PART 2

Council membership and achievements

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Aboriginal and Torres Strait Islander Health Practice Council of NSW

Aboriginal and Torres Strait Islander Health Practice Council of NSW

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ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH PRACTICE COUNCIL CHINESE MEDICINE COUNCIL CHIROPRACTIC COUNCIL DENTAL COUNCIL MEDICAL COUNCIL MEDICAL RADIATION PRACTICE COUNCIL NURSING AND MIDWIFERY COUNCIL OCCUPATIONAL THERAPY COUNCIL OPTOMETRY COUNCIL OSTEOPATHY COUNCIL PARAMEDICINE COUNCIL PHARMACY COUNCIL PHYSIOTHERAPY COUNCIL PODIATRY COUNCIL PSYCHOLOGY COUNCIL

President's Message

Aboriginal and Torres Strait Islander Health Practice Council of NSW

Firstly, I would like to thank the Aboriginal and Torres Strait Islander Health Practice Council NSW members for their continued commitment and diligent efforts to ensure that the Council operates as seamlessly as possible.

I would like to share my warm regards and welcome back Rosemary MacDougal on her return to office as the Council's legal member and Deputy President.

My first year as Council member and President has been quite an 'eye-opener' engaging with the Health Professional Councils Authority NSW and other Councils. There has been minimal activity during my first year of office, however, I am not sure that this is a good or positive thing, and it concerns me that there are negligible complaints around Aboriginal and Torres Strait Islander Health Practitioners (AHPs). This seems to be historic when consulting my predecessors, and is a domain I am interested in exploring further in collaboration with the Aboriginal and Torres Strait Islander Health Practice Board of Australia (National Board).

This year has provided great opportunities for collaboration and networking between the state Council and the National Board as we are predominately operating in the same space but at different levels — state and national, registration and complaints. However, our objectives are very much similar in that we want good, quality, effective and high functioning professional Aboriginal Health Practitioners in the ever-growing workforce aligned to regulatory and accreditation standards. I have had the opportunity to be included in the development of the new Aboriginal Health Practitioner promotional brochures and invited to attend National Board meetings, which has been a positive and moving experience.

This year I, and Luke Taylor (President of the Podiatry Council and Chair of the Presidents Forum), engaged with the Aboriginal and Torres Strait Islander Health Strategy Group that has been established to ensure cultural safety is paramount in the regulatory and accreditation domains across all 15 professions in Australia.

The Strategy Group sets the tone and provides the foundations for ensuring a culturally safe environment free from racial discrimination and biases across Australian health systems, programs and services. Below are some of the key priority areas being undertaken by the Strategy Group:

- Shared agreement around the definition for Cultural Safety across all professions and health services — deriving from public consultation
- Provision of 'cultural safety' training and professional development

- Progression from Reflect Reconciliation Action Plan (RAP) to Innovate RAP for the national regulatory body AHPRA to become a more culturally safe and responsive organisation
- Increased Aboriginal and Torres Strait Islander health practice workforce
- Planned 2020 National Summit on Aboriginal and Torres Strait Islander Health Workforce.

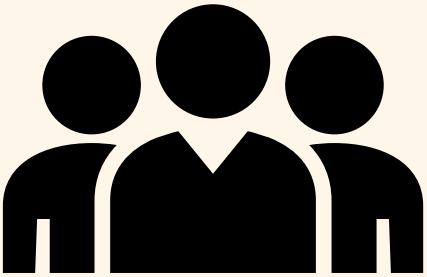
It is exciting and passionately drives me to continue working with the Strategy Group as they are doing some really good and positive work at the national level collectively with appropriate stakeholders. This in turn will have a positive and quality impact on Aboriginal and Torres Strait Islander holistic health and health services across Australia.

Mr Christopher O'Brien
President
Aboriginal and Torres Strait Islander Health Practice Council of New South Wales

Aboriginal and Torres Strait Islander Health Practice Council

2018-19 Summary

ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH PRACTITIONERS

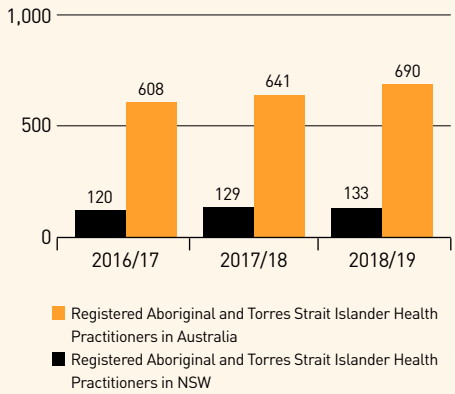


133
Registered Aboriginal and Torres Strait Islander Health Practitioners in NSW

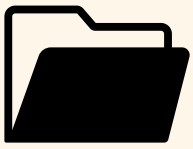
19%
of Australian Aboriginal and Torres Strait Islander Health Practitioners practise in NSW

1.5%
of NSW Aboriginal and Torres Strait Islander Health Practitioners had complaints made about them

3 year trend in number of registered Aboriginal and Torres Strait Islander Health Practitioners

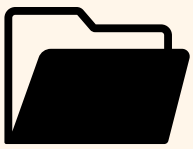


COMPLAINTS ABOUT ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH PRACTITIONERS

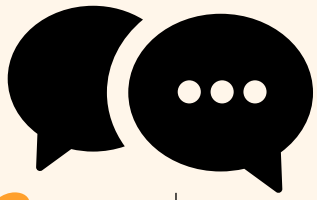


0
cases were open at the beginning of the year

1
case was closed during the year



1
case was open at the end of the year



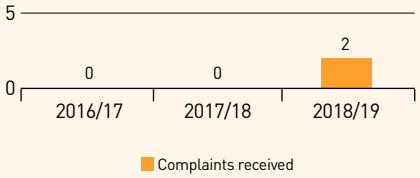
2
complaints were received about 2 Aboriginal and Torres Strait Islander Health Practitioners in 2018/19

1
of the complaints received was a mandatory notification about 1 practitioner

Complaints were from:
Employer - 1
Another practitioner - 1

Complaints were about:
Confidentiality - 1
Offence - 1

3 year trend in number of complaints about Aboriginal and Torres Strait Islander Health Practitioners



Aboriginal and Torres Strait Islander Health Practice Council

2018-19 Summary

ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH PRACTICE COUNCIL'S REGULATORY ACTIVITY – MATTERS CONCLUDED

ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH PRACTICE COUNCIL'S REGULATORY ACTIVITY

No Assessment Committees or Council Inquiries

1 immediate action was considered by Council

1 complaint was referred for Council management

Council conducted no counselling & interview sessions

HEALTH MATTERS

No Health Assessments or Impaired Registrants Panels (IRP)

PERFORMANCE MATTERS

No Performance Assessments or Performance Review Panels (PRP)

OUTCOMES

KEY ACTION OUTCOMES FOR CLOSED CASES

1 discontinued

IMMEDIATE ACTION OUTCOMES

1 suspended registration

ACTIVE MONITORING

Conduct - 1 case

Performance - 0 cases

Health - 0 cases

No Tribunals

Council Members

Four members sit on the Aboriginal and Torres Strait Islander Health Practice Council as set out in the National Law.

Council members are nominated by the Minister for Health and appointed by the Governor.

Registered Aboriginal and Torres Strait Islander Health Practice Council practitioner members:

- Mr Christopher O'Brien ATSIHP, Dip Mgt, Cert IV TAE, JP
- Ms Rae Reed ATSIHP, Aboriginal Liaison Officer
- Mr Peter Panguee BAppSc (Aboriginal Community Management and Development)

Legal member:

- Ms Rosemary MacDougal Dip Law (LPAB)

The Governor appointed Mr Christopher O'Brien as President of the Aboriginal and Torres Strait Islander Health Practice Council.

The Governor appointed Ms Rosemary MacDougal as Deputy President of the Aboriginal and Torres Strait Islander Health Practice Council.

Council members are appointed for a term up to three years and may be reappointed up to a maximum of nine years.

Executive Officer

Farina Bains is the Executive Officer for the Aboriginal and Torres Strait Islander Health Practice Council. The Executive Officer leads a team of 11 who work with 11 of the health professional Councils.

All staff working both directly and indirectly with the Council are employed by the HPCA as an executive agency of the Ministry of Health. Councils cannot employ staff under the National Law.

Council Meeting Attendance

The Aboriginal and Torres Strait Islander Health Practice Council did not meet face to face during the year. Council business was conducted through electronic communications.

Regulatory Committees and Panels

The National Law sets out the committees and panels that assist the Council to undertake its regulatory activities.

Regulatory committees and panels include:

- Impaired Registrants Panels (IRP)
- Performance Review Panels (PRP)
- Assessment Committees

The Aboriginal and Torres Strait Islander Health Practice Council did not appoint any regulatory committees or panels during the year.

Council Committees

Councils may establish committees to assist with Council functions. Committee members are not necessarily Council members.

The Aboriginal and Torres Strait Islander Health Practice Council did not appoint any Council committees during the year.

Council Communications and Stakeholder Engagement

The Aboriginal and Torres Strait Islander Health Practice Council's website provides easy access to information about the Council and its work, publications, the complaints process and an online complaint form.

Overseas Travel

The Aboriginal and Torres Strait Islander Health Practice Council did not incur any overseas travel costs during the year.

Remuneration

Council members are entitled to the following remuneration.

President	$720 per meeting more than 3 hours $360 per meeting up to 3 hours
Deputy President	$590 per meeting more than 3 hours $295 per meeting up to 3 hours
Council Members	$590 per meeting more than 3 hours $295 per meeting up to 3 hours

Council members are reimbursed for expenses when travelling on official business at Council direction.

Financial Management

The Aboriginal and Torres Strait Islander Health Practice Council's accounts performance was reported in the Financial Statement as follows.

Accounts Performance 2018/19	**$**
Revenue	7,061
Operating expenditure	9,938
Gain / (loss) on disposal	-
Net result	**(2,877)**
Net cash reserves* (cash and cash equivalents minus current liabilities)	**27,366**

The Aboriginal and Torres Strait Islander Health Practice Council's budget for the period 1 July 2019 to 30 June 2020 is as follows.

Budget 2019/20	**$**
Revenue	6,600
Operating expenditure	16,053
Net result	**(9,453)**

Full financial statements are presented in Part 3 of this report '*Financial Statements for NSW Health Professional Councils*'.

Chinese Medicine Council of NSW

Chinese Medicine Council of NSW

Annual Report 2018-19

JOINT ANNUAL REPORTS OF THE 15 NEW SOUTH WALES HEALTH PROFESSIONAL COUNCILS

ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH PRACTICE COUNCIL CHINESE MEDICINE COUNCIL CHIROPRACTIC COUNCIL DENTAL COUNCIL MEDICAL COUNCIL MEDICAL RADIATION PRACTICE COUNCIL NURSING AND MIDWIFERY COUNCIL OCCUPATIONAL THERAPY COUNCIL OPTOMETRY COUNCIL OSTEOPATHY COUNCIL PARAMEDICINE COUNCIL PHARMACY COUNCIL PHYSIOTHERAPY COUNCIL PODIATRY COUNCIL PSYCHOLOGY COUNCIL

President's Message

Chinese Medicine Council of NSW

I am pleased to submit the 2019 Annual Report for the Chinese Medicine Council of New South Wales (Council). The Council continues to strive to protect the public by ensuring safe practice and compliance with standards and guidelines amongst the Chinese medicine profession in NSW.

The Chinese Medicine Council of NSW is a statutory body established under the Health Practitioner Regulation National Law (NSW) The Council focuses on the protecting the health and safety of the public and promotes the Guidelines and Standards that have been developed for the profession.

The number of complaints about Chinese medicine practitioners in New South Wales increased significantly compared to last year's figures with almost double the number of complaints received. A summary of the cases managed by the Council during 2018/19 is included in this Annual Report.

The majority of complaints received this year have related to conduct, particularly breaches of the National Law and boundary violations. However, complaints about clinical care have more than doubled. An increased number of immediate action hearings and inquiries have been conducted this year compared to the same time last year.

The Council is developing education resources, such as an online education video for the profession, and is working closely with the Chinese Medicine Board of Australia to provide these resources to the profession so that all Chinese medicine practitioners in Australia can gain access.

The Council and the Health Care Complaints Commission (HCCC) continue to work very effectively in a co-regulatory environment. We also continue to work with key stakeholders including the Chinese Medicine Board of Australia, Universities, NSW Health, and Chinese medicine practitioners' associations to promote and educate the profession.

The Council has been active this year and met with stakeholders to raise the profile of the Council. In order to continue to efficiently manage the increasing volume and complexity of its regulatory activities, the Council decided to organise its first Roadshow of educational events since the inception of the Council in 2012. These events for NSW practitioners will be held in August and November 2019 at Western Sydney University and the University of Technology Sydney respectively. The Roadshow events are aimed to educate our NSW practitioners on various regulation issues including obtaining informed consent from a patient; understanding National Law requirements; communicating with patients; and complaints / notifications processes. The Council also has plans to collaborate with local research institutes or universities about conducting profession based community research to promote public safety and improve the effectiveness of practitioners' regulation. Other plans include production of further newsletters to promote the Council's activities to members of the profession in the upcoming months.

During the year the Council welcomed the following new members to assist with its regulatory work – Dr Li Meikin Rees PhD and Dr Wenbo Peng PhD, both practitioner members and Ms Christina Lam, Legal Member.

I extend my thanks to the other continuing members of the Council Ms Christine Berle (Deputy President) and Mr Stephen Woods (Community Member) for their work during the year. I would also like to acknowledge the dedication, industry and endeavour of my fellow Council members in the discharge of their duties.

The Council is ably assisted in its work by Authorised Persons who conduct inspections on behalf of the Council and Panel members who are appointed to undertake hearings and I extend my thanks to them for their continuing assistance.

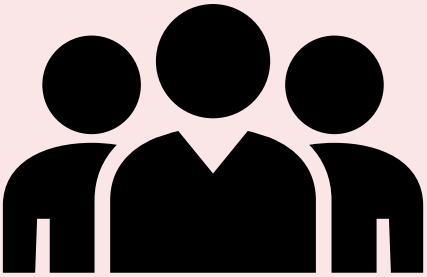
I would also like to sincerely thank the HPCA staff for providing an excellent administrative and legal support to the Council, in particular to the Executive Officer Ms Farina Bains, Acting Executive Officer Ms Heather Comino, and Program Officer Ms Melissa Virtu.

Adjunct Professor Chi Eung Danforn Lim
President
Chinese Medicine Council of NSW

Chinese Medicine Council

2018-19 Summary

CHINESE MEDICINE PRACTITIONERS

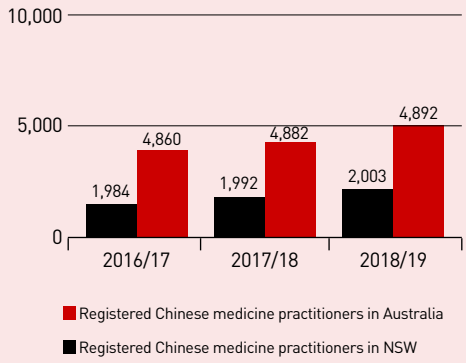


2,003
Registered Chinese medicine practitioners in NSW

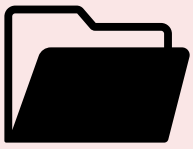
41%
of Australian Chinese medicine practitioners practise in NSW

3%
of NSW Chinese medicine practitioners had complaints made about them

3 year trend in number of registered Chinese medicine practitioners

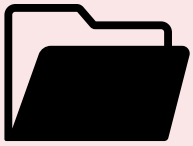


COMPLAINTS ABOUT CHINESE MEDICINE PRACTITIONERS

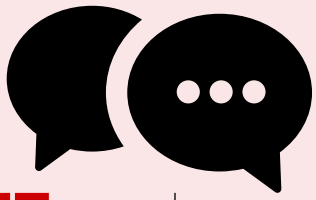


5
cases were open at the beginning of the year

31
cases were closed during the year



31
cases were open at the end of the year



57
complaints were received about 51 Chinese medicine practitioners in 2018/19

2
of the complaints received were mandatory notifications about 2 practitioners

Complaints were mainly from:

AHPRA - **17**

Member of the public - **11**

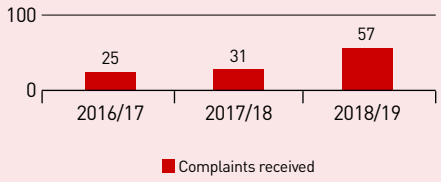
Patient - **8**

Complaints were mainly about:

National Law breach or offence - **32**

Clinical care - **12**

3 year trend in number of complaints about Chinese medicine practitioners



Chinese Medicine Council

2018-19 Summary

CHINESE MEDICINE COUNCIL'S REGULATORY ACTIVITY – MATTERS CONCLUDED

CHINESE MEDICINE COUNCIL'S REGULATORY ACTIVITY

- 11 immediate actions were considered by Council
- **33 complaints were referred for Council management**
- Council conducted 6 counselling & interview sessions

3 COUNCIL INQUIRIES

No Assessment Committees

HEALTH MATTERS

No Health Assessments or Impaired Registrants Panels (IRP)

PERFORMANCE MATTERS

No Performance Assessments or Performance Review Panels (PRP)

OUTCOMES

IMMEDIATE ACTION OUTCOMES*

2 suspended registrations

5 conditions on practice

KEY ACTION OUTCOMES* FOR CLOSED CASES

2 conditions on practice

5 practitioners counselled

No cancelled or surrendered registration

18 no further action or discontinued

ACTIVE MONITORING

Conduct - 7 cases

Performance - 1 case

Health - 1 case

No Tribunals

*Not all outcomes are included and a complaint may have more than one outcome

Council Members

Six members sit on the Chinese Medicine Council as set out in the National Law.

Council members are nominated by the Minister for Health and appointed by the Governor.

Registered Chinese Medicine practitioner members:

- Professor Danforn (Chi Eung) Lim PhD (UNSW), EDBA(INE PAN), MBBS(UNSW), BSc(Med) (UNSW), BHltSc(CSU), DCH(Syd), ClinDipPallMed(RACP), GradDipAcup(RMIT), MMed(Syd), MAppSc(Acup)(RMIT), MAppMgt(Health)(Newcastle), RCMP(Acup&CHM), FRACGP, FASLM, FIML, Cert BSM (Cambridge UK), Chartered Manager (UK & Aust), AFRACMA, AFCHSM, FFACMA, FFCMASA, JP
- Ms Christine Berle MSc (Research), DipAc
- Dr Wenbo Peng, BMed, MMed, PhD (UTS)
- Dr Li Mei-Kin Rees PhD (TCM), Master of Health Sc (TCM-UTS), BAppSc Acup (UTS), GradCert Pharm/Cosmetic Tech, Dip Training & Assessment

Legal member:

- Ms Christina Lam LLB

Community members:

- Mr Stephen Woods BEc, FIAA, FFin, GradDipFP, JP

The Governor appointed Professor Lim as President of the Chinese Medicine Council.

The Governor appointed Christine Berle as Deputy President of the Chinese Medicine Council.

Executive Officer

Mrs Maricel O'Farrell is the Executive Officer for the Chinese Medicine Council. Ms Heather Comino has been providing Executive Officer support to the Council since April 2019 while Mrs O'Farrell is on leave.

The Executive Officer is part of a team of 11 led by Ms Farina Bains. This team works with 11 of the health professional Councils.

All staff working both directly and indirectly with the Council are employed by the HPCA as an executive agency of the Ministry of Health. Councils cannot employ staff under the National Law.

Council Meeting Attendance

The Chinese Medicine Council met ten times during the year.

Table i: Member attendance at Council meetings, eligibility to attend and term of office

Member	Meetings Attended	Meetings Eligible to Attend	Date first appointed	Current Term of Office*
President Professor Danforn Lim	10	10	1 July 2012	1 July 2018 – 30 June 2021
Deputy President Ms Christine Berle	8	10	1 July 2012	1 July 2018 – 30 June 2021
Ms Christina Lam	10	10	1 July 2018	1 July 2018 – 30 June 2021
Dr Wenbo Peng	9	10	1 July 2018	1 July 2018 – 30 June 2021
Dr Li Mei-kin Rees	10	10	1 July 2018	1 July 2018 – 30 June 2021
Mr Stephen Woods	9	10	1 July 2015	1 July 2018 – 30 June 2021

* Council members are appointed for a term up to three years and may be reappointed up to a maximum of nine years.

Regulatory Committees and Panels

The National Law sets out the committees and panels that assist the Council to undertake its regulatory activities.

Regulatory committees and panels include:

- Impaired Registrants Panels (IRP)
- Performance Review Panels (PRP)
- Assessment Committees

Council Committees

Councils may establish committees to assist with Council functions. Committee members are not necessarily Council members.

The Chinese Medicine Council appointed/reappointed three Council committees this year.

Meetings and Events

The Chinese Medicine Council was represented at the following meetings and events during the year.

Table ii: Chinese Medicine Council representation at meetings and events

Name of Meeting / Event	Attended By
Chinese Medicine and Acupuncture Society of Australia Da-Yi-Jiang-Tan Jiang Seminar - August 2018	Dr Wenbo Peng – Council member
TCMASA and Guangzhou University Annual International Conference – November 2018	Professor Danforn Lim - President

Council Communications and Stakeholder Engagement

The Chinese Medicine Council website provides easy access to information about the Council and its work, publications, the complaints process and an online complaint form.

The Chinese Medicine Council also distributes electronic newsletters to Chinese Medicine practitioners working in NSW. One newsletter was distributed this year including topics such as clinical records, communication and appropriate use of Chinese medicine qualifications.

As part of the NSW Councils and National Boards engagement plan, the Chinese Medicine Council and the National Board have collaborated on a pneumothorax education package for practitioners.

Other stakeholder engagement activities included the following.

- Professor Lim, Dr Peng and Ms Lam attended the CMASA Moon Festival Dinner in September 2018
- Professor Lim attended the UTS 25 Year Gala Dinner in November 2018

Overseas Travel

The Chinese Medicine Council did not incur any overseas travel costs during the year.

Remuneration

Remuneration for Council members aligns with the Public Service Commission Remuneration Framework for NSW Government Boards and Committees. Council members receive additional payment for interviews, counselling sessions, immediate action inquiries, Council Inquiries and panels. No additional payments are made for other regulatory work such as official visits, committee meetings, training, conferences or preparation for meetings.

Council members are reimbursed for expenses when travelling on official business at Council direction.

Chinese Medicine Council member remuneration rates are as follows.

President	$4,465 per annum
Deputy President	$4,214 per annum
Council Members	$3,665 per annum

Education and Research Account

The Chinese Medicine Council maintains an Education and Research account. This can be used to fund activities that promote better understanding of professional standards and compliance, issues that lead to complaints and how complaints are managed. The account may also be used to fund research activity including Council specific initiatives and collaborative projects.

There was no expenditure from the Education and Research account this year.

Financial Management

The Chinese Medicine Council's accounts performance was reported in the Financial Statement as follows.

Accounts Performance 2018/19	**$**
Revenue	514,533
Operating expenditure	268,933
Gain / (loss) on disposal	(3)
Net result	**245,597**
Net cash reserves* (cash and cash equivalents minus current liabilities)	**2,223,705**

* Included in the cash reserves is an Education and Research bank account balance of $22,303.

The Chinese Medicine Council's budget for the period 1 July 2019 to 30 June 2020 is as follows.

Budget 2019/20	**$**
Revenue	426,015
Operating expenditure	550,509
Net result	**(124,494)**

Full financial statements are presented in Part 3 of this report '*Financial Statements for NSW Health Professional Councils*'.

Chiropractic
Council
of NSW

Chiropractic Council of NSW

Annual Report 2018-19

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President's Message

Chiropractic Council of NSW

I am pleased to present the Chiropractic Council of New South Wales 2018/19 Annual Report.

2018/19 has been a busy year for the Council with a higher number of complaints about NSW Chiropractors than the previous year. National Law breaches and offences together account for the greatest percentage of complaints followed by clinical care.

Council continues to work closely with all stakeholders to ensure that chiropractic advertising and public profiles comply with the expectations of the National Board and AHPRA. The Council remains committed to building a strong relationship with all NSW Chiropractors and has been active in presenting information on complaint handling and the overall obligations of the Council in the regulatory environment.

The Council has also been committed to informing students about the registration process and issues in the regulatory space, including complying with the national standards, the Board's Code of Conduct and understanding their responsibilities with mandatory reporting.

Councillors themselves are mindful of undertaking professional development in the regulatory context with some attending the NRAS Combined Meeting which featured a research summit focusing on regulatory effectiveness, a current area of research.

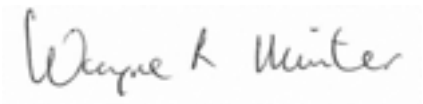
In addition, Council has monitored and reported on the latest developments in international health practitioner regulation by participating in the *11th Annual Forum of the International Chiropractic Regulatory Society* held in Berlin, Germany in early 2019.

In June 2019, the Council shared regulatory data in its submission to the review of the practice of spinal manipulation on children under 12 conducted by Safer Care Victoria.

In relation to new Council positions, Mr Matthew Seisun was appointed as the Legal Member of Council in September 2018 and has made a valued contribution to the work of the Council.

I would like to take this opportunity to thank my fellow Council members for their work over the last year. All our members have busy professional lives and must be recognised for their careful consideration of often complex matters.

Finally I must thank the Executive Officers and the staff of the Health Professional Councils Authority (HPCA) for their diligence and hard work throughout the year. Without them it would not be possible for the Council to undertake its work to protect the public.

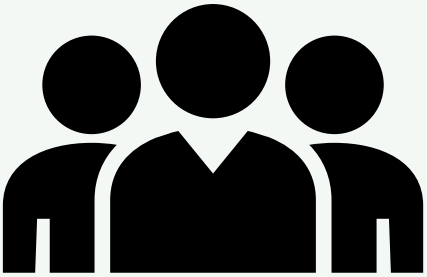


Dr Wayne Minter AM
President
Chiropractic Council of New South Wales

Chiropractic Council

2018-19 Summary

CHIROPRACTORS

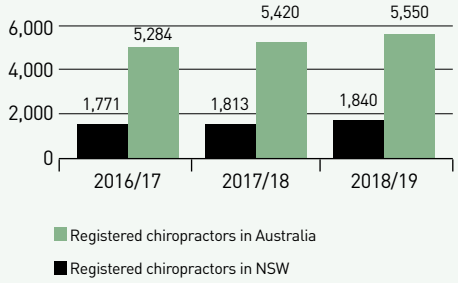


1,840
Registered chiropractors in NSW

33%
of Australian chiropractors practise in NSW

3%
of NSW chiropractors had complaints made about them

3 year trend in number of registered chiropractors

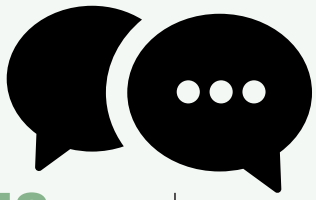


COMPLAINTS ABOUT CHIROPRACTORS

12
cases were open at the beginning of the year

47
cases were closed during the year

23
cases were open at the end of the year



58
complaints were received about 51 chiropractors in 2018/19

5
of the complaints received were mandatory notifications about 5 practitioners

Complaints were mainly from:

Patient - **17**

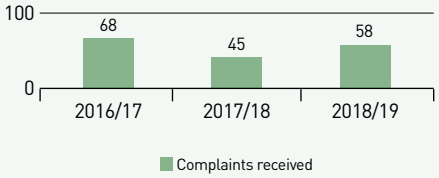
Member of the public - **11**

Complaints were mainly about:

National Law breach or offence - **24**

Clinical care - **14**

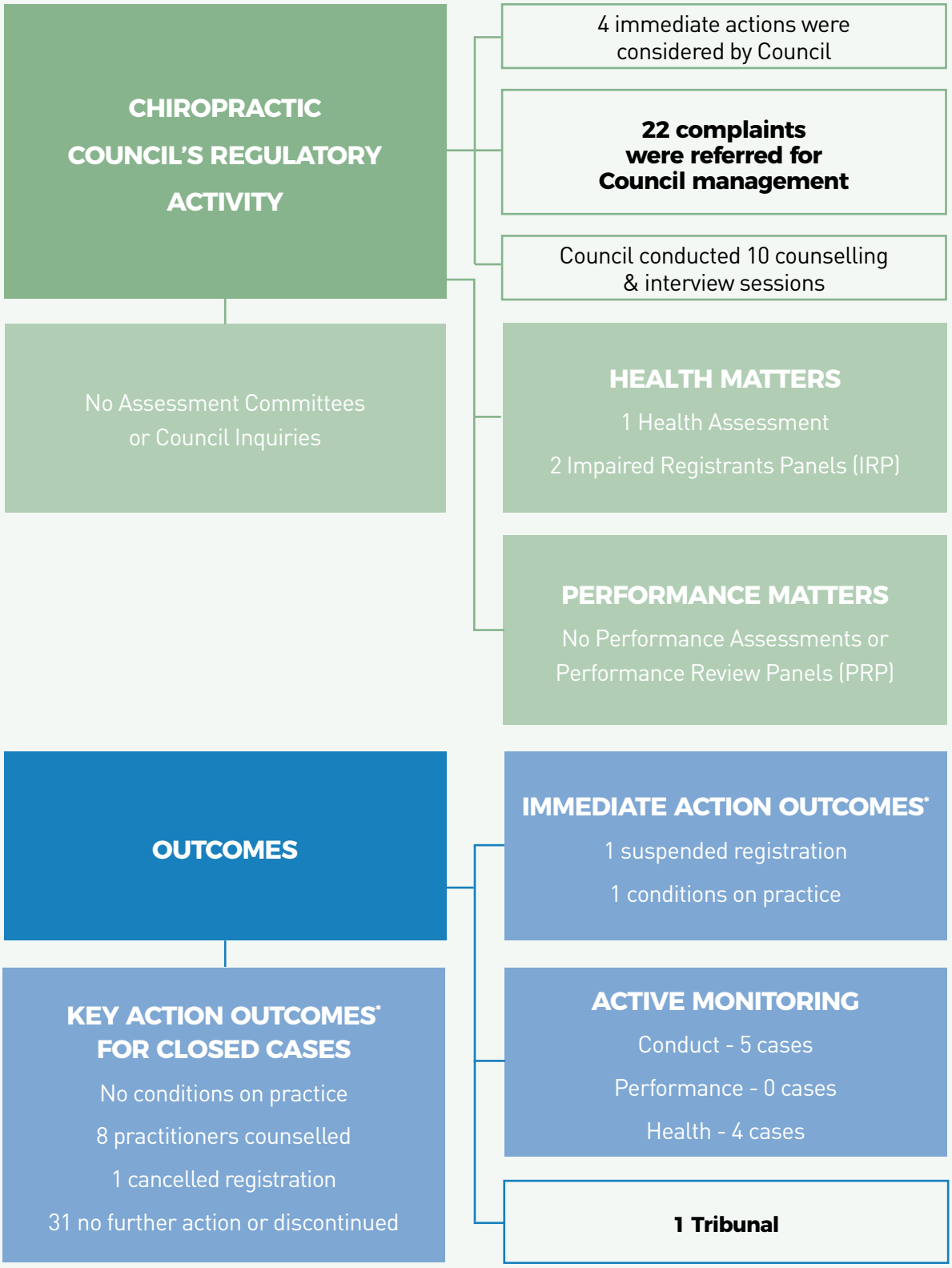
3 year trend in number of complaints about chiropractors



Chiropractic Council

2018-19 Summary

CHIROPRACTIC COUNCIL'S REGULATORY ACTIVITY – MATTERS CONCLUDED



*Not all outcomes are included and a complaint may have more than one outcome

Council Members

Four members sit on the Chiropractic Council as set out in the National Law.

