
Ahpra

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

A Social Research Project

November 2019

Truly[®]
Deeply



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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.
- The purpose of this report is to present, discuss and consolidate the findings and insights from the 2019 surveys and to make comparisons, where appropriate, with the 2018 results.

The body of this report contains three key sections:

1. Awareness and interest in Ahpra, the National Boards and the National Scheme;
2. Perceptions of Ahpra and the National Boards; and
3. Assessment of communication and engagement with practitioners.

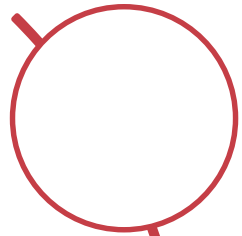
- **In addition to this main report, separate reports have been prepared for each of the National Boards focussed specifically on the results of the practitioner survey and tailored to highlight the results pertaining to practitioners registered with the respective Boards.**

Study objectives

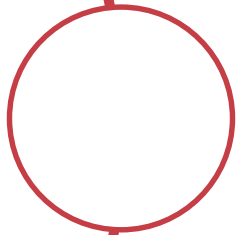
- The overarching objective of the research has been to deliver insights into how Ahpra, the National Boards and the National Scheme are perceived by stakeholders.
- Specifically, the study has sought to address the following:
 - Levels of awareness and understanding of Ahpra, the National Boards and the National Scheme;
 - Perceptions of Ahpra, the National Boards and the respective professions;
 - Levels of interest in the work performed by Ahpra and National Boards and who does what;
 - Identification of any barriers that may be preventing positive engagement with, and stakeholder confidence in, the National Scheme;
 - Identification of opportunities that could help facilitate more positive engagement with and stakeholder confidence in the National Scheme; and
 - Insights into stakeholder perceptions around what makes a regulator trustworthy.
- The results of this study will be used by National Boards and Ahpra to continue to build stakeholder confidence.



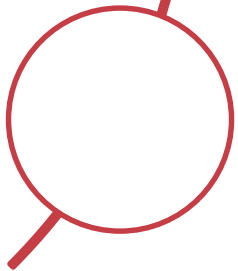
An overview of the methodology



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-Nov 8
Responses	2,048	5,944
Email invitations sent	na	109,625
Response rate	na	5.4%



A further note on the methodology

This is the second consecutive year Ahpra has commissioned research to deliver insights into how Ahpra, the National Boards and the National Scheme are perceived by practitioners and by the broader community.

In 2018, the study consisted of both qualitative research (depth interviews and focus groups), and online surveys (of both practitioners and the broader community).

In 2019, the study has used online surveys only to update the 2018 benchmarks.

The results presented in this document make comparisons with the 2018 survey results where applicable.

Practitioner survey:

2018 survey conducted September 19-27, 2018

- Sample of 5,694 survey responses received from 100,257 survey invitations (5.7% response rate)

2019 survey conducted October 30 to November 8, 2019

- Sample of 5,944 survey responses received from 109,625 survey invitations (5.4% response rate)

Broader community survey:

2018 survey conducted September 19-25, 2018

- Nationally representative sample of 1,020 responses received using an external panel provider

2019 survey conducted November 1-6, 2019

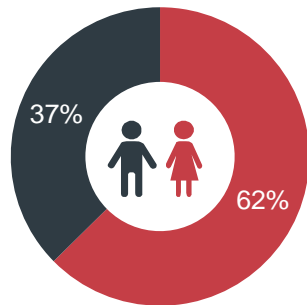
- Nationally representative sample of 2,048* responses received using an external panel provider

**The sample of the broader community was doubled in 2019 to provide additional confidence in the results provided.*

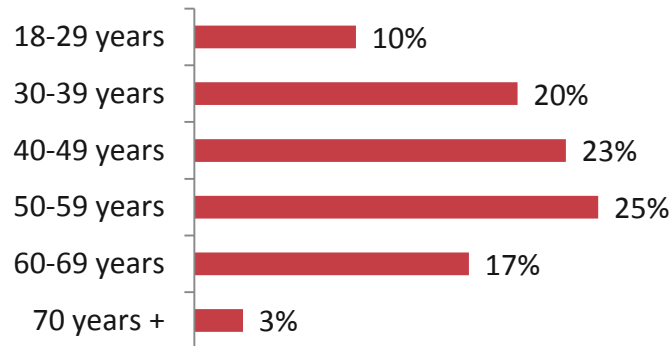
This was the only change in the sample structure between 2018-2019.

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

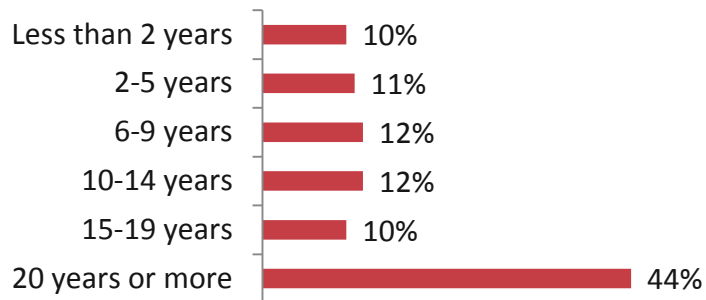
Gender



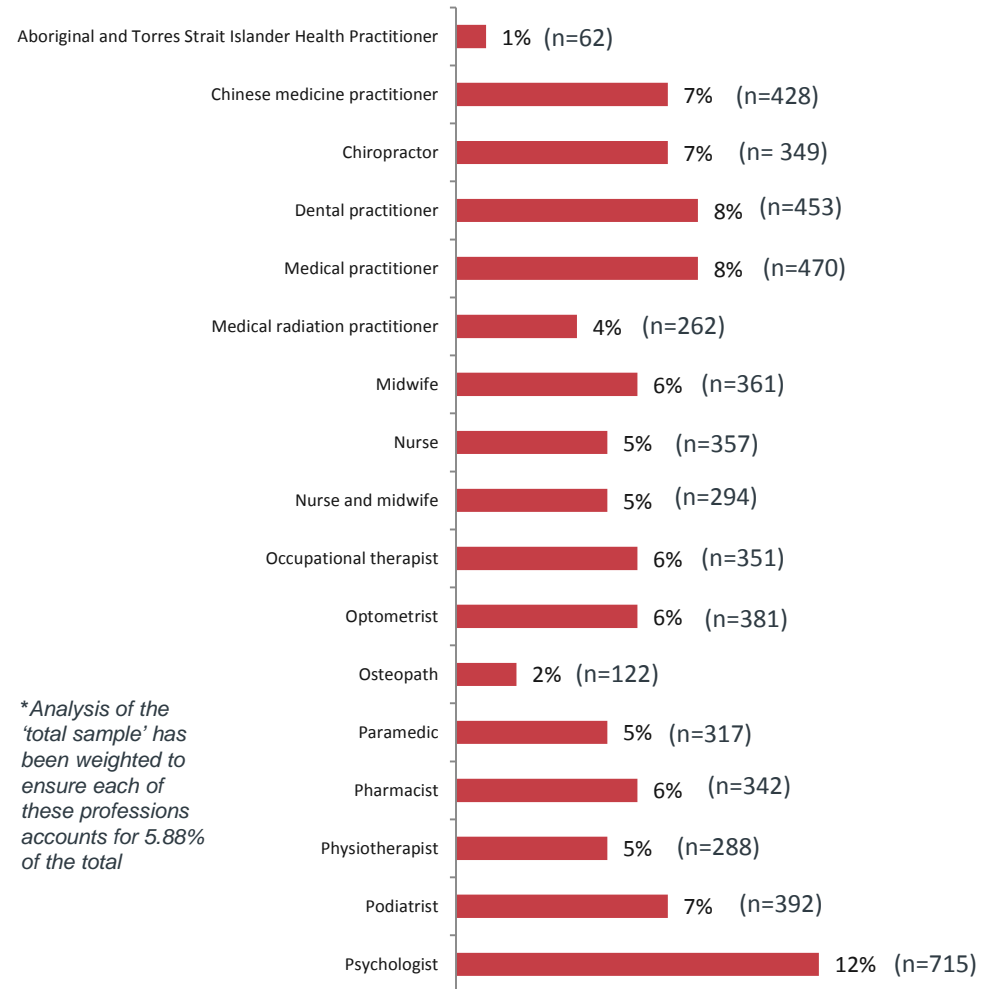
Age



Years in practice



Practitioner type*

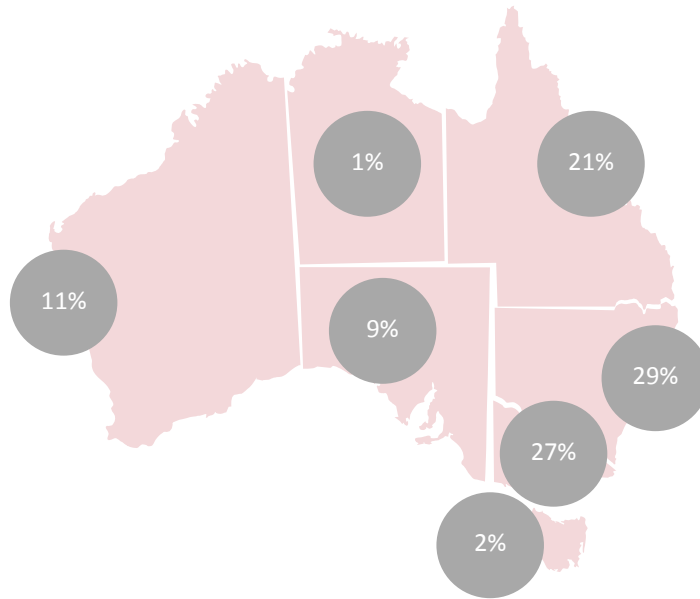


*Analysis of the 'total sample' has been weighted to ensure each of these professions accounts for 5.88% of the total

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

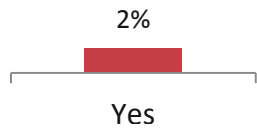
2019 sample of registered practitioners (n = 5,944)

Location

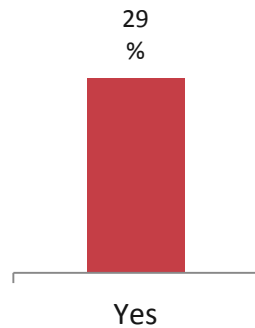


Metro: **64%**
Regional: **36%**

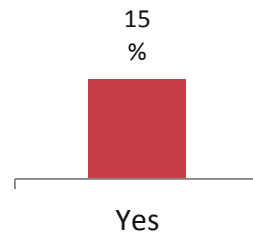
% who are Aboriginal and/or Torres Strait Islander



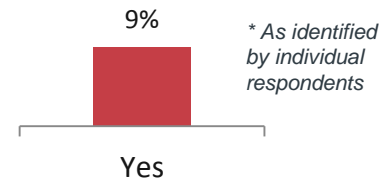
% who were born a country other than Australia



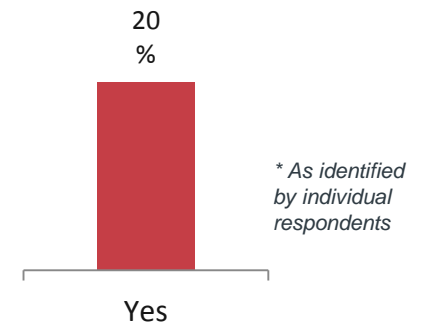
% who speak a language other than English at home



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

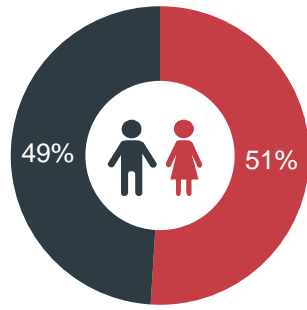


% who have been audited to check their compliance with the mandatory registration standards*

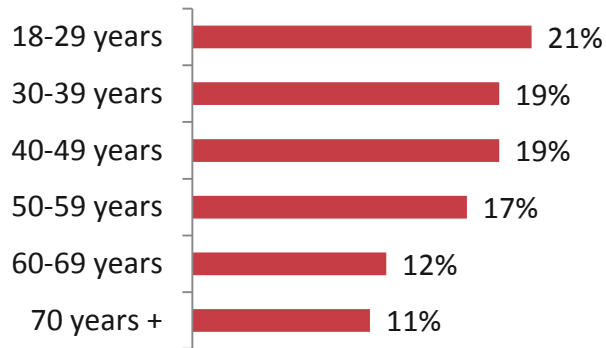


A nationally representative sample of the broader Australian adult population was again ensured (2019 sample of n=2,048)

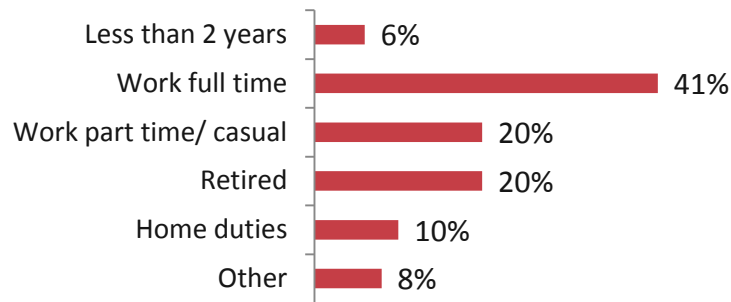
Gender



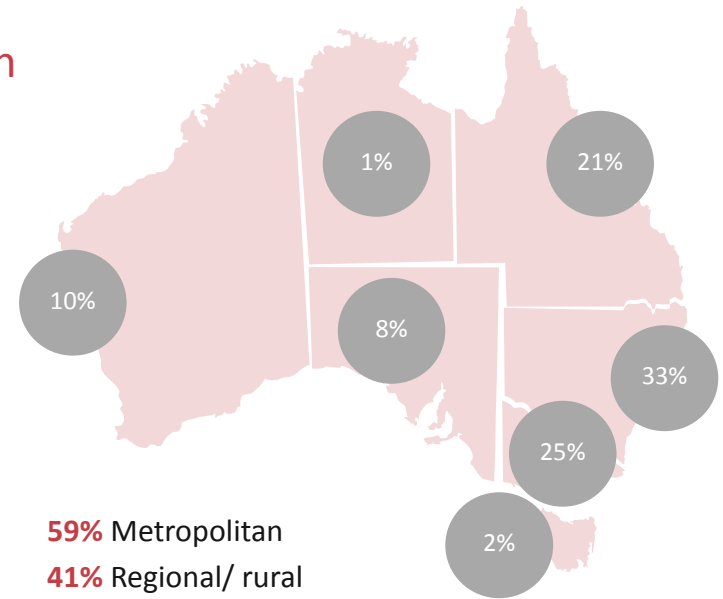
Age



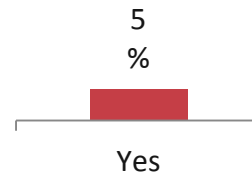
Work Status



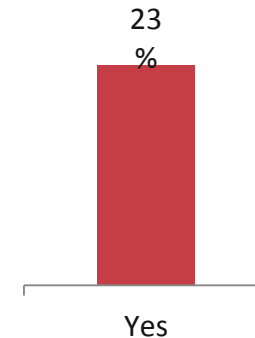
Location



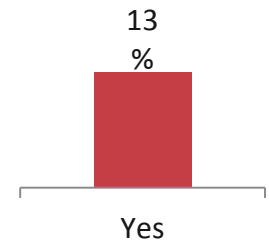
% who are Aboriginal and/or Torres Strait Islander



% who were born a country other than Australia



% who speak a language other than English at home



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

Key Insights

The 2019 survey results suggest generally improved awareness and knowledge of Ahpra and National Boards among practitioners and the broader community...

