



# National Scheme Community News: Safer healthcare for you

Welcome to the second edition of the National Scheme Community News.



## Let us introduce ourselves

The Australian Health Practitioner Regulation Agency (Ahpra) and the 15 National Boards work in partnership to ensure Australia's registered health practitioners are suitably trained, qualified and safe to practise. Public safety is our priority.

## Did you know?

We register people in **16** health professions, and even more divisions and specialties within them! Each has distinct skills and education requirements, so it's important to seek out the right person for your needs.

## Know who you're seeing about your healthcare

You can check our *Register of practitioners* to see if someone is registered and whether there are any special requirements on their registration. You can search by their name, profession, postcode, gender and/or language spoken.



Use your phone to scan the QR codes and find out more

## In focus: Addressing workforce shortages

To ensure everyone can access healthcare services, we need to make sure we have enough health practitioners, for example nurses, doctors and pharmacists. Since the COVID-19 pandemic, there have been shortages in these critical professions.

We're working with governments to simplify health practitioner regulation in Australia so we can address these shortages and respond to future pressures. There is currently an independent review looking at registration, skills and qualifications needed for overseas trained health professionals and international students who have studied in Australia to work here that will offer some solutions. The final report is expected late-2023.



Use your phone to scan the QR codes and find out more

## In focus: Advertising and what to look out for

Health services are businesses, and so they might choose to advertise their service. It's the law that anyone advertising a regulated health service must meet Ahpra's guidelines. Adverts should be clear, direct, honest and include all important details. Most adverts are correct, but there are some which breach the advertising requirements. For example, look out for adverts that have testimonials, or offer discounts or free services that seem too good to be true. You can come to us with any concerns.



Use your phone to scan the QR codes and find out more

## Do you have a concern about the care you've received?

If you've had a bad experience with a health practitioner, you have a right to complain. The best way is to raise it directly with them and see if you can resolve it straight away. If that's not possible, you have a few options depending on the type of complaint and what you would like to achieve.

**Call us on 1300 419 495 if you're not sure.**



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## Stay in touch

We'd love to hear your feedback, especially if there are any topics you would like to know more about. Contact us at [communitynews@ahpra.gov.au](mailto:communitynews@ahpra.gov.au).