

Community Reference Group Communiqué

The Community Reference Group (CRG) met at the AHPRA National office in Melbourne on Thursday 10 March 2016.

New Chair

CRG members and AHPRA staff welcomed Mark Bodycoat, new Chair of the CRG.

Senate inquiries

- Members noted that AHPRA was involved in two current Senate inquiries:
 1. *Medical complaints process in Australia*, and
 2. *Growing evidence of an emerging tick-borne disease that causes a Lyme like illness for many Australian patients*.
- Members proposed submitting a response to the *Senate inquiry into the medical complaints process in Australia*.

Improving the notifier experience

- Members were provided with an update on notifier experience work, particularly in relation to the pilot notifications project in the Victorian office.
- Members noted work undertaken between AHPRA and health complaints entities to improve the assessment of notifications (complaints) and noted that this was an opportunity for the notifier to decide how they wanted their complaint addressed.
- CRG members congratulated AHPRA staff on the improvements made to the notifications process as part of this pilot, especially including experienced staff at the commencement of the notification. They recommended possible training offerings for AHPRA staff and advised on the current survey of notifiers. They recommended that the results of this notifier survey be made public.

Roles of AHPRA, National Boards and health complaints entities (HCEs)

Members advised AHPRA staff on content, format and design of proposed consumer communications about the roles of AHPRA, the National Boards and HCEs.

Code of conduct for unregulated health practitioners

Members discussed progress on the National code of conduct for unregistered health practitioners and noted that AHPRA could assist by increasing consumer knowledge of what good practice looks like.

Practitioners excluded from the register

Members noted that there are a small amount of health practitioners who do not appear on the register, for personal safety reasons and that AHPRA can be contacted to check their registration, but not their principle place of practice. There is information pointing to this on the website under [Top tips: Using the register](#), however members thought that this information could be added to the register webpage itself.

Public, practitioner and employer awareness campaigns

Members received an update on current awareness campaigns for practitioners and employers about their obligations under the National Scheme.

New member induction

Members provided advice on the induction program for new CRG members commencing their terms in April 2016.

Next meeting

The next meeting of the CRG will be held at the AHPRA National office in May 2016.

Mark Bodycoat

Chair
Community Reference Group