Council members are nominated by the Minister for Health and appointed by the Governor.

Registered Chiropractic practitioner members:

- Dr Wayne Minter AM, BEc, BAppSc (Chiro), PG Dip, (NMS Rehabilitation), FICC
- Dr Lawrence Whitman BSc, DC Chiro
- Dr Christopher Burrell BSc, LLB, MChiro, MRes

Legal member:

- Mr Matthew Seisun B App Sc (Chiro), LLB

The Governor appointed Dr Wayne Minter AM as President of the Chiropractic Council.

The Governor appointed Dr Lawrence Whitman as Deputy President of the Chiropractic Council.

Executive Officer

Mrs Maricel O'Farrell is the Executive Officer for the Chiropractic Council. Ms Heather Comino has been providing Executive Officer support to the Council since April 2019 while Mrs O'Farrell is on leave.

The Executive Officer is part of a team of 11 led by Ms Farina Bains. This team works with 11 of the health professional Councils.

All staff working both directly and indirectly with the Council are employed by the HPCA as an executive agency of the Ministry of Health. Councils cannot employ staff under the National Law.

Council Meeting Attendance

The Chiropractic Council met 11 times during the year.

Table i: Member attendance at Council meetings, eligibility to attend and term of office

Member	Meetings Attended	Meetings Eligible to Attend	Date first appointed	Current Term of Office*
President Dr Wayne Minter AM	10	11	1 July 2017	1 July 2017 – 20 June 2020
Deputy President Dr Lawrence Whitman	8	11	6 March 2013	1 July 2018 – 30 June 2021
Dr Christopher Burrell	11	11	1 July 2018	1 July 2018 – 30 June 2021
Mr Matthew Seisun	8	9	29 August 2018	29 August 2018 – 30 June 2021

* Council members are appointed for a term up to three years and may be reappointed up to a maximum of nine years.

Regulatory Committees and Panels

The National Law sets out the committees and panels that assist the Council to undertake its regulatory activities.

Regulatory committees and panels include:

- Impaired Registrants Panels (IRP)
- Performance Review Panels (PRP)
- Assessment Committee

The Chiropractic Council appointed three Impaired Registrants Panels during the year.

Table ii: Regulatory Committee and Panel Membership

Impaired Registrants Panel
Chair Dr Karen Arnold
Council Members N/A
Non Council Members Dr Julie Uren

Council Committees

Councils may establish committees to assist with Council functions. Committee members are not necessarily Council members.

The Chiropractic Council did not appoint any committees this year.

Meetings and Events

The Chiropractic Council was represented at the following meetings and events during the year.

Table iii: Chiropractic Council representation at meetings and events

Name of Meeting / Event	Attended By
Australian Chiropractic Association (NSW) - meeting	Dr Wayne Minter AM - President
International Chiropractic Regulatory Society - meeting	Dr Wayne Minter AM - President
NSW Chiropractors Association of Australia - AGM	Dr Lawrence Whitman - Deputy President
Safer Care Victoria review - spinal manipulation on children	Dr Wayne Minter AM - President

Council Communications and Stakeholder Engagement

The Chiropractic Council website provides easy access to information about the Council and its work, publications, the complaints process and an online complaint form.

As part of the engagement plan for the Chiropractic Council and the National Board, Dr Wayne Minter attended the Chiropractic Board of Australia's education forum in July 2018.

Other stakeholder engagement activities:

- Dr Wayne Minter attended:
  - the joint National Board Chairs and NSW Council President meeting in November 2018
  - the consultation process on Tranche 2 Amendments to the National Law in October 2018.

- Dr Lawrence Whitman provided:
  - a submission on behalf of the Council to the *Safer Care Review of Spinal Manipulation of Children*

Overseas Travel

The Chiropractic Council did not incur any overseas travel costs during the year.

Remuneration

Remuneration for Council members aligns with the Public Service Commission Remuneration Framework for NSW Government Boards and Committees. Council members receive additional payment for interviews, counselling sessions, immediate action inquiries, Council Inquiries and panels. No additional payments are made for other regulatory work such as official visits, committee meetings, training, conferences or preparation for meetings.

Council members are reimbursed for expenses when travelling on official business at Council direction.

Chiropractic Council member remuneration rates are as follows.

President	$4,465 per annum
Deputy President	$4,214 per annum
Council Members	$3,665 per annum

Education and Research Account

The Chiropractic Council maintains an Education and Research account. This can be used to fund activities that promote better understanding of professional standards and compliance, issues that lead to complaints and how complaints are managed. The account may also be used to fund research activity including Council specific initiatives and collaborative projects.

There was no expenditure from the Education and Research account this year.

Financial Management

The Chiropractic Council's accounts performance was reported in the Financial Statement as follows.

Accounts Performance 2018/19	$
Revenue	430,904
Operating expenditure	316,303
Gain / (loss) on disposal	(4)
Net result	**114,597**
Net cash reserves* (cash and cash equivalents minus current liabilities)	**973,400**

* Included in the cash reserves is an Education and Research bank account balance of $19,078.

The Chiropractic Council's budget for the period 1 July 2019 to 30 June 2020 is as follows.

Budget 2019/20	$
Revenue	431,668
Operating expenditure	416,080
Net result	**15,588**

Full financial statements are presented in Part 3 of this report '*Financial Statements for NSW Health Professional Councils*'.

Dental Council of NSW

Annual Report 2018-19

JOINT ANNUAL REPORTS OF THE 15 NEW SOUTH WALES HEALTH PROFESSIONAL COUNCILS

ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH PRACTICE COUNCIL CHINESE MEDICINE COUNCIL CHIROPRACTIC COUNCIL DENTAL COUNCIL MEDICAL COUNCIL MEDICAL RADIATION PRACTICE COUNCIL NURSING AND MIDWIFERY COUNCIL OCCUPATIONAL THERAPY COUNCIL OPTOMETRY COUNCIL OSTEOPATHY COUNCIL PARAMEDICINE COUNCIL PHARMACY COUNCIL PHYSIOTHERAPY COUNCIL PODIATRY COUNCIL PSYCHOLOGY COUNCIL

President's Message

Dental Council of NSW

On behalf of the Dental Council of NSW (the Council), I present the 2018/2019 Annual Report.

The Council continues to fulfil its statutory obligation of protecting the public by ensuring that dental practitioners in NSW are practising safely and continuing to comply with standards and guidelines.

There has been a continued increase in complaints being made about dental practitioners and the majority of these relate to treatment and performance. A number of complaints also relate to a practitioner's conduct, with a smaller number pertaining to health.

Following receipt of a complaint in mid-2018, serious infection control breaches and non-compliance with approved guidelines were identified. This resulted in a public health notice being issued advising patients to be tested for blood-borne viruses.

As a result of this, a key focus of the Council's work this year has been on infection control. The Council has reminded dental practitioners of their obligations relating to safe practice and the need to ensure they comply with approved infection control guidelines. The Council also introduced two initiatives to assess and monitor compliance with these guidelines.

A remote desktop infection control audit occurred for each new complaint being managed by the Council during the period August 2018 to February 2019. This process required dental practitioners to provide documentation demonstrating their compliance with the guidelines.

In November 2018, the Council also introduced a 12-month random inspections program to confirm compliance with the guidelines. This program involves a random selection of dental practitioners having their practices inspected by Authorised Persons approved by Council.

It is pleasing to report that, at this time, and based on the data and information arising from these initiatives, the vast majority of practitioners are complying with infection control guidelines. The Council will continue to assess the information gained as a result of these initiatives to determine whether further interactions with dental practitioners is required.

As part of the Council's Action Plan, another focus is stakeholder engagement. The Council has developed an engagement framework with the Dental Board of Australia (DBA) and met face to face with the Board in March 2019 to continue this engagement and to discuss issues of relevance to practitioners practising in NSW. The Council is also committed to continued dialogue with the professional associations and other stakeholders throughout the year.

A number of committed individuals are involved in the Council's work and it would be remiss of me not to acknowledge their contributions. I would like to thank my fellow Council members, our Professional Officers and Authorised Persons, the members of the Assessment Committee, and our numerous panel and hearing members. I would also like to acknowledge the contribution Dr Penny Burns has made to the work of the Council. Penny has served as both a member and Deputy President on the Council with her term ending on 30 June 2019. Penny has now been appointed to the Dental Board of Australia and we wish her all the best for the future.

It is with pleasure that on behalf of the Council I welcome our new Dental Practitioner member Dr Colyn Pavey whose term commences on 1 July 2019.

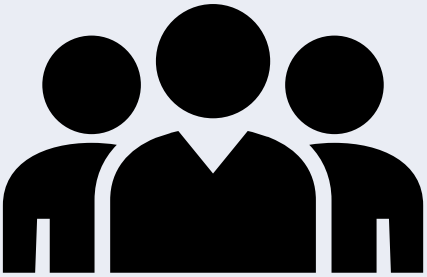
Finally, my thanks are extended to the staff of the Health Professional Councils Authority, and in particular the Dental Council team, for its ongoing support of the Council, its committees and panels.

Conjoint Associate Professor F. Shane Fryer OAM
President
Dental Council of NSW

Dental Council

2018-19 Summary

DENTAL PRACTITIONERS

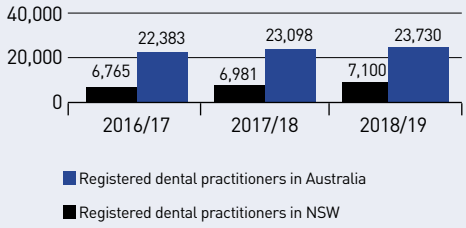


7,100
Registered dental practitioners in NSW

30%
of Australian dental practitioners practise in NSW

5%
of NSW dental practitioners had complaints made about them

3 year trend in number of registered dental practitioners

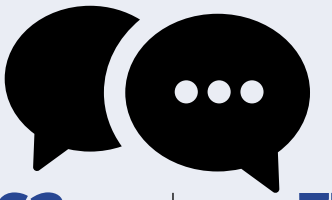


COMPLAINTS ABOUT DENTAL PRACTITIONERS

281
cases were open at the beginning of the year

464
cases were closed during the year

279
cases were open at the end of the year



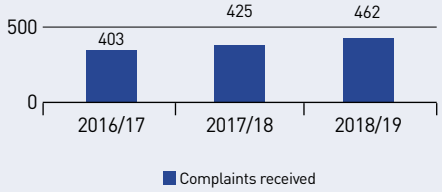
462
complaints were received about 335 dental practitioners in 2018/19

37
of the complaints received were mandatory notifications about 14 practitioners

Complaints were mainly from:
Patients - **59%**

Complaints were mainly about:
Clinical care - **62%**

3 year trend in number of complaints about dental practitioners



Dental Council

2018-19 Summary

DENTAL COUNCIL'S REGULATORY ACTIVITY – MATTERS CONCLUDED

DENTAL COUNCIL'S REGULATORY ACTIVITY

- 42 immediate actions were considered by Council
- **231 complaints were referred for Council management**
- Council conducted 57 counselling & interview sessions

26 COUNCIL INQUIRIES
13 ASSESSMENT COMMITTEES

HEALTH MATTERS
17 Health Assessments
9 Impaired Registrants Panels (IRP)

PERFORMANCE MATTERS
1 Performance Assessment
No Performance Review Panels (PRP)

OUTCOMES

IMMEDIATE ACTION OUTCOMES*
4 suspended registrations
17 conditions on practice

KEY ACTION OUTCOMES* FOR CLOSED CASES
16 conditions on practice
10 counselled practitioners
10 cancelled or surrendered registration
382 no further action or discontinued

ACTIVE MONITORING
Conduct - 18 cases
Performance - 44 cases
Health - 13 cases

4 Tribunals

*Not all outcomes are included and a complaint may have more than one outcome

Council Members

Twelve members sit on the Dental Council as set out in the National Law.

Council members are nominated by the Minister for Health and appointed by the Governor.

Registered dental practitioner members:

- Conjoint Associate Professor Frederic (Shane) Fryer OAM, BDS, MDSc (Syd), FRACDS, MRACDS(Orth) (Dentist/Dental Specialist)
- Dr Kavita Lobo BDS (Hons), FICD, FPFA, FADI (Dentist)
- Dr Christine Biscoe BDS (Syd), FPFA, FADI, FICD (Dentist)
- Dr Anthony Burges BDS, FRACDS, FICD, FPFA, FADI (Dentist)
- Dr Penny Burns BDS (Hons) Syd, FPFA, FICD, FADI (Dentist)
- Mr Christiaan Claassens Adv Dip DP(Syd), Dip DT (Syd) (Dental Prosthetist)
- Conjoint Associate Professor William O'Reilly AM, BDS (Syd), Dip Law, BAB, FACLM, CHE (Dentist)
- Dr John Pearman BDS (Syd), FPFA, FADI, FICD (Dentist)
- Associate Professor Janet Wallace PhD, GCPTT, BOH, Dip DT, Dip BM, Hon FADI (Oral Health Therapist)

Legal member:

- Ms Rosemary MacDougal Dip Law (LPAB)

Community members:

- Mr David Owen MBA BSc
- Ms Jebby Phillips BA (Hons)

The Governor appointed Conjoint Associate Professor Fryer OAM as President of the Dental Council.

The Governor appointed Dr Lobo as Deputy President of the Dental Council.

Executive Officer

Mr Colin Borg is the Executive Officer for the Dental Council.

The Executive Officer leads a team of eight who work directly with the Council.

All staff working both directly and indirectly with the Council are employed by the HPCA as an executive agency of the Ministry of Health. Councils cannot employ staff under the National Law.

Council Meeting Attendance

The Dental Council met 12 times during the year.

Table i: Member attendance at Council meetings, eligibility to attend and term of office

Member	Meetings Attended	Meetings Eligible to Attend	Date first appointed	Current Term of Office*
President Conjoint Associate Professor Frederic (Shane) Fryer OAM	12	12	1 May 2014	1 May 2017 - 30 June 2019
Deputy President Dr Kavita Lobo	10	12	1 July 2015	1 July 2018 - 30 June 2021
Dr Christine Biscoe	9	12	1 July 2015	1 July 2018 - 30 June 2021
Dr Anthony Burges	9	12	1 July 2012	28 March 2018 – 30 June 2020
Dr Penny Burns	8	12	1 July 2010	1 July 2018 - 30 June 2019
Mr Christiaan Claassens	11	12	1 July 2018	1 July 2018 - 30 June 2021
Ms Rosemary MacDougal	11	12	17 July 2013	1 July 2016 - 30 June 2019
Conjoint Associate Professor William O'Reilly AM	11	12	1 July 2012	1 July 2018 - 30 June 2021
Mr David Owen	9	12	1 July 2012	28 March 2018 - 30 June 2020
Dr John Pearman	6	12	1 July 2015	28 March 2018 - 30 June 2020
Ms Jebby Phillips	9	12	28 March 2018	28 March 2018 - 30 June 2020
Associate Professor Janet Wallace	8	12	1 July 2012	28 March 2018 - 30 June 2020

* Council members are appointed for a term up to three years and may be reappointed up to a maximum of nine years.

Regulatory Committees and Panels

The National Law sets out the committees and panels that assist the Council to undertake its regulatory activities.

Regulatory committees and panels include:

- Impaired Registrants Panels (IRP)
- Performance Review Panels (PRP)
- Assessment Committees

The Dental Council appointed the following regulatory committees and panels:

Regulatory Committees and Panels	Number of Regulatory Committee and Panels
Impaired Registrants Panels	13
Performance Review Panels	Nil
Assessment Committees	1

Table ii: Regulatory Committees and Panel Membership

Impaired Registrants Panel	Assessment Committee
Chair N/A	**Chair** Dr Mark Sinclair
Council Members Nil	**Council Members** Nil
Non Council Members Dr Karen Arnold Dr Robert Smith Dr Angie Lang Professor F. A. Clive Wright Professor Ronald Grunstein	**Non Council Members** Mr Martin Dunn Ms Kay Franks Dr Edward Peel Dr Megan Phillips Ms Frances Taylor Dr David Wheatley

Council Committees

Councils may establish committees to assist with Council functions. Committee members are not necessarily Council members.

The Dental Council appointed/reappointed three Council committees this year.

Table iii: Council Committees and Membership

Complaints and Notifications Committee	Education and Research Committee	Health Committee
Chair Dr Anthony Burges	**Chair** Associate Professor Janet Wallace	**Chair** N/A
Council Members Dr Penny Burns Mr Christiaan Claassens Dr Kavita Lobo Mr David Owen Dr John Pearman	**Council Members** Dr Anthony Burges Conjoint Associate Professor F. Shane Fryer OAM Mr David Owen	**Council Members** Dr Christine Biscoe Dr Penny Burns Conjoint Associate Professor William O'Reilly AM Associate Professor Janet Wallace
Non Council Members Nil	**Non Council Members** Nil	**Non Council Members** Nil

Meetings and Events

The Dental Council was represented at the following meetings and events during the year.

Table iv: Dental Council representation at meetings and events

Name of Meeting / Event	Attended By
Presentation to final year dental students at the Australian Dental Association NSW	Conjoint Associate Professor F. Shane Fryer – President
Ministry of Health Regulators Forum and/or Workshop	Conjoint Associate Professor F. Shane Fryer – President Conjoint Associate Professor William O'Reilly – Council Member
Meeting between Council Presidents, Health Professional Councils Authority and AHPRA	Conjoint Associate Professor F. Shane Fryer – President
Australian Dental Association NSW CPD Day	Mr Christiaan Claassens – Council Member
NRAS 2019 Combined Meeting and Research Summit	Conjoint Associate Professor F. Shane Fryer – President
State Oral Health Executive Meeting	Conjoint Associate Professor F. Shane Fryer – President
Doctors' Health Advisory Service: Join the conversation	Dr Kavita Lobo – Deputy President
Joint Dental Board of Australia and Dental Council Meeting	Conjoint Associate Professor F. Shane Fryer - President Dr Kavita Lobo - Deputy President Dr Christine Biscoe – Council Member Mr Christiaan Claassens – Council Member Ms Rosemary MacDougal – Council Member Conjoint Associate Professor William O'Reilly – Council Member Mr David Owen – Council Member Dr John Pearman – Council Member Ms Jebby Phillips – Council Member

Council Communications and Stakeholder Engagement

The Dental Council website provides easy access to information about the Council and its work, publications, the complaints process and an online complaint form.

The Dental Council also distributes electronic newsletters to dental practitioners working in NSW. One newsletter was distributed this year. Two additional email communications were distributed to dental practitioners relating to the Council's desktop audit for infection control compliance and random infection control inspections program.

As part of the engagement plan for the Dental Council and the National Board, a face-to-face meeting was held in March 2019. The Council is represented on relevant National Board working groups and also provides submissions to a number of the National Board's consultation papers.

Other stakeholder engagement activities included a meeting between the Chair of the Doctors' Health Advisory Service (DHAS) and the Council to discuss the important work and ongoing support of the DHAS by the Council. At this meeting, the Council also reiterated the importance of the DHAS extending its support, not only to dentists, but to all dental practitioners.

A number of other presentations were delivered by the Executive Officer throughout the year, including at the Australian Dental Association NSW's convention in Canberra and to final year dental students at Charles Sturt University in Orange.

Overseas Travel

The Dental Council did not incur any overseas travel costs during the year.

Remuneration

Remuneration for Council members aligns with the Public Service Commission Remuneration Framework for NSW Government Boards and Committees. Council members receive additional payment for interviews, counselling sessions, immediate action inquiries, Council Inquiries and panels. No additional payments are made for other regulatory work such as official visits, committee meetings, training, conferences or preparation for meetings.

Council members are reimbursed for expenses when travelling on official business at Council direction.

Dental Council member remuneration rates are as follows.

President	$20,000 per annum
Deputy President	$11,143 per annum
Council Members	$9,690 per annum

Education and Research Account

The Dental Council maintains an Education and Research account. This can be used to fund activities that promote better understanding of professional standards and compliance, issues that lead to complaints and how complaints are managed. The account may also be used to fund research activity including Council specific initiatives and collaborative projects.

There was no expenditure from the Education and Research account this year.

Financial Management

The Dental Council's accounts performance was reported in the Financial Statement as follows.

Accounts Performance 2018/19	**$**
Revenue	2,813,735
Operating expenditure	3,344,829
Gain / (loss) on disposal	(48)
Net result	**(531,142)**
Net cash reserves* (cash and cash equivalents minus current liabilities)	**1,932,935**

* Included in the cash reserves is an Education and Research bank account balance of $437,200.

The Dental Council's budget for the period 1 July 2019 to 30 June 2020 is as follows.

Budget 2019/20	**$**
Revenue	3,446,751
Operating expenditure	3,994,406
Net result	**(547,655)**

Full financial statements are presented in Part 3 of this report '*Financial Statements for NSW Health Professional Councils*'.

Medical Council
OF NEW SOUTH WALES

Medical Council of NSW

Annual Report 2018-19

JOINT ANNUAL REPORTS OF THE 15 NEW SOUTH WALES HEALTH PROFESSIONAL COUNCILS

ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH PRACTICE COUNCIL CHINESE MEDICINE COUNCIL CHIROPRACTIC COUNCIL DENTAL COUNCIL MEDICAL COUNCIL MEDICAL RADIATION PRACTICE COUNCIL NURSING AND MIDWIFERY COUNCIL OCCUPATIONAL THERAPY COUNCIL OPTOMETRY COUNCIL OSTEOPATHY COUNCIL PARAMEDICINE COUNCIL PHARMACY COUNCIL PHYSIOTHERAPY COUNCIL PODIATRY COUNCIL PSYCHOLOGY COUNCIL

President's Message

Medical Council OF NEW SOUTH WALES

This year the Council made significant strides toward our goal of delivering effective, timely and accessible services for health consumers and practitioners who are the subject of a complaint.

Most practitioners who are the subject of a complaint never have another complaint and may require no intervention on the part of the Council. However, a small subset represent a significant risk to the public and the profession and require an early response. So while overall complaints remained stable, the number of times the Council considered urgent action increased. In each of these cases, a doctor's performance or conduct potentially posed a high risk to the community. The Council's active use of its regulatory powers reflects both its protective remit and changing community expectations, especially in relation to matters such as sexual assault and domestic violence.

In 2018 Council commissioned Gail Furness SC to examine the Council and the former NSW Medical Board's management of obstetrician/gynaecologist Dr Emil Gayed who was the subject of many complaints about unsatisfactory performance over two decades. The case highlighted the limitations of the Council's ability to ensure remediation in a small category of poorly performing practitioners and the role of long term restrictions on practice in these cases.

In response to the Furness recommendations, several initiatives aimed at strengthening the Council's ability to identify and manage poorly performing doctors are underway. By looking back over a practitioner's history with the Council, we identified a small group who have been the subject of multiple complaints. This small group represents an ongoing risk and is being more actively managed.

The Council relies heavily on part-time hearing members who make risk-based decisions as delegates of the Council. In order to support them in making consistent, quality decisions the Council has invested in a five module online learning program in conjunction with the NSW Nursing and Midwifery Council. The course is a core induction and refresher course for all hearing members.

A major project has begun to transform our performance program over the next 18 months. It will use evidence-based risk assessment as an aid to decision making and engage the practitioners and their advisors to develop a consensus approach to remediation where possible.

On behalf of the Council, I thank Dr Roger Boyd on his retirement from the Council for his dedicated service over seven years as a Council member. Dr Boyd was the Royal Australian College of Medical Administrators nominee on Council.

Finally, I would like to thank all our hardworking Council and Committee members, our hearing members and assessors and of course the HPCA staff, whose loyalty and commitment make our work possible.

Associate Professor Richard Walsh
President
Medical Council of New South Wales

Medical Council

2018-19 Summary

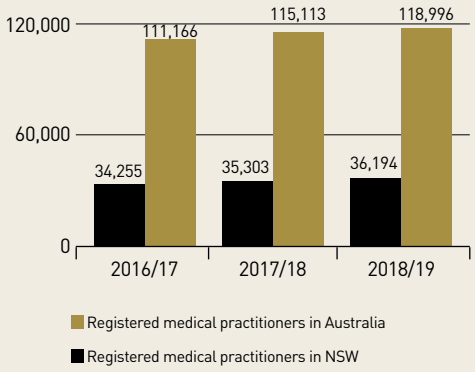
MEDICAL PRACTITIONERS

36,194
Registered medical practitioners in NSW

30%
of Australian medical practitioners practise in NSW

6%
of NSW medical practitioners had complaints made about them

3 year trend in number of registered medical practitioners

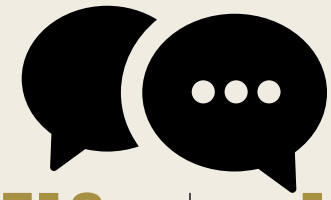


COMPLAINTS ABOUT MEDICAL PRACTITIONERS

1,270
cases were open at the beginning of the year

2,511
cases were closed during the year

1,277
cases were open at the end of the year



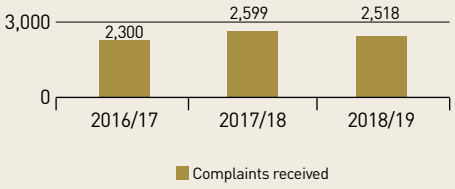
2,518
complaints were received about 2,051 medical practitioners in 2018/19

110
of the complaints received were mandatory notifications about 101 practitioners

Complaints were mainly from:
Patients - **53%**

Complaints were mainly about:
Clinical care - **48%**

3 year trend in number of complaints about medical practitioners



Medical Council

2018-19 Summary

MEDICAL COUNCIL'S REGULATORY ACTIVITY – MATTERS CONCLUDED

MEDICAL COUNCIL'S REGULATORY ACTIVITY

- 229 immediate actions were considered by Council
- **487 complaints were referred for Council management**
- Council conducted 161 counselling & interview sessions

7 PROFESSIONAL STANDARDS COMMITTEES

HEALTH MATTERS

205 Health Assessments

68 Impaired Registrants Panels (IRP)

PERFORMANCE MATTERS

35 Performance Assessments

8 Performance Review Panels (PRP)

OUTCOMES

IMMEDIATE ACTION OUTCOMES*

28 suspended registrations

25 surrendered registrations

119 conditions on practice

KEY ACTION OUTCOMES* FOR CLOSED CASES

81 conditions on practice (imposed or by consent)

3 practitioners counselled

67 cancelled, suspended or surrendered registrations

2,185 no further action or discontinued

ACTIVE MONITORING

Conduct - 226 cases

Performance - 50 cases

Health - 131 cases

22 Tribunals

*Not all outcomes are included and a complaint may have more than one outcome

Achievements

Look-back project

The Council recognises that the complaint history of medical practitioners is one of many indicators of risk. This was reinforced by Gail Furness SC in her report following her review of the Council's management of Dr Emil Gayed (*see information below on Furness Report into Dr Emil Gayed*).

Accordingly, the Council has undertaken a review of medical practitioners with 10 or more complaints to ascertain residual risk to the health and safety of the public.

As a result of the *Look-back* project, the Council has designed alert tools and processes to ensure complaints and conditions involving this small group of doctors (less than 1% of registered NSW medical practitioners) are actively monitored. Council decision-makers are also better informed about practitioners with significant complaint histories, so that they can better assess the risk to the public when considering regulatory action.

Furness Report into Dr Emil Gayed

In July 2018, the Medical Council engaged Ms Gail Furness SC to conduct an inquiry into the management of complaints about obstetrician/gynaecologist, Dr Emil Gayed, by the former NSW Medical Board and the Council.

Dr Gayed was the subject of multiple complaints over two decades, mostly related to adverse surgical outcomes. Dr Gayed was subject to extensive regulatory action by the Council in response to these complaints. He continued practising until 2017 when the Council suspended his registration. In July 2018, the NSW Civil and Administrative Tribunal (NCAT) cancelled Dr Gayed's registration for three years.

Ms Furness' 188-page report detailed this history and made several recommendations for improved handling of practitioners with a lengthy complaints history. The Council published Ms Furness' report on its website. In doing so, Associate Professor Richard Walsh, the Council's President, stated: *'The Council recognises the importance of prompt, relevant action in response to a finding of unsatisfactory performance by medical practitioners and is committed to improving the effectiveness of its regulatory functions in protecting the public.'*

The Council is committed to improving its operations to ensure consistent, proactive regulatory action is taken against poorly performing doctors. A range of projects and initiatives, a number of which were underway prior to the commissioning of the Furness Report, are detailed in this annual report.

Improving what we do now

As workloads increase, the Council implemented several initiatives during the year to streamline its current Performance Program processes. A sub-team within the Council's Case Management division was established to expedite performance interviews, performance assessments, and performance review panels. Greater use will be made of performance assessments conducted at the Council, using video conferencing where possible. This will improve timeliness and reduce the requirement for practitioners and assessors to travel long distances. The Council has also redesigned the reporting template for performance assessments to clearly highlight any aspects of poor performance that have been identified in the performance assessment.