The majority of both practitioners and the community in 2019 perceive the key benefit to the community of the National Scheme is the **nationally consistent standards of practice**.

Almost all registered practitioners are aware of Ahpra and the vast majority (78%) are interested in the role and functions of Ahpra, consistent with the 2018 survey.

More than one in three adult Australians (35%) are aware of Ahpra and the majority (57%) are interested in the role and functions of Ahpra, both of which are significantly higher results than 2018.

These much stronger results are driven largely by younger Australians (under 40 years) among whom awareness and interest in Ahpra is much higher than the rest of the population.

Knowledge of the role and function of Ahpra among practitioners has increased by a small (but significant) 4% over the last 12 months, with 77% of practitioners in 2019 describing their understanding of Ahpra as 'good', 'very good' or 'excellent'.

While knowledge of Ahpra among the broader community is much lower than among practitioners, **the level of knowledge among the broader community has also increased significantly (to 53%), an increase of 12% since the 2018 survey.**

The one exception to the improved results is in awareness of the National Scheme.

While awareness of the National Scheme has improved significantly among the broader community (up from 17% in 2018 to 28% in 2019), awareness among practitioners has declined from 75% to 68%.

This decline can be attributed to much lower levels of awareness among Aboriginal and Torres Strait Islander Health Practitioners, occupational therapists and medical radiation practitioners, compared with the average across all professions.

Perceptions of Ahpra remain positive and are particularly strong among the broader community.

The largest proportion of practitioners (**39%**) have a positive disposition towards Ahpra, although the level of confidence and that practitioners have in Ahpra has declined since the 2018 survey (from 51% to 47%)

The level of confidence and trust the broader community have in Ahpra has remained strong and consistent (in excess of 70%). Significant improvements are apparent in the wider perceptions of Ahpra given **41% of the community indicated they have a positive view overall of Ahpra** (a significant increase of 5% since 2018).



Consistent with the 2018 survey, the practitioners who feel **most positively about Ahpra** are:

- Physiotherapists
- Nurses and midwives
- Occupational therapists



The practitioners who **express more negative sentiment toward Ahpra** (relative to other professions) are:

- Psychologists
- Dental practitioners
- Medical practitioners
- Chiropractors
- Paramedics

These results are also consistent with 2018 except for paramedics (who are new to the survey in 2018) and the omission of Chinese medicine practitioners, among whom sentiment towards Ahpra has improved significantly over the last 12 months and is now consistent with the average across all registered practitioners.

Perceptions of National Boards also remains positive.

The largest proportion of practitioners (**43%**) and the largest proportion of the broader community (**32%**) have a positive disposition towards the National Boards.

As with perceptions of Ahpra, these views are generally consistent with the 2018 survey results among practitioners but have become more favorable (also increasing by 5%) among the broader community over the last 12 months.



Consistent with the 2018 survey, the practitioners who feel **most positively about their National Board** are:

- Osteopaths
- Physiotherapists
- Optometrists
- Nurses and midwives



The practitioners who **express more negative sentiment toward their National Board** (relative to other professions) are:

- Dental practitioners
- Psychologists
- Paramedics
- Medical practitioners

These results are consistent with 2018 except for paramedics (who are new to the survey in 2018) and the omission of Chinese medicine practitioners and chiropractors, among whom sentiment towards their National Board has improved over the last 12 months and is now consistent with the average across all registered practitioners.

Key associations with Ahpra, National Boards and the professions

There have been some small (but significant) shifts in the associations that practitioners have with both Ahpra and National Boards, however the hierarchy of those associations has remained stable over the last 12 months. The largest proportion of practitioners perceive Ahpra and the National Boards predominantly in terms of **regulators, administrators, necessary and bureaucratic.**

The largest proportion of the broader community associates both Ahpra and National Boards with the terms **regulators and trustworthy.** There have been significant increases over the last 12 months in the proportion of the broader community who view both Ahpra and National Boards as trustworthy, when compared with the 2018 survey.

A new question was introduced in 2019 to assess the key values associated with the respective professions (as distinct from the respective Boards). There is one value that emerges well ahead of all others among both the practitioners and the broader community: **professional.**

Note: A detailed breakdown of the level of confidence and trust in each National Board, as well as a profile of the key associations among practitioners with their own National Board is provided in separate reports prepared for each National Board.

Use of the Ahpra website by practitioners

The Ahpra website continues to be used regularly by health practitioners

30% of practitioners are accessing it at least every three months (consistent with 2018)

The vast majority access the website to **renew their registration**, there is also wide use among practitioners of the public register as well as for education and general information purposes.

The Ahpra website is generally considered **easy to use** by practitioners (consistent with 2018).

The majority of practitioners feel that the **level of communication** they receive from both Ahpra and also from their National Board **is adequate** (consistent with 2018).

Correspondence received by practitioners from both Ahpra and the National Boards is typically **treated with a degree of importance** (consistent with 2018).

Note: A detailed breakdown of the interaction practitioners have with the website of their own National Board as well as practitioner perspectives of the level of communication from their National Board is provided in the separate reports for each National Board.

Detailed Findings

1. Awareness and interest in Ahpra, the National Boards and the National Scheme
2. Perceptions of Ahpra and the National Boards
3. Assessment of communication and engagement with practitioners
4. Summary of the 2019 results

1.
Awareness and interest in Ahpra, the
National Boards and the National
Scheme

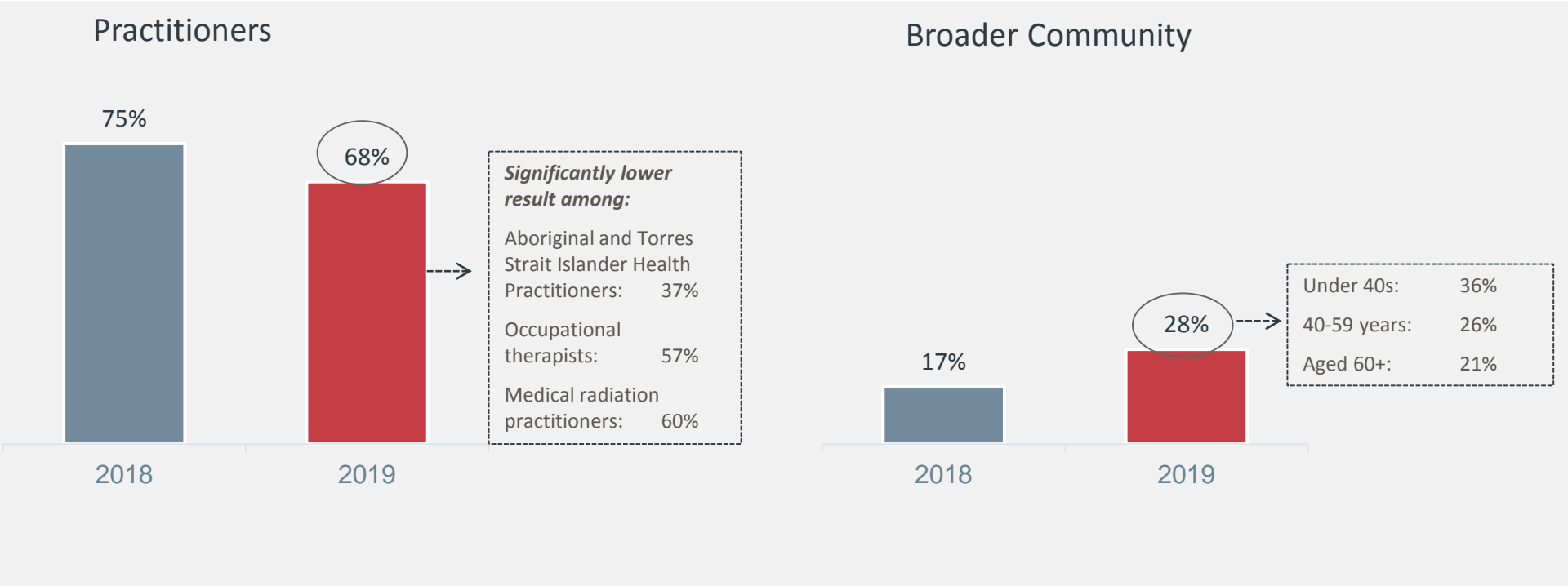
Awareness of the National Scheme

Awareness of the National Scheme has declined among practitioners (from 75% in 2018 to 68% in 2019) but has increased significantly among the broader community (up from 17% in 2018 to 28% in 2019).

Awareness remains significantly lower among Aboriginal and Torres Strait Islander Health Practitioners and it is also much lower among occupational therapists and medical radiation practitioners, compared with the average across all professions.

Across the broader community, awareness of the National Scheme is much higher among younger Australians (those aged under 40 years), compared with people aged 40 years or older.

Q. Before today were you aware there is a single **National Registration and Accreditation Scheme** for registered health practitioners in Australia, commonly referred to as the 'National Scheme'?

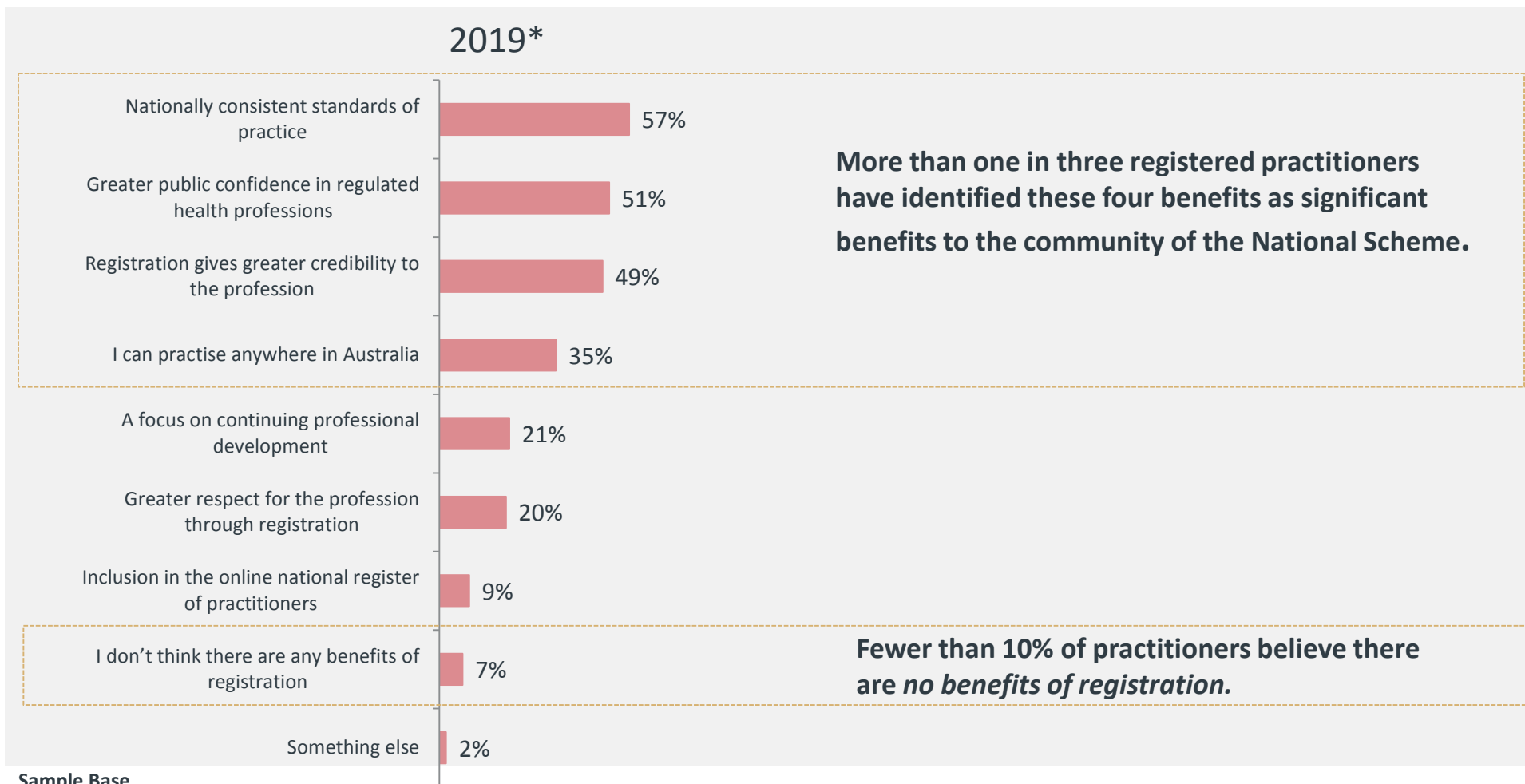


Practitioner perspective:

Perceived benefits to the community of the National Scheme

% of Practitioners indicating each of the following as one of the main benefits to the community of the National Scheme

Q. Which of the following do you see as the main benefits that Ahpra and the National Boards bring to the community through the National Scheme?



