

Senate Community Affairs Committee

ANSWERS TO ESTIMATES QUESTIONS ON NOTICE

HEALTH AND AGEING PORTFOLIO

Additional Estimates 2011-2012, 15 February 2012

Question: E12-007

OUTCOME 12: Health Workforce Capacity

Topic: AUSTRALIAN HEALTH PRACTITIONER REGULATION AGENCY (AHPRA)

Written Question on Notice

Senator Xenophon asked:

- a) Has DOHA received any complaints in relation to the AHPRA's operations in SA?
- b) If so, how many?
- c) What do they relate to?

Answer:

- a) Yes.
- b) Written complaints to the Minister or Department of Health and Ageing are received via email or hard copy mail. For much of the correspondence received via email, the Department is unable to readily identify the state from which it originates. Based on a sample of the 250 letters and emails received regarding the National Registration and Accreditation Scheme since July 2010, the Department estimates 2 per cent of the correspondence is from SA and refers to AHPRA's operations.
- c) These complaints have related to incorrect registration details on the AHPRA register, difficulties and delays with the registration process and communication with AHPRA.