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Australian Health Practitioner Regulation Agency

Media release

2 February 2011

AHPRA: Focus on outcomes and improving customer service

More than 290,000 health practitioners have renewed their registration since 1 July 2010 and more than 24,000 new health practitioners have been registered for the first time said the Australian Health Practitioner Regulation Agency (AHPRA) today.

AHPRA CEO, Mr Martin Fletcher, said the numbers of registrations and renewals spoke for themselves.

“In the most recent round of renewals in various professions in different states, 164,000 health practitioners were successfully registered on time,” Mr Fletcher said.

Around 10,000 practitioners or 5.9% have not renewed their registration on time. Past experience indicates an expected 5 – 10% of registrants each year will usually not renew on time.

“In general, the number of registrants who didn’t renew on time in the recent renewal period was well within this expected range,” Mr Fletcher said.

Some of these practitioners intend to opt out. Some do intend to practise and will need to make a ‘fast track’ application to register again. Under the National Law, there is no option for AHPRA or a National Board to renew a practitioner’s lapsed registration without a new application.

If registrants forget to renew their registration, National Boards have agreed to a fast track application process. In most cases this can be processed within 1-2 working days once AHPRA has received the completed application. There is no additional fee for the fast track application process.

Mr Fletcher acknowledged that AHPRA needed to continue to improve its service to registrants.

“We have developed new systems to support the more stringent registration requirements of the national scheme and these are successfully registering practitioners on time, most of the time,” he said.

“However, I acknowledge that we need to sharpen our focus on the flow of information to registrants who are dealing with new standards, new systems and sometimes, new registration renewal dates,” he said.

New services are now available online, so practitioners can check that their renewal application has been received. Registrants can request their user ID and passcode online so they are able to update their contact details or renew their registration online. Employers could also bulk check the registration of their employees through an employer service, he said

“We are encouraged by the growing number of health practitioners who are using our on-line renewal services. Around 80% of eligible practitioners are using the web to renew. This saves time for busy health professionals.”

“Further upgrades to our online services are also planned, so practitioners and employers will soon be able to check the progress of their registration application online,” he said.

“The National Law and the national scheme are designed to provide a more robust and accessible regulatory system that better protects the public,” Mr Fletcher said.

“We are well on the way to delivering that scheme and are committed to continually improving our services.”

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For more information

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