



# National Scheme Community News: Safer healthcare for you

Welcome to the third edition of the National Scheme Community News.

## Let us introduce ourselves

The Australian Health Practitioner Regulation Agency (Ahpra) and the 15 National Boards work in partnership to ensure Australia's registered health practitioners are suitably trained, qualified and safe to practise. Public safety is our priority.

## Did you know?

Ahpra has recently released its Annual Report. You can read the report here:



Use your phone to scan the QR codes and find out more

As at 30 June 2023 there were 877,119 registered health practitioners in Australia.



## Know who you're seeing about your healthcare

You can check our Register of practitioners to see if someone is registered and whether there are any special requirements on their registration. You can search by their name, profession, postcode, gender and/or language spoken.



Use your phone to scan the QR codes and find out more

## You can access an interpreter

If you are a non-English speaker or find it easier to speak in your own language you can contact Ahpra via a free interpreter by calling **131 450** and asking them to call Ahpra on **1300 419 495**. On the Ahpra website you can find information about who we are and what we do in five of the most common languages spoken in Australia. You can also watch a video which can be heard in these languages. Ahpra wants to keep the community safe, so please contact us if you have a concern about a registered health practitioner.



Use your phone to scan the QR codes and find out more

## Do you have a concern about the care you've received?

If you've had a bad experience with a health practitioner, you have a right to complain. The best way is to raise it directly with them and see if you can resolve it straight away. If that's not possible, you have a few options depending on the type of complaint and what you would like to achieve. Call us on **1300 419 495** or visit our website to find out if you are in the right place.



Use your phone to scan the QR codes and find out more

## Eliminating racism and cultural safety in healthcare

Aboriginal and Torres Strait Islander ways of being, knowing and doing guides the National Scheme's Aboriginal and Torres Strait Islander Health and Cultural Safety Strategy 2020–2025 work to eliminate racism in the organisation and healthcare.

Ahpra's Aboriginal and Torres Strait Islander Health Strategy Unit (HSU) draws on the Aboriginal and Torres Strait Islander Health Strategy Group, Aboriginal and Torres Strait Islander practitioners, peak bodies, and race scholars to guide its critical work.

The HSU is 100% Aboriginal and Torres Strait Islander staffed, guiding strategy goals to eliminate all forms of racism, systemic, institutional and interpersonal. Its transformative work includes creating a culturally safe notification process for Aboriginal and Torres Strait Islander Peoples making a complaint, Indigenous National Special Issues Committees to review complaints, increasing Aboriginal and Torres Strait Islander representation on Boards, cultural safety training to all staff, board and committee members and an Anti-Racism Policy.



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## Stay in touch

We'd love to hear your feedback, especially if there are any topics you would like to know more about. Contact us at [communitynews@ahpra.gov.au](mailto:communitynews@ahpra.gov.au).



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