



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

Community Reference Group Communique

AHPRA update

AHPRA CEO, Martin Fletcher, updated the group on the following.

- The appointment of the new Health Ombudsman in Queensland and the appointment of a new Health Complaints Commissioner in SA.
- AHPRA being designated a World Health Organization Collaborating Centre, with the key work being to develop a virtual network with regulators in the Asia-Pacific region.
- The National Scheme research framework has been published and AHPRA is looking at how to leverage this work to interest research funders and researchers, as well as develop partnerships with regulators internationally.
- Mr Fletcher also thanked outgoing CRG members, Jennifer Morris and Melissa Cadzow, for their formative role as inaugural members in shaping the CRG, and for their contributions to the work and collaborative culture of the group. Ms Morris and Ms Cadzow thanked Mr Fletcher for his respect and time with the CRG.

Regulatory operations

Members were updated by Susan Biggar, National Engagement Advisor, and Monica Lambley, National Program Manager, Notifications, on the ongoing work of Notifications, including the work mapping the consumer journey for people making a notification, which the CRG provided significant input to at previous meetings. Members brainstormed what areas should be the focus for the Notifications team in the next 12 months; including improving the initial contact with notifiers; managing notifiers' expectations; directing notifiers to the right entity to help with their needs; and improving the communication after a decision has been made. CRG members and AHPRA agreed the collaboration with the group is a success, and shows their input is being taken on board.

Members received a presentation from AHPRA's Customer Experience Manager, Ms Georgina Andrews, on future work in improving the service delivery, and feedback being collected through the Customer Service Team. Ms Andrews and the CRG agreed that an ongoing dialogue would be beneficial in this work. Members also discussed the issue of how to find out why a practitioner does not appear on the register (such as because they are practising under a different name).

Members also received an update about the limitations on file sizes when lodging a notification online, and the current work that is in place for at least the next 12 months as other IT projects roll out.

Consultations

Members discussed and provided feedback on the draft *Common protocol for informing notifiers about the reasons for National Board decisions*.

Members also noted that they have provided further feedback on the Paramedicine Board of Australia's consultation on registration standards.

Supporting better decisions

Members were updated on AHPRA's partnership with the Consumers Health Forum on advertising, and helping consumers differentiate between evidence-based and non-evidence-based healthcare. Members agreed to be interviewed by AHPRA as part of the overall project.

The next meeting of the CRG will be held at the AHPRA National office in April 2018.

Darlene Cox

Acting Chair
Community Reference Group