

Ahpra

Practitioner and community perceptions of the Australian Health Practitioner Regulation Agency (Ahpra) and the National Boards: 2020

A Social Research Project

November 2020

Supplementary report prepared for:

The Aboriginal and Torres Strait Islander Health Practice Board of Australia

Truly Deeply

Introduction

Truly Deeply was first engaged in 2018 by the Australian Health Practitioner Regulation Agency (Ahpra) to assess the perception and sentiment towards Ahpra and the National Boards.

The review was intended to help National Boards and Ahpra better understand what stakeholders think and feel about them and to identify how to facilitate ongoing confidence and trust in the work performed by Ahpra and the National Boards.

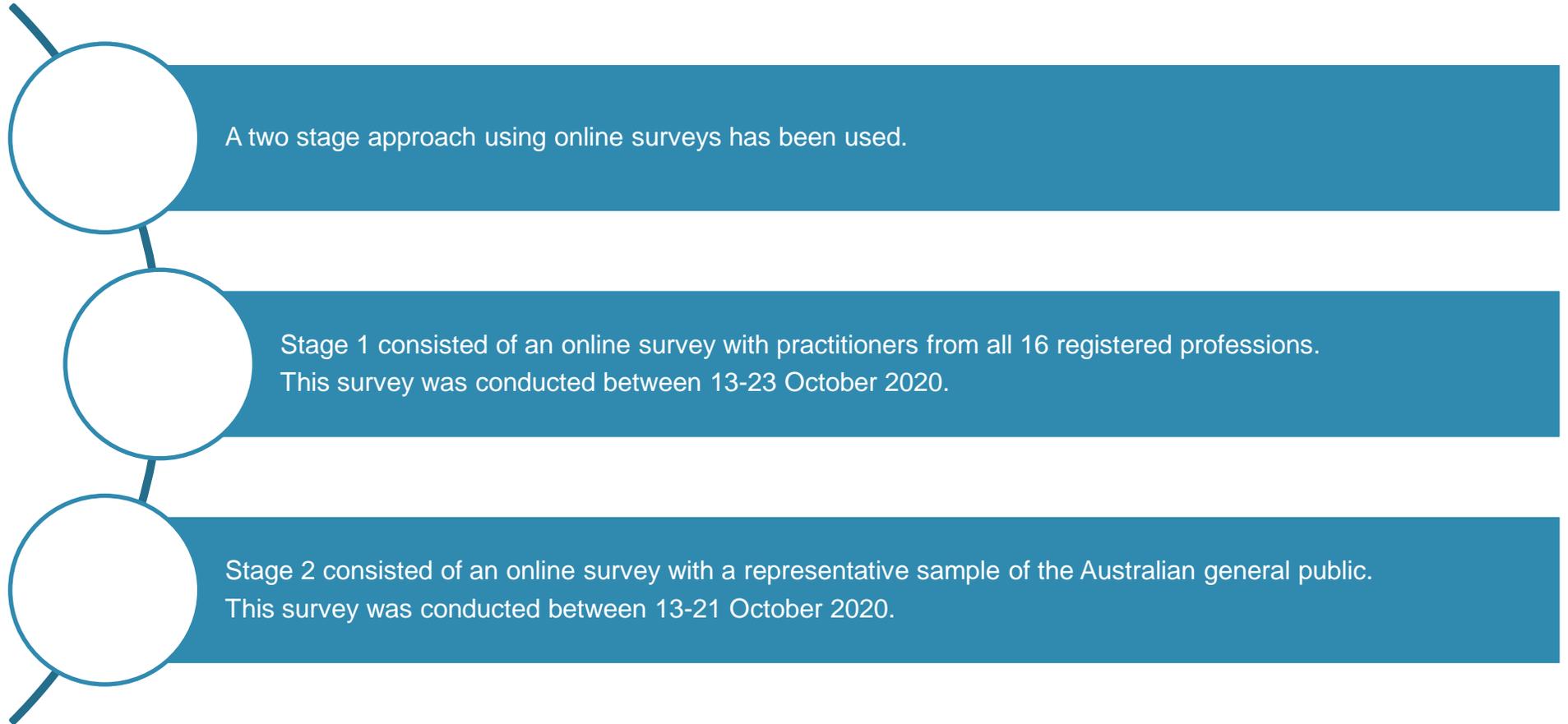
The benchmark 2018 study used a combination of qualitative and quantitative approaches, specifically extended interviews (face-to-face and via the telephone), focus groups and online surveys.

Given the value of the insights delivered through the 2018 benchmark study to Ahpra and National Boards, the decision was taken to update the quantitative measures by conducting the online survey with practitioners and the general public in November 2019 and most recently in October 2020.

The purpose of this report is to present, discuss and consolidate the findings and insights from the 2020 surveys and to make comparisons, where appropriate, with the 2018 and 2019 results.

- A single, integrated report has been provided to Ahpra documenting the key themes and results.
- A separate summary has been provided for each of the National Boards based on the results of the online survey with practitioners.
- The purpose of this report is to present a subset of findings specifically for the **Aboriginal and Torres Strait Islander Health Practice Board of Australia**.

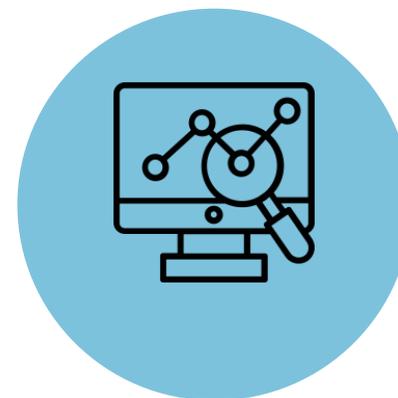
An overview of the methodology



Quantitative approach

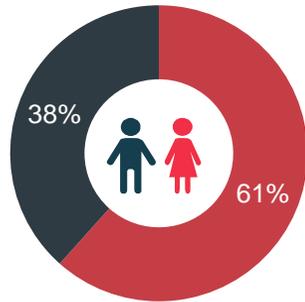
- Online surveys were conducted with practitioners as well as the broader community.
- The 2020 questionnaires were very similar to the 2018 and 2019 questionnaires, with two additional questions.
- Respondents to the Community Survey were sourced using an external panel provider. Quotas were placed on the sample for gender, age and location to ensure a nationally representative sample was achieved.
- Participants in the Practitioner Survey were sourced by Ahpra (using software that allowed the survey to be deployed to a random sample of practitioners in each profession).
- The practitioner sample has been weighted to ensure an equal 'voice' within the total sample of registered health practitioners (with the sample of 'nurses' and 'midwives' further separated). This has been done to ensure that the views of professions with larger numbers of practitioners do not outweigh the views of professions with much smaller numbers of practitioners.
- For comparison between the sub-analysis groups, chi square or independent tests were conducted as appropriate, with significant differences at the 95% confidence interval indicated where applicable.

