



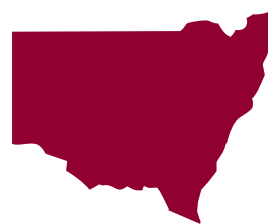
**Physiotherapy
Council
of NSW**

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.

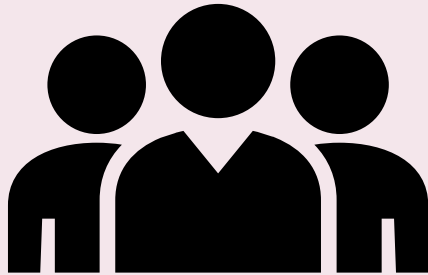
Finally, I also wish to acknowledge the important contributions of the many physiotherapists and other professionals on various Council panels, committees and in other designated roles.

A handwritten signature in black ink, appearing to read 'Darren Rivett', written over a light grey oval background.

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

2018-19 Summary

PHYSIOTHERAPISTS

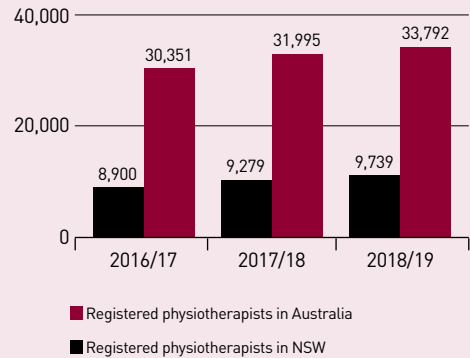


9,739
Registered
physiotherapists
in NSW

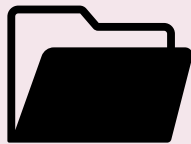
29%
of Australian
physiotherapists
practise in NSW

0.6%
of NSW
physiotherapists had
complaints made
about them

3 year trend in number of registered physiotherapists



COMPLAINTS ABOUT PHYSIOTHERAPISTS



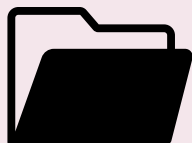
19

cases were open at the beginning of the year



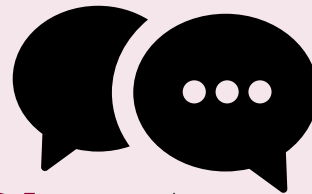
51

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

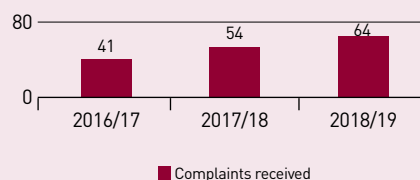
Complaints were mainly from:

Patients - **26**
Other practitioner - **9**

Complaints were mainly about:

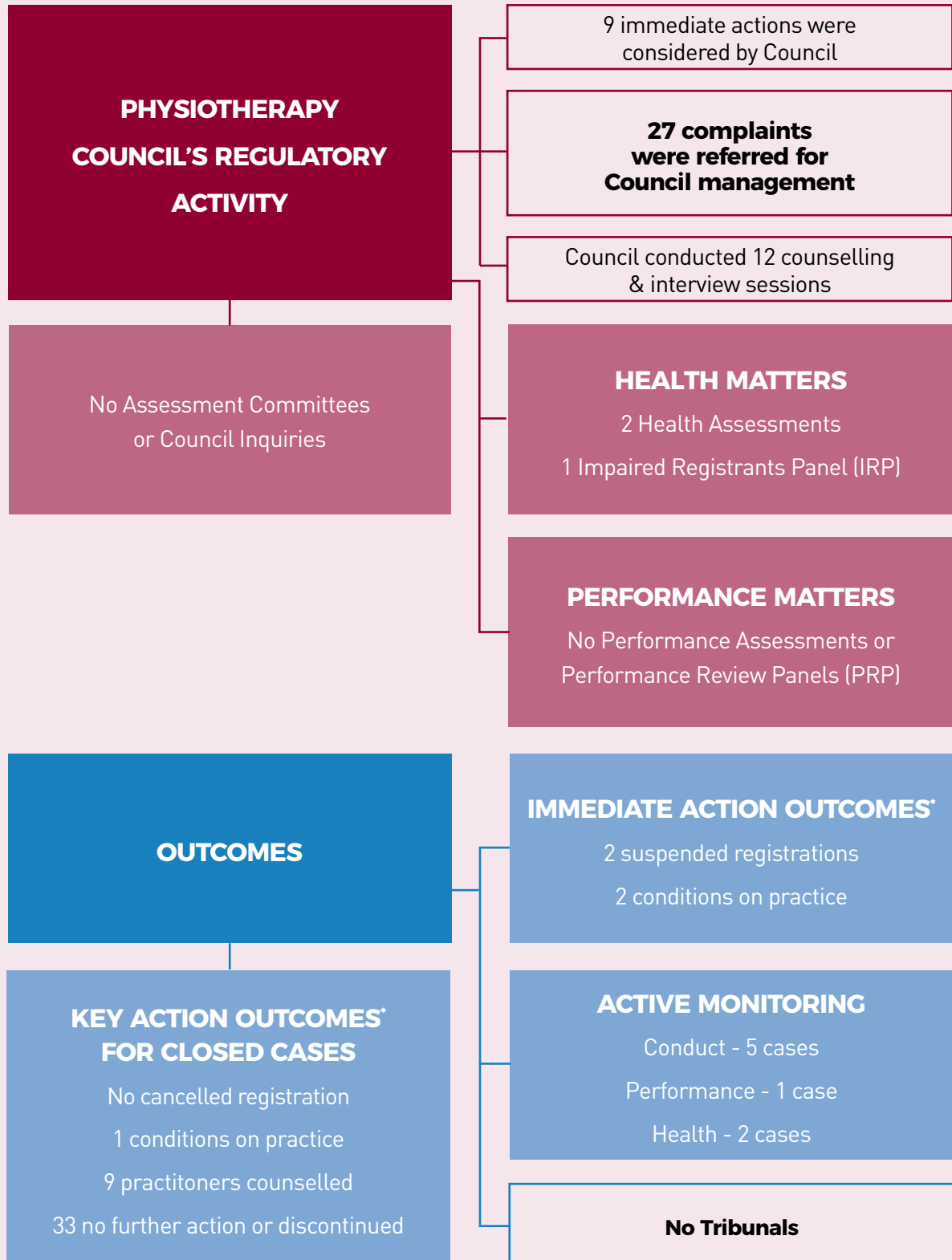
Clinical care - **19**
Boundary violation - **9**

3 year trend in number of complaints about physiotherapists



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.

Part 2: Reports from Health Professional Councils

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*'.