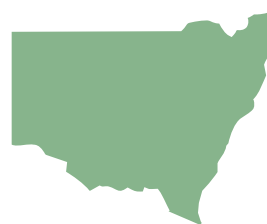


**Chiropractic
Council**
of NSW

Annual Report 2016-17



Deputy President's Message



**Chiropractic
Council**
of NSW

I am pleased to present the Chiropractic Council of New South Wales annual report for 2016/17.

Since the Council's inception in July 2010 complaints against NSW chiropractors have more than doubled in volume. More than a quarter of the complaints managed by the Council in the last year arose from audits of registration declarations by the Australian Health Practitioner Regulation Agency. Most of these matters related to chiropractors falsely declaring to AHPRA they had completed the required amount of continuing professional development activities. All NSW chiropractors are urged to review the Chiropractic Board of Australia registration standards and ensure that they comply with their requirements.

The Council is still managing a large proportion of complaints related to misleading or inappropriate material published on a chiropractor's website or on social media. The Council welcomes AHPRA's new Advertising Compliance and Enforcement Strategy and I recommend that all chiropractors ensure that their advertising and public profiles comply with the expectations of the National Board and AHPRA.

This year we said goodbye to our President, Dr Anthony Richards, who retired from the Council as President after nearly five years of service. Anthony is an exemplary leader who approached the work of the Council with professionalism and diligence. We owe him a great deal of gratitude and wish him all the very best.

We also welcomed our new legal member, Pamela Soon, to the Council. Pamela brings a wealth of legal expertise to the Council and we are very fortunate to have her working with us. Dr Peter Cowie is our other Council member who also adds immeasurably to our collective knowledge and many years of experience.

I thank my fellow Council members for their commitment and carefully considered contributions throughout the reporting year. Finally, I must thank the staff of the Health Professional Councils Authority for their hard work during a very busy year for the Council.

May I also take this opportunity to thank Sarah Carroll, our Executive Officer for her sage advice, wise counsel and extreme dedication that ensured that our Council operated so smoothly and in such an efficient manner this past year.

A handwritten signature in black ink, appearing to read 'L Whitman', written in a cursive style.

Dr Lawrence Whitman

Deputy President
Chiropractic Council of New South Wales

Regulation of
Chiropractors
in 2016/17

Summary overview



68

**New complaints
received during the
year related to**

Conduct – 49
Performance – 14
Health – 5
4 complaints were mandatory
notifications



1,771

**Registered
Chiropractors
in NSW**

2% more than the previous year
33.5% of Chiropractors in Australia
3.6% of Chiropractors in NSW had
complaints made about them –
63 practitioners



95

Complaints managed

27 open at start of year
68 received during the year
6 immediate actions including reviews
13 assessments and hearings concluded
64 closed during the year
31 open at year end
9 active monitoring at year end



65

Outcomes for closed complaints*

31 no further action
15 no jurisdiction or referred
8 discontinued
6 counselling
2 conditions on registration
1 registration cancelled
1 caution or reprimand
1 withdrawn

* A complaint may have more
than one outcome

Council Communications

The Chiropractic Council website is the Council's primary communications tool to engage with chiropractors and the wider community. The Council's website is being redeveloped and updated and is expected to provide a modern, more interactive and user-friendly platform for the public, practitioners and other visitors.

The website redevelopment involved stakeholder and community consultation that included workshops, focus groups and user testing. The new website will include easy access to the Council's new online complaint form, with detailed information about the complaint process and will make it easier for visitors to access information about the Council, including policies and publications.

The new website is expected to be launched in August 2017.

The Council published its first Newsletter in March 2017 to highlight professional practice issues that may arise in chiropractic practice. The Council also promoted a Chiropractors' Association of Australia NSW course – 'Claims, Communication and Complaints: What's the connection?' and provided partial funding for the event.

Council Members

Four members sit on the Chiropractic Council as prescribed by section 41E of the National Law.

Registered chiropractic practitioner members:

- Dr Anthony Richards BAppSc (Chiro)
- Dr Lawrence Whitman BSc DC Chiro
- Dr Peter Cowie BAppSc (Chiro) FICC FACC

Legal member:

- Ms Pamela Soon BCom LLB LLM EMPA

Dr Anthony Richards was appointed by the Governor as President of the Chiropractic Council until his retirement from the Council in April 2017.

Dr Lawrence Whitman is appointed by the Governor as Deputy President of the Chiropractic Council.

Executive Officer

Ms Sarah Carroll is the Executive Officer for the Chiropractic Council. The Executive Officer has 1.5 staff members who work directly with the Council.