	Community Survey	Practitioner Survey
Fieldwork dates	13-21 October	13-23 October
Responses	2,020	10,228
Email invitations sent	na	138,453
Response rate	na	7.4%

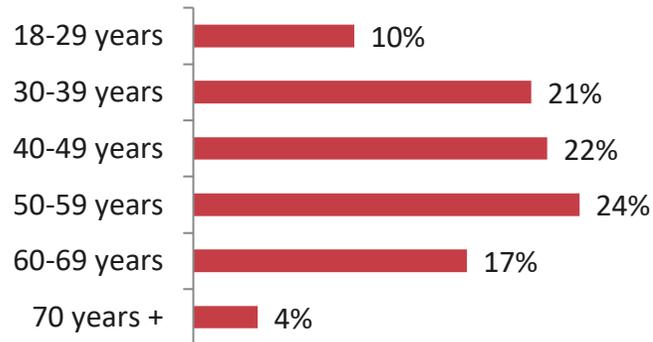


2020 sample of registered practitioners (n = 10,228)

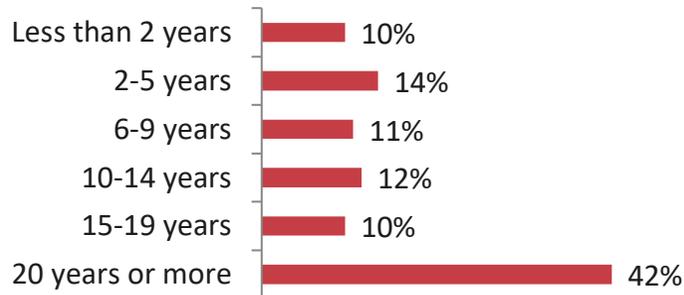
Gender



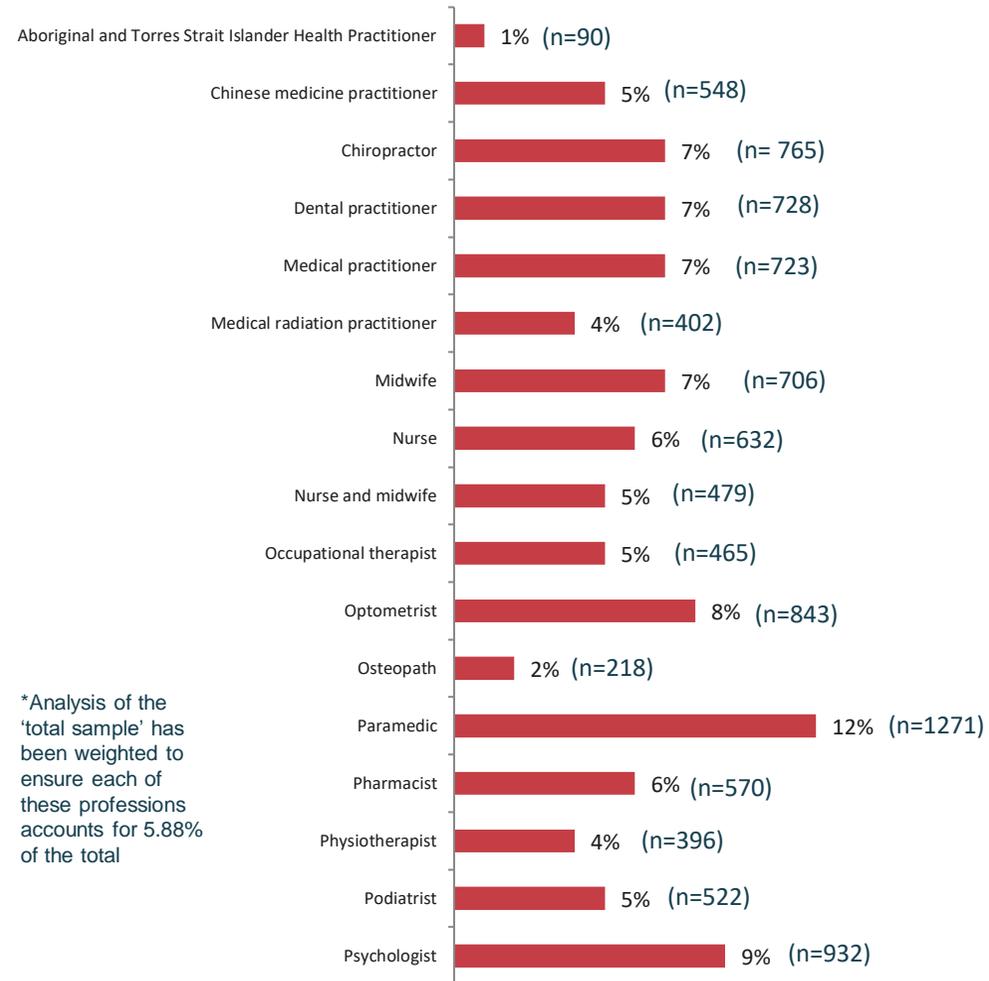
Age



Years in practice



Practitioner type*

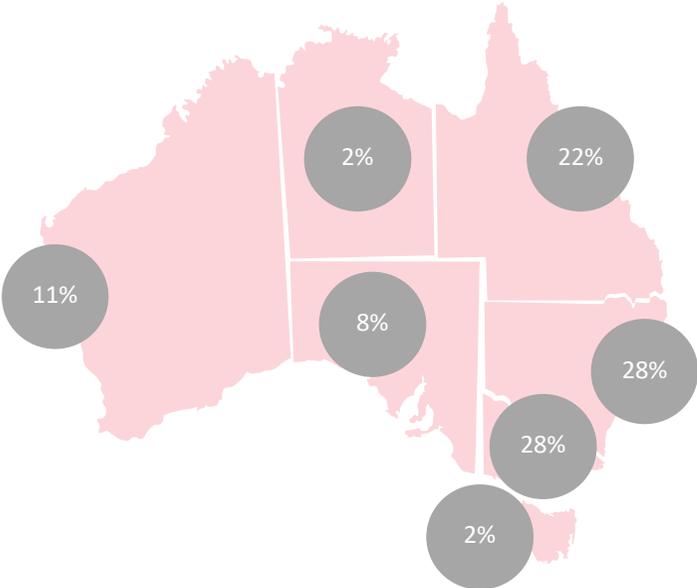


*Analysis of the 'total sample' has been weighted to ensure each of these professions accounts for 5.88% of the total

* Figures may not add to 100%. Missing figures accounted for by 'prefer not to say'

2020 sample of registered practitioners (n = 10,228)

Location

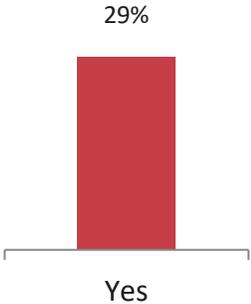


Metro: **63%**
Regional: **30%**
Rural: **7%**

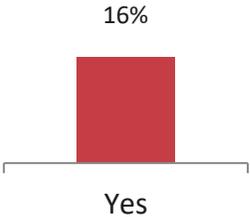
