

COMMISSION OF INQUIRY NO. 1 OF 2005
MEDICAL BOARD OF QUEENSLAND

This is the annexure marked "**JPO-1**" mentioned and referred to in the Statement of **JAMES PATRICK O'DEMPSEY** dated this 17th day of May 2005.

Kenneth John GRANT	51 Brentwood Avenue MOOLOOLABA
Julie-Ann HARRIS	22 Denison Street MEADOWBROOK
Janelle Ann HARTLEY	Unit 5 74 Sunbeam Street ANNERLEY
Beverley Rhonda HERBERT	97 Prince Edward Parade SCARBOROUGH
Lianne Rose JOHNSTON	11 Hillsdale Street MORNINGSIDE
Shaun Frederick KANOWSKI	School Residence 22 Clintonvale School Road CLINTONVALE
Johann Leonhard KOHLER	42 Moondara Drive WURTULLA
Michael Carl LENICKA	47 Invermore Street MOUNT GRAVATT EAST
Melissa Gay LITZOW	21 Lockrose Road LOCKROSE
Gail Therese LYNE	3 Thorn Street IPSWICH
Kerry Lee MASON	31 Woodlands Crescent BUDERIM
Karen Ann MILLAR	4 Homestead Court BLUEWATER PARK
Carolyn NOBLE	4 Tyrrell Street GULLIVER
Stephen Ralph O'DELL	15 Linning Street MOUNT WARREN PARK
Kaylene Ivy PADGET	28 Jones Street GOOMERI
Amanda Nichola PETERSEN	1 Albert Street DINMORE
Kelly Louise PIANTA	64 Buckley Avenue MOUNT ISA
Kelly Anne PLATELL	8 Lindy Street BEENLEIGH
Linda Margaret POOLE	7 Mears Street MYSTERTON
Pauline Telena POOLES	15 Tarla Street MARSDEN
Russell PORTER	29 Nundah Street KEDRON
Harendra PRATAP	Unit 2 241 Horizon Drive WESTLAKE
Christopher John RIPPIN	Peter Street ATHERTON
Stephanie Margaret RUDDIMAN	3464 Kennedy Highway MAREEBA
Bronwyn Alice SCOTT	6A Estate Street WEST END
Tracey Lee STEVENS	34 Willowdowns Drive KARALEE
John Vinh THAI	20 Timperley Court MARSDEN
Steven Tyler THOMSON	8 Arabian Place BLACK RIVER
Natasha Jane TREWIN	14 Juanita Grove SPRINGWOOD
Naomi Ruth TURTON	15 Yore Road LOGAN VILLAGE
Carolyn Kay VARDY	Lot 198 Forest Plain Road ALLORA
John WATTS	23 Alpha Drive GLASS HOUSE MOUNTAINS
Scott John WEBB	11 Harman Street MANLY
Marie Madeleine WESTWOOD	28 Binyara Street CHAPEL HILL

Department of Justice and Attorney-General
Brisbane, 27 February 2003

His Excellency the Governor, acting by and with the advice of the Executive Council, has approved that—

- (a) Gayle Aileen DIXON be appointed under the *Recording of Evidence Act 1962* to be a Recorder while she performs duty in the Magistrates Courts Branch.
- (b) John ADAM be appointed under the *Supreme Court Act 1995*, the *District Court of Queensland Act 1967* and the *Acts Interpretation Act 1954* to act as a casual Bailiff, Supreme Court, Brisbane when called upon by the Registrar to act in the position.

(c) Each of the undermentioned persons be appointed under the *Recording of Evidence Act 1962* to be a Recorder—

- Paul Anthony BURNETT
- Dianna Cyd DONALDSON
- Dorothy Moira TRUELAND
- Kevena Maree WELLINGTON.

ROD WELFORD

Parliament House
Brisbane, 20 February 2003

In pursuance of the provisions of the *Parliamentary Service Act 1988*, it is hereby notified that His Excellency the Governor, acting on the recommendation of the Premier and Minister for Trade after consultation with the Speaker, has approved that:

Neil John Laurie, LL.B., LL.M(Hons.), MBA

be appointed by Commission to be The Clerk of the Parliament, Parliamentary Service, Parliament House, Brisbane as from 22 February 2003.

Hon Ray Hollis MP
Speaker
Queensland Parliament

Office of the Public Service Commissioner
Brisbane, 25 February 2003

The Public Service Commissioner, under section 34 of the *Public Service Act 1996*, has issued the following Directive.

RACHEL HUNTER

1. **TITLE:** Appointment on a fixed term contract.
2. **PURPOSE:** To declare an appointment that may be made on a contract for a fixed term.
3. **LEGISLATIVE PROVISION:** *Public Service Act 1996*, section 69.
4. **EFFECTIVE DATE:** 28 February 2003. This Directive will expire on 30 June 2003.
5. **DIRECTIVE:** An appointment to the role of Property Director, Commercial Projects, Development and Infrastructure, Department of State Development is declared to be an appointment which may be made on contract for a fixed term up to three (3) years under section 69 of the *Public Service Act 1996*.

NOTICE

Premier's Office
Brisbane, 28 February 2003

As Premier and Minister for Trade, I notify that, acting under the provisions of the *Constitution of Queensland 2001*, I have appointed the Honourable Stephen Robertson MP, Minister for Natural Resources and Minister for Mines to act as, and to perform all of the functions and exercise all of the powers of, Minister for State Development from 4 March 2003 until the Honourable Thomas Alfred Barton MP returns to duty.

PETER BEATTIE

Department of Health
Brisbane, 27 February 2003

His Excellency the Governor, acting by and with the advice of the Executive Council and under the *Health Practitioner Registration Boards (Administration) Act 1999* has approved the appointment of James Patrick O'Dempsey as Executive Officer, Office of Health Practitioner Registration Boards for a term of five years on and from 27 February 2003.

WENDY EDMOND MP

COMMISSION OF INQUIRY NO. 1 OF 2005
MEDICAL BOARD OF QUEENSLAND

This is the annexure marked "**JPO-2**" mentioned and referred to in the Statement of **JAMES PATRICK O'DEMPSEY** dated this 17th day of May 2005.

*OFFICE OF HEALTH PRACTITIONER
REGISTRATION BOARDS*

ANNUAL REPORT

2000-2001

The Honourable Wendy Edmond MLA
Minister for Health
Parliament House
BRISBANE QLD 4000

Dear Minister

Section 46J of the *Financial Administration and Audit Act 1977* requires statutory bodies to prepare and furnish Annual Reports to their Ministers within four months of the close of each financial year. I have pleasure in presenting the second Annual Report of the Office of Health Practitioner Registration Boards.

The Office was established as a statutory body within the meaning of the *Financial Administration and Audit Act 1977* on 7 February 2000 upon the commencement of the *Health Practitioner Registration Boards (Administration) Act 1999*. The Office exists to provide administrative and operational support to 11 Health Practitioner Registration Boards.

The year has provided many major challenges for the new Office. During the year the Office has endeavoured to meet all of its new responsibilities as an independent statutory body. At the same time it has continued to assist the Boards with their ongoing operations, while also assisting with the implementation of the new *Health Practitioners (Professional Standards) Act 1999* and preparing for the commencement of the 13 new Health Practitioner Registration Acts.

This report documents the achievements of the Office in the first full year it has operated as an independent entity. I wish to express my thanks to the staff of the Office without whose considerable dedication and hard work the achievements of the past 12 months could not have been attained.

Yours sincerely

John Greenaway
Executive Officer

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GPO Box 2438
BRISBANE QLD 4001

Location:
Level 19, Forestry House
160 Mary Street, BRISBANE QLD

Phone: (07) 3225 2523
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Organisational Chart and Financial Statements

1. PURPOSE, CLIENTS AND RESPONSIBILITIES

1.1 Establishment, Constitution and Purpose of the Office

The Office of Health Practitioner Registration Boards is established under the *Health Practitioner Registration Boards (Administration) Act 1999* to provide administrative and operational support to the Queensland Health Practitioner Registration Boards in accordance with Service Agreements between the Office and each Board.

The Office consists of the Executive Officer and the staff of the Office. The Executive Officer is taken to be the Chairperson of the Office.

The administrative and operational support provided by the Office assists the Boards to exercise and discharge their powers, authorities, duties and functions (conferred and imposed on them by their respective Acts) such as:

- § to keep and maintain Registers of persons registered under the legislation administered by each of the individual Boards;
- § to determine applications for registration;
- § to keep and maintain Registers listing those persons registered with each of the Boards;
- § to determine applications for registration pursuant to the provisions of the Health Practitioner Registration Acts, the *Mutual Recognition (Queensland) Act 1992* and the *Trans-Tasman Mutual Recognition (Queensland) Act 1999*;
- § to monitor and maintain the practice standards of the relevant health professions and to investigate complaints about the actions of registered health practitioners and take disciplinary action where appropriate under the provisions of the respective Health Practitioner Registration Acts and the *Health Practitioners (Professional Standards) Act 1999*;
- § to publish and distribute information concerning their Acts and subordinate legislation to interested persons.

The Boards fulfill a fundamental role in ensuring high quality health care services in Queensland through the exercise of their responsibilities.

The purpose of the Office is set out in its Strategic Plan as:

“To provide advice and support to the Queensland Health Practitioner Registration Boards to assist them to foster and maintain high standards of health practitioner practice for the benefit of the public.”

The 11 Health Practitioner Registration Boards served by the Office and the legislation they administer are:

- § Chiropractors and Osteopaths Board of Queensland (*Chiropractors and Osteopaths Act 1979* and By-law)
- § Dental Board of Queensland (*Dental Act 1971* and By-law)
- § Dental Technicians and Dental Prosthetists Board of Queensland (*Dental Technicians and Dental Prosthetists Act 1991, Regulation* and By-law)

- \$ Medical Board of Queensland (*Medical Act 1939, Regulation and By-law*)
- \$ Occupational Therapists Board of Queensland (*Occupational Therapists Act 1979 and By-law*)
- \$ Optometrists Board of Queensland (*Optometrists Act 1974 and By-law*)
- \$ Pharmacy Board of Queensland (*Pharmacy Act 1976, Regulation and By-law*)
- \$ Physiotherapists Board of Queensland (*Physiotherapists Act 1964 and Regulation*)
- \$ Podiatrists Board of Queensland (*Podiatrists Act 1969 and By-law*)
- \$ Psychologists Board of Queensland (*Psychologists Act 1977 and By-law*)
- \$ Speech Pathologists Board, Queensland (*Speech Pathologists Act 1979 and By-law*)

Other Acts having a bearing on the operations of the Office are:

- \$ *Anti-Discrimination Act 1991*
- \$ *Equal Opportunity in Public Employment Act 1992*
- \$ *Financial Administration and Audit Act 1977*
- \$ *Freedom of Information Act 1992*
- \$ *Health Practitioners (Professional Standards) Act 1999*
- \$ *Health Practitioner Registration Boards (Administration) Act 1999*
- \$ *Health Rights Commission Act 1991*
- \$ *Judicial Review Act 1991*
- \$ *Medical Act and Other Acts (Administration) Act 1966*
- \$ *Mutual Recognition (Queensland) Act 1992*
- \$ *Trans-Tasman Mutual Recognition (Queensland) Act 1999*
- \$ *Public Sector Ethics Act 1994*
- \$ *Public Service Act 1996*
- \$ *The Commissions of Inquiry Act 1950*
- \$ *Workplace Health and Safety Act 1995*

1.2 Clients

The Office has a wide range of clients to whom it provides services. The Office's primary clients are the 11 Health Practitioner Registration Boards and their registrants. Other clients include:

- \$ the general public, whose health care interests are the reason for the establishment and ongoing operations of the Boards;
- \$ the Minister for Health, for whom the Office regularly provides advice in respect of issues raised through written or oral communication with the Minister;
- \$ the Director General, Queensland Health, and other sections of Queensland Health;
- \$ the Health Rights Commission, to and from whom complaints from the public about health practitioners are referred and reports thereon provided;
- \$ other Health Practitioner Registration Authorities, inter-state and overseas;
- \$ the national and state branches of the various Associations of Health Practitioners;
- \$ academic institutions whose training programs produce health profession graduates eligible for registration in Queensland;
- \$ national councils and organisations associated with the Health Professions; and
- \$ the Health Insurance Commission and private health insurance companies, who seek details of the registration status of health practitioners.

1.3 Responsibilities

1.3.1 Office=s Functions

Section 7.(2) of the *Health Practitioner Registration Boards (Administration) Act 1999* states that: *The office consists of the executive officer and the staff of the office.*@ The office=s function is set out in s.8 of the Act:

A8. *The office=s function is to provide the administrative and operational support necessary or convenient to help each Board to perform its functions.*@

“*Administrative and operational support*@ is defined in the Dictionary of the Act and includes the following:

- \$ maintaining the Boards= registers;
- \$ collecting moneys payable to the Boards and managing and disbursing moneys held for the Boards;
- \$ providing and maintaining accommodation and equipment for use by the Boards;
- \$ providing secretariat services to the Boards;
- \$ providing advice to the Boards about the operation of the legislative scheme;
- \$ helping the Boards to meet their statutory financial obligations including, for example, under the *Financial Administration and Audit Act 1977*; and
- \$ exercising powers conferred on or delegated to the Executive Officer or staff under the *Health Practitioners (Professional Standards) Act 1999*.

1.3.2 Executive Officer=s Functions

The Executive Officer=s functions are set out in s.12 of the Act and serve to define additional responsibilities of the Office:

- \$ management of the Office, including financial management;
- \$ negotiation of service agreements;
- \$ implementation of service agreements; and
- \$ providing training for members of Boards, when first appointed, about their role and the legislative scheme.

1.3.3 Office=s Relationship with the Boards

The Act requires the Executive Officer and the Boards to negotiate Service Agreements that define their relationships. Section 27 of the Act states that the Service Agreements must include the following:

- \$ details of the services to be provided by the Office;
- \$ amount payable to the Office by the Boards for the provision of the services;
- \$ how the amount payable is to be calculated;

- § how the amount payable is to be paid, for example, by instalments, and the amount and timing of the instalments;
- § arrangements by which the Executive Officer reports to the Boards about the Office=s performance under the agreements;
- § arrangements by which the Executive Officer accounts to the Boards for moneys collected, managed and disbursed for the Boards by the Office;
- § the term of the agreements, which must be not more than 3 years;
- § how the agreements may be varied.

1.4 Access

The Office is located at Level 19, Forestry House, 160 Mary Street, Brisbane.

Correspondence to the Office should be addressed to:

Executive Officer
Office of Health Practitioner Registration Boards
GPO Box 2438
BRISBANE QLD 4000

The Office=s Web Page is at www.healthregboards.qld.gov.au . Links to the Web Pages for each of the Health Practitioner Registration Boards may be found on that page.

Email contact with programs of the Office and the Boards it supports can be achieved at:

Office Programs:

administration@healthregboards.qld.gov.au
registrar@healthregboards.qld.gov.au
healthassessment@healthregboards.qld.gov.au
medicalcomplaints@healthregboards.qld.gov.au
foi@healthregboards.qld.gov.au

Boards:

chiropractic@healthregboards.qld.gov.au
dental@healthregboards.qld.gov.au
dentalprosthetists@healthregboards.qld.gov.au
dentaltechnicians@healthregboards.qld.gov.au
medical@healthregboards.qld.gov.au
occupationaltherapy@healthregboards.qld.gov.au
optometry@healthregboards.qld.gov.au
osteopathy@healthregboards.qld.gov.au
pharmacy@healthregboards.qld.gov.au
physiotherapy@healthregboards.qld.gov.au
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psychology@healthregboards.ald.gov.au

speechpathology@healthregboards.qld.gov.au

This Report is reproduced on the Office's Web Page and is available for inspection, free of charge, at the Office.

Access to other Office documents is provided through the *Freedom of Information Act 1992*. Applications made under the Act should be in writing to the *FOI Decision-maker, Office of Health Practitioner Registration Boards, GPO Box 2438, Brisbane 4001*.

No fee is payable for access to documents that concern a person's personal affairs, Applications requesting access to documents that do not concern the applicant's personal affairs should be accompanied by a \$31.00 application fee. For non-personal affairs documents, a charge may also be applied for the reasonable costs incurred by the Office in photocopying or otherwise preparing documents for viewing by the applicant.

2. EXECUTIVE OFFICER'S REVIEW

2.1 Administration

The Office of Health Practitioner Registration Boards has now completed its first full year of operations as an independent statutory authority. The year has been exceptionally challenging for the staff of the Office. The Office has devoted considerable effort to establishing the systems necessary for the Office to function as an entity in its own right.

At the same time the Office has continued to assist the Boards with their statutory responsibilities. The year has seen a considerable increase in the amount of work required of the Office generally, particularly in the areas of financial management, accountability reporting, the Office's Health Assessment and Monitoring Program (HAMP) and the Complaints Unit. HAMP assists the Boards to fulfill their responsibilities for managing impaired registrants under Part 7 of the *Health Practitioners (Professional Standards) Act 1999*. The Complaints Unit assists Boards with the investigation of complaints against registrants and consultation on complaints with the Health Rights Commission.

2.2 Reporting under the Service Agreements

At the end of each quarter the Office has provided a Quarterly Report to each of the Boards. The Quarterly Reports provide details of:

- . performance achieved on each of the nine service program areas available to Boards from the Office;
- . Office financial performance under the Service Agreement;
- . Board financial performance on income and direct Board expenditure; and
- . details on activities in the Office Corporate Support Program area.

More detail on services provided to the Boards during the year are contained in Section 3 below.

2.3 Legislation

The Office has continued to work with the Boards on the implementation of the new *Health Practitioners (Professional Standards) Act 1999*.

The Office has also provided support to the Boards and the Legislative Projects Unit, Queensland Health, in preparation for 13 new Health Practitioner Registration Acts and associated regulations that are anticipated to commence in the financial year 2001-2002. The following Acts were passed by the Parliament on 1 May 2001:

- . *Chiropractors Registration Act 2001*
- . *Dental Practitioners Registration Act 2001*
- . *Dental Technicians and Dental Prosthetists Registration Act 2001*
- . *Medical Practitioners Registration Act 2001*
- . *Medical Radiation Technologists Registration Act 2001*
- . *Occupational Therapists Registration Act 2001*
- . *Optometrists Registration Act 2001*
- . *Osteopaths Registration Act 2001*
- . *Pharmacists Registration Act 2001*
- . *Physiotherapists Registration Act 2001*
- . *Podiatrists Registration Act 2001*
- . *Psychologists Registration Act 2001*
- . *Speech Pathologists Registration Act 2001*

In particular the Office has commenced a review of the Registrations Information System

(REGIS) which underpins the Boards= statutory functions. The review will ensure that the new Information System will be capable of supporting the changes to registration policies and processes required by the new legislation.

