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# AHPRA

Review of stakeholder perceptions of AHPRA and the National Boards

A Social Research Project

November 2018

Supplementary report prepared for:

***The Aboriginal and Torres Strait Islander Health Practice Board of Australia***

# Introduction

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- Truly Deeply has been engaged by the Australian Health Practitioner Agency (AHPRA) to test the perception of sentiment towards AHPRA and the National Boards. This review is intended to help AHPRA and National Boards better understand what stakeholders think and feel about the organisation and to identify how to facilitate ongoing confidence and trust in the work performed by AHPRA and National Boards.
- The study has used a combination of both qualitative and quantitative approaches, specifically extended interviews (face to face and via the telephone), focus groups and online surveys.
- A single, integrated report has been provided to AHPRA documenting the key themes and results.
- A separate summary has been provided for each of the National Boards based on the results of the online survey with practitioners.
- The purpose of this report is to present a subset of findings specifically for **the Aboriginal and Torres Strait Islander Health Practice Board of Australia.**

# An overview of the methodology

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A **four stage** approach that combined both qualitative and quantitative research approaches has been used.

**Stage 1** comprised a total of 53 qualitative interviews. This consisted of interviews with the Chair of every National Board (15); the Executive Officer of almost every National Board (13), Government health providers (3); major health employers (3); Aboriginal and Torres Strait Islander Health Strategy group representatives (5); Co-regulatory partners (4); Professions Reference Group members (3); representatives from CALD communities (2) and 'Other' various stakeholders (5).

These interviews were conducted between August 10 and September 26, 2018.

**Stage 2** involved three focus groups. The three groups were conducted with i) Members of the Community Reference Group; ii) Members of the Professions Reference Group and iii) Accreditation Authority representatives.

These groups were conducted between August 14 - 22, 2018.

**Stage 3** consisted of an online survey with practitioners from all 15 registered professions.

This survey was conducted between September 17 – 25, 2018.

**Stage 4** consisted of an online survey with a representative sample of the Australian general public.

This survey was conducted between September 17 – 25, 2018.

# Quantitative approach

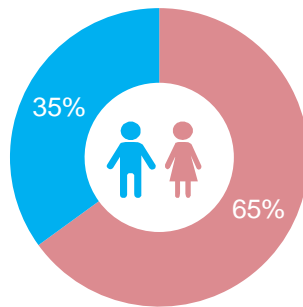
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- Online surveys were conducted with practitioners as well as the broader community following the qualitative investigation. Truly Deeply developed the questionnaires in consultation with AHPRA.
- The questionnaires were developed to allow initial findings in the qualitative to be further explored and validated. Additional pre-codes and lists of words and statements were included in the survey following feedback from interviews and discussion with stakeholders.
- Respondents to the Community Survey were sourced using an external panel provider.
- Participants in the Practitioner Survey were sourced by AHPRA (using software that allowed the survey to be deployed to a random sample of practitioners in each profession).
- The practitioner sample has been weighted to ensure an equal ‘voice’ within the total sample of registered health practitioners (with the sample of ‘nurses’ and ‘midwives’ further separated). This has been done to ensure that the views of (for example) of ‘psychologists’, which accounted for 14% of responses to the survey, does not distort the views of other professions, which accounted for a much smaller response overall to the survey.
- Once the surveys were closed, statistical analysis was conducted by Truly Deeply to summarise and compare the quantitative findings.

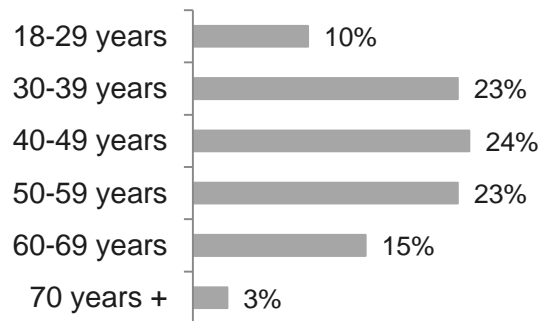
	Community Survey	Practitioner Survey
Fieldwork dates	September 19 - 25	September 19 - 27
Responses	<b>1,020</b>	<b>5,694</b>
Email invitations sent	na	100,257
Response rate	na	6.0%

