



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

Australian Health Practitioner Regulation Agency

## Community Reference Group Communique

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The Community Reference Group (CRG) met at the AHPRA National office in Melbourne on Tuesday 16 August 2016.

### Online notifications

- Members provided:
  - feedback on the new online approach to receiving notifications, and
  - advice on changes that could make AHPRA website more accessible to consumers.

### 'How to make a complaint' brochure

- The final version of the Health Complaints Entities/AHPRA brochure, a concept originally suggested by the CRG, was shown to the Group.
- Brochures will be shared at the upcoming NRAS Combined Boards Conference as an example of collaboration.
- Members noted that they would like to be involved in the second draft.

### Statutory offence unit update

- Members noted that responsibility needs to be given to the consumers through community workshops, the website and media.

### Board consultations

- The Group made plans to respond to Board consultations out of session.

### Next meeting

- The next meeting of the CRG will be held at the AHPRA National office in November 2016.

### Mark Bodycoat

Chair

Community Reference Group