

Service charter



Australian Health Practitioner Regulation Agency

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

This charter sets out the standard of service health practitioners, employers and the public can expect from the work of the Australian Health Practitioner Regulation Agency (AHPRA) in delivering the National Registration and Accreditation Scheme (the National Scheme) to regulate the health professions in the public interest.

What you can expect from AHPRA

1. Staff who are knowledgeable, respectful and helpful and who welcome your feedback about how we can improve our services.
2. The provision of clear and straight forward information about AHPRA and the National Boards, our processes and how you can progress an enquiry or make a notification.
3. Answers to your enquiries in a timely manner. We will always try to answer your telephone calls within 90 seconds and acknowledge your online enquiries within two business days.
4. Applications for registration will be processed as quickly as possible. Complete applications that are not complex will be approved within four to six weeks. If it is likely to take longer, we will keep you updated.
5. Notifications (complaints about health practitioners) will be handled fairly, respectfully, consistently and as efficiently as possible. We will keep you informed if we are managing a notification you have made or that has been made about you.
6. Regular updates throughout the day to the online national register of practitioners. This is the most up-to-date source of information about the registration status of individual registered health practitioners.
7. Access to secure online services for health practitioners, employers and the public. Ongoing upgrades to web browser accessibility means greater protection for users' information.
8. Ongoing improvements to our online interactions with health practitioners, employers and the public for a better experience. Our websites are our main link with stakeholders in the National Scheme and future improvements will include extensive consultation with a range of user groups.
9. Timely release of information highlighting changes and/or improvements to processes in the work of AHPRA and the National Boards.
10. A responsive complaint service that clearly explains the process if you wish to make a complaint about AHPRA, a Board or committee or the behaviour of an AHPRA staff member or a Board or committee member.