% who are Aboriginal and/or Torres Strait Islander



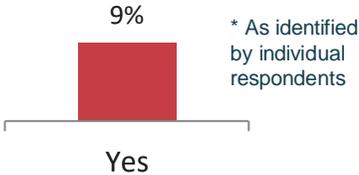
% who were born in a country other than Australia



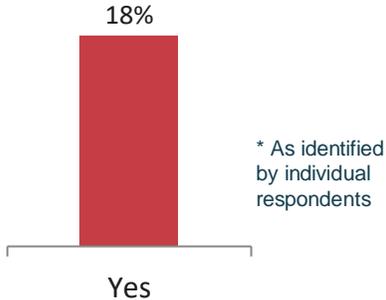
% who speak a language other than English at home



% who have had a complaint about them made to Ahpra or their National Board*



% who have been audited to check their compliance with the mandatory registration standards*

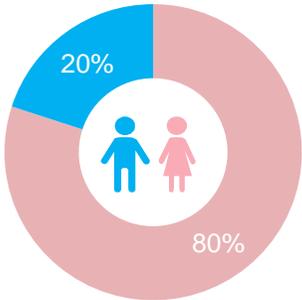


Summary of results of the online survey with registered health practitioners

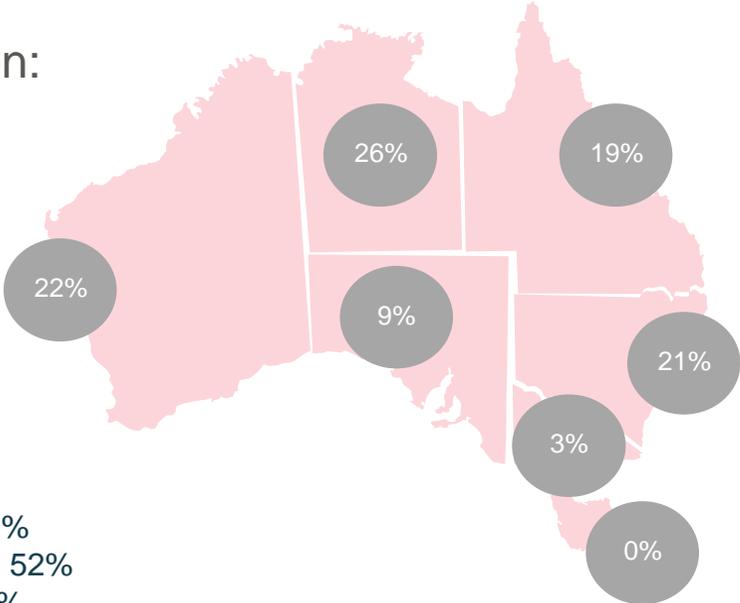
Specific insights into the responses from:
**Aboriginal and Torres Strait Islander
Health Practitioners**

Aboriginal and Torres Strait Islander Health Practitioners (n=90)

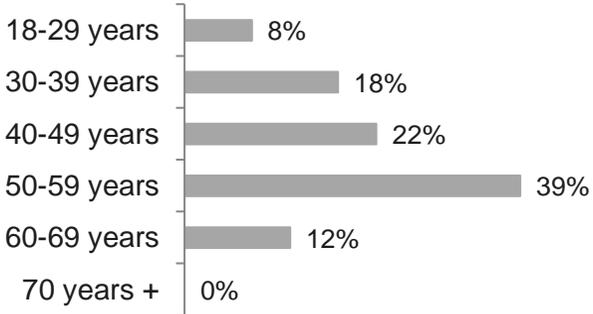
Gender:



Location:

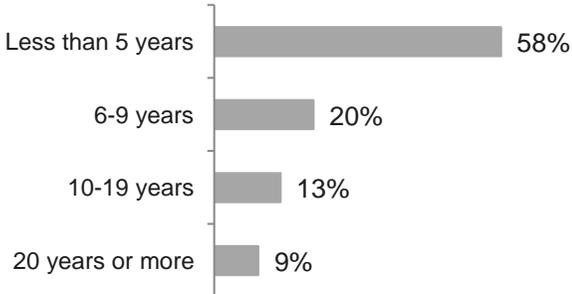


Age:

