



Aboriginal and Torres Strait  
Islander Health Practice  
Chinese Medicine  
Chiropractic  
Dental  
Medical  
Medical Radiation Practice  
Nursing and Midwifery  
Occupational Therapy  
Optometry  
Osteopathy  
Pharmacy  
Physiotherapy  
Podiatry  
Psychology

Australian Health Practitioner Regulation Agency

## Media release

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6 August 2012

### AHPRA releases 2012-13 business plan and service charter

The Australian Health Practitioner Regulation Agency (AHPRA) today released a service charter and its 2012-13 business plan, outlining how AHPRA will achieve future goals in implementing the national regulation scheme for health professionals.

AHPRA is the national organisation responsible for implementing the National Registration and Accreditation Scheme in partnership with 14 National Boards that regulate their health professions.

AHPRA Chief Executive, Martin Fletcher, said the 2012-13 business plan illustrated how AHPRA would focus its efforts and work with National Boards to protect the public and facilitate access to health services over the coming year.

'For the past two years, AHPRA, the National Boards and their committees have worked closely together in a new regulatory environment to embed systems and processes that support the aims of the National Scheme,' Mr Fletcher said.

'A lot of hard work and successful collaboration has given us a very solid foundation. In 2012-13, AHPRA will focus on three key commitments: service, consistency and capability,' he said.

'Our plan includes dozens of initiatives that support national consistency, improve the customer service experience of all stakeholders and the capabilities within AHPRA to meet our regulatory responsibilities.'

The service charter sets out the values that guide AHPRA; the standards of service health practitioners, the public, employers and other stakeholders can expect; and the steps to be taken if these standards are not met.

'AHPRA is committed to implementing processes that are nationally consistent and has set benchmarks in service that include having knowledgeable staff who provide clear and accurate information in a timely manner,' Mr Fletcher said.

'The service charter makes AHPRA accountable for our actions in delivering high quality health practitioner regulation and records the standard upon which AHPRA can be judged,' he said.

Mr Fletcher said the benefits of national regulation were progressively being realised.

'AHPRA's 2012-13 business plan and service charter provide the public and health practitioners with a window into what we do, how our efforts are focused and how we can be held accountable,' Mr Fletcher said.

The service charter, developed in consultation with health profession representatives, the community, National Boards and AHPRA staff, will be reviewed in 12 months. AHPRA will develop an updated

business plan for implementation in the 2013-14 year. Both documents are published on the AHPRA website.

The Plan 2012-13 is accessible [here](#)

The AHPRA Service Charter is accessible [here](#).

*For more information*

- Visit [www.ahpra.gov.au](http://www.ahpra.gov.au) under *Contact us* to lodge an online enquiry form
- Visit the individual Boards' websites for specific registration information and FAQs, accessible via [www.ahpra.gov.au](http://www.ahpra.gov.au)
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