Sample Base

- Practitioner survey: All practitioners

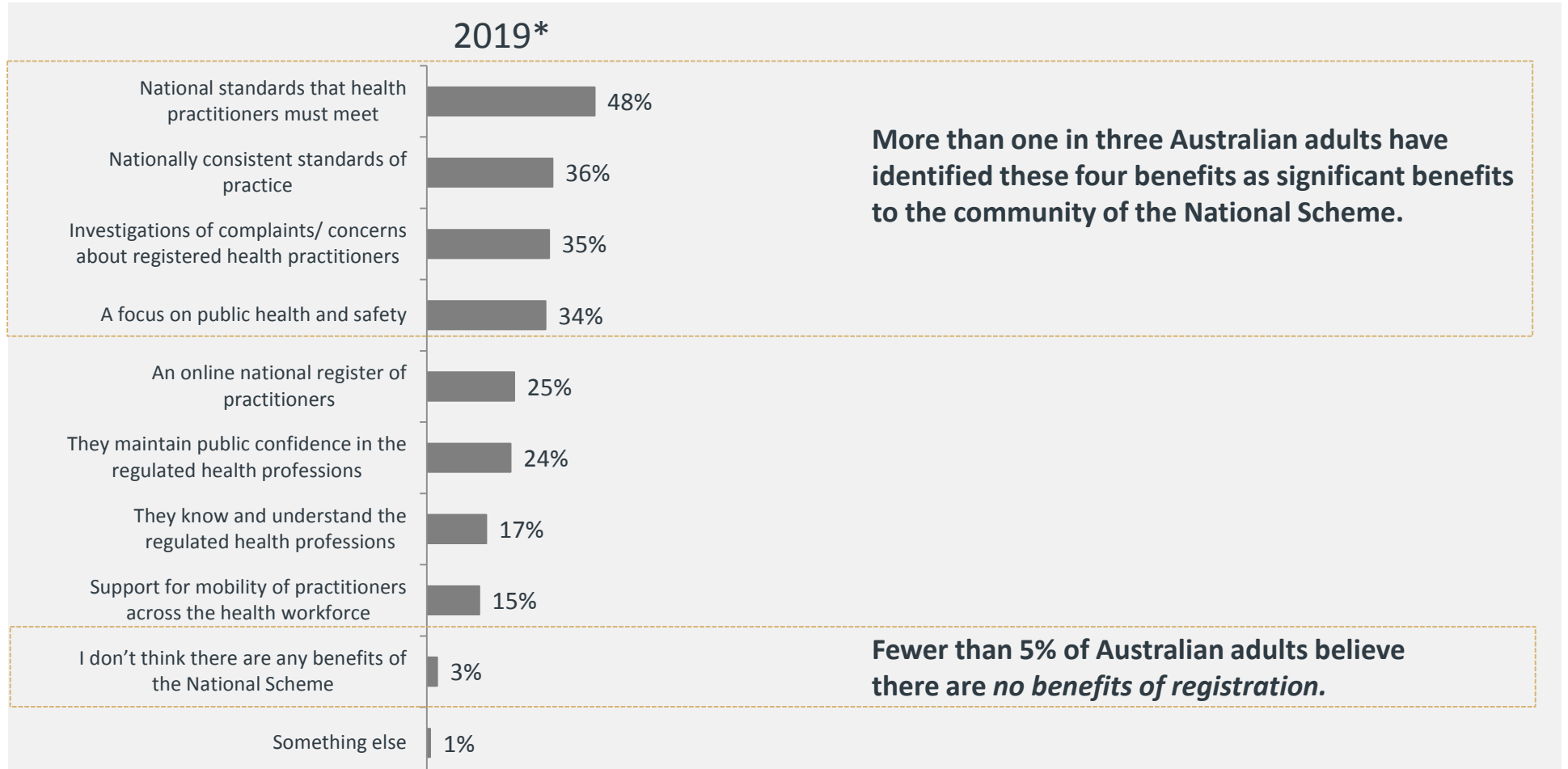
*This question was not asked in 2018

Community perspective:

Perceived benefits to the community of the National Scheme

% of the broader community indicating each of the following as a main benefits to the community of the National Scheme

Q. Which of the following do you see as the main benefits that Ahpra and the National Boards bring to the community through the National Scheme?



Sample Base

• Community survey: Australians who are aware of the National Scheme, Ahpra and at least one National Board (n=370)

*This question was not asked in 2018

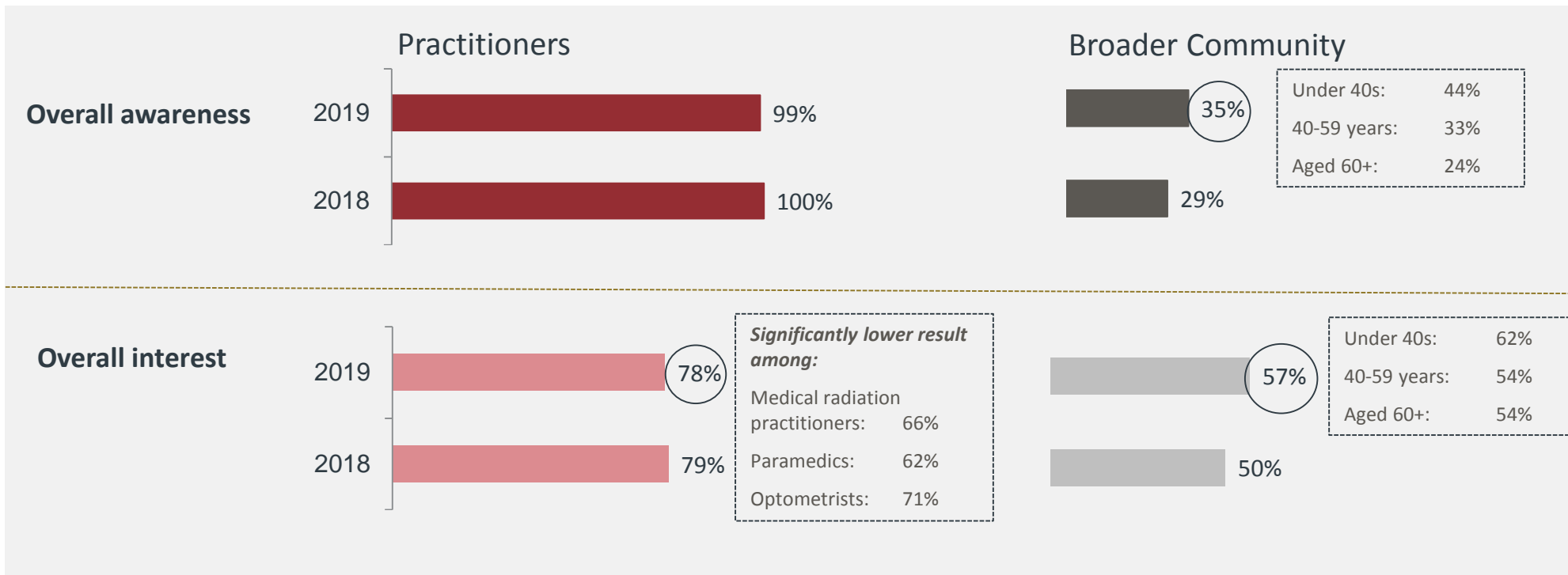
Awareness of and interest in Ahpra

Almost all registered practitioners are aware of Ahpra and the vast majority are interested in the role and functions of Ahpra, a result consistent with the 2018 survey. Medical radiation practitioners, paramedics and optometrists have a significantly lower level of interest in Ahpra than other registered professions.

Awareness of Ahpra among the broader community remains much lower than that of practitioners, however awareness has increased markedly in 2019 compared with the 2018 survey result (an increase of 6%). Not surprisingly, the broader community has less interest than practitioners in the role and functions of Ahpra although more than half of the population have expressed interest in the role and functions of Ahpra, again a much higher result than 2018 (an increase of 7%).

Q. Before today were you aware of the **Australian Health Practitioner Regulation Agency (Ahpra)**?

Q. How interested are you in the role and functions of the **Australian Health Practitioner Regulation Agency (Ahpra)**?



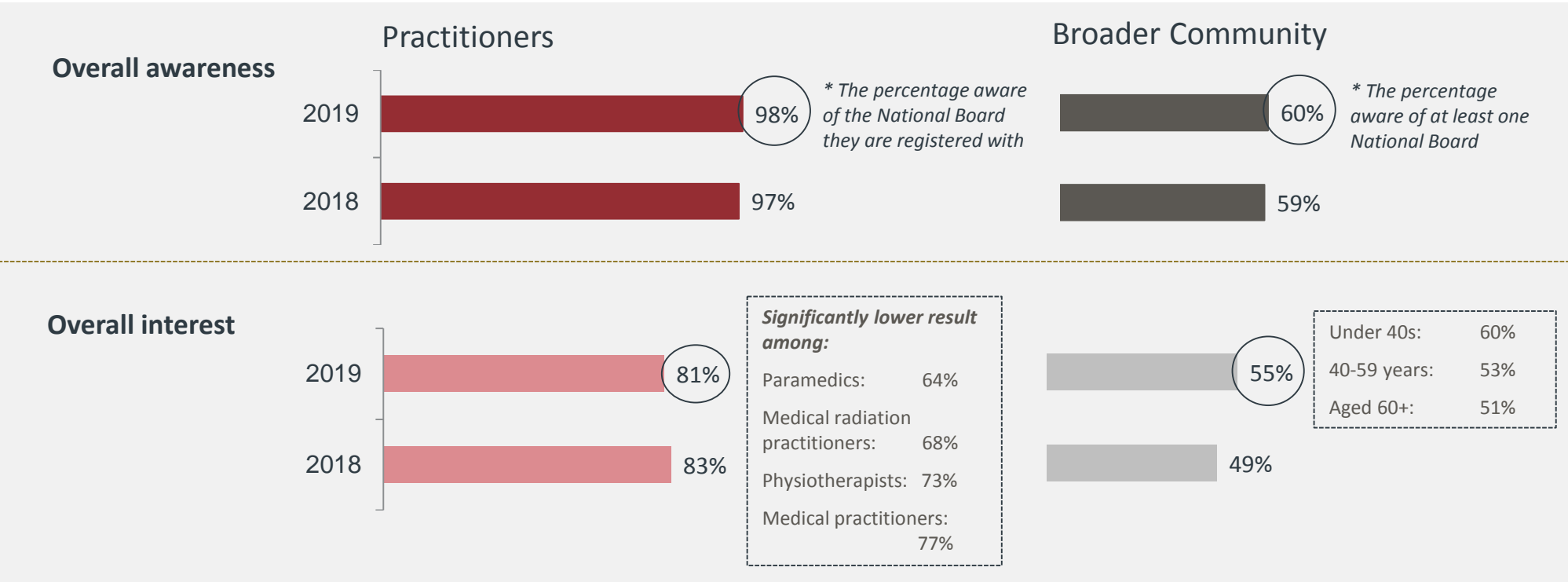
Awareness of and interest in the National Boards

Almost all registered practitioners are aware of their own National Board and the vast majority are interested in the role and functions of ‘their’ Board. It is only paramedics, medical radiation practitioners, physiotherapists and medical practitioners who have a significantly lower level of interest in their Board compared with other registered health professionals.

Awareness of National Boards is much lower among the broader community and has remained consistent over the 12 months. Interest in National Boards among the broader community has grown significantly over the last 12 months (now at 55%) and is particularly high among younger Australians (those aged under 40 years).

Q. Before today were you aware of (specific National Board)?

Q. How interested are you in the role and functions of the National Boards that represent registered health practitioners in Australia? (Community)/ your National Board (practitioners)

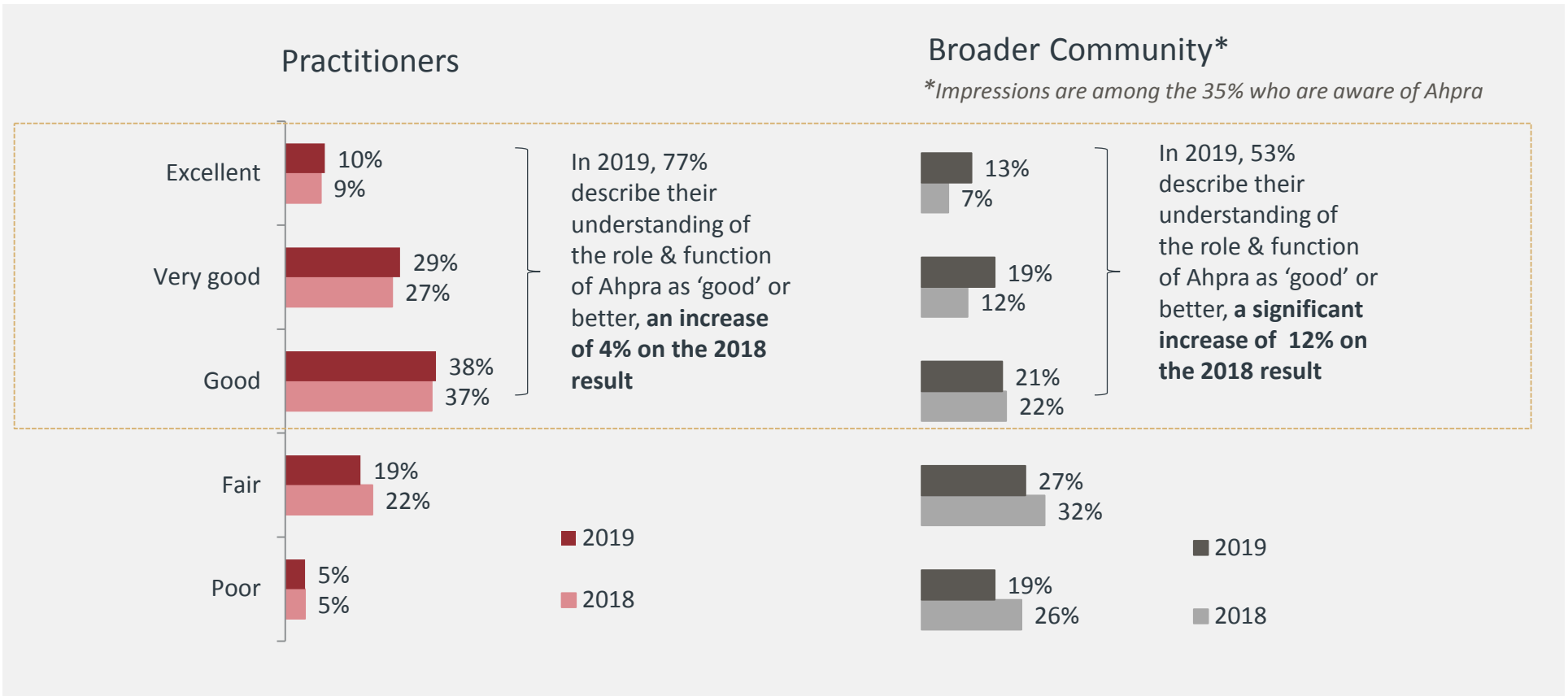


Knowledge of the role and functions of Ahpra

Knowledge of the role and function of Ahpra among practitioners has increased by a small (but significant) 4% over the last 12 months, with 77% of practitioners in 2019 describing their understanding of Ahpra as at least 'good'.