All staff working both directly and indirectly with the Council are employed by the HPCA as an executive agency of the Ministry of Health. Councils cannot employ staff under the National Law.

Council Meeting Attendance

The Chiropractic Council met nine times during the year.

Member attendance at Council meetings, eligibility to attend and length of office

Member	Meetings Attended	Meetings Eligible to Attend	Length of Office*
Dr Anthony Richards [^] - President	8	8	1 July 2012 - 13 April 2017
Dr Lawrence Whitman - Deputy President	7	9	6 March 2013 - 30 June 2018
Dr Peter Cowie	8	9	1 July 2015 - 30 June 2018
Ms Pamela Soon	5	5	16 November 2016 - 30 June 2018

[^] Resigned April 2017

* Council members are appointed for a term up to three years and may be reappointed up to a maximum of nine years.

Regulatory Committees and Panels

Part 8 of the National Law prescribes the committees and panels that support the Council in undertaking its regulatory activities.

Regulatory committees and panels include:

- Assessment Committee
- Impaired Registrants Panel
- Performance Review Panel

The Chiropractic Council appointed one Impaired Registrants Panel during the year.

Impaired Registrants Panel

The Impaired Registrants Panel (IRP) deals with matters where a registered health practitioner has a physical or mental impairment that affects, or is likely to affect their capacity to practise safely.

An IRP consists of two or three people who may or may not be Council members. At least one member must be registered in the same profession as the practitioner who is subject of the complaint and at least one panel member must be a medical practitioner. Panel members are selected from a pool of people who have undergone probity checks and are experienced in working with practitioners who have health problems.

Chiropractic Council Panels

Impaired registrants Panel

Non Council Members

Dr Karen Arnold (Medical practitioner)

Dr Geoff Wynn (Chiropractor)

Council Committees

Councils may establish committees to assist with Council functions. Committee members are not necessarily Council members.

The Chiropractic Council did not appoint any committees during the year.

Meetings and Events

The Chiropractic Council was represented at the following meetings and events during the year.

Chiropractic Council representation at meetings and events

Name of Meeting / Event	Attended By	Attendee Role
Chiropractic Board of Australia / Council on Chiropractic Education Australasia meeting - Melbourne	Dr Anthony Richards	Participant
	Dr Lawrence Whitman	Participant
Chiropractic Board of Australia Advertising Forum - Melbourne	Dr Anthony Richards	Participant
	Ms Sarah Carroll (HPCA)	Participant
NRAS conference - Melbourne	Dr Anthony Richards	Participant
	Ms Sarah Carroll (HPCA)	Participant
Meeting with the Chair and Executive Officer of the Chiropractic Board of Australia	Dr Lawrence Whitman	Participant
	Dr Peter Cowie	Participant
	Ms Pamela Soon	Participant
	Ms Sarah Carroll (HPCA)	Participant
Chiropractors' Association of Australia NSW Workshop 'Claims, Communication and Complaints: What's the connection?'	Dr Lawrence Whitman	Participant
	Dr Peter Cowie	Participant

Overseas Travel

The Chiropractic Council did not incur any overseas travel costs during the year.

Remuneration

Council members received the following remuneration.

President	\$2,336 per annum
Deputy President	\$1,752 per annum
Council Members	\$1,752 per annum

Council members also receive sitting fees for conducting Council Inquiries, attending committee meetings and undertaking other regulatory activities if these are on a day other than the regular Council meeting.

Council members are reimbursed for expenses when travelling on official business at Council direction.

Panel and Tribunal members receive remuneration and reimbursement of expenses related to Council business.

Education and Research Account

The Chiropractic Council maintains an Education and Research account to fund activities that assist better understanding of conduct, performance and health issues amongst practitioners and students and management of these issues.

There was no expenditure from the Education and Research account this year. However the Council agreed to support a Chiropractors' Association of Australia NSW course 'Claims, Communication and Complaints: What's the connection?' held on 25 June 2017 with a grant of \$3,000 to be paid in 2017/18.

Financial Management

The Chiropractic Council's accounts performance was reported in the Financial Statement as follows.

Accounts Performance 2016/17	\$
Revenue	218,013
Operating expenditure	245,463
Gain / (loss) on disposal	-
Net result	-27,450
Net cash reserves* (cash and cash equivalents minus current liabilities)	754,751

* Included in the cash reserves is an Education and Research bank account balance of \$24,035.

The Chiropractic Council's budget for the period 1 July 2017 to 30 June 2018 is as follows.

Budget 2017/18	\$
Revenue	327,167
Operating expenditure	400,317
Net result	-73,150

Full financial statements are presented in Part 3 of this report 'Financial Statements for NSW Health Professional Councils'.