

# Do you know what the most common complaints against NSW nurses and midwives are?

At the Nursing and Midwifery Council of NSW complaints proceed down one of the following pathways

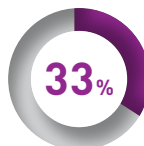


## Conduct

For practitioners who have deviated from the professional behaviour and conduct that is expected for nurses and midwives in all practice settings.

*Examples: Bullying, boundary violations, social media issues, criminal matters and privacy breaches.*

This pathway accounts for about



of total complaints every year



This pathway accounts for about



## Performance



of total complaints every year

For practitioners who are performing below the accepted standard or below the level of their peers.

*Examples: Ongoing medication errors, not critically thinking about practice, poor caseload management, poor documentation, poor delegation and supervision.*

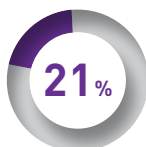


## Health

For practitioners with health issues.

*Examples: Physical or mental health issues and substance abuse or dependence.*

This pathway accounts for about



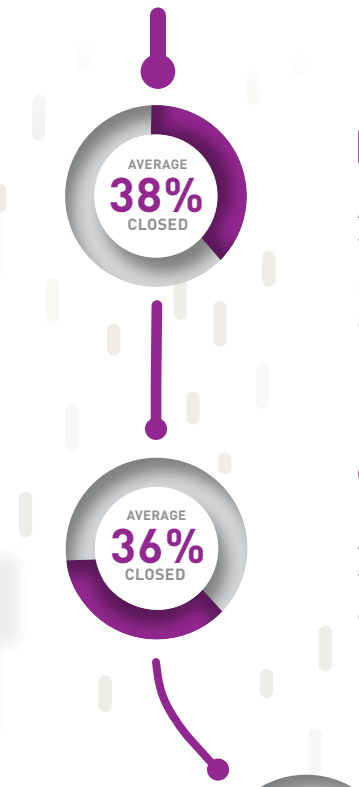
of total complaints every year



**NMC**  
Nursing & Midwifery Council  
New South Wales

Did you know that,  
on average, less than  
3% of complaints  
against nurses and  
midwives in NSW  
result in cancellation  
of their registration?

At the Nursing and Midwifery Council of NSW, our focus is on minimising risk to the public by helping practitioners return to practice. We don't aim to punish; we want to take action to improve practitioners' understanding of the professional standards so they are practising safely and happily.

A large, circular inset photograph shows a woman with dark hair, wearing light blue scrubs, looking out of a window with a thoughtful expression. The background of the entire slide is purple, decorated with several hexagonal shapes in shades of purple, blue, and white. A smaller, partial image of another person in scrubs is visible on the right edge.

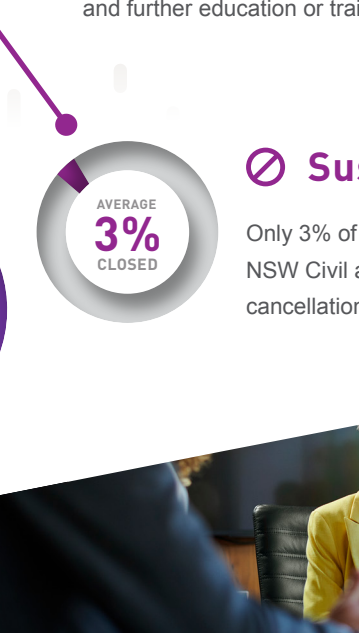
 **Initial assessment** ●

About 38% of complaints are closed at this stage. This is often because the employer is appropriately managing the matter or the individual has made appropriate changes.



## 🔍 Early intervention phase

Another 36% of notifications are closed here. Most of the time all that is required is a reflective activity and/or professional standards counselling.



## Imposition of conditions

Only around 13% make it this far. Some common conditions that are imposed are limits on work hours, supervision, drug and alcohol screening, mentoring and further education or training.

## ⊘ Suspension or cancellation

Only 3% of complaints result in suspension or referral to the NSW Civil and Administrative Tribunal, which can result in cancellation of registration.



# The Council aims to be:



## Transparent

Read our **Need to know** newsletter, regularly e-mailed to all NSW nurses and midwives, and regularly visit our website for news, updates and more information on our role and processes:

[www.nursingandmidwiferycouncil.nsw.gov.au](http://www.nursingandmidwiferycouncil.nsw.gov.au).



## Engaging

View our videos to learn more about the Nursing and Midwifery Board of Australia's professional standards and how to create and maintain safe practice and cultures: [www.nursingandmidwiferycouncil.nsw.gov.au/multimedia](http://www.nursingandmidwiferycouncil.nsw.gov.au/multimedia).



## Educational

We regularly conduct roadshow events to educate nurses and midwives about the regulatory landscape, the professional standards and how to improve their practice and avoid complaints. To find out more, email [HPCA-NursingandMidwiferyCouncil@health.nsw.gov.au](mailto:HPCA-NursingandMidwiferyCouncil@health.nsw.gov.au)

