
Ahpra

Practitioner and community perceptions of the Australian Health Practitioner Regulation Agency (Ahpra) and the National Boards: 2019

A Social Research Project

November 2019

Supplementary report prepared for:
The Aboriginal and Torres Strait Islander Health Practice Board of Australia

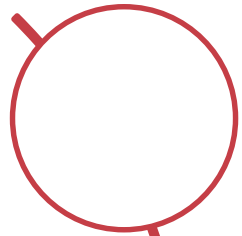
Truly[®]
Deeply



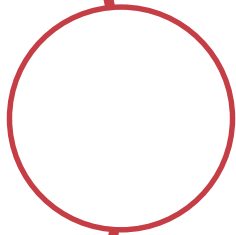
Introduction

- Truly Deeply was first engaged in 2018 by the Australian Health Practitioner Regulation Agency (Ahpra) to assess the perception and sentiment towards Ahpra and the National Boards.
- The review was intended to help National Boards and Ahpra better understand what stakeholders think and feel about the organisation and to identify how to facilitate ongoing confidence and trust in the work performed by Ahpra and the National Boards.
- The benchmark 2018 study used a combination of qualitative and quantitative approaches, specifically extended interviews (face to face and via the telephone), focus groups and online surveys.
- Given the value of the insights delivered through the 2018 benchmark study to Ahpra and National Boards, the decision was taken to update the quantitative measures by conducting the online survey with practitioners and the general public in November 2019.
- A single, integrated report has been provided to Ahpra documenting the key themes and results.
- A separate summary has been provided for each of the National Boards based on the results of the online survey with practitioners.
- The purpose of this report is to present a subset of findings specifically for **the Aboriginal and Torres Strait Islander Health Practice Board of Australia.**

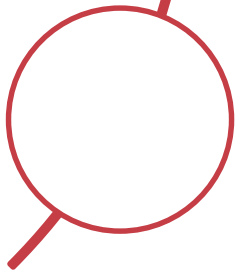
An overview of the methodology



A **two stage** approach using online surveys has been used.



Stage 1 consisted of an online survey with practitioners from all 15 registered professions. This survey was conducted between October 30-November 8, 2019.



Stage 2 consisted of an online survey with a representative sample of the Australian general public. This survey was conducted between November 1– 6, 2019.

Quantitative approach

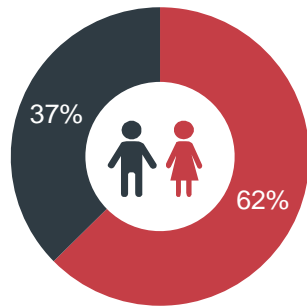
- Online surveys were conducted with practitioners as well as the broader community following the qualitative investigation.
- The 2019 questionnaires were very similar to the 2018 questionnaires, with only a small number of additions.
- Respondents to the Community Survey were sourced using an external panel provider. Quotas were placed on the sample for gender, age and location to ensure a nationally representative sample was achieved.
- Participants in the Practitioner Survey were sourced by Ahpra (using software that allowed the survey to be deployed to a random sample of practitioners in each profession).
- The practitioner sample has been weighted to ensure an equal ‘voice’ within the total sample of registered health practitioners (with the sample of ‘nurses’ and ‘midwives’ further separated). This has been done to ensure that the views of professions with larger numbers of practitioners do not outweigh the views of professions with much smaller numbers of practitioners.
- For comparison between the sub-analysis groups, chi square or independent tests were conducted as appropriate, with significant differences at the 95% confidence interval indicated where applicable.

	Community Survey	Practitioner Survey
Fieldwork dates	Nov 1-6	Oct 30 to Nov 8
Responses	2,048	5,944
Email invitations sent	na	109,625
Response rate	na	5.4%

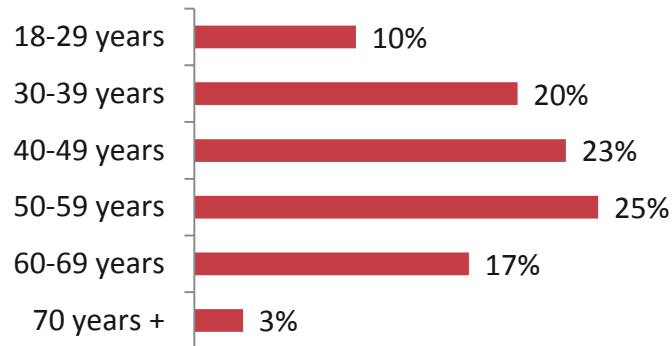


2019 sample of registered practitioners (n = 5,944)