2.4 Strategic Plan

The Office=s Strategic Plan lists five main objectives for the next three years:

- § Implementation and review of new legislation in consultation with the Health Practitioner Registration Boards.
- § Continuous improvement of client services.
- § Development of the Office as an independent statutory authority.
- § Creation of a work environment which develops staff skills and enhances job satisfaction and productivity.
- § Development of a consultative and collaborative culture within the Office and with stakeholders.

2.5 Code of Conduct

Under section 23 of the *Public Sector Ethics Act 1994*, every public sector entity is required to ensure that each Annual report of the entity includes a statement giving details of action taken during the reporting period to comply with various provisions in the Act pertaining to the entity=s Code of Conduct.

The Office is currently engaged in the development of its Code of Conduct. This process had not been completed by the end of the reporting period.

2.6 Training for New Board Members

Section 12 of the *Health Practitioner Registration Boards (Administration) Act 1999* provides that one of the functions of the Executive Officer is to provide training for Board members, when first appointed, about their role and the legislative scheme. To implement this new formal requirement, induction sessions have been held and a package of documents has been assembled for new Board members to assist them to adjust to their new role and responsibilities.

Material provided to new Board members includes:

- § *Welcome Aboard: A Guide for Members of Government Boards, Committees and Statutory Authorities*;
- § Justice Street=s decision in *The Fireman=s Case* on the responsibilities of Board members for independent decision-making;
- § Code of Conduct for Board Members;
- § *Procedures for the Remuneration of Part-time Chairs and Members of Government Boards, Committees and Statutory Authorities*, together with the Schedule of remuneration and allowances payable;
- § Queensland Health Expenditure Guidelines for Senior Executives, Regional Health Authority Members and Members of Statutory Authorities;

- \$ General Guidelines for Personal Expenses and the Use of Credit Cards by Public Service Employees;
- \$ Entertainment - Staff and Parliamentary Secretaries;
- \$ Directive No. 17/99 - Travelling and Relieving Allowances;
- \$ Directive No. 21/99 - Motor Vehicle Allowances;
- \$ Guidelines for Frequent Flyer Schemes;
- \$ Guidelines: Overseas Travel for Official Purposes;
- \$ Copy of a speech given by Judge Pratt, Health Practitioner Tribunal, in relation to the functioning of the Tribunal;
- \$ Copy of the latest Annual Report and Annual Financial Statements of the relevant Board;
- \$ Current Annual Budget for the relevant Board;
- \$ Board=s latest Statement of Affairs;
- \$ Current Schedule of Fees payable to the Board by registrants;
- \$ Organisational Chart and Strategic Plan of the Office;
- \$ Copy of Service Agreement between the Board and the Office; and
- \$ Copies of legislation:
 - < relevant Health Practitioner Registration Act;
 - < By-laws and regulations made under the registration Act;
 - < *Health Practitioners (Professional Standards) Act 1999*;
 - < *Health Practitioner Registration Boards (Administration) Act 1999*;
 - < *Health Rights Commission Act 1991*;
 - < *Mutual Recognition (Queensland) Act 1992*;
 - < *Trans-Tasman Mutual Recognition (Queensland) Act 1999*;
 - < *Public Sector Ethics Act 1994*.

3. SERVICE AGREEMENTS

3.1 Negotiation of Service Agreements

The *Health Practitioner Registration Boards (Administration) Act 1999* requires the Executive Officer and the Boards to negotiate Service Agreements that define their relationships. Section 27 of the Act states that the Service Agreements must include the following:

- \$ details of the services to be provided by the Office;
- \$ amount payable to the Office by the Boards for the provision of the services;
- \$ how the amount payable is to be calculated;
- \$ how the amount payable is to be paid, for example, by instalments, and the amount and timing of the instalments;
- \$ arrangements by which the Executive Officer reports to the Boards about the Office=s performance under the agreements;
- \$ arrangements by which the Executive Officer accounts to the Boards for moneys collected, managed and disbursed for the Boards by the Office;
- \$ the term of the agreements, which must be not more than 3 years;
- \$ how the agreements may be varied.

The initial Service Agreements negotiated with the Boards in June 2000 were generally for a

period of three years. The Pharmacy Board and the Chiropractors and Osteopaths Board negotiated initial agreements to cover only the 12 month period to June 30 2001. The 12 month Service Agreement with the Chiropractors and Osteopaths Board was in recognition that it was possible that the Board could split into two separate Boards before the close of the financial year 2000/01 and new Service Agreements would be needed with each Board thereafter.

The three year Service Agreements contained a clause which stated that at the close of each financial year agreements would be amended to incorporate the relevant Board=s budget for the next financial year and any other changes to services and prices negotiated between the parties. This was completed in respect of the nine Boards with three year agreements with the Office.

New Service Agreements were negotiated before the end of the financial year with the Pharmacy Board and the Chiropractors and Osteopaths Board. The term of the agreement with the Pharmacy Board was for a period of two years. The agreement with the Chiropractors and Osteopaths Board was for 12 months in preparation for the split of the Board into two independent Boards. Both these new agreements contained budgets for the relevant Board for the financial year 2001/02.

The Table below shows the funds negotiated by the Boards and the Executive Officer to pay for the Services provided by the Office during the year. The Table includes the amounts negotiated to cover both salary and non-salary expenditure.

**Table: Funds provided by the Boards to the Office
pursuant to Service Agreements**

BOARD	Salary Funds (\$) 2000/01	Non-Salary Funds (\$) 2000/01	Salary Funds (\$) 2001/02	Non-Salary Funds (\$) 2001/02
Chiropractors and Osteopaths	53,766	15,351	62,313	18,869
Dental Technicians and Dental Prosthetists	38,025	18,555	50,873	17,653
Dental	227,383	54,794	276,738	54,283
Medical	1,264,131	343,707	1,673,943	399,867
Occupational Therapists	68,941	18,580	77,308	33,965
Optometrists	31,685	19,065	50,668	18,411
Pharmacy	277,400	89,332	299,543	89,525
Physiotherapists	117,108	51,863	143,073	62,959
Podiatrists	23,250	11,774	34,362	8,977
Psychologists	251,682	58,110	310,872	72,363
Speech Pathologists	57,582	17,699	84,915	22,260
TOTAL	\$2,410,953	\$698,830	\$3,064,608	\$799,132

3.2 Services Provided under the Service Agreements

Details of the services which the Office has contracted to provide to the Boards are set out below.

3.2.1 Registration Services

These services manage all processes associated with applications for and renewals of registration in accordance with the relevant legislative provisions and Board policies. The services include:

- § receiving and receipting annual licence and registration fee payments from over 30,000 registrants;
- § processing new registrations, mutual recognition applications, restorations and erasure of registrants from registers for non-payment of fees;
- § preparing and processing associated correspondence;
- § discussing registration issues in person or by telephone with registrants and applicants; and
- § advising clients on primary legislation, Regulations and By-laws pertaining to registration.

The following table illustrates the growth in registrant numbers since 30 June 1999.

Table: Growth in Registrant Numbers

Number of Registrants at 30 June 1999, 30 June 2000 and 30 June 2001			
Board Register	@ 30/6/99	@ 30/6/00	@ 30/6/01
Chiropractors and Osteopaths	533	544	575
Dentists	1953	1937	1970
Dental Specialists	207	205	212
Dental Technicians	627	629	626
Dental Prosthetists	153	148	146
Medical Practitioners	11185	11590	11716
Medical Specialists	3583	3702	3851
Occupational Therapists	1186	1244	1315
Optometrists	654	670	695
Pharmacists	3331	3453	3456
Physiotherapists	2500	2646	2678
Podiatrists	293	290	300
Psychologists	2481	2637	2854
Speech Pathologists	746	772	814
Total	29432	30467	31469

The Office also processes over 2600 new applications for registration each year, as the following

table illustrates.

Table: Registrations Processed 2000-01

Number of New Registrations processed during 2000-2001					
Profession	Mutual Recognition Registrations			Registrations not under Mutual Recognition	Total
	Trans-Tasman	Within Australia	Total		
Chiropractors and Osteopaths	4	14	18	34	52
Dentists	14	27	41	73	114
Dental Specialists	1	8	9	4	13
Dental Technicians	0	0	0	41	41
Dental Prosthetists	0	4	4	0	4
Medical Practitioners	n/a	282	282	881	1163
Medical Specialists	n/a	3	3	219	222
Occupational Therapists	2	7	9	124	133
Optometrists	4	22	26	32	58
Pharmacists	10	66	76	68	144
Physiotherapists	21	92	113	138	251
Podiatrists	1	3	4	30	34
Psychologists	3	51	54	277	331
Speech Pathologists	0	0	0	67	67
Total	60	579	639	1988	2627

3.2.2 Complaints Management Services

Complaints management services provide:

- § receipt and documentation of complaints concerning registrants;
- § management of complaint investigations and any subsequent disciplinary proceedings in accordance with statutory requirements;
- § assistance to the Boards in instructing and liaising with Board solicitors and barristers;
- § representation of the Boards in Court;
- § maintenance of the Registry of the Medical Assessment Tribunal, a Superior Court of Record, and records of proceedings before the Health Practitioners Tribunal;
- § assistance to the Boards in the counselling of registrants on standards of practice;
- § management of investigation of other matters that are referred by the Board for investigation and any subsequent disciplinary proceedings;
- § monitoring of compliance with conditions and undertakings;
- § management of competency assessment;
- § obtaining of formal opinions; and
- § development of education programs for practitioners on ethics and standards of practice.

The following table shows the number of complaints received and processed by the Office for each Board during the reporting period.

Table: Complaints Processed by the Office for the Boards in 2000/01¹

BOARD	COMPLAINTS
Chiropractors and Osteopaths Board	5
Dental Board	36
Dental Technicians and Dental Prosthetists Board	10
Medical Board	197
Occupational Therapists Board	0
Optometrists Board	2
Pharmacy Board	45
Physiotherapists Board	4
Podiatrists Board	1
Psychologists Board	40
Speech Pathologists Board	0
TOTAL	340

Section 73 of the *Health Practitioners (Professional Standards) Act 1999* provides that a Board may appoint members of the Office's staff as investigators where such persons have the necessary expertise. The investigators are appointed to assist the Boards with investigations of complaints and matters connected with practitioners' conduct. A number of staff members of the Office were appointed as investigators during the reporting period.

INVESTIGATOR	CASELOAD at 30/6/01
Pharmacy Co-ordinator	14 (Pharmacy)
Psychology Co-ordinator	26 (Psychology)
Investigator 1	35 (Medical)

¹

The figures in this Table should only be taken as an indication. They do not necessarily represent the number of complaints accepted for investigation after consultation with the Health Rights Commission.

	21 (Dental)
Investigator 2	50 (Medical)
Investigator 3	46 (Medical)
Investigator 4	13 (Medical) 1 (Podiatry) 1 (Dental) 1 (Physiotherapy) 2 (Chiropractic and Osteopathy) 1 (Dental Technicians and Dental Prosthetists) 1 (Psychology)
TOTAL	212

3.2.3 Health Assessment and Monitoring Services

The Office=s Health Assessment and Monitoring (HAM) Program offers:

- § an alternative to disciplinary proceedings for dealing with impaired registrants;
- § assessment of degree of impairment and provision of advice to Boards regarding appropriate management;
- § ongoing monitoring of remission and/or compliance with conditions or undertakings on registration;
- § a urine drug screening program; and
- § a supervised return to work program.

Part 7 of the *Health Practitioners (Professional Standards) Act 1999* provides the authority for the Boards to manage ill registrants through a non-punitive approach to illness management and to reduce the incidence of concealment of illness by registrants. Every effort is made to recruit practitioner cooperation by offering a co-ordinated rehabilitation program.

During the reporting period the following Boards (or their delegate) decided to deal with a number of registrants under Part 7:

- . Chiropractors and Osteopaths Board - 1 registrant
- . Dental Board - 5 registrants
- . Medical Board - 48 registrants
- . Physiotherapists Board - 2 registrants
- . Pharmacy Board - 1 registrant
- . Psychologists Board - 3 registrants.

Urine screening is a major monitoring activity that has continued to grow. By the close of the reporting period, 56 practitioners were undergoing monitoring for remission of various chemical dependency/abuse disorders. Approximately 400 urine screen results are processed each month in accordance with protocols for receipt and processing, so that any relapse detected is able to be

acted upon swiftly.

A supervised Return to Work Program is also a significant part of the rehabilitation process for registrants whose careers are threatened by illness. By the close of the reporting period, 15 registrants (all medical) were provided with career related assistance, varying from locating and applying for an appropriate position, to advocacy regarding stability of remission.

Other monitoring and management activities undertaken by the HAM Unit during the reporting period included blood test monitoring for alcohol abuse disorders, auditing of alcohol blood test results, review of workload undertaken by registrants, practice liaison visits, collection of reports from workplace supervisors, arrangement of periodic reviews with Board nominated assessors, liaising with treating medical practitioners and provision of information about the service to registrants involved in the program.

The number of registrants under assessment or monitoring by the Health Assessment and Monitoring Program stood at 136 at the close of the reporting period. The table below shows the professions from which these cases were drawn.

Table: Health Assessment and Monitoring Cases at 30/6/01

REGISTRANT	NUMBER
Dentist	3
Medical Practitioner	127
Osteopath	1
Pharmacist	1
Physiotherapist	2
Psychologist	2
TOTAL	136

3.2.4 Board Meeting Support Services

This service provides administrative and operational support for Board and Board Committee meetings, including actions arising from decisions at those meetings.

Among the Board Meeting Support Services provided by the Office are:

- Preparation of agendas and minutes for meetings of the Boards, their Committees and the Combined Meetings of Board Presidents and Chairpersons;
- Attendance and taking of minutes at Board and Committee meetings mostly held outside of normal working hours; and
- Preparation of Board correspondence and Newsletters/Bulletins.

The following table provides details of the number of meetings held during the reporting period.

Table: Board and Board Committee Meetings
Supported by the Office (1/7/00-30/6/01)

BOARD	TOTAL
Chiropractors and Osteopaths Board	12
Dental Board	81
Dental technicians and Dental Prosthetists Board	6
Medical Board	60
Occupational Therapists Board	11
Optometrists Board	13
Pharmacy Board	14
Physiotherapists Board	14
Podiatrists Board	4
Psychologists Board	42
Speech Pathologists Board	13
Presidents and Chairpersons Meeting	3
TOTAL	273

3.2.5 Professional Advice and Support Services

This service utilises professional knowledge and expertise to provide high level advice and support on matters connected with the Boards= functions under the legislation that affects them. Among the services provided by the Office are:

- § advising the Boards on their obligations under statutes and government guidelines;
- § assisting the Boards in negotiating amendments to primary and subordinate legislation; and
- § organising seminars and attending conferences on behalf of the Boards and representing the Boards in various forums within Queensland, nationally and internationally.

Examples of professional advice and support service activities provided by the Office to the Boards during the year include:

- § liaising on behalf of Boards with agencies such as the Health Insurance Commission, Drugs of Dependence Unit, Environmental Health, external auditors, peak professional associations and the media;
- § interpretation of legislation for the Boards, registrants and members of the public;
- § providing advice to registrants on ethical and professional practice concerns;
- § preparation of submissions for adjustments to Annual Licence Fees;
- § developing draft policy guidelines and Rules of Practice;
- § preparation of Board Newsletters and Bulletins;
- § representation of Boards at various national and international meetings and conferences;
- § preparation of draft submissions on issues such as assessment of overseas trained practitioners, examinations.

3.2.6 Statutory Compliance, Planning and Reporting Services

These services ensure that the Boards and the Office meet their statutory obligations to comply with operational and financial management legislation. Services provided by the Office include:

- § fulfilling the statutory requirements of the Boards' 11 primary registration Acts and their subordinate legislation, as well as the *Financial Administration and Audit Act 1977* and associated Public Finance Standards, the *Freedom of Information Act 1992*, the *Judicial Review Act 1991*, the *Public Sector Ethics Act 1994*; and the associated drafting of the requisite documentation and reports;
- § preparing Annual Lists of Registrants, Annual Reports and Statements of Affairs for each of the 11 Boards.

3.2.7 Corporate Support Services

Corporate Services provides support to the Office and the Boards in relation to financial management, information technology, records management, human resource management, freedom of information and general administration. Listed below are details of significant achievements for the reporting period:

Financial Management

During the year a Financial Management Committee was established to:

- Assess and contribute to the development of the budgets for the OHPRB and the Boards;
- Monitor monthly expenditure of OHPRB funds and Boards= funds;
- Identify and approve amendments to OHPRB cost centre allocations and transfer of funds;
- Develop, implement and review the Financial Management Practice Manual;
- Oversee all financial reporting processes;
- Plan and direct an internal audit function;
- Assess the findings of internal audit activities;
- Maximise potential for increasing revenue;
- Ensure economy and efficiency;
- Ensure best practice in financial management; and
- Monitor and review purchasing processes.

New systems were developed for the implementation of the Goods and Services Tax (GST) and Pay As You Go (PAYG) taxation. The Office and the eleven Boards were allocated with ABN=s for GST and PAYG purposes.

Financial Delegations, Asset Management Policy and Procedures and Purchasing Procedures were developed and at the end of this reporting period were awaiting endorsement from the Queensland Audit Office.

Information Technology

An Information Steering Committee was established to:

- Ensure best practice in information technology management;
- Define parameters and scope for the REGIS (Registrations Information System) Upgrade Project.

External consultants undertook a Business Gap Analysis for REGIS. This analysis provided information relating to upgrade requirements, costings, funding and implementation matters.

The Office installed Microsoft Exchange Server and implemented Microsoft Outlook as a business tool which provides better integration of the services provided including computerised booking systems for many areas of Office administration.

Development and implementation was undertaken of an Office Intranet which distributes, tracks, informs and provides shortcuts to many administrative and support areas of the Office=s available systems and information.

In addition the Office=s Internet Service provider was changed resulting in a significant reduction in costs.

Human Resource Management

A representative of the Office participated in the development of Queensland Health=s Enterprise Bargaining Agreement which was ratified in the Queensland Industrial Relations Commission in October 2000. All staff of the Office are covered by this Agreement.

