



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

Australian Health Practitioner Regulation Agency

Agency Management Committee Communiqué

October 2017

The 91st meeting of the [Agency Management Committee](#) was held on Tuesday 17 October 2017 in Sydney. This Communiqué highlights key discussions and considerations from the Committee's meeting.

Chair and members' report

Members noted the update provided by the Chair Mr Michael Gorton AM, including:

- Mr Gorton participated in the Forum of NRAS Chairs teleconference regarding the development of submissions in response to the draft report of the Accreditation Systems Review.
- Mr Gorton spoke at the Victorian Healthcare Association conference.
- Mr Gorton met with the AHPRA Senior Leaders Forum held on 11 October 2017.
- Mr Gorton will be attending the Paramedicine Board welcome dinner on Thursday 19 October 2017.

Ms Barbara Yeoh AM chaired the first Reference Group - Review of Equity and Cost Allocation meeting. Ms Yeoh provided an update to members advising that the first meeting was positive and focused on the purpose of the work and desired outcomes. A key issue is to ensure greater clarity about the definition of strategic projects at both Board and Scheme wide levels. The Chair thanked Ms Yeoh for her update and chairing of the Reference Group.

Members noted the update provided by Dr Wayne Minter AM regarding the Forum of NRAS chairs meeting including:

- Dr Minter advised members that on 16 October 2017 the final joint submission was submitted in response to the draft report of the Accreditation Systems Review. It was a joint submission supported by a majority of Boards. The Pharmacy Board made a separate submission and there were additional responses from 4 National Boards including Chiropractic, Medical, Optometry and Psychology.
- Dr Minter informed the Committee of the recent consultation in relation to mandatory reporting, led by NSW Health on behalf of AHMAC. Invited stakeholders came together to consider options for possible amendments to the National Law relating to reporting obligations on treating practitioners. The final joint submission from National Boards and AHPRA emphasises the importance of national consistency to the greatest extent possible.
- The next Forum of NRAS Chairs meeting is on 9 and 10 November at the Sydney office and will include a meeting with the Aboriginal and Torres Strait Islander health strategy group and a meeting and dinner with NSW Council Presidents and Health Professional Councils Authority executives. It was noted that both Mr Gorton and Ms Crawshaw will be attending.
- A key item for the next Forum of NRAS Chairs meeting will be the 'risk appetite' of Boards and implications for the management of the notifications in the light of the Think Tank outcomes.

The Chair invited Dr Minter to make any comments on any specific issues from the perspective of the Chiropractic Board of Australia. Dr Minter commented on a positive working relationship between the Board and AHPRA and briefly updated the Committee on a number of high profile practitioner matters. Dr Minter also advised the Committee that he has been appointed as President of the NSW Chiropractic Council.

The Chair congratulated Dr Minter on his appointment to the NSW Council and thanked him for his update.

CEO Report

Members noted the CEO report and the verbal update from Mr Martin Fletcher, including:

- Mr Fletcher advised members that the Voluntary Assisted Dying Bill currently being debated in the Victorian Parliament includes mandatory reporting obligations on practitioners and employers to AHPRA, under that legislation.
- Mr Fletcher advised members that the Annual Report is now available in the information library. It was submitted on time to the Ministerial Council and there was a briefing last week to jurisdictional nominees, through the Joint Officers Group (JOG). A copy of the briefing will be made available in the information library for all members to view.
- Ms Ayscough provided an update regarding the Notifications Dashboard, noting the continued increase in notifications being received; the average time to complete assessments is reducing; strong performance in Victoria in relation to completion of investigations, health assessments and performance assessments (attributed in part to the impact of case management review process introduced in Q4 of FY 16/17) and; a growth in the number and proportion of matters ageing in investigation beyond twelve months.
- Mr Fletcher advised members that he participated in the recent International Society of Quality in Healthcare Conference and IAMRA Conference on Continuing Competence in Medicine in London. Key themes included the link between professional regulation and system regulation, the experience of medical revalidation in the UK, and; implications for developments in Australia. The Committee expressed interest in being briefed by Dr Flynn on developments on revalidation being considered by the Medical Board of Australia.
- Members sought further advice on the work of the National Health Practitioner Ombudsman (NHPO), including the contribution the role is making to the National Scheme and how we learn from the feedback we receive in response to matters the NHPO considers. The CEO highlighted a very positive relationship with the NHPO and well established processes for collaboration and system improvement. Members agreed on the importance of the work of the NHPO as an independent point of review for the community and practitioners and welcomed a further report on how AHPRA is working with the NHPO.

Business items

In other business items, the Committee:

- Members noted the presentation by Ms Susan Biggar, National Engagement Advisor, on the feedback being received from both notifiers and practitioners through formal surveys and qualitative interviews. Ms Biggar provided an overview of the key results and the implications of these findings for the management of the notifications process in areas such as written and verbal communication, clarifying notifier and practitioner expectations, and; helping notifiers to link with other appropriate complaints bodies.
- Members noted the presentation by Ms Kym Ayscough and Ms Sarndrah Horsfall.
 - Ms Ayscough provided an overview of initiatives in relation to regulatory operations system delivery notably the Digital Notification Portal and the Digital Application forms for graduates; reforms in front line delivery of services including the single location for the Customer Service Team, progress towards establishing a national Legal Team, notifications improvements including the multi-profession immediate action committee and the sexual boundaries – notifications and compliance teams, and; the advertising offences strategy.
 - Ms Horsfall provided an overview of the business service foundations for improvements in regulatory operations and more widely across AHPRA including the implementation of the new Business Services operating model; the PULSE initiative; Digital Workplace and the Board Papers System implementation.
 - Committee members welcomed the progress on digital initiatives particularly in relation to registration. It was suggested that this should be written up in a way that could be used with both stakeholders and Ministers to highlight the initiatives and the benefits of national registration.

- Members noted the presentation by Ms Georgina Andrews, Customer Experience Manager on the work of the Customer Service team, the functional structure, the measurement of service quality and future plans to realise the full benefits of a single location.
- Members welcomed the initiatives to be delivered in the 2017/18 financial year and expected outcomes of the Notifications Think Tank.
- Ms Jane Eldridge, Interim NSW State Manager provided an overview of the Sydney office and initiatives underway to strengthen culture and performance

Next meeting of the Agency Management Committee

21 November 2017, 11:00am-1:00pm via teleconference.