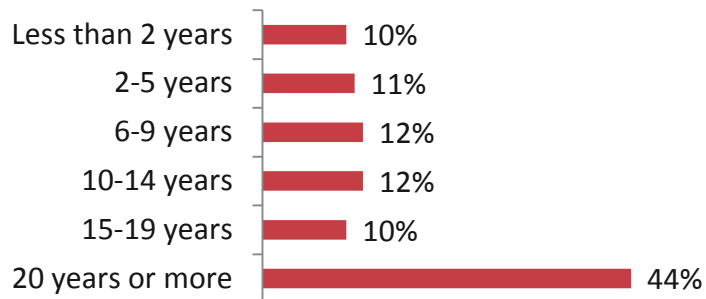
Gender



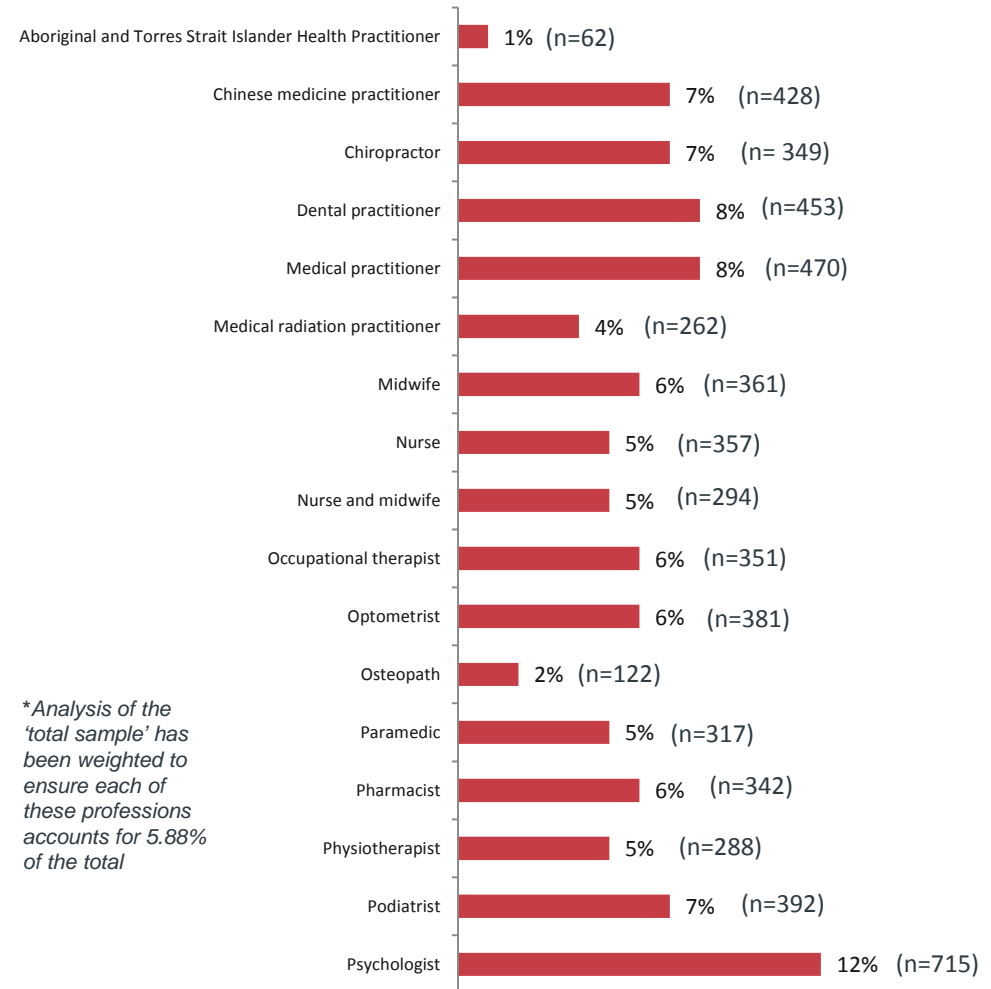
Age



Years in practice



Practitioner type*

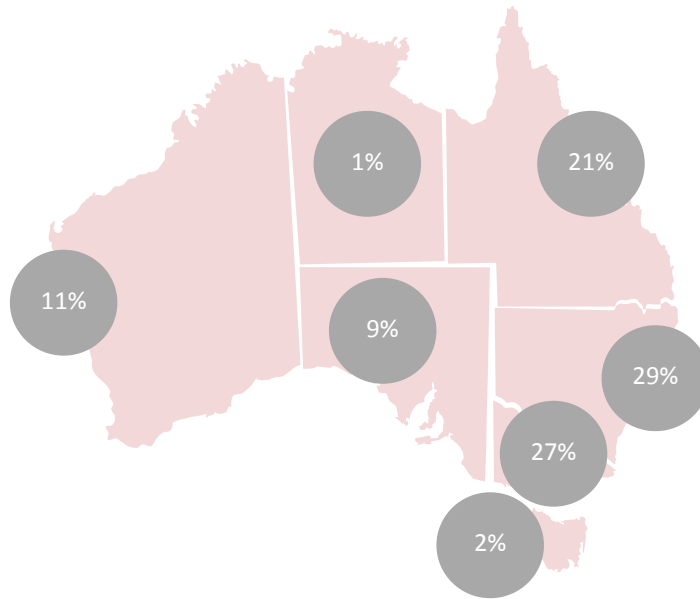


*Analysis of the 'total sample' has been weighted to ensure each of these professions accounts for 5.88% of the total

* Figures may not add to 100%. Missing figures accounted for by 'prefer not to say'

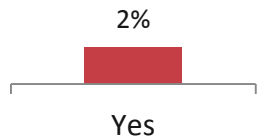
2019 sample of registered practitioners (n = 5,944)

