

Minor Cosmetics in Focus

This report brings together key data and practical case studies to provide insight into the risks, trends and opportunities shaping your field today. It is designed to help you benchmark your experience, strengthen decision-making and highlight actionable ideas that support safer, more confident practice.

Incidents & Claims Insights | 1 July 2023 — 30 June 2025

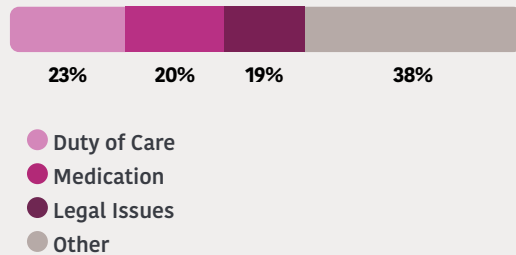


1 in 10

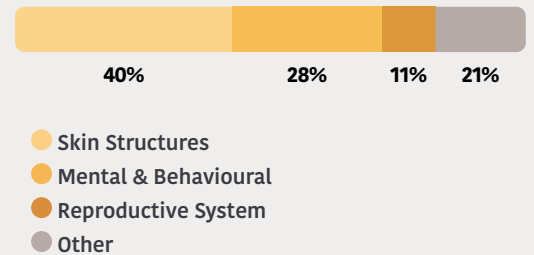
Minor Cosmetic Specialty Members notified MDA National of a medico-legal case in 2025.

This is up from 1 in 15 in 2024.

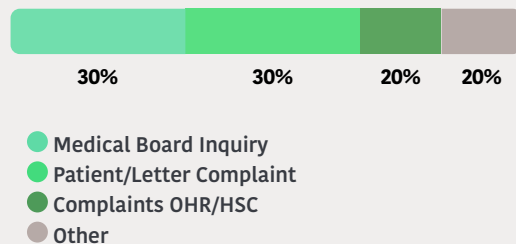
Top 3 Incident Types



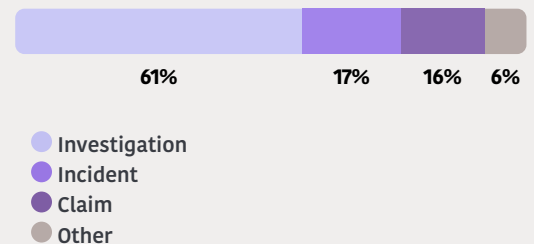
Top 3 Injury Areas



Top 3 Claim Types



Top 3 Case Types



Key themes from MDA National case data



Injury to skin structure

These injuries related to outcomes of procedures and ranged from outcomes that differed from expectations to post-operative infection/swelling/ bruising, side effects, and scarring.

- Written consent is integral prior to any procedure ensuring patients are aware of the potential side effects and outcomes from procedures.
- Good recording keeping including documented communications and consent for patients, is essential and can assist in should any medico-legal matter may arise.



Communication/Duty of care

Allegations include that Members were condescending, shared too much personal information, behaved poorly during appointments, made “anti-vax” comments, lacked communication during an examination, or did not complete background checks/full history.

- Building a trusting relationship is critical to the doctor patient relationship.
- Effective communication is an important part of the doctor-patient relationship.
- Recognise that cultural differences and beliefs may impact the doctor-patient relationship and the delivery of health services.



Medication matters

Allegations include not checking SafeScript, incorrect scripts issued, incorrect injections, over-prescribing, and inappropriate prescribing.

- Every jurisdiction has different prescribing rules, and you are required to know yours (or those in the patient’s jurisdiction for Telehealth patients).
- Medication reviews, audits, patient information, and collaboration with other health practitioners can be essential to safe, appropriate and effective use of medications and prescriptions.

Case Scenario*

A new patient had received cosmetic treatment elsewhere with unsatisfactory results before coming to our Member for further treatment.

Our Member discussed the risks of treatment and documented pre-existing facial weakness.

Dysport was provided. The patient expressed dissatisfaction with the results.

The Member offered and provided a partial refund.

The patient subsequently complained of nerve injury and sought reimbursement of additional medical expenses.

MDA National assisted the Member with a detailed written response to the patient which:

- Clarified the risks that were explained at the time of consent.
- Reiterated that the refund was provided purely as a goodwill gesture.
- Refuted the claim of nerve injury (on the basis that there had been pre-existing facial weakness).

The matter was subsequently finalised without escalation.

MDA National encourages Members to contact us prior to offering any potential refunds.

Looking for more info?

MDA National provides a variety of resources to support you in areas such as consent, medical documentation and complaints. Explore the links below for direct access.

Case Studies & Articles

- [Setting Expectations](#)
- [Ahpra: Performing non-surgical cosmetic procedures](#)
- [Ahpra: Social media: How to meet your obligations under the National Law](#)
- [A gesture of goodwill](#)
- [Managing patient complaints](#)
- [Physical examinations how to avoid misunderstandings](#)
- [Ahpra: Good medical practice: a code of conduct for doctors in Australia](#)
- [Warning for Qld doctors after clarification on cosmetic injectables](#)

Learning Activities

- [Informed consent challenges](#)
- [Noteworthy: The how, what, where and why of medical documentation](#)
- [A health practitioners guide to social media](#)
- [Intimate examinations: Respect and responsibility](#)
- Check [MDA National LMS Catalogue](#) for more online and face to face workshops

Early notification ensures that tailored advice and support are available when you need it most. It also helps us prepare effectively should the matter progress.

Members have access to individualised advice and support and Member benefits. Non-members have limited access to our library of resources and education content.

Please contact advice@mdanational.com.au or call us on 1800 011 255 for more information. Members can access our [Member Online Services](#), [Support in Practice](#) or our [LMS](#) for information and education content.

Want more tailored information?

Scan QR code or visit mdanational.com.au/specialist

