

Community Advisory Council communiqué

June 2023

The Community Advisory Council (CAC) met virtually on Thursday 8 June 2023 for 2 hours. This communiqué highlights key discussions and considerations from the meeting.

The Chair welcomed members to the meeting and acknowledged the Traditional Owners of the lands on which the meeting was being held and paid respect to their Elders, past and present.

Business matters

Matters that were considered and discussed by Council members included:

- Noted a presentation on the Strengthening professional practice project. Identified concerns about practitioner behaviour including poor communication, cultural safety, interpersonal issues, bullying, improper use of social media, culturally insensitive or inappropriate behaviour, breaches of confidentiality, poor ethical decision-making, low-level misappropriation of medication from the workplace, behaviours that are inconsistent with self-care expectations for the profession, and conflicts of interest. Ahpra are drafting a Position Statement around communication that relates to two areas: communication between the practitioner and the patient/notifier and communication in relation to dealing with the treating team. Feedback from practitioners and notifiers have advised that the process has been less stressful and have reported that they have felt heard even if the outcome was not desirable.
- Provided feedback on ways to strengthen the involvement of consumers in accreditation. This work will inform the development of the principles to guide accreditation authorities in their consumer engagement work.
- Noted the review of *Telehealth guidance for practitioners* and the proposal to develop complementary guidance for the public and employers and considered and provided feedback on the draft virtual care guidance for the public.
- Noted the summary of key actions for the Blueprint, including the review of the National Board criminal history registration standard and the service commitments for those impacted by professional misconduct, and discussed the commitment to ensure parity of community and practitioner members on decision making committees for practitioner misconduct,
- Reviewed an overview/prototype page layout currently being tested in the first round of the public website user testing regarding raise a concern research/engagement.

The next meeting of the Community Advisory Council is confirmed for 20 July 2023, via Microsoft Teams.

Patricia Hall

Chair