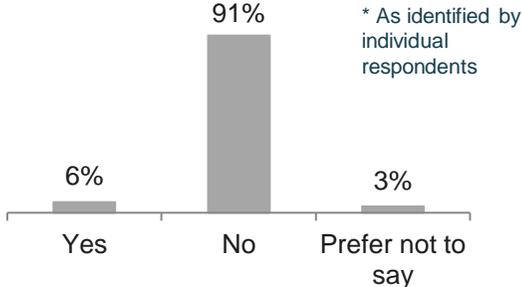


Metro: 21%
Regional: 52%
Rural: 27%

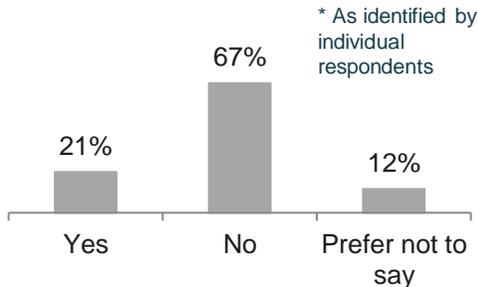
Years in practice:



% who have had a complaint about them made to Ahpra or their National Board*



% who have been audited to check their compliance with the mandatory registration standards*



2020: Perceptions of the Aboriginal and Torres Strait Islander health profession among practitioners (Top 20 associations)

Q. Which of the following words do you strongly associate with your profession?

Base: Total sample of practitioners registered with this specific Board (n=90)

Perceptions in 2020	% of practitioners with that perception	Difference compared to the average across all professions
Professional	37%	(-9%)
Community minded	37%	(+22%)
Hard working	32%	(+4%)
Committed	30%	(+13%)
Dedicated	26%	(+4%)
Caring	24%	(-3%)
Approachable	21%	(+9%)
Passionate	20%	(+6%)
Responsible	19%	(-)
Respected	19%	(-1%)

Perceptions in 2020	% of practitioners with that perception	Difference compared to the average across all professions
Team oriented	19%	(+10%)
Compassionate	18%	(-5%)
Empathetic	16%	(-5%)
Trusted	16%	(-8%)
Honest	16%	(+6%)
Knowledgeable	14%	(-16%)
Open-minded	11%	(+5%)
Friendly	11%	(+4%)
Loyal	8%	(+6%)
Kind	7%	(+2%)

Green indicates a result significantly higher in 2020 than the average across all professions.

Orange indicates a result significantly lower in 2020 than the average across all professions.

Summary of changes 2019-20: Perceptions of the Aboriginal and Torres Strait Islander health profession among practitioners

Q. Which of the following words do you strongly associate with your profession?

Base: Total sample of practitioners registered with this specific Board

% of practitioners with that perception of the profession	2019 N=62	2020 N=90
Professional	39%	37%
Community minded	55%	37%
Hard working	24%	32%
Committed	13%	30%
Dedicated	27%	26%
Caring	19%	24%
Approachable	21%	21%
Passionate	29%	20%
Responsible	11%	19%
Respected	27%	19%

% of practitioners with that perception of the profession	2019 N=62	2020 N=90
Team oriented	18%	19%
Compassionate	16%	18%
Empathetic	8%	16%
Trusted	26%	16%
Honest	6%	16%
Knowledgeable	19%	14%
Open-minded	8%	11%
Friendly	5%	11%
Loyal	0%	8%
Kind	2%	7%

Green indicates a result significantly higher result in 2020 compared with the 2019 result.

Orange indicates a result significantly lower result in 2020 compared with the 2019 result.

2020: Perceptions of the Aboriginal and Torres Strait Islander Health Practice Board of Australia (Top 20 associations)

Q. Which of the following words or statements, if any, do you strongly associate with the (National Board)?

Base: Total sample of practitioners registered with this specific Board (n=90)

Perceptions in 2020	% of practitioners with that perception of the Board	Difference compared to the average across all professions
For practitioners	37%	(+6%)
Supportive	36%	(+21%)
Helpful	23%	(+13%)
Trustworthy	23%	(+12%)
Advocates	22%	(+5%)
Shows leadership	21%	(+8%)
Approachable	21%	(+10%)
Good communicators	21%	(+11%)
Decision-makers	20%	(-3%)
Fair	19%	(+8%)

Perceptions in 2020	% of practitioners with that perception of the Board	Difference compared to the average across all professions
Accessible	17%	(+7%)
Caring	17%	(+12%)
Listens	16%	(+10%)
Necessary	14%	(-16%)
Regulators	13%	(-24%)
Competent	12%	(-3%)
Responsive	12%	(+3%)
Honest	12%	(+6%)
For the public	11%	(-10%)
In-touch	9%	(+4%)

Green indicates a result significantly higher in 2020 than the average across all professions.

Orange indicates a result significantly lower in 2020 than the average across all professions.

Summary of changes 2018-20: Perceptions of the Aboriginal and Torres Strait Islander Health Practice Board of Australia