Contribution to national policy development and reviews

The Council was invited to provide feedback on several national policy reviews conducted by the Medical Board of Australia over the past 12 months.

This included the development of guidelines for medical practitioners who provide complementary and unconventional medicine and emerging treatments. The Council is very supportive of this review as this is an area of increasing public concern. Complementary medicine and emerging treatments can present challenges for health consumers, medical practitioners, patients, and regulators dealing with doctors who are practising these forms of medicine. The Council considers specific national guidelines providing greater clarity about acceptable standards will benefit consumers and practitioners alike.

Online learning for our hearing members launched

In collaboration with the Nursing and Midwifery Council and learning provider the Health Education and Training Institute (HETI), the Council developed and delivered an online professional development course for its panel and hearing members.

This short five module course provides the Council's hearing members with more timely access to core learning and helps support them to make consistent and appropriate decisions on behalf of the Council.

The Council launched the course in December 2018. The majority of the Council's frequently used hearing members had completed the online HETI course by 30 June 2019. All new hearing members are required to complete the HETI course prior to participating in their first hearing or panel.

The Council will evaluate the online course in 2019/2020 to inform a broader education and skills development framework for hearing members.

Business Process Mapping

The Council completed a project in 2018 to document the business processes employed by staff to support the Council's regulatory functions.

This important foundational work underpins future Council service delivery improvements including the redesign of our Performance Program and the wider HPCA Digital Strategy.

New initiatives

Performance Improvement Project

As of 1 July 2019, the Council will undertake a significant transformation project to advance the Performance Program into a validated efficient and effective process.

Delivering more robust and timely processes, the project will further provide new tools and frameworks for dealing with concerns regarding doctors' clinical performance. This will enable the Council to better manage recurring poor performance issues in order to better protect the public. The Council is cognisant of the toll that protracted regulatory action has on practitioners, and the project will also incorporate the recommendations of the Furness review.

The project will transform the Councils' Performance Program over the next 18 months, ensuring alignment with contemporary best practice and consumer expectations. The scope will include a new risk framework to support decision-making; standardised training for all aspects of the program; an evaluation of performance assessment routines/methodology; as well as the implementation of validated performance assessment tools for GPs and commonly represented specialties.

Records digitisation project

A priority for the Council is efficient, secure and long term management of its records including paper-based practitioner registration dating back to the 1950s.

The Council has commenced a project to digitise the practitioner records it holds. This will support more efficient information sharing and collaboration with regulatory partners, the NSW Health Care Complaints Commission (HCCC) and the Australian Health Practitioner Regulation Agency (AHPRA).

This project will be completed over the next two years using existing staff resources.

Research projects

Risk Project

The Council has identified the need for evidence-based tools to support a risk-based approach to decision making, so it can better identify high-risk practitioners and effectively monitor practitioners' compliance with registration conditions.

This research project will identify internationally validated key risk indicators relevant to regulatory decision making at each decision point during the practitioner's journey with the Council. The resulting tool will be an important decision making support for regulatory action.

The Council will engage an external body to undertake the research and develop the risk tool within 12 to 18 months.

Evaluating practitioner conditions to ensure they are effective

The Furness Report highlighted the Council's obligation to continually evaluate the effectiveness of conditions placed on practitioners' registration as a means of maintaining the protection of the public.

As a result, the Council will undertake a research project to consider the effectiveness of practitioner compliance with registration conditions. The Council has allocated funding for the project, which is expected to commence in November 2019 and take 12 months to complete.

All research projects are funded by incomes from medical practitioners' registration fees.

Stakeholder engagement

Engaging with AHPRA

In 2018, regular monthly meetings were held with the national agency, AHPRA and the NSW Board of the Medical Board of Australia (MBA). The regular meetings enable both agencies to work co-operatively on cross-jurisdictional issues, for example, where a complaint about a medical practitioner involves both registration (AHPRA) and regulatory (Council) issues.

Talking with our future doctors

The Council helps to ensure NSW medical students are aware of the role of the Council in regulating medical practitioners and medical students, whilst emphasising the importance of self-care and peer support. During the year the Medical Council delivered presentations to first and final year medical students at the Universities of Sydney, NSW, Western Sydney, Wollongong and Notre Dame.

Supporting quality decision-making through development and training

In line with the Council's strategic goal of supporting quality decision-making, the Council held two professional development events for hearing members and Council decision-makers.

In October 2018, the Council hosted a *connect + learn* event on sexual boundary crossing in the context of medical practice. The keynote speakers included Dr Anne Tonkin, Chair of the Medical Board of Australia and former Chair of the MBA Sexual Boundary Notifications Committee, and Mr Mark Barnett, psychologist and former advisor to Queensland and Victorian Police. This event updated our hearing members' knowledge of risk indicators relevant to sexual assault and grooming. Following the event, over 80% of attendees reported increased confidence in identifying risky behavior and crafting appropriate regulatory responses.

The Council hosted a second *connect +learn* event in June 2019, which explored cognitive impairment in aging practitioners and the associated regulatory challenges for Council decision-makers. Psychiatrist Associate Professor Chanaka Wijeratne provided the keynote presentation at the fully subscribed event which included Council and hearing members and Council Appointed Practitioners. Audience engagement was enhanced through the use of an interactive app.

Communicating with the profession

An important activity for the Council is supporting practitioners by helping them to avoid patient complaints.

The Council produced and distributed four editions of its e-newsletter to the medical profession during the reporting year. The newsletters examined issues linked to trends in Council complaints and offered tips from experts to minimise the chance of patient complaints. The topics explored in the e-newsletter this year included prescribing of addictive medicines, use of social media and the importance of patient communication.

Programs

Intake and Assessment

The Intake and Assessment Team is on the frontline to receive and triage complaints and notifications about registered medical practitioners and medical students. The team liaises closely with the NSW Health Care Complaints Commission (HCCC) and manages the joint consultations at which complaints are considered.

During the reporting year, the Council received 2,518 complaints about 2,051 medical practitioners. Following consultation, the majority of complaints were discontinued as not requiring regulatory intervention. Complaints referred to the Council for further consideration and management totalled 487 and a small number were referred to the HCCC for investigation.

Many complainants feel dissatisfied when their complaints are discontinued. The Council works hard to reassure all complainants that their concerns have been heard and to explain how medical regulation works.

Fitness to Practise

Where public safety may be at risk, the Council must take action. It may do so by imposing conditions on a medical practitioner's registration or in the most serious cases, by suspending the practitioner's registration pending further action by the HCCC or the Council. In 2018/19, the Council undertook 229 immediate action inquiries. This represents a 68% increase on the previous year, continuing an upward trend in the number of high-risk matters being dealt with by the Council under s150 of the law. The Council suspended a practitioner in 14% of immediate action matters and imposed conditions in a further 60% of these immediate action matters. In 25 cases, the practitioner surrendered their registration prior to or during immediate action proceedings.

Performance

Where a complaint is received about a medical practitioner's professional performance, the Council acts to support the primary objective of public safety. The Council applies the legislated standard to determine whether a doctor's performance warrants regulatory intervention. That is, "the standard reasonably expected of a practitioner with an equivalent level of training or experience". Where the professional performance falls below this standard, the Council's Performance Program typically imposes conditions on registration designed to protect the public and to encourage remediation. The Council monitors compliance with these conditions.

The program is non-disciplinary, being designed primarily as protective of patient safety.

The following actions were taken to manage these complaints in the Performance Program in the reporting year:

- performance interviews for 95 practitioners (excluding matters that did not proceed)
- performance assessments for 35 practitioners and performance re-assessments for 2 practitioners
- Performance Review Panels for 8 practitioners

During the course of the year the Council initiated a review of the Performance Program and it is anticipated that the number of Performance Assessments and Performance Review Panels will increase in the next reporting year.

Health

A medical practitioner's health problems may impair his or her capacity to practise medicine safely. The Council's Health Program aims to manage impaired medical practitioners and medical students in a constructive and non-disciplinary manner while still safeguarding the public.

During the year the Council undertook 205 health assessments, a 72% increase on last year and conducted 68 Impaired Registrants Panels, a 30% increase on last year.

Conduct

A complaint which may result in a finding of unsatisfactory professional conduct or professional misconduct by a medical practitioner is dealt with by a Professional Standards Committee (PSC) or the NSW Civil and Administrative Tribunal (NCAT). Less serious matters are addressed in Council counselling interviews with the practitioner.

More information about disciplinary procedures and hearings is available at www.mcnsw.org.au. During 2018/19:

- Counselling interviews closed 59 matters (excluding matters that did not proceed)
- PSCs dealt with 7 practitioners
- 22 medical practitioners were proscecuted before NCAT and at the conclusion of the year 31 matters were listed for hearing.

Monitoring

The Council monitors compliance with conditions.

Conditions are imposed on a medical practitioner's registration to protect the public. Typically these take the following forms:

- Limitations on a medical practitioner's practice. Examples include restricting the type of procedure(s) a medical practitioner may perform or limiting the number of patient consultations per day.
- Conditions aimed at supporting the remediation of the medical practitioner in areas of practise where performance is unsatisfactory. For example, a supervision condition is designed to provide a practitioner with an opportunity to learn from a peer. A condition may be imposed requiring a practitioner to attend a treatment to manage a health issue while continuing in practice. Conditions may require regular review by a Council Appointed Practitioner or participation in alcohol and/or drug testing.

At 30 June 2019, the Medical Council was monitoring 407 practitioners, an increase of 18% on the previous reporting year. Fifty six per cent of active monitoring matters were the result of conduct issues. Thirty-two percent of active monitoring matters resulted from health issues and 12% were due to performance issues. Public conditions imposed on NSW registered medical practitioners are publicly available on the National Register of Health Practitioners.

During the year 67 practitioners exited the Monitoring Program.

Case studies

Dr W: Protecting public safety through immediate action and stakeholder collaboration

A mother was concerned that her child had been given an expired vaccine. The complaint triggered a review by the NSW Public Health Unit (PHU) which referred a complaint about the general practitioner to the Medical Council.

The PHU's review found Dr W had no written vaccine policies or protocols in place and no records or rosters for auditing vaccine expiry dates. Dr W's lack of compliance with vaccine cold storage rules placed her current and former patients at risk, due to the possibility they had received a non-viable vaccine.

The Council took immediate action to protect the health and safety of the public. Dr W was offered the opportunity to consent to an interim condition not to practise medicine. However, she declined the offer and the Council convened immediate action proceedings with Dr W. Towards the conclusion of the discussion with the Council's s.150 panel, Dr W advised she would surrender her registration and (at the age of 77) retire immediately.

Concurrently, the PHU and the NSW Ministry of Health alerted current and former patients at Dr W's practice to advise them that they may need to be revaccinated.

The Council distributed an e-newsletter to all registered NSW medical practitioners highlighting the importance of proper vaccine storage.

This case study illustrates how the Council can use its immediate action powers to engage with a practitioner and its approach to working collaboratively with other health agencies to assess risk and act in a timely way to protect the public.

Dr F: Using our enforcement powers to monitor practitioner conditions

The Council inspected Dr F's medical practice to check that he was complying with conditions imposed prohibiting him from seeing female patients.

At the inspection, the Council's authorised staff found that Dr F was regularly seeing female patients and had therefore been practising in breach of the conditions on his registration. Records were obtained as evidence of these breaches. When Council delegates received this information, Dr F's registration was suspended.

The Council's powers enable proactive monitoring of practitioner compliance with conditions imposed on their registration.

Council Members

Up to 19 members sit on the Medical Council as set out in the National Law. Council members are appointed by the Governor of NSW.

Practitioner members:

- Adjunct Associate Professor Richard George Walsh MBBS (Sydney), FANZCA – Australian and New Zealand College of Anaesthetists nominee
- Dr John Frank Charles Sammut MBBS (Hons) (Sydney), FACEM – Australasian College for Emergency Medicine nominee
- Dr Merran Auland FACRRM, BM.BCh (Oxon), PhD, B.Pharm – Australian College of Rural Remote Medicine nominee
- Dr Roger Gregory David Boyd MBBS (Sydney), MBA (Geneva), MHP (UNSW), FRACMA, AFCHSM, FHKCCM(Hon), GAICD – Royal Australasian College of Medical Administrators nominee (retiring as at 30 June 2019)
- Dr Geoffrey Mark Brieger MBBS (Syd), CU FRANZCOG, FHKAM, MHKCOG, MRACOG - Royal Australian and New Zealand College of Obstetrics and Gynaecology nominee
- Dr Stephen Richard Buckley MBBS (UNSW), FACRM, FAFRM (RACP) – Royal Australasian College of Physicians nominee
- Dr Jennifer Kendrick AM, BSc (Sydney), MBBS (Sydney), MPH (UNSW), GAICD, FRACGP – Royal Australian College of General Practitioners nominee
- Associate Professor Ross Kerridge MBBS, FRCA, FANZCA – Australian Medical Association (NSW) nominee
- Dr Brian Morton AM, MBBS (UNSW), FRACGP, FAMA, AM – Australian Medical Association (NSW) nominee
- Dr Julian Parmegiani MBBS (Hons) (UNSW), FRANZCP, GAICD – Royal Australian and New Zealand College of Psychiatrists nominee
- Dr Elizabeth Tompsett MBBS (Hons) (UNSW), BMedSc (UNSW), PhD (UNSW), FRACS - Royal Australasian College of Surgeons nominee

Legal member:

- Prof Cameron Stewart BEc LLB (Hons) (Macquarie), GradDipLegalPrac (College of Law), GradDipJur, PhD (Sydney), FACLM (Hon)

Community members:

- Mr David Bell MBA (Sydney), BEcon (UQld), BA (UNSW), GAICD, JP (NSW)
- Ms Maria Cosmidis BA, BSW, MM
- Dr Alix Genevieve Magney BA Sociology (Hons), PhD Sociology (UNSW)
- Mr Jason Masters BEc (Flinders), GAICD, CFIAA, CRMA, CGEIT, CFE, JP
- Ms Frances Taylor BA/BSocWk (Sydney)

The Governor appointed Adjunct Associate Professor Richard Walsh as President of the Council.

The Governor appointed Dr John Sammut as Deputy President of the Council.

Senior Officers

Executive Officer

Ms Caroline Lamb BA, LLB, M.Bioethics, GAICD, FCIS is the Executive Officer for the Medical Council. The Executive Officer leads a team that works directly with the Council. Councils cannot employ staff under the National Law. All staff working both directly and indirectly with the Council are employed by the Ministry of Health.

Medical Director

Dr Annette Pantle, MBBS, MPH, FRACMA, FAICD, FAAQHC is the Medical Director of the Medical Council.

Council Meeting Attendance

The Medical Council met six times during the year.

Table i: Member attendance at Council meetings, eligibility to attend and term of office

Member	Meetings Attended	Meetings Eligible to Attend	Date first appointed	Current Term of Office*
President A/Prof Richard Walsh	6	6	1 July 2012	1 July 2018 – 30 June 2021
Deputy President Dr John Sammut	6	6	1 July 2017	2 June 2017 – 30 June 2019
Dr Merran Auland	6	6	2 June 2017	2 June 2017 – 30 June 2019
Mr David Bell	6	6	12 Nov 2014	1 January 2018 – 30 June 2020
Dr Roger Boyd	6	6	1 July 2012	2 June 2017 – 30 June 2019
Dr Geoffrey Brieger	6	6	1 July 2018	1 July 2018 – 30 June 2021
Dr Stephen Buckley	5	6	1 July 2015	1 July 2018 – 30 June 2021
Ms Maria Cosmidis	6	6	1 July 2017	1 July 2017 – 30 June 2020
Dr Jennifer Kendrick	6	6	1 July 2015	1 July 2018 – 30 June 2021
A/Prof Ross Kerridge	3	6	1July 2015	1 July 2018 – 30 June 2021
Dr Alix Magney	6	6	1 July 2012	1 January 2018 – 30 June 2020
Mr Jason Masters	6	6	1 July 2012	1 January 2018 – 30 June 2020
Dr Brian Morton	6	6	1 July 2015	1 July 2018 – 30 June 2021
Prof Balakrishnan (Kichu) Nair	1	4	1 July 2017	1 July 2017 – 30 June 2020**
Dr Julian Parmegiani	6	6	1 July 2015	1 January 2018 – 30 June 2020
Prof Cameron Stewart	6	6	1 July 2017	1 July 2017 – 30 June 2019
Ms Frances Taylor	5	6	1 July 2015	1 July 2018 – 30 June 2021
Dr Elizabeth Tompsett	6	6	1 July 2018	1 July 2018 – 30 June 2021

**resigned February 2019

* Council members are appointed for a term up to three years and may be reappointed up to a maximum of nine years.

Regulatory committees and panels

The National Law sets out the committees and panels that assist the Council to undertake its regulatory activities.

Regulatory committees and panels include:

- Impaired Registrants Panels (IRP)
- Performance Review Panels (PRP)
- Professional Standards Committee (PSC)

The Council appoints regulatory committees and panels as needed.

Council committees

Councils may establish committees to assist with Council functions. Committees may include both Council members and non-members who have expertise in the committee's area of focus.

The Medical Council appointed the following committees during the year.

- Conduct Committee – assesses and manages complaints about medical practitioners and students' unsatisfactory professional conduct.
- Health Committee – assesses and manages complaints about medical practitioners and students who are suffering impairment.
- Performance Committee – assesses and manages complaints about medical practitioners whose clinical performance is below the standard which might reasonably be expected of a doctor with that level of experience.
- Executive Committee – acts on behalf of the Council between full Council meetings.
- Research Committee – plans research activities which contribute to building the evidence base for effective regulatory action.

A Corporate Governance Committee, which was dissolved in 2018, made recommendations about the rules, practices and processes by which Council business is conducted.

Medical Council members generally serve on at least two committees to assist the Council to exercise its functions. In 2018/19 seven non-Council Members also sat on the following committees.

Medical Council committees and membership

Table ii: Membership of Medical Council Committees

Conduct	Health	Performance	Executive	Research	Corporate* Governance
Council Members					
Chair John Sammut	**Chair** Roger Boyd	**Chair** Jennifer Kendrick	**Chair** Richard Walsh	**Chair** Cameron Stewart	**Chair** Jason Masters
Roger Boyd	Merran Auland	David Bell	Roger Boyd	Roger Boyd	David Bell
Geoff Brieger	David Bell	Geoff Brieger	Jennifer Kendrick	Alix Magney	Maria Cosmidis
Stephen Buckley	Maria Cosmidis	Stephen Buckley	Cameron Stewart	Jason Masters	John Sammut
Maria Cosmidis	Jennifer Kendrick	Ross Kerridge	Jason Masters	Richard Walsh	Frances Taylor
Alix Magney	Ross Kerridge	Brian Morton	John Sammut		Richard Walsh
Jason Masters	Alix Magney	John Sammut	David Bell		
Brian Morton	Julian Parmegiani	Merran Auland			
Julian Parmegiani	Elizabeth Tompsett	Elizabeth Tompsett			
Cameron Stewart	Richard Walsh	Richard Walsh			
Frances Taylor		Frances Taylor			
Richard Walsh					
Non-Council Members					
Greg Kesby	Keith Edwards	Martine Walker		Peter Procopis	
	Glen Smith	Choong-Siew Yong		Anthony Eyers	

* Dissolved – the last meeting was held 2 October 2018.

Meetings and events

The Medical Council was represented at the following meetings and events during the year.

Table iii: Medical Council representation at meetings and events

Name of Meeting / Event	Attended By
NSW Ministry of Health Regulators Forum	A/Prof Richard Walsh – President Caroline Lamb – Executive Officer Dr Annette Pantle – Medical Director
MCNSW, MBA and AHPRA	A/Prof Richard Walsh – President Caroline Lamb – Executive Officer Dr Annette Pantle – Medical Director
HCCC Forum	A/Prof Richard Walsh – President Caroline Lamb – Executive Officer
Medical Board of Australia National Conference	A/Prof Richard Walsh – President Caroline Lamb – Executive Officer Dr Annette Pantle – Medical Director
National Registration and Accreditation Scheme (NRAS) Research Summit	A/Prof Richard Walsh – President Caroline Lamb – Executive Officer Dr Annette Pantle – Medical Director
Medical Board of Australian Stakeholder Forum	A/Prof Richard Walsh – President Dr Annette Pantle – Medical Director
Medical Defence Organisation Liaison Meeting	A/Prof Richard Walsh – President Caroline Lamb – Executive Officer Dr Annette Pantle – Medical Director
AMA Liaison Meeting	A/Prof Richard Walsh – President Caroline Lamb – Executive Officer Dr Annette Pantle – Medical Director
Forum of NRAS Chairs and NSW Council Presidents	A/Prof Richard Walsh – President Caroline Lamb – Executive Officer

Overseas travel

Prof Richard Walsh (President), Dr Jennifer Kendrick (Performance Committee Chair), Ms Caroline Lamb (Executive Officer) and Dr Annette Pantle (Medical Director) attended the biennial conference of the International Association of Medical Regulatory Authorities (IAMRA) in Dubai from 6-9 October 2018 at a cost to the Council of $54,142.

Ms Lamb presented a paper at the Conference entitled *Regulating Doctors in the Public Interest: a NSW perspective*. A report was subsequently prepared for the Minister for Health outlining the benefits of attending the conference, including keeping abreast of international trends in risk based regulation of medical practitioners. This continues to inform the Council's approach to its regulatory function.

Remuneration

Medical Council member remuneration rates are as follows.

President	$45,464 per annum
Deputy President	$27,162 per annum
Council Members	$15,000 per annum

Council members are reimbursed for expenses when travelling on official business at Council direction.

Panel and Tribunal members receive remuneration and reimbursement of expenses related to Council business.

Education and research account

The Medical Council maintains an Education and Research account. This can be used to fund activities that promote better understanding of professional standards and compliance, issues that lead to complaints and how complaints are managed. The account may also be used to fund research activity including Council specific initiatives and collaborative projects.

There was no expenditure from the Education and Research account this year.

Financial management

The Medical Council's accounts performance was reported in the Financial Statement as follows.

Accounts Performance 2018/19	**$**
Revenue	14,982,413
Operating expenditure	14,853,029
Gain / (loss) on disposal	0
Other gains / (losses)	(82,634)
Net result	**46,750**
Net cash reserves* (cash and cash equivalents minus current liabilities)	**13,524,460**

* Included in the cash reserves is an Education and Research bank account balance of $2,695.

The Medical Council's budget for the period 1 July 2019 to 30 June 2020 is as follows.

Budget 2019/20	**$**
Revenue	15,565,002
Operating expenditure	19,844,376
Net result	**(4,279,374)**

Full financial statements are presented in Part 3 of this report '*Financial Statements for NSW Health Professional Councils*'.

Medical
Radiation
Practice
Council
of NSW

Medical Radiation Practice Council of NSW

Annual Report 2018-19

JOINT ANNUAL REPORTS OF THE 15 NEW SOUTH WALES HEALTH PROFESSIONAL COUNCILS

ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH PRACTICE COUNCIL CHINESE MEDICINE COUNCIL CHIROPRACTIC COUNCIL DENTAL COUNCIL MEDICAL COUNCIL MEDICAL RADIATION PRACTICE COUNCIL NURSING AND MIDWIFERY COUNCIL OCCUPATIONAL THERAPY COUNCIL OPTOMETRY COUNCIL OSTEOPATHY COUNCIL PARAMEDICINE COUNCIL PHARMACY COUNCIL PHYSIOTHERAPY COUNCIL PODIATRY COUNCIL PSYCHOLOGY COUNCIL

President's Message

Medical Radiation Practice Council of NSW

On behalf of the Medical Radiation Practice Council of New South Wales (Council) I am pleased to submit the Council's Annual Report for 1 July 2018 to 30 June 2019.

The past financial year has seen a number of achievements for the Council that I would like to highlight:

- The Council continues to efficiently perform the core function of regulation, which has enabled us to freeze the fees in NSW for 2019.
- The Council continues to contribute to inter-council research and education and liaison with the Australian Health Practitioner Regulation Agency. This included a presentation by the Medical Radiation Practice Council team at a National Board regulatory conference in Sydney in November 2018 on the role of the Medical Radiation Practice Council in NSW in a co-regulatory environment.
- The Council has been involved in development and implementation of the joint Councils and HPCA three year strategic plan. Engagement with stakeholders remains a strategic priority. Scheduling of presentations to university students to outline the work of the Council in NSW is underway as part of this. An education and engagement opportunity with profession specific conferences to facilitate communication regarding the role of the Council has also been planned. This supports learning and development of the Medical Radiation Practice workforce, and provides an avenue for open dialogue around regulatory messages.

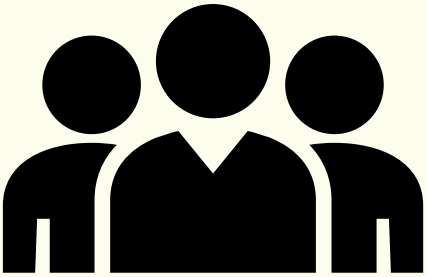
I would like to thank the Health Professional Councils Authority for its assistance and support throughout the year. This has enabled the Council to perform its regulatory and legislative functions and to fulfil its core role of protecting the public. The Council looks forward to a productive year ahead working collaboratively with the Health Care Complaints Commission in a co-regulatory environment.

Ms Tracy Vitucci
President
Medical Radiation Practice Council of New South Wales

Medical Radiation Practice Council

2018-19 Summary

MEDICAL RADIATION PRACTITIONERS

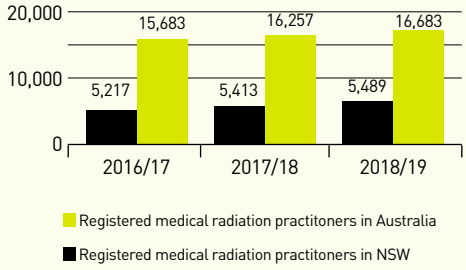


5,489
Registered medical radiation practitoners in NSW

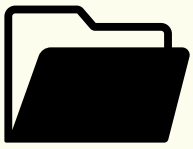
33%
of Australian medical radiation practitoners practise in NSW

0.4%
of NSW medical radiation practitoners had complaints made about them

3 year trend in number of registered medical radiation practitoners

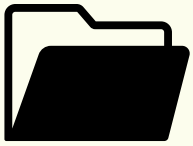


COMPLAINTS ABOUT MEDICAL RADIATION PRACTITONERS

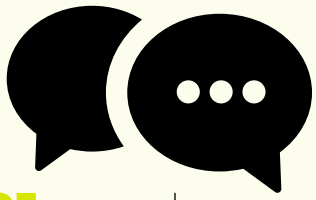


6
cases were open at the beginning of the year

21
cases were closed during the year



6
cases were open at the end of the year



21
complaints were received about 20 medical radiation practitoners in 2018/19

6
of the complaints received were mandatory notifications about 6 practitioners

Complaints were mainly from:

Patients - **5**

Employers - **5**

Other practitioners - **4**

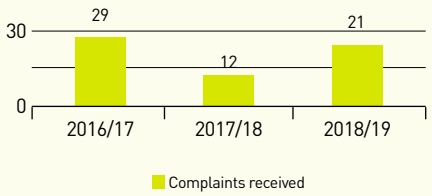
Complaints were mainly about:

Clinical care - **4**

Health impairment - **4**

Behaviour - **4**

3 year trend in number of complaints about medical radiation practitoners



Medical Radiation Practice Council

2018-19 Summary

MEDICAL RADIATION PRACTICE COUNCIL'S REGULATORY ACTIVITY – MATTERS CONCLUDED

MEDICAL RADIATION PRACTICE COUNCIL'S REGULATORY ACTIVITY

- 2 immediate actions were considered by Council
- **7 complaints were referred for Council management**
- Council did not conduct any counselling or interview sessions

No Council inquiries

or Assessment Committees

HEALTH MATTERS

3 Health Assessments

1 Impaired Registrants Panel (IRP)

PERFORMANCE MATTERS

No Performance Assessments or Performance Review Panels (PRPs)

OUTCOMES

IMMEDIATE ACTION OUTCOMES*

1 suspended registration

1 conditions on practice

KEY ACTION OUTCOMES* FOR CLOSED CASES

1 conditions on practice

No practitioners counselled

No cancelled or surrendered registration

18 no further action or discontinued

ACTIVE MONITORING

Conduct - 0 cases

Performance - 0 cases

Health - 5 cases

No Tribunals

*Not all outcomes are included and a complaint may have more than one outcome

Council Members

Six members sit on the Medical Radiation Practice Council as set out in the National Law.

Council members are nominated by the Minister for Health and appointed by the Governor.

Registered Medical Radiation Practice practitioner members:

- Ms Tracy Vitucci MBA, MHSM, BAppSc (MedImaging), DMU, GradDipUltrason, FIR, AF, ACHSM
- Dr Karen Jovanovic HScD, MMedSc, GradDipClinEpid, DCR (T)
- Ms Nadine Thompson BAppSc (MRS) DR Hons I, MEd, MHM, GradCert ClinEd, Cert3 Customer Contact, FASMIRT
- Ms Justine Trpezanovski MPH, MHM, BAppSc (MRS - Nuc Med)

Legal member:

- Mr Greg Ross LLB

Community members:

- Mr Warren Stretton FAICD, FCPA, FCIS, FGIA, FTI, FAMI, CPM

The Governor appointed Ms Tracy Vitucci as President of the Medical Radiation Practice Council.

The Governor appointed Dr Karen Jovanovic as Deputy President of the Medical Radiation Practice Council.

Executive Officer

Ms Asha Mears is the Executive Officer for the Medical Radiation Practice Council.

The Executive Officer is part of a team of 11 led by Ms Farina Bains. This team works with 11 of the health professional Councils.

All staff working both directly and indirectly with the Council are employed by the HPCA as an executive agency of the Ministry of Health. Councils cannot employ staff under the National Law.

Council Meeting Attendance

The Medical Radiation Practice Council met ten times during the year.

