

11th April 2011

To whom it may Concern:

I am writing to express my concern regarding my registration to practice as a registered nurse through the Australian Health Practitioner Regulation Agency (AHPRA).

I was first registered as an enrolled nurse in 2004 with the NSW board of Nurses and Midwives. I then gain a bachelor of Nursing through Charles Sturt University and gained registration as a registered nurse in 2009 through the NSW nursing and Midwives board. My registration expired on the 31st November 2010.

In June 2009 I received a letter stating that the Australian Health Practitioner Regulation Agency (AHPRA) would be taking over the registration process and that all my details would be forwarded to them from the NSW Nurses and midwives board.

In May 2009 I went on maternity leave.

On the 5th of December 2010 I rang the Australian Health Practitioner Regulation Agency (AHPRA) on 1300 419 495end_of_the_skype_highlighting as I had not received my renewal paperwork to enable me to stay on the practitioner Roll. My personal information was given to the person from AHPRA and I was told that due to the move of registrations from the NSW nurses and midwives board to AHPRA it would take 4-6 weeks to receive my renewal paperwork.

On the 27th of December 2010 I rang AHPRA again stating I had not received my renewal paperwork. After giving my personal information I was the told it was processing and I had to wait a bit longer.

On the 1st of February 2011 I rang AHPRA again and stated I had not received my renewal paperwork, I was again told it was processing and I had to wait.

I was due to start back at work from maternity leave on the 14th of February.

On the 15st of February 2011 I rang AHPRA again stating I still had not received my renewal paperwork only to be told that I did not exist on the system and that due to my registration been expired for more than a month I would have to complete a new registration form and hand in all my certificates and pay and extra application fee of \$115 as well as the registration fee of \$115.

On 25th of February I went to the NSW office, Level 51, 680 George Street Sydney NSW 2000. I explained the above situation to the receptionist who then asked a person from the registration area to speak with me. I explained the situation to her and she stated that she was sorry that the above situation happened and that there was nothing she could do apart from fast tracking my new application. I even had a letter from my employer stating my employment history of working for them for 6 years and asking that the matter was dealt with immediately. I then asked if I had to pay the application fee as I believed that I did the appropriate thing by following up my renewal paperwork and I felt like I had been misled by the information I was given. She stated I still had to pay the fee. I

also asked her how long it would take for my name to be on the registration roll and she stated she would have it done within the week.

On the 1st of March 2011 I was informed by my employer () that I was not allowed to work until my name was back on the registration board. I was informed that it would be leave without pay as they were not allowed to even pay me my holiday or sick pay due to the fact that my name was not on the registration board.

On the 7th of March 2011 I rang AHPRA stating that it had been a week and that I was still not registered. I was placed through to the NSW office and spoke with my case manager. She stated that the application was in process and that she was waiting for my criminal history check to come back, once that was back my application would be finalized and I would be back on the registration roll.

On the 14th of March 2011 I rang AHPRA asking about my registration only to be told again that they were waiting for my criminal history to come back. I asked how long the criminal history takes to come back and my case manager stated anywhere from 24hrs to 3 weeks. I expressed my concern regarding the timeframe as I had a new baby I had to take care of and rent and bills to pay and that I was not able to get paid till I was able to work. My case manager stated there was nothing she could do until my criminal history came back.

Every day I was checking the online registration roll to see if I had been registered and every time I saw that I was not registered I stated to get more and more depressed.

On the 21st of March 2011 I rang AHPRA again stating that it had been more than 3 weeks since my application was submitted and asked what was happening. I was then told due to having a "Criminal History" my application needed to go in front of the Nursing board for consideration and that they did not meet again until the 7th of April 2011 and then it would be another week before I would be told of the outcome. My criminal history was that In June 2004 () I was fined with speeding. I was doing 85km/hr when the speed dropped down to 60km/hr (I did not slow down fast enough). Due to being 25km/hr over the speed limit and on my Provisional licence I was suspended from driving for 3 months. This I thought started when I got the fine in July 2004. In September 2004 (aged 19)I was pulled over by the police for a random breath test and was told my licence was still suspended and that the suspension had actually started in August. I was given a court attendance notice in which I pled guilty to driving whilst suspended and given a further year disqualified licence. This information was given to AHPRA in my application form so they knew this from the very beginning and i was never told that my application would have to go in front of the board. I asked if i would be compensated for the misleading information i was given regarding the application process and that i had not been able to work for 3 weeks due to this misleading information to which i was laughed at and told no.

I was very upset by this news as i was told i would be working within a week and it had already been 3 weeks. I asked to speak with the manager/supervisor of the nurse registration as i wished to make a complaint and was told she was not available. I left my contact details with my case manager and asked if she could return my call as soon as possible.

On 28th of March I received a message on my voice mail that my registration had been completed and i was now on the registration roll. There was no explanation as to what had happen and why my application did not have to go in front of the nurse's board. I

contacted AHPRA and asked to speak with my case manager only to be told that she was on holidays and that no one else was available to speak with me. I was unable to work for a total of 4 weeks without pay.

I feel that i was lied to and given misleading information on numerous occasions. I believe that AHPRA did not have the capacity and ability to implement and administer the national registration. I believe that the performance of AHPRA in administering the registration was inadequate. I believe that there was an impact of me not being registered in a timely matter had an impact on the hospital and the patients where I work as I was unable to work leaving the hospital short staffed. I believe I incurred financial loss due to the incompetence of AHPRA. I believe my request to speak with the manager/supervisor was not dealt with as I never received a call from her regarding my complaint.

Please do not hesitate to contacted me on the above details if you wish to discuss this matter further