Q. Which of the following words or statements, if any, do you strongly associate with the (National Board)?

Base: Total sample of practitioners registered with this specific Board

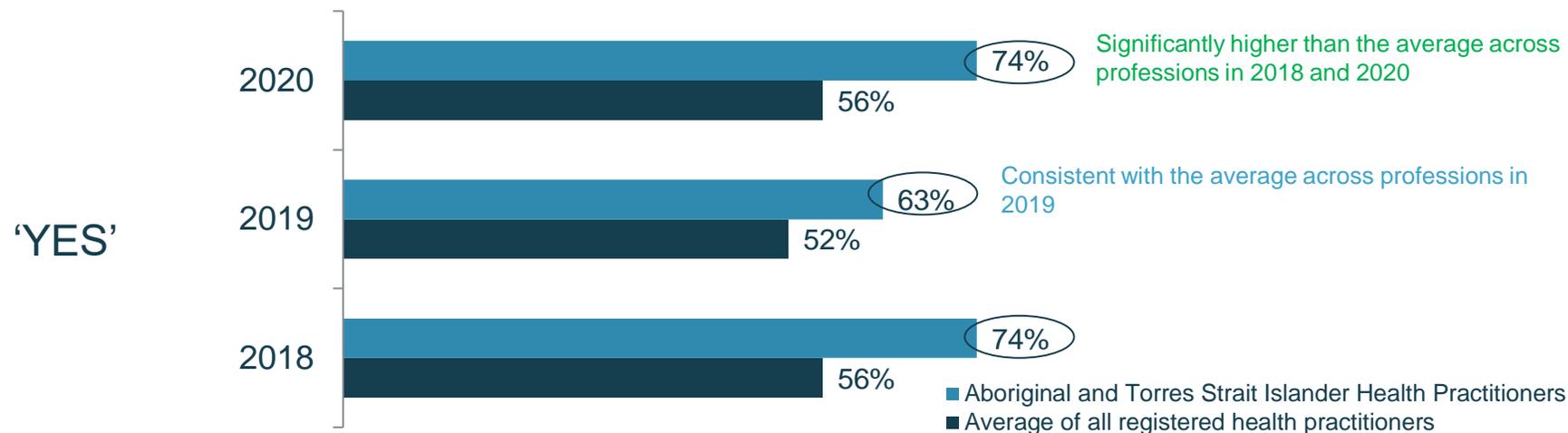
% of practitioners with that perception of the Board	2018 N=58	2019 N=62	2020 N=90	% of practitioners with that perception of the Board	2018 N=58	2019 N=62	2020 N=90
For practitioners	40%	45%	37%	Accessible	17%	19%	17%
Supportive	31%	34%	36%	Caring	16%	15%	17%
Helpful	22%	27%	23%	Listens	19%	16%	16%
Trustworthy	19%	24%	23%	Necessary	21%	21%	14%
Advocates	28%	29%	22%	Regulators	22%	21%	13%
Shows leadership	19%	21%	21%	Competent	17%	10%	12%
Approachable	26%	19%	21%	Responsive	12%	10%	12%
Good communicators	24%	23%	21%	Honest	22%	11%	12%
Decision-makers	26%	23%	20%	For the public	17%	27%	11%
Fair	17%	24%	19%	In-touch	9%	13%	9%

Green indicates a result significantly higher compared with the previous year.

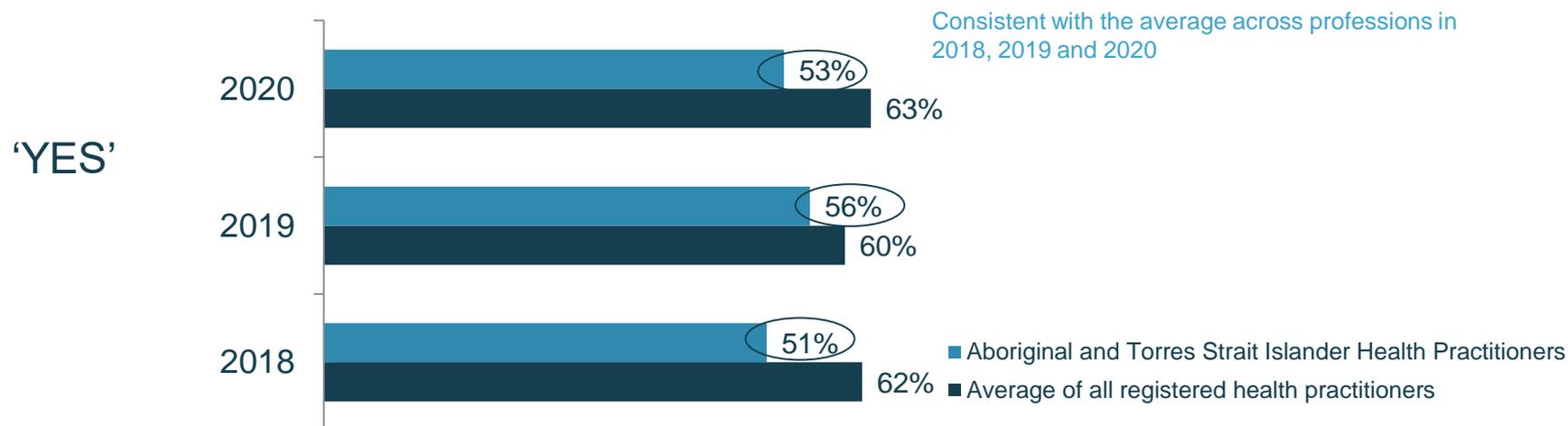
Orange indicates a result significantly lower compared with the previous year.

Levels of confidence and trust in the Aboriginal and Torres Strait Islander Health Practice Board of Australia

Q. Do you feel confident that your National Board is doing everything it can to keep the public safe?



Q. Do you trust your National Board?



Indicators of trust and barriers to trust in the Aboriginal and Torres Strait Islander Health Practice Board of Australia

Indicators of trust: **53% trust the Board**

Registration weeds out practitioners who become unsafe practitioners for the profession. It also makes you accountable regarding your skills sets.

It gives acknowledgement to a very uniquely identified workforce that is not your regular health providers e.g. nurse, doctors, dentist or allied health. It's specific career pathway for Aboriginal and/or Torres Strait Islander people.

The Board was created by ATSI people for ATSI people and if we can't trust our own mob than who can we trust? Our tribes are many, but we are one people of this nation whether you identify as Aboriginal or Torres Strait Islander or both. We already have an uphill battle so lets all work together for our future and the next generation. Because working in the health industry can be problematic in particular to confronting institutionalised racism.

Because they are here to make sure we are doing our job, and looking after our clients, safely and confidential.

Because a high standard is maintained in professionalism and the board achieves a high standard of practitioners registered with the board.