An in-house payroll system (Micropay) was purchased and implemented. This system replaced the previous payroll arrangements with Queensland Health. The new payroll system provides the Office with reports in relation to a variety of personnel issues and salary costs.

Numerous human resource policies and procedures were developed in accordance with Public Service Directives and Guidelines.

A review of the human resource structure for the Office was undertaken. The aim of this project was to establish an organisational structure that ensures that the Office has the human resources required to meet the needs of the Boards and to ensure compliance with statutory requirements.

3.2.8 Records Management Services

These services are provided to ensure that Boards have sufficient access to stored information and can fulfil their obligations under relevant legislation to keep and maintain accurate, up to date and complete records of their activities. The Office maintains 35,000 active files and 20,000 archived files. These records are currently stored in three separate locations: Level 19, Forestry House; Basement Storage Room, Forestry House; and Millers Self Storage Warehouse, Newstead.

To facilitate this, an Information Services Branch was created within the Corporate Services Program. The primary duties of this Branch include records management and the training of Office staff in effective records management practices and procedures.

A major project undertaken this financial year was the tendering of a contract for the management of all the Office=s and Boards= off site records storage, as the current off site records storage facilities are no longer sufficient to meet requirements.

Other projects undertaken this financial year include:

- Creation of a Records Disposal and Retention Schedule. This project was undertaken in consultation with Queensland State Archives and has been designed specifically for the unique types of records held by the various Boards.
- Complete overhaul of all the Office=s and Boards= current Administration (ie. non-registrant) files. This project required the chronological sorting of approximately 750 files and several thousand documents.
- Transfer of several hundred non-current Administration files from Forestry House to Millers Self Storage Warehouse, Newstead.
- Microfiching all pre-1994 Board Meeting Agendas and Minute Books held by the Office. This project was a prelude to future lodgement with State Archives.
- Design and development of new financial voucher files;
- Creation of a database containing listings of all Office and Board Administration files.

3.2.9 Freedom of Information Services

The service provides for management of the Boards= obligations and responsibilities under the *Freedom of Information Act 1992*.

The Office is responsible for processing all Freedom of Information (FOI) applications received by the 11 Boards. The following personnel have been appointed as FOI decision makers by each of the Boards under s.33 of the Freedom of Information Act 1992:

- Mr John Posner, Information Coordinator, as the initial FOI decision maker;
- Mr John Greenaway, Registrar of the Boards and Executive Officer of the OHPRB, as secondary FOI decision maker and officer responsible for all internal review decisions.

The Principal Officers of each Board retain their own FOI decision making powers.

The Office processed 53 FOI applications (over 7,900 documents) during the reporting period. This comprised 38 applications for the Medical Board, seven for the Psychologists Board, three for the Physiotherapists Board, two each for the Chiropractors and Osteopaths Board and the Dental Board and one for the Podiatrists Board. In addition the Office processed two internal reviews under the FOI Act.

4. ORGANISATIONAL STRUCTURE

A copy of the Organisational Chart appears at the end of the Report. The following staff were employed by the Office as at 30 June 2001.

EXECUTIVE

John Greenaway Executive Officer

CORPORATE SERVICES

Julie Byers	Corporate Services Manager
Bandara Jayalath	Financial Controller
Yuen-Yuen Lee	Finance Officer
Anoma De Silva	Administrative Officer
Elizabeth Lawson (2/5)	Administrative Officer
Gabrielle Conescu (3/5)	Administrative Officer
Diane Cochran	Cashier
Karen Ablett	Administrative Officer
David Watson	Systems Administrator
Phillip Beckey	Systems Officer
John Posner	Information Coordinator
Desley Tupper	Administrative Officer
Daniel Irwin	Administrative Officer
Anna-Lena Moore (3/5)	Administrative Officer
Jaclyn Costigan	Administrative Officer

REGISTRATIONS B MEDICAL BOARD

Michael Demy-Geroe	Deputy Registrar
Robyn Scholl	Assistant Registrar
Barbara Landels	Administrative Officer
Cecillia Conway	Administrative Officer
Ainslie McMullen	Administrative Officer
Sarah Jackson	Administrative Officer
Robert Willmott-Connie	Administrative Officer
Vacant	Administrative Officer

REGISTRATIONS B OTHER BOARDS

Geoff Connell	Deputy Registrar
Pauline Portier ³	Assistant Registrar
Katrina McGee	Administrative Officer
Sinead Lee	Administrative Officer
Vera Howland (3/5)	Administrative Officer
Peter Collie ⁴	Assistant Registrar
Glenys Bertram	Administrative Officer
Trish Walsh	Administrative Officer
Debby Ramsay ⁵	Assistant Registrar

3 Psychologists, Physiotherapists, Podiatrists, and Optometrists Boards
4 Dental and Speech Pathologists Boards

Kathryn Brims
Julie Crawford (3/5)

Administrative Officer
Administrative Officer

COMPLAINTS

Erin Finn
Claude Queer
Julie Webb-Pullman
Sidonie Wood
Carissa Coolen
Lisa Todd
Juelene Checkley

Complaints Coordinator
Investigation Officer
Investigation Officer
Investigation Officer
Administrative Officer
Administrative Officer
Special Investigator

HEALTH ASSESSMENT AND MONITORING

Dr Jillann Farmer

Jackie Cunningham
Marlene Paterson

Billie Ward
Shirley Scobie
Vicki Sharrett

Health Assessment and
Monitoring Coordinator
Assistant Coordinator
Monitoring and Investigation
Officer
Administrative Officer
Administrative Officer
Administrative Officer

COORDINATORS

John Low
Helen Ross (3/5)

Robert Walton (2/5)

Pharmacy Coordinator
Psychology Coordinator
(Supervision)
Psychology Coordinator
(Complaints)

5. MINISTERIAL DIRECTIONS

Section 32 of the *Health Practitioner Registration Boards (Administration) Act 1999* states that the Office=s Annual Report *Amust include copies of all ministerial directions given to the executive officer under section 9(1), 25(1), 29(3) or 38(3) of this Act during the financial year@.*

§ section 9 (Minister=s powers to give directions about the administration and operation of the Office)

§ section 25 (Minister may give directions to give effect to an authorisation)

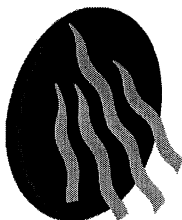
§ section 29 (special procedures for subsequent service agreements)

§ section 38 (special procedures for initial service agreements).

No such directions were given by the Minister during the year.

COMMISSION OF INQUIRY NO. 1 OF 2005
MEDICAL BOARD OF QUEENSLAND

This is the annexure marked "**JPO-3**" mentioned and referred to in the Statement of **JAMES PATRICK O'DEMPSEY** dated this 17th day of May 2005.



Office of
Health Practitioner Registration Boards

ANNUAL REPORT 2002

AND

FINANCIAL STATEMENTS

FOR THE YEAR ENDING 30 JUNE 2002

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Public availability of Annual Report

Copies of the *Annual Report 2002* are publicly available at no cost by contacting the Office as follows:

By telephone: (07) 3234 0713
In writing: GPO Box 2438, Brisbane, Qld, 4001.

Foreword from the Executive Officer

The Honourable Wendy Edmond MP
Minister for Health and Minister Assisting the
Premier on Women's Policy
Parliament House
BRISBANE QLD 4000

Dear Minister

The Office is pleased to present its third Annual Report. As part of its accountability and commitment to assist the Boards to perform their functions, this Report details organizational achievements over the past twelve months and highlights the goals that the Office seeks to fulfil in the coming year.

The 2001-2002 year has been busy and productive for the Office which has progressed implementation of the 13 new registration Acts and Regulations and established 3 new Boards.

In addition to implementing the new legislation, the Office has continued to provide the administrative and operational support necessary for the Boards to perform their functions. Significant planning has been undertaken to ensure continuous improvement in the support provided to the Boards. This planning has informed the strategic objectives for the 2002-2003 financial year which are detailed in the Report.

The achievements of the Office in the year under report have been made possible by the support and contribution provided by the staff. These people have met the demands and challenges through hard work and creativity. I am grateful for their efforts and appreciate the support and advice provided.

I should also acknowledge the contribution of Mr John Greenaway who was the inaugural Executive Officer of the Office. John retired during the year and his contribution to the development of the Office has ensured that it is well placed to grow and develop as a quality organisation. In this regard it is an exciting period for the Office as it focuses on enhancing the outcomes for all the Health Practitioner Registration Boards.

It is therefore with this commitment to the future that I commend the Annual Report 2002 to you.

Jim O'Dempsey
EXECUTIVE OFFICER

Purpose and Responsibilities

The Office of Health Practitioner Registration Boards ('the Office'), consisting of the Executive Officer and staff, was established under s. 7, *Health Practitioner Registration Boards (Administration) Act 1999* ('the Act') on 7 February 2000. As an independent statutory body, the Office is responsible under s.8 of the Act to provide the administrative and operational support necessary or convenient to help each of the 13 Health Practitioner Registration Boards to perform their functions.

Consistent with its legislative responsibilities the Office's purpose, as stated in its *Strategic Plan 2000-2003*, is to provide advice and support to the Queensland Health Practitioner Registration Boards to assist them to foster and maintain high standards of health practitioner practice for the benefit of the public.

The administrative and operational support provided by the Office is contracted through Service Agreements between the Executive Officer and each Board. This support is directed toward assisting the Boards to achieve the objectives of the legislative scheme consisting of their respective health practitioner registration Acts and the *Health Practitioners (Professional Standards) Act 1999*. These objectives are to:

- protect the public by ensuring health care is delivered by registrants in a professional, safe and competent way;
- uphold the standards of practice within the professions;
- maintain public confidence in the professions;
- provide a uniform system to deal with complaints, investigations and disciplinary proceedings relating to registrants and the management of impaired registrants; and
- provide a system to deal with complaints about registrants that is complementary to the *Health Rights Commission Act 1991*.

In assisting the Boards to meet these objectives the Office provides administrative and operational support through nine key services as follows: (a) registration; (b) complaints management; (c) health assessment and monitoring; (d) Board meeting support; (e) professional advice and support; (f) statutory compliance, planning and reporting; (g) corporate support; (h) records management; and (i) Freedom of Information.

Constitution of the Office

The Office is constituted under s.7(2) of the Act and consists of the Executive Officer and staff of the Office. Appendix 1 details the organizational structure of the Office and staff as at 30 June 2002.

The Executive Officer is the Chairperson of the Office and is responsible for its efficient and effective administration and operation. In discharging the role, the Executive Officer's responsibilities include:

- The management of the Office including financial management.
- The negotiation of Service Agreements with each of the Boards.
- The implementation of Service Agreements.
- Providing training for Board members on their appointment about their role and the legislative scheme.

The Executive Officer may also perform other functions given to or conferred on the Executive Officer under another Act, including, for example, any Act in the legislative scheme.

Clients of the Office

The Office has a wide range of clients to whom it provides services. The primary clients of the Office are the Boards and their registrants. The 13 Boards to which the Office provides services and the legislation they administer are as detailed in Appendix 2.

In addition to the Boards, the Office provides services to other clients who include:

- The general public, whose health care interests are the reason for the establishment and ongoing operations of the Boards.
- The Minister for Health, for whom the Office regularly provides advice on the operations of the legislative scheme.
- The Director-General and officers of Queensland Health for whom the Office provides advice on the operations of the legislative scheme.
- The Health Rights Commission, through consultation and reporting arrangements, on the management and investigation of complaints about the conduct, competence and health of registrants.

- Health practitioner registration authorities in other states, territories and countries through the exchange of information on the good standing of registrants and policy and practice issues.
- The state and national branches of the various professional associations of health practitioners through the provision of advice.
- Academic institutions whose programs of education prepare graduates eligible to apply for registration in Queensland.
- National councils and organizations established to progress consistent approaches to the regulation of the various health professions.
- The Health Insurance Commission and private health insurance companies which seek details of the registration status of health practitioners.

In the year under report, planning was commenced to establish client service standards and this project will be progressed in the 2002-2003 reporting period.

Ministerial Directions

Section 32, *Health Practitioner Registration Boards (Administration) Act 1999* requires the Office to include in its Annual Report copies of all ministerial directions given to the Executive Officer under s.9(1), s.25(1), s.29(3) or s.38(3) during the financial year. No such directions were given by the Minister during the year under report.

Service Agreements

The Act requires the Executive Officer and the Boards to negotiate Service Agreements that define their relationship. Section 27 of the Act provides that Service Agreements must include: (a) details of the services to be provided; (b) the amount payable to the Office by the Board for the provision of services; (c) how the amount payable is to be calculated; (d) how the amount payable is to be paid; (e) an arrangement by which the Executive Officer reports to the Board about the performance of the Office under the Agreement; (f) an arrangement by which the Executive Officer accounts to the Board for monies collected, managed and disbursed for the Board by the Office; (g) the term of the agreement, which must not be for more than three years; and (h) how the agreement may be varied.

The initial Service Agreements negotiated with the Boards in June 2000 were generally for a period of three years to 30 June 2003. With the establishment of three new Boards during the year under report, Service Agreements were entered into with the Chiropractors Board, the Medical Radiation Technologists Board and the Osteopaths Board. The term of these new Agreements was for the period to 30 June 2003 to ensure alignment with the completion dates of the Agreements entered into with the other 10 Boards.

All Service Agreements contain a clause to enable amendment of Schedule 2 to the Agreement prior to the close of each financial year to incorporate the relevant Board's

budget for the next financial year and any other changes to services and prices negotiated between the parties. In reviewing the Schedule for preparation of the Boards' budgets a number of issues were identified as follows:

- The principles detailed in paragraph 2 of the Schedule generally promoted an unrealistic view that cross subsidization between the Boards had been extinguished rather than minimized as far as practicable.
- The apportionment of staff salaries and billing rates in paragraph 3 of the Schedule lacked clarity, and as such, was being interpreted and applied inconsistently by staff. In addition, the assumptions built into some costing formulas assumed rates which were rigid and out of date in terms of actual work performed.
- The staff positions and billing rates detailed in paragraph 3 of the Schedule no longer reflected the approved organizational structure in terms of the number of positions, position titles or classification levels.
- The apportionment of non salary costs was based on a range of formulae which in some cases was not related to staff usage and which did not minimize cross subsidization as far as practicable.
- The number and complexity of the formulae being applied increased the risk of error in apportioning all costs. In addition, these factors had contributed to the development of financial management processes and reporting arrangements which were costly (staff time) and which inhibited the provision of data which were accessible, relevant, timely and reliable.

A proposal to address these issues was developed for consideration by each Board. In approving the proposal and the redrafted Schedule, the Boards noted that the changes would enhance the validity of data for future budgeting and would ensure, as far as practicable, that cross subsidization was further minimized.

New Service Agreements are to be developed in the next financial year for commencement from 1 July 2003. To prepare these the Office will consult with the Boards to evaluate the current Service Agreements and their implementation. This evaluation will ensure the new Agreements address any issues identified by the parties and remain consistent with the requirements of the Act.

Statistical Data:

Appendix 3 - Table 1 details funds provided to the Office under the Service Agreements during the reporting period and includes a comparison of funds provided for the previous year.

Registration Services

This service manages all processes associated with application for, and renewal of, registration in accordance with the relevant legislative provisions and the policies of the relevant Board. The service ensures that: (a) initial applications for registration are processed; (b) registrations are renewed annually; (c) all other registration activities such as restorations, age exemptions, and special purpose and conditional registrations are completed; (d) enquiries from applicants for registration and registrants are processed; (e) registers are maintained in accordance with the legislation; and (f) Boards are kept informed of all matters relating to registration services.

During the year under report the Office processed 3,458 new applications for registration and over 30,000 applications for renewal of registration. In addition the Office managed the implementation of changes to the registers and registration processes required on the commencement of the 13 new health practitioner registration Acts and Regulations. These changes included such matters as:

- Developing all forms required for registration purposes.
- Redeveloping the computer based registers and migrating data for the introduction of the new registration categories.
- Redeveloping each Board's website to ensure consistency with the new legislation.
- Redeveloping all standard letters required for registration purposes.
- Developing the format, and processes, for issuing Information Notices required under the new legislation.
- Establishing new registers for the Chiropractors Board, Medical Radiation Technologists Board and Osteopaths Board.
- Managing the transitional renewal of registrations for introduction of a common renewal date. Commencing in 2003, all current registrants, with the exception of medical practitioners, will be required to renew their registration during the period from 1 May to 30 June each year.

In preparation for introduction of the common date for renewal of registrations, the Office undertook a project to evaluate the processes of renewal and restoration of registration. This project, which was completed in the year under report, identified a number of deficiencies in the processing of renewals and restorations, particularly with regard to quality, timeliness and cost effectiveness. Appropriate change has been incorporated in the new *Renewals Policy and Procedure* including a plan to establish a Renewals and Restorations Business Processing Centre. The key outputs expected from the establishment of this Centre include:

- Significant improvement in the processing time for applications and thus enhanced client service.
- Streamlining of the renewal process with resultant moderate cost savings and enhanced cost effectiveness.
- A decrease in the number of enquiries from renewal applicants and thus decreased workload for staff of the Office.
- Improved staff capacity resulting in a decrease in administrative errors.

The new *Renewals Policy and Procedure* will be trialed during September and October 2002, the period for medical practitioners to renew their registration. Based on this trial, refinements will be made to processes for implementation of the common renewal date from 1 May 2003.

Strategic Objectives 2002-2003

The forward operations in relation to this key service area have been reviewed. On the basis of that review the objectives to be achieved in the 2002-2003 reporting period are:

- To establish and evaluate a Renewals and Restorations Business Processing Centre.
- To develop and implement an integrated Registration Policy and Procedure.

Statistical Data:

Appendix 3 - Table 2 details the number of registrants per Board as at 30 June 2002 and includes comparative data from previous years.

Appendix 3 - Table 3 details the number of registrations approved in the year under report.

Complaints Management Services

This service manages all processes associated with complaints made about the conduct of registrants. These processes include: (a) receipt and documentation of complaints; (b) management of investigations and any subsequent disciplinary proceedings; (c) monitoring compliance with conditions and undertakings; (d) management of competence assessments; (e) obtaining formal opinions from, and instructing, solicitors acting for the Boards; and (f) development of education programs for practitioners on ethics and standards of practice.

