

PRISONS — BANDYUP — HEALTH SERVICES COMPLAINTS

4138. Mr P. Papalia to the Minister for Corrective Services:

Relating to complaints made to ACCESS from prisoners at Bandyup Women's Prison about health services at the prison:

- (a) how many complaints were made:
 - (i) in 2013;
 - (ii) in 2014; and
 - (iii) so far in 2015;
- (b) which aspects of the health service do these complaints relate to and the percentage of complaints for each aspect:
 - (i) in 2013;
 - (ii) in 2014; and
 - (iii) so far in 2015; and
- (c) how many and what percentage of these complaints were made by:
 - (i) Aboriginal women; and
 - (ii) women from non-English speaking backgrounds for the years:
 - (A) 2013;
 - (B) 2014; and
 - (C) so far in 2015?

Mr J.M. Francis replied:

The Department of Corrective Services advises:

- (a) How many complaints were made?
 - (i) 216
 - (ii) 154
 - (iii) 80
- (b) Which aspects of the health service do these complaints relate to and the percentage of complaints for each aspect?
 - (i) in 2013;
 - (ii) in 2014; and
 - (iii) so far in 2015; and

	2013	2014	2015
Access External	13 (6.0%)	9 (5.8%)	3 (3.8%)
Access Internal	60 (27.8%)	40 (26%)	23 (28.8%)
Access to Dental Services	19 (8.8%)	18 (11.7%)	7 (8.8%)
Clinical Management	26 (12.0%)	19 (12.3%)	17 (21.3%)
Employment Internal	0 (0%)	1 (0.6%)	0 (0%)
Health Policies	2 (0.9%)	0 (0%)	1 (1.3%)
Medication	92 (42.6%)	63 (40.9%)	29 (36.3%)
Other	3 (1.4%)	2 (1.3%)	0 (0%)
Smoking	1 (0.5%)	2 (1.3%)	0 (0%)

- (c) How many and what percentage of these complaints were made by:
 - (i) Aboriginal women; and

- (ii) Women from non-English speaking backgrounds
 - A. Aboriginal women 114 (52.8%)
 - B. Aboriginal women 62 (40.3%)
 - C. Aboriginal women 44 (55.0%)

The information relating to women from non-English speaking backgrounds is not available as the Department's complaints recording system does not record this.