

Regulatory Performance Committee Annual Report 2024/25

Introduction from the Chair

The Regulatory Performance Committee (the Committee) is responsible for overseeing Ahpra's regulatory performance. Its role includes monitoring quarterly performance data, reviewing performance outcomes and identifying and tracking areas of regulatory risk. It also provides a forum for Ahpra to work in partnership with National Boards to support development of new ways of working and improve the efficiency and effectiveness of our regulatory work.

The 2024–25 year was marked by change, including the rollout of the Transformation Program, increased notification volumes, and leadership transitions across the Scheme.

A 19% increase in notifications during 2024-25 placed significant pressure on Ahpra's regulatory performance - a challenge amplified by the fact that this represents a 37.3% rise compared with 2023–24. While it was encouraging to see a 8.9% increase in notification completions compared with the previous financial year, completions did not keep pace with the increase in incoming notifications. As a result, the number of open notifications as at 30 June 2025 grew by 26.7%, adding 1,186 matters to the total open (5,627). Compared to 2023-24, the number of practitioners subject to compliance monitoring increased by 6.1% and the number of registration applications increased by 5.6%.

Aged notifications were a significant focus for the Committee. It was positive to note that the average time to complete a notification in 2024-25 was the lowest on record, driven largely by faster completion times for low risk matters. However, the number of notifications older than 12 months rose by 30.7% (264 matters). The increase in workloads and the challenges posed by the growing number of aged matters will require sustained and targeted attention.

Ahead of the successful rollout of the Transformation Program in March 2025, the Committee received regular updates that included recognition of additional resourcing requirements and proactive management of potential risks. The Committee continues to monitor the effect of the new case management system on regulatory performance.

Throughout the year the Committee considered quarterly regulatory performance reports and received briefings on strategies to address emerging risks.

The Committee saw the maturation of the Cosmetic Surgery Enforcement Unit and the broadening focus on regulatory intelligence data gathering to efficiently recognise emerging public safety concerns. This resulted in the establishment of the Rapid Regulatory Response Unit and saw a greater collaboration with other regulatory agencies.

Throughout 2024-25, Ms Richelle McCausland, National Health Practitioner Ombudsman and Privacy Commissioner continued to be a regular observer at Committee meetings. However, by mutual agreement Ms McCausland is withdrawing from the Committee in 2025-26.

Thank you to Committee members and Ahpra staff for their contribution to the important work of the Committee.

Mr Andrew Brown, Chair, Regulatory Performance Committee

Australian Health Practitioner Regulation Agency
National Boards

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Ahpra and the National Boards regulate these registered health professions: Aboriginal and Torres Strait Islander health practice, Chinese medicine, chiropractic, dental, medical, medical radiation practice, midwifery, nursing, occupational therapy, optometry, osteopathy, paramedicine, pharmacy, physiotherapy, podiatry and psychology.

Role of the Committee

The Regulatory Performance Committee is a committee of the Ahpra Board. The Committee has been established to provide advice and oversight in the following areas:

- strategic regulatory operational policy informed by Ahpra and the National Boards
- risk settings and management, including mitigation strategies and triggers for action and escalation
- regulatory performance and strategies to address policy and performance issues
- regulatory performance reporting to National Boards and external stakeholders.

Functions and responsibilities of the Committee

The Committee's functions are to:

- oversee Ahpra's management of regulatory performance, including registration, notifications and compliance matters
- provide advice on regulatory performance measures and Key Performance Indicators on timeliness, cost and quality
- review Ahpra's quarterly performance reports for registration, notifications and compliance and provide advice to the Board and National Boards on regulatory performance
- provide a forum for discussion, review and advice on significant issues of regulatory operational policy.

Powers of the Committee

The Committee has no formal delegated power from the Board. The Committee functions in an oversight and review role and makes recommendations to the Board.

Membership

Membership is appointed by the Board and consists of:

- up to four members of the Board
- at least five chairs of National Boards (including the high-volume Boards and one lower volume Board),
- a community member of a National Board
- an independent member

The Committee may also invite the National Health Practitioner Ombudsman to attend meetings.

In addition, meetings were attended by:

- Ahpra CEO
- Ahpra Executive Director, Regulatory Operations
- Ahpra General Counsel
- Ahpra senior management, as and when required.

Name	Membership status during 2023/24
Mr Andrew Brown – Chair	Ahpra Board member – July 2024 to June 2025
Ms Gill Callister PSM	Ahpra Board member – July 2024 to June 2025
Emeritus Professor Arie Freiberg AM	Ahpra Board – July 2024 to June 2025
Ms Tanya McGregor	Ahpra Board member – November 2024 to June 2025
Dr Anne Tonkin AO	Chair, Medical Board of Australia – July 2024 to December 2024
Dr Susan O'Dwyer	Chair, Medical Board of Australia – December 2024 to June 2025

Adj Assoc Professor Veronica Casey AM	Chair, Nursing and Midwifery Board of Australia – July 2024 to June 2025
Ms Kim Gibson	Chair, Physiotherapy Board of Australia – July 2024 to December 2024
Ms Rebecca Singh	Chair, Occupational Therapy Board of Australia – December 2024 to June 2025
Ms Rachel Phillips	Chair, Psychology Board of Australia – July 2024 to June 2025
Mr Brett Simmonds	Chair, Pharmacy Board of Australia – July 2024 to December 2024
Dr Cameron Phillips	Chair, Pharmacy Board of Australia – December 2024 to June 2025
Dr Murray Thomas	Chair, Dental Board of Australia – July 2024 to December 2024
Dr Simon Shanahan	Chair, Dental Board of Australia – December 2024 to June 2025
Ms Tiina-Liisa Sexton	Community Member, Paramedicine Board of Australia – July 2024 to June 2025

