

Dear Senate Committee

Thank you for the opportunity to comment upon the performance of AHPRA.

I returned my application to renew my registration in December 2010 and the cost was deducted from my account.

I heard nothing from AHPRA until they sent an email reminding me that my next renewal was due on the 31 May 2011. This is more than two months in advance. It is over three months since I paid for my previous renewal and have not received any receipt or more importantly a practicing certificate. I contacted AHPRA on the 21 March 2011 through their web site and received a reply as follows, "Thank you for your enquiry. AHPRA is sending out certificates of registration and tax invoices to all registered health practitioners at the present time. If you have not yet received yours, it will be arriving in the post in the coming weeks."

I work casually and need a practicing certificate for employers and places that I am sent to. It now means that any employer has to check on AHPRA's website.

I have been nursing for more than forty years in a number of countries and never met such appalling service. This organisation is grossly incompetent and they can audit my performance but who audits their performance. I am hoping that you can achieve some improvement.

A further concern is that the details recorded about me on the AHPRA web site defaults to my residence as I do not have a place of employment. This could be dangerous in the hands of the wrong person.

Thank you for this opportunity.

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