While knowledge of Ahpra among the broader community is much lower than among practitioners, the level of knowledge among the broader community has also increased significantly (by an additional 12%) since the 2018 survey.

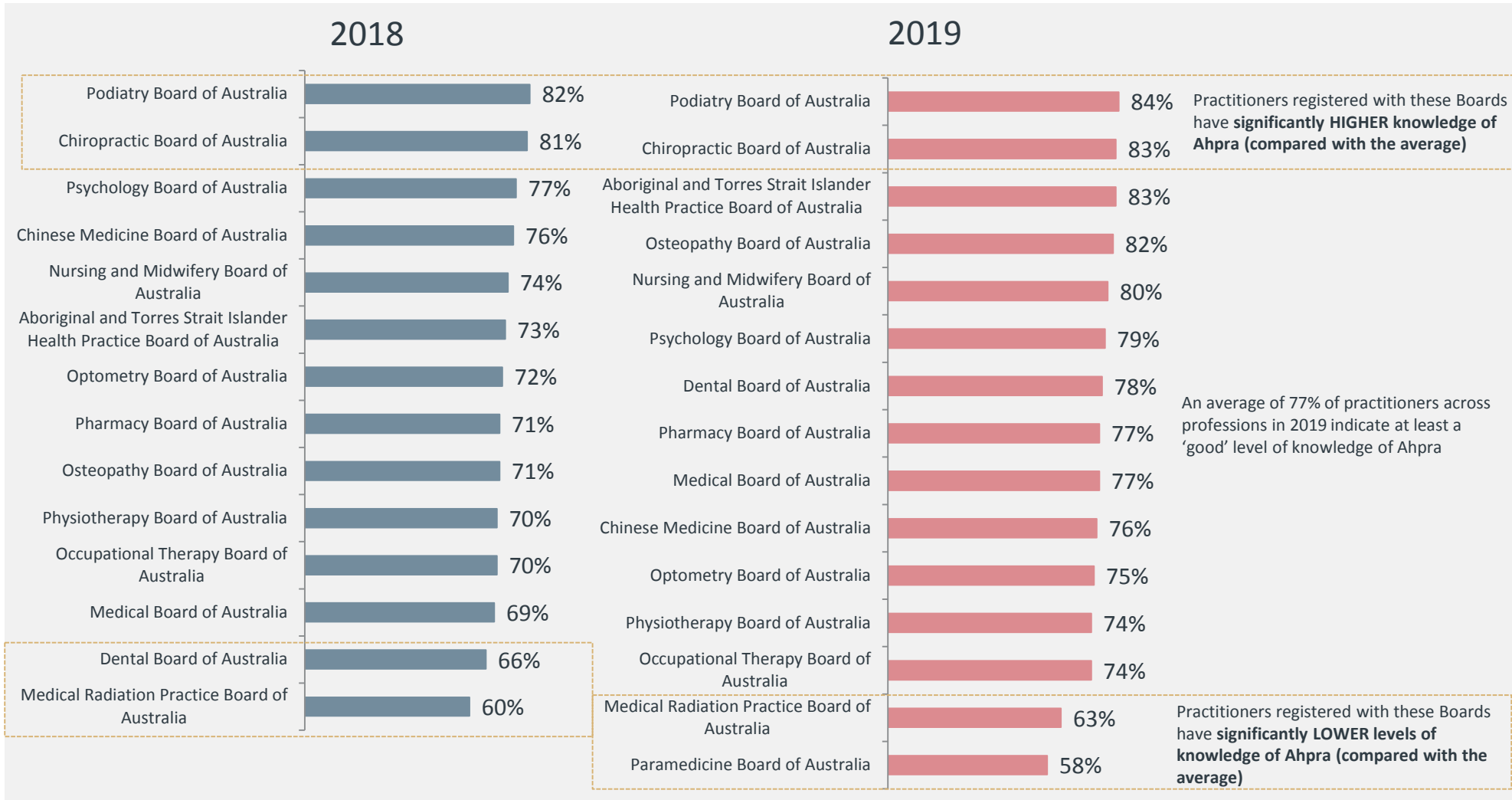
Q. How would you describe your own level of understanding of the role and function of Ahpra?



Deeper understanding of the Practitioner perspective: Knowledge of the role and functions of Ahpra

% of Practitioners indicating knowledge of Ahpra is 'good', 'very good' or 'excellent'

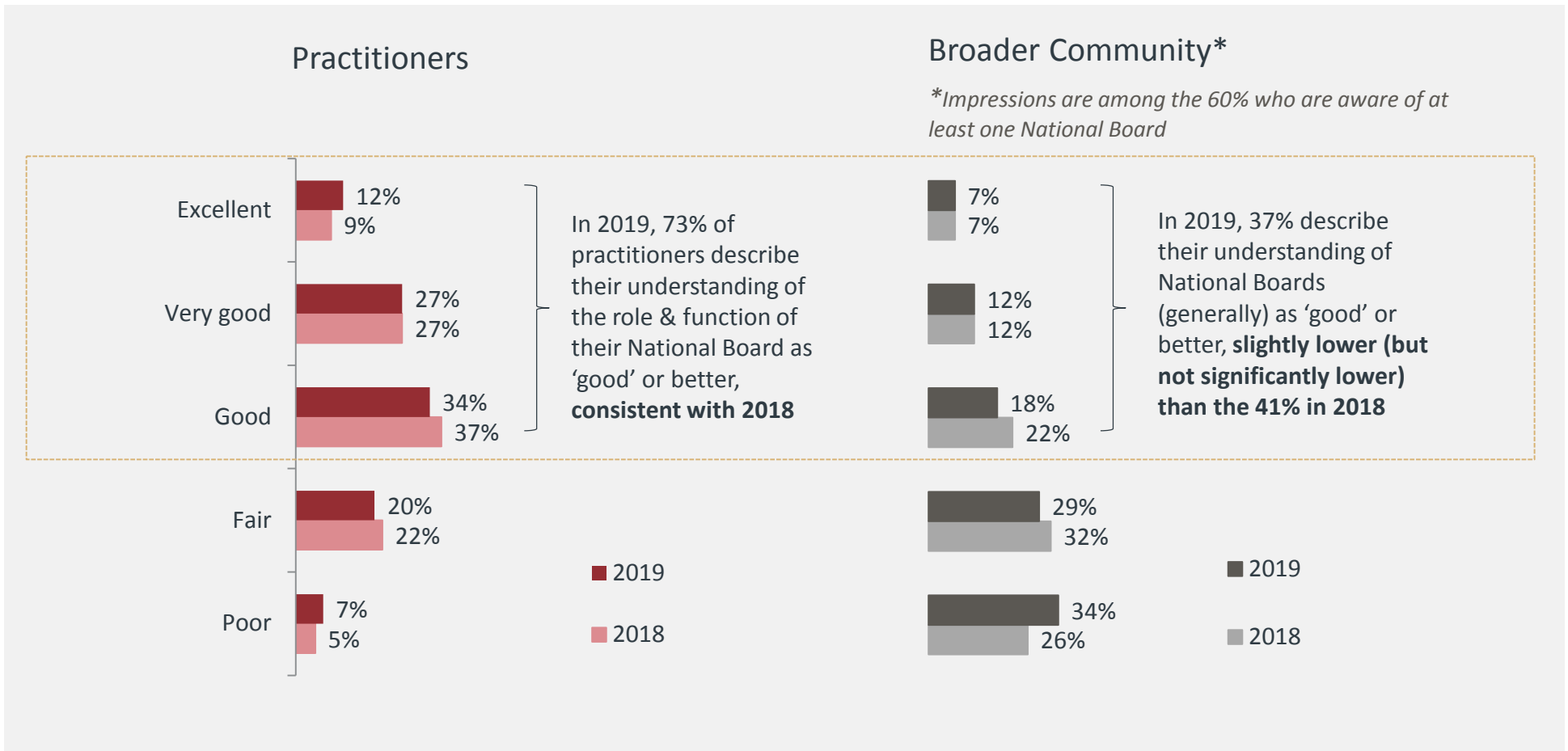
Q. How would you describe your own level of understanding of the role and function of Ahpra?



Knowledge of the role and functions of the National Boards

Knowledge of the role and function of National Boards has remained largely unchanged over the last 12 months among both practitioners and also the broader community.

Q. How would you describe your own level of understanding of the role and function of the National Boards that regulate registered practitioners in Australia?

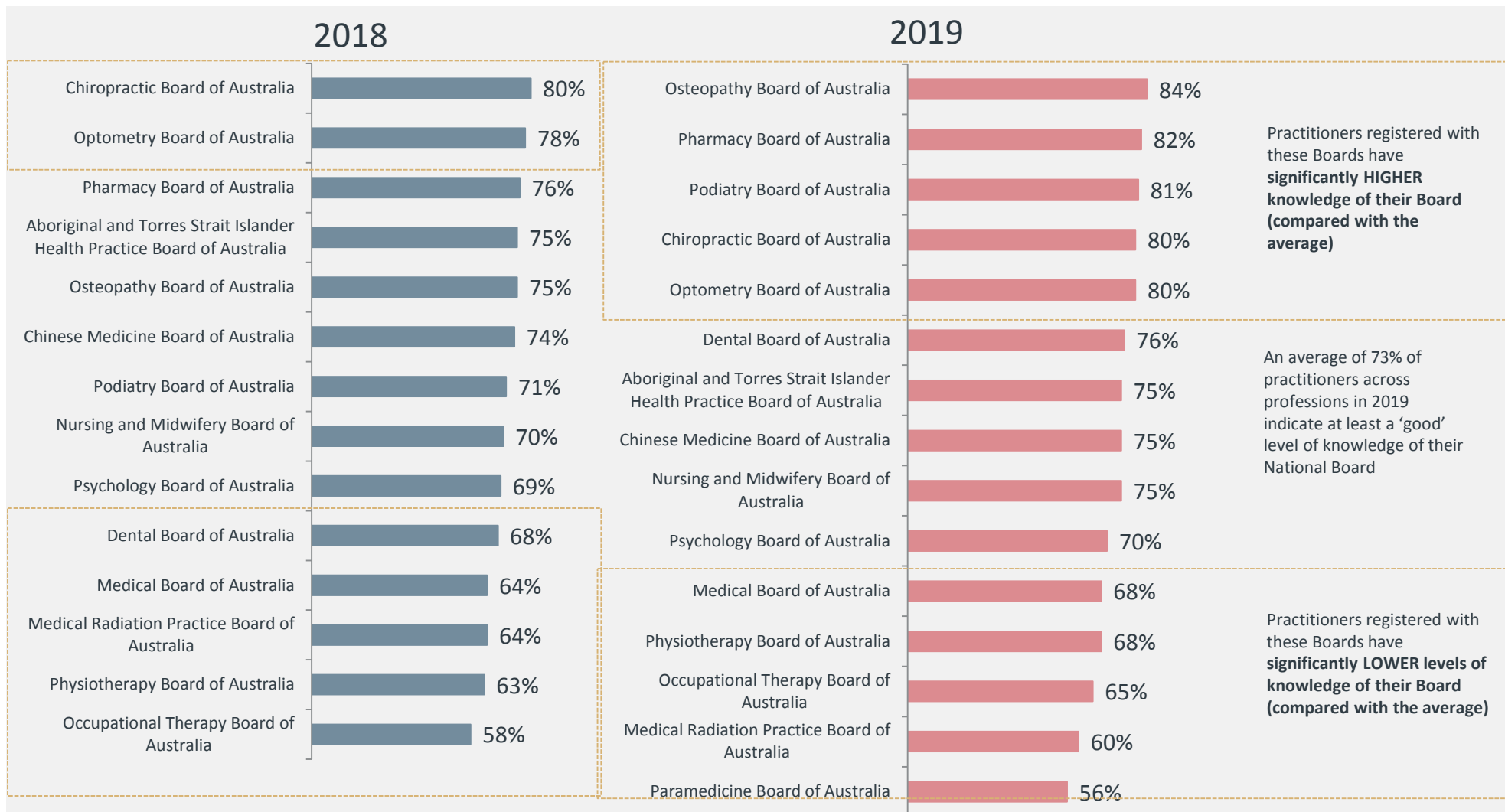


Deeper understanding of the Practitioner perspective:

Knowledge of the role and functions of specific National Boards

% of Practitioners indicating knowledge of their National Board is 'good', 'very good' or 'excellent'

Q. How would you describe your own level of understanding of the role and function of your National Board?



2.