Barriers to trust: **0% DO NOT trust the Board**

Full list of responses provided separately

2020: Perceptions of Ahpra among Aboriginal and Torres Strait Islander Health Practitioners (Top 20 associations)

Q. Which of the following words or statements, if any, do you strongly associate with Ahpra?

Base: Total sample of practitioners registered with this specific Board (N=90)

Perceptions in 2020	% of practitioners with that perception of Ahpra	Difference compared to the average across all professions
For practitioners	50%	(+22%)
Decision-makers	30%	(+7%)
Supportive	30%	(+22%)
Fair	26%	(+16%)
Regulators	24%	(-28%)
Necessary	24%	(-11%)
For the public	24%	(-9%)
Helpful	24%	(+17%)
Shows leadership	24%	(+17%)
Trustworthy	22%	(+13%)

Perceptions in 2020	% of practitioners with that perception of Ahpra	Difference compared to the average across all professions
Administrators	21%	(-23%)
Good communicators	21%	(+14%)
Advocates	19%	(+9%)
Approachable	18%	(+11%)
Competent	17%	(+4%)
Responsive	16%	(+8%)
Honest	16%	(+11%)
Listens	14%	(+12%)
Caring	14%	(+12%)
Accessible	13%	(+4%)

Green indicates a result significantly higher in 2020 than the average across all professions.

Orange indicates a result significantly lower in 2020 than the average across all professions.

Summary of changes 2018-20:

Perceptions of Ahpra among Aboriginal and Torres Strait Islander Health Practitioners

Q. Which of the following words or statements, if any, do you strongly associate with Ahpra?

Base: Total sample of practitioners registered with this specific Board

% of practitioners with that perception of Ahpra	2018 N=58	2019 N=62	2020 N=90
For practitioners	55%	44%	50%
Decision-makers	34%	18%	30%
Supportive	38%	31%	30%
Fair	14%	23%	26%
Regulators	28%	32%	24%
Necessary	33%	24%	24%
For the public	21%	21%	24%
Helpful	24%	18%	24%
Shows leadership	22%	23%	24%
Trustworthy	22%	23%	22%

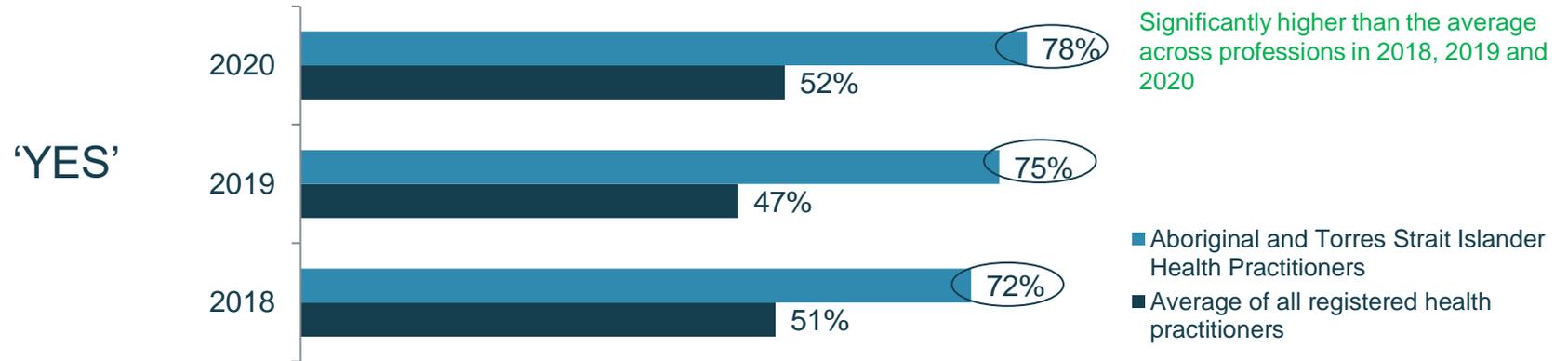
% of practitioners with that perception of Ahpra	2018 N=58	2019 N=62	2020 N=90
Administrators	33%	24%	21%
Good communicators	28%	21%	21%
Advocates	19%	19%	19%
Approachable	28%	19%	18%
Competent	21%	10%	17%
Responsive	21%	15%	16%
Honest	19%	15%	16%
Listens	17%	13%	14%
Caring	9%	8%	14%
Accessible	31%	29%	13%

Green indicates a result significantly higher compared with the previous year.

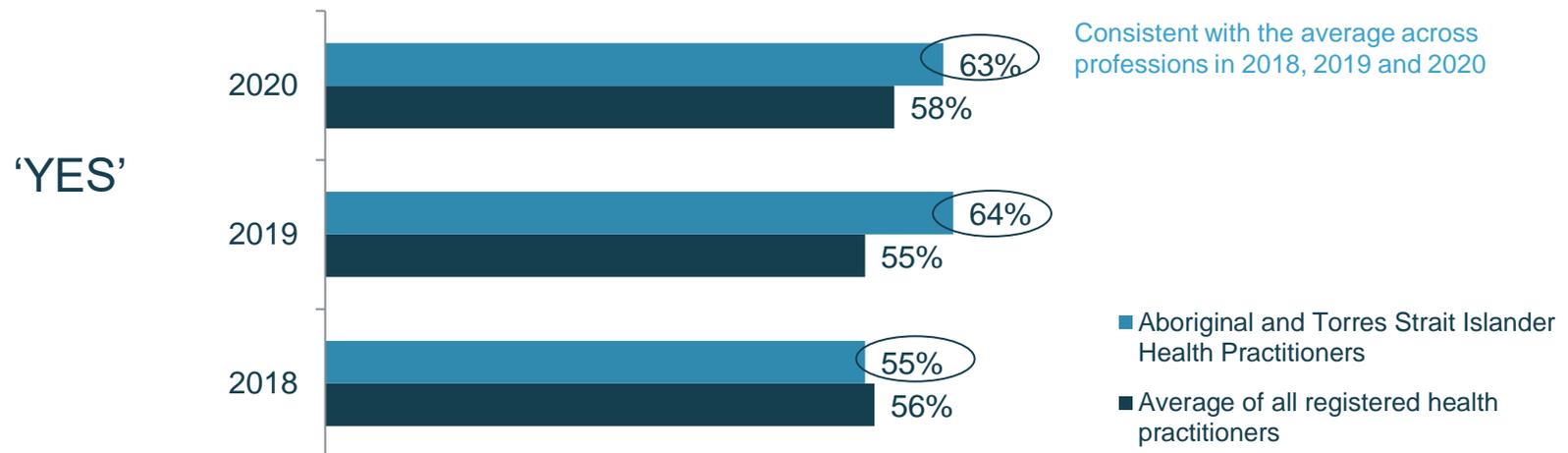
Orange indicates a result significantly lower compared with the previous year.

