



14<sup>th</sup> April, 2011

Senate Finance and Public Administration Committee  
P O Box 6100  
Parliament House  
Canberra ACT 2600

Dear Sir/Madam

Re: INQUIRY INTO AUSTRALIAN HEALTH PRACTITIONER REGULATION AGENCY

I have been asked by the Queensland Nurses' Union (QNU) to write regarding difficulties I encountered whilst trying to obtain registration as an Endorsed Enrolled Nurse via the Australian Health Practitioner Regulation Agency (AHPRA).

The delay in obtaining registration almost cost me the opportunity of commencing employment with Queensland Health as the completion of the registration process is a prerequisite prior to commencement of duties.

I graduated with a Diploma of Nursing from the [REDACTED] Institute of TAFE on 5<sup>th</sup> July, 2010 and immediately following receipt of the Diploma completed a Registration Application which was duly forwarded to APHRA. Prior to forwarding the application I tried on numerous occasions to clarify unclear instructions regarding completion of this form, particularly relevant to the mandatory English language component. I sent **emails** to APHRA plus left **several voice mail messages** none of **which were ever responded to**.

I had completed my High School Junior Certificate, but as a mature aged student completed a subject entitled "Language and Learning" via classes at the TAFE, which was completed as an adult equivalent of Senior English necessary for University entry. This subject was completed some 20 years post high school study. As this is a higher standard of English than that achieved on my Junior High School Certificate (Year Level 10,) I forwarded this with my application form.

My application form was rejected with a request I forward in my Grade 10 English pass in lieu of the TAFE certificate. I wrote back to APHRA with my application form advising them of my confusion as to how a Grade 10 Certificate completed in 1973, could be more relevant than a Senior English Equivalent completed some 20 years later.

Anyway the upshot of the whole saga is that my application for registration was delayed unnecessarily and in actual fact confirmation was only received by Email late on Friday, 24<sup>th</sup> September, 2010 just two days before I was to commence permanent employment with Queensland Health.

To expedite the receipt of my Registration I called to the Brisbane office of APHRA (week commencing 16<sup>th</sup> August, 2010) where I was ably assisted by a gentleman named [REDACTED]. He arranged for me to fax a copy of confirmation from my potential employer, Royal Brisbane and Women's Hospital to enable my application to be finalised/prioritised. I felt at that time that this measure should have been unnecessary, however complied out of sheer frustration.

In conclusion I felt frustration and disappointment at the lack of contact from APHRA, and also misinformation given in the final weeks prior to my Registration being completed. I received conflicting information during telephone contact with two Brisbane APHRA employees (names not available) regarding the reasons for the delay in receiving my Registration.

Whilst attending The APHRA Brisbane office and waiting in the reception area I overheard conversations with other health practitioners who were experiencing similar frustrations in relation to documentation requirements for registration.

I acknowledge the need for stringent guidelines prior to registering new practitioners; however feel that issues such as Police Checks and language requirements could be carried out prior to the final registration approval to expedite future applications.

Yours sincerely,