Meetings

The Committee held four scheduled meetings in 2023/24

Meeting dates	Attendance
1 August 2024	Mr Andrew Brown (<i>Chair</i>), Dr Murray Thomas, Mr Brett Simmonds, Ms Kim Gibson, Dr Debra O'Brien (for Dr Anne Tonkin), Adj Assoc Professor Veronica Casey AM, Ms Tiina-Liisa Sexton, Emeritus Professor Arie Freiberg AM, Ms Tanya McGregor, Mr Martin Fletcher, Ms Kym Ayscough, Mr Matthew Hardy, Mr Jason McHeyzer, Dr Jamie Orchard, Ms Melinda Bailey, Ms Helen Rays, Ms Richelle McCausland, Ms Sangeetha Masilamani
7 November 2024	Mr Andrew Brown (<i>Chair</i>), Dr Murray Thomas, Mr Brett Simmonds, Ms Kim Gibson, Ms Rachel Phillips, Dr Anne Tonkin AO, Adj Assoc Professor Veronica Casey AM, Ms Tiina-Liisa Sexton, Emeritus Professor Arie Freiberg AM, Ms Tanya McGregor, Ms Leanne O'Shannessy PSM (for Ms Gill Callister), Ms Kym Ayscough, Mr Matthew Hardy, Ms Monica Lambley, Mr Jason McHeyzer, Ms Melinda Bailey, Ms Helen Rays, Ms Kate Evans, Ms Sangeetha Masilamani
6 February 2025	Mr Andrew Brown (<i>Chair</i>), Adj Assoc Professor Veronica Casey AM, Dr Susan O'Dwyer, Ms Tiina-Liisa Sexton, Emeritus Professor Arie Freiberg AM, Ms Gill Callister PSM, Dr Cameron Phillips, Ms Rebecca Singh, Ms Kym Ayscough, Mr Matthew Hardy, Dr Jamie Orchard, Ms Monica Lambley, Mr Jason McHeyzer, Ms Helen Rays, Ms Kate Evans, Ms Richelle McCausland, Ms Sangeetha Masilamani
8 May 2025	Mr Andrew Brown (<i>Chair</i>), Adj Assoc Professor Veronica Casey AM, Dr Susan O'Dwyer, Ms Tiina-Liisa Sexton, Emeritus Professor Arie Freiberg AM, Ms Gill Callister PSM, Dr Cameron Phillips, Dr Simon Shanahan, Ms Rachel Phillips, Ms Rebecca Singh, Ms Kym Ayscough, Mr Matthew Hardy, Dr Jamie Orchard, Ms Monica Lambley, Mr Jason McHeyzer, Ms Helen Rays, Ms Richelle McCausland, Ms Sangeetha Masilamani

Reporting to the Ahpra Board and Forum of NRAS Chairs

The Committee submitted records of each meeting to the next meeting of the Board.

The Chair of the Regulatory Performance Committee provided a verbal update to the Forum of NRAS Chairs following each Committee meeting to strengthen linkages with all National Boards.

Committee activities for reporting period 1 July 2024 to 30 June 2025

Matters of note considered by the Committee included:

- Successful release of the Transformation Program
- Impacts of the Transformation Program on regulatory performance
- Response to the National Health Practitioner Ombudsman (NHPO) second consultation draft report
- Maturation of the Cosmetic Surgery Enforcement Unit and the embedding of its work into BAU

- Regulatory intelligence in the regulation of therapeutic vapes, medicinal cannabis and other emerging risks
- Formation of the Rapid Regulatory Response Unit
- Increased collaboration with other regulatory agencies
- Monitoring of the increased number of notifications being received by Ahpra
- Review of the aged notifications procedure to streamline processes for low-risk notifications
- Review of Ahpra's framework for identifying and managing vexatious notifications

Regulatory performance

- Regular scrutiny of quarterly regulatory performance reports
- Commenced work to improve the performance reporting framework
- Considered periodic quality assurance reviews of regulatory functions

Notifications

- Monitoring outcomes of the Notifications strategy and the four notifications streams
- Reviewing resourcing and processes to streamline and improve closure of open matters
- Monitoring the action plan to deal with aged notifications
- Reviewing on-hold matters to actively identify potential areas for improvement

Administrative complaints

Regularly reviewed and scrutinised the administrative complaints dashboard and agreed an annual report on complaints with insights and analysis be provided to the Board.

Other

- Reviewed the Committee charter
- Agreed to an effectiveness survey of the Committee
- Reviewed Trans-Tasman Mutual Recognition (TTMR) trends and risks

Significant issues

There were no significant issues considered during the 2024/25 reporting period which could not be handled through routine Committee procedures.

Looking ahead

The Committee has highlighted the following key areas:

- Continued monitoring of the rollout and impacts of the new case management platform
- Finalising and implementing the new performance reporting framework
- Continuing oversight of emerging regulatory risks and rapid response mechanisms
- Supporting regulatory effectiveness through quality assurance and stakeholder engagement
- Addressing the growing volume of aged notifications and improving resolution timeframes