## Health complaints entities

Non-registered practitioners

Financial compensation

Different in different states and territories

Departments of Health manage concerns about health services, premises

Patients may take civil action against a practitioner

National Law

National Law WA

National Law QLD Read alongside OHO Act National Law NSW

NSW

**HPCA HCCC\*** 

15 Health

**Professional** 

Councils

QLD

OHO\*

\*OHO

conciliates,

investigates

and makes

interim

decisions

\*HCCC investigates

conduct and

serious matters

**HPCA** and Councils

manages health and

performance,

Councils make

decisions

Not part 8 (notifications)

Complaints about unlawful use of protected titles, unlawful advertising and protected practices

Ahpra investigates and makes decisions and refers to local court (In all jurisdictions including NSW and QLD.)

Apology

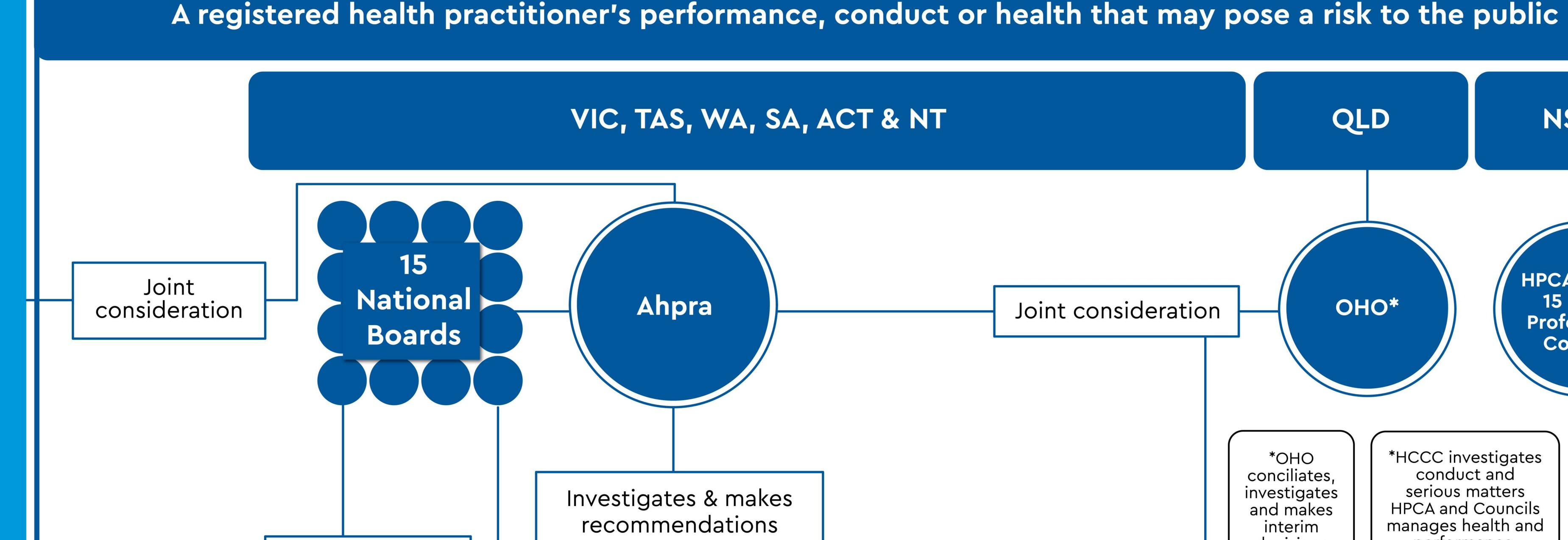
Mediation

regulate drugs and poisons and licence

TGA regulates medicines and medical devices

Civil legal action -

Police & criminal action





& standards





104 State and Territory Boards & National Committees which consider practitioner matters

Ahpra

May temporarily suspend while invetstigating

Conditions on registration

No further action

VIC, TAS, WA, SA, ACT & NT

8 State and territory administrative review tribunals

Make decisions

Joint consideration

(Only a tribunal can cancel a practitioner's registration)

Serious concerns