Table i: Member attendance at Council meetings, eligibility to attend and term of office

Member	Meetings Attended	Meetings Eligible to Attend	Date first appointed	Current Term of Office*
President Tracy Vitucci	10	10	1 July 2012	1 July 2018 to 30 June 2021
Deputy President Karen Jovanovic	10	10	1 July 2012	1 July 2018 to 30 June 2021
Greg Ross	9	10	1 July 2018	1 July 2018 to 30 June 2021
Warren Stretton	10	10	1 July 2012	1 July 2018 to 30 June 2021
Nadine Thompson	7	10	1 July 2018	1 July 2018 to 30 June 2021
Justine Trpezanovski	9	10	1 July 2017	1 July 2017 to 30 June 2020

* Council members are appointed for a term up to three years and may be reappointed up to a maximum of nine years.

Regulatory Committees and Panels

The National Law sets out the committees and panels that assist the Council to undertake its regulatory activities.

Regulatory committees and panels include:

- Impaired Registrants Panels (IRP)
- Performance Review Panels (PRP)
- Assessment Committees

The Medical Radiation Practice Council appointed one Impaired Registrants Panel during the year.

Table ii: Regulatory Committee Membership

Impaired Registrants Panel
Chair Dr Karen Arnold
Council Members N/A
Non Council Members Mr Robert Lin

Council Committees

Councils may establish committees to assist with Council functions. Committee members are not necessarily Council members.

The Medical Radiation Practice Council did not appoint any committees during the year.

Meetings and Events

The Medical Radiation Practice Council was represented at the following meetings and events during the year.

Table iii: Medical Radiation Practice Council representation at meetings and events

Name of Meeting / Event	Attended By
Rural Alliance in Nuclear Scintigraphy (RAINS) - Conference	Justine Trpezanovski – Council Member
Medical Radiation Practice Board of Australia - Regulation and Practice Conference	Tracy Vitucci – President
Australian Society of Medical Imaging and Radiation Therapy Conference (ASMIRT) - Conference	Tracy Vitucci – President Karen Jovanovic – Deputy President Nadine Thompson – Council Member Justine Trpezanovski – Council Member
University of Newcastle - NSW Regulation Presentation to Students	Karen Jovanovic – Deputy President
NRAS Combined Meeting and Research Summit	Tracy Vitucci – President

Council Communications and Stakeholder Engagement

The Medical Radiation Practice Council website provides easy access to information about the Council and its work, publications, the complaints process and an online complaint form.

As part of the engagement plan for the Medical Radiation Council and the National Board, the Council presented on regulation and complaints management in NSW at the Regulation and Practice Conference.

Other stakeholder engagement activities included having an information booth and sessions at professional conferences and a presentation to university students.

Overseas Travel

The Medical Radiation Practice Council did not incur any overseas travel costs during the year.

Remuneration

Remuneration for Council members aligns with the Public Service Commission Remuneration Framework for NSW Government Boards and Committees. Council members receive additional payment for interviews, counselling sessions, immediate action inquiries, Council Inquiries and panels. No additional payments are made for other regulatory work such as official visits, committee meetings, training, conferences or preparation for meetings.

Council members are reimbursed for expenses when travelling on official business at Council direction.

Medical Radiation Practice Council member remuneration rates are as follows.

President	$4,465 per annum
Deputy President	$4,214 per annum
Council Members	$3,665 per annum

Education and Research Account

The Medical Radiation Practice Council maintains an Education and Research account. This can be used to fund activities that promote better understanding of professional standards and compliance, issues that lead to complaints and how complaints are managed. The account may also be used to fund research activity including Council specific initiatives and collaborative projects.

Education and Research account expenditure this year totaled $9,525 including:

- $1,250 for booth booking and Council attendance at the RAINS Conference 2018
- $8,275 for banner creation, booth booking and Council attendance at the ASMIRT Conference 2019.

Financial Management

The Medical Radiation Practice Council's accounts performance was reported in the Financial Statement as follows.

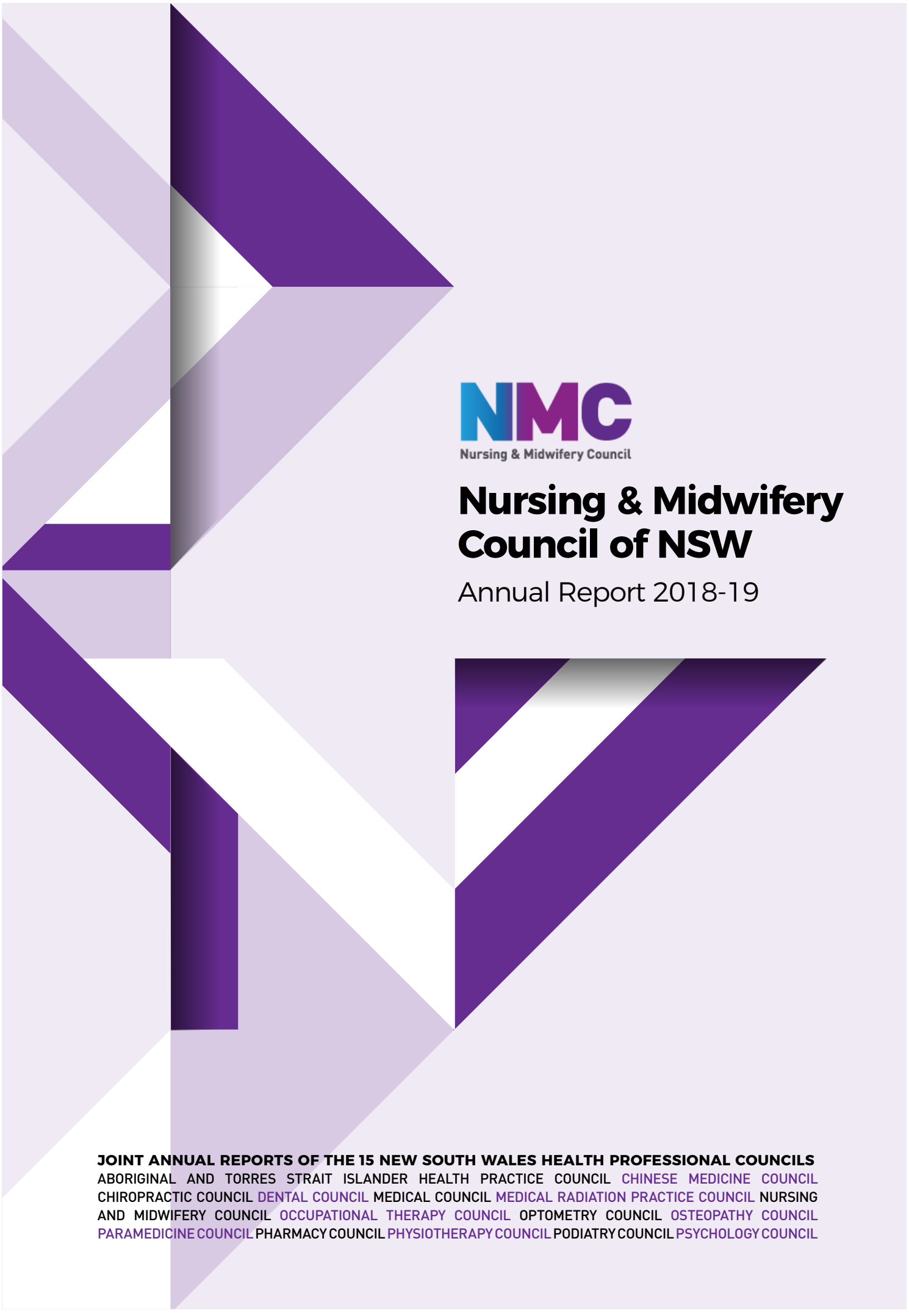
Accounts Performance 2018/19	$
Revenue	336,150
Operating expenditure	214,847
Gain / (loss) on disposal	(2)
Net result	**121,301**
Net cash reserves* (cash and cash equivalents minus current liabilities)	**1,995,056**

* Included in the cash reserves is an Education and Research bank account balance of $42,222.

The Medical Radiation Practice Council's budget for the period 1 July 2019 to 30 June 2020 is as follows.

Budget 2019/20	$
Revenue	309,041
Operating expenditure	295,339
Net result	**13,702**

Full financial statements are presented in Part 3 of this report '*Financial Statements for NSW Health Professional Councils*'.



Nursing & Midwifery Council of NSW

Annual Report 2018-19

JOINT ANNUAL REPORTS OF THE 15 NEW SOUTH WALES HEALTH PROFESSIONAL COUNCILS

ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH PRACTICE COUNCIL CHINESE MEDICINE COUNCIL CHIROPRACTIC COUNCIL DENTAL COUNCIL MEDICAL COUNCIL MEDICAL RADIATION PRACTICE COUNCIL NURSING AND MIDWIFERY COUNCIL OCCUPATIONAL THERAPY COUNCIL OPTOMETRY COUNCIL OSTEOPATHY COUNCIL PARAMEDICINE COUNCIL PHARMACY COUNCIL PHYSIOTHERAPY COUNCIL PODIATRY COUNCIL PSYCHOLOGY COUNCIL

President's Message

Nursing & Midwifery Council

The past year has been productive for the Nursing and Midwifery Council and the team of staff who support us.

Our accomplishments represented a balance of the proactive (completing initiatives from our Strategic Plan) and the reactive (managing a record number of complaints). Striking this balance can be challenging, but a focus on effectiveness and efficiency helped ensure that we were well-positioned for success.

Our Council has experienced significant increases in the number of complaints and notifications year after year since the National Registration and Accreditation Scheme began in 2010. This year was no exception. The flow-on effect is an increase in our hearings, interviews, meetings and other regulatory actions to protect the public. Staff developed and implemented new procedures to address this, including re-organising teams based on pathways, developing a new briefing document format, and initiating new internal communications methods such as the ISBAR process.

To ensure consistency in our protocols and actions, the Council has been reviewing our governance framework, policies and procedures. This helped us identify areas for improvement. We refreshed the Terms of Reference for our sub-committees, implemented a new drug and alcohol monitoring policy for practitioners and adopted a new learning and development policy for our members.

With our new learning and development policy, we completed a strategic initiative that we are particularly proud of, that is our new online learning program for Council and Hearing members. We developed this in collaboration with HETI and the Medical Council of NSW. We designed it in response to members' feedback from our annual survey. The program offers five modules which address best practices for decision-making. It will help ensure that our members are prepared and supported to make the best possible decisions for protecting the public.

Evidence-based regulation continues to be important to the Council. In November 2018, we hosted a Decision-Making Research Symposium. Professor Mary Chiarella and Dr Margaret Cooke PhD (the Council's Executive Officer) presented findings about the meaning of practitioners' insight and its importance to decision-makers and the most important variables which explain different decision outcomes for complaints.

The symposium was an opportunity to engage our stakeholders, which remained another area of focus for the Council. In early 2019, we experienced an influx of requests for our educational roadshows from local health districts around the state. We initially planned three roadshows for the year which we have achieved and will surpass, with an expected record-setting eight roadshows before the end of 2019.

We continue to engage with our partners in regulation, the National Board, AHPRA and the Health Care Complaints Commission, to consult, inform and collaborate about complaints management.

We also continue to extend awareness of our key messages through a refreshed e-newsletter design to sustain strong engagement; branding of items that were well-received at stakeholder events; and integrating key messages into all presentations and publications.

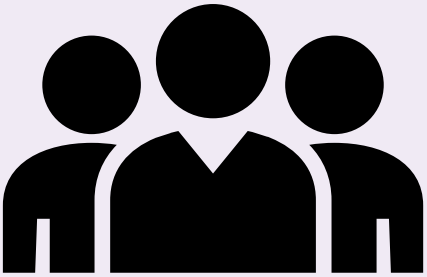
My sincere thanks to my Council colleagues, HPCA staff, particularly the team working directly with Council, and our many partners and stakeholders who support our work.

Associate Professor Bethne Hart
President
Nursing and Midwifery Council

Nursing and Midwifery Council

2018-19 Summary

NURSES AND MIDWIVES

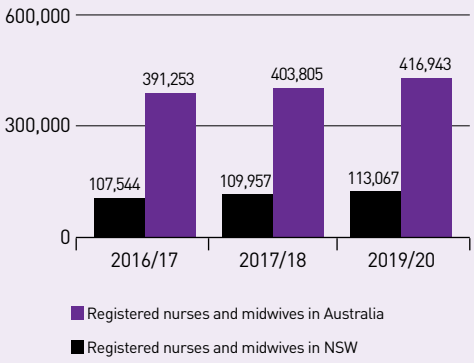


113,067
Registered nurses and midwives in NSW

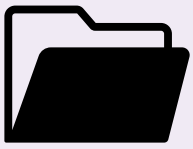
27%
of Australian nurses and midwives practise in NSW

0.7%
of NSW nurses and midwives had complaints made about them

3 year trend in number of registered nurses and midwives

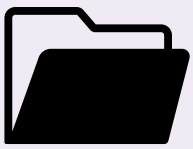


COMPLAINTS ABOUT NURSES AND MIDWIVES



477
cases were open at the beginning of the year

893
cases were closed during the year



422
cases were open at the end of the year

838
complaints were received about 739 nurses and midwives in 2018/19

282
of the complaints received were mandatory notifications about 257 practitioners

Complaints were mainly from:

Employer - **28%**

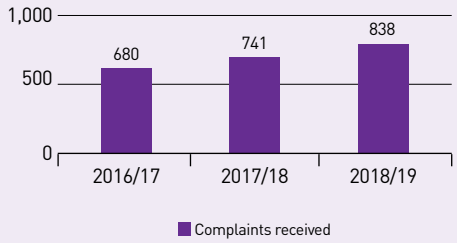
Patient or relative - **26%**

Complaints were mainly about:

Clinical care - **22%**

Health Impairment - **21%**

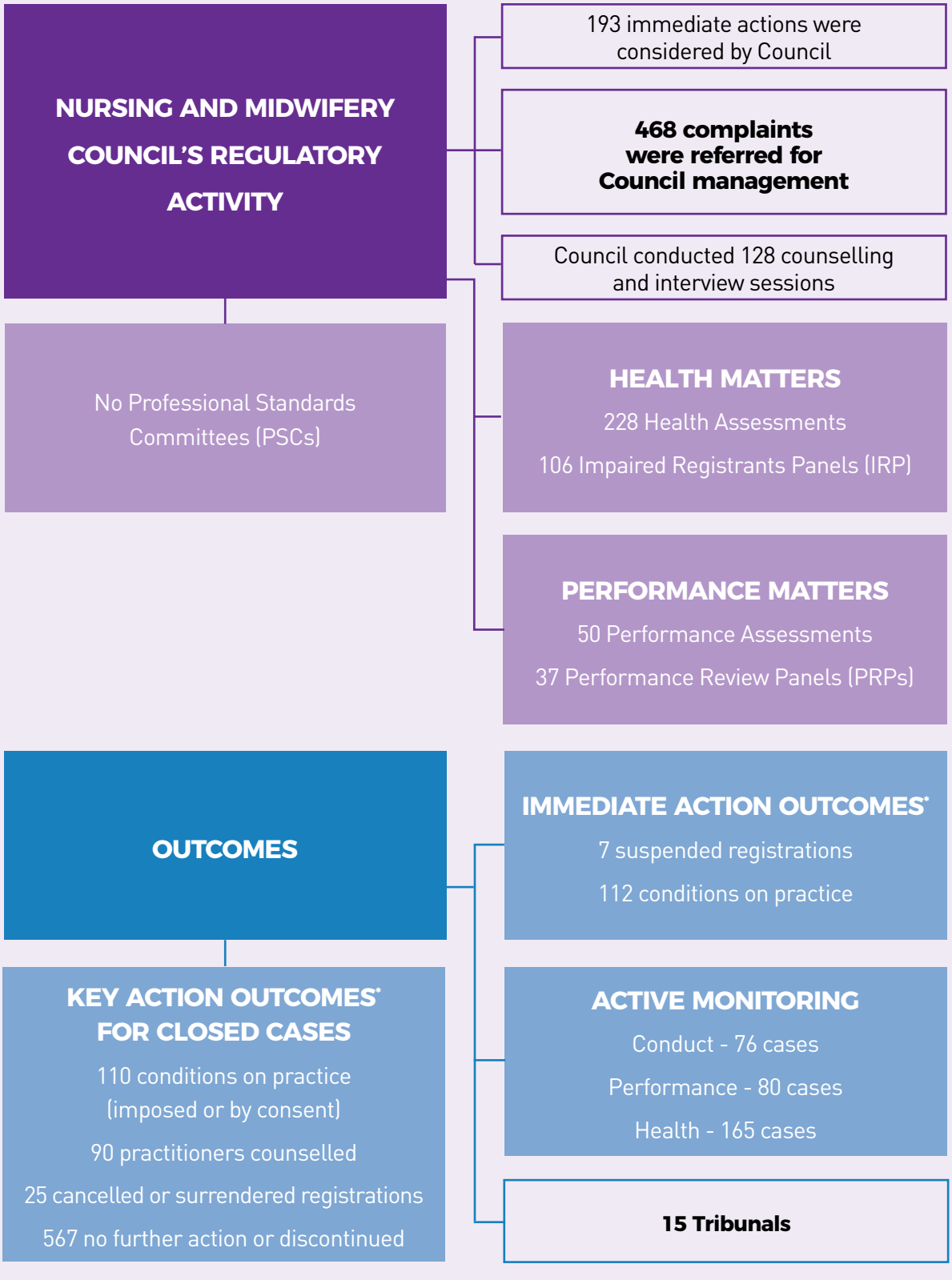
3 year trend in number of complaints about nurses and midwives



Nursing and Midwifery Council

2018-19 Summary

NURSING AND MIDWIFERY COUNCIL'S REGULATORY ACTIVITY – MATTERS CONCLUDED



*Not all outcomes are included and a complaint may have more than one outcome

Council Achievements

This year the Council received a record number of complaints, in keeping with the upward trend since commencement of the Council in 2010. Despite the large number of complaints, the Council continued to operate smoothly with a focus on efficiencies and effectiveness. Two key developments in our operations this year were the implementation of the HPCA's new case management model and organising the handling of complaints in pathway streams.

Governance Framework
The Council began a review of its governance framework to ensure we meet strategic objectives in an integrated and coordinated manner. This included defining and documenting Council activities, looking at reporting structures and processes, aligning regulatory compliance and risk management to address Council needs and developing a governance operating model.

Online Learning Program
The Council wanted to ensure strong support for hearing members in their decision making role to protect the public's safety and the professions' reputation. Providing this support aligns with the first strategic priority of the Joint Strategic Plan for all Councils and the HPCA, that is to build expertise. This also supports a Council goal, to build and sustain capacity, capability and confidence.

Members wanted to know more about communication and interview techniques, the legal framework, assessing complaints, evaluating risk and the purpose and powers of statutory decision-making bodies. Members also said they preferred education via online learning. Consequently the Council collaborated with the Medical Council of NSW and HETI to develop five new learning support tools about: Legal Framework; Roles and Accountabilities; Acting Fairly; Decision Making; and Communication Techniques.

Stakeholder Engagement
The Council's key audiences this year included members, practitioners, complainants, staff, our regulatory partners, industry educators and associations, students, employers and the public. We continued our long-standing engagement with each group.

We engaged with practitioners through newsletters and surveys and conducted roadshows. We offered our members and staff training and education, provided new resources and hosted face-to-face events for sharing peer support and professional advice. We engaged with our partners in formal meetings and in informal settings, sought their feedback on relationships and informed and consulted with them on a regular basis.

We increased our level of engagement with industry, professional associations and educators. We met regularly with the Ministry of Health Nursing and Midwifery Office. The NSW Chief Nursing and Midwifery Officer, Jacqui Cross, contributed to our newsletter, and we welcomed her attendance at our events. We established stronger connections with the Nursing and Midwifery Board of Australia and shared key messages at our roadshows and other events. The Council's record number of roadshows this year also allowed greater engagement with employers, who are the main source of our complaints.

Further details about our engagement activities are under *Council Communications and Stakeholder Engagement* later in this section of the report.

Cultural Safety and Health Care
In October 2018, the Council invited CATSINaM to provide a workshop for members and staff on enabling cultural safety in health care. We developed our understanding of cultural respect and cultural safety. We learned self-reflective practices that increase our capacity to contribute to culturally safe experiences for Aboriginal and Torres Strait Islander patients and colleagues. We also learned to recognise factors that underpin health inequities. Further actions will be undertaken to strengthen the Council's collaborative work with CATSINaM, and Aboriginal and Torres Strait Islander health practitioners, patients, health services and communities.

Key Messages
Three key messages for the 2019 Communications Action Plan were approved by Council in February 2019. They align to the Council's strategic directions and three year Communications and Stakeholder engagement plan. The messages were incorporated in newsletters and roadshows throughout the year.

The key messages are:

1. (*What we do*) The Council manages complaints about the conduct, performance and health of registered health practitioners and the health of nursing and midwifery students in NSW.
2. (*Why we do it*) To protect the public, the Council focuses on safe professional practice (taking action to improve practitioners' understanding and application of the standards), maintaining public safety, and proactively identifying and minimising risk early.
3. (*How we do it*) The Council acts to prevent unsafe practice and has legal powers to do so; in doing so, the Council aims to be transparent about the process, actively engage with stakeholders, promote professional standards and promote safe practice and safe cultures.

Council Members

Fifteen members sit on the Nursing & Midwifery Council as set out in the National Law.

Council members are nominated by the Minister for Health and appointed by the Governor.

Registered Nursing and Midwifery practitioner members:

- Adjunct Professor John G Kelly AM, RN, BA (Hons), LLB, Grad Dip Leg Prac, FACN, FIML, MAPS, MAICD
- Associate Professor Bethne Hart RN, Cert 1V TAA, Dip Clin Hypnotherapy, BA (Soc. Sci), MHPEd, PhD (UNSW) (MHRN)
- Ms Elisabeth Black RN, RM, BN, PGD, MNSc, Cert IV TAE, FACN
- Dr Katchen (Kate) Cheney RN, RM, PhD (Syd), MA Midwifery (New), B Nursing (Syd), RM (GCert), Sexual Health (GCert)
- Dr Allison Cummins RM, Masters of Adult Education, PhD (Midwifery)
- Ms Maryann Curry RN, MHM (UNE), GAICD
- Associate Professor Murray Fisher RN, PhD (USyd), ITU Cert (SVPH), DipAppSc (Nursing) (CCES), BHSc (Nursing) (UTS), MHPEd (UNSW) (tertiary member)
- Ms Angela Garvey RN, B Nursing (QUT), B Arts (USyd) (Nominee of the Association)
- Ms Karyn Godier EN
- Ms Karen Hay EN, Adv Dip Nursing (Perioperative Nursing), MACORN, MNSWOTA
- Adjunct Professor Greg Rickard OAM, RN, BAppSc (Nursing), Grad Dip Comm Counselling, MHSM, DrPH, MACN (Nominee of the College)

Legal member:

- Ms Joanne Muller BSc (Syd), LLB (UTS), DipEd (STC), GAICD

Community members:

- Ms Kerryn Boland PSM, LLB, GDLP
- Mr David Spruell BComm (B'ham), Fellow FINSIA, Fellow AICD
- Ms Jennifer Thommeny, GradCert Appl Mgmt, AIPM, BA(soc) NSW, JP

The Governor appointed Adjunct Professor John G Kelly AM as President of the Nursing and Midwifery Council.

The Governor appointed Associate Professor Bethne Hart as Deputy President of the Nursing and Midwifery Council.

Associate Professor Bethne Hart commences as President after the retirement of Adjunct Professor John G Kelly AM on 30 June 2019.

Executive Officer

Dr Margaret Cooke RN, RM, PhD is the Executive Officer for the Nursing and Midwifery Council. The Executive Officer leads a team of 26 staff who work directly with the Council.

All staff working both directly and indirectly with the Council are employed by the HPCA as an executive agency of the Ministry of Health. Councils cannot employ staff under the National Law.

Council Meeting Attendance

The Nursing and Midwifery Council met six times during the year.

Table i: Member attendance at Council meetings, eligibility to attend and term of office

Member	Meetings Attended	Meetings Eligible to Attend	Date first appointed	Current Term of Office*
President John G Kelly, AM	4	6	15 October 2010	1 July 2018 – 30 June 2019 Retired 30 June 2019 after serving maximum consecutive terms
Deputy President Bethne Hart	4	6	1 July 2012	11 July 2018 – 30 June 2021
Elisabeth Black	5	6	1 July 2015	11 July 2018 – 30 June 2021
Kerryn Boland	4	6	1 January 2018	1 January 2018 – 30 June 2020
Katchen (Kate) Cheney	5	6	1 July 2015	11 July 2018 – 30 June 2021
Allison Cummins	3	6	1 July 2018	11 July 2018 – 30 June 2021 Resigned on 24 May 2019
Maryann Curry	5	6	27 August 2014	1 July 2017 – 30 June 2020
Murray Fisher	5	6	5 August 2015	11 July 2018 – 30 June 2021
Angela Garvey	5	6	1 January 2018	1 January 2018 - 30 June 2020
Karyn Godier	6	6	27 August 2014	1 July 2017 – 30 June 2020
Karen Hay	5	6	1 July 2015	11 July 2018 – 30 June 2021
Joanne Muller	5	6	1 January 2018	1 January 2018 – 30 June 2020
Greg Rickard OAM	5	6	1 July 2018	11 July 2018 – 30 June 2021
David Spruell	4	6	1 July 2012	1 January 2018 – 30 June 2020
Jennifer Thommeny	4	6	1 July 2018	11 July 2018 – 30 June 2021

* Council members are appointed for a term up to three years and may be reappointed up to a maximum of nine years.

Regulatory Committees and Panels

The National Law sets out the committees and panels that assist the Council to undertake its regulatory activities.

Regulatory committees and panels include:

- Impaired Registrants Panels (IRP)
- Performance Review Panels (PRP)
- Professional Standards Committees (PSC)

The Nursing and Midwifery Council appointed the following regulatory committees and panels:

Regulatory Committees and Panels	Number of Regulatory Committee and Panels
Impaired Registrants Panels	106
Performance Review Panels	37
Professional Standards Committee	Nil

Table ii: Regulatory Committees and Panel Membership

Impaired Registrants Panel	Performance Review Panel	Professional Standards Committee
Chair *Decided by committee for each case*	**Co-Chairs** Ian Robert McQualter Elizabeth Anne Angel	Nil held
Council Members Nil	**Council Members** Nil	
Non Council Members Christine Anderson Elizabeth Anne Angel Karen Arnold Lucy Catherine Burns Leeanne Joy Carlin Kathryn Louise Crews Amanda Jane Currie Sue Dawson Michael Diamond Janice Catherine Dilworth Kelly-Anne Eyre Julie Anne Flood Mary-Anne Friend Valerie Lynne Gibson Linda Rosemary Gregory Scott Stanley Hillsley Lynette Margaret Hopper Susan Mary Kennedy Kerry Ann Mawson Maureen Georgina McGovern Ian Robert McQualter Rebekkah Jane Middleton Suellen Carol Moore Patricia Sue Morey Jennifer Elizabeth O'Baugh Alison Reid Shirley Ann Schulz-Robinson Christine Selkirk Deirdre Kirsteen Jane Sinclair Sheree Elise Smiltnieks Gerda Tolhurst	**Non Council Members** Geoffrey Thomas Alder Christine Anderson Jeanette Ruth Barker Deborah Margaret Beaumont Catherine Anne Berglund Kathryn Louise Crews Amanda Jane Currie Kelly-Anne Eyre Karyn Frances Gibson Alison Gray Jennifer Jane Houen Susan Lovrovich Jennifer Elizabeth O'Baugh Sheree Elise Smiltnieks Gerda Tolhurst	

Council Committees

Councils may establish committees to assist with Council functions. Committee members are not necessarily Council members.

The Nursing and Midwifery Council appointed eight committees this year.

Strategic Management Committee
The Committee provides strategic oversight of the Council's activities and makes recommendations arising from monitoring the Council's performance and progress against the strategic plan, developing the risk register, assisting in setting the Council's annual budget and considering legal issues that may arise.

Notifications Committee
The Notifications Committee considers new complaints in consultation with the HCCC and recommends to Council the course of action for each matter. The Notifications Committee also acts under Council delegation to deal with health, conduct and performance complaints referred to the Council for management.

Monitoring and Review Committee
The Committee has delegation to oversee and make decisions on behalf of the Council in relation to monitoring practitioners' compliance with orders and conditions on registration, including easing conditions imposed via the impairment provisions when it is safe to do so.

Education and Quality Committee
The role of the Committee is to provide input and oversight over the creation and management of Council projects, especially where expenditure is from the Council's Education and Research account. It also provides expert advice in relation to the Council's education and quality related strategic objectives.

Counselling Committee
The role of the Counselling Committee is to counsel a nurse, midwife or student regarding professional standards, provide an opportunity for the practitioner or student to reflect on their actions, and discuss strategies to improve their performance, conduct or behaviour. If necessary, the Committee, on behalf of the Council, may provide corrective advice or a warning to the practitioner or student about their behaviour.

Performance Interview Committee
The Committee was established last year to assist in the performance pathway. Its role is to interview practitioners, gathering information about any issues which have been reported to the Council. The number of cases referred to a performance interview has increased. This Committee determines whether performance, health or conduct issues may be ongoing and require further structured performance or health assessment. The Committee will discuss professional practice with practitioners and make recommendations to the Council about the appropriate courses of action. If relevant, the Committee may also discuss the practitioner's compliance with conditions on their registration.

s150 Review Committee
The Committee is delegated the power to conduct immediate action inquiries when there are significant safety concerns related to the behaviour or health of a registered nurse, registered midwife or a registered student. The Committee may impose interim conditions on registration or suspend registration if satisfied it is necessary to do so for public safety or in the public interest.

s152J Health Committee
The Committee is delegated to act as the Council and impose conditions which have been recommended by the panels and agreed to by the practitioners. The Committee does this following careful consideration of Impaired Registrants Panel reports. This process allows for timely decision-making in the Council's health pathway.