# Sample of registered practitioners (n = 5,694)

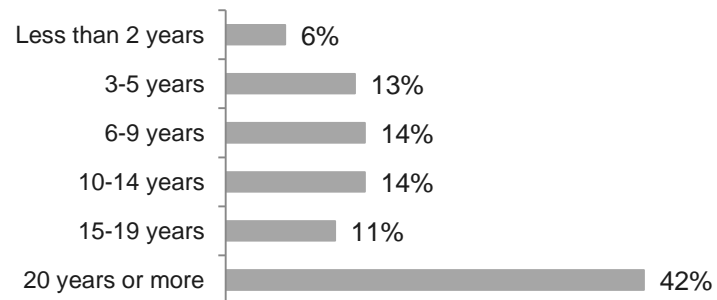
## Gender



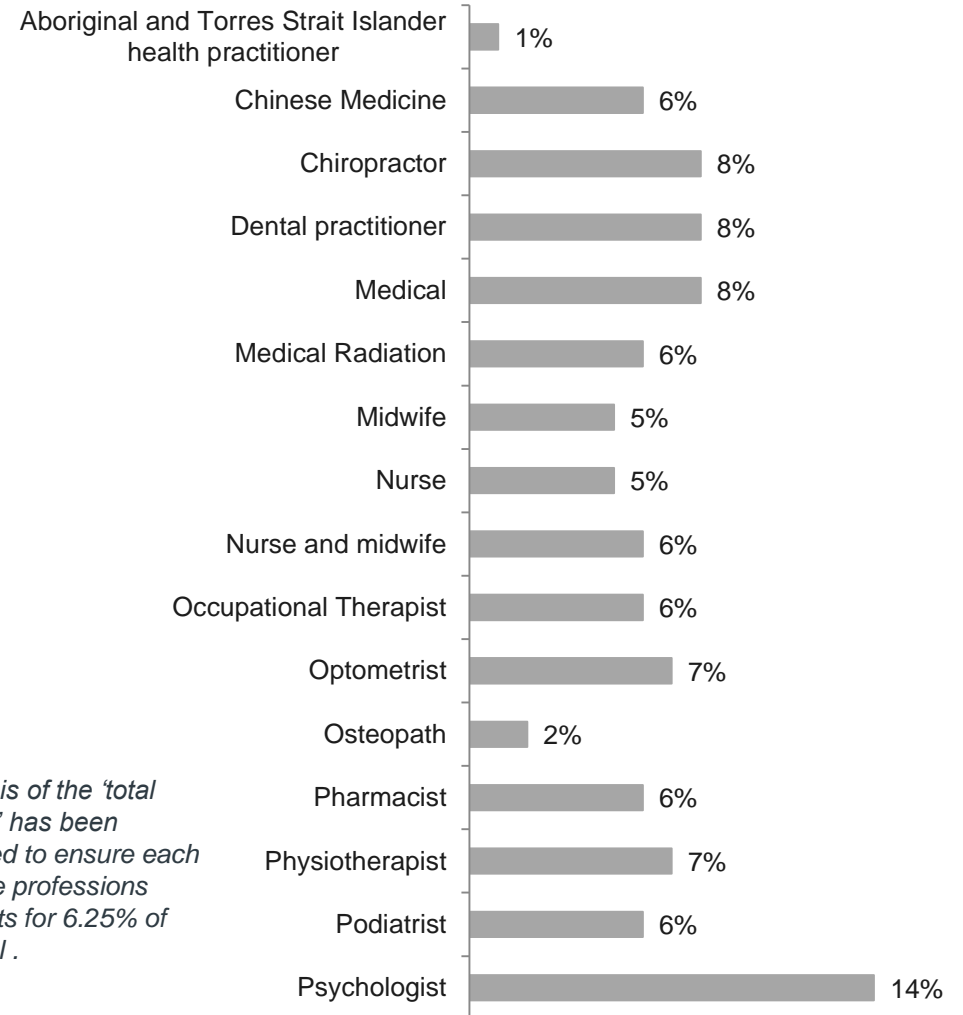
## Age



## Years in practice



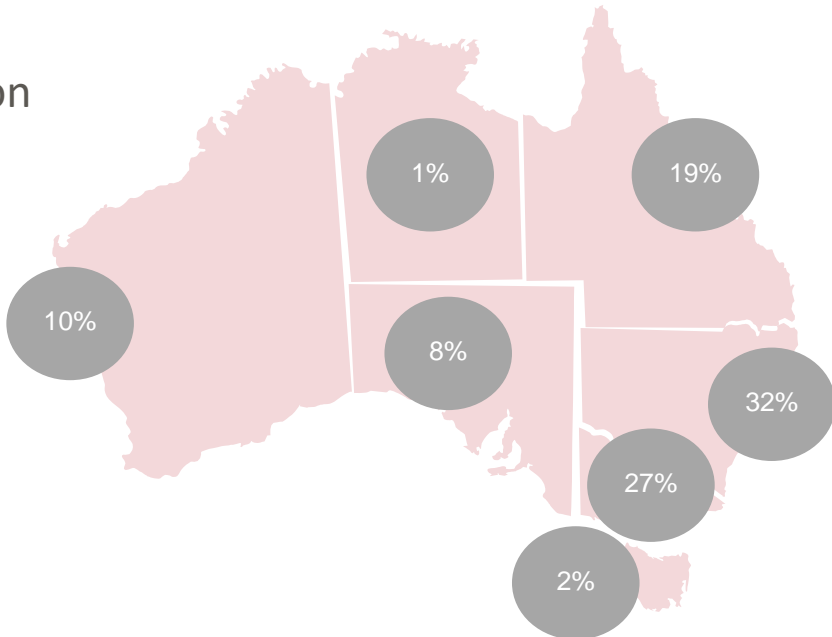
## Practitioner type\*



*\*Analysis of the 'total sample' has been weighted to ensure each of these professions accounts for 6.25% of the total.*

# Sample of registered practitioners (n = 5,694)

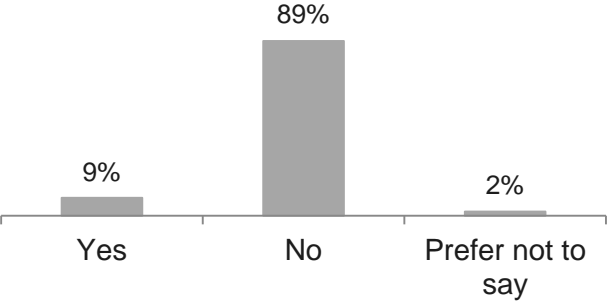
Location



Metro: 66%

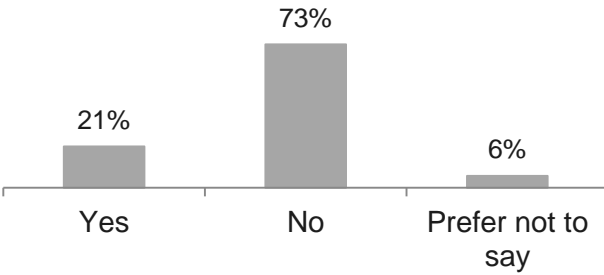
Regional : 34%

