

Summary

i What

An interview is an informal meeting between you and two or more of our members.

The purpose of the interview is to:

- have an open and honest discussion with you to better understand your professional practice and the factors that may impact on it, and
- make recommendations to the Council about the next appropriate steps in managing the complaint/s about you
- intervene early if there are issues that can be easily remediated.

? Why

We need to get more information from you about the complaint. Meeting you face-to-face will allow our members to do this more effectively.

It is an opportunity for you to reflect on, and respond to, the complaint and to assure us that your practice is safe.

⚙ How

You will be asked to meet with our members at our office to provide us with more information. Our members may:

- ask you questions
- clarify our concerns and discuss options available to you
- clarify your scope of practice
- provide you with advice and education
- reinforce standards of practice and conduct.

You will be able to ask us questions about our role, expectations and processes.

👤 Who

You will be interviewed by a health practitioner, and usually a community representative. A staff member may also attend the meeting to provide administrative support.

You may bring a support person with you. They are not able to speak for you.

📅 When

We will tell you the date, time and place of the meeting when it is scheduled. We will give you at least two weeks notice of the interview. If you cannot attend, you should tell us as soon as possible.

➡ What next

We will give you and our members copies of the same documents at least two weeks before the interview.

If we consider that further action is necessary, it will be fair and proportionate. Further action may be taken to maintain safety, professional standards and trust in the profession.

☰ Further details

This fact sheet details the following topics:

1. What happens at the interview?
2. What happens if you do not attend?
3. What can you do to prepare?
4. What are the possible outcomes for you after the interview?
5. Is the interview report confidential?
6. Where can you get support or advice?

Further details

1. What happens at the interview?

The interview will be conducted at our offices. It will usually take at least 60 minutes.

You may request a break at any time.

Our members will ask you about the incident and what steps you have taken, or will take, to address the concerns in the complaint. We may ask you to discuss:

- continuing professional development
- current work
- career goals
- future plans
- work history and
- any contributing factors to the complaint being made.

Our members will also inform you about Council processes, the likely way the matter will be managed and the options available to you.

2. What happens if you do not attend?

Your perspective is important and the information you can provide at the interview may assist us to make a better decision. You are expected to cooperate with us and to attend the interview.

If you do not attend and are unable to provide us with an explanation, this may reflect on your professional conduct. It may also result in us taking further action.

3. What can you do to prepare?

Before the interview you should:

- read the information we have provided you about the complaint and interview process
- reflect on the issues arising from the complaint, and the relevant professional standards that apply to your work.

Reflecting on the incident that caused the complaint allows you to:

- increase your understanding about how you and the culture you work in may contribute to a negative experience for the client or patient
- improve your understanding about how the systems used may contribute to unsafe practice
- demonstrate to us that you recognise your capabilities and can also identify areas of your practice that may need improving.

You can further demonstrate your professional insight by completing further education in areas you have identified as needing improvement and applying this learning to your practice.

4. What are the possible outcomes for you after the interview?

Our members will consider the matters covered in the interview and may decide that your performance is either satisfactory or requires further assessment. If our members consider your performance to be satisfactory, they may recommend that we take no further action.

If there are concerns about your behaviour, practice or health, our members will identify the areas of concern and may recommend that we consider doing one or more of the following:

- require you to provide further information to clarify outstanding issues (for example, a continuing professional development (CPD) plan)

Fact sheet - Interview



Council of New South Wales

- seek your agreement that you complete professional development activities
- direct you to attend a performance assessment
- direct you to attend a health assessment
- take immediate interim action proceedings to consider whether to impose interim conditions or suspend your registration due to concerns about public health and safety, or in the public interest
- if there are serious concerns, refer the matter to the Health Care Complaints Commission for investigation.

We will write to you about the outcome.

5. Is the interview report confidential?

The complainant will not be provided with a copy of the report. We may be obliged by law to disclose information, including under subpoena, or under the Government Information (Public Access) ACT 2009 (GIPA). In the case of a GIPA application, we will consult with you before making a decision about releasing information.

6. Where can you get support or advice?

We are available to answer any questions you have about our role and processes. If you would like independent advice or further support about how to respond to the complaint you may contact any of the following:

- Pharmacists' Support Service on 1300 244 910
- your employee assistance program
- your lawyer
- your professional indemnity insurer
- your professional association.

We recognise that having a complaint made about you can be stressful. If you are concerned about your mental health and wellbeing, or need other assistance, you can speak to:

- your general practitioner
- your treating psychiatrist or psychologist
- a Mental Health Help Line:

Mental Health Help Line	Contact details
NSW Mental Health Line	1800 011 511
Beyond Blue	1300 22 4636
Lifeline	13 11 14