

AGENCY MANAGEMENT COMMITTEE

Meeting Number 31
8 November 2011
9:00am to 2:00pm

AHPRA National Office
111 Bourke Street, Melbourne

9:00am – 12:30pm

Part One

1. **Disclosure of any conflicts of interest in relation to agenda items**
2. **Record of previous minutes**
3. **Current situation**
 - 3.1. Update from Chair, CEO and members - verbal
 - 3.2. Action Summary
 - 3.3. Minutes of Chairs Meeting October 2011
4. **Items for Decision/Discussion**
 - 4.1. Developing the Organisational Maturity of AHPRA
 - 4.2. Practitioner Audit Project High Level Business Analysis
 - 4.3. Revised Complaints Data Report and Review of Policy
 - 4.4. Data Quality Management Roadmap
 - 4.5. CST Peak Call Volume Strategy

5. **Performance Reporting and Risk Management**

- 5.1. Operational Report – October 2011
- 5.2. Business Improvement Portfolio Report
- 5.3. First Quarter Report on Business Plan
- 5.4. First Quarter Report on HPAs
 - 5.4.1. Framework for HPA Business Operations Reports

6. **Items for Noting**

- 6.1. Key issues from October board meetings – verbal
- 6.2. Summary of Board Projects
- 6.3. Management Calendar 2011 – 2012
- 6.4. Consultation Update

Next meeting: Tuesday 13 December 2011, AHPRA National Office, 111 Bourke Street, Melbourne.

References in these papers to the National Law refer to the *Health Practitioner Regulation National Law (2009)* (*'The National Law'*) as enacted by participating jurisdictions.

All papers prepared by the Australian Health Practitioner Regulation Agency