Table iii: Council Committees and Membership

Strategic Management Committee	Notifications Committee	Monitoring and Review Committee
Chair John G Kelly AM	**Chair** Bethne Hart Karyn Godier	**Chair** Angela Garvey
Council Members Bethne Hart Joanne Muller David Spruell Angela Garvey	**Council Members** Elisabeth Black Kerryn Boland Kate Cheney Maryann Curry Murray Fisher Karen Hay John G Kelly AM Joanne Muller David Spruell	**Council Members** Kerryn Boland Kate Cheney Angela Garvey Joanne Muller
Non Council Members Nil	**Non Council Members** Carole Leanne Doyle Margo Gill	**Non Council Members** Sue Dawson Iain Graham Nicholas Miles

Education and Quality Committee	Counselling Committee	Performance Interview Committee
Chair Kate Cheney	**Chair** *Decided by committee for each case*	**Chair** *Decided by committee for each case*
Council Members Murray Fisher Kerryn Boland Greg Rickard OAM Karen Hay Angela Garvey	**Council Members** Kate Cheney Maryann Curry Murray Fisher Bethne Hart Joanne Muller David Spruell	**Council Members** Elisabeth Black Kerryn Boland Kate Cheney Maryann Curry Murray Fisher Angela Garvey Karyn Godier Bethne Hart Karen Hay Joanne Muller Gregory Rickard OAM David Spruell Jennifer Thommeny
Non Council Members Nil	**Non Council Members** Marie Clarke Susan Mary Kennedy	**Non Council Members** Marie Clarke Carole Doyle Letetia Gibbs Valerie Gibson Margo Gill Susan Kennedy Rosemary Kusuma Deirdre Sinclair Frances Taylor

S150 Review Committe	S152J Health Committee
Chair John G Kelly AM	**Chair** Nil
Council Members Elisabeth Black Kerryn Boland Kate Cheney Allison Cummins Maryann Curry Murray Fisher Karyn Godier Bethne Hart Karen Hay Joanne Muller Gregory Rickard OAM David Spruell Jennifer Thommeny	**Council Members** Allison Cummins Angela Garvey David Spruell Karyn Godier Kate Cheney Kerryn Boland
Non Council Members Marie Clarke Jann Gardner Margo Gill Frances Taylor	**Non Council Members** Nil

Meetings and Events

The Nursing and Midwifery Council was represented at the following meetings and events during the year.

Table iv: Nursing and Midwifery Council representation at meetings and events

Name of Meeting / Event	Attended By
International Conference of Mental Health Nursing – October 2018	Bethne Hart, Deputy President
Launch/Forum: WHO Collaborative Centre for Health Workforce Regulation – April 2019	Bethne Hart, Deputy President
Parliamentary Inquiry into Cosmetic Industry Complaints – August 2019	Joanne Muller, Legal Member
NSLHD Roadshow – May 2019	Joanne Muller, Legal Member
Health Department Consultation on National Law	Joanne Muller, Legal Member
St Vincent's Roadshow – May 2019	Kate Cheney, Council Member
NSCBN Scientific Symposium, Chicago – October 2018	Kate Cheney, Council Member
National Strategic Approach to Maternity Services Round 2 Consultations, Canberra – September 2018	Kate Cheney, Council Member
NMBA and NMC Meeting, Melbourne – March 2019	Bethne Hart, Deputy President
NMBA (NSW) and NMC Joint Meeting, Sydney – December 2018	All members of NMC
NMBA State Territory and Council chairs Meeting (STCC) – Monthly X 8	John G Kelly AM, President Bethne Hart, Deputy President
NMBA stakeholder information session regarding mandatory reporting – June 2019	Joanne Muller, Council member
NSW Health Professional Regulatory workshop – February 2019	John G Kelly AM, President Bethne Hart, Deputy President
National Chairs and NSW Council Presidents meeting – November 2018	John G Kelly AM, President
Regulation of Australia's Health Professions Sub Committee Meeting – September 2018	John G Kelly AM, President
Regulation of Australia's Health Professions Sub Committee Meeting	Bethne Hart, Deputy President
NSW Regulators Forum (quarterly)	John G Kelly AM, President

Council Communications and Stakeholder Engagement

The Nursing and Midwifery Council website provides easy access to information about the Council and its work, publications, the complaints process and an online complaint form.

The Council also distributes electronic newsletters to nursing and midwifery practitioners working in NSW. Three newsletters were distributed this year including topics such as upholding the professional standards, self-care, declarations for annual registration renewal, an interview with NSW Chief Nursing and Midwifery Officer, Jacqui Cross, and new drug and alcohol screening policies for practitioners.

As part of the engagement plan the Nursing and Midwifery Council and the National Board met on 13 occasions. This included meetings between the President and Chair, joint meetings with the NSW state committee of the NMBA and regular monthly meetings with NMBA state and territory chairs.

The Council also contributed to the National Board consultation processes for Advertising Guidelines, Decision Making Framework and Mandatory Reporting.

Council members and/or Council staff met with AHPRA on 8 February and attended their summit and NRAS conference in February 2019 in Melbourne; NSW Nurses and Midwives Association counterparts in March and June 2019; and NSW Chief Nursing and Midwifery Officer, Jacqui Cross, in January and May 2019. The Council also invited many of these stakeholders to join our August 2018 webinar about the implementation of our new drug and alcohol monitoring policies for practitioners.

In August 2018, Council member Joanne Muller gave evidence as part of a witness panel at a public hearing for the New South Wales joint-party Parliamentary Inquiry on cosmetic health service complaints.

In September 2018, staff Professional Officer Emma Child and Council regulatory performance assessors Sue Thorpe and Danielle Beardmore co-presented a paper titled *Protecting the Public: Using simulation for regulatory assessment* at the Networking for Education in Healthcare (NET) 2018 Conference at Churchill College, Cambridge (UK).

In October 2018, the Council invited CATSINaM to present a workshop for members and staff on enabling culturally safe health care.

The Council was represented at several national and international conferences in October 2018:

- Council member Allison Cummins presented in Perth in October 2018 at The Australian College of Midwives' annual conference about a toolkit to enable new graduate midwives to work in midwifery continuity of care models.
- Council member Kate Cheney attended the 2018 International Nurse Regulator Collaborative Symposium (INRC) held in Chicago USA, followed by the NCSBN Scientific Symposium in October 2018. The Symposium provided the opportunity for nurse regulators throughout the world to meet and discuss regulatory risks in a changing environment.
- Council Deputy President - Bethne Hart presented on *Safe cultures of care: Rights and reckonings* at the 44th International Mental Health Nursing Conference in October 2018 in Cairns, Queensland. Her paper identified common variables related to professional cultures and nursing practices in mental health care.

In November 2018, the Council hosted a symposium, inviting members of all Councils and hearing members to learn about two original research projects on regulatory decision-making. The Council's Executive Officer Margaret Cooke presented about the risk-related variables which predict consistency in regulatory decision-making. The University of Sydney's Mary Chiarella described how regulators assess the level of insight and future risk of practitioners.

Also in November 2018, Council member Karen Hay and Executive Officer Margaret Cooke attended a symposium by CLEAR (the Council on Licensure, Enforcement and Regulation) in New Zealand about measuring and reporting regulatory performance and how regulators can understand the larger influence they have on the community with their work.

Council and hearing members participated in a survey in November 2018, providing feedback on their experience working with the Council and calling for increased education around their role as decision-makers. The Council subsequently introduced new online learning modules to meet this demand.

During October 2018, and May and June 2019, the Council partnered with the Mid North Coast Local Health District, St. Vincent's Health Network, Northern Sydney Local Health District and Northern NSW Local Health District to deliver multi-site educational roadshows for nurses and midwives about patient safety and upholding professional standards.

In June 2019 the Council held a farewell event for Council President John G Kelly AM, engaging stakeholders including the Hon Natasha Maclaren-Jones MLC, Chief Nursing and Midwifery Officer Jacqui Cross, the Health Care Complaints Commission, NMBA, and Council and hearing members.

Overseas Travel

Overseas travel for the Nursing and Midwifery Council included:

- Attendance by Kate Cheney at the NCSBN Conference on improving health practitioner regulation and strategic engagement with key international regulators in Chicago from 21 October to 26 October 2018 at a cost of $4,396.42.
- Attendance by Karen Hay at the Clear Conference and Symposium on strategies dealing with specific challenges faced by regulatory board members in Wellington, New Zealand from 25 November to 30 November 2018 at a cost of $2,130.67.
- Attendance by John G Kelly AM, Greg Rickard OAM, Kate Cheney and Elisabeth Black at the ICN Conference in Singapore from 26 June 2019 to 2 July 2019 at a cost of $16,494.60.
- Attendance and presentation of a paper by Professional Officer Emma Child at the Networking for Education in Healthcare (NET) 2018 Conference in Cambridge, England from 2 to 6 September 2018 at a cost of $4,744.75.

Remuneration

Remuneration for Council members aligns with the Public Service Commission Remuneration Framework for NSW Government Boards and Committees. Council members receive additional payment for interviews, counselling sessions, immediate action inquiries and panels. No additional payments are made for other regulatory work such as official visits, committee meetings, training, conferences or preparation for meetings.

Council members are reimbursed for expenses when travelling on official business at Council direction.

Nursing and Midwifery Council member remuneration rates are as follows.

President	$20,000 per annum
Deputy President	$11,143 per annum
Council Members	$9,690 per annum

Education and Research Account

The Nursing and Midwifery Council maintains an Education and Research account. This can be used to fund activities that promote better understanding of professional standards and compliance, issues that lead to complaints and how complaints are managed. The account may also be used to fund research activity including Council specific initiatives and collaborative projects.

Education and Research account expenditure this year totalled $71,972 including:

Australian Catholic University	$10,500 Project Health Pathway Research
University of Technology	$10,000 Project Health Pathway Research (extended to 2019-20)
HETI	$12,000 Development of Council's Hearing Members Education Program Modules 3 and 5 $15,225 Development of Council's Hearing Members Assessment Program Modules
Member Education	$24,247 Conference attendance

Financial Management

The Nursing and Midwifery Council's accounts performance was reported in the Financial Statement as follows.

Accounts Performance 2018/19	$
Revenue	8,813,869
Operating expenditure	8,953,201
Gain / (loss) on disposal	(148)
Other gains / (losses)	(99)
Net result	**(139,579)**
Net cash reserves* (cash and cash equivalents minus current liabilities)	**8,126,496**

* Included in the cash reserves is an Education and Research bank account balance of $1,057,980.

The Nursing and Midwifery Council's budget for the period 1 July 2019 to 30 June 2020 is as follows.

Budget 2019/20	$
Revenue	9,813,499
Operating expenditure	11,199,191
Net result	**(1,385,692)**

Full financial statements are presented in Part 3 of this report '*Financial Statements for NSW Health Professional Councils*'.

Occupational Therapy Council of NSW

Occupational Therapy Council of NSW

Annual Report 2018-19

JOINT ANNUAL REPORTS OF THE 15 NEW SOUTH WALES HEALTH PROFESSIONAL COUNCILS

ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH PRACTICE COUNCIL CHINESE MEDICINE COUNCIL CHIROPRACTIC COUNCIL DENTAL COUNCIL MEDICAL COUNCIL MEDICAL RADIATION PRACTICE COUNCIL NURSING AND MIDWIFERY COUNCIL OCCUPATIONAL THERAPY COUNCIL OPTOMETRY COUNCIL OSTEOPATHY COUNCIL PARAMEDICINE COUNCIL PHARMACY COUNCIL PHYSIOTHERAPY COUNCIL PODIATRY COUNCIL PSYCHOLOGY COUNCIL

President's Message

Occupational Therapy Council of NSW

I am pleased to present the Occupational Therapy Council's annual report for 2018/19.

As in previous years, the importance of maintaining a positive and strong working relationship with stakeholders such as the Australian Health Practitioner Regulation Agency, the Health Care Complaints Commission and the National Board remain a high priority for the Council. By maintaining and strengthening these collaborative relationships the Council is able to ensure that the community of NSW continues to receive a high standard of care from the occupational therapy profession.

The Council is also committed to ensuring that we continue to educate and promote the role of the Council through a number of actions with our practitioners, employers, education providers and the peak professional body.

I would like to welcome three new members to our Council namely Dr Alison Wicks (practitioner member), Mr Barry Dean (legal member) and Mr Robert Farrugia (community member) and extend my sincere appreciation to each of my fellow Council members. Each member of the Council has provided their expert advice and support regarding ongoing Council business.

As the number for registrants and notifications continues to grow, I expect that the next 12 months will bring new challenges and I look forward to facing each challenge and celebrating each achievement with my fellow colleagues of the Council.

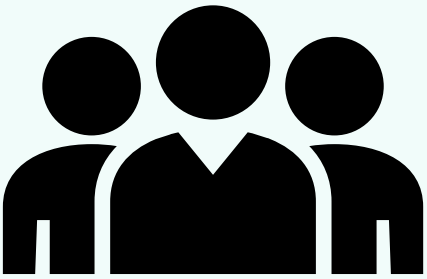
Finally, I would like to thank the Health Professional Councils Authority for their continued commitment, support and hard work during the past year and look forward to working with all involved to ensure that we maintain public safety and confidence in the profession.

Mr Kim Nguyen
President
Occupational Therapy Council of New South Wales

Occupational Therapy Council

2018-19 Summary

OCCUPATIONAL THERAPISTS

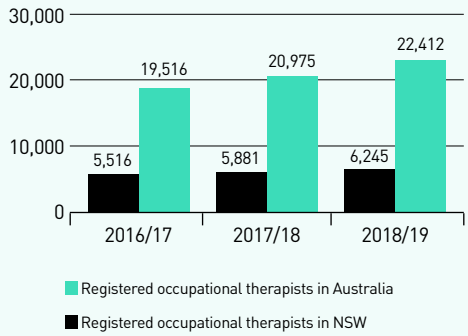


6,245
Registered occupational therapists in NSW

28%
of Australian occupational therapists practise in NSW

0.5%
of NSW occupational therapists had complaints made about them

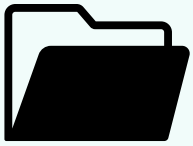
3 year trend in number of registered occupational therapists



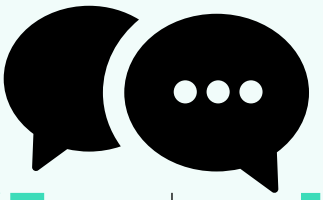
COMPLAINTS ABOUT OCCUPATIONAL THERAPISTS

10
cases were open at the beginning of the year

42
cases were closed during the year



15
cases were open at the end of the year



47
complaints were received about 33 occupational therapists in 2018/19

18
of the complaints received were mandatory notifications about 7 practitioners

Complaints were mainly from:

Treating Practitioners - **12**

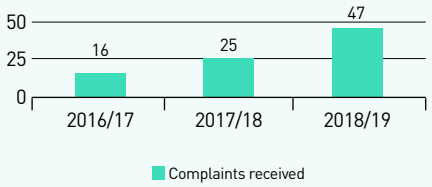
Other Practitioners - **8**

Patients - **8**

Complaints were mainly about:

Clinical care - **21**

3 year trend in number of complaints about occupational therapists



Occupational Therapy Council

2018-19 Summary

OCCUPATIONAL THERAPY COUNCIL'S REGULATORY ACTIVITY – MATTERS CONCLUDED

OCCUPATIONAL THERAPY COUNCIL'S REGULATORY ACTIVITY

- 1 immediate action was considered by Council
- **7 complaints were referred for Council management**
- Council conducted 2 counselling & interview sessions

No Assessment Committees or Council Inquiries

HEALTH MATTERS

No Health Assessments or Impaired Registrants Panels (IRP)

PERFORMANCE MATTERS

No Performance Assessments or Performance Review Panels (PRP)

OUTCOMES

KEY ACTION OUTCOMES* FOR CLOSED CASES

No cancelled or surrendered registrations or conditions on practice

2 practitioners counselled

39 no further action or discontinued

ACTIVE MONITORING

No active monitoring cases

No Tribunals

*Not all outcomes are included and a complaint may have more than one outcome

Council Members

Six members sit on the Occupational Therapy Council as set out in the National Law.

Council members are nominated by the Minister for Health and appointed by the Governor.

Registered Occupational Therapy practitioner members:

- Mr Kim Nguyen BAppSc(OT), DipHRMgt, GradDipPH, GradDipStratLDRSHP, FRSPH, FIML, AFCHSM
- Ms Carolyn Fozzard BAppSc (OT), JD (Juris Doctor)
- Ms Melinda Hunt BAppSc (OT), LLB (Hons)
- Dr Alison Wicks PhD, M HSC (OT), B App SC (OT), Adjunct Associate Professor University of Canberra, JP

Legal member:

- Mr Barry Dean – B Optom (Hons), LLB (Hons), LLM

Community member:

- Mr Robert Farrugia – RN, Onc.Cert., BCom (UOW), MHSM (CSU)

The Governor appointed Mr Kim Nguyen as President of the Occupational Therapy Council.

The Governor appointed Ms Carolyn Fozzard as Deputy President of the Occupational Therapy Council.

Executive Officer

Mrs Maricel O'Farrell is the Executive Officer for the Occupational Therapy Council. Ms Heather Comino has been providing Executive Officer support to the Council since April 2019 while Mrs O'Farrell is on leave.

The Executive Officer is part of a team of 11 led by Ms Farina Bains. This team works with 11 of the health professional Councils.

All staff working both directly and indirectly with the Council are employed by the HPCA as an executive agency of the Ministry of Health. Councils cannot employ staff under the National Law.

Council Meeting Attendance

The Occupational Therapy Council met nine times during the year.

Table i: Member attendance at Council meetings, eligibility to attend and term of office

Member	Meetings Attended	Meetings Eligible to Attend	Date first appointed	Current Term of Office*
President Mr Kim Nguyen	6	9	1 July 2012	1 July 2018 – 30 June 2021
Deputy President Ms Carolyn Fozzard	9	9	1 July 2012	1 July 2018 – 30 June 2021
Mr Barry Dean	8	9	1 July 2018	1 July 2018 – 30 June 2021
Mr Robert Farrugia	8	9	1 July 2018	1 July 2018 – 30 June 2021
Ms Melinda Hunt	8	9	1 July 2012	1 July 2018 – 30 June 2021
Dr Alison Wicks	8	9	1 July 2018	1 July 2018 – 30 June 2021

* Council members are appointed for a term up to three years and may be reappointed up to a maximum of nine years.

Regulatory Committees and Panels

The National Law sets out the committees and panels that assist the Council to undertake its regulatory activities.

Regulatory committees and panels include:

- Impaired Registrants Panels (IRP)
- Performance Review Panels (PRP)
- Assessment Committees

The Occupational Therapy Council did not appoint any regulatory committee or panels during the year.

Council Committees

Councils may establish committees to assist with Council functions. Committee members are not necessarily Council members.

The Occupational Therapy Council did not appoint any committees this year.

Meetings and Events

The Occupational Therapy Council was represented at the following meetings and events during the year.

Table ii: Occupational Therapy Council representation at meetings and events

Name of Meeting / Event	Attended By
NRAS Conference	Mr Kim Nguyen - President

Council Communications and Stakeholder Engagement

The Occupational Therapy Council website provides easy access to information about the Council and its work, publications, the complaints process and an online complaint form.

The Occupational Therapy Council also distributes electronic newsletters to Occupational Therapy practitioners working in NSW. One newsletter was distributed this year including topics such as the regulatory model in NSW, the Council's role, Continuing Professional Development, Counselling by the Council.

As part of the engagement plan for the Occupational Therapy Council and the National Board, Mr Kim Nguyen attended the Occupational Therapy Board Meeting on 1 March 2019.

Overseas Travel

The Occupational Therapy Council did not incur any overseas travel costs during the year.

Remuneration

Remuneration for Council members aligns with the Public Service Commission Remuneration Framework for NSW Government Boards and Committees. Council members receive additional payment for interviews, counselling sessions, immediate action inquiries, Council Inquiries and panels. No additional payments are made for other regulatory work such as official visits, committee meetings, training, conferences or preparation for meetings.

Council members are reimbursed for expenses when travelling on official business at Council direction.

Occupational Therapy Council member remuneration rates are as follows.

President	$4,465 per annum
Deputy President	$4,214 per annum
Council Members	$3,665 per annum

Education and Research Account

The Occupational Therapy Council maintains an Education and Research account. This can be used to fund activities that promote better understanding of professional standards and compliance, issues that lead to complaints and how complaints are managed. The account may also be used to fund research activity including Council specific initiatives and collaborative projects.

There was no expenditure from the Education and Research account this year.

Financial Management

The Occupational Therapy Council's accounts performance was reported in the Financial Statement as follows.

Accounts Performance 2018/19	**$**
Revenue	264,398
Operating expenditure	182,484
Gain / (loss) on disposal	(2)
Net result	**81,912**
Net cash reserves* (cash and cash equivalents minus current liabilities)	**1,000,983**

* Included in the cash reserves is an Education and Research bank account balance of $47,523.

The Occupational Therapy Council's budget for the period 1 July 2019 to 30 June 2020 is as follows.

Budget 2019/20	**$**
Revenue	269,540
Operating expenditure	230,691
Net result	**38,849**

Full financial statements are presented in Part 3 of this report '*Financial Statements for NSW Health Professional Councils*'.

Optometry Council of NSW

Annual Report 2018-19

JOINT ANNUAL REPORTS OF THE 15 NEW SOUTH WALES HEALTH PROFESSIONAL COUNCILS

ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH PRACTICE COUNCIL CHINESE MEDICINE COUNCIL CHIROPRACTIC COUNCIL DENTAL COUNCIL MEDICAL COUNCIL MEDICAL RADIATION PRACTICE COUNCIL NURSING AND MIDWIFERY COUNCIL OCCUPATIONAL THERAPY COUNCIL OPTOMETRY COUNCIL OSTEOPATHY COUNCIL PARAMEDICINE COUNCIL PHARMACY COUNCIL PHYSIOTHERAPY COUNCIL PODIATRY COUNCIL PSYCHOLOGY COUNCIL

President's Message

Optometry Council of NSW

As the 2018/19 financial year comes to a close, I am pleased to present the Optometry Council annual report for 2019.

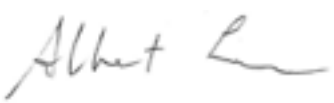
Our Council consists of Pauline O'Connor (legal member), John Davis and Derek Fails (practitioner members). We have the support of Asha Mears and Christine Gursen from the HPCA. We have a strong team with many years of experience and significant expertise. The Council's role is to manage complaints against practitioners in consultation with the HCCC in our duty to protect the public. The Council has been engaging with the Optometry Board of Australia (OBA) to ensure that practitioner regulation is being managed with consistency.

The national registration data shows that NSW has over one third of optometry practitioners in Australia of which over 50% have endorsement for schedule medicines. There is a higher number of female practitioners compared to male practitioners and the largest registrant age group is 25 to 29 years.

This year HPCA has changed the organisational structure with a combined Councils team now providing administrative support for managing complaints about optometrists. The Assessment Intake Inspection and Monitoring Team (AIIM) now receives the complaints and triages these to assist in providing a consistent approach to risk assessment across the professions. This streamlines the processes as the registrant numbers increase and complaints handling volume becomes more onerous. Systems are continuously being fine-tuned and improved. The HPCA has also been transitioning their systems and working with eHealth to improve access to information and reporting.

In managing complaints some clear prevention messages come through. Our advice to practitioners is better communications with patients to ensure they understand findings and are aware of the treatment being recommended. Also, in clinical practice when faced with vision loss or visual disturbances, practitioners need to be aware of differential diagnoses to ensure all aspects are investigated thoroughly. In addition, it is important to be professional in dealing with the public at all times.

In closing, I am grateful for the skills and support of the great team that is our secretariat. I owe a debt of gratitude to our hard working Council members. These amazing people do a lot of selfless work outside Council meetings. It has been a pleasure working with all of you, thank you.

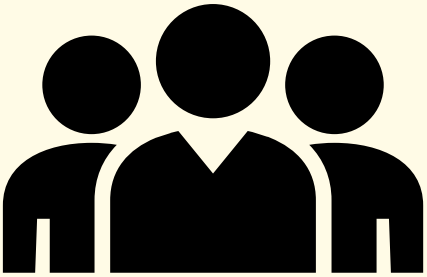


Mr Albert Lee
President
Optometry Council of New South Wales

Optometry Council

2018-19 Summary

OPTOMETRISTS

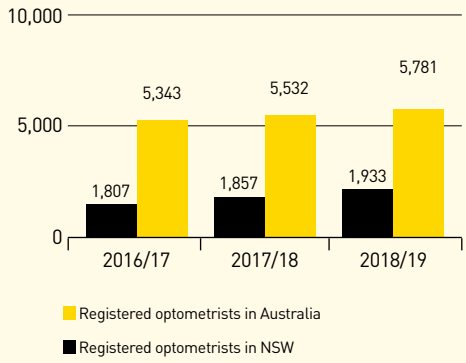


1,933
Registered optometrists in NSW

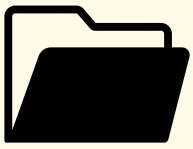
33%
of Australian optometrists practise in NSW

2%
of NSW optometrists had complaints made about them

3 year trend in number of registered optometrists

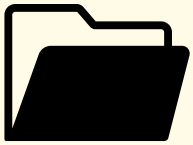


COMPLAINTS ABOUT OPTOMETRISTS

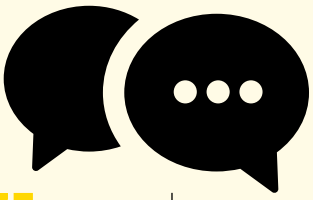


7
cases were open at the beginning of the year

27
cases were closed during the year



11
cases were open at the end of the year



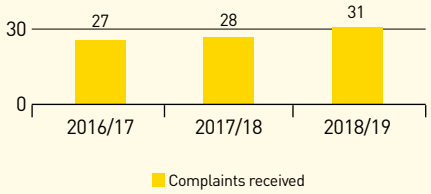
31
complaints were received about 30 optometrists in 2018/19

1
of the complaints received was a mandatory notification about 1 practitioner

Complaints were mainly from:
Patients - 13
AHPRA - 9

Complaints were mainly about:
Clinical care - 10
National Law breach - 9

3 year trend in number of complaints about optometrists



Optometry Council

2018-19 Summary

OPTOMETRY COUNCIL'S REGULATORY ACTIVITY – MATTERS CONCLUDED

OPTOMETRY COUNCIL'S REGULATORY ACTIVITY

No Assessment Committees or Council Inquiries

1 immediate action was considered by Council

16 complaints were referred for Council management

Council conducted 1 counselling & interview session

HEALTH MATTERS

1 Health Assessment

No Impaired Registrants Panels (IRP)

PERFORMANCE MATTERS

No Performance Assessments or Performance Review Panels (PRP)

OUTCOMES

KEY ACTION OUTCOMES* FOR CLOSED CASES

1 conditions on practice

1 counselled practitioner

1 surrendered registration

24 no further action or discontinued

IMMEDIATE ACTION OUTCOMES*

1 surrendered registration

ACTIVE MONITORING

Conduct - 0 cases

Performance - 0 cases

Health - 1 case

No Tribunals

*Not all outcomes are included and a complaint may have more than one outcome

Council Members

Four members sit on the Optometry Council as set out in the National Law.

Council members are nominated by the Minister for Health and appointed by the Governor.

Registered optometry practitioner members:

- Mr Albert Lee MOptom, GradCertOcTher, BOptom
- Mr John Davis BOptom (Hons)
- Mr Derek Fails BSc (Hons), MCOptom (UK), CertOcTher (SUNY), GDipBus (Tas), FAICD

Legal member:

- Ms Pauline O'Connor LLM, GAICD, AGIA, ACIS

The Governor appointed Mr Albert Lee as President of the Optometry Council.

The Governor appointed Ms Pauline O'Connor as Deputy President of the Optometry Council.

Executive Officer

Ms Asha Mears is the Executive Officer for the Optometry Council.

The Executive Officer is part of a team of 11 led by Ms Farina Bains. This team works with 11 of the health professional Councils.

All staff working both directly and indirectly with the Council are employed by the HPCA as an executive agency of the Ministry of Health. Councils cannot employ staff under the National Law.

Council Meeting Attendance

The Optometry Council met 11 times during the year.

Table i: Member attendance at Council meetings, eligibility to attend and term of office

Member	Meetings Attended	Meetings Eligible to Attend	Date first appointed	Current Term of Office*
President Albert Lee	10	11	1 July 2012	1 July 2018 to 30 June 2021
Deputy President Pauline O'Connor	6	11	1 July 2012	1 July 2018 to 30 June 2021
John Davis	11	11	1 July 2015	1 July 2018 to 30 June 2021
Derek Fails	10	11	1 July 2015	1 July 2018 to 30 June 2021

* Council members are appointed for a term up to three years and may be reappointed up to a maximum of nine years.

Regulatory Committees and Panels

The National Law sets out the committees and panels that assist the Council to undertake its regulatory activities.

Regulatory committees and panels include:

- Impaired Registrants Panels (IRP)
- Performance Review Panels (PRP)
- Assessment Committees

The Optometry Council did not appoint any regulatory committee or panels during the year.

Council Committees

Councils may establish committees to assist with Council functions. Committee members are not necessarily Council members.

The Optometry Council did not appoint any committees this year.

Meetings and Events

The Optometry Council was represented at the following meetings and events during the year.

Table ii: Optometry Council representation at meetings and events

Name of Meeting / Event	Attended By
Optometry Board of Australia's Registration and Notifications Committee – Professional Development Meeting	Albert Lee – President John Davis – Council Member Derek Fails – Council Member
Optometry Board of Australia – Optometry Regulatory Reference Group Annual Meeting	Albert Lee – President
Pharmaceutical Regulatory Unit, NSW Ministry of Health – Poisons and Therapeutic Goods Act 1966 review stakeholder meeting	John Davis – Council Member
AHPRA – Activity Based Costing Meeting	John Davis – Council Member
NRAS Combined Meeting and Research Summit	John Davis – Council Member

Council Communications and Stakeholder Engagement

The Optometry Council website provides easy access to information about the Council and its work, publications, the complaints process and an online complaint form.

The Optometry Council also distributes electronic newsletters to optometry practitioners working in NSW. One newsletter was distributed this year, including topics such as record keeping and planning for professional development.

