

Overview of practitioners and complaints in 2019/20



423

cases were open
at the beginning
of the year
[nurse 402 / midwife 21]



812

complaints were received
about 728 nurses and midwives:
[nurse - 761 complaints
about 677 practitioners
midwife - 51 complaints
about 51 practitioners]



868

cases were closed
during the year
[nurse 811 / midwife 57]



367

cases were open
at the end of the year
[nurse 352 / midwife 15]

There were 258 mandatory
notifications about 240 nurses and
midwives:

[nurse - 245 mandatory notifications
about 227 practitioners
midwife - 13 mandatory notifications
about 13 practitioners]

Complaints were mainly from:

Employer - 198
Relative - 100
Other practitioner - 92

Complaints were mainly about:

Clinical care - 180
Health impairment - 155
Offence - 84



There were **121,900**
registered nurses and midwives
in NSW

nurse - 112,094, midwife - 1,506, nurse/midwife - 8,300

This represents 27% of
registered nurses and
midwives in Australia

Complaints were
made about 0.6%
of NSW nurses and
midwives