



Aboriginal and Torres Strait  
Islander health practice  
Chinese medicine  
Chiropractic  
Dental  
Medical  
Medical radiation practice  
Nursing and Midwifery

Occupational therapy  
Optometry  
Osteopathy  
Pharmacy  
Physiotherapy  
Podiatry  
Psychology

## Agency Management Committee

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**Meeting date:** 1 May 2012

**Meeting number:** 36

**Venue:** AHPRA, 111 Bourke Street, Melbourne

### Decisions and Actions arising

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#### **Members present**

Mr Peter Allen

Mr Michael Gorton

Professor Genevieve Gray

Professor Con Michael

Professor Merrilyn Walton

#### **In attendance**

Mr Martin Fletcher - Chief Executive Officer

Mr John Illott – Director, Finance and Corporate Operations

Mr Jim O'Dempsey - Director, Business Improvement and Innovation

Mr Chris Robertson – Director, Board Services

Ms Deena Nunn - Executive Assistant to Chief Executive Officer, Minute Secretary

#### **Apologies**

Ms Dominique Saunders – General Counsel

## Part One

### **Item 1: Disclosure of any conflicts of interest in relation to agenda items**

In accordance with Section 6(1) of Schedule 2 of the Health Practitioner Regulation National Law Act 2009 (the National Law), members declare any possible conflict of interest in relation to agenda items for consideration by the Committee.

Professor Michael disclosed an interest in relation to an item in the legal update (8.1).

It was agreed that Professor Michael would not be present for any decision making in relation to this item.

### **Item 2: Record of previous minutes**

#### **Item 2.1 Teleconference of 26 March 2012**

Committee members confirmed the Decisions and Actions document from the out of session teleconference held on 26 March 2012 as a true record of the meeting.

#### **Item 2.2 Meeting of 3 April 2012**

Committee members confirmed the Decisions and Actions document, as amended to include the presence of Mr Chris Robertson, from the meeting held on 3 April 2012 as a true record of the meeting.

### **Item 3: Current Situation**

#### **Item 3.1: Update from Chair, CEO and Members**

Committee members noted the verbal update provided by Mr. Fletcher including:

- A recent meeting of the Australian Health Workforce Ministerial Council (AHWMC) which noted funding arrangements for the Aboriginal and Torres Strait Islander Health Practice Board, the update from AHPRA, and approved a number of registration standards proposed by National Boards.
- AHWMC also noted the 2010 -2011 Annual Report of the National Health Practitioner Ombudsman and Privacy Commissioner. The Committee noted it would like to extend an invitation to the Ombudsman to attend a future meeting of the Agency Management Committee.
- The Hon. Dr. Kim Hames has completed his term as Chair of the AHWMC and the Hon Ms.Michelle O'Byrne, Minister for Health in Tasmania, has been appointed as the new Chair.
- Briefing on the media reports concerning allegations being made by Ms Joanne Barber in relation to the previous Medical Board of Queensland.
- Kym Ayscough, NSW State Manager will be on extended leave. Peter Freeman, Director of Registration in the NSW State Office will act as State Manager in her absence.
- The enthusiastic support within AHPRA for participation in the Global Corporate Challenge.

#### **Item 3.2: Action Summary**

The Committee noted the action summary.

##### **Item 3.2.1: Medicare Update**

Committee members noted the response from the Department of Human Services in relation to Medicare notifying practitioners with an imminent lapsing registration about the implications for their Medicare entitlements. A suggested option to explore was a separate letter from Medicare to be included with the communications from AHPRA. Ongoing discussions with Medicare are planned.

### **Item 4: Items for Decision/Discussion**

#### **Item 4.1: Follow up on Global Mail issue**

Committee members:

- Endorsed the actions underway in relation to strengthening the systems for assuring the accuracy, completeness and currency of the National Registers,
- Noted the revised glossary of terms

The timeframe for further work on the governance framework for the National Registers needs to be determined, noting the need for the work to be carefully scoped and involve National Boards.

