

GOVERNMENT DEPARTMENTS AND AGENCIES — COMPLAINTS MANAGEMENT UNIT

1294. Hon Ljiljanna Ravlich to the Minister for Transport representing the Minister for Indigenous Affairs  
For each Department and Agency within the Minister's portfolios —

- (1) Does the agency have a complaints management unit?
- (2) If yes to (1), how many complaints have been received by the agency since 23 September 2008?
- (3) What are the categories of complaints received?
- (4) What is the nature of complaints in each category?
- (5) How many of the total complaints fall into each category?
- (6) How many complaints in each category are under investigation by the Corruption and Crime Commission?

Hon SIMON O'BRIEN replied:

Department of Health

- (1) Yes
- (2) As at 21 October 2009, 541 complaints were received.
- (3)-(5) Category and nature of complaint and <sup>1</sup> Number listed below;

17	Assault <sup>2</sup>
2	Conflict of Interest
2	Corruption
104	Disciplinary/Performance Issues
31	Disciplinary/Performance IT
182	Fraud
30	Grievance
49	Misconduct
9	Misconduct relating to IT
10	Misuse of drugs and alcohol
51	Process and Procedures
1	Sexual
53	Theft

<sup>1</sup>. The category and nature of complaints may change during the course of an investigation.

<sup>2</sup> This relates to allegations of staff on staff assaults or staff on patient assaults and does not include patient assaults on staff.

- (6) One

Office of Health Review

- (1) Yes
- (2) Nil
- (3)-(6) Not applicable.

Nurses and Midwives Board

- (1) The unit responsible for the complaints management is the Professional Governance Unit.
- (2) 96 complaints received since 23 September 2008 to 16 November 2009.
- (3) Two main categories for complaints under the Nurses & Midwives Act 2006 are:

Disciplinary  
Impairment

- (4) Disciplinary  
Contravening a condition applied to ones registration or practice of nursing or midwifery  
Acted carelessly  
Acted incompetently

Acted improperly

Breach the Act

Failed to comply with an undertaking given to the Board

Provided service that were excessive, unnecessary or not reasonably necessary for the recipient's wellbeing

That a person has been convicted of an offence the nature of which renders the person unfit to practice as a nurse or midwife, as the case may be.

Impairment

A person is affected by his/her use of or dependence on alcohol or a drug to such an extent that the ability of the person to practice as a nurse or midwife is likely to be affected.

That a person suffers from an impairment to such an extent that the ability of the person to practice as a nurse or midwife is likely to be affected.

- (5) 11 of the 96 complaints were rejected as they were either without substance, vexatious and or frivolous. *Some complaints had more than one category identified; there is a higher number per category than there are total complaints received.*

Disciplinary:

1 contravening a condition applied to ones registration or practice of nursing or midwifery

18 acted carelessly

29 acted incompetently

60 acted improperly

2 breach the Act

Total number of categories covered = 110 for 96 complaints received.

Impairment

*(Impairment issues noted have all been identified as part of a disciplinary issue):*

10 a person is affected by his/her use of or dependence on alcohol or a drug to such an extent that the ability of the person to practice as a nurse or midwife is likely to be affected.

- (6) Eight.

Department of Indigenous Affairs

- (1) No.

- (2) Not applicable.

- (3) The Department of Indigenous Affairs (DIA) has the following complaint categories:

- Individual level
- Service level
- Information level
- Advice level
- Procedure level
- Decision level
- Policy level

- (4) DIA's nature of complaints with each category are:

Individual level — about a staff member, contractor, consultant or work unit and/or about the way a service was delivered.

Service level — a service that was perceived not to have been delivered appropriately.

Information level — the provision of incorrect information.

Advice level — the provision of faulty advice.

Procedure level — customer concerns about DIA procedures.

Decision level — customer concerns about decisions made by DIA.

Policy level — customer considers a DIA or Government policy to be faulty.

- (5) The number of complaints received in each category is not currently maintained.
- (6) Nil.