

Community Reference Group Communiqué

The Community Reference Group (CRG) met at the AHPRA National office in Melbourne on Tuesday 20 May 2014.

Three-year review

CRG members were made aware of the timeframes around the Australian Health Ministers' Advisory Council (AHMAC) independent three-year review of the National Registration and Accreditation Scheme (National Scheme). A formal submission stage will occur later in the year.

Interim HIC report

The CRG discussed the interim report from consumer organisation, the Health Issues Centre (HIC), which focused on recommendations to improve the experience of consumers who make a complaint about a registered health practitioner.

The CRG noted:

- the report provided a first step towards greater engagement with consumers
- a more robust engagement strategy was required to identify consumer concerns nationally, and
- its interest in the implementation plan for the recommendations from the report.

The final HIC report, along with AHPRA's response to the report, will be published on the AHPRA website.

Regulatory principles for decision making

CRG members discussed the *Principles for decision-making for the National Boards and AHPRA*, and suggested that it would be of interest to gain feedback from consumers/notifiers and providers/health practitioners about how the principles were being applied in practice.

Next meeting

The next meeting of the CRG will be held at the AHPRA offices in Melbourne on Thursday 17 July 2014.

Paul Laris
Chair
Community Reference Group