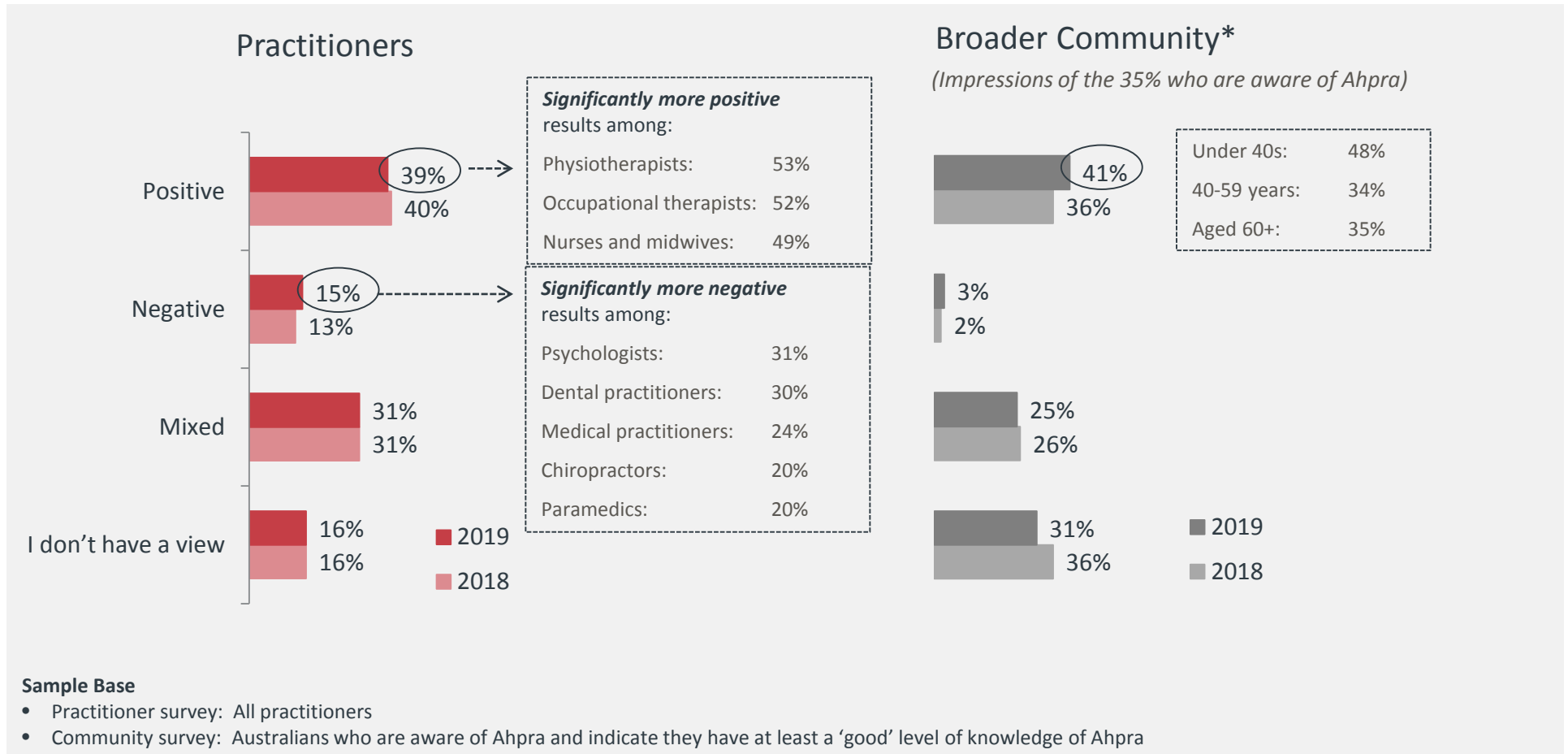
Perceptions of Ahpra and the National Boards

Perceptions of Ahpra

The largest proportion of both practitioners and the broader community (around 40%) have a positive view of Ahpra.

That view is generally unchanged among practitioners, but has become more favourable (increasing by 5%) among the broader community over the last 12 months.

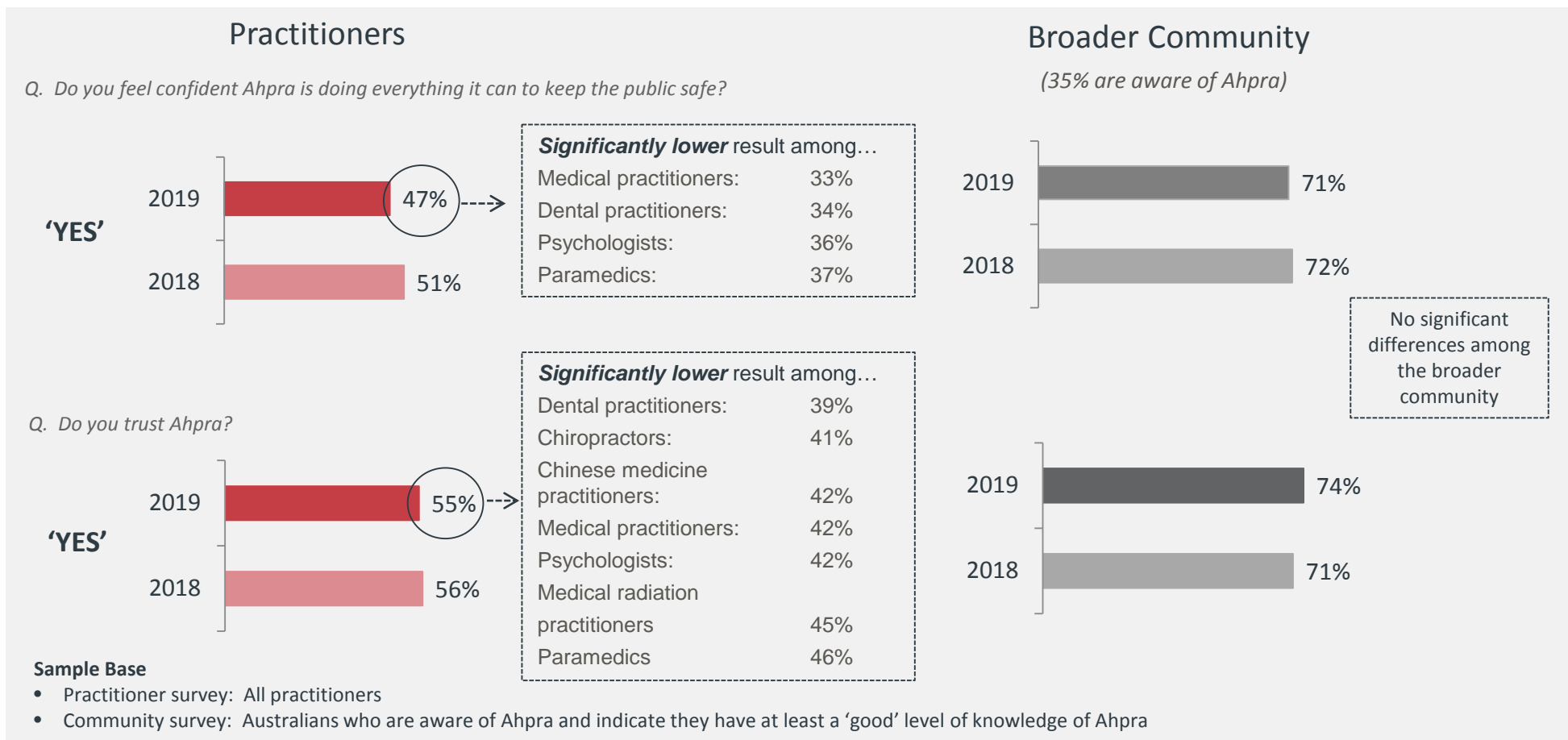
Q. Given your knowledge and understanding of Ahpra and what it does, is your overall view of Ahpra...?



Levels of confidence and trust in Ahpra

The survey results indicate the higher levels of confidence and trust in Ahpra among the general public (among the proportion of the general public who have some knowledge of Ahpra) have been sustained over the last 12 months, compared with the levels of confidence and trust that practitioners have in Ahpra.

The level of confidence practitioners overall have in Ahpra over the last 12 months has in fact declined (by 4%), driven by particularly low levels of confidence among medical practitioners, dental practitioners, psychologists and paramedics.



What are the indicators of trust in Ahpra? (open comments from the 2019 survey#)

From practitioners (55% trust Ahpra)...

Ahpra as a registration board has set professional guidelines and mandatory requirements to maintain registration. Being under the radar of Ahpra all health professional are held accountable.

I know they monitor us & keep unsafe practitioners from practising.

I have no reason or have heard of no issues about not being able to trust Ahpra. It represents and regulates many professionals.

They are transparent, approachable and balanced.

There are clear guidelines and regulations about how Ahpra functions.

National standards across the board means we are all on the same page helps us know what we need to understand across the whole entire profession.

They are regulators for the profession and aim to keep practitioners accountable and support them as required.

Because they operate professionally & are transparent.

From the broader community (74% trust Ahpra)...

Because they follow stringent checks and measures.

They are thorough about registration and ensure individuals are well equipped for the role they apply for.

Because of the tight regulations to be a member.

They are a governing body with a good reputation.

I am a member and therefore I understand their role and responsibilities in protecting the public.

It is independent, intelligent and has the best intentions for keeping the community safe.

I know quite a few health professionals registered with Ahpra and myself used to work in the industry and was registered with them - I feel I can trust them to do the right thing and trust their judgement.

I have dealt with them before and I believe they screen medical professionals accurately and fairly to keep us safe.

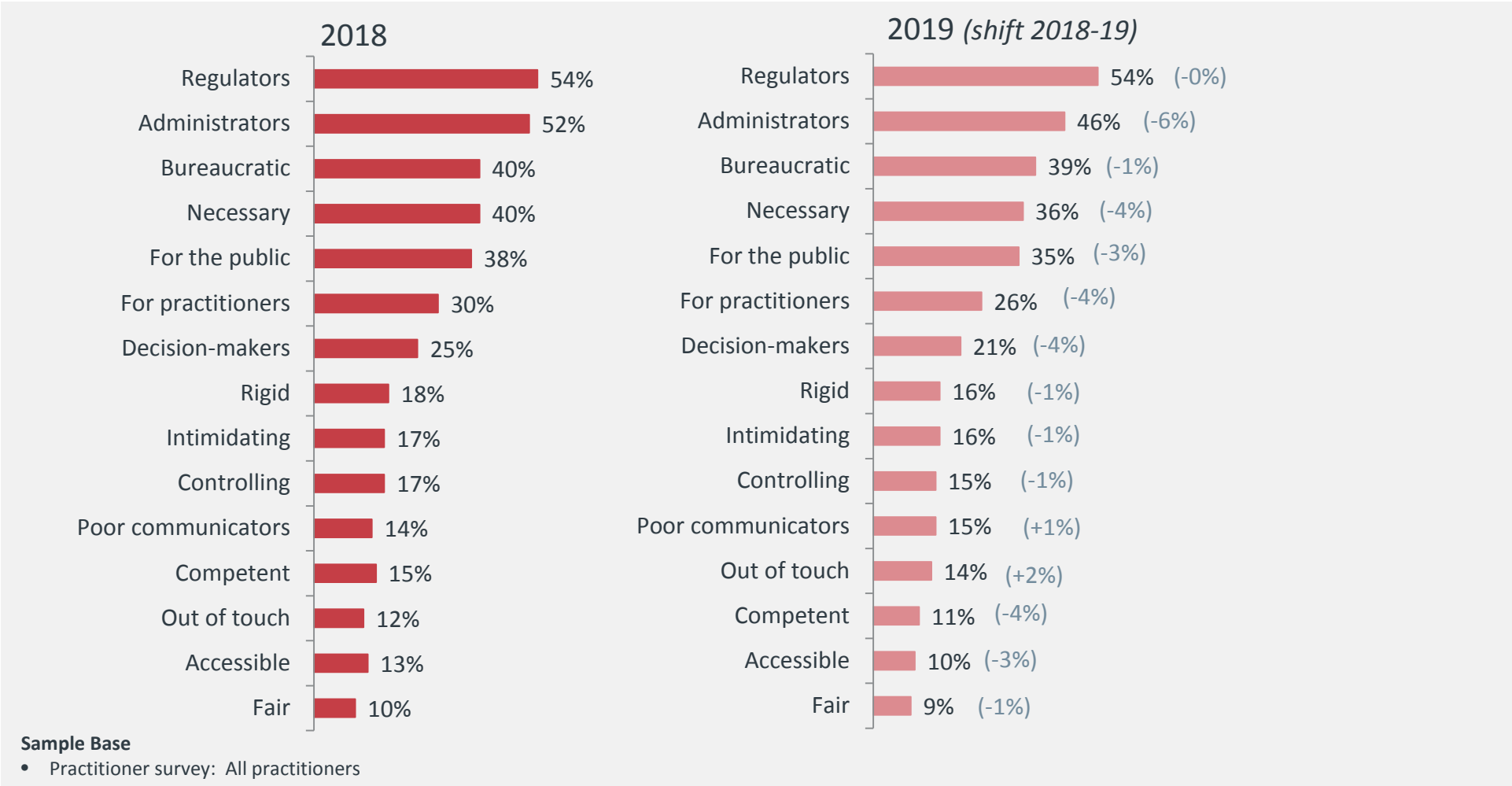
They support and regulate the ongoing professional development and qualifications of members.

Full list of responses provided separately

Associations Practitioners have with Ahpra (top 15 words or phrases)

While there have been some small (but significant) shifts in the associations that practitioners have with Ahpra, the hierarchy of those associations has remained stable over the last 12 months and are led by impressions of Ahpra as regulators and administrators.