Location

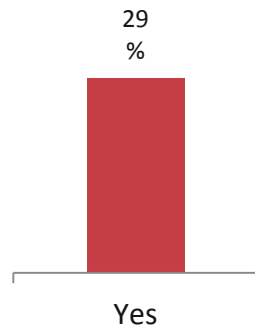


Metro: **64%**
Regional: **36%**

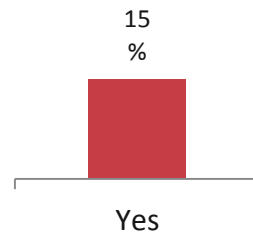
% who are Aboriginal and/or Torres Strait Islander



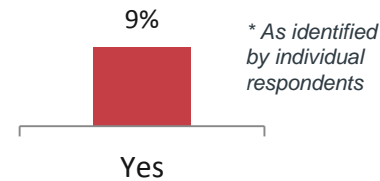
% who were born a country other than Australia



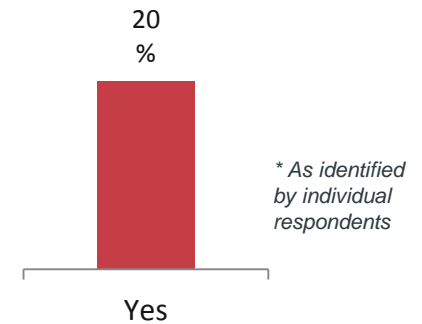
% who speak a language other than English at home



% who have had a complaint about them made to Ahpra or their National Board*



% who have been audited to check their compliance with the mandatory registration standards*

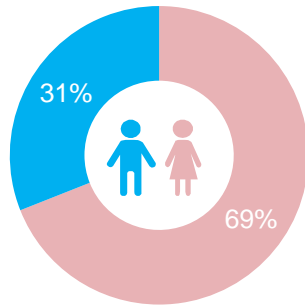


Summary of results of the online survey with registered health practitioners.

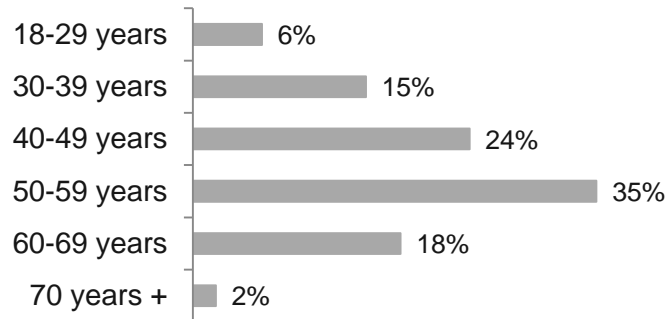
Specific insights into the responses from:
Aboriginal and Torres Strait Islander Health Practitioners

Aboriginal and Torres Strait Islander Health Practitioners (n=62)

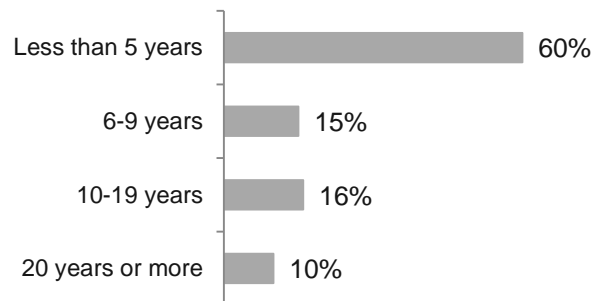
Gender:



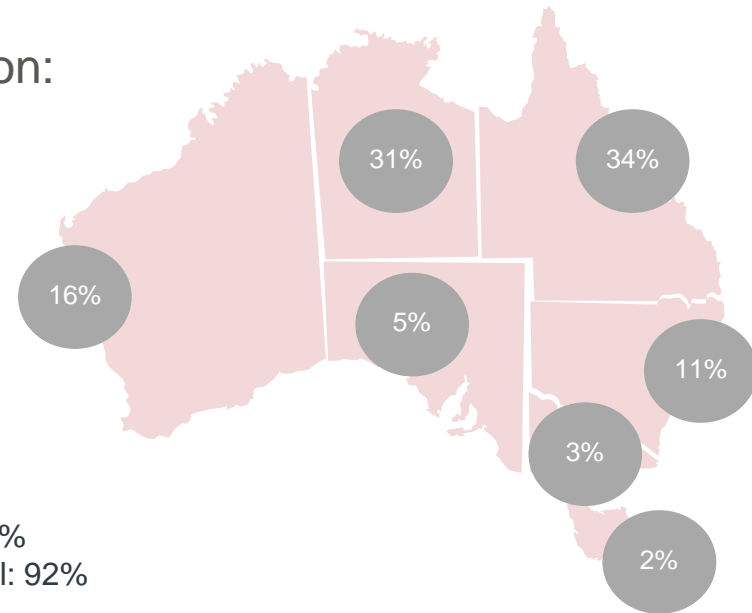
Age:



Years in practice:

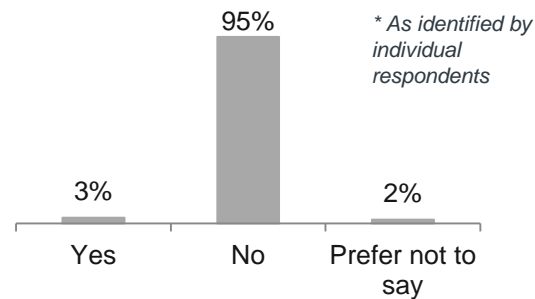


Location:

