

Community Advisory Council communiqué

August 2024

The Community Advisory Council (CAC) met face to face and virtually on **Thursday 29 August 2024**. This communiqué highlights key discussions and considerations from the meeting.

The Chair welcomed members to the meeting and acknowledged the Traditional Owners of the lands on which the meeting was being held and paid respect to their Elders, past and present.

Matters that were considered and discussed by Council members included:

- Tasmanian Royal Commission Inquiry into the Tasmanian Government's Responses to Child Sexual Abuse
- The Regulatory Experience and Engagement Team's proposal to edit/shorten videos and develop new notifier story videos
- Update on the webinar with British Columbia regulators
- Dawson review on the National Scheme
- Final report of Consumer Health Complaints Committee

Members noted CAC members' reports – feedback from projects and committees.

Tasmanian Royal Commission Inquiry into the Tasmanian Government's Responses to Child Sexual Abuse

Members noted the:

1. Background to establishment of the COI.
2. Key findings and reform recommendations of the COI.
3. Ahpra and National Boards are specifically referenced recommendations of the COI.
4. The final report commentary in relation to Ahpra and National Boards.
5. Work being undertaken by Ahpra and National Boards to better respond to allegations of sexual misconduct.

The Regulatory Experience and Engagement Team's proposal to edit/shorten videos and develop new notifier story videos

Members:

1. commented on REET's proposal to edit/shorten videos and develop new notifier story videos, and incorporate the CAC feedback from the May 2024 meeting in this work;
2. provided further feedback on the video for notifiers, and
3. noted that Melba Marginson nominated herself to join the working group to provide ongoing feedback as the work progresses.

Update on the webinar with British Columbia regulators

Heather Edwards, State Manager of Queensland provided members with an update advising that she had a meeting with Dianne Millette, CEO of the British Columbia Regulator and that they have suggested more than one webinar. They proposed they present their research at the first webinar and the second be a joint presentation with CAC, with panel discussions and Q&A in each. They acknowledged that their research was undertaken on a small cohort and would like to undergo similar research with other countries and jurisdictions, and asked if Ahpra would be interested. Heather advised that she has a meeting on 30 August

to discuss with the Ahpra Research Department if we could do similar research within the National Scheme.

Dawson review on the National Scheme

Members discussed point two of the Terms of Reference for the Dawson review - Consider measures that would deliver more consumer driven, consistent, accessible, and efficient complaints management and disciplinary processes through the National Scheme

Members further discussed other complicating issues such as consumers who lack the capacity to complain, consumers who do not differentiate between registered practitioners, non-registered practitioners, and health services when they seek treatment and want to complain, and consumers who need navigation through the complaints system.

Members noted that the Dawson public consultation paper is planned for release in September.

Final report of Consumer Health Complaints Committee

Members noted the update from Pat Hall and the final report in the meeting pack.

Members noted that the following outcomes that came from the project was a checklist for practitioners handling feedback and complaints, three animations to give clear information to the public about how and where to make a health complaint and updated information was published on the Ahpra website about how to raise a concern about a practitioner.

Please advise the Community Advisory Council if you have any emerging topics for discussion for their upcoming meetings.

The next meeting of the Community Advisory Council is confirmed for 17 October 2024 via Microsoft Teams.

Patricia Hall

Chair