During the year under report an analysis of the complaints management process was undertaken to identify: (a) reasons underpinning the growth in the case load of investigations; and (b) completion rates for investigations. This analysis identified that the

increase in the case load of investigations and the completion rate of investigations was negatively impacted by a number of interrelated factors, being:

- The increase in the number of complaints received.
- The lack of timely appointment of additional investigators and the turnover in the Complaints Co-ordinator position which is responsible for managing the Complaints Unit.
- The apparent absence of a robust complaint assessment process and the ad hoc development of operational protocols for the *Health Practitioners (Professional Standards) Act 1999*.
- The additional workload created by the inadequate completion rates for investigations. This additional workload included preparation of responses for the respondent practitioner, their legal advisors, the complainant and other interested parties.
- The requirements of s.65, *Health Practitioners (Professional Standards) Act 1999* which require the relevant Board to have particular regard to conducting an investigation quickly if it relates to a complaint made by, or on behalf of, a person who is seriously ill or where the Board has suspended or imposed conditions on the registrant's registration.

A threefold strategy to reduce the case load of investigations and to improve investigation completion rates has been developed. Firstly, legal advice has been sought to inform the development and introduction of a robust complaints assessment process. This process, to be introduced in the 2002-2003 reporting period, will ensure that only those matters that should be investigated for the purposes of the *Health Practitioners (Professional Standards) Act 1999* are referred to investigators.

Secondly, a project for development and implementation of a complaints management policy and procedure will be commenced in the 2002-2003 reporting period. This project will establish: (a) operational protocols based on quality, efficiency and effectiveness; and (b) guidelines and benchmarks for the complaints assessment and investigation processes.

Thirdly, the Office will establish a panel of contract investigators to enable a concentrated effort to reduce the current investigation case load and improve investigation completion rates. An Invitation to Offer for establishment of the panel is currently under preparation and the tender process is expected to commence by October 2002.

Strategic Objectives 2002-2003

The forward operations in relation to this key service area have been reviewed. On the basis of that review the objectives to be achieved in the 2002-2003 reporting period are:

- To develop a Complaints Management Policy and Procedure
- To develop and implement a proposal for use of external investigators

Statistical Data

Appendix 3 - Table 4 details the number of investigations as at 1 July 2001, the number of complaints processed during the year under report, the number of investigations commenced during the year under report, the number of investigations completed during the year under report and the number of investigations continuing as at 30 June 2002.

Health Assessment and Monitoring Services

This service manages all processes dealing with impaired registrants in accordance with Part 7, *Health Practitioners (Professional Standards) Act 1999* ('the Act'). Such management includes assessment, monitoring and supervision of impaired registrants. The service ensures: (a) compliance with legislative requirements; (b) protection of the public through appropriate management of registrants who have illnesses that can potentially impact on their ability to practise safely; and (c) assistance to registrants whose career is threatened by illness.

Part 7 of the Act provides the authority for all Boards to manage impaired registrants through a non punitive approach to illness management and to reduce the incidence of concealment of impairment by registrants.

There were a total of 37 new referrals to the service during the year under report. In addition, 18 investigations were conducted during the year under report. Eleven of these were commenced pursuant to s.63 of the Act and seven were commenced pursuant to s.59. Of the 18 investigations, seven were concluded during the year. Of these seven, four investigations resulted in referrals to the Health Practitioners Tribunal, one investigation was not continued as the relevant Board was notified the registrant was deceased, one investigation was ceased as the registrant absconded overseas and one registrant entered into undertakings with the relevant Board pursuant to s.118 of the Act.

During the year under report, a further 19 registrants entered into undertakings with the relevant Boards pursuant to s.276 of the Act, one registrant entered into undertakings pursuant to s.299 of the Act and two registrants had conditions imposed pursuant to s.299 of the Act.

A review of how the Health Assessment and Monitoring Service ensures the public is protected from unsafe practices was also undertaken during the year under report. For this purpose, the Minister for Health appointed Siggins Miller Consultants as the independent reviewers. Following extensive consultation within Queensland and a comparison of programs at the national and international level, the review concluded that the service was the best system in the country for dealing with impaired registrants, had the most rigorous drug screening regime and that the public interest and patient safety were well served by the service.

To ensure the continued development of the service a project, to be commenced in 2002-2003, will focus on reviewing: (a) operational protocols to ensure they continue to meet

standards of quality, efficiency and effectiveness; and (b) guidelines and benchmarks for the assessment, monitoring and supervision of impaired registrants.

Strategic Objectives 2002-2003

The forward operations in relation to this key service area have been reviewed. On the basis of that review the objectives to be achieved in the 2002-2003 reporting period are:

- To develop a Health Assessment and Monitoring Policy and Procedure
- To implement the outcomes of the Siggins Miller review of the Health Assessment and Monitoring service

Board Meeting Support Services

This service provides administrative support for Board and Board Committee meetings, including actions arising from decisions at meetings. The service ensures: (a) preparation of agendas and minutes for meetings of the Boards and, where required, their Committees, and the Combined Meetings of Board Chairpersons; (b) attendance and taking of minutes at Board meetings and, where required, Committee meetings; and (c) preparation of Board correspondence and newsletters.

During the year under report this service provided support, as detailed above, for 269 meetings of the Boards and their Committees.

Strategic Objectives 2002-2003

The forward operations in relation to this key service area have been reviewed. On the basis of that review the objective to be achieved in the 2002-2003 reporting period is:

- To evaluate the efficiency and effectiveness of Board secretariat services and processes

Statistical Data

Appendix 3 - Table 5 details the number and type of meetings serviced by the Office in the year under report.

Professional Advice and Support Services

This service utilizes professional knowledge and expertise to provide high level advice and support on matters related to the Board's functions under relevant legislation. Among the services provided by the Office are: (a) advising the Boards on their obligations under statutes and government guidelines; (b) assisting the Boards in negotiating amendments to primary and subordinate legislation; (c) organizing seminars and attending conferences on behalf of the Boards; and (d) representing the Boards in various forums within Queensland, nationally and internationally.

Examples of professional advice and support service activities provided by the Office to the Boards during the year under report include:

- Liaising on behalf of Boards with agencies such as the Health Insurance Commission, Drugs of Dependence Unit, Environmental Health, external auditors, peak professional associations and the media.
- Interpretation of legislation for the Boards, registrants and members of the public.
- Providing advice to registrants on ethical and professional practice concerns.
- Preparation of submissions for adjustments to Annual Licence Fees.
- Developing draft policy guidelines and Codes of Practice.
- Preparation of Board Newsletters and Bulletins.
- Representation of Boards at various national and international meetings and conferences.
- Liaising with Legislative Projects Unit, Queensland Health.

During the year under report a significant level of professional advice and support services was provided to the Boards as their new registration Acts were commenced and implemented. In addition, induction programs for the new members of Boards, the members of the 3 new Boards, and the members of reconstituted Boards were provided during the year under report. The induction program addressed the following matters:

- The primary and secondary legislative scheme informing the Board's role and responsibilities.
- The role and function of the Board.
- The role and responsibilities of Board members.
- The role and functions of the Office.
- The financial management system and budget process.

Feedback from those attending the induction program was positive and a number of current Boards are considering holding a special meeting in order to undertake the program.

Strategic Objectives 2002-2003

The forward operations in relation to this key service area have been reviewed. On the basis of that review the objective to be achieved in the 2002-2003 reporting period is:

- To develop a Recency of Practice policy and procedure.

Statutory Compliance, Planning and Reporting Services

This service manages all processes to ensure that the Boards and the Office meet their statutory obligations under the legislative scheme (the respective registration Acts, the *Health Practitioners (Professional Standards) Act 1999*, and the *Health Practitioner Registration Boards (Administration) Act 1999*) and pursuant to the *Financial Administration and Audit Act 1977* and the *Financial Management Standard 1997*.

During the year under report the Office has assisted all Boards to fulfill their statutory requirements and in preparing their Annual Reports, Financial Statements and Statements of Affairs. In addition, drafting of a Project Proposal has been commenced to progress the development of: (a) a strategic plan for each Board for the period 2003-2007; (b) a strategic plan for the Office for the period 2003-2007; and (c) the subsidiary plans (information and communication technology resources strategic plan and assets strategic plan) for the period 2003-2007.

Strategic Objectives 2002-2003

The forward operations in relation to this key service area have been reviewed. On the basis of that review the objectives to be achieved in the 2002-2003 reporting period are:

- To contribute to the review required under Section 33, *Health Practitioner Registration Boards (Administration) Act 1999*.
- To co-ordinate development of the Strategic Plans of the Boards and the Office as required under the *Financial Administration and Audit Act 1977*.

Corporate Support Services

This service manages all corporate support requirements of the Office and the Boards including: (a) financial management; (b) information technology; (c) human resource management; and (d) general administration.

Financial Management Services

In addition to day to day processing, financial management services has, during the year under report:

- Prepared Business Activity Statements and lodged these with the Australian Taxation Office as required.
- Prepared monthly financial statements for each Board and the end of year financial statements for audit purposes.
- Developed an investment policy which was subsequently approved by each Board. This policy will result in increased interest revenue for all Boards and is to be implemented in August 2002.
- Prepared the 2002-2003 budgets which were subsequently approved by the Office and by each Board.
- Reviewed recurrent costs of the Office and the Board and from this review implemented changes resulting in significant recurrent cost savings.

Consultancies

Section 95(1)(eb), *Financial Management Standard 1997* requires every public sector agency to include in its Annual Report, information about the agency's expenditure on consultancies. During the year under report, the Office expended the following amounts on consultants:

▪ Management	nil
▪ Human resource management	\$9984.70
▪ Information technology	\$228871.50
▪ Finance/accounting	nil
▪ Professional/technical	\$2772.00

Human Resource Management Services

In addition to day to day processing, human resource management services has, during the year under report:

- Completed and implemented the final stages of the organizational restructure.
- Prepared for implementation a performance management and development program.
- Prepared for implementation an electronic funds transfer process for Board meeting fee payment to replace the process of paying such fees by cheque.
- Developed and implemented a range of human resource policies, procedures and information papers.

During the year under report, the Office also engaged the Australian Quality Council to undertake a guided self assessment against the Business Excellence Principles. This assessment was conducted in May 2002 to provide a baseline for strategic and organizational change, and continuous improvement. The outcomes of the assessment have been integrated into the Office's planning process and the objectives to be achieved in the 2002-2003 reporting period.

Information Technology Services

In addition to day to day management of the information technology infrastructure, information technology services has, during the year under report:

- Redeveloped all Board websites to reflect the new legislative requirements established under each Board's respective registration Acts.
- Modified the Registration Information System to reflect the new legislative requirements established under each Board's respective registration Acts.
- Prepared for implementation a program to enable on-line access to the public details available on each Board's register. It is expected that this program will be introduced by October 2002.
- Re-established an information steering committee and established a user reference group to ensure a best practice approach to systems development and implementation.

During the year under report, it was also identified that due to a lack of concentration on security issues, the Office had lagged behind both industry standards and minimum operating environments. This was a significant issue as the Office, on behalf of each Board, stored an extensive amount of confidential data within its information systems. Following consultation with the Boards funding was provided to ensure the information technology infrastructure was consistent with industry standards and met the minimum standard in operating environments. All necessary action in this regard was completed by 30 June 2002 and, as such, the Office's prime information technology assets and the information held on behalf of the Boards are now protected, as far as practicable, from unauthorized access.

Strategic Objectives 2002-2003

The forward operations in relation to this key service area have been reviewed. On the basis of that review the objectives to be achieved in the 2002-2003 reporting period are:

- To develop and implement communication standards and structure.
- To implement Performance Development and Review Policy and process.
- To develop and implement a training plan.
- To develop a Human Resource Management Policy and Procedure Manual.
- To further develop and implement a Financial Management Practice Manual.

- To implement quality improvements for the: (a) financial management reporting framework; and (b) budget development and review process.
- To implement quality improvements for the Investment Policy and Procedures.
- To develop an internal audit framework.
- To develop and implement an Information Management Policy and Procedures Manual.
- To implement a 12 month plan for information system architecture and infrastructure/security.
- To evaluate the efficiency and effectiveness of the Registration Information System and its sub modules (Complaints and Health Assessment and Monitoring).
- To develop a proposal for an integrated worldwide website which provides on-line services.

Audited Financial Statements

Appendix 4 - Reproduces the Audited Financial Statements 2001-2002.

Records Management Services

This service manages all records on behalf of the Office and the Boards to ensure: (a) the efficient access to stored information; (b) storage and release of information is consistent with relevant legislative requirements; and (c) records are accurately, contemporaneously and completely maintained.

In addition to day to day management of records, records management services has, during the year under report:

- Finalised the indexing and classification of all records held at the off site storage location.
- Developed and implemented policies as follows: (a) Business File Numbering System; (b) External Mail to Registrants with Non-disclosure of Address on Register; and (c) Facsimile and Confirmation Reports.
- Developed and implemented filing systems for Complaints Management Services and Health Assessment and Monitoring Services.
- Developed and implemented a Privacy Policy and Procedure for all Boards and the Office.

Strategic Objectives 2002-2003

The forward operations in relation to this key service area have been reviewed. On the basis of that review the objective to be achieved in the 2002-2003 reporting period is:

- To evaluate the efficiency and effectiveness of Records Management Services.

Freedom of Information Services

This service manages all processes required under the *Freedom of Information Act 1992* to ensure each Board and the Office meets their obligations and responsibilities under that legislation.

During the year under report, the Office processed 72 applications on behalf of the Boards. In processing such applications over 5533 documents were reviewed for decision-making purposes. Of the 72 applications received, 57 were made to the Medical Board, 6 to the Dental Board, 3 to the Pharmacists Board, 3 to the Psychologists Board, 2 to the Podiatrists Board, and 1 to the Physiotherapists Board. Of the 5533 documents reviewed, 3816 documents were either partially or fully disclosed to the applicant.

Nine applicants applied for internal reviews of the access decision and 3 applied for external review. Of the applications for external review to the Information Commissioner, 1 was withdrawn, 1 decision of the Board was upheld and the remaining matter is still under consideration by the Commissioner.

Statement of Affairs

Appendix 5 - Details the Statement of Affairs which is required under s. 18, *Freedom of Information Act 1992*.

Appendix 2

Client Boards

**Boards to Which the Office Provided Services
in the Period 1 July 2001 – 30 June 2002**

<u>Board</u>	<u>Legislation</u>
Chiropractors Board	<i>Chiropractors Registration Act 2001</i>
Chiropractors and Osteopaths Board*	<i>Chiropractors and Osteopaths Act 1979</i>
Dental Board	<i>Dental Practitioners Registration Act 2001</i>
Dental Technicians and Dental Prosthetists Board	<i>Dental Technicians and Dental Prosthetists Registration Act 2001</i>
Medical Board	<i>Medical Practitioners Registration Act 2001</i>
Medical Radiation Technologists Board	<i>Medical Radiation Technologists Registration Act 2001</i>
Occupational Therapists Board	<i>Occupational Therapists Registration Act 2001</i>
Optometrists Board	<i>Optometrists Registration Act 2001</i>
Osteopaths Board	<i>Osteopaths Registration Act 2001</i>
Pharmacists Board	<i>Pharmacists Registration Act 2001</i>
Physiotherapists Board	<i>Physiotherapists Registration Act 2001</i>
Podiatrists Board	<i>Podiatrists Registration Act 2001</i>
Psychologists Board	<i>Psychologists Registration Act 2001</i>
Speech Pathologists Board	<i>Speech Pathologists Registration Act 2001</i>

* The Chiropractors and Osteopaths Board ceased to exist on 30 April 2002 and two separate Boards, being the Chiropractors Board and the Osteopaths Board, were created on the commencement of their respective registration Acts on 1 May 2002.

Appendix 3

Data Tables

Table 1: Funds Provided by the Boards Pursuant to the Service Agreements

Board	Salary	Non Salary	Salary	Non Salary
	Funds	Funds	Funds	Funds
	2000/01	2000/01	2001/02	2001/02
	\$	\$	\$	\$
Chiropractors	N/A	N/A	10385	9074
Chiropractors and Osteopaths	53766	15351	48780	40030
Dental	227383	54794	273742	49336
Dental Technicians and Dental Prosthetists	38025	18555	53404	16678
Medical	1264131	343707	1765538	322241
Medical Radiation Technologists	N/A	N/A	18490	4083
Occupational Therapists	68941	18580	77073	42437
Optometrists	31685	19065	50669	16555
Osteopaths	N/A	N/A	5140	618
Pharmacists	277400	89332	316042	86582
Physiotherapists	117108	51863	145824	58980
Podiatrists	23250	11774	34866	7729
Psychologists	251682	58110	326118	70010
Speech Pathologists	57582	17699	81719	20561
TOTAL	2410953	698830	3207790	744914

Table 2: Number of Registrants* as at 30 June 1999, 2000, 2001 and 2002

Register	1999	2000	2001	2002
Chiropractors*	N/A	N/A	N/A	550
Chiropractors and Osteopaths*	533	544	575	N/A
Dentists	1953	1937	1970	2017
Dental Specialists	207	205	212	226
Dental Technicians	627	629	626	658
Dental Prosthetists	153	148	146	142
Medical Practitioners	11185	11590	11716	12162
Medical Specialists**	3583	3702	3851	3957
Radiation Therapists***	N/A	N/A	N/A	N/A
Medical Imaging Technologists***	N/A	N/A	N/A	N/A
Nuclear Medicine Technologists***	N/A	N/A	N/A	N/A
Occupational Therapists	1186	1244	1315	1429
Optometrists	654	670	695	726
Osteopaths*	N/A	N/A	N/A	86
Pharmacists	3331	3453	3456	3590
Physiotherapists	2500	2646	2678	2809
Podiatrists	293	290	300	324
Psychologists	2481	2637	2854	3073
Speech Pathologists	746	772	814	837
TOTAL	29432	30467	31208	32586

* The Chiropractors and Osteopaths Board ceased to exist on 30 April 2002 and two separate Boards being the Chiropractors Board and the Osteopaths Board were created on the commencement of their respective registration Acts on 1 May 2002.

** The majority of medical specialists are also registered as medical practitioners.

*** The Medical Radiation Technologists Board commenced on 12 May 2002 and as at 30 June 2002 the register for the 3 professions was in its initial developmental stages.