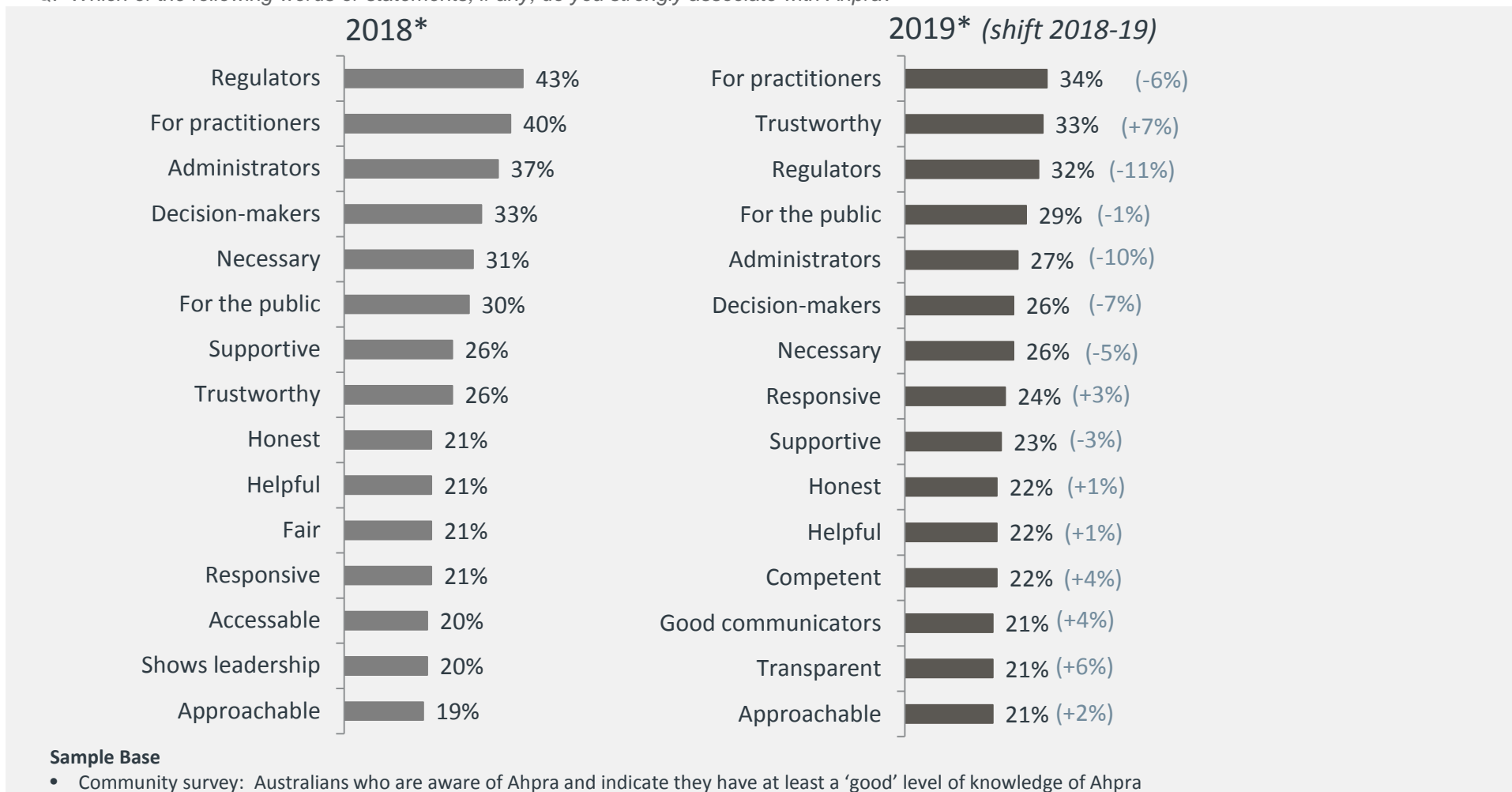
Q. Which of the following words or statements, if any, do you strongly associate with Ahpra?



Associations the Broader Community have with Ahpra (*top 15 words or phrases*)

There have been several significant shifts over the last 12 months, with the broader community now far less likely to think of Ahpra as regulators or administrators (although regulators remains one of the top three associations) and far more likely to think of Ahpra as trustworthy.

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

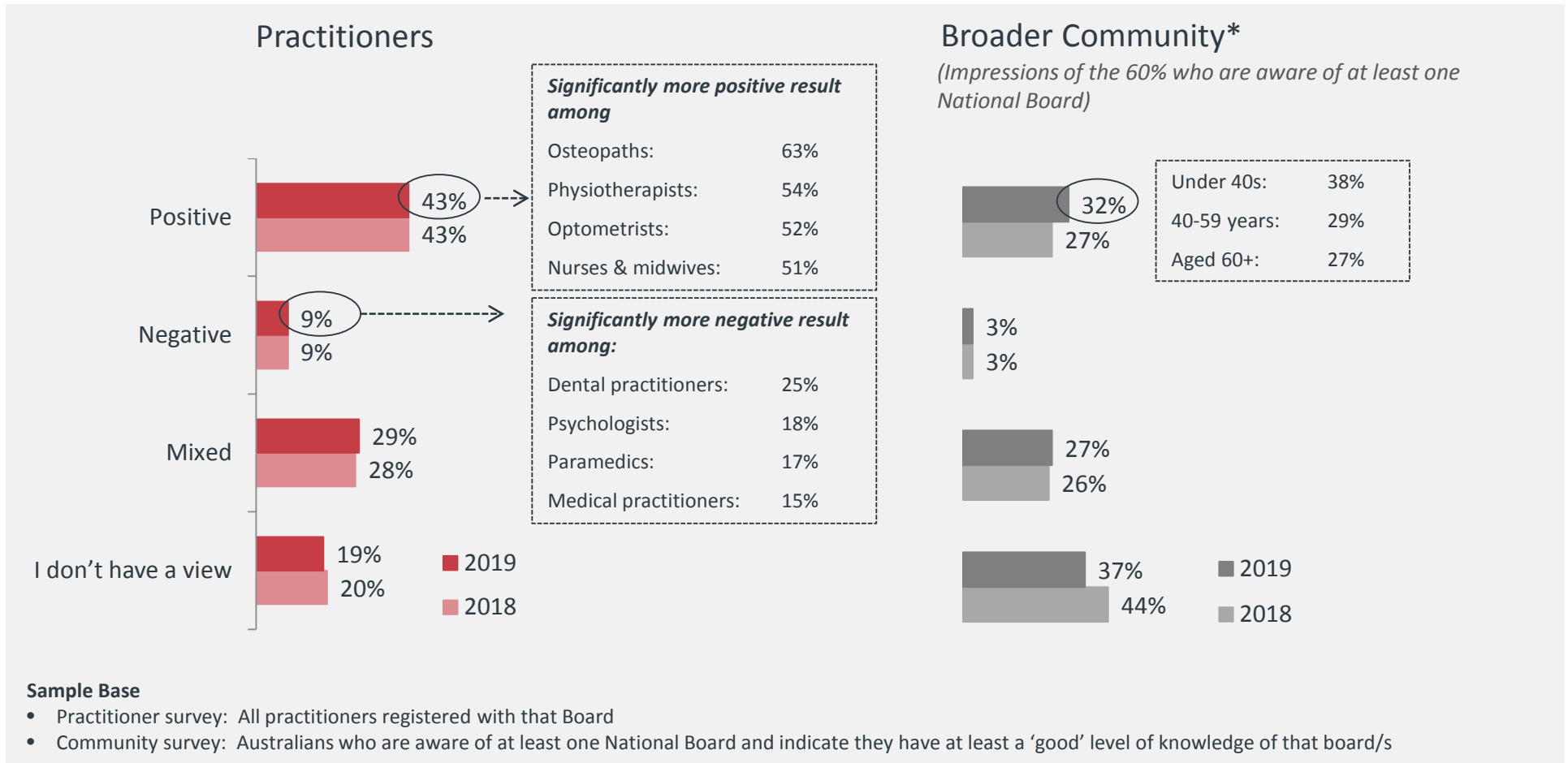


Perceptions of National Boards

The largest proportion of practitioners and almost one third of the broader community (around 40%) have a positive view of National Boards. As with the perceptions of Ahpra, these views are generally unchanged among practitioners, but have become more favourable (increasing by 5%) among the broader community over the last 12 months.

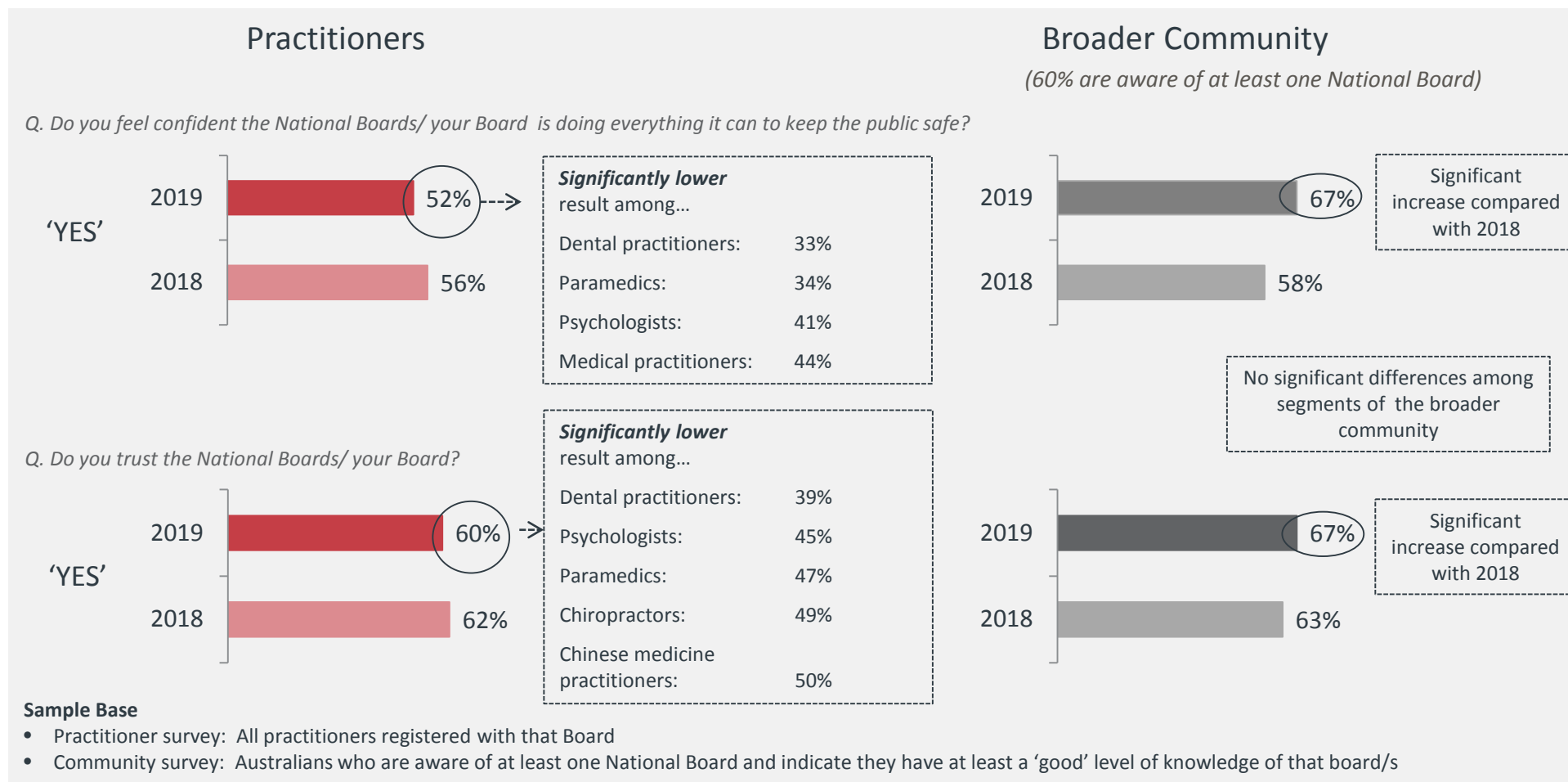
Q. Given your knowledge and understanding of the National Boards and what they do, what is your overall view of the National Boards? (Community)

Q. Given your knowledge and understanding of (your National Board), what is your overall view of (your National Board)? (Practitioners)



Levels of confidence and trust in National Boards

Once again there are a small number of professions who demonstrated significantly lower levels of confidence and trust in their National Board, compared with other professions. These are generally the same professions who have less confidence and trust in Ahpra and is consistent with the variations that emerged in the 2018 results.



What are the indicators of trust in National Boards? (open comments from the 2019 survey#)

From practitioners (60% trust National Boards)...

Demonstrated good decisions.

The single report I have made to this point regarding poor practice was handled quickly and promptly.

Good at keeping on top of and reviewing standards.

It is a well respected organisation that continually keeps in contact via email with members regularly.

From a historical point of view, they have always had the good of the profession in mind and have followed through on promises and objectives.

They communicate with their members, keeping them informed of policies & procedures. They appear to support practitioners.

I have been registered with them for over 28 years and have had no issues.

I think those involved are doing it for the right reasons and that is to represent the profession in a positive way.

They are a necessary part of guiding a large and complex profession.

From the broader community (67% trust National Boards)...

I believe that they would investigate matters of practitioners practice that may be of concern to ascertain if the practitioner poses a risk to the public in terms of safe practice.

I have some doctor friends and they have said they trust the direction of the board .

Health services should be trusted.

I believe they each follow strict guidelines and policies to ensure recognition of trusted qualified providers.

They provide adequate guidelines for appropriate professional conduct

I believe they have the health and welfare of the public at the centre of their interests as well as that of the practitioner.

They help make sure professionals are doing the right thing

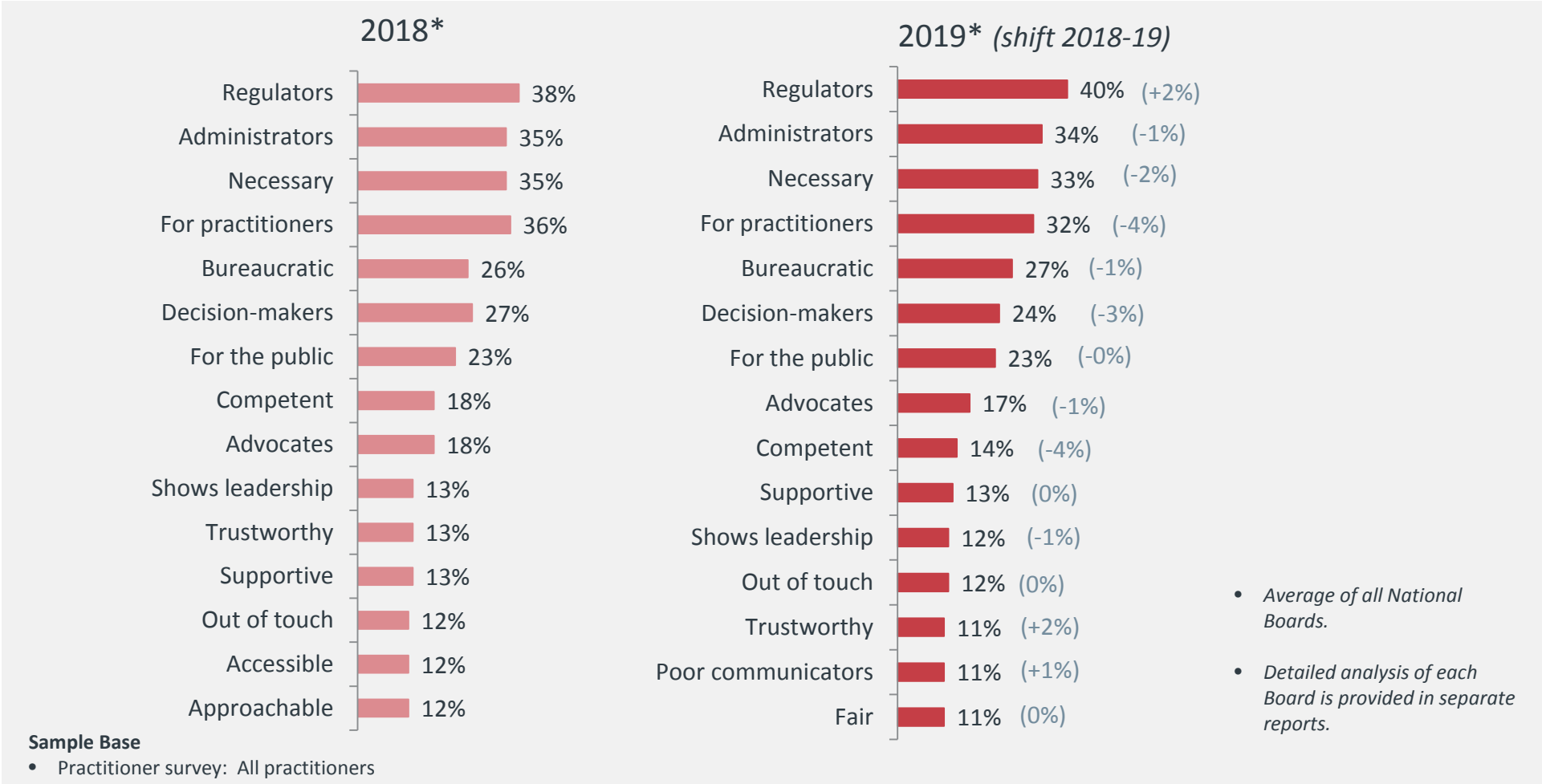
The are competent and equal to the task.

