



## Communiqué

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### March 2017 meeting of the Chiropractic Board of Australia

The Chiropractic Board of Australia (the Board) is established under the Health Practitioner Regulation National Law, as in force in each state and territory (the National Law).

The Board meets each month to consider and decide on any matters related to its regulatory function within the National Registration and Accreditation Scheme (the National Scheme).

This communiqué aims to inform stakeholders of the work of the Board. Please forward it on to colleagues and employees who may be interested in its content.

The March 2017 meeting was held face-to-face at the Park Royal Hotel at Melbourne Airport in conjunction with meetings with the Council on Chiropractic Education Australasia and a two-day forum hosted by the Board on self-assessment and reflection in the context of continuing professional development as well as remediation and return to practice.

#### **New accreditation publications about costs and international accreditation systems**

Two new papers have been published about key aspects of the accreditation functions under the National Scheme.

The papers provide a new analysis of accreditation costs and an international comparison of accreditation systems for registered health professions in comparable health systems.

To read more about the papers, visit the [news item](#) on the AHPRA website.

#### **COAG Health Council meeting communiqué**

The Federal and state and territory health ministers met in Melbourne on 24 March 2017 at the [COAG Health Council](#) to discuss a range of national health issues. The meeting was chaired by the Victorian Minister for Health, the Hon Jill Hennessy. AHPRA CEO Martin Fletcher attended the Australian Health Workforce Ministerial Council (the Council) meeting which brings together all health ministers throughout Australia to provide oversight for the work of the National Scheme. AHPRA and National Boards provide a regular update to the Council on our work.

This meeting had a particular focus on the progress of amendments to the National Law which among other things will pave the way for the registration of paramedics from 2018 and a call for expressions of interest and nominations for first appointments to the National Board before this. Ministers also discussed further amendments to the National Law to increase the penalties for people holding out as registered practitioners.

#### **AHPRA online portal for complaints or concerns launches**

AHPRA has launched a new online portal to the public offering a clearer and simpler process when making a complaint or raising a concern about registered health practitioners and students.

The portal is an additional channel available through the [AHPRA website](#). Alternatively, individuals can still call **1300 419 495** to make a complaint or raise a concern, while a PDF form also remains available for complainants.

The same standard applies to information and evidence regardless of whether the concern is raised online or by email, phone or form. The portal includes the requirement for a complainant to declare that the information provided in a complaint or concern is true and correct to the best of their knowledge and belief. The online portal guides users to provide information that more readily enables proper assessment of their concerns.

Automated correspondence is issued to all users of the portal, including a copy of their complaint or concern and advice that they will be contacted by a member of the AHPRA team within four days. The portal is supported by website content about the way AHPRA manages complaints or concerns about health practitioners and students. Consultations revealed the term 'notification' is not commonly understood by the broader community. In response the term 'complaint or concern' replaces the term 'notification' in the portal and the website content.

Further enhancements will be made to the portal based on user feedback

## **Conclusion**

The National Board publishes a range of information about registration and the National Board's expectations of practitioners on its website at [www.chiropracticboard.gov.au](http://www.chiropracticboard.gov.au) or [www.ahpra.gov.au](http://www.ahpra.gov.au).

For more information or help with questions about your registration please send an [online enquiry form](#) or contact AHPRA on 1300 419 495.

## **Dr Wayne Minter AM**

Chiropractor

Chair

Chiropractic Board of Australia

**March 2017**