Table 3: Number of New Registrations Approved 2001-2002

<u>Register</u>	<u>Trans-Tasman Mutual Recognition</u>	<u>Mutual Recognition (Australia)</u>	<u>Non Mutual Recognition</u>	<u>Total</u>
Chiropractors	4	50	23	77
Dentists	9	48	106	163
Dental Specialists	1	5	9	15
Dental Technicians	-	6	56	62
Dental Prosthetists	1	-	-	1
Medical Practitioners*	N/A	327	1184	1511
Medical Specialists*	N/A	8	217	225
Radiation Therapists**	N/A	N/A	N/A	N/A
Medical Imaging Technologists**	N/A	N/A	N/A	N/A
Nuclear Medicine Technologists**	N/A	N/A	N/A	N/A
Occupational Therapists	2	11	186	199
Optometrists	6	24	31	61
Osteopaths	-	5	8	13
Pharmacists	7	97	166	270
Physiotherapists	24	82	170	276
Podiatrists	-	6	27	33
Psychologists	3	46	423	472
Speech Pathologists	-	-	80	80
TOTAL	57	715	2686	3458

* The medical profession is excluded from the operation of the *Trans-Tasman Mutual Recognition (Qld) Act 1999*.

** The Medical Radiation Technologists Board commenced on 12 May 2002 and as at 30 June 2002 the initial registration process for the 3 professions was yet to commence.

Table 4: Complaints and Investigations pursuant to *Health Practitioners (Professional Standards) Act 1999* as at 30 June 2002

<u>Board</u>	<u>Number of Investigations as at 1/7/01</u>	<u>Number of Complaints Processed to 30/6/02</u>	<u>Number of Investigations Commenced in 2002</u>	<u>Number of Investigations Completed in 2002</u>	<u>Number of Investigations as at 30/6/02</u>
Chiropractors	N/A	10	10	-	10
Chiropractors and Osteopaths*	-	15	5	2	-
Dental	26	62	21	20	27
Dental Technicians and Dental Prosthetists	1	6	4	-	5
Medical	161	280	203	35	329
Medical Radiation Technologists	N/A	-	-	-	-
Occupational Therapists	-	-	-	-	-
Optometrists	-	3	-	-	-
Osteopaths	N/A	-	-	-	-
Pharmacists	20	61	34	26	28
Physiotherapists	1	6	2	2	1
Podiatrists	2	6	1	-	3
Psychologists	27	49	13	20	20
Speech Pathologists	-	1	1	-	1
TOTAL	238	499	294	105	424

• The Chiropractors and Osteopaths Board ceased to exist on 30 April 2002 and referred outstanding investigations and complaints to the new Chiropractors Board and the new Osteopaths Board

Table 5: Number and Type of Meetings Serviced by the Office 2001 - 2002

<u>Board</u>	<u>Board Meetings</u>	<u>Special Meetings</u>	<u>Committee Meetings</u>	<u>Inquiries</u>	<u>Total</u>
Chiropractors Board	2	-	-	-	2
Chiropractors and Osteopaths Board	7	-	-	-	7
Dental Board	11	2	55	-	68
Dental Technicians and Dental Prosthetists Board	11	-	-	-	11
Medical Board	15	2	49	3	69
Medical Radiation Technologists Board	2	-	-	-	2
Occupational Therapists Board	11	-	3	-	14
Optometrists Board	10	-	-	-	10
Osteopaths Board	2	-	-	-	2
Pharmacists Board	11	-	3	-	14
Physiotherapists Board	7	2	6	-	15
Podiatrists Board	6	-	-	-	6
Psychologists Board	12	2	22	-	36
Speech Pathologists Board	11	1	1	-	13
TOTAL	118	9	139	3	269

Appendix 4**Audited Financial Statements**

Section 30, *Health Practitioner Registration Boards (Administration) Act 1999* establishes that the Office is a statutory body within the meaning of the *Financial Administration and Audit Act 1977*.

Section 46J, *Financial Administration and Audit Act 1977* requires the Office as a statutory body to include in its Annual Report a copy of the Annual Financial Statements which have been audited by the Auditor-General.

A copy of the Audited Annual Financial Statements is included as an insert in this Appendix to meet the requirements as detailed above.

The Audited Annual Financial Statements are constituted by:

- Statement of Financial Performance for the year ended 30 June 2002
- Statement of Financial Position as at 30 June 2002
- Statement of Cash Flows for the year ended 30 June 2002
- Certificate of Office of Health Practitioner Registration Boards
- Independent Audit Report

Appendix 5

Statement of Affairs

Introduction

It is a requirement under section 18 of the *Freedom of Information Act 1992* that an agency must publish at intervals of not more than 1 year, an up-to-date statement of the affairs of the agency. In accordance with that section, this Supplement contains information not already included elsewhere in this Annual Report, that the Office is required to publish every year about its affairs.

The effect of the Office's functions on members of the public

The administrative and operational support provided by the Office to the Boards ensure that the Boards processes for registration and discipline reduce risks to public health and safety by:

- ensuring only appropriately qualified and fit persons may be registered; and
- requiring that proper professional standards are maintained by its registrants

Categories of documents held by the Office

The following categories of documents are held by the Office in relation to the Office's own operations:

- Business files containing documents relating to:
 - ⇒ financial records
 - ⇒ human resource matters
 - ⇒ information technology
 - ⇒ records management
 - ⇒ audit reports
 - ⇒ legislation
 - ⇒ strategic and operational management
 - ⇒ acquisition and maintenance of office furniture, equipment and supplies
- Annual Reports of the Office (including Statement of Affairs)
- Policy documents and internal procedure manuals.
- Code of Conduct

The following categories of documents are held by the Office in relation to each Board:

- Registrant Files
- Complaint Files
- Health Assessment Files
- Business files containing documents relating to:
 - ⇒ registration matters
 - ⇒ inter-state and overseas registration boards
 - ⇒ professional associations

- ⇒ acquisition and maintenance of office furniture, equipment and supplies
 - ⇒ Board insurances
 - ⇒ staffing arrangements
 - ⇒ statistics in relation to the profession
 - ⇒ audit reports
 - ⇒ records management
 - ⇒ information technology
 - ⇒ financial records
 - ⇒ legislation, subordinate legislation and legislative review
 - ⇒ service agreement between the Board and the Office of Health Practitioner Registration Boards
- Annual Reports of the Board (including Statement of Affairs)
 - Service Agreement between the Office and each Board
 - Codes of Conduct
 - Policy documents and Internal procedures manuals
 - Delegations

Arrangements to obtain access to the above-mentioned documents are explained later in this Supplement.

Literature available

The following publications are available for inspection and copies may be obtained *free of charge*:

- current Annual Report of the Office and each Board (including Statement of Affairs); and
- current Newsletters and Circulars published by the Boards.

The following documents are available for inspection and copies may be purchased:

- current policy documents of the Boards.

It should be noted however, that pursuant to section 19(2) of the *Freedom of Information Act 1992*, the Board may delete exempt matter from a copy of any policy document.

The Office does not have any literature available to the public for which a regular subscription is payable or by way of free mailing lists.

Arrangements to obtain access to documents held by the Office

Free of charge documents

These documents may be obtained by written request to the relevant Board or the Office (in the case of Office documents). Alternatively, these documents can be inspected at the Office of Health Practitioner Registration Boards, 19th Floor, Forestry House, 160 Mary Street, Brisbane, Qld 4000.

If inspection is sought, advance notice must be given so that a suitable time can be arranged for the inspection.

Policy documents

Copies of each Board's policy documents may be inspected and/or obtained by either a written or telephone request.

Other documents

The accessibility of other documents held by the Office is subject to the provisions of the *Freedom of Information Act 1992* and the associated procedures set out below.

Under the *Freedom of Information Act 1992*, the general community may apply for access to, or request an amendment of, any non-public document held by the Office.

Freedom of Information Act 1992

What is Freedom of Information?

The purpose of the *Freedom of Information Act 1992* is set out in the "short title" to the Act as follows:

An Act to require information concerning documents held by government to be made available to members of the community, to enable members of the community to obtain access to documents held by government and to enable members of the community to ensure that documents held by the government concerning their personal affairs are accurate, complete, up-to-date and not misleading, and for related purposes.

By these means, government agencies are made more accountable for their actions.

How to make a Freedom of Information application

There are two types of application available to any person under the *Freedom of Information Act 1992*:

- An application for access to any document held by the Office.
- An application that a document held by the Office about the applicant's personal affairs should be amended, if it is inaccurate, incomplete, out-of-date or misleading.

Documents concerning an applicant's 'Personal Affairs'

There are no fees or charges payable by the applicant for this type of document.

To apply for access to 'personal affairs' document(s):

- the application must be in writing (email is acceptable);
- the application should include the term Freedom of Information;
- the application must specify as clearly as possible the sort of documents requested;
- the application must include a contact address (a contact telephone/email number would also be helpful); and
- post or email the application to one of the contact addresses given below.

Documents concerning an applicant's 'Non-personal' affairs

The legislation requires the applicant to pay an initial application fee of \$31 [\$32.50 from September 2002] and processing costs (\$5 per 15 minutes) for this type of document.

To apply for access to 'non-personal' document(s):

- the application must be in writing (email is acceptable);
- the application should include the term Freedom of Information;
- the application must specify as clearly as possible the sort of documents requested;
- the application must include a contact address (a contact telephone/email number would also be helpful);
- the application must include a cheque/money order for payment of the prescribed application fee; and
- post or email the application to one of the contact addresses given below.

To amend a document

To apply for an amendment of a document:

- the application must be in writing (email is acceptable);
- the application should include the term Freedom of Information;
- the application must specify exactly which document is to be amended and how;
- the application must include a contact address (a contact telephone/email number would also be helpful); and
- post or email the application to one of the contact addresses given below.

Processing of applications

An application is acknowledged in writing within 14 days of its receipt by this agency. The *Freedom of Information Act 1992* allows for a period of 45 days from the date of receipt to process an application (60 days if consultation with any third party or person is required in an access application only). Applicants will receive the decision in writing, which will advise:

- the actual decision;
- the reasons for the decision; and
- how to appeal the decision (if so desired).

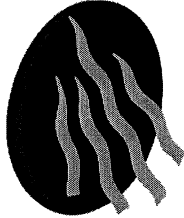
Freedom of Information contact addresses

Enquiries: Mr John Posner
Information Coordinator
Tel 3234 1548 or
Fax 3225 2527
Email: foi@healthregboards.qld.gov.au

Applications: Mr Jim O'Dempsey
Executive Officer
Office of Health Practitioner Registration Boards
GPO Box 2438
Brisbane Qld 4001

COMMISSION OF INQUIRY NO. 1 OF 2005
MEDICAL BOARD OF QUEENSLAND

This is the annexure marked "**JPO-4**" mentioned and referred to in the Statement of **JAMES PATRICK O'DEMPSEY** dated this 17th day of May 2005.



Office of
Health Practitioner Registration Boards

ANNUAL REPORT 2003

AND

FINANCIAL STATEMENTS

FOR THE YEAR ENDING 30 JUNE 2003

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Public availability of Annual Report

Copies of the *Annual Report 2003* are publicly available at no cost by contacting the Office as follows:

By telephone: (07) 3234 0713
In writing: GPO Box 2438, Brisbane, Qld, 4001.

Foreword from the Executive Officer

The Honourable Wendy Edmond MP
Minister for Health and Minister Assisting the
Premier on Women's Policy
Parliament House
BRISBANE QLD 4000

Dear Minister

The Office is pleased to present its fourth Annual Report. As part of its accountability and commitment to assist the Boards to perform their functions, this Report details organizational achievements over the past twelve months and highlights the goals that the Office seeks to fulfil in the coming year.

The 2002-2003 year has been busy and productive for the Office as it has delivered on the strategic objectives that were detailed in the *Annual Report 2001-2002*. The majority of these objectives have been achieved and a summary of the highlights is provided on pages 5 and 6 of this Report. Of particular note is the development of a strategic plan for each Board and the Office. These plans articulate the direction, priorities and strategies that the Boards and the Office will pursue during 2003-2007 to achieve their legislative mandates.

The achievements of the Office in the year under report have been made possible by the support and contribution provided by the Boards and the staff of the Office. I am grateful for the support of the Boards and for the efforts of the staff, particularly for the support and advice provided.

It is therefore with a commitment to our strategic priorities for the future that I provide this *Annual Report 2002-2003* to you.

Jim O'Dempsey
EXECUTIVE OFFICER

Purpose and Responsibilities

The Office of Health Practitioner Registration Boards ('the Office') was established under s. 7, *Health Practitioner Registration Boards (Administration) Act 1999* ('the Act') on 7 February 2000. As an independent statutory body, the Office is responsible under s.8 of the Act to provide the administrative and operational support necessary or convenient to help each of the 13 Health Practitioner Registration Boards to perform their functions.

Consistent with its legislative responsibilities the Office's purpose, as stated in its *Strategic Plan 2003-2007*, is to provide quality services which enable the Health Practitioner Registration Boards in regulating the professions to: (a) promote and protect the public interest; (b) uphold the standards of practice within the professions; and (c) maintain public confidence in the professions.

Assisting the Boards to meet these objectives the Office provides administrative and operational support through nine key services as follows: (a) registration; (b) Board meeting support; (c) complaints management; (d) health assessment and monitoring; (e) professional advice and support; (f) statutory compliance, planning and reporting; (g) corporate support; (h) records management; and (i) Freedom of Information.

Constitution of the Office

The Office is constituted under s. 7(2) of the Act and consists of the Executive Officer and staff of the Office. Appendix 1 details the organizational structure of the Office and staff as at 30 June 2003.

The Executive Officer, for the purposes of the *Financial Administration and Audit Act 1997*, is the Chairperson of the Office and is responsible for its efficient and effective administration and operation. In discharging the role, the Executive Officer's responsibilities include:

- The management of the Office including financial management.
- The negotiation of Service Agreements with each of the Boards.
- The implementation of Service Agreements.
- Providing training for Board members on their appointment about their role and the legislative scheme.

The Executive Officer may also perform other functions given to or conferred on the Executive Officer under another Act, including, for example, any Act in the legislative scheme.

Clients of the Office

The Office has a wide range of clients to whom it provides services. The primary clients of the Office are the Boards and their registrants. The 13 Boards to which the Office provides services and the legislation they administer are as detailed in Appendix 2.

In addition to the Boards, the Office provides services to other clients who include:

- The general public, whose health care interests are the reason for the establishment and ongoing operations of the Boards.
- The Minister for Health, for whom the Office regularly provides advice on the operations of the legislative scheme.
- The Director-General and officers of Queensland Health for whom the Office provides advice on the operations of the legislative scheme.
- The Health Rights Commission, through consultation and reporting arrangements, on the management and investigation of complaints about the conduct, competence and health of registrants.
- Health practitioner registration authorities in other states, territories and countries through the exchange of information on the good standing of registrants and policy and practice issues.
- The state and national branches of the various professional associations of health practitioners through the provision of advice.
- Academic institutions whose programs of education prepare graduates eligible to apply for registration in Queensland.
- National councils and organizations established to progress consistent approaches to the regulation of the various health professions.
- The Health Insurance Commission, private health insurance companies and employers which seek details of the registration status of health practitioners.

Ministerial Directions

Section 32, *Health Practitioner Registration Boards (Administration) Act 1999* requires the Office to include in its Annual Report copies of all ministerial directions given to the Executive Officer under s.9(1), s.25(1), s.29(3) or s.38(3) during the financial year. During the year under report the Office received no such directions from the Minister.

Highlights: 2002-2003

The year under report has been characterized by a focus on planning, implementation of quality improvements and enhancement of client service. Progress and outcomes relevant to each of the Office's key service areas are detailed in the following sections of the Annual Report. The highlights for this year are summarized below.

- Service Agreements evaluated and amended. New Service Agreements approved for the period 1 July 2003 to 30 June 2006.
- Renewals and Restorations Business Processing Centre established leading to a reduction of 13 days in processing times for applications, reduction in costs equivalent to 1.4 casual positions, and enhanced staff capacity.
- Comprehensive operational review of complaints management and health assessment and monitoring services completed. New policies and procedures based on quality, efficiency and effectiveness to be implemented in 2004.
- Panel of external investigators established and it is anticipated that the Panel will significantly reduce the caseload of investigations in 2004.
- Board meeting support services evaluated. Boards are generally satisfied with the service but areas for improvement have been identified for implementation in 2004.
- Extensive consultation undertaken in developing the strategic plans of the Boards and the Office.
- Communication standards and structure developed for implementation in 2004 including documentation of the Office's *Communication and Client Service Standards*.
- Human resource management policy and procedures completed for implementation in 2004.
- Financial Delegations Manual completed and implemented in 2003. Financial Management Practice Manual completed for implementation in 2004.
- Financial management infrastructure evaluated and changes to be implemented in 2004 will enable better use of staff resources and enhance timeliness, accuracy and clarity of financial management reports.
- Internal auditors appointed and internal audit framework developed and implemented.
- Records management services evaluated and an operational plan developed for implementation in 2004.
- Information Technology Reference Manual developed and implemented.

- Significant improvements across all areas of information technology infrastructure achieved for minimal capital outlay through careful planning and procurement processes.
- Investment in information technology infrastructure has ensured a stable and secure system with minimal downtime.
- Project to review proprietary software completed and options for future development identified for implementation in 2004.
- Public access system to the registers developed and implemented, achieving significant enhancement in client services.

Service Agreements

The *Health Practitioner Registration Boards (Administration) Act 1999* ('the Act') requires the Executive Officer and the Boards to negotiate Service Agreements that define their relationship. Section 27 of the Act provides that Service Agreements must include: (a) details of the services to be provided; (b) the amount payable to the Office by the Board for the provision of services; (c) how the amount payable is to be calculated; (d) how the amount payable is to be paid; (e) an arrangement by which the Executive Officer reports to the Board about the performance of the Office under the Agreement; (f) an arrangement by which the Executive Officer accounts to the Board for monies collected, managed and disbursed for the Board by the Office; (g) the term of the agreement, which must not be for more than three years; and (h) how the agreement may be varied.

The initial Service Agreements negotiated with the Boards in 2000 were generally for a period of three years to 30 June 2003. With the establishment of three new Boards during 2001-2002, Service Agreements were entered into with the Chiropractors Board, the Medical Radiation Technologists Board and the Osteopaths Board. The term of these new Agreements was for the period to 30 June 2003 to ensure alignment with the completion dates of the Agreements entered into with the other 10 Boards.

