

Community Reference Group Communiqué

The Community Reference Group (CRG) met at the AHPRA National office in Melbourne on Thursday 16 July 2015.

Terms of Reference

- Members noted the final version of the Community Reference Group Terms of Reference and made suggestions on what could be added or improved when the Terms of Reference were next reviewed in 2017. The revised Terms of Reference are now available [online](#).

Awareness of the Register

- Members offered a list of suggestions to improve the search functionality of the register, including:
 - predictive text or smart searches so practitioners can be found on register, even with incorrect spelling
 - more flexible searches (searches on 'best fit')
 - the ability to search on preferred name if the practitioner has nominated a preferred name
 - combining the search results for the cancelled or suspended practitioner registers with the main register, ensuring their registration status is made clear in the search results. For those without registration, a warning could be included, such as: 'If you think this person is practising, please contact us immediately.'
 - the ability to search by principal place of practice and/or languages spoken
 - ensuring that the footer of the website showing the last review date is not misleading or confusing to those conducting searches on the register, and
 - Boards to exercise the discretion to post cautions (time-limited) on the public register when appropriate

Improving the notifier experience

- Members continued discussion on the work following from last year's Health Issues Centre report, *Setting things right: Improving the consumer experience of AHPRA including the joint notification process between AHPRA and OHSC*.
- CRG member John Stubbs reported on his participation at a workshop to provide recommendations on improving the consumer experience of the National Scheme.
- Members commented that Boards should always consider the notifier's point of view and the different requirements a notifier faces if presenting their complaint to both AHPRA and a health complaints entity.

Paul Laris

- Martin Fletcher thanked Paul Laris for his contribution as inaugural Chair of the CRG. He recognised Paul's work in developing the role and status of the Group as well as his thoughtful and skilled approach to chairing.

Michelle Wright

- Martin Fletcher thanked Michelle Wright for her participation and input, wishing her well in her new role as one of the Medical Board of Australia's community members.

Next meeting

The next meeting of the CRG will be held at the AHPRA National office in October 2015.

Paul Laris

Chair
Community Reference Group