Full list of responses provided separately

Associations Practitioners have with National Boards *(top 15 words or phrases)*

As with Ahpra, there have been some small (but significant) shifts in the associations that practitioners have with National Boards however the hierarchy of those associations has remained stable over the last 12 months. As with Ahpra, practitioner impressions of National Boards are headed by impressions of National Boards as regulators.

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

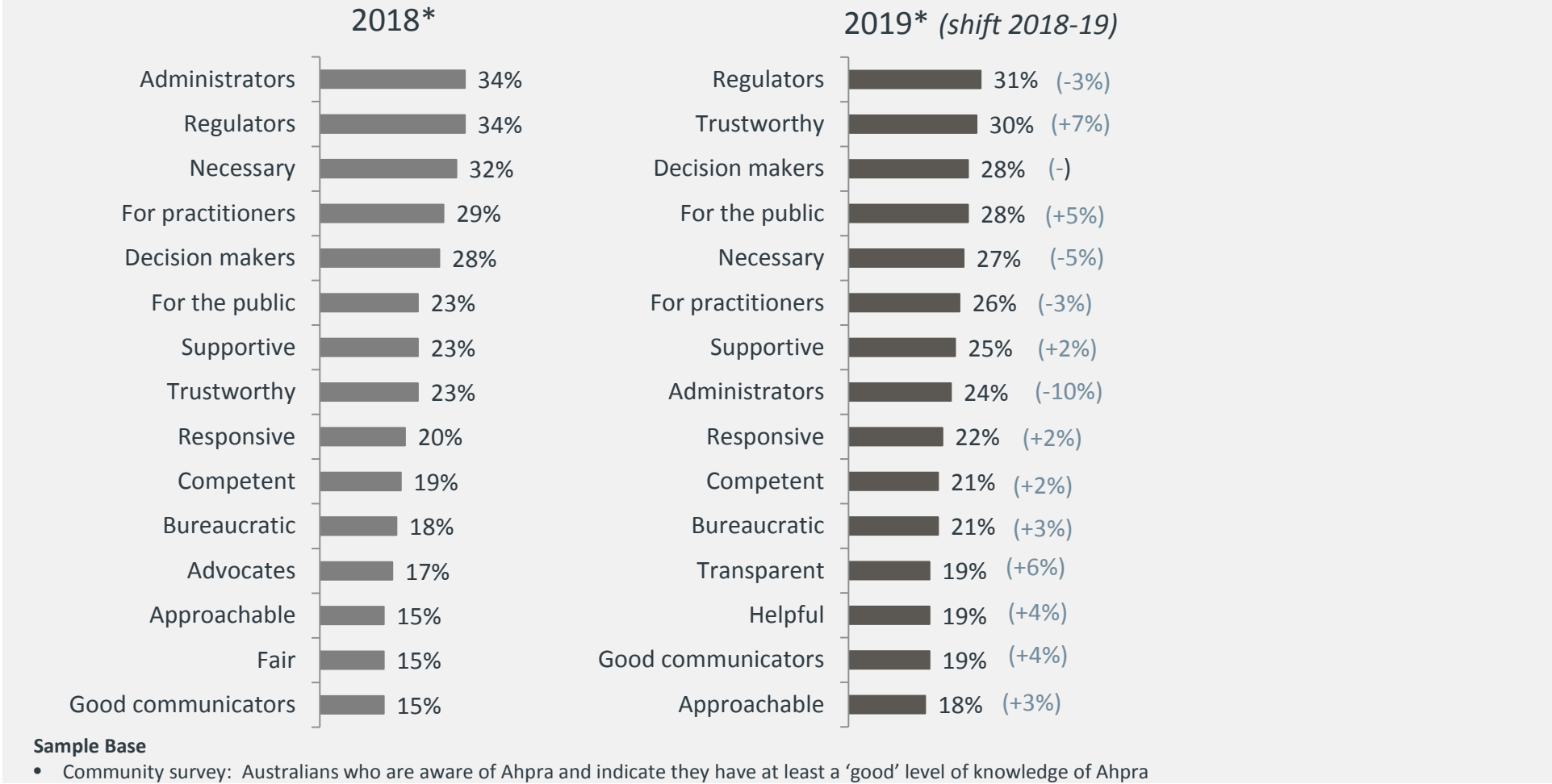


Associations the Broader Community have with National Boards

(top 15 words or phrases)

Once again there have been several significant shifts over the last 12 months, with the broader community now far more likely to think of National Boards as trustworthy and transparent and less likely to think of National Boards as administrators.

Q. Which of the following words or statements, if any, do you strongly associate with the National Boards you are aware of?



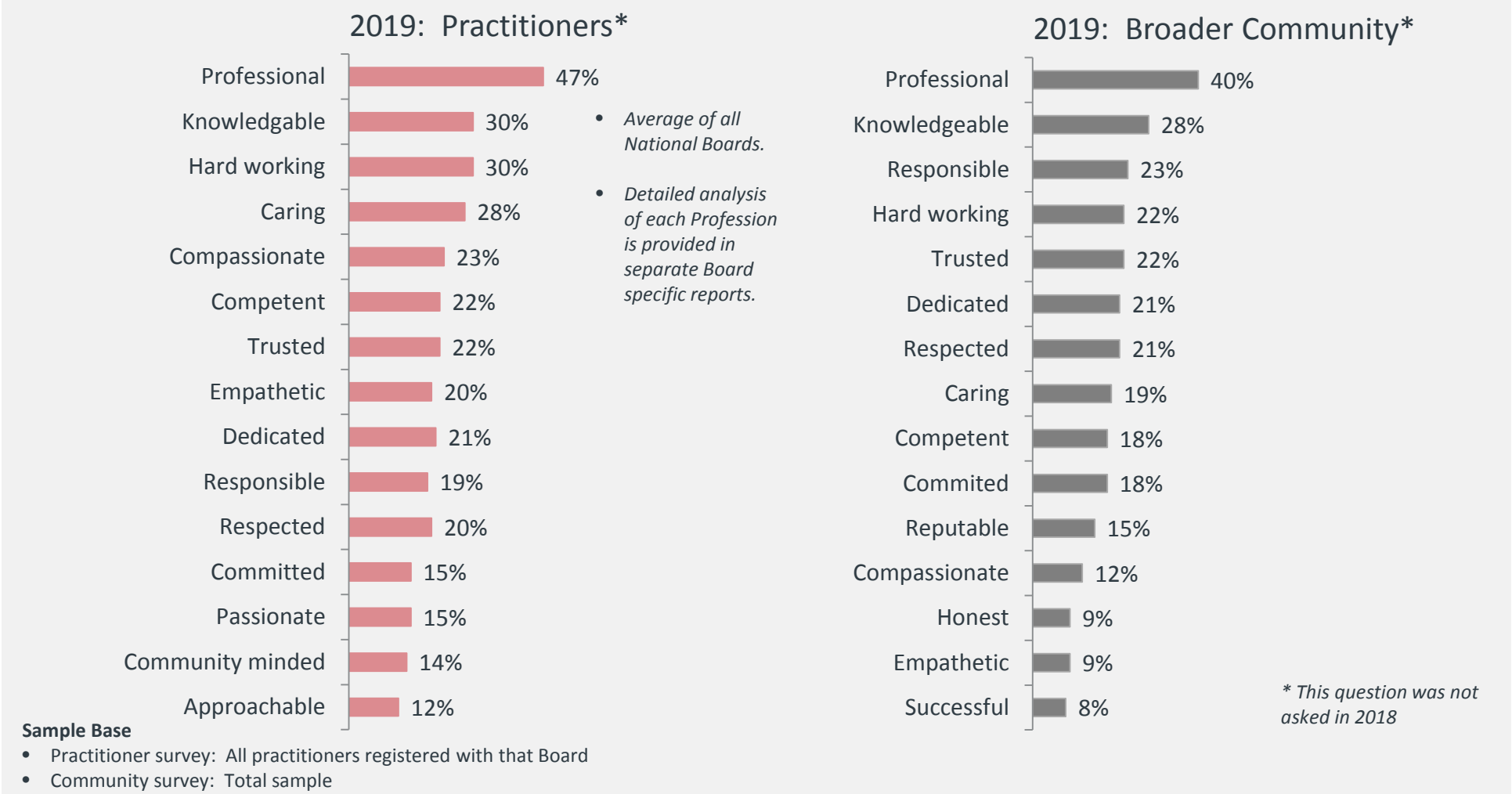
Associations with the registered health professions *(top 15 words or phrases)*

This question was designed to understand the values associated with the registered professions.

'Professional' is the value most associated with the professions by both practitioners and the broader community.

Practitioners: Which of the following words do you strongly associate with **your profession**? (Maximum of 5 to be selected)

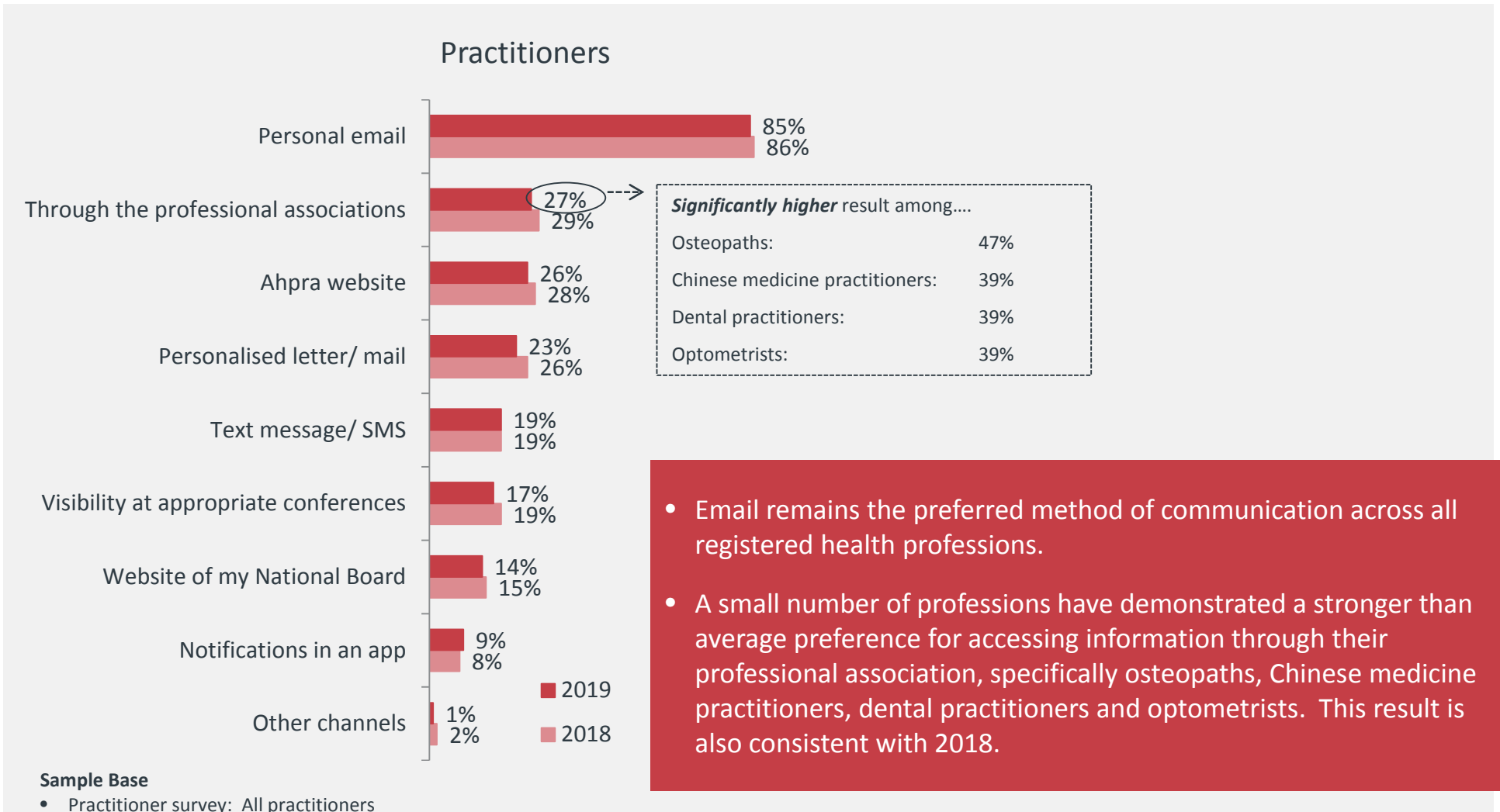
Community: When you think about the registered health professions, which of these words or statements, if any, do you strongly associate with those registered health professions?(Maximum of 5)



3. Assessment of communication and engagement with practitioners

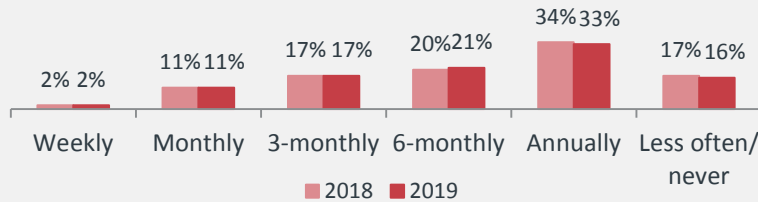
What are the most effective channels for engagement with practitioners?