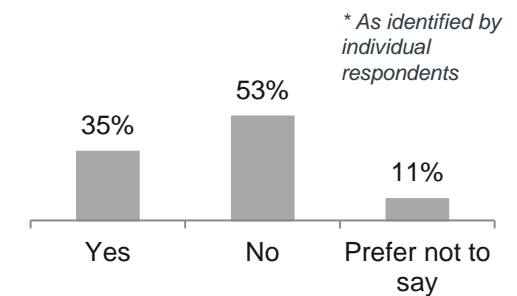


Metro: 8%
Regional: 92%

% who have had a complaint about them made to Ahpra or their National Board*



% who have been audited to check their compliance with the mandatory registration standards*



2019: Perceptions of the Aboriginal and Torres Strait Islander health profession among practitioners* (Top 20 Associations)

Q. Which of the following words do you strongly associate with **your profession**?

Base: Total sample of practitioners registered with this specific Board (n=62)

Perceptions in 2019	% of practitioners with that perception	Difference compared to the average across all professions
Community minded	55%	(+43%)
Professional	39%	(-8%)
Passionate	29%	(+15%)
Dedicated	27%	(+6%)
Respected	27%	(+8%)
Trusted	26%	(+4%)
Hard-working	24%	(-6%)
Approachable	21%	(+10%)
Knowledgeable	19%	(-9%)
Caring	19%	(-8%)

Perceptions in 2019	% of practitioners with that perception	Difference compared to the average across all professions
Leaders	19%	(+16%)
Team oriented	18%	(+10%)
Compassionate	16%	(-8%)
Competent	15%	(-7%)
Committed	13%	(-3%)
Responsible	11%	(-9%)
Empathetic	8%	(-14%)
Open-minded	8%	(+2%)
Honest	6%	(-3%)
Influential	6%	(+4%)

Green indicates a result *significantly higher in 2019* than the average across all professions.

Orange indicates a result *significantly lower in 2019* than the average across all professions.

* *New question for 2019*

Perceptions of the Aboriginal and Torres Strait Islander Health Practice Board of Australia (Top 20 associations)

Q. Which of the following words or statements, if any, do you strongly associate with the (National Board)?

Base: Total sample of practitioners registered with this specific Board (n=62)

Perceptions in 2019	% of practitioners with that perception of the Board	Difference compared to the average across all professions
For practitioners	45%	(+13%)
Supportive	34%	(+21%)
Advocates	29%	(+12%)
For the public	27%	(+4%)
Helpful	27%	(+16%)
Fair	24%	(+13%)
Trustworthy	24%	(+13%)
Decision makers	23%	(-1%)
Good communicators	23%	(+13%)
Regulators	21%	(-19%)

Perceptions in 2019	% of practitioners with that perception of the Board	Difference compared to the average across all professions
Necessary	21%	(-12%)
Shows leadership	21%	(+9%)
Accessible	19%	(+9%)
Approachable	19%	(+10%)
Listens	16%	(+11%)
Caring	15%	(+11%)
In touch	13%	(+8%)
Transparent	11%	(+4%)
Honest	11%	(+5%)
Competent	10%	(-4%)

Green indicates a result *significantly higher* than the average across all professions.

Orange indicates a result *significantly lower* than the average across all professions.

Summary of changes 2018-19:

Perceptions of the Aboriginal and Torres Strait Islander Health Practice Board of Australia

Q. Which of the following words or statements, if any, do you strongly associate with the **(National Board)**?

Base: Total sample of practitioners registered with this specific Board

% of practitioners with that perception of the Board	2018 N=58	2019 N=62
For practitioners	40%	45%
Supportive	31%	34%
Advocates	28%	29%
For the public	17%	27%
Helpful	22%	27%
Fair	17%	24%
Trustworthy	19%	24%
Decision makers	26%	23%
Good communicators	24%	23%
Regulators	22%	21%

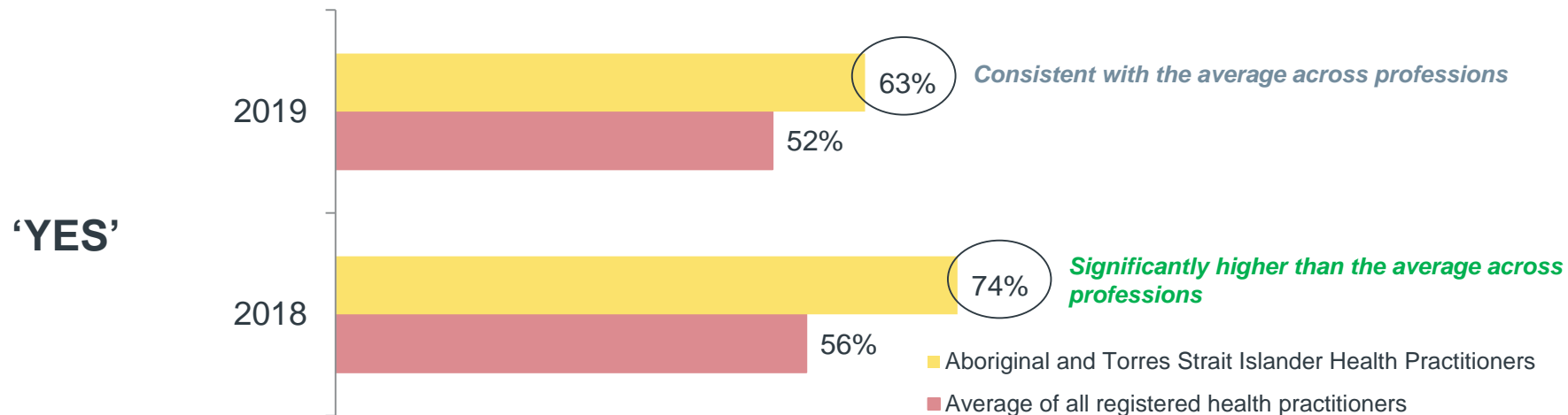
% of practitioners with that perception of the Board	2018 N=58	2019 N=62
Necessary	21%	21%
Shows leadership	19%	21%
Accessible	17%	19%
Approachable	26%	19%
Listens	19%	16%
Caring	16%	15%
In touch	9%	13%
Transparent	14%	11%
Honest	22%	11%
Competent	17%	10%