As part of the engagement plan for the Optometry Council and the National Board, representatives from each met at the Registration and Notifications Committee's Professional Development Meeting, the NRAS Combined Meeting and Research Summit, and the Chair of the Board attended a meeting of the Council.

Overseas Travel

The Optometry Council did not incur any overseas travel costs during the year.

Remuneration

Remuneration for Council members aligns with the Public Service Commission Remuneration Framework for NSW Government Boards and Committees. Council members receive additional payment for interviews, counselling sessions, immediate action inquiries, Council Inquiries and panels. No additional payments are made for other regulatory work such as official visits, committee meetings, training, conferences or preparation for meetings.

Council members are reimbursed for expenses when travelling on official business at Council direction.

Optometry Council member remuneration rates are as follows.

President	$4,465 per annum
Deputy President	$4,214 per annum
Council Members	$3,665 per annum

Education and Research Account

The Optometry Council maintains an Education and Research account. This can be used to fund activities that promote better understanding of professional standards and compliance, issues that lead to complaints and how complaints are managed. The account may also be used to fund research activity including Council specific initiatives and collaborative projects.

There was no expenditure from the Education and Research account this year.

Financial Management

The Optometry Council's accounts performance was reported in the Financial Statement as follows.

Accounts Performance 2018/19	**$**
Revenue	244,255
Operating expenditure	165,361
Gain / (loss) on disposal	(4)
Net result	**78,890**
Net cash reserves* (cash and cash equivalents minus current liabilities)	**505,758**

* Included in the cash reserves is an Education and Research bank account balance of $47,737.

The Optometry Council's budget for the period 1 July 2019 to 30 June 2020 is as follows.

Budget 2019/20	**$**
Revenue	251,968
Operating expenditure	187,169
Net result	**64,799**

Full financial statements are presented in Part 3 of this report '*Financial Statements for NSW Health Professional Councils*'.

Osteopathy
Council
of NSW

Osteopathy Council of NSW

Annual Report 2018-19

JOINT ANNUAL REPORTS OF THE 15 NEW SOUTH WALES HEALTH PROFESSIONAL COUNCILS

ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH PRACTICE COUNCIL CHINESE MEDICINE COUNCIL CHIROPRACTIC COUNCIL DENTAL COUNCIL MEDICAL COUNCIL MEDICAL RADIATION PRACTICE COUNCIL NURSING AND MIDWIFERY COUNCIL OCCUPATIONAL THERAPY COUNCIL OPTOMETRY COUNCIL OSTEOPATHY COUNCIL PARAMEDICINE COUNCIL PHARMACY COUNCIL PHYSIOTHERAPY COUNCIL PODIATRY COUNCIL PSYCHOLOGY COUNCIL

President's Message

Osteopathy Council of NSW

The standards expected of registered health care professionals are high, and must be so to protect the public from unsatisfactory professional performance or conduct.

Consistent with the Health Practitioner Regulation National Law (NSW), the paramount consideration of the Osteopathy Council is protection of the health and safety of the public. To that end, the Council enjoys a close and collaborative working relationship with the HCCC.

The number of new complaints this last year is comparable to 2017/18 and the vast majority have been resolved quickly.

During the year I accepted an invitation to speak to the final year osteopathy students at the Lismore campus of Southern Cross University. The aim of my visit was threefold:

i. to describe the unique arrangements that registered NSW health care providers enjoy in relation to their regulation by the Osteopathy Council, the Osteopathy Board of Australia and AHPRA
ii. to impress upon the students that upon attaining registration, the welfare of their patients should be their primary professional concern, and
iii. to inform them of the professional, psychological and economic consequences that can result from a complaint.

Once again, the Council finished the year with a budget surplus, largely due to the surcharge NSW practitioners pay with their annual registration fee. Unfortunately that surcharge must remain in place as the Council seeks to achieve an acceptable equity level. The surcharge will be reviewed in 2019, as the Council is eager to see NSW practitioners paying the same fees as those in other states and territories.

In 2018 two new practitioner members joined the Osteopathy Council, Kerrin Murnane as the Deputy President, and Terry Stewart. My thanks and appreciation goes to all Council members for their work during the year.

The Council is exceedingly grateful to those NSW osteopaths who assist the Council to fulfil its regulatory responsibilities by serving as performance assessors or as members on Tribunals and Impaired Registrants Panels. Council members are forever mindful that disciplinary and remedial proceedings take time out of practice and are intellectually demanding and emotionally challenging.

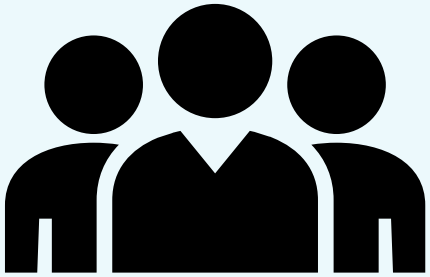
The Council would like to thank the HPCA staff generally, but in particular the staff dedicated to our Council, Christine Gursen, Asha Mears and Farina Bains for their kindness, support and sound advice throughout the year.

Ms Anne Cooper
President
Osteopathy Council of New South Wales

Osteopathy Council

2018-19 Summary

OSTEOPATHS

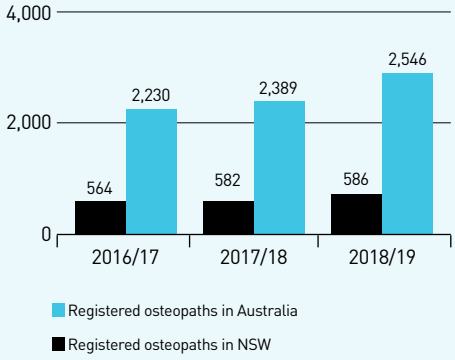


586
Registered osteopaths in NSW

23%
of Australian osteopaths practise in NSW

2%
of NSW osteopaths had complaints made about them

3 year trend in number of registered osteopaths

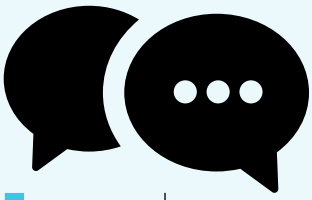


COMPLAINTS ABOUT OSTEOPATHS

4
cases were open at the beginning of the year

11
cases were closed during the year

4
cases were open at the end of the year



11
complaints were received about 10 osteopaths in 2018/19

No mandatory notifications were received

Complaints were mainly from:

Patients - **5**

Member of the public - **2**

Complaints were mainly about:

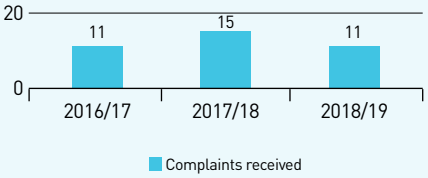
National Law breach or offence - **3**

Boundary violation - **2**

Clinical care - **2**

Documentation - **2**

3 year trend in number of complaints about osteopaths



Osteopathy Council

2018-19 Summary

OSTEOPATHY COUNCIL'S REGULATORY ACTIVITY – MATTERS CONCLUDED

OSTEOPATHY COUNCIL'S REGULATORY ACTIVITY

- 1 immediate action was considered by Council
- **8 complaints were referred for Council management**
- Council conducted 3 counselling & interview sessions

No Assessment Committees or Council Inquiries

HEALTH MATTERS

1 Impaired Registrants Panel (IRP)
No Health Assessments

PERFORMANCE MATTERS

No Performance Assessments or Performance Review Panels (PRP)

OUTCOMES

IMMEDIATE ACTION OUTCOMES*

1 conditions on practice

KEY ACTION OUTCOMES* FOR CLOSED CASES

No cancelled registration or conditions on practice

1 practitioner counselled

9 no further action or discontinued

ACTIVE MONITORING

Conduct - 2 cases

Performance - 0 cases

Health - 1 case

No Tribunals

*Not all outcomes are included and a complaint may have more than one outcome

Council Members

Four members sit on the Osteopathy Council as set out in the National Law.

Council members are nominated by the Minister for Health and appointed by the Governor.

Registered osteopathy practitioner members:

- Ms Anne Cooper RN, DO, MMedHum
- Dr Kerrin Murnane MOsteo (UWS), BAppSc(OsteoSt) (UWS)
- Dr Terry Stewart Grad Cert Health Fitness and Sports Training, DipHealthSc, BAppSc (Osteo), Masters Osteo, MScMed(PainMgt)

Legal member:

- Ms Soraya Mir BSc (Hons), LLB, LLM, Grad Dip Corp Govn, BPsych(Hons), MPsych(Clin)

The Governor appointed Ms Anne Cooper as President of the Osteopathy Council.

The Governor appointed Dr Kerrin Murnane as Deputy President of the Osteopathy Council.

Executive Officer

Ms Asha Mears is the Executive Officer for the Osteopathy Council.

The Executive Officer is part of a team of 11 led by Ms Farina Bains. This team works with 11 of the health professional Councils.

All staff working both directly and indirectly with the Council are employed by the HPCA as an executive agency of the Ministry of Health. Councils cannot employ staff under the National Law.

Council Meeting Attendance

The Osteopathy Council met 11 times during the year.

Table i: Member attendance at Council meetings, eligibility to attend and term of office

Member	Meetings Attended	Meetings Eligible to Attend	Date first appointed	Current Term of Office*
President Anne Cooper	11	11	1 July 2012	1 July 2018 to 30 June 2021
Deputy President Kerrin Murnane	8	11	1 July 2018	1 July 2018 to 30 June 2021
Soraya Mir	10	11	6 March 2013	1 July 2018 to 30 June 2021
Terry Stewart	10	11	1 July 2018	1 July 2018 to 30 June 2021

* Council members are appointed for a term up to three years and may be reappointed up to a maximum of nine years.

Regulatory Committees and Panels

The National Law sets out the committees and panels that assist the Council to undertake its regulatory activities.

Regulatory committees and panels include:

- Impaired Registrants Panels (IRP)
- Performance Review Panels (PRP)
- Assessment Committees

The Osteopathy Council appointed 1 Impaired Registrants Panel (IRP) during the year.

Table ii: Regulatory Committees and Panel Membership

Impaired Registrants Panel
Chair Dr Alison Reid
Council Members N/A
Non Council Members Dr Sally Lake Dr Samuel McCarthy

Council Committees

Councils may establish committees to assist with Council functions. Committee members are not necessarily Council members.

The Osteopathy Council did not appoint any committees this year.

Meetings and Events

The Osteopathy Council was represented at the following meetings and events during the year.

Table iii: Osteopathy Council representation at meetings and events

Name of Meeting / Event	Attended By
Southern Cross University – Presentation to students on regulation in NSW	Anne Cooper – President
AHPRA – Activity Based Costing Meeting	Anne Cooper – President
NRAS Combined Meeting and Research Summit	Kerrin Murnane – Deputy President

Council Communications and Stakeholder Engagement

The Osteopathy Council website provides easy access to information about the Council and its work, publications, the complaints process and an online complaint form.

Stakeholder engagement activities included attendance at the NRAS Combined Meeting and Research Summit, and presenting to university students on health regulation in NSW and the role of the Council.

Overseas Travel

The Osteopathy Council did not incur any overseas travel costs during the year.

Remuneration

Remuneration for Council memers aligns with the Public Service Commission Remuneration Framework for NSW Government Boards and Committees. Council members receive additional payment for interviews, counselling sessions, immediate action inquiries, Council Inquiries and panels. No additional payments are made for other regulatory work such as official visits, committee meetings, training, conferences or preparation for meetings.

Council members are reimbursed for expenses when travelling on official business at Council direction.

Osteopathy Council member remuneration rates are as follows.

President	$4,465 per annum
Deputy President	$4,214 per annum
Council Members	$3,665 per annum

Education and Research Account

The Osteopathy Council maintains an Education and Research account. This can be used to fund activities that promote better understanding of professional standards and compliance, issues that lead to complaints and how complaints are managed. The account may also be used to fund research activity including Council specific initiatives and collaborative projects.

There was no expenditure from the Education and Research account this year.

Financial Management

The Osteopathy Council's accounts performance was reported in the Financial Statement as follows.

Accounts Performance 2018/19	**$**
Revenue	206,161
Operating expenditure	170,637
Gain / (loss) on disposal	(3)
Net result	**35,521**
Net cash reserves* (cash and cash equivalents minus current liabilities)	**249,274**

* Included in the cash reserves is an Education and Research bank account balance of $234.

The Osteopathy Council's budget for the period 1 July 2019 to 30 June 2020 is as follows.

Budget 2019/20	**$**
Revenue	210,843
Operating expenditure	214,487
Net result	**(3,644)**

Full financial statements are presented in Part 3 of this report '*Financial Statements for NSW Health Professional Councils*'.

Paramedicine Council of NSW

Paramedicine Council of NSW

Annual Report 2018-19

JOINT ANNUAL REPORTS OF THE 15 NEW SOUTH WALES HEALTH PROFESSIONAL COUNCILS

ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH PRACTICE COUNCIL CHINESE MEDICINE COUNCIL CHIROPRACTIC COUNCIL DENTAL COUNCIL MEDICAL COUNCIL MEDICAL RADIATION PRACTICE COUNCIL NURSING AND MIDWIFERY COUNCIL OCCUPATIONAL THERAPY COUNCIL OPTOMETRY COUNCIL OSTEOPATHY COUNCIL PARAMEDICINE COUNCIL PHARMACY COUNCIL PHYSIOTHERAPY COUNCIL PODIATRY COUNCIL PSYCHOLOGY COUNCIL

President's Message

Paramedicine Council of NSW

I am pleased to present the Paramedicine Council of NSW 2018/19 Annual Report, the first since the Council became operational in December 2018.

The paramedicine profession became subject to regulation within the National Registration and Accreditation Scheme (NRAS) on 1 December 2018. In accordance with the co-regulatory arrangements for NSW under the NRAS, the Paramedicine Council also commenced its regulatory activity at this time.

The Council is a statutory body established under the Health Practitioner Regulation National Law (NSW). Council members are appointed by the Governor of NSW. It is completely independent of any organisations that employ paramedics, with the primary purpose of protecting the health and safety of the public. The Council does this through avenues that require safe practice and compliance with the Guidelines and Standards that have been established for registered paramedics. There are over 4,000 paramedics registered in NSW representing approximately 26% of all registered paramedics in Australia.

The Council is comprised of four registered paramedic members, a community member and a legal member. The Council has started receiving complaints concerning paramedics from health professionals, paramedics, employers and the general public. These complaints have been managed in accordance with the Council's policies and legislated powers. In dealing with these complaints the focus has been protective and not to simply punish or discipline practitioners. When the Council takes action, the protection of the health and safety of the public is our primary consideration.

The Council has initially focused on establishing its knowledge and understanding in exercising its regulatory responsibilities. This has involved a number of training and development sessions covering all aspects of regulatory operations. In 2019 the Council issued an expression of interest for suitable registered paramedics to be added to a professional members panel. This EOI process has resulted in the establishment of a professional group who can be asked by Council to participate in hearing panels as the need arises.

The Council met with the Paramedicine Board of Australia to discuss areas of shared interest in the regulation of paramedics in Australia. We look forward to continued collaboration with the Board on regulatory activities in the coming year.

On behalf of the Council, I would like to thank the Health Professional Councils Authority team for its support during the establishment of the Paramedicine Council. This has been a significant factor in effectively commencing its regulatory activity. In particular I would like to thank Asha Mears (Executive Officer to the Paramedicine Council), Farina Bains (Executive Officer, Combined Councils) and Oliver Astbury (Assistant Program Officer) for their work in guiding and supporting the Council.

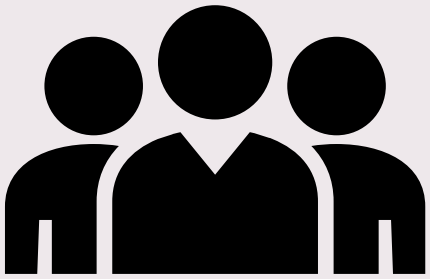
The Council would also like to acknowledge the strong collaborative co-regulatory relationship established with the Health Care Complaints Commission.

Mr Alan Morrison
President
Paramedicine Council of New South Wales

Paramedicine Council

2018-19 Summary

PARAMEDICS

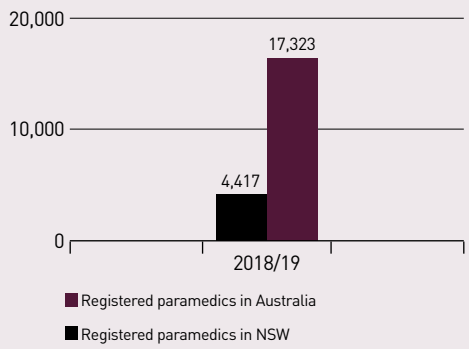


4,417
Registered paramedics in NSW

26%
of Australian paramedics practise in NSW

2%
of NSW paramedics had complaints made about them

Number of registered paramedics*



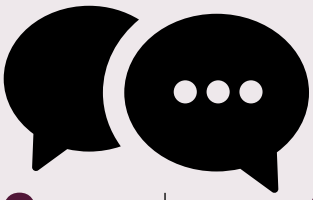
* 2018/19 was the first year of registration for paramedics.

COMPLAINTS ABOUT PARAMEDICS

0
cases were open at the beginning of the year

64
cases were closed during the year

26
cases were open at the end of the year



90
complaints were received about 87 paramedics in 2018/19

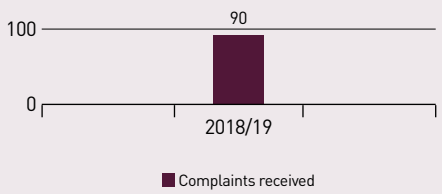
81
of the complaints received were mandatory notifications about 79 practitioners

Complaints were mainly from:
Employer - **86%**

Complaints were mainly about:
Health impairment - **74%**

The majority of mandatory notifications about health impairment did not meet the threshold of notifiable conduct. These were mostly about health issues/injuries that were adequately managed and therefore discontinued at consultation with the HCCC.

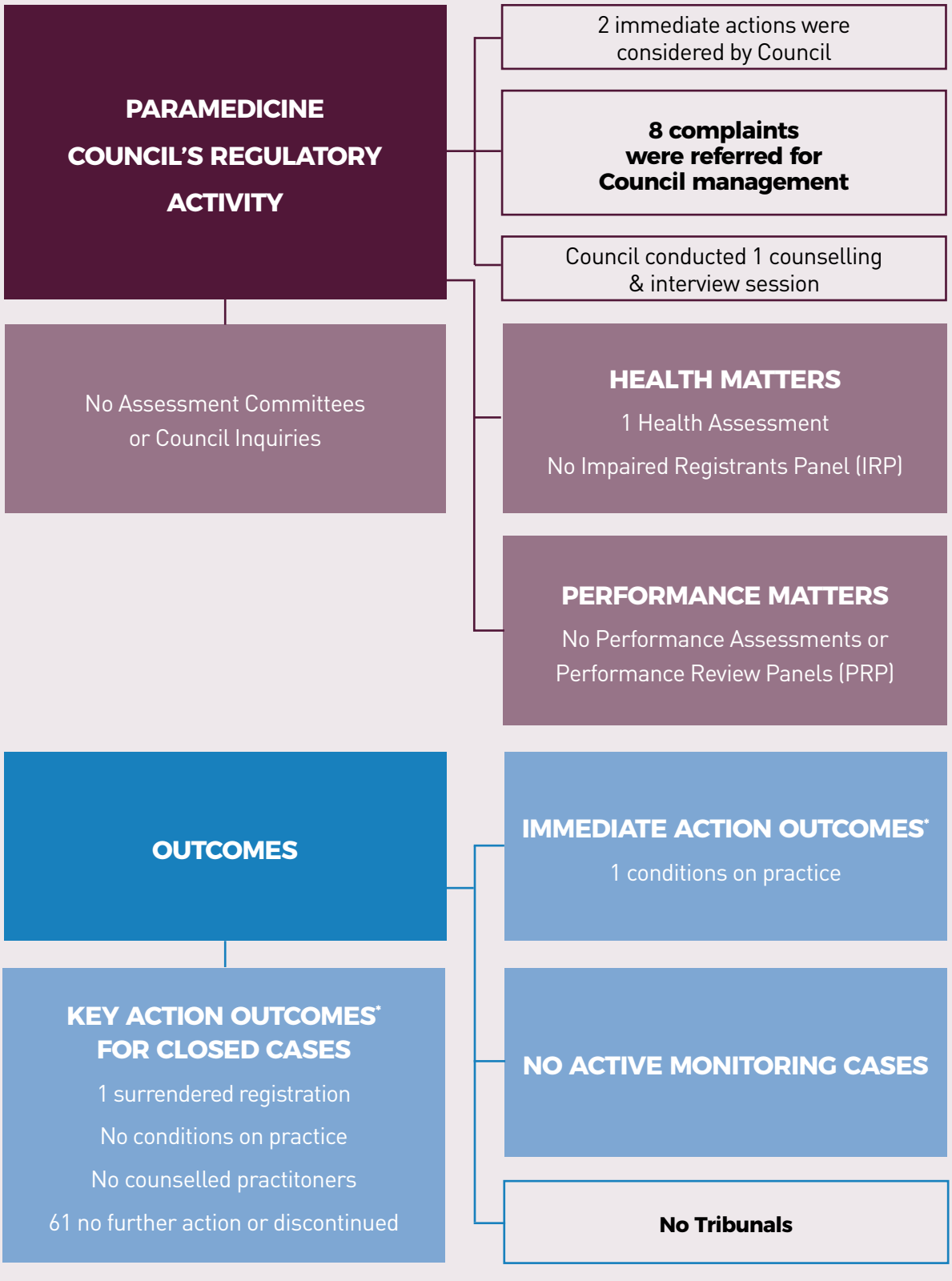
Complaints about paramedics



Paramedicine Council

2018-19 Summary

PARAMEDICINE COUNCIL'S REGULATORY ACTIVITY – MATTERS CONCLUDED



*Not all outcomes are included and a complaint may have more than one outcome

Council Members

Six members sit on the Paramedicine Council as set out in the National Law.

Council members are nominated by the Minister for Health and appointed by the Governor.

Registered Paramedicine practitioner members:

- Mr Alan Morrison MPET, GradDipPA, GradDipEd, BParaPrac, BAppSc, AdvDipParaSc
- Mr Peter Lang AdvDipParaSc, BHlthSc (PreHospCare), FANZCP
- Mr Brian Parsell ASM, FPA, FANZCP, AFCHSE, BHSc, BN, GradDipHSM, GradDipPSc
- Ms Cassandra McKenzie BHSc (Nursing), AdvDipParaSc, DipEMD, GradCert Redesign, MANZCP, RN

Legal member:

- Mr Greg McAllan BA (Hons), BLegStudies (Hons), CM, CN, LLM, GradDipPubAdmin

Community member:

- Ms Margo Gill MBA, MAppSc

The Governor appointed Mr Alan Morrison as President of the Paramedicine Council, for a term of appointment commencing on 1 July 2019.

The Governor appointed Mr Peter Lang as Deputy President of the Paramedicine Council, for a term of appointment commencing on 1 July 2019.

Executive Officer

Ms Asha Mears is the Executive Officer for the Paramedicine Council.

The Executive Officer is part of a team of 11 led by Ms Farina Bains. This team works with 11 of the health professional Councils.

All staff working both directly and indirectly with the Council are employed by the HPCA as an executive agency of the Ministry of Health. Councils cannot employ staff under the National Law.

Council Meeting Attendance

The Paramedicine Council met nine times during the year.

Table i: Member attendance at Council meetings, eligibility to attend and term of office

Member	Meetings Attended	Meetings Eligible to Attend	Date first appointed	Current Term of Office*
Mr Alan Morrison	8	9	25 October 2018	25 October 2018 to 30 June 2021
Mr Peter Lang	9	9	25 October 2018	25 October 2018 to 30 June 2021
Ms Margo Gill	8	9	25 October 2018	25 October 2018 to 30 June 2021
Mr Greg McAllan	8	9	25 October 2018	25 October 2018 to 30 June 2021
Ms Cassandra McKenzie	9	9	25 October 2018	25 October 2018 to 30 June 2021
Mr Brian Parsell	6	9	25 October 2018	25 October 2018 to 30 June 2021

* Council members are appointed for a term up to three years and may be reappointed up to a maximum of nine years.

Regulatory Committees and Panels

The National Law sets out the committees and panels that assist the Council to undertake its regulatory activities.

Regulatory committees and panels include:

- Impaired Registrants Panels (IRP)
- Performance Review Panels (PRP)
- Assessment Committees

The Paramedicine Council did not appoint any regulatory committees or panels during the year.

Council Committees

Councils may establish committees to assist with Council functions. Committee members are not necessarily Council members.

The Paramedicine Council did not appoint any committees during the year.

Meetings and Events

The Paramedicine Council was represented at the following meetings and events during the year.

Table ii: Paramedicine Council representation at meetings and events

Name of Meeting / Event	Attended By
NRAS Combined Meeting and Research Summit	Alan Morrison – Council Member
AHPRA – National Board Representatives and NSW Council Representatives Meeting	Alan Morrison – Council Member Margo Gill – Council Member Cassandra McKenzie – Council Member

Council Communications and Stakeholder Engagement

The Paramedicine Council website provides easy access to information about the Council and its work, publications, the complaints process and an online complaint form.

As part of the engagement plan for the Paramedicine Council and the National Board, representatives from each met at the NRAS Combined Meeting and Research Summit, and at a National Board meeting.

Overseas Travel

The Paramedicine Council did not incur any overseas travel costs during the year.

Remuneration

Remuneration for Council members aligns with the Public Service Commission Remuneration Framework for NSW Government Boards and Committees. Council members receive additional payment for interviews, counselling sessions, immediate action inquiries, Council Inquiries and panels. No additional payments are made for other regulatory work such as official visits, committee meetings, training, conferences or preparation for meetings.

Council members are reimbursed for expenses when travelling on official business at Council direction.

Paramedicine Council member remuneration rates are as follows.

President	$4,465 per annum
Deputy President	$4,214 per annum
Council Members	$3,665 per annum

Financial Management

The Paramedicine Council's accounts performance was reported in the Financial Statement as follows.

Accounts Performance 2018/19	$
Revenue	347,114
Operating expenditure	202,302
Gain / (loss) on disposal	(-)
Net result	**144,812**
Net cash reserves* (cash and cash equivalents minus current liabilities)	**179,595**

The Paramedicine Council's budget for the period 1 July 2019 to 30 June 2020 is as follows.

Budget 2019/20	$
Revenue	573,856
Operating expenditure	566,491
Net result	**7,365**

Full financial statements are presented in Part 3 of this report '*Financial Statements for NSW Health Professional Councils*'.

Pharmacy Council of New South Wales

Protecting the public
Regulating pharmacists and pharmacies

Pharmacy Council of NSW

Annual Report 2018-19

JOINT ANNUAL REPORTS OF THE 15 NEW SOUTH WALES HEALTH PROFESSIONAL COUNCILS

ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH PRACTICE COUNCIL CHINESE MEDICINE COUNCIL CHIROPRACTIC COUNCIL DENTAL COUNCIL MEDICAL COUNCIL MEDICAL RADIATION PRACTICE COUNCIL NURSING AND MIDWIFERY COUNCIL OCCUPATIONAL THERAPY COUNCIL OPTOMETRY COUNCIL OSTEOPATHY COUNCIL PARAMEDICINE COUNCIL PHARMACY COUNCIL PHYSIOTHERAPY COUNCIL PODIATRY COUNCIL PSYCHOLOGY COUNCIL

President's Message

Pharmacy Council of New South Wales

Protecting the public
Regulating pharmacists and pharmacies

I am pleased to present the Pharmacy Council Annual report for 2018/19, and my first since taking on the role of President in April 2019.

At the end of June 2019, there were almost 10,000 registered pharmacists in NSW making up just over 30% of pharmacists Australia wide. The Pharmacy Council also maintains a register and regulates the 1,989 pharmacy premises in NSW.

This year the Council received a similar number of complaints to last year. However around 100 cases remain in active monitoring, as at the end of June 2019.

The ongoing communication with HPCA officers and the regular interactions with HCCC, ensures that Council is well supported to manage complaints and in its decision-making related to the health, performance and conduct of practitioners.

Following a recent major restructure within the HPCA, the resultant improvements and efficiencies are now coming together to provide enhanced support to the Council in conducting its activities as a pharmacy regulator ensuring the safety of the public. The Council is now assisted by a skilled team of staff, including case-managers, policy, communications, and professional officers to support the Council in achieving its strategic outcomes.

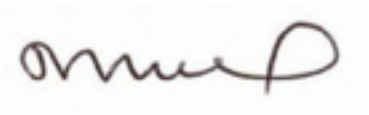
As a commitment to maintaining the high regulatory standards of the profession and to assist in communicating important messages to the profession, the Council has established regular interactions with key stakeholders over the last few years. This has continued to grow in the last year through regular meetings with the peak pharmacy industry bodies and the Ministry of Health. Several forums have also brought these key groups together to target particular areas where notifications have identified specific issues of concern, such as audits of the opioid treatment program, and compounding activities in pharmacies. The Council is currently finalising a guidance document on complex compounding services in pharmacies in NSW. The Council acknowledges the crucial input from all stakeholders to this work.

The Council has also continued to build on its relationship with the National Board, which has included representatives from the National Board attending Council meetings in NSW, and similarly NSW Council members attending National Board meetings and events, with the aim of sharing processes and improving consistency in decision making.

I wish to thank the staff of the HPCA for their hard work and support over the last year.

I also thank my fellow Council members for their commitment and diligence in Council business. I would also like to acknowledge the contributions of Stuart Ludington (former President) and Adrian Lee (former Deputy President) who both retired from the Council after completing the maximum nine years of service permitted. Anne Reynolds (practitioner member) also retired after three years. We lost a wealth of knowledge and expertise in a short space of time, and acknowledge the contributions and wisdom of these former Council members in support of the Council's work.

We then welcomed three new practitioner Council members and acknowledge the experience they bring. Majella Hill, Marina Holt and Erica Sainsbury were elected to the vacant Council positons and commenced in April 2019. I also congratulate Veronica Murdoch on her election as Vice President, and look forward to working with all Council members, the HPCA staff and stakeholders in the coming year.

