

## Information for practitioners, booking staff and senior persons: Gender-based restrictions

---

August 2022

### Information sheet

#### Induction program for senior persons and booking staff

Before a practice location is approved and published on the National Register, the National Board will consider the characteristics of the location including the suitability of nominated senior person(s) and booking staff.

Senior persons will provide information about the characteristics of the practice location(s) and complete the National Board's induction program. Booking staff will also complete the induction program.

The induction program may include the completion of an online education module and a conversation with Ahpra staff to ask questions and confirm their understanding of the requirements.

#### Advising patients of all genders of the restriction

The Protocol states that patients of the gender detailed in the restriction must be informed of the restriction by a booking staff member at the time of booking the appointment or, in the case of an unbooked appointment, at the time of presenting at the practice location seeking an appointment.

A person's gender may not be known through telephone contact or even presenting in person. Sometimes a patient may intend to bring a support person of the gender detailed in the restriction. Such situations may lead to problems for patients at the practice location.

A practice location may consider advising all people who wish to book an appointment with the practitioner about the restriction to avoid such situations. This is a choice for the practice.

#### Monitoring activities

The following are some of the activities undertaken to ensure the practitioner's compliance with the restriction:

#### Review of Medicare data

Ahpra will obtain Medicare data to monitor:

- any practice by the practitioner during the prohibited period while waiting for nominated practice location(s) to be approved by the National Board and published on the National Register
- any contact during the restricted period with a patient of the restricted gender
- any practice by the practitioner when their registration status alters (for example, when the registration is suspended or transitioned to non-practising registration, or when the practitioner fails to renew their registration)

#### Audit of appointment diaries or practice billing data

The practitioner must provide appointment diaries, or practice billing data, to confirm they have not undertaken any contact with the patients of the gender prohibited by the restrictions. The data must be provided on a fortnightly basis for the first three months and monthly basis thereafter.

Ahpra will conduct reconciliation of entries in the practitioner's appointment diaries or practice billing information with the Medicare data.

#### Site visits

Ahpra may conduct site visits of the approved practice location(s) to confirm the practitioner's compliance with the restrictions. Visits will include meeting with the nominated booking staff confirm their understanding of their obligations and answer any questions.

In some circumstances phone contact with the practitioner and nominated booking staff will be made in lieu of a site visit (for example, when the practitioner's practice location(s) is in a rural or remote area).

#### Contact with nominated booking staff

Ahpra will contact all nominated booking staff, in addition to the contact during site visits, to maintain a direct relationship and provide an opportunity for staff to report any concerns directly.