Green indicates a result *significantly higher in 2019* compared with the 2018 result.

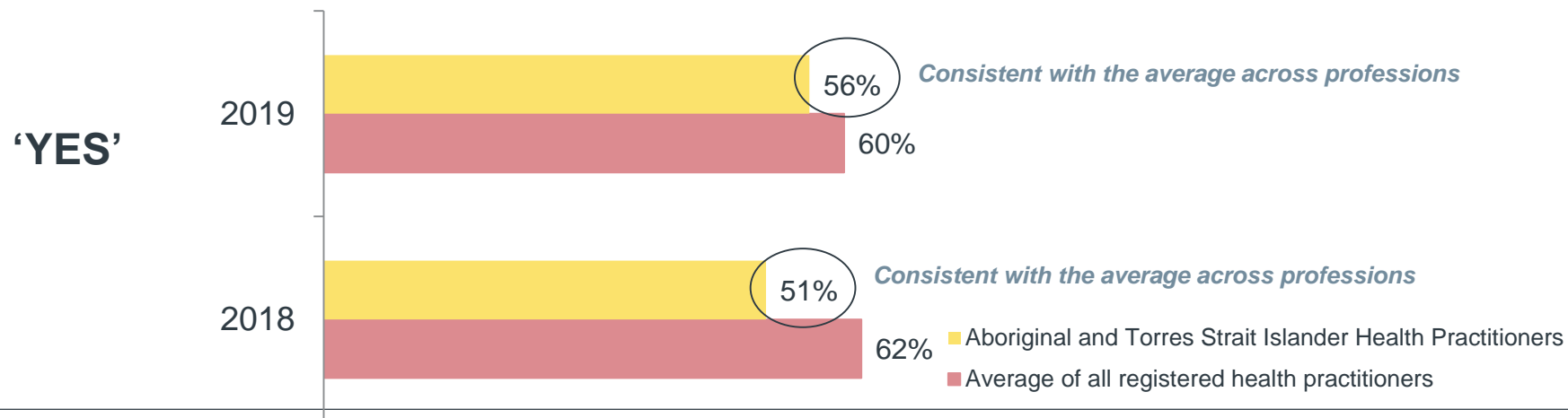
Orange indicates a result *significantly lower in 2019*. compared with the 2018 result

Levels of confidence and trust in the Aboriginal and Torres Strait Islander Health Practice Board of Australia

Q. Do you feel confident that your National Board is doing everything it can to keep the public safe?



Q. Do you trust your National Board?



What are the indicators of trust and barriers to trust in the Aboriginal and Torres Strait Islander Health Practice Board of Australia

Indicators of trust: **56% trust the Board**

Because they have a Duty of care and are responsible for all application from the public and are a decision makers.

I trust that the Aboriginal and Torres Strait Islander Health Practice Board of Australia will do everything right for their country and health practitioners.

As with Ahpra I trust them because they are there for both Practitioners & the Community.

It is there for the Aboriginal and Torres Strait Islander Health Practitioner to be able to access for support and to be able to access services and provide a platform to ensure the HP is on the right pathway to provide the right services for their clients and community.

They show good leadership in guiding us.

At forums we are free to talk and all the members are very highly skilled and respected within the profession.

In my experience this board has shown transparency and commitment to helping the ATSI peoples.

I trust that the board is ensuring that all practitioners are trained to the same standard and that the practitioners are working within their scope of practice.

Full list of responses provided separately

Barriers to trust: **4% DO NOT trust the Board**

Paying registration for the last few years, not getting health workers anywhere, health workers have provider numbers but cannot be used as yet in the workplace?

Cronyism and nepotism.