% who have had a complaint ever made against them to AHPRA or their Board as a registered Health Practitioner\*



\* As identified by individual respondents

% who have ever been audited to check their compliance with the mandatory registration standards\*



\* As identified by individual respondents

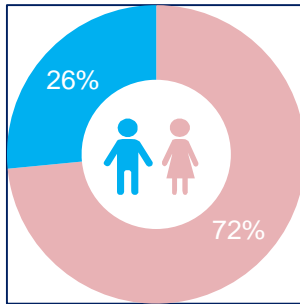
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Summary of results of the online survey with registered health practitioners.

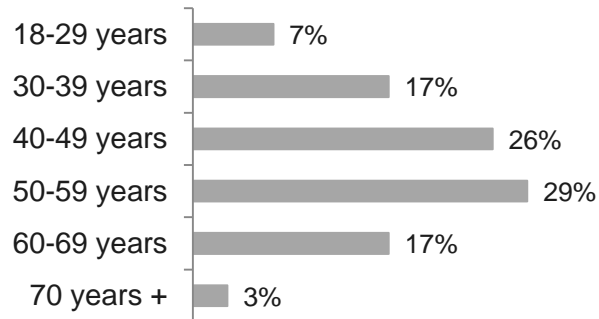
Specific insights into the responses from:  
**Aboriginal and Torres Strait Islander health practitioners**