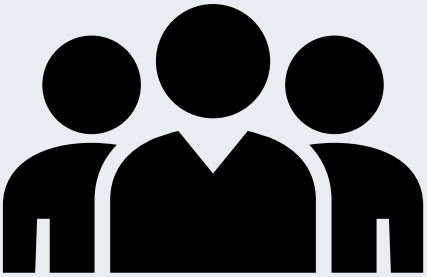


Ms Joyce Cooper
President
Pharmacy Council of New South Wales

Pharmacy Council

2018-19 Summary

PHARMACISTS

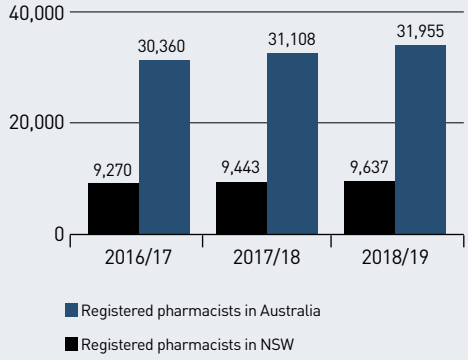


9,637
Registered pharmacists in NSW

30%
of Australian pharmacists practise in NSW

3%
of NSW pharmacists had complaints made about them

3 year trend in number of registered pharmacists



COMPLAINTS ABOUT PHARMACISTS

205
cases were open at the beginning of the year

300
cases were closed during the year

225
cases were open at the end of the year

320
complaints were received about 287 pharmacists in 2018/19

15
of the complaints received were mandatory notifications about 9 practitioners

Complaints were mainly from:

Patients - **20%**

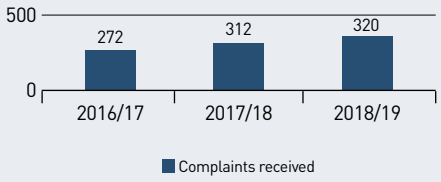
Drugs/poisons agencies - **18%**

Member of the public - **16%**

Complaints were mainly about:

Pharmaceutical or medication issues - **70%**

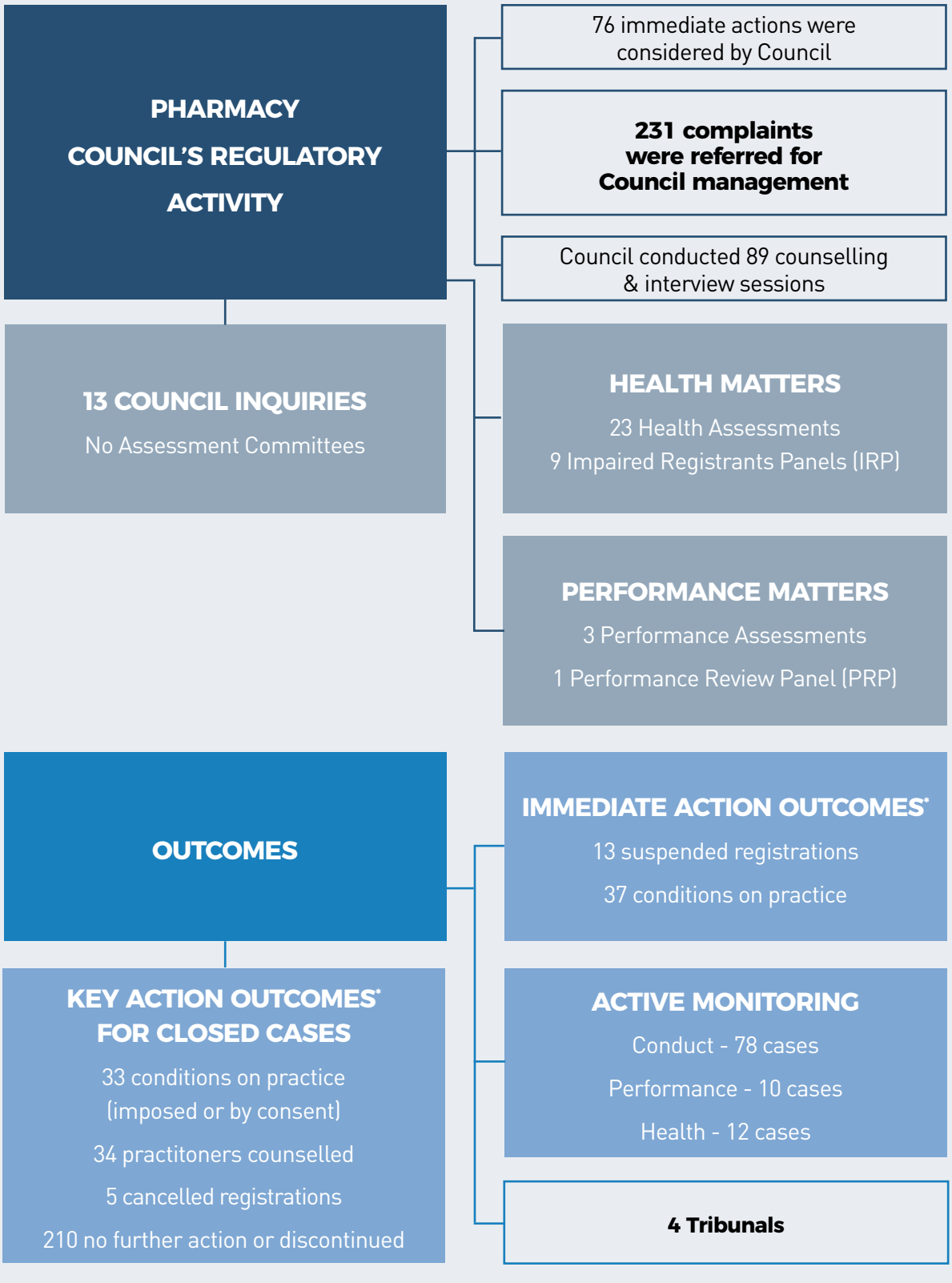
3 year trend in number of complaints about pharmacists



Pharmacy Council

2018-19 Summary

PHARMACY COUNCIL'S REGULATORY ACTIVITY – MATTERS CONCLUDED



*Not all outcomes are included & a complaint may have more than one outcome

Council Members

Ten members sit on the Pharmacy Council as set out in the National Law.

Five Council members are nominated by the Minister for Health and appointed by the Governor and five Council members are pharmacists elected by local pharmacists.

Members appointed by the Governor:

Pharmacist members:
- Dr Joyce Cooper PhD, BSc(Pharmacy), GradDipClinPharm, GradCertTertiaryTeach, MRPharmS(GB), MSHP
- Ms Veronica Murdoch BPharm, M Health Management, MSHPA

Legal member:
- Ms Penny Ho LLB (Hons), LLM

Community members:
- Ms Carolyn Burlew BA, MPubAd, FAICD
- Ms Marilyn Starr

Pharmacists elected by local pharmacists:
- Mr Stuart Ludington BPharm, MPS (term expired 31 March 2019)
- Mr Adrian Wei-Chun Lee BPharm, MCom, MAICD (term expired 31 March 2019)
- Mrs Anne Reynolds BPharm, MPS (term expired 31 March 2019)
- Mr Paul Sinclair AM, BPharm, MAICD, AACP (re-elected from 1 April 2019)
- Mr Mike Anderson BPharm, AACP (re-elected from 1 April 2019)
- Mrs Majella Hill MSc, Bpharm, ADTT (from 1 April 2019)
- Ms Marina Holt BPharm, Dip Quality Auditing , Cert IV TAE, MPS (from 1 April 2019)
- Dr Erica Sainsbury BPharm (Hons), MSc, GradDipEdStud (Higher Ed), PhD, MPS, MSHP, MACE (from 1 April 2019)

The Governor appointed Stuart Ludington as President of the Pharmacy Council to 31 March 2019.

The Governor appointed Joyce Cooper as President from 1 April 2019.

The Governor appointed Adrian Lee as Deputy President of the Pharmacy Council to 31 March 2019.

The Governor appointed Veronica Murdoch as Deputy President from 1 April 2019.

Executive Officer

Nina Beeston is the Executive Officer for the Pharmacy Council.

The Executive Officer leads a team of 12 who work directly with the Council.

All staff working both directly and indirectly with the Council are employed by the HPCA as an executive agency of the Ministry of Health. Councils cannot employ staff under the National Law.

Council Meeting Attendance

The Pharmacy Council met 13 times during the year.

Table i: Member attendance at Council meetings, eligibility to attend and term of office

Member	Meetings Attended	Meetings Eligible to Attend	Date first appointed	Current Term of Office*
President (to 31/03/19) Stuart Ludington	10	10	3 August 2010	1 April 2016 to 31 March 2019
Deputy President (to 31/03/19) Adrian Lee	9	10	3 August 2010	1 April 2016 to 31 March 2019
President (from 01/04/19) Joyce Cooper	12	13	1 July 2015	1 July 2018 to 30 June 2021
Deputy President (from 01/04/19) Veronica Murdoch	13	13	1 July 2018	1 July 2018 to 30 June 2021
Mike Anderson	10	13	1 April 2016	1 April 2019 to 31 March 2022
Carolyn Burlew	11	13	4 July 2012	1 July 2018 to 30 June 2021
Majella Hill	2	3	1 April 2019	1 April 2019 to 31 March 2022
Penny Ho	11	13	1 July 2015	1 July 2018 to 30 June 2021
Marina Holt	3	3	1 April 2019	1 April 2019 to 31 March 2022
Anne Reynolds	9	10	1 April 2016	1 April 2016 to 31 March 2019
Erica Sainsbury	3	3	1 April 2019	1 April 2019 to 31 March 2022
Paul Sinclair	11	13	17 November 2011	1 April 2019 to 16 November 2020
Marilyn Starr	11	13	4 July 2012	1 July 2018 to 30 June 2021

* Council members are appointed for a term up to three years and may be reappointed up to a maximum of nine years.

On 31 March 2019 Mr Stuart Ludington and Mr Adrian Lee retired having served the maximum terms of office as members of the Council.

Regulatory Committees and Panels

The National Law sets out the committees and panels that assist the Council to undertake its regulatory activities.

Regulatory committees and panels include:

- Impaired Registrants Panels (IRP)
- Performance Review Panels (PRP)
- Assessment Committees

The Pharmacy Council appointed 10 regulatory panels during the year.

Table ii: Regulatory Panels appointed

Regulatory Committees and Panels	Number of Regulatory Committee and Panels
Impaired Registrants Panels	9
Performance Review Panels	1
Assessment Committees	nil

Table iii: Regulatory Panel Membership

Impaired Registrants Panel	Performance Review Panel
Mr Peter Murney Dr Alison Reid	Ms Rosemary Kusuma (Chair) Mr Jonathan Chen Ms Zaheeda Patel

Council Committees

Councils may establish committees to assist with Council functions. Committee members are not necessarily Council members.

The Pharmacy Council reappointed 6 committees this year.

Table iv: Council Committees and Membership.

Notifications Committee	Finance Committee	Ownership Committee
Chair Joyce Cooper (to 31 March 2019) Paul Sinclair (from 1 April 2019)	**Chair** Carolyn Burlew	**Chair** Adrian Lee (to 31 March 2019) Mike Anderson (from 1 April 2019)
Members Veronica Murdoch Paul Sinclair Marilyn Starr Penny Ho Adrian Lee (to 31 March 2019) Stuart Ludington (to 31 March 2019) Joyce Cooper (from 1 April 2019)	**Members** Mike Anderson Joyce Cooper Paul Sinclair Adrian Lee (to 31 March 2019) Stuart Ludington (to 31 March 2019) Majella Hill (from 1 April 2019)	**Members** Joyce Cooper Penny Ho Marilyn Starr Mike Anderson (to 31 March 2019) Stuart Ludington (to 31 March 2019) Maria Watts - HPCA
Communications Committee	**Education and Research Committee**	**Compounding Working Group**
Chair Anne Reynolds (to 31 March 2019) Veronica Murdoch (from 1 April 2019)	**Chair** Penny Ho	**Chair** Paul Sinclair
Members Mike Anderson Joyce Cooper Adrian Lee (to 31 March 2019) Stuart Ludington (to 31 March 2019) Majella Hill (from 1 April 2019) Marina Holt (from 1 April 2019)	**Members** Mike Anderson Joyce Cooper Stuart Ludington (to 31 March 2019) Anne Reynolds (to 31 March 2019)	**Members** Mike Anderson Joyce Cooper Penny Ho Stuart Ludington (to 31 March 2019) Anne Reynolds (to 31 March 2019) Marina Holt (from 1 April 2019)

Meetings and Events

The Pharmacy Council was represented at the following meetings and events during the year.

Table v: Pharmacy Council representation at meetings and events

Name of Meeting / Event	Attended By
Poisons and Therapeutic Goods Act 1966 review – NSW Health Stakeholder meeting	Stuart Ludington – President
NSW Health NRAS Forum	Stuart Ludington – President
National Registration and Accreditation Scheme (NRAS) – 2019 Combined Meeting and Research Summit	Stuart Ludington – President Nina Beeston – Executive Officer
PPRAA Meeting – Carlton Victoria	Joyce Cooper – President Maria Watts - HPCA
Schedule 8 Medication including Opioid Treatment and Vaccines – meeting	Joyce Cooper – President Nina Beeston – Executive Officer
NSW Regulators Forum – NSW Health	Veronica Murdoch – Deputy President

Council Communications and Stakeholder Engagement

The Pharmacy Council website provides easy access to information about the Council and its work and includes information about the complaints process, an online complaint form, ownership application forms, online annual renewal of pharmacy premises facility and online pharmacy declaration facility.

The Pharmacy Council also distributes electronic newsletters to Pharmacy practitioners working in NSW and owners of NSW pharmacies.

As part of the engagement plan for the Pharmacy Council and the National Board, the Council participated in the following meetings:

- Meeting with Pharmacy Board of Australia Notifications Committee at AHPRA NSW State Office – November 2018
- Meeting with Pharmacy Board of Australia representatives – February 2019
- Council meeting with Pharmacy Board of Australia representatives – February 2019.

Other stakeholder engagement activities included:

- Annual Council Stakeholder function – February 2019
- Stakeholder meeting with PSA NSW State Manager – March 2019
- Stakeholder meeting with PRU representative – May 2019
- Stakeholder meeting with PDL NSW Director and Professional Officer – June 2019

During the year the Pharmacy Council made submissions in response to the following calls for comment.

Organisation	Consultation
AHPRA	Preliminary consultation on review of the Guidelines for advertising regulated health services
AHPRA	Public consultation on the definition of 'cultural safety'
Australian Centre for Cannabinoid Clinical and Research Excellence (ACRE)	Draft NSW Cannabis Medicines Prescribing Guidance
COAG	Independent Review of Accreditation Systems within the NRAS for health professions
COAG	Regulation of Australia's health professions: keeping the National Law up to date and fit for purpose
Pharmaceutical Society of Australia (PSA)	Clinical Governance Principles for Pharmacy Services Consultation
Pharmaceutical Society of Ireland (PSI)	Public consultation on the draft revised Code of Conduct for Pharmacists
Pharmacy Board of Australia	Discussion paper on pharmacist prescribing
Queensland Parliament	Inquiry into the establishment of a pharmacy council and pharmacy ownership in Queensland
Therapeutic Goods Administration	Consultation on proposed criteria for Appendix M of the Poisons Standard

Regulation of Pharmacy Businesses

The Pharmacy Council is responsible for the registration of pharmacies in NSW in addition to management of complaints about pharmacists.

As at 30 June 2019 there were 1,989 pharmacies registered in NSW.

Register of Pharmacies

The National Law requires the Council to keep a Register of Pharmacies (Register).

Changes to the Register occur upon the approval of applications to the Council, satisfactory inspection of premises where required and payment of the relevant fee.

The Council received 355 applications in 2018/19. This resulted in 403 changes to the Register of Pharmacies.

Changes	Number
New Pharmacy	36
Pharmacy Change of Address	42
New Professional Services Room	3
Professional Services Room Change of Address	0
Change of Pharmacy Ownership	156
Registration of new financial interest in a pharmacy business	71
Change of Pharmacy Name	74
Pharmacy Closure	21

Fees

Ownership application fees are prescribed by the *Health Practitioner Regulation (New South Wales) Regulation 2016* (Clause 15). Fees are payable for approval of pharmacy premises and the registration of holders of financial interests in pharmacy businesses.

Application forms are available on the Council's website www.pharmacycouncil.nsw.gov.au

Offences under the National Law (Schedule 5F)

The National Law sets out provisions related to the holding of financial interests in pharmacy businesses and the responsibilities of pharmacy owners. If these provisions are contravened the Council may initiate a Local Court prosecution.

No Local Court prosecutions were conducted during the year.

Pharmacy Inspectors

Two pharmacy inspectors assist the Council. These inspectors have a state-wide responsibility to conduct inspections and investigations to enforce compliance with the National Law and Regulations. This includes inspection of existing, new and relocating pharmacies and investigation of complaints about pharmacists.

Pharmacy inspectors are appointed as authorised persons under section 164 of the National Law, with powers under section 164A to enter and inspect premises, to copy and/or seize records and to require persons to answer questions. The Inspectors also have responsibilities under the *Poisons and Therapeutic Goods Act 1966* regarding safe handling of medications.

Pharmacy inspectors undertake the following activities.

Routine inspections

Pharmacies across NSW are routinely inspected every 18 months to ensure compliance with the requirements of the National Law and Regulations.

Application approval inspections

Council approval of an application for the relocation of an existing pharmacy or the establishment of a new pharmacy business is subject to a satisfactory inspection to ensure compliance with the legislative requirements prior to commencing business on a new site.

Complaints inspections

The Council's Notifications Committee may request an inspection as part of its process to make inquiries into a complaint. During the year the following types of complaints resulted in inspections:

- Operating a pharmacy without a pharmacist on the premises
- Compounding practices
- Dispensing error
- Physical condition of the pharmacy and storage of stock
- Inadequate record keeping
- Non compliance with conditions of registration.

Drug destructions

Pharmacy inspectors are authorised by the NSW Ministry of Health Pharmaceutical Services to destroy and dispose of unusable Schedule 8 medications.

2018/19 activities

The Council inspectors undertook the following activities during the year.

Activity	Number
Routine inspections	1,386
Inspections of relocated pharmacies and new pharmacy premises	76
Compliance/complaint related inspections	50
Drug destructions	287

Overseas Travel

The Pharmacy Council did not incur any overseas travel costs during the year.

Remuneration

Remuneration for Council members aligns with the Public Service Commission Remuneration Framework for NSW Government Boards and Committees. Council members receive additional payment for interviews, counselling sessions, immediate action inquiries, Council Inquiries and panels. No additional payments are made for other regulatory work such as official visits, committee meetings, training, conferences or preparation for meetings.

Council members are reimbursed for expenses when travelling on official business at Council direction.

Pharmacy Council member remuneration rates are as follows.

President	$37,000 per annum
Deputy President	$22,176 per annum
Council Members	$15,000 per annum

Education and Research Account

The Pharmacy Council maintains an Education and Research account. This can be used to fund activities that promote better understanding of professional standards and compliance, issues that lead to complaints and how complaints are managed. The account may also be used to fund research activity including Council specific initiatives and collaborative projects.

There was no expenditure from the Education and Research account this year.

Financial Management

The Pharmacy Council's accounts performance was reported in the Financial Statement as follows.

Accounts Performance 2018/19	$
Revenue	3,296,577
Operating expenditure	3,911,762
Gain / (loss) on disposal	(54)
Other gains / (losses)	(12,984)
Net result	**(628,223)**
Net cash reserves* (cash and cash equivalents minus current liabilities)	**2,625,572**

* Included in the cash reserves is an Education and Research bank account balance of $99,826.

The Pharmacy Council's budget for the period 1 July 2019 to 30 June 2020 is as follows.

Budget 2019/20	$
Revenue	3,706,795
Operating expenditure	4,619,815
Net result	**(913,020)**

Full financial statements are presented in Part 3 of this report '*Financial Statements for NSW Health Professional Councils*'.

Physiotherapy Council of NSW

Physiotherapy Council of NSW

Annual Report 2018-19

JOINT ANNUAL REPORTS OF THE 15 NEW SOUTH WALES HEALTH PROFESSIONAL COUNCILS

ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH PRACTICE COUNCIL CHINESE MEDICINE COUNCIL CHIROPRACTIC COUNCIL DENTAL COUNCIL MEDICAL COUNCIL MEDICAL RADIATION PRACTICE COUNCIL NURSING AND MIDWIFERY COUNCIL OCCUPATIONAL THERAPY COUNCIL OPTOMETRY COUNCIL OSTEOPATHY COUNCIL PARAMEDICINE COUNCIL PHARMACY COUNCIL PHYSIOTHERAPY COUNCIL PODIATRY COUNCIL PSYCHOLOGY COUNCIL

President's Message

Physiotherapy Council of NSW

I am delighted to present the 2018/19 Annual Report for the Physiotherapy Council of New South Wales, my second report as President.

The Council manages complaints and notifications related to registered physiotherapists and physiotherapy students in NSW. I am pleased to report that physiotherapy continues to remain among those professions with one of the lowest rates of complaints and notifications about practitioners. In regard to the complaints received, the hard work and professionalism of the Council's Complaints and Notifications Committee, ably led by practitioner member and Deputy President Liz Ward, should be acknowledged.

During 2018/19, the Council published a series of four online video educational resources for the benefit of physiotherapy and other health professional practitioners. The intention of these resources is to help educate registered physiotherapists and physiotherapy students to understand the ramifications of selected ethical dilemmas which arose as trends observed by the Council in complaints received in recent years. Continuing the theme of assisting physiotherapists to avoid and prevent situations which may lead to formal complaints, the Council has identified in its current Action Plan the need to provide additional resources regarding managing 'difficult conversations' with patients.

This last year has also seen the beginning of a closer engagement between the NSW Physiotherapy Council and the Physiotherapy Board of Australia, which amongst its other functions, is responsible for managing complaints and notifications in all the other states and territories of Australia. It is expected that an increased collaboration between these two bodies will lead to sharing of learnings and enhanced analysis of complaints data, with a view to reducing complaints and resolving them more efficiently.

This year has seen minimal change in the membership of the Council. We welcomed community member Professor Rodney Hill to the Council this year to fill a vacancy. The Council is indeed fortunate to have the services of such talented individuals in its role of protecting the NSW public.

Thank you to all the Health Professional Councils Authority (HPCA) staff who have supported the Council and enabled us to continue to operate effectively and efficiently during this last year.

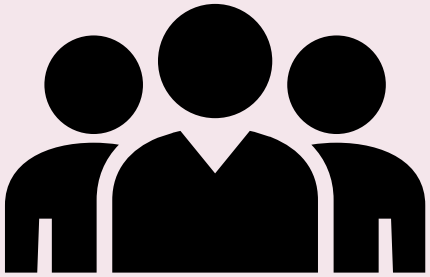
Finally, I also wish to acknowledge the important contributions of the many physiotherapists and other professionals on various Council panels, committees and in other designated roles.

Professor Darren A. Rivett
President
Physiotherapy Council of New South Wales

Physiotherapy Council

2018-19 Summary

PHYSIOTHERAPISTS

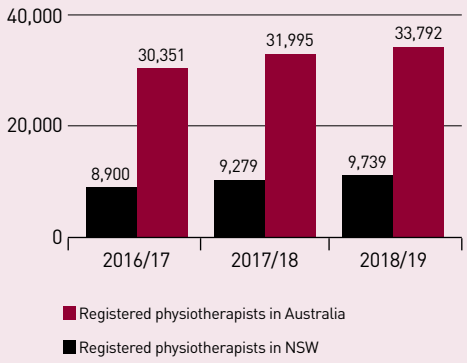


9,739
Registered physiotherapists in NSW

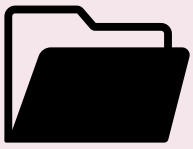
29%
of Australian physiotherapists practise in NSW

0.6%
of NSW physiotherapists had complaints made about them

3 year trend in number of registered physiotherapists

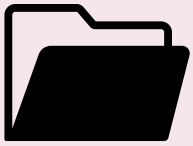


COMPLAINTS ABOUT PHYSIOTHERAPISTS

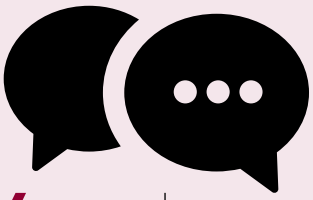


19
cases were open at the beginning of the year

51
cases were closed during the year



32
cases were open at the end of the year



64
complaints were received about 54 Physiotherapists in 2018/19

7
of the complaints received were mandatory notifications about 7 practitioners

Complaints were mainly from:

Patients - **26**

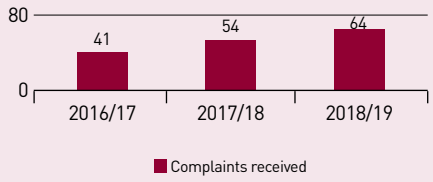
Other practitioner - **9**

Complaints were mainly about:

Clinical care - **19**

Boundary violation - **9**

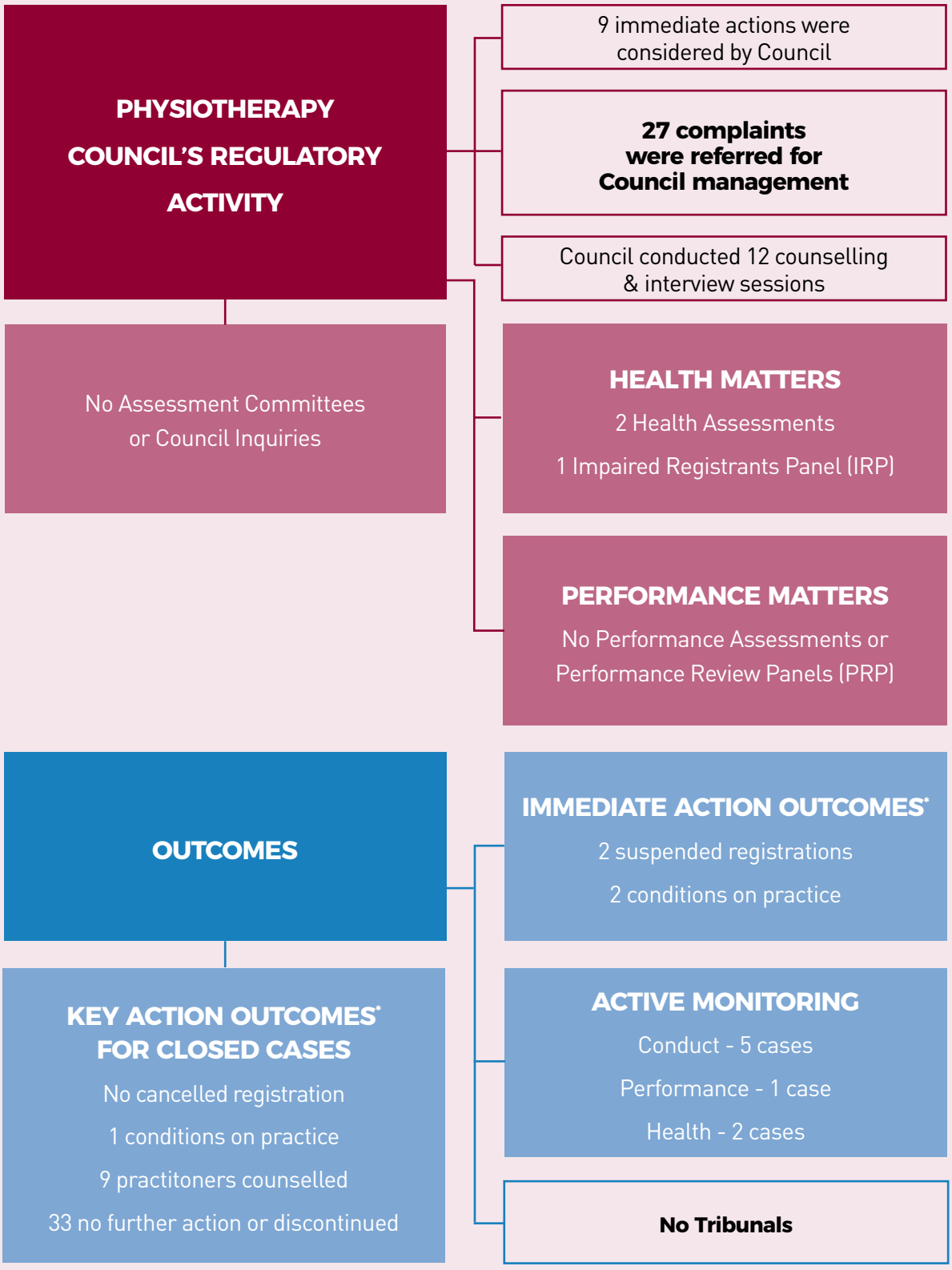
3 year trend in number of complaints about physiotherapists



Physiotherapy Council

2018-19 Summary

PHYSIOTHERAPY COUNCIL'S REGULATORY ACTIVITY – MATTERS CONCLUDED



*Not all outcomes are included & a complaint may have more than one outcome

Council Members

Ten members sit on the Physiotherapy Council as set out in the National Law.

Council members are nominated by the Minister for Health and appointed by the Governor.

Registered Physiotherapy practitioner members:

- Professor Darren Rivett, BAppSc(Phty), GradDipManipTher, MAppSc(ManipPhty), PhD, APAM, MAICD
- Ms Elizabeth Ward BSc, PGD (Phty), MPH, MHlthSc (Phty), GAICD, APAM, Life Member AHTA
- Mr Toni Andary BAppSc (Physiotherapy), APAM
- Associate Professor Jane Butler PhD, MTertEdMgmt, MEd, GradDipAppSci, DipPhys
- Mr David Cross BAppSc (Pty) (Cumb), Master Physio (Rural and Remote) Uni SA, APAM
- Dr Hassan Kadous DBA MPhty, BAppSc (EXSS)

Legal member:

- Ms Athena Harris Ingall – BHA , LLB , GDipHthMedLaw , GDipLegalPrac , MEd

Community members:

- Ms Janene Eagleton GAICD, FGIA, MBA, BHA, RD
- Mrs Marie Clarke RN, RM, DipNEd, DipNAdmin, BBus, GradCertMgmt
- Professor Rodney Hill PhD

The Governor appointed Professor Darren Rivett as President of the Physiotherapy Council.

