

# Ahpra service charter



This charter is our commitment to you. It is the standard of service you can expect from us.

These service principles guide our work to meet our vision for communities to have trust and confidence in regulated health practitioners.

## Fair and respectful

We will treat you fairly and with respect.

We will listen to you.

## Transparent

We will be clear about what is/isn't possible and share everything we can.

## Responsive

We will act in a timely way.

We will keep you informed about what is going on, what to expect and when.

## Empathic

We will respect your point of view and try to understand your situation.

## Accountable

We will offer an explanation and apology when a mistake is made.

We will encourage your feedback so we can continually improve.

### When you contact us for information, we aim to:

- generally respond to your phone call or email within 5 business days
- avoid handing you from person to person
- only refer you to a formal process, such as FOI, where an informal one isn't possible
- give an explanation if we are unable to complete your request or if we can't provide information to you.

### When you seek or renew registration, we aim to:

- provide a time estimate for your application to be assessed
- contact you if we need more information from you
- finalise your application within 10 business days, once we have everything we need, unless your application is complex or needs to be referred to a Board. We will let you know if we are referring your application to a National Board.

### When you raise a concern\* about a practitioner, we aim to:

- talk to you about the concern and listen to your experience
- recognise that your concern is important to you and that the experience may be challenging
- tell you what to expect and when
- update you as things progress, or a change occurs
- provide reasons which explain the decision that has been made.

### When you have a concern raised about you, we aim to:

- call to tell you that we have received a concern
- recognise that being the subject of a concern may be confronting and that the experience may be challenging
- tell you what to expect and when
- update you as things progress, or a change occurs
- provide reasons which explain the decision that has been made.

### When there are changes to your registration, we aim to:

- update the online public register within 1 business day of changes being finalised
- establish a monitoring plan for you within 30 business days of the decision, if restrictions are imposed on your registration.

### If you make an administrative complaint about Ahpra, we aim to:

- acknowledge and try to resolve your complaint within 2 business days
- if more complex, respond within 20 business days
- provide information about how to raise your concern with the National Health Practitioner Ombudsman (NHPO) if we are unable to resolve your complaint.

There may be times when our ability to carry out this charter is limited by the Health Practitioner Regulation National Law, most commonly with the amount of information we can provide.

Learn more at [www.ahpra.gov.au](http://www.ahpra.gov.au) or call 1300 419 495

\*Note that in NSW, Ahpra does not normally manage concerns.