The Committee also proposed that a Schedule of Innovations/Improvements be developed, for possible inclusion in the Annual Report.

#### **Item 4.2: 2012-2013 Business Plan**

Committee members discussed and noted the framing of the 2012/13 AHPRA Business Plan.

#### **Item 4.3: Annual Report**

Committee members noted the proposed structure of the Annual Report for 2011/12.

The Committee provided suggestions on:

- Under the Themes heading– separate significant achievements from future plans and create a separate heading on innovation
- Include administrative complaints data.

#### **Item 5: Performance Reporting and Risk Management**

##### **Item 5.1: Operational Update**

Committee members noted the business operations reports for March 2012.

Mr O'Dempsey provided information about the aged notifications report and the data collection methodology.

The Committee discussed the operational report, in particular noting:

- the trend in health and performance assessments
- the impact of work to improve the timeliness of registrations for internationally qualified nurses and midwives
- state and territory trends in notifications, particularly in relation to open matters.

##### **Item 5.2: Business Improvement Portfolio Report**

Committee members noted the program and project report and the update provided by Mr O'Dempsey.

##### **Item 5.3: Customer Service Charter**

Committee members noted the update provided by Mr Fletcher, in particular that the draft Charter has been made available to AHPRA staff for comment, along with the Professions Reference Group and National Boards.

The Committee noted the intention to have the Customer Service Charter in place by 1 July 2012 with a review after 12 months.

The Committee emphasized the importance of gaining consumer feedback on the draft charter and the possibility of public consultation through the AHPRA website.

##### **Item 5.4: Third Quarter Report on FOI and Complaints**

Committee members noted the 1 January to 31 March 2012 Quarterly Report on Freedom of Information requests and administrative complaints.

Mr Fletcher provided an update on progress since the last quarterly report including:

- Standardised internal reporting for complaints data through a designated database
- Formalised escalation process for matters not dealt with in target timeframes
- Improvements to the disclosure log for Freedom of Information requests which is published on the AHPRA website.

Professor Walton queried whether AHPRA is charging for FOI requests lodged in the context of an administrative complaint about our processes.

It was noted that the Management Committee would further consider the outcomes of the review of the administrative complaint handling policy at its June meeting.

## **Item 6: Items for Noting**

### **Item 6.1: Key Issues from April Board Meetings**

Committee members noted the verbal update provided by Mr Robertson including:

- The English Language Standards Project
- A draft Social Media Policy which is going out for public consultation
- Update on the process for National Board appointments being managed by the Australian Health Minister Advisory Council.

### **Item 6.2: Management Calendar 2011 – 2012**

The Committee noted the Management Calendar 2011 – 2012.

### **Item 6.3: Summary of National Board Services Board Projects**

Committee members noted the advice about National Board Services projects and the summary of board projects.

Mr Robertson advised that Health Workforce Australia has provided AHPRA with their draft work plan for 2013 and that AHPRA is mapping proposed common areas of work.

AHPRA will be holding a workshop with representatives of the Nursing and Midwifery Board of Australia about their proposed work plan for 2012/13 and how best to deliver this work program.

### **Item 6.4: Consultation Update**

The Committee noted the consultation update.

Mr Robertson advised that a number of National Board Chairs attended a specially organised NOVA Consulting workshop regarding views on a consultation draft in relation to developing criteria for specialist registration. This work is being managed through the Health Workforce Principal Committee of the Australian Health Ministers Advisory Council.

### **Item 6.5: Audit and Risk Committee Minutes from September and December 2011 meetings**

Committee members noted the Audit and Risk Committee Minutes from September and December 2011.

A discussion was held about Criminal History checks for international applicants. Mr Fletcher updated the committee on the status of the consultation process and that further advice will be provided to the Committee after the second round consultation process is complete.

### **Item 6.6: Update on 2012 All Boards meeting**

Committee members noted the update provided by Mr Fletcher on the proposed scope of the 2012 All Boards meeting.

Committee members provided feedback including the idea of holding a debate on the issue of transparency.

The Committee proposed changing its meeting date for September to coincide with the NRAS conference.