Perceptions of Ahpra among Aboriginal and Torres Strait Islander Health Practitioners (Top 20 associations)

Practitioners (Top 20 associations)

Q. Which of the following words or statements, if any, do you strongly associate with Ahpra?

Base: Total sample of practitioners registered with this specific Board (n=62)

Perceptions in 2019	% of practitioners with that perception of Ahpra	Difference compared to the average across all professions
For practitioners	44%	(+18%)
Regulators	32%	(-22%)
Supportive	31%	(+23%)
Accessible	29%	(+19%)
Administrators	24%	(-22%)
Necessary	24%	(-12%)
Fair	23%	(+14%)
Trustworthy	23%	(+14%)
Shows leadership	23%	(+16%)
For the public	21%	(-14%)

Perceptions in 2019	% of practitioners with that perception of Ahpra	Difference compared to the average across all professions
Good communicators	21%	(+14%)
Advocates	19%	(+10%)
Approachable	19%	(+12%)
Decision makers	18%	(+3%)
Helpful	18%	(+11%)
Responsive	15%	(+8%)
Honest	15%	(+10%)
In touch	15%	(+12%)
Listens	13%	(+10%)
Bureaucratic	10%	(-29%)

Green indicates a result *significantly higher* than the average across all professions.

Orange indicates a result *significantly lower* than the average across all professions.

Summary of changes 2018-19:

Perceptions of Ahpra among Aboriginal and Torres Strait Islander Health Practitioners

Q. Which of the following words or statements, if any, do you strongly associate with Ahpra?

Base: Total sample of practitioners registered with this specific Board

% of practitioners with that perception of the Board	2018 N=58	2019 N=62
For practitioners	55%	44%
Regulators	28%	32%
Supportive	38%	31%
Accessible	31%	29%
Administrators	33%	24%
Necessary	33%	24%
Fair	14%	23%
Trustworthy	22%	23%
Shows leadership	22%	23%
For the public	21%	21%

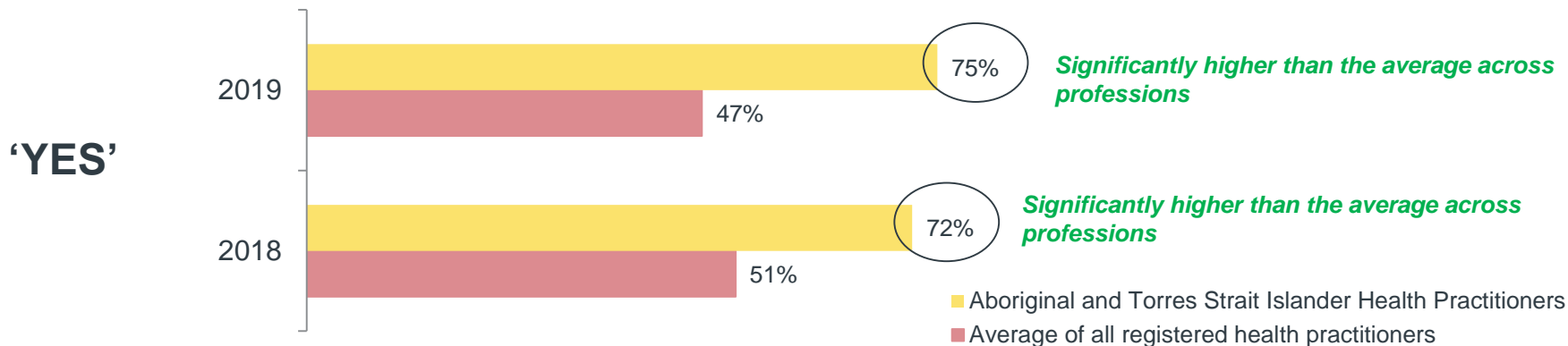
% of practitioners with that perception of the Board	2018 N=58	2019 N=62
Good communicators	28%	21%
Advocates	19%	19%
Approachable	28%	19%
Decision makers	34%	18%
Helpful	24%	18%
Responsive	21%	15%
Honest	19%	15%
In touch	17%	15%
Listens	17%	13%
Bureaucratic	5%	10%

Green indicates a result *significantly higher in 2019* compared with the 2018 result.

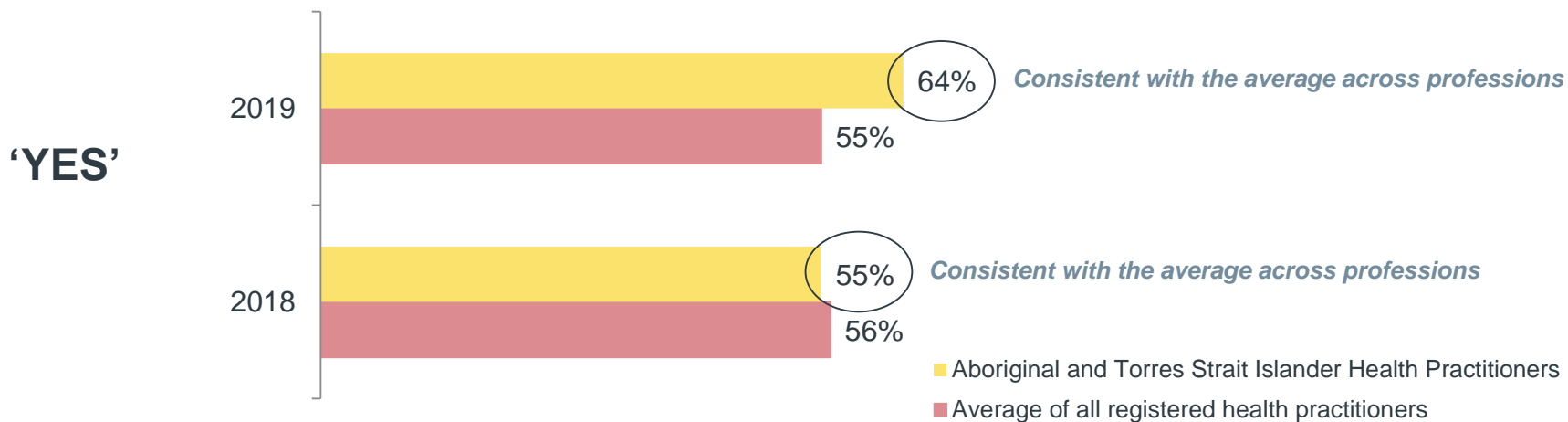
Orange indicates a result *significantly lower in 2019*, compared with the 2018 result