Section 28 of the Act requires that the Executive Officer and each Board must, at least three months before the existing Service Agreement is to end, enter into negotiations for a subsequent Service Agreement. Such negotiation was commenced in February 2003 through the evaluation of the Service Agreement that was due to expire on 30 June 2003. This evaluation, undertaken by both the Office and each Board, informed a range of proposed amendments to the Agreement. These amendments were approved by all Boards and the Executive Officer by 30 May 2003. In this regard, the parties to the agreement met the requirement of s.28 of the Act that they reach agreement on subsequent Service Agreements as soon as practicable and, in any event, at least one month before the existing Service Agreement was to end.

The new Service Agreement will be in force for the period 1 July 2003 to 30 June 2006. It should be noted that the number of service areas has been decreased from nine to six. This was because: (a) Records Management Services and Freedom of Information Services were more correctly constituted as sub-services of Corporate Support Services; (b) Statutory Compliance Services were more correctly constituted as a sub-service within all main services; and (c)

Planning and Reporting Services were more correctly constituted as a sub-service of the Professional Advice and Support Service. Reporting for this financial year will be as per the services detailed in the Service Agreement which expired on 30 June 2003. In future years, reporting will be as per the services detailed in the *Service Agreement 2003-2006*.

Statistical Data:

Appendix 3 - Table 1 details funds provided to the Office under the Service Agreements for the prospective year and includes a comparison of the funds provided for the 2001-2002 and 2002-2003 reporting periods.

Registration Services

This service manages all processes associated with application for, and renewal of, registration in accordance with the relevant legislative provisions and the policies of the relevant Board. The service ensures that: (a) initial applications for registration are processed; (b) registrations are renewed annually; (c) all other registration activities such as restorations, and special purpose and conditional registrations are completed; (d) enquiries from applicants for registration and registrants are processed; (e) registers are maintained in accordance with the legislation; and (f) Boards are kept informed of all matters relating to registration services.

This report identifies the objectives stated in the *Operational Plan 2002-2003*, the activities undertaken to meet these objectives and outcomes achieved.

Objective: To establish and evaluate a Renewals and Restorations Business Processing Centre.

In the 2001-2002 Annual Report the Office's intention to establish a Renewals and Restorations Business Processing Centre was detailed, as were the key outputs expected from the establishment of this Centre. The expected outputs were as follows:

- Significant improvement in the processing time for applications and thus enhanced client service.
- Streamlining of the renewal process with resultant moderate cost savings and enhanced cost effectiveness.
- A decrease in the number of enquiries from renewal applicants and thus decreased workload for staff of the Office.
- Improved staff capacity resulting in a decrease in administrative errors.

It is pleasing to report that following the establishment of the Business Processing Centre during the year under report, an evaluation has identified that the Office has achieved the above noted outputs. In summary the Office has: (a) reduced the processing time for renewal and restoration of registration applications from 14 days to 24 hours; (b) achieved this significant improvement with a reduction in salary costs equal to the equivalent of 1.4 full time casual positions; (c)

enhanced the capacity of staff and reduced administrative errors in the processing of applications; and (d) significantly enhanced client services.

More importantly, these outputs have been achieved during a period of increased renewal workloads with the transitional introduction of the common registration renewal date for all health practitioners with the exception of medical practitioners. In this regard, during the year under report six separate renewal processes were undertaken in total for the 12 non Medical Boards in addition to the renewal process for medical practitioners.

This commitment to quality, timeliness and cost effectiveness in renewing and restoring the registration of health practitioners will remain a constant in future years and we will continue to assure the above noted outputs through effective planning and evaluation of the policies and procedures utilized by the Business Processing Centre.

Objective: To develop and implement an integrated Registration Policy and Procedure.

During the period from January to May 2002, the thirteen new Registration Acts were commenced. Prior to this, the registration requirements for each of the regulated health professions were divergent. The new legislation provided for consistency in such requirements and, on this basis, it was identified that economies of scale and efficiencies could be pursued.

During the year under report, the Office established a project to analyse the registration processes utilized by each Board to develop and implement an integrated registration policy and procedure. The project report, which was completed in December 2002, made a series of recommendations in relation to the current staffing structure and non structural issues. Given the recommendations for changes in the staffing structure, consideration of the report was deferred until such time as the selection process for the position of Executive Officer was finalized in February 2003.

In March 2003 the Executive Officer reconvened the steering committee to consider the report. At that time, it was identified that while all the issues raised in the report were relevant, it would be inappropriate to modify the current staffing structure in the absence of harmonization of the registration policies and procedures utilized by each of the five registration teams. In this regard, it was agreed that if such harmonization could not be achieved, modification of the staffing structure would not be successful or achieve the outcomes expected. It was also identified that harmonization of the policies and procedures would directly contribute to the further development of software in support of the registration processes.

Given these factors, the Office in 2003-2004 will undertake further development of an integrated registration policy and procedure to inform structural change and the further development of information systems in support of quality registration services. In this regard, the Office will establish in July 2003 a working party to: (a) further develop an integrated registration policy and procedure; (b) develop standard management information reports for the registration processes; and (c) inform the design process for registration software.

Strategic Objective 2003-2004

The forward operations in relation to this key service area have been reviewed. On the basis of that review the objective to be achieved in 2003-2004 is:

- To implement the approved recommendations from the Registration Review Project.

Statistical Data:

Appendix 3 - Table 2 details the number of registrants per Board as at 30 June 2003 and includes comparative data from previous years.

Appendix 3 - Table 3 details the number of registrations approved in the year under report.

Board Meeting Support Services

This service provides administrative support for Board and Board Committee meetings, including actions arising from decisions at meetings. The service ensures: (a) preparation of agendas and minutes for meetings of the Boards and, where required, their Committees, and the Combined Meetings of Board Chairpersons; (b) attendance and taking of minutes at Board meetings and, where required, Committee meetings; and (c) preparation of Board correspondence and newsletters.

This report identifies the objective stated in the *Operational Plan 2002-2003*, the activities undertaken to meet the objective and outcomes achieved.

Objective: To evaluate the efficiency and effectiveness of Board secretariat services and processes.

During the year under report, the Office developed a tool to evaluate its overall performance in providing secretariat services to the Boards and to identify benchmarks for the services provided. The tool was also developed with the view that it could be readministered in future periods so that evaluation results could be compared against the baseline measure.

The evaluation tool was sent to all members of each Board for completion during February 2003 and responses were received from 71% of the 115 Board members. Generally, the results demonstrated that the Boards were satisfied with the service. However, a number of areas of dissatisfaction were identified. A report analyzing the results was completed in June 2003 and was referred to a working party constituted by the Deputy and Assistant Registrars for development of a service change proposal. That proposal is currently nearing completion and will be forwarded to all Boards for consideration in November-December 2003.

Strategic Objective 2003-2004

The forward operations in relation to this key service area have been reviewed. On the basis of that review the objective to be achieved in the 2003-2004 reporting period is:

- To develop and implement a service change proposal based on the evaluation report completed in June 2003.

Statistical Data

Appendix 3 - Table 4 details the number and type of meetings serviced by the Office in the year under report.

Complaints Management Services

This service manages all processes associated with complaints made about the conduct of registrants. These processes include: (a) receipt and documentation of complaints; (b) management of investigations and any subsequent disciplinary proceedings; (c) monitoring compliance with conditions and undertakings; (d) management of competence assessments; (e) obtaining formal opinions from, and instructing, solicitors acting for the Boards; and (f) development of education programs for practitioners on ethics and standards of practice.

This report identifies the objectives stated in the *Operational Plan 2002-2003*, the activities undertaken to meet these objectives and outcomes achieved.

Objective: To develop a Complaints Management Policy and Procedure

In the 2001-2002 Annual Report the Office's intention to establish a project for the development and implementation of a complaints management policy and procedure was detailed. This project was a component of the threefold strategy to reduce the caseload of investigators and to improve investigation completion rates. The project was established against a background of concern due to the complexity of the *Health Practitioners (Professional Standards) Act 1999* ('the Act'), limited transitional planning, the effects of staff discontinuities on planning processes, the challenge of defining the new relationship between the Office and the Boards, and the impact of escalating workloads arising from the complex new requirements.

A project officer, reporting to a steering committee, commenced the project in September 2002 and delivered the project report and recommendations to the Executive Officer on 28 March 2003. The report was initially used to inform a number of initiatives for inclusion in the budget proposals to each Board for the 2003-2004 financial year and this outcome of the project was progressed as a matter of priority.

The report will be placed before each of the 13 Boards at the commencement of the 2003-2004 reporting period in order that determinations can be made about the 50 recommendations ensuing from the project. In this regard, the outputs achieved by the project have been:

- The development of a comprehensive professional standards policy.
- The development of user-friendly information sheets in support of the policy.
- The development of process maps for all activities under the Act.
- The development of supporting manuals and template documentation.
- The development of draft delegations and draft terms of reference for Board Committees.

- The identification of relevant amendments to the Act for submission to government.
- The development of proposals for staffing structures and responsibilities.
- The development of processes for the receipt of information and consistent assessment of complaints.
- The development of proposals for the design of software to support workflow and management reporting.

Implementation of the recommendations approved by the Executive Officer and the Boards will commence in the 2003-2004 reporting period and is expected to be completed within 12 months. This project has ensured that the Office and the Boards are well placed to implement policies and procedures based on quality, efficiency and effectiveness.

In concert with the abovenoted project, the Office sought legal advice to inform the development of a process through which complaints and other information received could be assessed. This advice was necessary as there is no division within the Act that directly provides for assessment. However, the legal advice confirmed the Office's view that there were a number of provisions that required the application of an assessment process. This process has been implemented during the year under report and will be finalized in the 2003-2004 reporting period when a complaints assessment coordinator is appointed. The creation of this position will ensure the timely, consistent and thorough assessment of complaints and other information received to inform the action required under the Act.

Objective: To develop and implement a proposal for use of external investigators.

In the 2001-2002 Annual Report the Office's intention to establish a panel of external investigators was detailed. The use of external investigators was a component of the threefold strategy to reduce the caseload of investigators and to improve investigation completion rates.

A cost benefit analysis for use of external investigators was undertaken in August/September 2002 and a submission prepared for the consideration of the Medical Board. It was determined that while all Boards would be able to access the external panel, if established, it was the Medical Board which had the greatest caseload of investigations and therefore would require the largest investment of funds to reduce that caseload.

The Medical Board, in October 2002, endorsed the establishment of a panel of external investigators and approved the invitation to offer. Following a competitive tendering process, three companies were selected to provide the services.

An induction workshop for the external investigators was conducted in December 2002 and the initial 10 investigators were allocated one investigation each from January 2003. The allocation of only one investigation was considered necessary to enable each investigator to develop their knowledge and skills in applying the processes required under the *Health Practitioners (Professional Standards) Act 1999*. Each investigator was subsequently allocated up to five further investigations from March 2003. The investigators are supported and supervised by the Coordinator (Investigations) who is a member of the Office staff.

While the panel was established later than expected, and each investigator required some time to develop the knowledge and skills referred to in the previous paragraph, the panel will complete approximately 100 investigations by December 2003. Evaluation of the effectiveness of the panel in achieving the outcomes expected has been ongoing but will be formally completed in November and December 2003. This will enable the Medical Board to consider a further investment in the use of the panel.

In addition to undertaking investigations for the Medical Board, access to the Panel was provided to the other health practitioner registration Boards. This has enabled those Boards with a smaller investigation workload to have investigations completed that would have otherwise been delayed by the high caseload of the Complaints Unit.

Strategic Objectives 2003-2004

The forward operations in relation to this key service area have been reviewed. On the basis of that review the objectives to be achieved in 2003-2004 are:

- To implement the approved recommendations from the Complaints and Health Assessment and Monitoring Review Project.
- To review the administrative procedures of the Complaints Unit.
- To review the outcomes of using a panel of external investigators.
- To implement Version 1 of the Professional Standards Information System.

Statistical Data

Appendix 3 - Table 5 details the number of investigations as at 1 July 2002, the number of complaints received during the year under report, the number of investigations commenced during the year under report, the number of investigations completed during the year under report and the number of investigations continuing as at 30 June 2003.

Health Assessment and Monitoring Services

This service manages all processes dealing with impaired registrants in accordance with Part 7, *Health Practitioners (Professional Standards) Act 1999* ('the Act'). Part 7 of the Act provides the authority for all Boards to manage impaired registrants through a non punitive approach to illness management and to reduce the incidence of concealment of impairment by registrants. Such management includes assessment, monitoring and supervision of impaired registrants. The service ensures: (a) compliance with legislative requirements; (b) protection of the public through appropriate management of registrants who have illnesses that can potentially impact on their ability to practise safely; and (c) assistance to registrants whose career is threatened by illness.

This report identifies the objectives stated in the *Operational Plan 2002-2003*, the activities undertaken to meet these objectives and outcomes achieved.

Objective: To develop a Health Assessment and Monitoring Policy and Procedure.

In the 2001-2002 Annual Report the Office's intention to establish a project for the development and implementation of a health assessment and monitoring policy and procedure was detailed. This project was to focus on reviewing: (a) operational protocols to ensure they continued to meet standards of quality, efficiency and effectiveness; and (b) guidelines and benchmarks for the assessment, monitoring and supervision of impaired registrants.

This project was incorporated within the project established to develop the complaints management policy and procedure. In this regard, a project officer, reporting to a steering committee, commenced the project in September 2002 and delivered the project report and recommendations to the Executive Officer on 28 March 2003. The report was initially used to inform a number of initiatives for inclusion in the budget proposals to each Board for the 2003-2004 financial year and this outcome of the project was progressed as a matter of priority.

The report will be placed before each of the 13 Boards at the commencement of the 2003-2004 reporting period in order that determinations can be made about the 50 recommendations ensuing from the project. In this regard, the outputs achieved by the project were as detailed on pages 10 and 11 of this report.

Implementation of the recommendations approved by the Executive Officer and the Boards will commence in the 2003-2004 reporting period and is expected to be completed within 12 months. This project has ensured that the Office and the Boards are well placed to implement policies and procedures based on quality, efficiency and effectiveness.

Objective: To implement the outcomes of the Siggins Miller Review of the Health Assessment and Monitoring service.

In the 2001-2002 Annual Report the Office summarized the outcomes of the review undertaken by Siggins Miller Consultants on behalf of the Minister about how this service ensured the public is protected from unsafe practices. During the year under report, the Office collaborated with the Legislative Projects Unit, Queensland Health, to develop an implementation plan for the recommendations arising from the review. That plan was subsequently submitted to the Minister and Cabinet for consideration. Following Cabinet approval of the plan in April 2003, the Office has incorporated such implementation requirements in its *Operational Plan 2003-2004*. It is expected that all implementation will be substantially completed by 30 June 2004.

Strategic Objectives 2003-2004

The forward operations in relation to this key service area have been reviewed. On the basis of that review the objectives to be achieved in the 2003-2004 reporting period are:

- To implement the approved recommendations from the Complaints and Health Assessment and Monitoring Review Project.
- To implement the plan approved by Cabinet to progress the outcomes of the Siggins Miller Review.
- To implement Version 1 of the Professional Standards Information System.

Statistical Data

There were a total of 37 new referrals to the service during the year under report, while 31 practitioners were discharged from the program. In addition, 12 investigations were conducted during the year. Eleven of these were carried over from 2001-2002 and one was commenced during 2002-2003. Of the 12 investigations, five were concluded during the year. Of those five; two investigations resulted in referrals to the Health Practitioners Tribunal, two investigations resulted in no further action being taken by the relevant Board, and one investigation resulted in the registrant agreeing to enter into undertakings. Given these data, the Unit has seven investigations which will carry over to 2003-2004, one of which is being undertaken by an external investigator from the contracted panel.

Professional Advice and Support Services

This service utilizes professional knowledge and expertise to provide high level advice and support on matters related to the Board's functions under relevant legislation. Among the services provided by the Office are: (a) advising the Boards on their obligations under statutes and government guidelines; (b) assisting the Boards in negotiating amendments to primary and subordinate legislation; (c) organizing seminars and attending conferences on behalf of the Boards; and (d) representing the Boards in various forums within Queensland, nationally and internationally.

A significant level of activity has ensued in the provision of the above noted services during the year under report. Further information regarding these matters is provided in each Board's Annual Report.

This report identifies the objective stated in the *Operational Plan 2002-2003*, the activities undertaken to meet the objective and outcomes achieved.

Objective: To develop a Recency of Practice policy and procedure.

This objective was not progressed during the year under report as there were a number of significant competing workloads. It was also identified that to progress development of a recency of practice policy and codes of practice for each Board, a project officer would need to be engaged. A proposal in this regard was incorporated in the budget submissions to the Boards and was subsequently endorsed by all Boards. Recruitment and selection of a project officer is expected to be completed by September 2003.

Strategic Objectives 2003-2004

The forward operations in relation to this key service area have been reviewed. On the basis of that review the objectives to be achieved in the 2003-2004 reporting period are:

- To develop a policy position on 'Recency of Practice'.
- To co-ordinate submissions to the review required under s.33, *Health Practitioner Registration Boards (Administration) Act 1999*.

- To commence development of 'Codes of Practice' for each Board.
- To redevelop the structure and content of the Annual Reports of the Boards and the Office.
- To develop for Board consideration a communication infrastructure to achieve strategic priorities.
- To co-ordinate Board specific corporate governance and risk analysis and to undertake Office corporate governance and risk analysis.

Statutory Compliance, Planning and Reporting Services

This service manages all processes to ensure that the Boards and the Office meet their statutory obligations under the legislative scheme [the respective registration Acts, the *Health Practitioners (Professional Standards) Act 1999*, and the *Health Practitioner Registration Boards (Administration) Act 1999*] and pursuant to the *Financial Administration and Audit Act 1977* and the *Financial Management Standard 1997*.

This report identifies the objective stated in the *Operational Plan 2002-2003*, the activities undertaken to meet the objectives and outcomes achieved.

Objective: To contribute to the review required under section 33, *Health Practitioner Registration Boards (Administration) Act 1999*.

During the year under report, the Office has collaborated with the Legislative Projects Unit, Queensland Health, to develop a submission to the Minister for establishment of the review. The submission was approved by the Minister and the Executive Officer met with Legislative Projects Unit and the review officer on 30 June 2003 to initiate the collection of data. The Office will continue to assist in, and contribute to, the review during 2003-2004.

Objective: To co-ordinate development of the Strategic Plans of the Boards and the Office as required under the *Financial Administration and Audit Act 1977*.