Levels of confidence and trust in Ahpra among Aboriginal and Torres Strait Islander Health Practitioners

Q. Do you feel confident that Ahpra is doing everything it can to keep the public safe?



Q. Do you trust Ahpra?



What are the indicators of trust and barriers to trust in Ahpra among Aboriginal and Torres Strait Islander Health Practitioners

Indicators of trust: 63% trust Ahpra

As they help me with updates, answer my questions and can always be contactable when needed.

I trust Ahpra as they insure the right people are being registered for the right role & job.

Mostly fair in their processes and management of complaints.

It's a national organisation who regulates all professions.

As a regulatory board I trust they have good intentions, but I have had a few issues regarding my own registration and the responsiveness when reregistering.

I trust Ahpra because I believe they make you demonstrate your competence before awarding your registration . This keeps us all accountable.

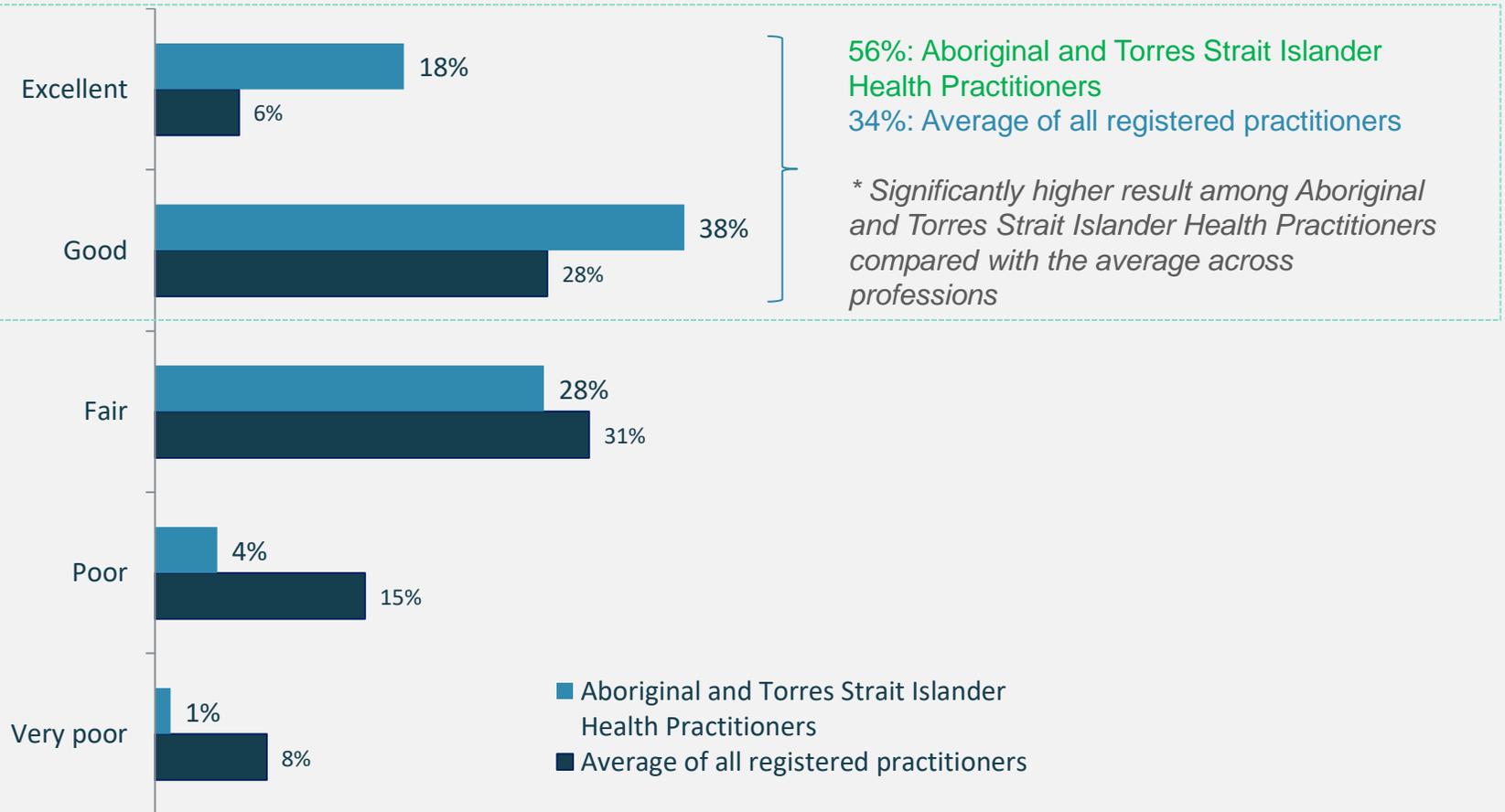
Because I have been registered with Ahpra for several years now & have always found them fair to deal with.

