australia
Therapy Focus	Therapy Focus Incorporated
UnitingCare West	UnitingCare West

¹ Formerly known as the Disability Services Commission.

5.6 Specific complaint issue raised in a complaint about a mental health service

The table below details the number of times a specific complaint issue⁹ was raised in a complaint about a mental health service. The individual complaint issues are grouped by the overarching issue category. Within each issue category, the proportions detailed in the table will sum to 100%.

Complaint category and issues	2015-16 ¹⁰		2016-17		2017-18	
	#	%	#	%	#	%
Quality of clinical care						
Inadequate assessment	--	--	41	21.5%	61	32.1%
Inadequate treatment/therapy	--	--	35	18.3%	28	14.7%
Poor coordination of treatment	--	--	11	5.8%	10	5.3%
Failure to provide safe environment	--	--	12	6.3%	25	13.2%
Pain issues	--	--	1	0.5%	2	1.1%
Medication issues	--	--	54	28.3%	40	21.1%
Post procedure complications	--	--	1	0.5%	1	0.5%
Inadequate infection control	--	--	1	0.5%	0	0.0%
Discharge or transfer arrangements	--	--	33	17.3%	20	10.5%
Refusal to refer or assist to obtain a second opinion	--	--	2	1.0%	3	1.6%
Total	--	--	191	100%	190	100%
Communication						
Inadequate medical information provided	--	--	14	11.4%	6	4.4%
Inadequate information about services available	--	--	8	6.5%	6	4.4%
Misinformation/failure in communication (not failure to consult)	--	--	14	11.4%	14	10.3%
Inadequate/inaccurate personal information in a medical records	--	--	3	2.4%	10	7.4%
Inadequate written communication	--	--	2	1.6%	3	2.2%
Inappropriate verbal/non-verbal communication	--	--	21	17.1%	32	23.5%
Failure to listen to consumer/representative/carer/family	--	--	61	49.6%	65	47.8%
Total	--	--	123	100%	136	100%

⁹ Only complaint issues identified in health complaints closed over the past three years are included in Appendix 5.6.

¹⁰ Individual complaint issues are not provided, as only 82 of the mental health complaints closed in the 2015-16 financial year recorded issues using the categories in Appendix 5.6 As a result, a significant amount is not available.

Complaint category and issues	2015-16		2016-17		2017-18	
	#	%	#	%	#	%
Rights, respect and dignity						
Consumer rights (WA Public Patients Hospital Charter)	--	--	6	7.5%	7	9.5%
Inconsiderate service/lack of courtesy	--	--	12	15.0%	8	10.8%
Absence of compassion	--	--	15	18.8%	19	25.7%
Failure to ensure privacy	--	--	2	2.5%	4	5.4%
Breach of confidentiality	--	--	8	10.0%	3	4.1%
Discrimination leading to less favourable health treatment	--	--	4	5.0%	2	2.7%
Failure to fulfil Mental Health legislation requirements	--	--	19	23.8%	23	31.1%
Certificate or report problem	--	--	6	7.5%	5	6.8%
Denying/restricting access to personal health records	--	--	8	10.0%	3	4.1%
Total	--	--	80	100%	74	100%
Decision making						
Failure to consult and involve in decision-making process	--	--	40	49.4%	19	38.8%
Choice regarding treatment as public/private patient	--	--	3	3.7%	4	8.2%
Consent not informed	--	--	15	18.5%	6	12.2%
Consent not obtained	--	--	11	13.6%	5	10.2%
Consent invalid	--	--	12	14.8%	15	30.6%
Total	--	--	81	100%	49	100%
Professional conduct						
Inaccuracy of records	--	--	5	15.6%	7	20.6%
Illegal practices	--	--	3	9.4%	1	2.9%
Physical/mental impairment of health professional	--	--	1	3.1%	0	0.0%
Sexual impropriety	--	--	0	0.0%	1	2.9%
Aggression/assault	--	--	8	25.0%	4	11.8%
Unprofessional behaviour	--	--	15	46.9%	20	58.8%
Fraud/illegal practice of financial nature	--	--	0	0.0%	1	2.9%
Total	--	--	32	100%	34	100%
Access						
Delay in admission/treatment	--	--	11	22.9%	6	17.1%
Waiting list delay	--	--	3	6.3%	0	0.0%
Staff member or contractor unavailable	--	--	1	2.1%	2	5.7%
Inadequate resources/lack of service	--	--	10	20.8%	8	22.9%
Refusal to provide services	--	--	21	43.8%	19	54.3%
Failure to provide advice about transport options	--	--	1	2.1%	0	0.0%
Physical access/entry	--	--	1	2.1%	0	0.0%
Total	--	--	48	100%	35	100%