

## Regulatory Performance Committee Annual Report 2020/21

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### Introduction from the Chair

The Regulatory Performance Committee (the Committee) provides an important forum for Ahpra to work in partnership with National Boards to develop new ways of working and to improve the efficiency and effectiveness of our regulatory work.

The work of the Committee during 2020/21 focused on the continuing increase in the regulatory workload of the National Scheme, the impact of the COVID-19 pandemic on regulatory functions and the implementation of Operation reset.

Throughout the year the Committee considered quarterly regulatory performance reports as well as several quality assurance reviews of regulatory functions. These quality reviews provide a comprehensive overview and analysis of specific aspects of our regulatory performance. Regular quarterly reviews of administrative complaints data were also introduced.

A major focus area of the Committee in 2020/21 was a strategy to address the accumulation of notification matters. Committee members assisted Ahpra with the establishment of *Operation Reset*. This project involved a revised approach to accelerate implementation of the risk assessment framework to reduce the backlog of notifications matters while assuring continuity of essential notification services.

A review of the Committee's charter to better articulate communication across the Agency Management Committee, the Finance, Audit and Risk Management Committee and Regulatory Performance Committee on matters of shared interest and potential overlap was conducted in October 2020.

In December 2020 members provided their feedback on proposed approach for the operational performance framework at a Workshop to confirm details of preferred metrics and reporting, settle what is feasible with current systems and data points prior to consultation with National Boards early in 2021. By May 2021, the proposed new performance reporting framework had been developed which addressed the key oversight and governance accountabilities of National Boards and the Committee. The proposed reporting is to be provided quarterly and supported by commentary at the All Boards and whole of Board level. Internal management reporting will be available for each function.

Thank you to Committee members and Ahpra staff for their contribution to the important work of the Committee.

**Dr Peggy Brown AO – Chair, Regulatory Performance Committee**

## Role of the Committee

The Regulatory Performance Committee is a committee of the Agency Management Committee (AManC). The Committee has been established to provide advice and oversight in the following areas:

- strategic regulatory operational policy informed by Ahpra and the National Boards
- risk settings and management, including mitigation strategies and triggers for action and escalation
- regulatory performance and strategies to address policy and performance issues
- scrutiny of regulatory performance reporting to National Boards and external stakeholders.

## Functions and responsibilities of the Committee

The Committee's functions are to:

- provide oversight of Ahpra's management of regulatory performance, including registration, notifications and compliance matters
- provide advice on regulatory performance measures and Key Performance Indicators on timeliness, cost and quality
- review Ahpra's quarterly performance reports for registration, notifications and compliance and provide advice to the Board and National Boards on regulatory performance
- provide a forum for discussion, review and advice on significant issues of regulatory operational policy

## Powers of the Committee

The Committee has no formal delegated power from the Board. The Committee functions in an oversight and review role and makes recommendations to the Agency Management Committee.

## Membership

Membership is appointed by the AManC and consists of:

- up to four members of the AManC
- at least five chairs of National Boards (including the high-volume Boards and one lower volume Board),
- a community member of a National Board

In addition, meetings were attended by:

- Ahpra CEO
- Ahpra Executive Director, Regulatory Operations
- Ahpra senior management, as and when required.