Barriers to trust: 0% DO NOT trust Ahpra

Assessment of the level of support provided to practitioners from Ahpra and National Boards to maintain their professional practice

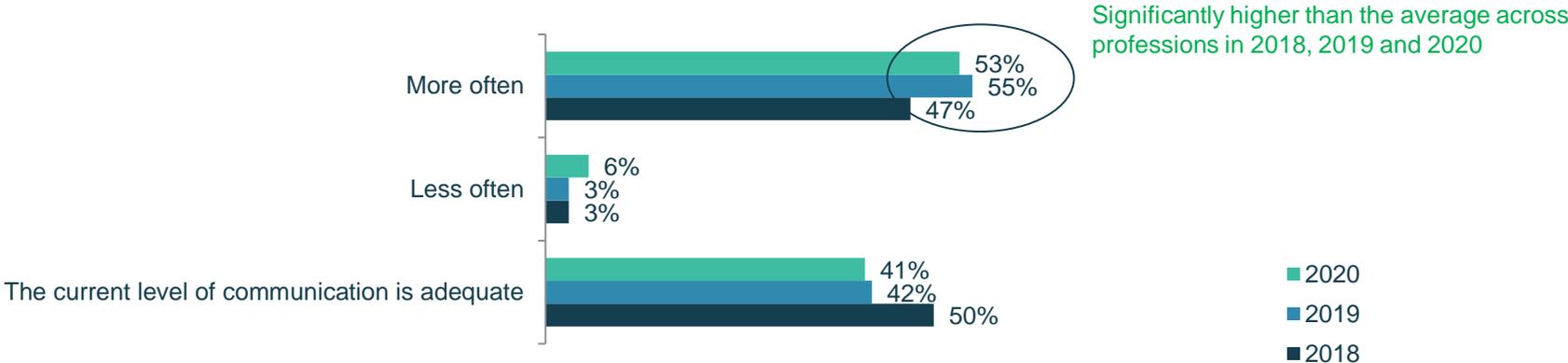
Q. How would you rate the level of support provided by National Boards and Ahpra for you to maintain or improve your professional practice?

Aboriginal and Torres Strait Islander Health Practitioners

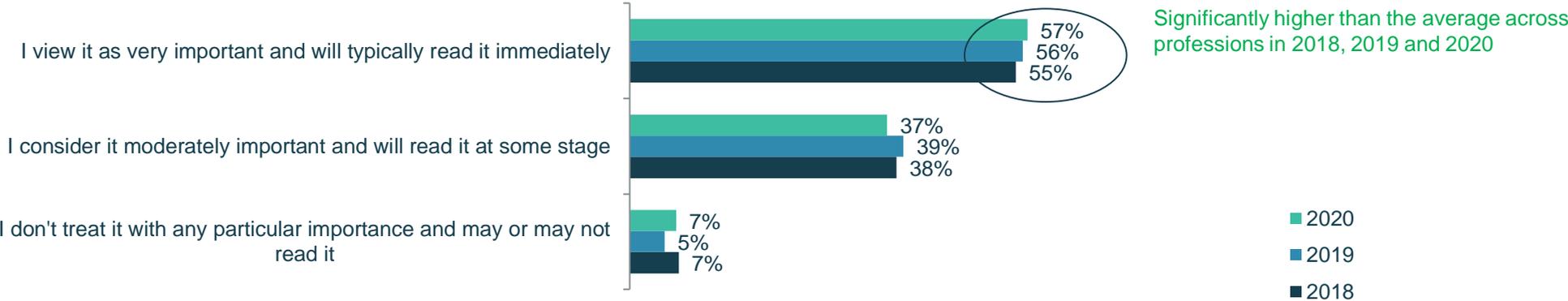


Response to communication by the Aboriginal and Torres Strait Islander Health Practice Board

Q. Would you like (National Board) to communicate with you.....?



Q. How do you typically respond to communication you receive from (National Board)?



Base: Total sample of practitioners registered with this specific Board

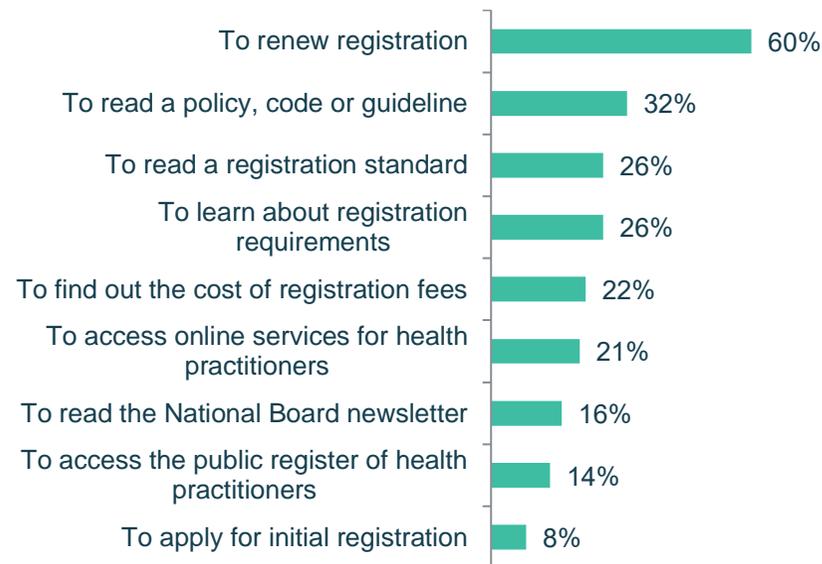
Use of the Aboriginal and Torres Strait Islander Health Practice Board website

Q. How often do you visit the website of (your National Board)?



Base: Total sample of practitioners registered with this Board

2020: Reasons for visiting the National Board website

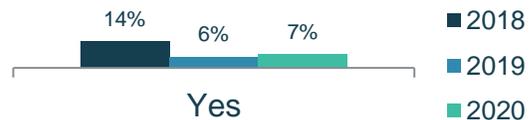


Q. How easy or difficult is it to find the information you were looking for on the (National Board) website?



Base: Practitioners who have visited that Board's website

Q. Is there any information you have looked for on the website of (National Board) but not been able to find?



Base: People who have visited that Board's website

Contact details

Truly Deeply
18 Market St
South Melbourne
VIC 3205
(03) 9693 0000

For further information please contact:

Michael Hughes
Managing Partner
michael@trulydeeply.com.au

Jane Briggs
Research Director
jane@trulydeeply.com.au

Truly Deeply