



**Ahpra**  
& National  
Boards

**TRUST and CONFIDENCE**  
**Responding to community expectations**

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# About Ahpra



- Who we are – we work with 15 National Boards – 16 health professions
- What we do – protect the public – set standards and policies that all registered practitioners must meet

# Why is trust and confidence important to Ahpra?



\* Nationally, except in NSW and Qld where this is managed by the Health Professions Councils Authority and the 15 health professional councils, and the Office of the Ombudsman, respectively.

# How do we know what the expectations of the public are?

Data obtained in 2004



Did not understand the reason for the outcome



Did not agree with the outcome



Perceived lack of impartiality



Communication – lack of clarity and timeliness



Length of time responding to complaints

# 2013 -Review of complaints – notifier experience



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## Key themes emerged



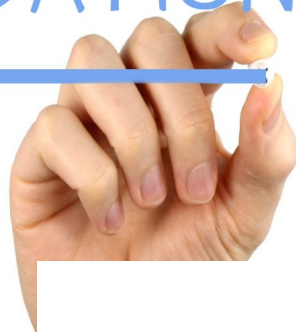
# Articulating a consumer perspective- developing principles

*The agency understood, heard me, believed me, responded (“took me seriously”), acted, kept me informed, explained reasons, I dealt with the same staff, who communicated with me in a personal way*



# Responding to findings - opportunities

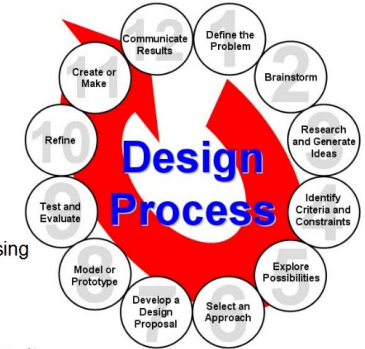
## COMMUNICATION



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### Example Design Process

1. Define a Problem
2. Brainstorm
3. Research and Generate Ideas
4. Identify Criteria and Specify Constraints
5. Explore Possibilities
6. Select an Approach
7. Develop a Design Proposal
8. Make a Model or Prototype
9. Test and Evaluate the Design using Specifications
10. Refine the Design
11. Create or Make Solution
12. Communicate Processes and Results



# STAR TREK FIRST CONTACT

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# Transformation

- Better information on the website
- More meaningful communication
- Improve initial contact
- Explore options for swifter resolution





## Transformation continued:

- Reconsider role of notifier in the 'model of practice'
- Ensure complaints contribute to systems change
- Increase engagement with community

# Are we there yet?

- Ministerial policy directions
  - National Engagement Strategy
  - 20-25 strategy of the National Scheme
  - Aboriginal and Torres Strait Islander Health and Cultural Safety Strategy 2020-2025?
- Socio/political developments
  - Understanding accessibility barriers

# Where to next?



- Public protection and patient safety is the primary role of Ahpra and the National Boards. To effectively carry out this function it is critical that Ahpra has the trust and confidence of the community. Maintaining that trust is an ongoing journey that requires continuous improvement to ensure better access to safer healthcare.

**Thank you**