The Governor appointed Ms Elizabeth Ward as Deputy President of the Physiotherapy Council.

Executive Officer

Mrs Maricel O'Farrell is the Executive Officer for the Physiotherapy Council. Ms Heather Comino has been providing Executive Officer support to the Council since April 2019 while Mrs O'Farrell is on leave.

The Executive Officer is part of a team of 11 led by Ms Farina Bains. This team works with 11 of the health professional Councils.

All staff working both directly and indirectly with the Council are employed by the HPCA as an executive agency of the Ministry of Health. Councils cannot employ staff under the National Law.

Council Meeting Attendance

The Physiotherapy Council met ten times during the year.

Table i: Member attendance at Council meetings, eligibility to attend and term of office

Member	Meetings Attended	Meetings Eligible to Attend	Date first appointed	Current Term of Office*
President Darren Rivett	9	10	1 July 2014	1 July 2017 – 30 June 2020
Deputy President Elizabeth Ward	9	10	1 July 2015	1 July 2018 – 30 June 2021
Toni Andary	10	10	1 July 2018	1 July 2018 – 30 July 2021
Jane Butler	9	10	1 July 2018	1 July 2018 – 30 June 2021
Marie Clarke	10	10	1 July 2015	1 July 2018 – 30 June 2021
David Cross	10	10	1 July 2018	1 July 2018 – 30 June 2021
Janene Eagleton	7	10	1 July 2014	1 July 2017 – 30 June 2020
Athena Harris Ingall	9	10	1 July 2018	1 July 2018 – 3 June 2021
Rodney Hill	5	5	12 December 2018	12 December 2018 – 30 June 2021
Hassan Kadous	6	10	26 July 2017	26 July 2017 – 30 June 2020

* Council members are appointed for a term up to three years and may be reappointed up to a maximum of nine years.

Regulatory Committees and Panels

The National Law sets out the committees and panels that assist the Council to undertake its regulatory activities.

Regulatory committees and panels include:

- Impaired Registrants Panels (IRP)
- Performance Review Panels (PRP)
- Assessment Committees

The Physiotherapy Council appointed two Impaired Registrants Panels during the year.

Table ii: Regulatory Committee and Panel Membership

Impaired Registrants Panels
Chair Dr Mary-Anne Friend Dr Karen Arnold
Council Members N/A
Non Council Members Mrs Brenda Elliott Mr Gaetano Milazzo

Council Committees

Councils may establish committees to assist with Council functions. Committee members are not necessarily Council members.

The Physiotherapy Council reappointed one committee this year.

Table iii: Council Committees and Membership.

Complaints and Notifications Committee
Chair Ms Elizabeth Ward
Council Members Mr David Cross Ms Marie Clarke Ms Athena Harris Ingall
Non Council Members N/A

Meetings and Events

The Physiotherapy Council was represented at the following meetings and events during the year.

Table iv: Physiotherapy Council representation at meetings and events

Name of Meeting / Event	Attended By
NRAS conference – February 2019	Darren Rivett – President David Cross – Council member

Council Communications and Stakeholder Engagement

The Physiotherapy Council website provides easy access to information about the Council and its work, publications, the complaints process and an online complaint form.

As part of the engagement plan for the Physiotherapy Council and the National Board Athena Harris Ingall and Elizabeth Ward attended a Risk Assessment Training workshop with AHPRA and the Physiotherapy Board of Australia in May 2019.

Overseas Travel

The Physiotherapy Council did not incur any overseas travel costs during the year.

Remuneration

Remuneration for Council members aligns with the Public Service Commission Remuneration Framework for NSW Government Boards and Committees. Council members receive additional payment for interviews, counselling sessions, immediate action inquiries, Council Inquiries and panels. No additional payments are made for other regulatory work such as official visits, committee meetings, training, conferences or preparation for meetings.

Council members are reimbursed for expenses when travelling on official business at Council direction. Physiotherapy Council member remuneration rates are as follows:

President	$4,465 per annum
Deputy President	$4,214 per annum
Council Members	$3,665 per annum

Education and Research Account

The Physiotherapy Council maintains an Education and Research account. This can be used to fund activities that promote better understanding of professional standards and compliance, issues that lead to complaints and how complaints are managed. The account may also be used to fund research activity including Council specific initiatives and collaborative projects.

Education and Research account expenditure this year totalled $17,949 including:

- $ 7,714 paid to Conceptavision
- $10,235 paid to the University of Sydney.

The above expenditure related to the production of an Educational Video about understanding the Code of Conduct. The project was completed during the 2018/19 year.

Financial Management

The Physiotherapy Council's accounts performance was reported in the Financial Statement as follows.

Accounts Performance 2018/19	**$**
Revenue	673,545
Operating expenditure	461,641
Gain / (loss) on disposal	(8)
Net result	**211,896**
Net cash reserves* (cash and cash equivalents minus current liabilities)	**1,772,876**

* Included in the cash reserves is an Education and Research bank account balance of $171,037.

The Physiotherapy Council's budget for the period 1 July 2019 to 30 June 2020 is as follows.

Budget 2019/20	**$**
Revenue	553,946
Operating expenditure	587,180
Net result	**(33,234)**

Full financial statements are presented in Part 3 of this report '*Financial Statements for NSW Health Professional Councils*'.

Podiatry Council of NSW

Annual Report 2018-19

JOINT ANNUAL REPORTS OF THE 15 NEW SOUTH WALES HEALTH PROFESSIONAL COUNCILS

ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH PRACTICE COUNCIL CHINESE MEDICINE COUNCIL CHIROPRACTIC COUNCIL DENTAL COUNCIL MEDICAL COUNCIL MEDICAL RADIATION PRACTICE COUNCIL NURSING AND MIDWIFERY COUNCIL OCCUPATIONAL THERAPY COUNCIL OPTOMETRY COUNCIL OSTEOPATHY COUNCIL PARAMEDICINE COUNCIL PHARMACY COUNCIL PHYSIOTHERAPY COUNCIL PODIATRY COUNCIL PSYCHOLOGY COUNCIL

President's Message

Podiatry Council of NSW

I am pleased to present this Annual Report for 2018/19 on behalf of the Podiatry Council of New South Wales.

This year saw a large increase in complaints about podiatrists in NSW. Whilst clinical care remains a significant reason for complaints, growth in complaints relating to advertising matters is noted. I take this opportunity to remind practitioners of their responsibilities to advertise their services and qualifications consistent with the National Law. Whilst the vast majority of practitioners are compliant with the requirements, there remains room for improvement for some. I note that the National Board and AHPRA publish guidance on their website which supports practitioners when developing advertising material.

The Council and Podiatry Board of Australia have continued to work together to support and improve the operation of the national scheme. In addition to regular stakeholder meetings between both organisations, we conducted a joint complaints and notifications workshop in March 2019. The workshop allowed us to review risk assessment practices and is part of ongoing work to ensure consistency across jurisdictions in the national scheme.

Podiatrists in NSW would be aware that a registration surcharge has been in place for practitioners working in NSW for a number of years. Council has always been reluctant to impose this surcharge but had done so in conjunction with tight expenditure management measures to ensure the financial stability of Council. I am pleased to report that these strategies have resulted in significant improvements to the Council's financial position. The surcharge to registrants was halved during the 2018-2019 financial year. A decision has not been made yet for the 2019 fee.

The work of Council is reliant on the staff of the Health Professional Councils Authority (HPCA). I would in particular like to acknowledge the Podiatry Council's Executive Officer Asha Mears and Program Officer Christine Gursen for their hard work and professionalism on behalf of Council. We benefit greatly from the expertise and professional judgement of podiatrists who, on behalf of Council, perform roles on panels and committees. I would like to thank these practitioners for their support of Council's activities. I would also like to acknowledge the staff of the Health Care Complaints Commission, who have a pivotal role in the operation of health care regulation in NSW and work in collaboration with the Council in our shared activities.

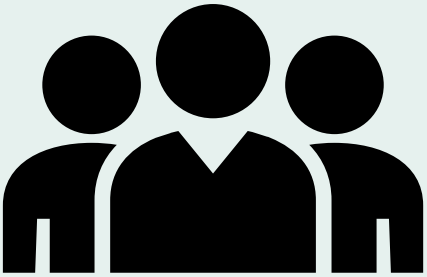
Finally, I would like to acknowledge the contributions of Mr Ebenezer Banful, Ms Verona Du Toit and Dr Kristy Robson to the Podiatry Council. They give generously of their time and expertise to achieve the objectives of the Podiatry Council.

Mr Luke Taylor
President
Podiatry Council of New South Wales

Podiatry Council

2018-19 Summary

PODIATRISTS

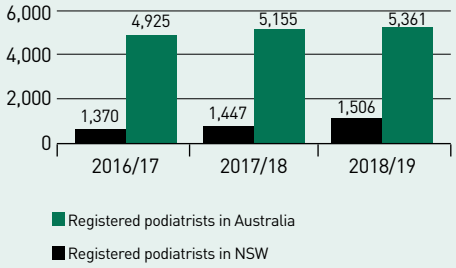


1,506
Registered podiatrists in NSW

28%
of Australian podiatrists practise in NSW

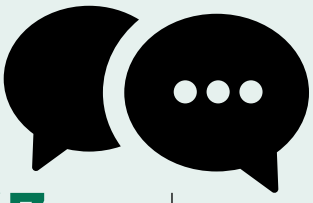
3%
of NSW podiatrists had complaints made about them

3 year trend in number of registered podiatrists



COMPLAINTS ABOUT PODIATRISTS

7
cases were open at the beginning of the year



47
complaints were received about 42 podiatrists in 2018/19

0
No mandatory notifications were received

45
cases were closed during the year

Complaints were mainly from:

Patients- **15**

Member of the public - **13**

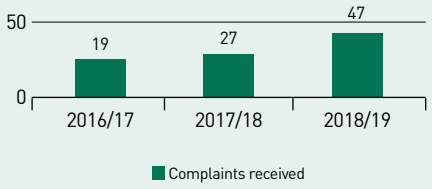
Complaints were mainly about:

National Law breach or offence - **21**

Clinical care - **17**

9
cases were open at the end of the year

3 year trend in number of complaints about podiatrists



Podiatry Council

2018-19 Summary

PODIATRY COUNCIL'S REGULATORY ACTIVITY – MATTERS CONCLUDED

PODIATRY COUNCIL'S REGULATORY ACTIVITY

- 1 immediate action was considered by Council
- **11 complaints were referred for Council management**
- Council conducted 5 counselling & interview sessions

No Assessment Committees or Council Inquiries

HEALTH MATTERS

1 Health Assessment

1 Impaired Registrants Panel (IRP)

PERFORMANCE MATTERS

1 Performance Assessment

No Performance Review Panels (PRP)

OUTCOMES

IMMEDIATE ACTION OUTCOMES*

1 suspended registration

KEY ACTION OUTCOMES* FOR CLOSED CASES

No conditions on practice

2 practitioners counselled

1 suspended registration

27 no further action or discontinued

ACTIVE MONITORING

Conduct - 0 cases

Performance - 1 case

Health - 1 case

No Tribunals

*Not all outcomes are included & a complaint may have more than one outcome

Council Members

Four members sit on the Podiatry Council as set out in the National Law.

Council members are nominated by the Minister for Health and appointed by the Governor.

Registered podiatry practitioner members:

- Mr Luke Taylor BApp Sci (Pod), Grad Cert (Diabetes)
- Dr Kristy Robson PhD, MHSc (Education), DipHSc (Podiatry)
- Ms Verona du Toit MAppSc (Ex&SpSc), AssDipPod, BTeach (AdVocEd)

Legal member:

- Mr Ebenezer Banful BA (Hons), MA, LLB (Hons), GDLP

The Governor appointed Mr Luke Taylor as President of the Podiatry Council.

The Governor appointed Dr Kristy Robson as Deputy President of the Podiatry Council.

Executive Officer

Ms Asha Mears is the Executive Officer for the Podiatry Council.

The Executive Officer is part of a team of 11 led by Ms Farina Bains. This team works with 11 of the health professional Councils.

All staff working both directly and indirectly with the Council are employed by the HPCA as an executive agency of the Ministry of Health. Councils cannot employ staff under the National Law.

Council Meeting Attendance

The Podiatry Council met 12 times during the year.

Table i: Member attendance at Council meetings, eligibility to attend and term of office

Member	Meetings Attended	Meetings Eligible to Attend	Date first appointed	Current Term of Office*
President Luke Taylor	10	12	1 July 2015	1 July 2017 to 30 June 2020
Deputy President Kristy Robson	9	12	1 July 2015	1 July 2017 to 30 June 2020
Verona du Toit	9	12	1 July 2015	1 July 2018 to 30 June 2021
Ebenezer Banful	10	12	1 January 2011	1 July 2018 to 31 December 2019

* Council members are appointed for a term up to three years and may be reappointed up to a maximum of nine years.

Regulatory Committees and Panels

The National Law sets out the committees and panels that assist the Council to undertake regulatory activities.

Regulatory committees and panels include:

- Impaired Registrants Panels (IRP)
- Performance Review Panels (PRP)
- Assessment Committee

The Podiatry Council appointed one Impaired Registrants Panel during the year.

Table ii: Regulatory Committee and Panel Membership

Impaired Registrants Panel
Chair Dr Karen Arnold
Council Members N/A
Non Council Members Ms Jessica Knox Mrs Peta Tehan

Council Committees

Councils may establish committees to assist with Council functions. Committee members are not necessarily Council members.

The Podiatry Council did not appoint any committees during the year.

Meetings and Events

The Podiatry Council was represented at the following meetings and events during the year.

Table iii: Podiatry Council representation at meetings and events

Name of Meeting / Event	Attended By
University of Newcastle – Presentation to students on regulation in NSW	Verona du Toit – Council Member
Pharmaceutical Regulatory Unit, NSW Ministry of Health – Poisons and Therapeutic Goods Act 1966 review stakeholder meeting	Luke Taylor – President
AHPRA – Activity Based Costing Meeting	Luke Taylor – President
National Board Chairs and NSW Council Presidents Joint Meeting	Luke Taylor – President
NRAS Combined Meeting and Research Summit	Luke Taylor – President
Australian Podiatry Association – Stakeholder meeting	Luke Taylor – President Kristy Robson – Deputy President Ebenezer Banful – Council Member
Podiatry Board of Australia – Joint Notifications Workshop	Luke Taylor – President Kristy Robson – Deputy President Ebenezer Banful – Council Member

Council Communications and Stakeholder Engagement

The Podiatry Council website provides easy access to information about the Council and its work, publications, the complaints process and an online complaint form.

As part of the engagement plan for the Podiatry Council and the National Board, representatives from each attended three teleconferences and met twice during the year.

Other stakeholder engagement activities included a meeting with the Australian Podiatry Association.

Overseas Travel

The Podiatry Council did not incur any overseas travel costs during the year.

Remuneration

Remuneration for Council members aligns with the Public Service Commission Remuneration Framework for NSW Government Boards and Committees. Council members receive additional payment for interviews, counselling sessions, immediate action inquiries, Council Inquiries and panels. No additional payments are made for other regulatory work such as official visits, committee meetings, training, conferences or preparation for meetings.

Council members are reimbursed for expenses when travelling on official business at Council direction.

Podiatry Council member remuneration rates are as follows.

President	$4,465 per annum
Deputy President	$4,214 per annum
Council Members	$3,665 per annum

Education and Research Account

The Podiatry Council maintains an Education and Research account. This can be used to fund activities that promote better understanding of professional standards and compliance, issues that lead to complaints and how complaints are managed. The account may also be used to fund research activity including Council specific initiatives and collaborative projects.

There was no expenditure from the Education and Research account this year.

Financial Management

The Podiatry Council's accounts performance was reported in the Financial Statement as follows.

Accounts Performance 2018/19	$
Revenue	318,023
Operating expenditure	141,781
Gain / (loss) on disposal	(4)
Net result	**176,238**
Net cash reserves* (cash and cash equivalents minus current liabilities)	**654,648**

* Included in the cash reserves is an Education and Research bank account balance of $66,716.

The Podiatry Council's budget for the period 1 July 2019 to 30 June 2020 is as follows.

Budget 2019/20	$
Revenue	285,732
Operating expenditure	200,745
Net result	**84,987**

Full financial statements are presented in Part 3 of this report '*Financial Statements for NSW Health Professional Councils*'.

PSYCHOLOGY COUNCIL of New South Wales

Psychology Council of NSW

Annual Report 2018-19

JOINT ANNUAL REPORTS OF THE 15 NEW SOUTH WALES HEALTH PROFESSIONAL COUNCILS

ABORIGINAL AND TORRES STRAIT ISLANDER HEALTH PRACTICE COUNCIL CHINESE MEDICINE COUNCIL CHIROPRACTIC COUNCIL DENTAL COUNCIL MEDICAL COUNCIL MEDICAL RADIATION PRACTICE COUNCIL NURSING AND MIDWIFERY COUNCIL OCCUPATIONAL THERAPY COUNCIL OPTOMETRY COUNCIL OSTEOPATHY COUNCIL PARAMEDICINE COUNCIL PHARMACY COUNCIL PHYSIOTHERAPY COUNCIL PODIATRY COUNCIL PSYCHOLOGY COUNCIL

President's Message

PSYCHOLOGY COUNCIL of New South Wales

I am pleased to introduce this Annual Report for the Psychology Council of New South Wales for the period ending June 2019.

This is my second President's message and as well as reflecting on the work of the Council over the past year, I look forward to another rewarding and productive year ahead.

The Council is a statutory body established under the Health Practitioner Regulation National Law (NSW). Council members are appointed by the Governor of NSW and the Council is comprised of eight members from all Divisions of registered psychology practitioners, as well as community and legal members. The Council's activity continues to be focused on protecting the public through avenues that require safe practice and compliance with the Guidelines and Standards that have been established for our profession.

The Annual Report is an important document that all registered Psychologists are encouraged to read as it describes the nature and number of complaints received and the potential areas of difficulty that practitioners commonly encounter that could result in complaints.

It has been a very busy first year for the current Council members. The level of regulatory work this year was comparable with last year, though there is a general trend for complaints numbers to increase year on year. As complaints numbers increase, assessment and management of these complaints means more psychologists have conditions imposed on their registration by the Council. This then has a cumulative effect of increasing the number of cases being monitored.

In the past year, Council members have continued to provide information via a twice-yearly Bulletin to provide information on issues related to frequent complaints. In the last Bulletin articles included adequate record keeping; mandatory reporting; boundary violations; and ethical challenges in the practice of couple therapy. Psychologists are encouraged to read these articles to ensure their knowledge and skill in these areas is current.

In the coming year the Council is focused on ways to better provide education to psychologists related to improving compliance with regulatory processes aimed at reducing the number of complaints.

The Council has continued its valued collaboration and stakeholder engagement with the Psychology Board of Australia, the Australian Health Practitioner Regulation Agency and ongoing co-regulatory activities with the Health Care Complaints Commission and looks forward to continuing to strengthen these relationships as well as the relationship with the Children's Court Clinic.

In the coming year the Council is planning to increase its stakeholder engagement in areas of education and professional associations to promote the Council, its role in public protection and regulation in NSW.

I would like to thank the Health Professional Councils Authority staff for their continuing support and contribution in assisting the work of the Council so ably. A special thank you to Ms Farina Bains, Executive Officer, and her staff for their support and guidance, and Professional Officer, Simon Milton whose professional and regulatory skill and guidance has kept the Council business running smoothly over the past 12 months. I would also like to thank the panel members who carry out much of the investigative work, for their expertise and ongoing support of the Council.

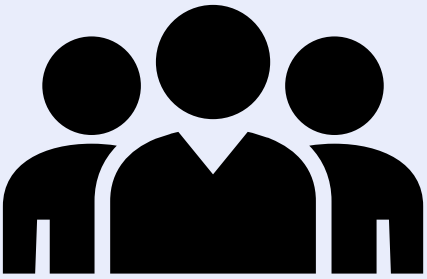
Finally, I would like to thank the Council members, Conjoint Associate Professor Chris Willcox, Associate Professor Maree Abbott, Mr Bob Lorschy, Ms Joanne Jousif, Dr Liz Tong, and Mr Hugh Macken for their support, expertise and much appreciated teamwork. The Council would also like to congratulate one of its members, Dr Lizabeth Tong, who was awarded a Member of the Order of Australia in the Queen's Birthday 2019 Honours List for her significant service to medicine, particularly to child mental health. Congratulations Liz!

Ms Gail Purkis
President
Psychology Council of New South Wales

Psychology Council

2018-19 Summary

PSYCHOLOGISTS

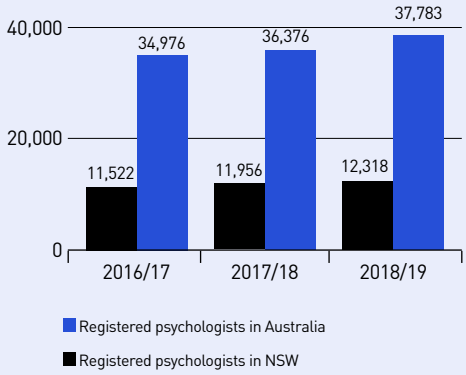


12,318
Registered psychologists in NSW

33%
of Australian psychologists practise in NSW

2%
of NSW psychologists had complaints made about them

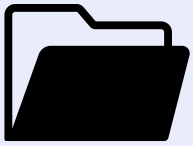
3 year trend in number of registered psychologists



COMPLAINTS ABOUT PSYCHOLOGISTS

146
cases were open at the beginning of the year

307
cases were closed during the year



134
cases were open at the end of the year

295
complaints were received about 245 psychologists in 2018/19

31
of the complaints received were mandatory notifications about 29 practitioners

Complaints were mainly from:

Patients - **31%**

Relatives - **18%**

Member of the public - **12%**

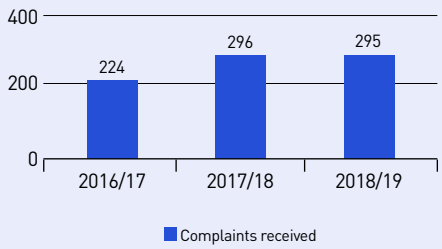
Complaints were mainly about:

Clinical care - **27%**

Communication - **12%**

Boundary violation and documentation - **9% each**

3 year trend in number of complaints about psychologists



Psychology Council

2018-19 Summary

PSYCHOLOGY COUNCIL'S REGULATORY ACTIVITY – MATTERS CONCLUDED

PSYCHOLOGY COUNCIL'S REGULATORY ACTIVITY

- 19 immediate actions were considered by Council
- **119 complaints were referred for Council management**
- Council conducted 24 counselling & interview sessions

1 COUNCIL INQUIRY

No Assessment Committees

HEALTH MATTERS

16 Health Assessments

5 Impaired Registrants Panels (IRP)

PERFORMANCE MATTERS

5 Performance Assessments

5 Performance Review Panels (PRP)

OUTCOMES

IMMEDIATE ACTION OUTCOMES*

2 suspended or surrendered registrations

13 conditions on practice

KEY ACTION OUTCOMES* FOR CLOSED CASES

15 conditions on practice

2 practitioners counselled

8 cancelled or surrendered registrations

254 no further action or discontinued

ACTIVE MONITORING

Conduct - 15 cases

Performance - 9 cases

Health - 16 cases

5 Tribunals

*Not all outcomes are included & a complaint may have more than one outcome

Council Members

Eight members sit on the Psychology Council as set out in the National Law.

Council members are nominated by the Minister for Health and appointed by the Governor.

Registered Psychologist practitioner members:

- Ms Gail Purkis BSc(Applied Psych), Dip Psychol, GAICD
- Conjoint Associate Professor Christopher Willcox BSc (Psych) Hons, MPsych (Clin), GC (PSM), MAPS, FCCLP
- Dr Lizabeth Tong AM, BA (Hons)(Psych), MA, Dip Clin Psych, PhD (Med), Cert TSL (Eng), AFBPS, MACPA, MACAPP, MAPS, FCCLP, JP
- Associate Professor Maree J Abbott BA, (Hons) (Psych), M Clin Psych, PhD, FACPA, MAACBT
- Mr Thomas O'Neill BA (Hons)(Psych), MPsych (Clin), FAPS

Legal member:

- Mr Hugh Macken BA, LLB, LLM

Community members:

- Ms Joanne Jousif BA, Dip Crim, Cert IV Training & Assessment
- Mr Robert Lorschy JP

The Governor appointed Ms Gail Purkis as President of the Psychology Council.

The Governor appointed Conjoint Associate Professor Christopher Willcox as Deputy President of the Psychology Council.

Executive Officer

Ms Farina Bains is the Executive Officer for the Psychology Council. The Executive Officer leads a team of 11. This team works with 11 of the health professional Councils.

All staff working both directly and indirectly with the Council are employed by the HPCA as an executive agency of the Ministry of Health. Councils cannot employ staff under the National Law.

Council Meeting Attendance

The Psychology Council met 10 times during the year.

Table i: Member attendance at Council meetings, eligibility to attend and term of office

Member	Meetings Attended	Meetings Eligible to Attend	Date first appointed	Current Term of Office*
President Gail Purkis	10	10	1 July 2018	1 July 2018 to 30 June 2021
Deputy President Christopher Willcox	9	10	1 July 2018	1 July 2018 to 30 June 2021
Maree Abbott	10	10	1 July 2018	1 July 2018 to 30 June 2021
Joanne Jousif	10	10	1 July 2018	1 July 2018 to 30 June 2021
Robert Lorschy	4	10	29 June 2016	1 July 2018 to 30 June 2021
Hugh Macken	9	10	29 June 2016	1 July 2018 to 30 June 2021
Thomas O'Neill	9	10	1 July 2012	1 July 2018 to 30 June 2021
Lizabeth Tong AM	9	10	1 July 2015	1 July 2018 to 30 June 2021

* Council members are appointed for a term up to three years and may be reappointed up to a maximum of nine years.

Regulatory Committees and Panels

The National Law sets out the committees and panels that assist the Council to undertake its regulatory activities.

Regulatory committees and panels include:

- Impaired Registrants Panels (IRP)
- Performance Review Panels (PRP)
- Assessment Committees

The Psychology Council appointed 10 regulatory committees and panels during the year.

Table ii: Regulatory Committees and Panels appointed

Regulatory Committees and Panels	Number of Regulatory Committee and Panels
Impaired Registrants Panels	5
Performance Review Panels	5
Assessment Committees	0

Table iii: Regulatory Committee and Panel Membership

Impaired Registrants Panel	Performance Review Panel
Council Members Nil	**Council Members** Nil
Non Council Members Dr Karen Arnold Dr Mary-Anne Friend Dr Emma Collins Dr Amanda White Dr Alison Reid Dr Wendy Roberts Mr Christopher Allan Mr John Haigh Mr Michael Diamond	**Non Council Members** Ms Frances Taylor Dr Wendy Roberts Mr Brian Sheridan Dr Amanda White Mr Christopher Allan Mr John Haigh Ms Margaret Crowley Mr Peter Walker Dr Emma Collins Mr David Mutton

Council Committees

Councils may establish committees to assist with Council functions. Committee members are not necessarily Council members.

The Psychology Council did not appoint any committees this year.

Meetings and Events

The Psychology Council was represented at the following meetings and events during the year.

Table iv: Psychology Council representation at meetings and events

Name of Meeting / Event	Attended By
Meeting between Council Presidents, Health Professional Councils Authority and AHPRA	Ms Gail Purkis – President
NRAS 2019 Combined Meeting and Research Summit	Ms Gail Purkis - President
Children's Court Clinic Advisory Group and National Psychology Regulatory working group	Ms Gail Purkis - President
Monthly AHPRA Regional Board Chairs Meeting	Ms Gail Purkis - President
National Board Chairs and Council Presidents and Executive Officers meet and greet	Ms Gail Purkis - President

Council Communications and Stakeholder Engagement

The Psychology Council website provides easy access to information about the Council and its work, publications, the complaints process and an online complaint form.

The Psychology Council also distributes electronic newsletters, or bulletins, to psychologist practitioners working in NSW. Two bulletins were distributed this year including topics such as the pitfalls of private practice; the challenges of couple counselling; mandatory reporting obligations; importance of client records; and avoiding boundary violations.

As part of the engagement plan for the Psychology Council and the National Board, representatives meet regularly either via teleconference or in person. The Council is included in monthly teleconferences for all Chairs of Regional Boards. The Executive Officers of the Board and Council hold bi-monthly teleconferences. Representatives of the National Board have been invited to attend a Psychology Council meeting scheduled for July 2019.

Overseas Travel

The Psychology Council did not incur any overseas travel costs during the year.

Remuneration

Remuneration for Council members aligns with the Public Service Commission Remuneration Framework for NSW Government Boards and Committees. Council members receive additional payment for interviews, counselling sessions, immediate action inquiries, Council Inquiries and panels. No additional payments are made for other regulatory work such as official visits, committee meetings, training, conferences or preparation for meetings.

Council members are reimbursed for expenses when travelling on official business at Council direction.

Psychology Council member remuneration rates are as follows.

President	$20,000 per annum
Deputy President	$11,143 per annum
Council Members	$9,690 per annum

Education and Research Account

The Psychology Council maintains an Education and Research account. This can be used to fund activities that promote better understanding of professional standards and compliance, issues that lead to complaints and how complaints are managed. The account may also be used to fund research activity including Council specific initiatives and collaborative projects.

There was no expenditure from the Education and Research account this year.

Financial Management

The Psychology Council's accounts performance was reported in the Financial Statement as follows.

Accounts Performance 2018/19	**$**
Revenue	1,825,422
Operating expenditure	1,611,857
Gain / (loss) on disposal	(25)
Other gains / (losses)	(1,332)
Net result	**212,208**
Net cash reserves* (cash and cash equivalents minus current liabilities)	**2,824,665**

* Included in the cash reserves is an Education and Research bank account balance of $77,879.

The Psychology Council's budget for the period 1 July 2019 to 30 June 2020 is as follows.

Budget 2019/20	**$**
Revenue	1,619,899
Operating expenditure	1,790,856
Net result	**(170,957)**

Full financial statements are presented in Part 3 of this report '*Financial Statements for NSW Health Professional Councils*'.