

2015/16 Business Plan

PRIORITIES



Refine our service model

Transforming our core processes to promote a collaborative culture that is both service and achievement-oriented, delivering benefits for AHPRA, its stakeholders and the public.



Risk-based regulation

Provide corporate and infrastructure support to embed risk-based approaches that are based on sound evidence, and responsive to stakeholder needs and in-line with our regulatory principles.



Build our organisational capacity for performance

Galvanise information, risk assessment and funds management with clear and strong governance and effective system solutions.

WHAT WE WILL DO

Refine our service model

- Improve and expand online communication services, increase access to online channels and capture opportunities to engage practitioners and the public.
- Implement changes and capture opportunities that have arisen from the NRAS review, delivering a National Scheme that reflects the needs of Australians.
- Reduce red tape by increasing efficiency and consistency of AHPRA decision-making and administration.



Apply a 'risk-based' approach to regulation

- Enhance public safety through improved assurance of compliance with imposed conditions.
- Progress towards a collaborative approach to complaints and risk management within the broader health system.
- Improve performance of registration and renewals processes to improve the notifier and practitioner experience.



Build our organisational capacity for performance

- Deliver a dataset that can be mined and integrated with other sources to obtain a clear picture of notification issues and risks to public safety.
- Introduce a more robust and consistent decision-making framework for registration and notification issues to improve the experiences of notifiers and practitioners.
- Empower customers by providing more self-service functions, reducing disruption to customer-facing channels and making channels more accessible.



For more information, visit www.ahpra.gov.au



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