

COMPLAINTS AND REPORTS RELATING TO SA HEALTH BY FINANCIAL YEAR

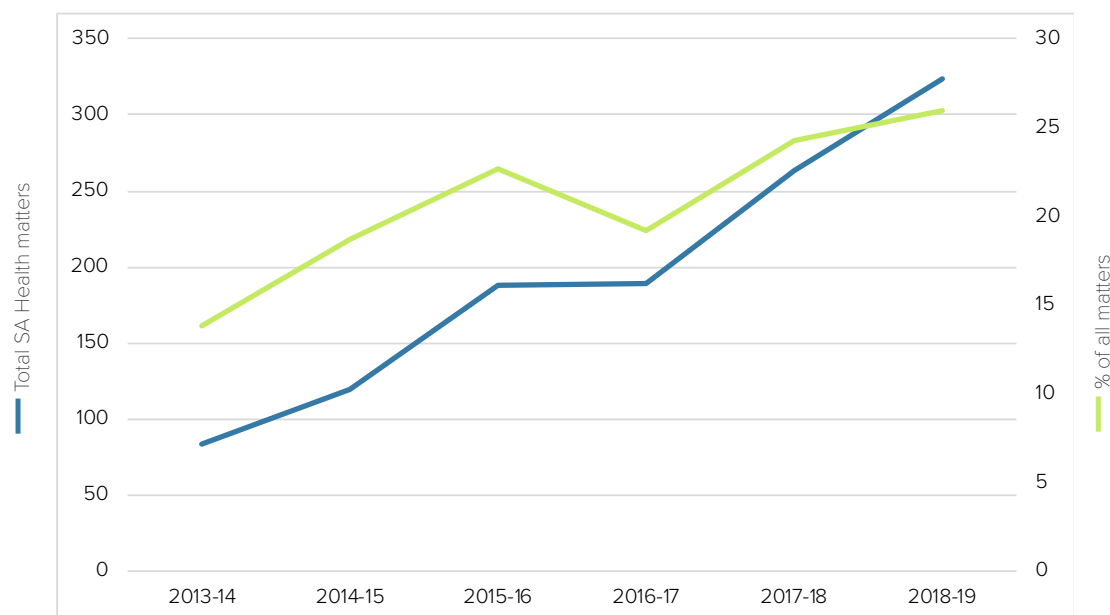
The total number of complaints or reports containing allegations of poor conduct and practices in SA Health¹ received each financial year are shown below². The table also shows what percentage of all complaints and reports about public administration are accounted for by SA Health matters³.

As a reminder, complaints are matters submitted by the general public and reports are matters submitted by South Australian public officers.

TABLE 1. COMPLAINTS AND REPORTS

	2013-2014 ⁴	2014-2015	2015-2016	2016-2017	2017-2018	2018-2019	2019-2020 ⁵
Complaints	25	21	26	15	56	63	34
Reports	58	98	162	174	207	261	135
Total SA Health matters	83	119	188	189	263	324	169
% of all matters	13.8	18.7	22.7	19.2	24.3	26.0	29.8

FIGURE 1. TOTAL SA HEALTH MATTERS RECEIVED AND SA HEALTH MATTERS AS A PERCENTAGE OF ALL MATTERS RECEIVED⁶



- 1: The expression SA Health is used to describe the agency responsible for the delivery of public health services in South Australia. SA Health includes the Department for Health and Wellbeing and the Local Health Networks within the Department for Health and Wellbeing.
- 2: Not all matters received go on to be assessed. This is due to some matters being assessed as duplicates of existing matters, containing secondary matters or being subsequently split into multiple matters.
- 3: This excludes matters relating to South Australia Police.
- 4: Both the office of the Commissioner and the Office for Public Integrity opened their doors on 2 September 2013 so this does not represent a full financial year of data.
- 5: The data covers until 2 December 2019 so this does not represent a full financial year of data.
- 6: As the 2019-20 financial year is not complete this data has not been included in the figure as it would be misleading.