Levels of confidence and trust in Ahpra among Aboriginal and Torres Strait Islander Health Practitioners

Q. Do you feel confident that **Ahpra** is doing everything it can to keep the public safe?



Q. Do you trust **Ahpra**?



What are the indicators of trust and barriers to trust in Ahpra among Aboriginal and Torres Strait Islander Health Practitioners

Indicators of trust: **64% trust Ahpra**

Because they are, honest, fair, approachable, trustworthy, advocates, keep in touch, accessible. & decision-makers for the public.

Consistent, keeps thing current and relevant.

The staff are very trustworthy with the knowledgeable of what they do for us.

In my dealings with Ahpra has been professional, they can only deal with things if they are advised of them.

Never given me a reason not to.

Regulates and oversees practice of all health professionals and ensures practices and procedures are legally adhered to.

I do not know much about or understand exactly what Ahpra is or does, but it is a government body that I try to believe and trust in as an aboriginal health practitioner.

I trust Ahpra because they are professional, & approachable, & they are there to protect both practitioners & the Community.

Because they lead us and guide us and help the medical industry to help the community.

Transparency and up to date notifications.

I trust Ahpra to let me know if a health professional is a registered health professional or if they have had any action (legal) taken against them.

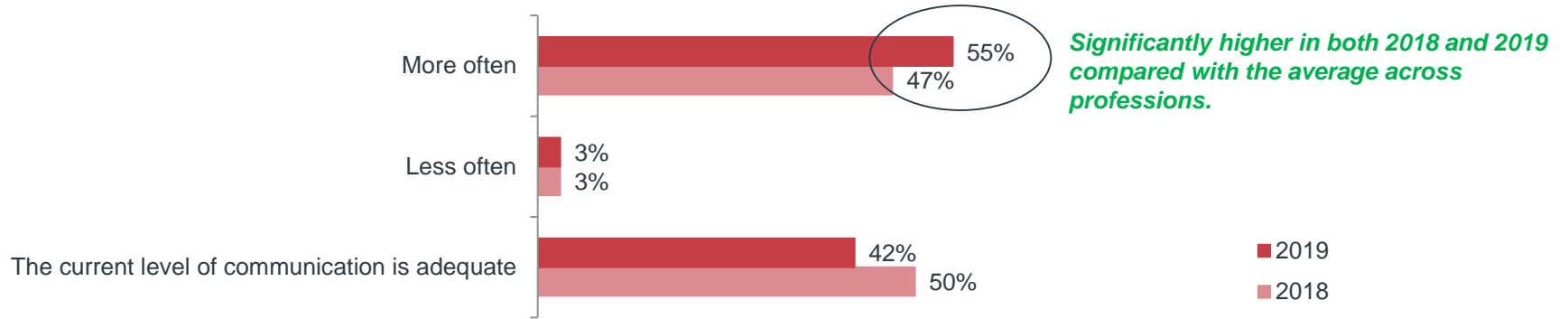
Full list of responses provided separately

Barriers to trust: **2% DO NOT trust Ahpra**

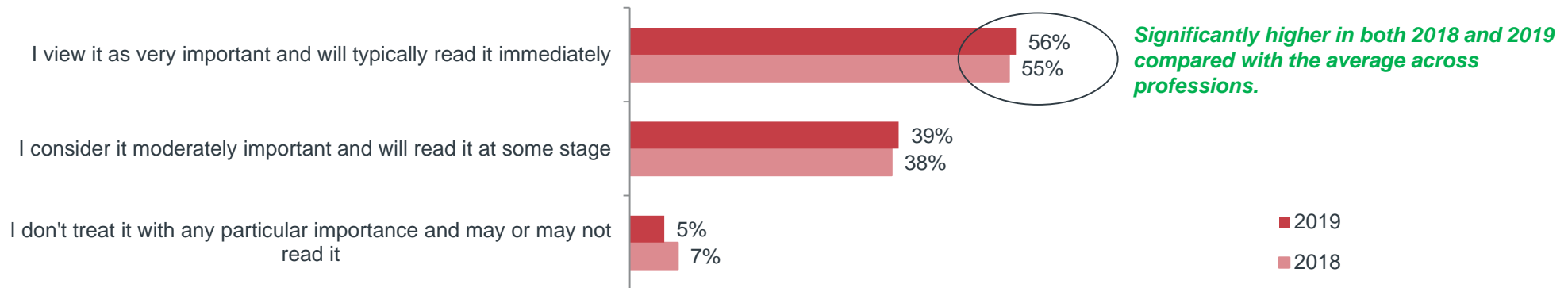
I witnessed an Aboriginal practitioner get a notification for false allegations.