## Membership

July 2020 to June 2021

Name	Membership status during 2020/21
Dr Peggy Brown, AO – Chair	Agency Management Committee - July 2020 - June 2021
Adjunct Professor Karen Crawshaw, PSM	Agency Management Committee - July 2020 - June 2021
Dr Susan Young	Agency Management Committee - July 2020 - June 2021
Dr Anne Tonkin, Chair	Medical Board of Australia - July 2020 - June 2021
Ms Philippa Smith, AM	Agency Management Committee - July 2020 - September 2020
Emeritus Professor Arie Freiberg	Agency Management Committee – October 2020 – June 2021
Associate Professor Lynette Cusack	Chair, Nursing and Midwifery Board of Australia - July 2020 -September 2020
Adjunct Associate Professor Veronica Casey AM	Chair, Nursing and Midwifery Board of Australia – September 2020 – June 2021
Dr Murray Thomas	Chair, Dental Board of Australia - July 2020 - June 2021
Mr Ian Bluntish	Chair, Optometry Board of Australia - July 202 - June 2021
Mr Brett Simmonds	Chair, Pharmacy Board of Australia - July 2020 - June 2021
Ms Jeanette Barker	Community Member, Paramedicine Board of Australia – July 2020 – June 2021
Ms Rachel Philips	Chair, Psychology Board of Australia- July 2020-June 2021

## Ahpra regular attendees

Name	Membership status during 2020/21
Mr Martin Fletcher, CEO	Ahpra attendee - July 2020 – June 2021
Ms Kym Ayscough, Executive Director, Regulatory Operations	Ahpra attendee - July 2020 – June 2021
Mr Matthew Hardy, National Director Notifications	Ahpra attendee - July 2020 – June 2021
Ms Catherine Miedecke, National Director, Registration	Ahpra attendee - July 2020 – June 2021
Dr Jamie Orchard, General Counsel	Ahpra attendee - July 2020 – June 2021
Mr Jason McHeyzer, National Director, Compliance	Ahpra attendee - July 2020 – June 2021
Ms Andrea Oliver, Program Manager, Government Relations	Ahpra attendee – July 2020 - August 2020 (secretariat)
Ms Michelle Powell, Policy Officer, Government Relations	Ahpra attendee – July 2020 – June 2021 (secretariat)
Ms Sangeetha Masilamani, Acting Program Manager, Government Relations	Ahpra attendee – November 2020 – June 2021 (secretariat)
Miss Gabrielle FitzGerald, Transition Coordinator, Government Relations	Ahpra attendee - July 2020 – June 2021 (secretariat)

## Meetings

- The Committee held four scheduled meetings and two workshops in 2020/21
- Quorum was achieved for every meeting in 2020/21

Meeting dates	Attendance
6 August 2020	Dr Peggy Brown AO, Adjunct Professor Karen Crawshaw, PSM, Dr Susan Young, Dr Anne Tonkin, Ms Philippa Smith AM, Associate Professor Lynette Cusack, Mr Brett Simmonds, Dr Murray Thomas, Mr Ian Bluntish, Ms Jeannette Barker, Mr Martin Fletcher, Ms Kym Ayscough, Mr Matthew Hardy, Ms Andrea Oliver, Miss Gabrielle FitzGerald.
5 November 2020	Dr Peggy Brown AO, Adjunct Professor Karen Crawshaw, PSM, Adj Assoc Professor Veronica Casey, Dr Susan Young, Dr Anne Tonkin, Mr Brett Simmonds, Chair, Dr Murray Thomas, Chair, Mr Ian Bluntish, Chair, Ms Rachel Phillips, Emeritus Professor Arie Freiberg, Ms Tiina-Liisa Sexton, Mr Martin Fletcher, Ms Kym Ayscough, Mr Matthew Hardy, Ms Sangeetha Masilamani
4 February 2021	Dr Peggy Brown AO, Adjunct Professor Karen Crawshaw, PSM, Dr Susan Young, Dr Anne Tonkin, , Adj Assoc Professor Veronica Casey, Mr Brett Simmonds, Dr Murray Thomas, Mr Ian Bluntish, Ms Rachel Phillips, Emeritus Professor Arie Freiberg, Ms Tiina-Liisa Sexton, Ms Kym Ayscough, Mr Matthew Hardy, Ms Amanda Watson, Mr Jamie Orchard, Mr Jason McHeyzer, Ms Sangeetha Masilamani
6 May 2021	Dr Peggy Brown AO, Adjunct Professor Karen Crawshaw, PSM, Dr Susan Young, A/Prof Stephen Adelstein, Mr Brett Simmonds, Dr Murray Thomas, Mr Ian Bluntish, Ms Rachel Phillips, Ms Tiina-Liisa Sexton, Mr Martin Fletcher, Ms Kym Ayscough, Mr Matthew Hardy, Ms Amanda Watson, Mr Jason McHeyzer, Mr Jit Patel, Ms Sangeetha Masilamani, Ms Michelle Powell

