

# Agency Management Committee

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## Meeting Number 21

14 December 2010

AHPRA, Level 7, 111 Bourke Street, Melbourne

### Final decisions and actions arising

#### Members present

Mr Peter Allen (Chair)

Professor Genevieve Gray

Mr Michael Gorton

Professor Constantine Michael

Professor Merrilyn Walton

#### In attendance

Mr Chris Robertson, Director National Board Services (acting Chief Executive Officer)

Mr John Ilott, Director Operations

Mr Jim O'Dempsey, National Director Transitional

Ms Dominique Saunders, Senior Legal Adviser

Ms Amanda Robinson, Executive Assistant to Chief Executive Officer, Minute Secretary

Mr Geoff Linton, Chair, Audit and Risk Committee (report from the Committee)

Ms Lisa Wardlaw-Kelly (for item 4.1.4)

Mr Peter Choma, Financial Services Manager (for Part 2, Item 1.1)

#### Apology

Mr Martin Fletcher, Chief Executive Officer

## PART ONE

The meeting commenced with a report from Mr Geoff Linton, Chair of the Audit and Risk Committee regarding the meeting held 13 December 2010:

Mr Linton provided the following verbal update:

- The Victorian Auditor-General has agreed to take on auditing responsibilities for AHPRA. Planning will commence in January 2011.
- The committee held a workshop on 29 November to begin development of an internal audit plan.
- The Pivotal data integrity project is nearing completion. Billing errors have now been resolved and the database has been cleansed of any erroneous transactions. The final step in the project is to bring all bank reconciliations up to date as quickly as possible. Mr Linton will continue to meet with the steering committee until the project is completed.
- Next Audit and Risk Committee meeting will take place Monday, 7 March 2011.

### Item 1: Record of previous minutes

The minutes of the meeting held on 9 November 2010 were approved by the Committee as a true record of the meeting.

Professor Michael requested an update on the current definition of medical 'practice'. The Committee noted the recent decision of the Medical Board of Australia (MBA) to reduce the registration fee to \$125 for medical practitioners who formally agree (in writing) to restrict their practice to teaching or examining/assessing. At this stage the MBA has not agreed to change the definition of practice but may consult on this in the New Year.

Professor Walton requested graduate registration figures be reported separately.

*ACTION: AHPRA*

### Item 2: Disclosure of any conflicts of interest in relation to agenda items

In accordance with Section 6(1) of Schedule 2 of the *Health Practitioner Regulation (Administrative Arrangements) National Law Act 2008* (the Act), members declare any possible conflict of interest in relation to agenda items for consideration by the Committee.

No conflicts of interest were advised by Members.

*ACTION: Nil*

### **Item 3: Current Situation**

#### **Item 3.1: Update from Chair, CEO and Members**

Mr Allen reported:

- Recent visits to state offices indicated a variation in workload pressures:
  - NSW is currently sourcing assistance from the ACT Office
  - SA is also under pressure to process its high volume of registration renewals.
- Staff are keen to highlight what they see as current restraints inhibiting efficiency and opportunities for improvement.
- Lessons can be learnt from recent medical renewals to alleviate future pressures.

Mr Robertson reported:

- Over 10,000 new registrations have been processed since 1 July 2010
- More than 163,000 renewals have been processed from 1 July to date, with approximately 174,000 more renewals due by 31 December 2010
- The number of calls to the ECC have escalated as a result of increased renewals activity, particularly for Nurses and Midwives in Victoria
- Daily Pivotal updates are being provided to management and staff
- State offices are preparing for the Christmas period – there will be staff operating in all offices between Christmas and New Year
- Partially regulated professions project is being established by AHPRA
- National Board Chairs have noted that they will now have access to all AManC board papers, alongside the access AManC members now have to National Board papers
- Psychology provisional registration costs continue to raise concerns in South Australia including complaints to the National Board and Ombudsman
- There have been a number of allegations of discrimination made to human rights commissions regarding the English Language Standards for Nursing and Midwifery. The complaints are being responded to as required.
- Dr Tony Sherbon, as Chair Health Workforce Principal Committee, has provided feedback, noting inconsistency with limited registration standards across boards. AHPRA is now looking at how to improve consistency, working with National Boards.

The Committee noted the updates provided.

*ACTION: Nil*

#### **Item 3.1.1: Lessons from Medical Renewals**

The Committee discussed the paper on lessons from medical renewals and agreed:

1. To note the report and address the recommendations presented at item 5.2 – ‘Business Improvement Strategy’
2. To revisit the improvement strategies at a later meeting, detailing which recommendations are to be implemented and the reasoning behind the decisions
3. Further reporting be provided, incorporating greater detail on operational readiness, ensuring the same issues will not recur in the next round of renewals.