Q. What are the most effective options for Ahpra and your National Board to communicate with you?



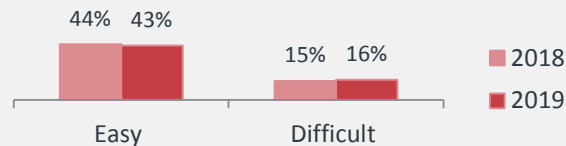
Use of the Ahpra website by practitioners

Q. How often do you visit the Ahpra website (www.ahpra.gov.au)?



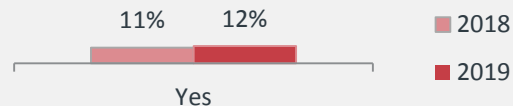
Base: Total sample

Q. How easy or difficult is it to find the information you were looking for on the Ahpra website?



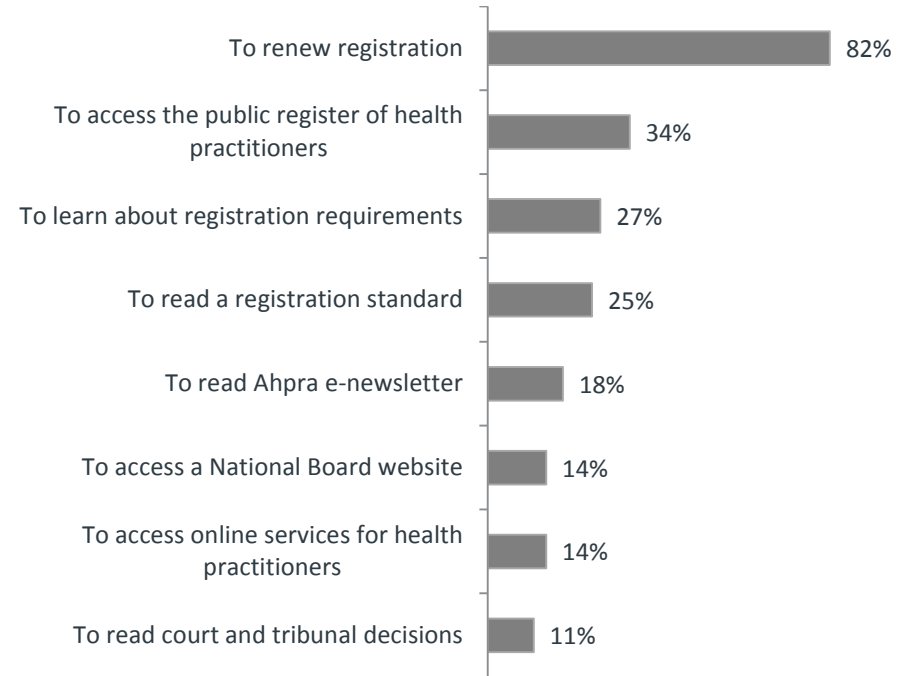
Base: Practitioners who have visited the Ahpra website

Q. Is there any information you have looked for on the Ahpra website but not been able to find?



Base: People who have visited the Ahpra website

2019: Main reasons for visiting the Ahpra website



Additional information sought by practitioners included...

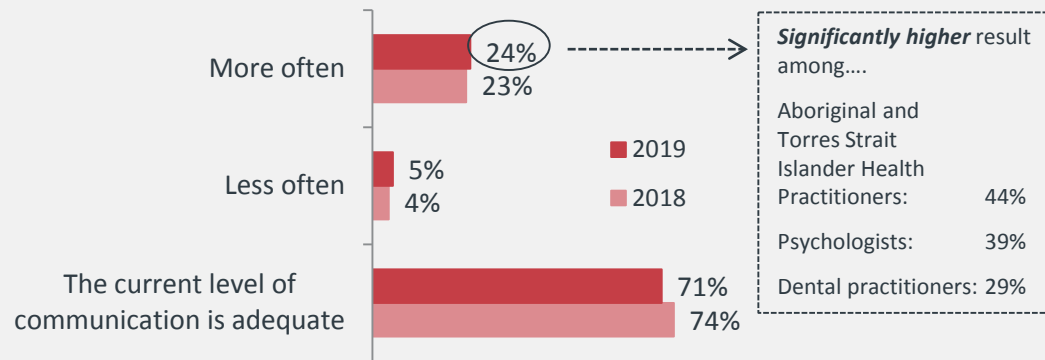
- Information on maternity leave specific questions around supervision programs
- Supervised practice when not residing in Australia and how to maintain good standing less expensively as an overseas practitioner.
- Court and tribunal decisions
- Practice address of a registered practitioner.
- Generally more detailed information about changes that have been announced

Practitioner response to communication by Ahpra and National Boards

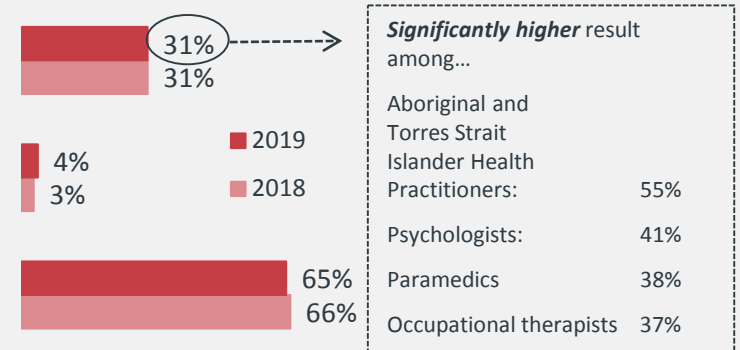
The majority of practitioners feel that the current level of communication from Ahpra and the National Boards is adequate, however, as in 2018, there is an appetite for more information from Aboriginal and Torres Strait Islander Health Practitioners and psychologists in particular.

Ahpra communication

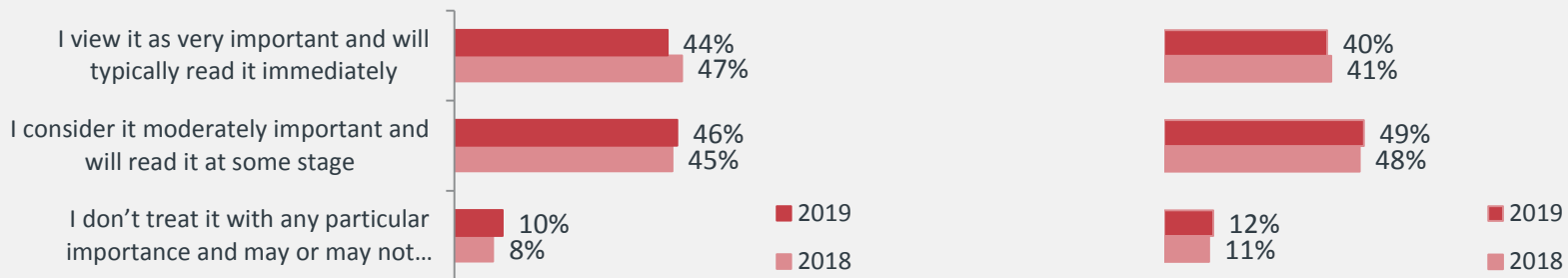
Q. Would you like Ahpra/ (National Board) to communicate with you...?



National Board communication



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



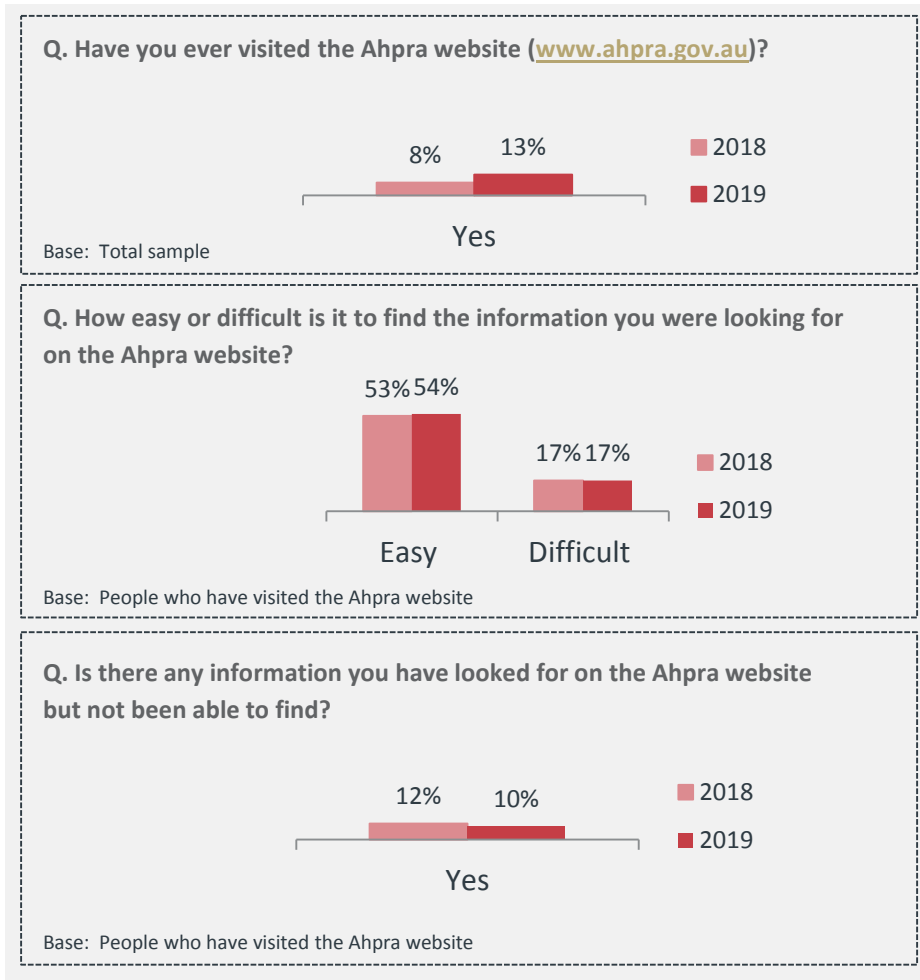
Sample Base

- Practitioner survey: All practitioners

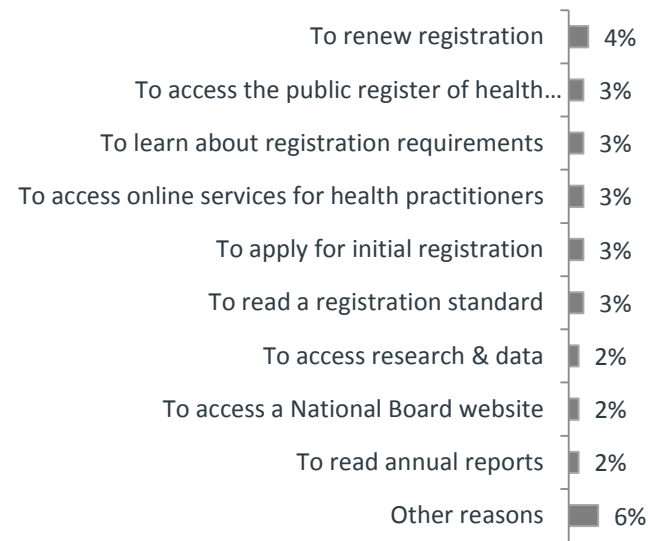
Use of the website by the broader community

Use of the Ahpra website by the broader community remains limited, although use of the website by the community appears to have increased over the last 12 months. Around 13% of people have indicated they have accessed the website and, however, as in 2018, more than one in three of those people who visited the site are actually registered health practitioners.

The majority of users found it easy to locate the information they were looking for.



2019: Reasons for visiting the Ahpra website



Additional information sought by the community included...

- *The final decisions and follow ups on cases can be hard to find through the main page*
- *Whether a practitioner had any sanctions*
- *Names of members*
- *Research related*

4. Summary of the 2019 results

A recap of the 2019 survey results

The results of this study will be used by Ahpra and the National Boards to continue building stakeholder confidence.

The community survey

Overall

- Almost all key metrics have improved when compared with the 2018 results; and
- It is the younger members of the community (aged under 40 years) where the results are most favorable.

The National Scheme

- Awareness of the National Scheme has increased significantly.

Ahpra

- Awareness of, interest in and knowledge of the role and function of Ahpra have all increased significantly;
- Perceptions of Ahpra have become more favorable; and
- Confidence and trust in Ahpra remains high and consistent with the 2018 result.

National Boards

- Awareness of National Boards and knowledge of their role and function has remained consistent while interest in National Boards has increased significantly;
- Perceptions of National Boards have become more favorable; and
- Confidence and trust in National Boards has increased significantly compared with the 2018 result.

The practitioner survey

The National Scheme

- Awareness of the National Scheme has declined, driven in large part by the low level of awareness among Aboriginal and Torres Strait Islander Health Practitioners.

Ahpra

- Almost all registered practitioners are aware of Ahpra and the vast majority are interested in the role and functions of Ahpra, a result consistent with the 2018 survey.
- Perceptions of Ahpra remain generally positive and unchanged. Physiotherapists, occupational therapists and nurses and midwives have a much more favorable view of Ahpra compared with the average across professions; and
- The level of confidence practitioners have in Ahpra over the last 12 months has declined (by 4%), driven by particularly low levels of confidence among medical practitioners, dental practitioners, psychologists and paramedics.

National Boards

- The professions with the most favorable views of their National Board (compared with the average) are osteopaths, physiotherapists, optometrists and nurses and midwives; and
- The professions with more negative views of their National Board (compared with the average) are dentists, psychologists, paramedics and medical practitioners.