During the year under report, a proposal for the development of the strategic plans required under the *Financial Administration and Audit Act 1977* was developed for the consideration of each Board. Following endorsement of the proposal, extensive consultation was undertaken with the key professional and consumer stakeholder groups of the Boards. The submissions from stakeholders were analysed and a report entitled *Analysis of Submissions from the Consultation Process* prepared. On the basis of the analysis, a draft strategic plan for each Board and the Office was prepared. These documents were placed before each Board in March-April 2003 for consideration. Following such consideration, the majority of Boards approved their draft plan, and three Boards endorsed their draft plan subject to further consideration by the Board.

At the time of this report, all Boards had approved their strategic plan and the strategic plans of the Office had been approved by the Executive Officer. These plans represent a milestone as

each Board and the Office has articulated their vision for the future and the priorities and strategies that the Boards and the Office will pursue during 2003-2007. The objectives of each plan will be achieved through the annual operational plan of the Office and monitored through strategic performance indicators. To these ends, the Boards and the Office look forward to reporting their progress in implementing the plans in future Annual Reports.

Corporate Support Services

This service manages all corporate support services of the Office and the Boards including: (a) human resource management; (b) financial management; and (c) information technology.

Human Resource Management Services

This sub-service provides all human resource management services to enable the Office to deliver its services to Boards and their clients. This report identifies the objectives stated in the *Operational Plan 2002-2003*, the activities undertaken to meet these objectives and outcomes achieved.

Objective: To develop and implement communication standards and structure.

During the year under report, a working party was constituted to develop the communication standards and structure for the Office. The working party initially held a workshop to inform its approach and identified five key themes which needed to be addressed, being: (a) the role of the Office; (b) interpersonal communication standards; (c) written communication standards; (d) a structure for organizational communication; and (e) development of communication capacity.

To address these themes, the working party developed: (a) a document entitled *Communication and Client Service Standards*; (b) a proposal for an integrated infrastructure for organizational communication within the Office; and (c) an approach to develop communication capacity through staff education and training.

A key underpinning of the working party's proposal is for a monthly half day office closure which will enable all of staff meetings to be held and for staff education and training sessions to be provided. Such half day office closures will commence from July 2003 and the initial all of staff meeting will focus on reviewing the proposed *Communication and Client Service Standards*.

Objective: To implement Performance Development and Review Policy and Procedures.

The Performance Development and Review Policy and Procedures that were completed in 2002 have been implemented during the year under report. Emphasis on effective performance development processes will be further enhanced as the Office redevelops the service standards pursuant to the *Service Agreement 2003-2006* and as it develops the key performance indicator framework under the *Strategic Plan 2003-2007*.

Objective: To develop and implement a Training Plan.

During the year under report, a number of activities have informed the development of an annual Training Plan. These have included: (a) an audit of staff skills; (b) a review of individual training needs through performance development processes; and (c) a training needs analysis based on the *Strategic Plan 2003-2007*.

Ensuing from these activities, a training plan for the 2003-2004 financial year is nearing completion and will be implemented from July 2003.

Objective: To develop a Human Resource Management Policy and Procedures.

Following a competitive tendering process, JAQ Pty Ltd was engaged to develop the Human Resource Management Policy and Procedures of the Office. The development project commenced in November 2002 and a draft policy manual was completed in March 2003. The draft was then introduced to staff at two briefing sessions following which submissions about the policy were invited from all staff. These submissions are currently being considered in amending the policy as required. It is expected that the project will be completed in August 2004, at which time the policy will be implemented throughout the Office, with such implementation supported by training workshops as a component of the monthly half day office closure.

Code of Conduct

Under s.23 of the *Public Sector Ethics Act 1994*, every public sector entity is required to ensure that each Annual Report includes a statement giving details of action taken during the reporting period to comply with various provisions in that Act relating to the entity's Code of Conduct.

In the year under report, the Office finalized development of its own Code of Conduct after an extensive review and consultation period. The Code was formally approved in April 2003 and education and training sessions were held in June 2003 for the majority of staff.

All staff are provided with copies of the Code as part of their induction and it is also available on the Office Intranet. Ongoing education and training sessions are scheduled in the training plan for the 2003-2004 reporting period.

Strategic Objectives 2003-2004

The forward operations in relation to this key sub-service have been reviewed. On the basis of that review the objectives to be achieved in the 2003-2004 reporting period are:

- To implement the Human Resource Management Policy and Procedure Manual.
- To implement the Staff Development and Training Plan.
- To implement the approved Communication Standards and Structure.

Financial Management Services

This sub-service includes provision of all financial management services to the Boards to ensure compliance with relevant financial management standards. The sub-service includes: (a) revenue, accounts receivable and reconciliation; (b) expenditure and accounts payable; (c) administration of payroll; (d) maintenance of assets register; (e) administration of taxation compliance; (f) financial system development and maintenance; and (g) budget preparation and statutory reporting.

This report identifies the objectives stated in the *Operational Plan 2002-2003*, the activities undertaken to meet these objectives and outcomes achieved.

Objective: To further develop and implement a Financial Management Practice Manual.

During the year under report, a contractor was engaged to redevelop the Financial Management Practice Manual. This project commenced in November 2002 and the Manual was completed in May 2003. Implementation of all new policies and procedures will be commenced from July 2003.

In developing the Manual, four key policies were completed and implemented during the year under report. These were: (a) a policy and guidelines for entertainment and hospitality expenses; (b) a financial delegations manual; (c) an imprest advance accounts policy; and (d) a legal costs and fines recovery policy.

Objective: To implement quality improvements for the financial management reporting framework and the budget development and review process.

During the year under report, a review of the financial management infrastructure was undertaken. This review identified a number of significant issues as follows:

- The commercial accounting system (Sybiz) was introduced in 1997/98. At that time the *Medical Act and Other Acts (Administration) Act 1966*, as well as the registration Act for each Board, provided the basic foundation for the initial accounting structure. When the Office was established under the *Health Practitioners Registration Boards (Administration) Act 1999*, the accounting structure was changed for implementation of the service agreement requirements and the existing accounting structure of each Board was modified. In April 2002, when a further three new Boards were established, further modification of the existing accounting structure was required.
- This development history led to the establishment of a complex accounting structure and one which was not supported by automatic report generation from Sybiz. As a result, the service agreement reconciliation process was excessively complex and required extensive manipulation of data through spreadsheets for the development of monthly financial statements.
- The complexity of the infrastructure generated excessive data entry requirements and for retrieval of data for the development of financial reports. As a result, up to two person weeks per month were utilized in the monthly rollover of accounts, reconciliation and preparation of financial reports. In addition, an inherent risk for human error remained high with the consequent risk of inaccuracies in the reporting process.

- Cash flow management was not being undertaken to ensure that relevant, reliable and timely information was available.
- The chart of accounts for each Board varied significantly and, as such, negatively impacted on efficiencies both in time and quality for preparation of end of month and end of year financial statements.

Given these factors, a number of initiatives have been progressed for implementation from 1 July 2003. These initiatives are as follows:

- The chart of accounts for each Board has been standardized with various cost centres for operational reporting.
- The new chart of accounts also includes cost centres for each Board to enable reconciliation of service agreement monies paid to the Office and the expenditures paid by the Office utilizing the agreement funds.
- All expenditure of the Office under the Agreement will be initiated by the purchasing module which will assign each Board's share of costs pursuant to the formulas detailed in the *Service Agreement 2003-2006*.
- The budget development and monitoring framework has been modified to ensure variance reporting is regular, reliable and timely.
- A Job Costing module has been embedded in Sybiz for the purpose of accumulating and reporting investigation and other cost details for the Complaints and Health Assessment and Monitoring Units. This will negate the need for maintaining separate spreadsheet based cost details hence freeing valuable staff resources in both units.
- A reporting module has been incorporated in Sybiz to ensure that monthly financial reports are generated directly from the system rather than through spreadsheets. In addition, the reports to be provided to the Boards and the Office have been enhanced.

In summary, the changes as detailed above, when implemented from July 2003, will enable better use of staff resources that are currently consumed by the complex financial management infrastructure. In addition, the timeliness, accuracy and clarity of financial management reports will be enhanced and this will directly contribute to good corporate governance.

Board specific merchant facilities have also been established in the year under report and use of a general collection account for the revenue of all Boards has been ceased. This initiative was approved by all Boards on the basis that it: (a) was cost neutral in terms of bank service charges; (b) increased Board interest revenue; (c) enhanced client service in the processing of renewal of registration applications; (d) contributed to further accuracy of budget variance analysis; (e) decreased an unnecessary workload for Office staff; and (f) ensured that Board revenue was recognised in the month of receipt.

Objective: To implement quality improvements for the Investment Policy and Procedures.

In the 2001-2002 Annual Report it was advised that the Office had developed an investment policy which was subsequently approved by each Board. This policy, which was implemented from August 2002, has resulted in increased interest revenue for all Boards.

In addition, the changes to the financial management infrastructure as detailed under the previous objective will continue to ensure that the maximum amount of each Board's funds and those of the Office, are invested in the relevant Queensland Treasury Corporation Cash Fund Account. By ensuring that the maximum amount of funds are invested, the Office ensures that each Board maximizes its interest revenue.

Objective: To develop an internal audit framework.

Following a competitive tendering process, Hall Chadwick was appointed in May 2003 as the internal auditor. The internal audit function has been established to provide independent assurance to the Office and the Boards as to whether the financial policies, internal control systems, risk management systems and operating procedures of the Office are: (a) adequate given the size and nature of the operations of the Boards and the Office; (b) being complied with by all levels within the operations of the Office; and (c) consistent with, and meet the requirements of, all relevant legislation.

The ongoing internal audit program to be provided by Hall Chadwick is a key strategy focused on assisting the Boards and the Office to meet their corporate governance requirements, particularly in regard to those requirements detailed in the *Financial Administration and Audit Act 1977* and the *Financial Management Standard 1997*. In particular, the program will assist with the continued development of sound financial management practices and will help to ensure that financial results are accurate, systems and procedures are appropriate, and internal controls are functioning properly.

The internal audit program was commenced from June 2003 subsequent to the Executive Officer's approval of the *Internal Audit Charter June 2003*, *Internal Audit Strategic Plan 2003-2007*, and *Internal Audit Operational Plan 2003-2004*.

Consultancies

Section 95(1)(eb), *Financial Management Standard 1997* requires every public sector agency to include in its Annual Report, information about the agency's expenditure on consultancies. During the year under report, the Office expended the following amounts on consultants:

▪ Management	-
▪ Human resource management	\$14,334
▪ Information technology	-
▪ Finance/accounting	\$21,065
▪ Professional/technical	-

Strategic Objectives 2003-2004

The forward operations in relation to this key sub-service have been reviewed. On the basis of that review the objectives to be achieved in the 2003-2004 reporting period are:

- To implement the Financial Management Practice Manual.
- To implement quality improvements in the financial management and reporting framework.
- To fully implement the internal audit function for compliance and quality outcomes in financial management.
- To develop and implement five year financial modeling.

Audited Financial Statements

Appendix 4 - Reproduces the Audited Financial Statements 2002-2003.

Information Technology Services

This sub-service develops and maintains technological resources to enable the Office to deliver its services to the Boards and their clients.

This report identifies the objectives stated in the *Operational Plan 2002-2003*, the activities undertaken to meet these objectives and outcomes achieved.

Objective: To develop and implement an Information Management Policy and Procedures.

During the year under report, an Information Technology Reference Manual has been developed and implemented. The Manual comprises four distinct sections, being:

- Business Environment – provides an overview of the administrative structures, platforms and groups within the Office and how they link together. This section has been written for those external to the Office to enable them to quickly gain an appreciation of the Information Technology environment. It is particularly directed at contractors.
- Information Technology Policy – provides the detailed governance rules or guidelines addressing all aspects of information technology operations within the Office. The various responsibilities attached to each policy have also been articulated.
- Technical Reference – provides detailed specifics about the set up of the information technology infrastructure.
- Information Technology Procedures – provides the detailed procedures in support of the policy.

The Manual is constantly updated as changes to the information technology environment occur and, as such, will remain a relevant guide to our staff and contractors.

Objective: To implement a twelve month plan for system architecture and infrastructure/security.

During the year under report the Office, with the support of all Boards, brought the information technology infrastructure to a satisfactory industry standard following years of under investment. The Office was able to effect significant improvements across all areas of the infrastructure for minimal capital outlay through careful planning and procurement techniques. In response to the wide scope of upgrade required and the limited funding available, it was determined that quality equipment components would form the focus for procurement, and not just brand names. Information technology services staff were able to acquire industry standard equipment which was at times up to half the price of the brand name equipment.

A further key aspect of planning was the focus on equipment re-use and ranking. Mid to long term planning encompassed the scaling down of key equipment as it aged to less primary roles. This focus has ensured, and will continue to ensure, that the Office obtains maximum operational value from the investment in information technology. Some of the key initiatives during the year included: (a) installation of a software firewall on the ISA server to control the flow of data into and out of the network; (b) installation of a new exchange server for the Office's electronic mail applications; (c) installation of a new applications server to host the Registration Information System and the financial management systems; (d) installation of a hardware firewall to limit access to the network from unauthorized parties; (e) transfer of web hosting from a third party to in-house management; and (f) upgrade of 40% of Office personal computers to industry standard.

All the above noted initiatives have contributed to stabilization of the infrastructure and enhanced client service ensuing from a significant reduction in system 'downtime'.

Objective: To evaluate the efficiency and effectiveness of the registration information system including its sub modules for Complaints and Health Assessment and Monitoring.

During the year under report information technology services undertook a project to review the proprietary software application. The project focus was on reviewing the effectiveness of the registration modules of the application to assess how well they were meeting business needs and preparation of a report recommending future directions. The final report of the project, which was presented to senior management in March 2003, proposed four options for development alternatives. A decision on the preferred alternative is yet to be made and this matter will be progressed in 2003-2004.

In May 2003 information technology services commenced a separate project to review the business requirements for development of an effective complaints management module to replace the module within the proprietary software application. That review was completed in the year under report and development of a detailed user design specification was commenced in June 2003. Implementation of this design is expected to commence in September 2003 and be substantially completed by April 2004.

In regard to ongoing maintenance and enhancement of the proprietary software application, a number of significant improvements were effected during the year under report with resultant real cost and/or efficiency savings to the Boards. These were in the areas of registration renewals and financial transaction processing. New third party products, business processes and system enhancements were implemented which significantly reduced the amount of staff resources required to process transactions during the periods for renewal of registration.

Objective: To develop a proposal for an integrated world wide web site which provides on-line services.

In August 2002, information technology services prepared a proposal for the development of on-line services to clients through the world wide web. It was determined to defer any action on this proposal pending the outcomes of the projects established to review the proprietary software application.

While action on the proposal was deferred, the Office did introduce a public access system on the websites of the Office and the Boards. This system is of significant note as it provides for both the public and other clients (such as employers, the Health Insurance Commission and other regulatory authorities) to determine the registration details of health practitioners instantly in a live data mode. The introduction of this service has generated significant administrative cost savings in terms of both phone calls and facsimiles.

In regard to ongoing maintenance and enhancements, the movement of web hosting in-house has meant that the websites of the Office and the Boards now have less than 2% 'downtime'. In addition, the Office is able to progress and complete content and design changes within two business days.

Strategic Objectives 2003-2004

The forward operations in relation to this key sub-service have been reviewed. On the basis of that review the objectives to be achieved in the 2003-2004 reporting period are:

- To implement information system best practice in terms of government standards and guidelines.
- To implement Version 1 of the professional standards information system.
- To implement and further develop the Information Systems Policy and Procedure Manual.
- To develop and implement a systems hardware plan which enhances capacity, performance, physical and logical separation, fault tolerance and disaster recovery.
- To ensure proprietary software enhances productivity and client services.
- To develop and implement a project for an integrated world wide web site for the Boards and the Office.
- To enhance organizational ownership of information systems.

Records Management Services

This service manages all records on behalf of the Office and the Boards to ensure: (a) efficient access to stored information; (b) storage and release of information is consistent with relevant legislative requirements; and (c) records are accurately, contemporaneously and completely maintained.

This report identifies the objective stated in the *Operational Plan 2002-2003*, the activities undertaken to meet this objective and outcomes achieved.

Objective: To evaluate the efficiency and effectiveness of records management services.

During the year under report, an extensive review of records management services identified that there were three central issues to be addressed, being: (a) the rapidly diminishing onsite storage space for records; (b) the re-categorisation of administrative files; and (c) the need to ensure the requirements of *Information Standard 40* and the *Public Records Act 2002* are being met.

To address these issues, an operational plan for records management during 2003-2004 was developed for consideration of the Executive Officer and senior management. This plan details 21 key recommendations to ensure quality and cost effective records management consistent with statutory and administrative requirements. The plan, which has been endorsed by the Executive Officer and senior management, will be implemented from July 2003.

In addition, the evaluation of records management services has informed development of the Strategic Records Implementation Plan required under *Information Standard 40*. The Office expects to finalise this Plan by September 2003.

Strategic Objectives 2003-2004

The forward operations in relation to this service have been reviewed. On the basis of that review the objectives to be achieved in the 2003-2004 reporting period are:

- To implement the approved recommendations from the Records Management Evaluation Project.
- To review the role, responsibilities and organization of information management.

Freedom of Information Services

This service manages all processes required under the *Freedom of Information Act 1992* to ensure each Board and the Office meet their obligations and responsibilities under that legislation.

During the year under report, the Office processed 51 applications on behalf of the Boards. In processing such applications, 7682 documents were reviewed for decision-making purposes. Of

the 51 applications processed, 40 were made to the Medical Board, six were made to the Dental Board, four were made to the Psychologists Board and one was made to the Physiotherapists Board. Of the 7682 documents reviewed, 5726 documents were either partially or fully disclosed to the applicant.

