

Agency Management Committee

Meeting Number 22

14 February 2011

AHPRA, Level 7, 111 Bourke Street, Melbourne

Final decisions and actions arising

Members present

Mr Peter Allen

Mr Michael Gorton

Professor Genevieve Gray

Professor Constantine Michael

Professor Merrilyn Walton

In attendance

Mr Martin Fletcher, Chief Executive Officer

Mr John Ilott, Director Operations

Mr Jim O'Dempsey, Director Business Improvement and Innovation

Mr Chris Robertson, Director National Board Services

Ms Dominique Saunders, Senior Legal Adviser

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

Dr Di Sisely, National Health Practitioner Ombudsman and Privacy Commissioner – (Part Two, Item 5, 5.1)

PART ONE

Item 1: Record of previous minutes

The minutes of the meeting held on 14 December 2010 were approved by the Committee as a true record of the meeting.

ACTION: Nil

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 2009* (the Act), members declare any possible conflict of interest in relation to agenda items for consideration by the Committee.

Members advised a possible conflict of interest with Professor Michael and Mr Gorton concerning matters raised in regards to Part Two, Item Two. A decision was not required by the Committee in either of these two matters.

ACTION: Nil

Item 3: Current Situation

Item 3.1: Update from Chair, CEO and Members

Mr Fletcher reported:

- The Australian Health Workforce Ministerial Council will meet, Thursday 17 February 2011. Mr Allen and Mr Fletcher will be in attendance, to respond to any questions from Ministers.
- Mr Fletcher tabled a letter to be sent to the Ministers on behalf of Mr Allen outlining progress with implementing the National Scheme. Members approved the letter.
- The new scheme has achieved some key milestones:
 - 25,000 practitioners with new registrations
 - 299,000 successful renewals to date
 - 523,000 practitioners on the registers
- Improvements to the Enquiries and Contact Centre are being implemented.
- The NSW State Office has experienced difficulty due to ongoing high work volume. Additional staff have been employed on a temporary basis.
- Work is underway to simplify processes and improve efficiency:
 - Encouraging uptake of online renewals
 - Simplifying forms
 - Introducing an online application tracking system.
- The process for advising lapsing registrations is becoming more streamlined.
- An AHPRA e-bulletin is being developed for stakeholders.

Members discussed the updates and noted:

- The importance of promoting greater awareness and understanding of the National Scheme among key stakeholders. For example, universities and other educational providers in relation to student registration; 'facts and fiction' information.
- The offer from Management Committee members to provide additional support to State Managers within their local jurisdictions.

ACTION: AHPRA

Item 3.1.1: Management Calendar

Members noted the Management Calendar.

ACTION: Nil

Item 3.1.2: Action items from Agency Management Committee/National Board Chairs Meeting

Members noted the decisions and action items from the Agency Management Committee/National Board Chairs Meeting 21 January 2011. All agreed that this had been a very constructive meeting.

ACTION: Nil

Item 3.2: Action Update February 2011

Members noted the February action update and agreed:

- More detailed reporting of processes to manage notifications will be discussed at the March meeting.
- Regular updates will be provided on progress with the Accreditation Steering Committee.

ACTION: AHPRA

Item 3.2.1: Update on Enquiries and Contact Centre Strategy

Mr O'Dempsey provided a verbal update on the implementation of revised arrangements for call handling. These arrangements will mean that all 1300 phone calls are dealt with directly by each State Office wherever possible, rather than going through the national contact centre. Early feedback from the state and territory offices and health practitioners on the new process has been positive.

The Committee noted the update and agreed:

- To receive a further update at its March meeting.
- Reporting of performance metrics will be provided to the Management Committee on a weekly basis.

- Further advice to be provided on additional validation of the strategy particularly in relation to high call volume periods.
- To keep implementation of the Strategy under close review.

ACTION: AHPRA

Item 3.2.2: Management response to medical renewal report

Members noted the actions being initiated. Members requested that additional outreach to universities be undertaken as part of future graduate recruitment processes.

ACTION: AHPRA

Item 4: Items for Decision

Item 4.1: Policies and Procedures

Item 4.1.1: Legal Services Framework

Members approved the Legal Services Framework with the following amendments:

- 2.1: Greater emphasis on the importance of achieving national consistency.
- 2.4.2: The statement on the accountability for national legal issues should be put at the beginning of the section.
- 5.1: Inclusion of an additional point emphasising the importance of enhancing learning from cases through precedent banks, decision details and case summaries.
- 6.3.3: Standardising legal compliance and seeking national consistency, for example, best practice; pre litigation, post litigation, decisions.
- 8.1.2: Add in to this dot point 'for health services , AHPRA or the professions'
- Attach 1: Inclusion of additional task relating to the development of precedent registers and precedent/case banks
- Attach 2: Inclusion of additional task relating to the provision of advice to investigators. For example, quality of evidence, jurisdictional issues and tests in relation to professional conduct/professional misconduct.

ACTION: AHPRA

Item 4.1.2 Operational Processes for mail outs for registration, renewal and lapsing

Mr O'Dempsey provided an outline of the operational processes for mail outs and progress to date.

Members considered the recommendations of the report and noted:

- The improved cycle of renewal advices.
- The improved status of certificate production.
- The introduction of certificate re-issue process for reprints, re-issue or amendments.
- The introduction of an express certificate production process for urgent distribution of certificates.
- The proportion of lapsed registrants compared to total registrants.
- The percentage of Return to Sender items is within mail industry expectations.

- Media advertising will be considered to further increase awareness of upcoming renewal periods.

ACTION: AHPRA

Item 4.1.3: Performance Reporting Framework

Members noted the update on the performance reporting framework and agreed to provide their input out of session as part of the consultation process on a standard suite of reports.

ACTION: Agency Management Committee

Item 5: Performance Reporting and Risk Management

Item 5.1: Six Monthly Report on Business Plan

Members noted the second quarterly progress report on the business plan.

ACTION: Nil

Item 5.2: Operational Update

Mr O'Dempsey presented the operational update for the month of December 2010.

The Agency Management Committee had an extensive discussion about gaps in current data about notifications, strategies to address this and agreed next steps.

The March meeting of the Management Committee will consider a further report on systems and processes for dealing with notifications.

ACTION: AHPRA

Item 5.3: Report on Complaints, Privacy Matters and Freedom of Information Applications

Members noted an initial report on complaints, privacy matters and Freedom of Information requests dealt with by AHPRA. There is ongoing work to improve data collection on complaints being managed through State Offices.

ACTION: AHPRA

Item 6: Items for Information

Item 6.1: Student Registration Project Update

Members noted the Student Registration Project update.

ACTION: Nil

Item 6.2: Report on Visits to UK Regulators

Mr Fletcher provided an overview of his recent visit to the Health Professions Council, General Medical Council and Nursing and Midwifery Council in England.

Members noted the report, and areas of future collaboration, with particular interest in the role of employers in professional regulation.

ACTION: AHPRA