Response to communication by the Aboriginal and Torres Strait Islander Health Practice Board

Q. Would you like (National Board) to communicate with you.....?



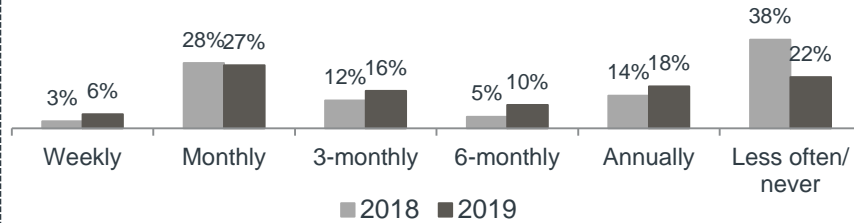
Q. How do you typically respond to communication you receive from (National Board)?



Base: Total sample of practitioners registered with this specific Board

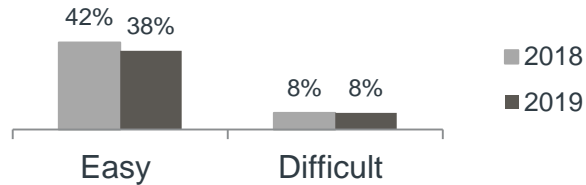
Use of the Aboriginal and Torres Strait Islander Health Practice Board website

Q. How often do you visit the website of (your National Board)??



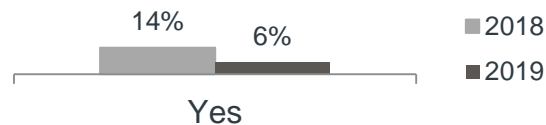
Base: Total sample of practitioners registered with this board

Q. How easy or difficult is it to find the information you were looking for on the (National Board) website?



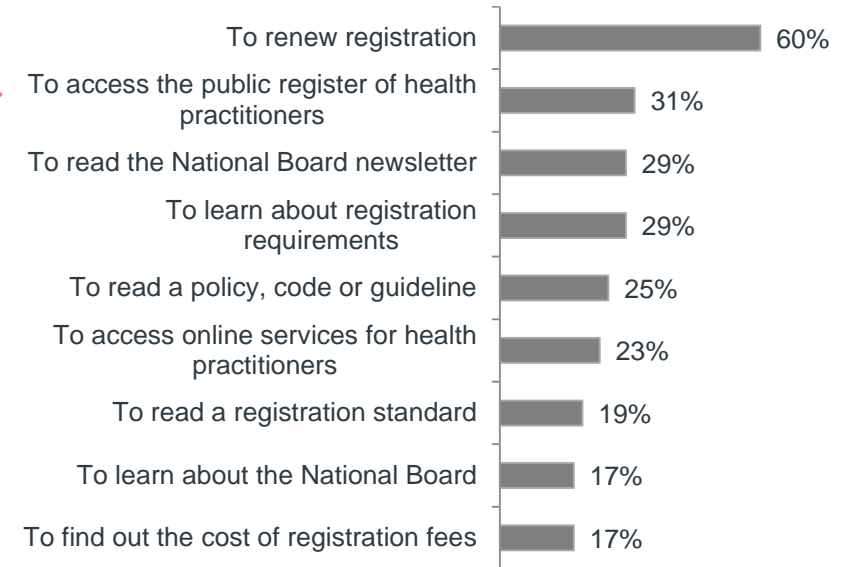
Base: Practitioners who have visited that board's website

Q. Is there any information you have looked for on the website of (National Board) but not been able to find?



Base: People who have visited that board's website

2019: Reasons for visiting the National Board website



Additional information sought by practitioners included...

- Whether or not I was the first AHP registered in Australia
- Grades of Aboriginal Health Practitioners and their pays rates.

Additional feedback from Aboriginal and Torres Strait Islander Health Practitioners

Sample of open-ended responses when invited to comment about overall perception of Ahpra and/or the National Board *(full list of responses provided separately)*

I think that APHRA is doing a great job with teamwork.

Doing an excellent job!

With the Aboriginal and Torres Strait Islander health profession, English is often a second language and in some group's literacy may be low. I think Ahpra should incorporate these principles in their communications. I am not referring to anyone as being stupid because of these reasons there is evidence in CTG that these factors can impact on understanding and application.

I think the ATSIP accreditation committee should monitor more closely the RTOs that have accredited.

When are Aboriginal Health Practitioners going to be able to give medications ? We are a trusted profession with our community and Ahpra needs to talk more about this and start taking action.

As a practitioner in NSW, it would be good to know a little more about the HPCA NSW who regulate NSW notifications, and how the national board and Ahpra work with the HPCA NSW collectively.

It is a very important job to regulate practitioners providing health care services in Australia. Ahpra and its various boards are professional and trustworthy.

I was not aware of the work that Ahpra does. Did not think about this before only did my registration.

There needs to be a commission or review to see how functional the board actually is, this needs to be outsourced to another department for an independent audit.

Health workers are paying registration, for what reason? unfair to continue to pay registration when some of us are ready to retire.

