



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

## Conducting site visits

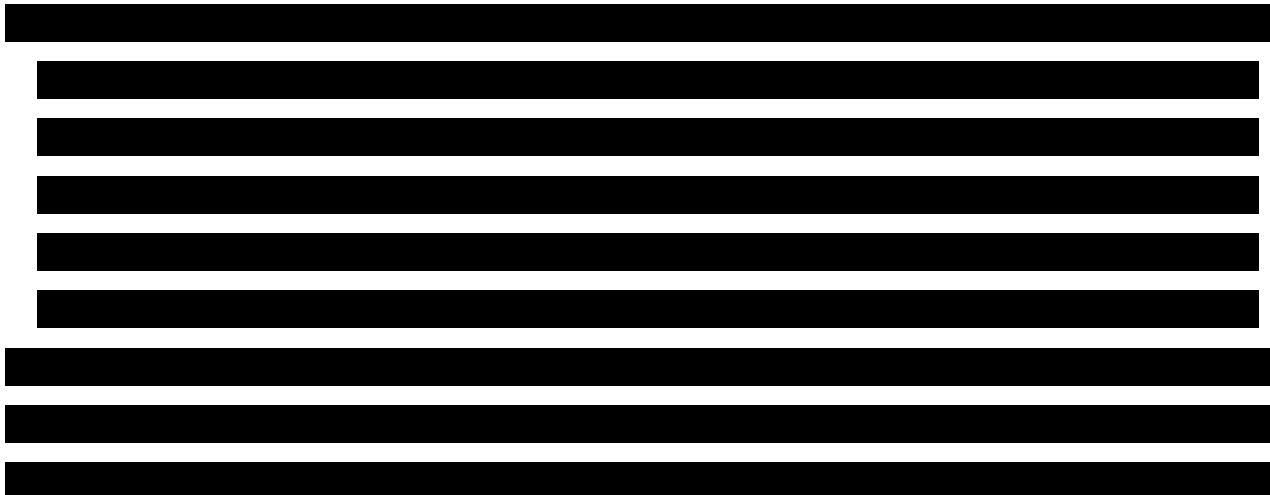
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July 2018

Guideline

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## Overview

A site visit may be undertaken where the restrictions imposed on a practitioner's registration specify site visits may occur, where an operational policy exists for the types of restrictions imposed, which specifies site visits must be undertaken or where information may be obtained through observation in a public area.

Conducting a site visit involves three key steps as outlined in the diagram below:



## What is the purpose of site visits?

Site visits may be conducted for a number of reasons including to confirm compliance with a monitoring parameter, establish rapport or to support the practitioner in meeting the requirements of the restrictions. In conducting a site visit the case officer has no statutory powers under the National Law and is not exercising functions as an inspector or investigator appointed under the National Law.

Site visits may involve observation and discussion with the practitioner and relevant third parties. Observation may be undertaken of any item, structure or process in plain sight in areas publically accessible.

Site visits may be used to obtain information that is observable in areas accessible by the public. Where access to restriction areas or areas not accessible to the public is required site visits may only be conducted with permission to access the restricted areas. They are also not appropriate where the collection of evidence or removal of items from the site is required. In these circumstances the case officer must utilise powers under Part 8 as an investigator or inspector and only when a valid decision for appointment as such has been made by a National Board.

## Planning

The planning stage involves five key steps



## Determine objectives

Prior to scheduling a site visit, the case officer must determine the objectives for the site visit. Objectives may include:

- establishing rapport with the practitioner including providing a point of contact
- providing clarifying information on the requirements of the restrictions
- observing compliance where evidence of compliance is required to be in plain sight (for example ensuring a prohibited practitioner is not practising)

Contact with patients is not anticipated to occur during site visits and must not to be an objective of a site visit.

### **Develop plan**

The plan for a site visit should include the following information:

- the relevant restrictions
- the site location
- the anticipated activities to be undertaken
- the anticipated site visit duration
- the required travel arrangements
- the proposed date of the site visit

### **Obtain approval**

Any proposed site visit must be approved by a relevant team leader or manager for compliance. Any request for approval must include the stated objectives of the site visit, the site visit plan and details of any costs that may occur as a result of the site visit.

Approval of the costs associated with conducting a site visit may be required from your manager. Costs may include travel requirements such as hire car or cab charge vouchers and in limited circumstances may include accommodation. Use the state/territory specific procedures to obtain approval of any costs associated with site visits.

### **Liaise with practitioner**

Where necessary contact should be made with the practitioner to arrange a suitable date and/ or time. What is a suitable timeframe for a site visit may be defined in the restrictions themselves or where an operational policy exists for the types of restrictions imposed, by the operational policy.

When a suitable date and/or time has been agreed upon, the details should be confirmed in writing with the practitioner and any third parties who may be required to attend the site visit.

**Template: Correspondence: practitioner: Notice of site visit**

The practitioner should be asked to confirm receipt of the notice of the site visit and where appropriate confirm that they and or any relevant third parties will be available for the scheduled site visit. The practitioner's express written consent is not required where the site visit only requires access to publically accessible areas.

### **Schedule visit**

When scheduling a site visit case officers must schedule for a second member of AHPRA staff to attend the site visit. The second member of staff must be in attendance for the entirety of the site visit.

Scheduling the site visit may also include:

- booking of hire car, taxi or other travel arrangements, and
- booking accommodation

### **Conducting site visit**

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**Access to property**

The attending officers must only access areas of the site that are publically accessible unless expressly invited to enter other areas of the site by the practitioner.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[Redacted text block]

**Recording outcomes of site visit**

The results of a site visit should be recorded in the form of a site visit report.