*ACTION: AHPRA*

**Item 3.1.2: Management Calendar**

The Committee noted the updated management Calendar, agreeing to replace references to 'Partially regulated professions' with more appropriate wording.

*ACTION: AHPRA*

**Item 3.2: Action Update December 2010**

The Committee noted the December action update.

*ACTION: AHPRA*

**Item 3.2.1: 2011 Budget for meetings outside of Melbourne**

Mr Ilott presented the proposed 2011 budget for meetings outside of Melbourne.

The Committee agreed:

1. Mr Fletcher would decide how many executives would travel for the meetings.
2. Video and teleconferencing options would be investigated as a way of reducing travel costs.
3. The Committee resolved to hold the April 2011 and June 2011 meetings interstate. The April meeting would be held in either the NSW or SA State Office.
4. Meetings in Melbourne are to be coordinated with the Audit and Risk Committee quarterly meetings.

*ACTION: AHPRA*

**Item 4: Items for Decision**

**Item 4.1: Policies**

**Item 4.1.1: Investment Policy**

The Committee approved the final investment policy, noting:

- The Audit and Risk Committee will take on the extra functions of the Investment Committee as required.

*ACTION: AHPRA*

**Item 4.1.2: Fee Setting**

Mr Robertson addressed the committee, outlining the fee setting policy.

Members agreed:

- The fee setting policy, as endorsed by National Board Chairs, be adopted as the AHPRA fee setting policy and that Australian Health Workforce Ministerial Council be formally advised of the new policy.

### **Item 4.1.3: Enquiries and Contact Centre Strategy**

Mr O'Dempsey provided a verbal update on the proposed Enquiry Contact Centre Strategy.

The Committee noted:

- The proposed approach to decentralise the Enquiry Contact Centre and agreed this to be the most appropriate strategy.
- The need to maintain national oversight of the quality of the system.
- The need for high level in house expertise to be available and detailed reporting on the performance metrics.
- The need for ongoing collection of call data to measure actual performance against predicted call volumes.

ACTION: AHPRA

### **Item 4.1.4 Draft Corporate Plan and joint board planning update**

Ms Wardlaw-Kelly provided a detailed presentation on the draft corporate plan and board planning update:

Members provided the following feedback on the preferred elements of the overarching strategy for the National Registration and Accreditation Scheme:

- The NRAS Strategy Planning Meeting is to take place Friday 21 January 2011.
- The mission statement of the national scheme –  
*'Regulate health professions to ensure that Australians have access to safe high quality health workforce'*.
- The vision statement of the national scheme –  
*'Australians/the public have confidence and trust in a safe, skilled, (sustainable and innovative) health workforce'*.
- The values of the national scheme –
  - *Transparency*
  - *Safety and quality*
  - *Accountability*
  - *National consistency*
  - *Fair and just*
  - *Public interest*

Members approved the draft AHPRA Corporate Plan, noting:

- The amendment to the wording of the mission statement of the AHPRA Corporate Plan:  
*'To implement the National Registration and Accreditation Scheme ensuring that Australians have access to safe, high quality health practitioners'*.
- The amendment of wording for the outcomes of the AHPRA Corporate Plan:  
*'Health workforce regulation is streamlined and supports a flexible, responsive and sustainable Australian health workforce'*.

ACTION: AHPRA

## **Item 5: Performance Reporting and Risk Management**

### **Item 5.1: Operational Update**

Mr O'Dempsey provided an operational update to the Committee.

Members considered the operational update and agreed:

- That manual collation and reporting of notifications should cease until March 2011, allowing greater focus on implementing an electronic reporting system with a refined suite of performance indicators and appropriate definitions.
- The need for a report on the costs of tribunal hearings.
- The requirement for additional data on complaints lodged post 1 July 2010.
- Mr Allen will inform the chairs of the reasoning behind ceasing manual collation and reporting of notifications.

*ACTION: Chair AManC / AHPRA*

### **Item 5.2: Business Improvement Strategy**

Mr O'Dempsey provided a verbal update on the proposed Business Improvement Strategy.

The committee considered the Business Improvement Strategy and noted:

- The need for further information and discussion on budget implications.
- Strategy detail and project timeline are to be provided for consideration by the Committee at a later meeting.

*ACTION: AHPRA*

## **Item 6: Items for Information**

### **Item 6.1: Key issues from November Board meetings**

The Committee postponed item 6.1.

*ACTION: AHPRA*