



Community News: Safer healthcare for You.

Welcome to the Ahpra and National Boards Community News. Winter Edition.



Let us introduce ourselves

The Australian Health Practitioner Regulation Agency (Ahpra) and the 15 National Boards work in partnership to ensure Australia's registered health practitioners are suitably trained, qualified and safe to practise. Public safety is our priority.

Finding a Practitioner that is right for me

You can use the [Public Register](#) to search for a type of practitioner by location (eg. dentist in Ascot Vale, 3032). You can then narrow your search by language or gender, helping you find a practitioner that's right for you.

Stay in touch

We'd love to hear your feedback, especially if there are any topics you would like to know more about. Contact us at communitynews@ahpra.gov.au.



Use your phone to scan the QR codes and find out more

Did you know?

There are over 920,000 registered health practitioners in Australia?

Nurses and medical practitioners, trained overseas and in Australia, make up more than half of our country's registered health workforce. Followed by psychologists, physiotherapists, pharmacists and dentists.

Australia is in the top three countries of nurses and doctors per head of population – with 3.3 registered health practitioners for every 100 Australians.

However, more work is needed to increase the rates of practitioners identifying as Aboriginal and/or Torres Strait Islander. In 2022/23, 10,813 health practitioners identified as Aboriginal and/or Torres Strait Islander – that's 1.2 per cent of all registered health practitioners, and well short of the 3.8 per cent representation in the general population.

Telehealth/virtual care: Questions to ask for a safer healthcare

- Is virtual care right for the health service you are seeking? It is generally safest to have consulted with your practitioner in person previously to ensure they have sufficient knowledge of your health and medical history.
- If you are consulting virtually and haven't previously consulted in-person, has your practitioner conducted a full assessment? For example, have they asked you about your current condition or relevant past health and medication history?
- Have you checked that you're speaking to a registered health practitioner?
- Is the health practitioner registered in Australia?
- Has the practitioner gained your informed consent for your consultation? This could be about your privacy, right to confidentiality, billing, or handover arrangements to inform other relevant health practitioners of the healthcare you received.
- Has your health practitioner explained to you their clinical findings, the reasons for certain treatment and any potential side effects and risks?



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No racism or discrimination in healthcare

Public safety is our priority. Our regulatory role includes protecting the public from racism and discrimination by health practitioners because racism and discrimination cause harm and affect the quality of healthcare people receive.

There have been two recent regulatory decisions about racism and discrimination in healthcare where the health practitioners involved have had their registration cancelled. These important decisions set a precedent that people have the right to report their concerns to Ahpra and that these behaviours have consequences.



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Making a complaint: Resources for consumers

Ahpra and the Australian Commission on Safety and Quality in Health Care have been working together to improve your experience when making a healthcare complaint. We heard that it can be difficult to know who and where to complain. For culturally and linguistically diverse people there may also be additional barriers. To help, we've updated information on our websites to make the process clearer, published [three animations](#), [top-tips to guide you through making a complaint](#), and a fact sheet on [where you can make a healthcare complaint](#). Building on the work in this project, we will continue where we can to make improvements to complaints processes and consumer resources.



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