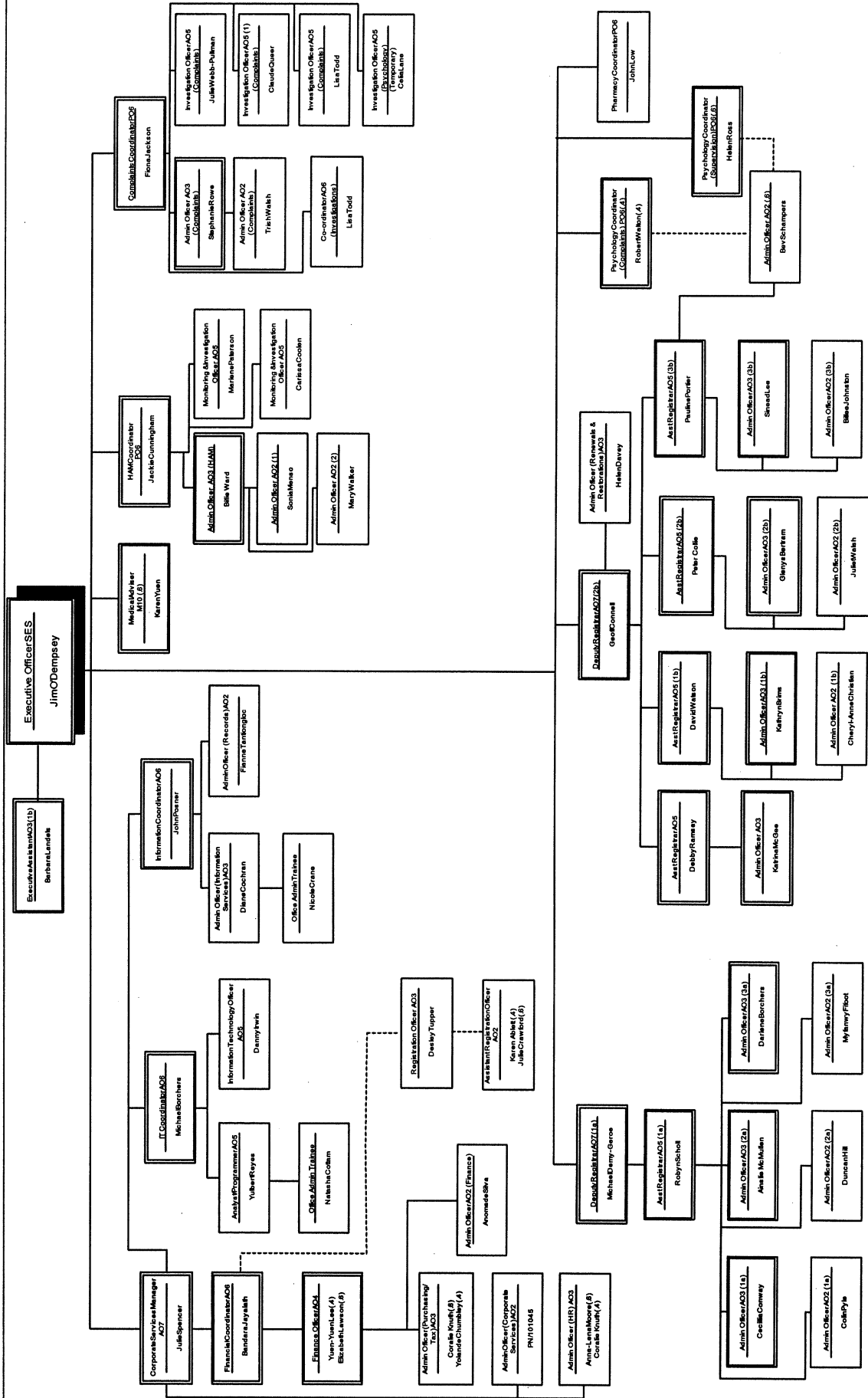
Six applicants applied for internal reviews of the access decision to the Office and two applied for external review to the Information Commissioner during the year under report. At the beginning of the year there were five external review applications awaiting the Information Commissioner's decision. During the year the Information Commissioner finalized two external review applications, thus leaving an outstanding balance of five external review applications still under consideration at the end of the year. The Information Commissioner upheld the Medical Board's decision in one, and directed the Medical Board to refund a portion of the processing fees to the applicant in the second.

Statement of Affairs

Appendix 5 - Details the Statement of Affairs of the Office.

Appendix 1

Organisational Structure



**Boards to Which the Office Provided Services
in the Period 1 July 2002 – 30 June 2003**

<u>Board</u>	<u>Legislation</u>
Chiropractors Board	<i>Chiropractors Registration Act 2001</i>
Dental Board	<i>Dental Practitioners Registration Act 2001</i>
Dental Technicians and Dental Prosthetists Board	<i>Dental Technicians and Dental Prosthetists Registration Act 2001</i>
Medical Board	<i>Medical Practitioners Registration Act 2001</i>
Medical Radiation Technologists Board	<i>Medical Radiation Technologists Registration Act 2001</i>
Occupational Therapists Board	<i>Occupational Therapists Registration Act 2001</i>
Optometrists Board	<i>Optometrists Registration Act 2001</i>
Osteopaths Board	<i>Osteopaths Registration Act 2001</i>
Pharmacists Board	<i>Pharmacists Registration Act 2001</i>
Physiotherapists Board	<i>Physiotherapists Registration Act 2001</i>
Podiatrists Board	<i>Podiatrists Registration Act 2001</i>
Psychologists Board	<i>Psychologists Registration Act 2001</i>
Speech Pathologists Board	<i>Speech Pathologists Registration Act 2001</i>

Table 1: Funds Provided by the Boards Pursuant to the Service Agreements

<u>Board</u>	<u>Service Agreement Funding 2001/02</u>	<u>Service Agreement Funding 2002/03</u>	<u>Service Agreement Funding 2003/04</u>
Chiropractors*	19459	69928	89002
Dental	323078	369324	438146
Dental Technicians and Dental Prosthetists	70082	62712	78576
Medical	2087779	2401104	2698826
Medical Radiation Technologists*	22573	212300	218716
Occupational Therapists	119510	101476	97626
Optometrists	67224	68912	68508
Osteopaths*	5758	37648	36386
Pharmacists	402624	397684	379406
Physiotherapists	204804	215564	168046
Podiatrists	42595	48960	41224
Psychologists	396128	550692	629080
Speech Pathologists	102280	114560	107036
TOTAL	3863894	4650864	5050578

* As these three Boards were established in May 2002, the funds detailed for 2001-2002 are only for the period May and June 2002.

Table 2: Number of Registrants as at 30 June 2000, 2001, 2002 and 2003

<u>Register</u>	<u>2000</u>	<u>2001</u>	<u>2002</u>	<u>2003</u>
Chiropractors*	-	-	550	568
Chiropractors and Osteopaths*	544	575	-	-
Dentists	1937	1970	2017	2141
Dental Specialists	205	212	226	235
Dental Technicians	629	626	658	684
Dental Prosthetists	148	146	142	143
Medical Practitioners**	8060	8081	8231	8512
Medical Practitioners and Specialists**	3529	3635	3931	4023
Radiation Therapists***	-	-	-	207
Medical Imaging Technologists***	-	-	-	1350
Nuclear Medicine Technologists***	-	-	-	64
Occupational Therapists	1244	1315	1429	1545
Optometrists	670	695	726	776
Osteopaths*	-	-	86	80
Pharmacists	3453	3456	3590	3712
Physiotherapists	2646	2678	2809	2908
Podiatrists	290	300	324	343
Psychologists	2637	2854	3073	3302
Speech Pathologists	772	814	837	862
TOTAL	26764	27357	28629	31455

* The Chiropractors and Osteopaths Board ceased to exist on 30 April 2002 and two separate Boards, being the Chiropractors Board and the Osteopaths Board, were created on the commencement of their respective registration Acts on 1 May 2002.

** In previous years Medical Specialists who were also registered as Medical Practitioners were included in both categories and, as such, the total number of registrants was overstated. The figures for 2000, 2001 and 2002 have been corrected to ensure the total in each category is correct.

*** The Medical Radiation Technologists Board, which was constituted on 12 May 2002, had no registrants as at 30 June 2002 as the Register for the three professions was in its initial development stages.

**Table 3: New Registrations Approved in the Period
1 July 2002 - 30 June 2003**

Register	Trans-Tasman Mutual Recognition	Mutual Recognition (Australia)	Non Mutual Recognition	Total
Chiropractors	4	43	24	71
Dentists	13	54	112	179
Dental Specialists	1	3	10	14
Dental Technicians	3	4	53	60
Dental Prosthetists	1	3	-	4
Medical Practitioners*	-	277	1,875	2,152
Medical Specialists*	-	10	250	260
Medical Imaging Technologists	2	6	1,364	1,372
Nuclear Medicine Technologists	-	-	67	67
Radiation Therapists	-	2	208	210
Occupational Therapists	5	10	180	195
Optometrists	1	20	45	66
Osteopaths	-	5	8	13
Pharmacists	4	105	206	315
Physiotherapists	8	68	139	215
Podiatrists	1	9	31	41
Psychologists	-	67	292	359
Speech Pathologists	-	-	82	82
TOTAL	43	686	4,946	5,675

* The medical profession is excluded from the legislation for Trans-Tasman Mutual Recognition.

**Table 4: Number and Type of Meetings Serviced by the Office
In the Period 1 July 2002 – 30 June 2003**

Board	Ordinary Board Meetings	Special Board Meetings	Committee Meetings	Disciplinary Proceedings by Board/Board Committees	Total
Chiropractors	12	-	-	2	14
Dental	13	-	47	-	60
Dental Technicians & Dental Prosthetists	10	-	5	-	15
Medical	23	-	68	-	91
Medical Radiation Technologists	10	-	5	-	15
Occupational Therapists	12	2	1	-	15
Optometrists	9	-	-	-	9
Osteopaths	6	-	-	-	6
Pharmacists	11	-	2	1	14
Physiotherapists	10	-	6	-	16
Podiatrists	6	-	-	-	6
Psychologists	12	3	30	3	48
Speech Pathologists	10	-	3	-	13
TOTAL	144	5	167	6	322

Table 5: Complaints and Investigations pursuant to *Health Practitioners (Professional Standards) Act 1999* as at 30 June 2003

<u>Board</u>	<u>Number of Investigations as at 1/7/02</u>	<u>Number of Complaints* Received to 30/6/03</u>	<u>Number of Investigations Commenced in 2003</u>	<u>Number of Investigations Completed in 2003</u>	<u>Number of Investigations as at 30/6/03</u>
Chiropractors**	14	12	2	11	5
Dental	27	39	10	19	18
Dental Technicians and Dental Prosthetists**	4	4	1	4	1
Medical**	237	221	46	50	***233
Medical Radiation Technologists	-	-	-	-	-
Occupational Therapists	-	-	-	-	-
Optometrists	-	2	-	-	-
Osteopaths	-	2	-	-	-
Pharmacists	28	33	21	38	11
Physiotherapists	1	6	-	1	-
Podiatrists**	5	2	1	2	4
Psychologists	20	32	11	13	18
Speech Pathologists	1	-	-	1	-
TOTAL	337	353	92	139	290

***Complaints:** For the purposes of this Table, the data includes complaints as well as other information received given a Board can determine to investigate a matter on the basis of information received which is not in the form of a complaint.

****Correction of Data from 2001-2002 Annual Report:** The number of investigations reported as being carried over in the 2001-2002 Annual Report was incorrect. The data was incorrect because of a number of reasons, being:

- It relied on data reported in the previous Annual Reports which was also incorrect.
- The complaints management module of the proprietary software had never been upgraded to incorporate the requirements for classification of complaints, investigations, and disciplinary action under the *Health Practitioners (Professional Standards) Act 1999*.
- In the absence of such an upgrade, there had been no shared determination on when one stage of action under the Act had been completed and another stage commenced. Given this, a multitude of practices in classifying data had developed.

Urgent development of a complaints management module capable of capturing the data required under the Act using a standardized data classification system has commenced. This development will ensure the accuracy of the data in future years.

*****Panel of External Investigators:** As at 30 June 2003, 65 investigations had been allocated to external investigators. It is expected that up to a further 45 investigations will be allocated to external investigators by September 2003. Completion of approximately 100 investigations by December 2003 will significantly reduce the caseload of investigations. At that time, use of the panel of external investigators will be reviewed, and this will enable the Medical Board to consider continuing its use of the panel of external investigators to further reduce the caseload and improve investigation completion times.

Other Investigations: In addition to the above noted data, the Health Assessment and Monitoring Unit completed 5 investigations in 2002-2003. The Complaints Unit also completed 11 investigations about alleged breaches of the provisions of the various registration Acts.

Section 30, *Health Practitioner Registration Boards (Administration) Act 1999* establishes that the Office is a statutory body within the meaning of the *Financial Administration and Audit Act 1977*.

Section 46J, *Financial Administration and Audit Act 1977* requires the Office as a statutory body to include in its Annual Report a copy of the Annual Financial Statements which have been audited by the Auditor-General.

A copy of the Audited Annual Financial Statements is included as an insert in this Appendix to meet the requirements as detailed above.

The Audited Annual Financial Statements are constituted by:

- Statement of Financial Performance for the year ended 30 June 2003
- Statement of Financial Position as at 30 June 2003
- Statement of Cash Flows for the year ended 30 June 2003
- Certificate of Office of Health Practitioner Registration Boards
- Independent Audit Report

Introduction

It is a requirement under section 18 of the *Freedom of Information Act 1992* that an agency must publish at intervals of not more than 1 year, an up-to-date statement of the affairs of the agency. In accordance with that section, this Supplement contains information not already included elsewhere in this Annual Report, that the Office is required to publish every year about its affairs.

The effect of the Office's functions on members of the public

The administrative and operational support provided by the Office to the Boards ensure that the Boards processes for registration and discipline reduce risks to public health and safety by:

- ensuring only appropriately qualified and fit persons may be registered; and
- requiring that proper professional standards are maintained by its registrants

Categories of documents held by the Office

The following categories of documents are held by the Office in relation to the Office's own operations:

- Business files containing documents relating to:
 - ⇒ financial records
 - ⇒ human resource matters
 - ⇒ information technology
 - ⇒ records management
 - ⇒ audit reports
 - ⇒ legislation
 - ⇒ strategic and operational management
 - ⇒ acquisition and maintenance of office furniture, equipment and supplies
- Annual Reports of the Office (including Statement of Affairs)
- Policy documents and internal procedure manuals.
- Code of Conduct

The following categories of documents are held by the Office in relation to each Board:

- Registrant Files
- Complaint Files
- Health Assessment Files
- Business files containing documents relating to:
 - ⇒ registration matters
 - ⇒ inter-state and overseas registration boards
 - ⇒ professional associations

- ⇒ acquisition and maintenance of office furniture, equipment and supplies
- ⇒ Board insurances
- ⇒ staffing arrangements
- ⇒ statistics in relation to the profession
- ⇒ audit reports
- ⇒ records management
- ⇒ information technology
- ⇒ financial records
- ⇒ legislation, subordinate legislation and legislative review
- ⇒ service agreement between the Board and the Office of Health Practitioner Registration Boards

- Annual Reports of the Boards (including Statement of Affairs)
- Service Agreement between the Office and each Board
- Codes of Conduct
- Policy documents and Internal procedures manuals
- Delegations

Arrangements to obtain access to the above-mentioned documents are explained later in this Supplement.

Literature available

The following publications are available for inspection and copies may be obtained *free of charge*:

- current Annual Report of the Office and each Board (including Statement of Affairs); and
- current Newsletters and Circulars published by the Boards.

The following documents are available for inspection and copies may be purchased:

- current policy documents of the Boards.

It should be noted however, that pursuant to section 19(2) of the *Freedom of Information Act 1992*, the Board may delete exempt matter from a copy of any policy document.

The Office does not have any literature available to the public for which a regular subscription is payable or by way of free mailing lists.

Arrangements to obtain access to documents held by the Office

Free of charge documents

These documents may be obtained by written request to the relevant Board or the Office (in the case of Office documents). Alternatively, these documents can be inspected at the Office of Health Practitioner Registration Boards, 19th Floor, Forestry House, 160 Mary Street, Brisbane, Qld 4000.

If inspection is sought, advance notice must be given so that a suitable time can be arranged for the inspection.

Policy documents

Copies of each Board's policy documents may be inspected and/or obtained by either a written or telephone request.

Other documents

The accessibility of other documents held by the Office is subject to the provisions of the *Freedom of Information Act 1992* and the associated procedures set out below.

Under the *Freedom of Information Act 1992*, the general community may apply for access to, or request an amendment of, any non-public document held by the Office.

Freedom of Information Act 1992

What is Freedom of Information?

The purpose of the *Freedom of Information Act 1992* is set out in the "short title" to the Act as follows:

An Act to require information concerning documents held by government to be made available to members of the community, to enable members of the community to obtain access to documents held by government and to enable members of the community to ensure that documents held by the government concerning their personal affairs are accurate, complete, up-to-date and not misleading, and for related purposes.

By these means, government agencies are made more accountable for their actions.

How to make a Freedom of Information application

There are two types of application available to any person under the *Freedom of Information Act 1992*:

- An application for access to any document held by the Office.
- An application that a document held by the Office about the applicant's personal affairs should be amended, if it is inaccurate, incomplete, out-of-date or misleading.

Documents concerning an applicant's 'Personal Affairs'

There are no fees or charges payable by the applicant for this type of document.

To apply for access to 'personal affairs' document(s):

- the application must be in writing (email is acceptable);
- the application should include the term Freedom of Information;
- the application must specify as clearly as possible the sort of documents requested;
- the application must include a contact address (a contact telephone/email number would also be helpful); and
- post or email the application to one of the contact addresses given below.

Documents concerning an applicant's 'Non-personal' affairs

The legislation requires the applicant to pay an initial application fee of \$31 [\$32.50 from September 2002] and processing costs (\$5 per 15 minutes) for this type of document.

To apply for access to 'non-personal' document(s):

- the application must be in writing (email is acceptable);
- the application should include the term Freedom of Information;
- the application must specify as clearly as possible the sort of documents requested;
- the application must include a contact address (a contact telephone/email number would also be helpful);
- the application must include a cheque/money order for payment of the prescribed application fee; and
- post or email the application to one of the contact addresses given below.

To amend a document

To apply for an amendment of a document:

- the application must be in writing (email is acceptable);
- the application should include the term Freedom of Information;
- the application must specify exactly which document is to be amended and how;
- the application must include a contact address (a contact telephone/email number would also be helpful); and
- post or email the application to one of the contact addresses given below.

Processing of applications

An application is acknowledged in writing within 14 days of its receipt by this agency. The *Freedom of Information Act 1992* allows for a period of 45 days from the date of receipt to process an application (60 days if consultation with any third party or person is required in an access application only). Applicants will receive the decision in writing, which will advise:

- the actual decision;
- the reasons for the decision; and
- how to appeal the decision (if so desired).

Freedom of Information contact addresses

Enquiries: Mr John Posner
Information Coordinator
Tel 3234 1548 or
Fax 3225 2527
Email: foi@healthregboards.qld.gov.au

Applications: Mr Jim O'Dempsey
Executive Officer
Office of Health Practitioner Registration Boards
GPO Box 2438
Brisbane Qld 4001