## Committee workshops

2 September 2020 workshop	Dr Peggy Brown AO, Adjunct Professor Karen Crawshaw, PSM, Dr Susan Young, Dr Anne Tonkin, Ms Philippa Smith AM, Associate Professor Lynette Cusack, Mr Brett Simmonds, Dr Murray Thomas, Ms Rachel Phillips, Mr Ian Bluntish, Ms Jeannette Barker, Mr Martin Fletcher, Ms Kym Ayscough, Mr Chris Robertson, Mr Matthew Hardy, Mr Mark Braybrook, Ms Monica Lambley, Ms Kath Kelsey, Ms Mary Russell, Ms Eliza Collier, Ms Koula Louras, Mr Stephen Rigby, Ms Rachael Davies, Ms Andrea Oliver
16 December 2020 workshop	Dr Peggy Brown AO, Adj Assoc Professor Veronica Casey, Dr Anne Tonkin, Mr Brett Simmonds, Chair, Dr Murray Thomas, Chair, Mr Ian Bluntish, Chair, Ms Rachel Phillips, Emeritus Professor Arie Freiberg, Ms Jeannette Barker, Mr Martin Fletcher, Ms Kym Ayscough, Mr Matthew Hardy, Dr Jamie Orchard, Ms Catherine Miedecke, Ms Helen Townley, Mr Deshbir Singh, Ms Sangeetha Masilamani

## Reporting to the Agency Management Committee and Forum of National Chairs

The Committee submitted records of each meeting to the next meeting of the AManC.

To strengthen linkages with all National Boards, the Chair of the Regulatory Performance Committee now provides an immediate verbal update to the Forum of NRAS Chairs following each Committee meeting.

## Committee activities for reporting period 1 July 2020 – 30 June 2021

Matters of note considered by the Committee included:

- the continuing impacts of COVID-19 on regulatory functions
- the implementation and outcomes of Operation reset
- development of the Vexatious notifications framework
- review of the Regulatory performance reporting framework
- the increasing rate of new notifications.

### Regulatory performance

- Regular scrutiny of quarterly regulatory performance reports
- Endorsed a revised regulatory performance framework including a workshop
- Considered periodic several quality assurance reviews of regulatory functions.

### Notifications

- Considered the impacts of the proposed approach to Operation Reset to refocus investigations by applying the risk assessment framework and received reports on progress.
- Regular reviewing of the notifier and practitioner engagement dashboards.
- Provided feedback on the vexatious notifications framework.
- Reviewed the Operation reset outcome report and noted the continuing work plan
- Considered the recommendations from the review by the National Health Practitioner Ombudsman of no further action outcomes and endorsed the Ahpra response

### Monitoring and compliance

- Considered the performance review of monitoring of aged restrictions.

### Administrative complaints

- Contributed to the further refinement of the administrative complaints reporting dashboard to be provided to National Boards on a monthly basis.

### Other

- Supported the development of a framework and principles for reflective practice discussions.
- Reviewed the Committee charter.
- Agreed to an effectiveness survey of the Committee

### Significant issues

There were no significant issues considered during the 2020/21 reporting period which could not be handled through routine Committee procedures.

### Looking ahead

The Committee has highlighted the following key areas:

- Continued improvement in performance reporting including oversight of the new performance reporting framework
- Continued focus on reducing the number of aged notifications
- Partnership between Ahpra and National Boards on new ways of working and to improve the efficiency and effectiveness of regulatory processes