# Aboriginal and Torres Strait Islander health practitioners (n=58)

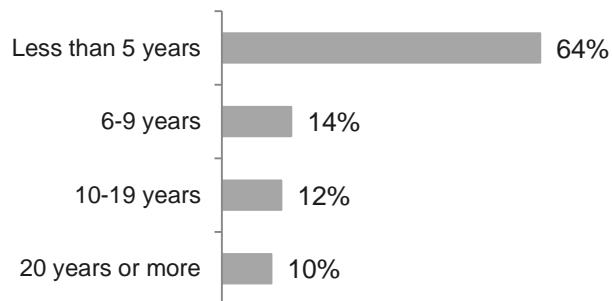
## Gender:



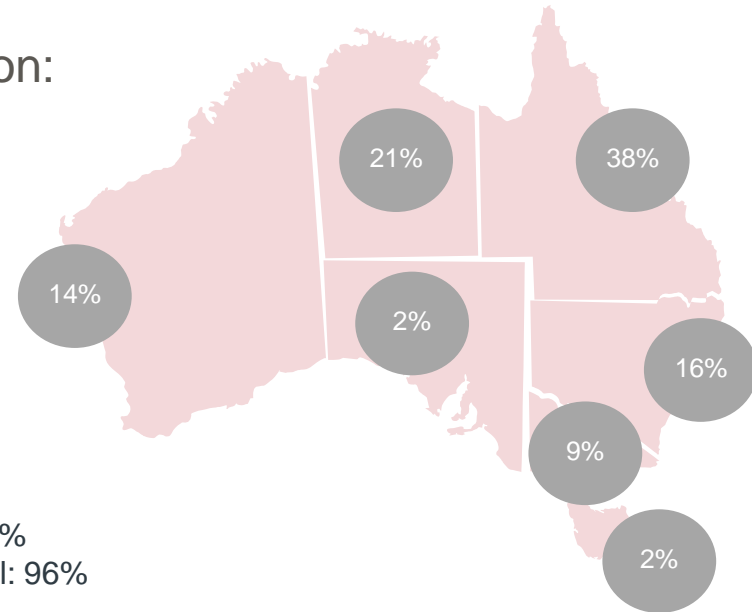
## Age:



## Years in practice:

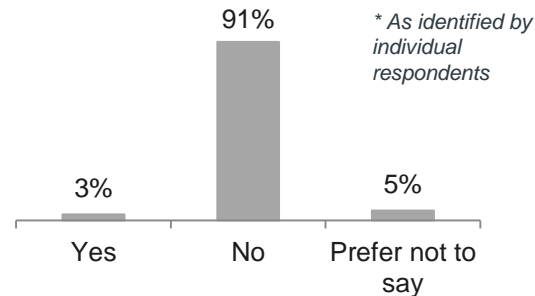


## Location:

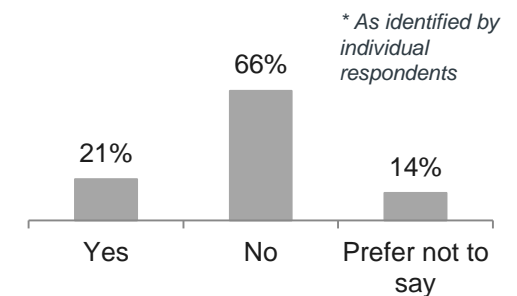


Metro: 4%  
Regional: 96%

% who have had a complaint ever made against them to AHPRA or their Board as a registered Health Practitioner\*



% who have ever been audited to check their compliance with the mandatory registration standards\*





# Perceptions of the Aboriginal and Torres Strait Islander Health Practice Board of Australia (Top 20 associations)

Q. Which of the following words or statements, if any, do you strongly associate with the (National Board)?

Base: Total sample of practitioners registered with this specific Board (n=58)

Perception	% of practitioners with that perception of the Board	Difference compared to the average across all professions
For practitioners	40%	(+4%)
<b>Supportive</b>	<b>31%</b>	<b>(+18%)</b>
Advocates	28%	(+10%)
Decision-makers	26%	(-1%)
<b>Approachable</b>	<b>26%</b>	<b>(+14%)</b>
<b>Good communicators</b>	<b>24%</b>	<b>(+13%)</b>
<b>Honest</b>	<b>22%</b>	<b>(+15%)</b>
<b>Regulators</b>	<b>22%</b>	<b>(-16%)</b>
<b>Helpful</b>	<b>22%</b>	<b>(+10%)</b>
<b>Necessary</b>	<b>21%</b>	<b>(-14%)</b>

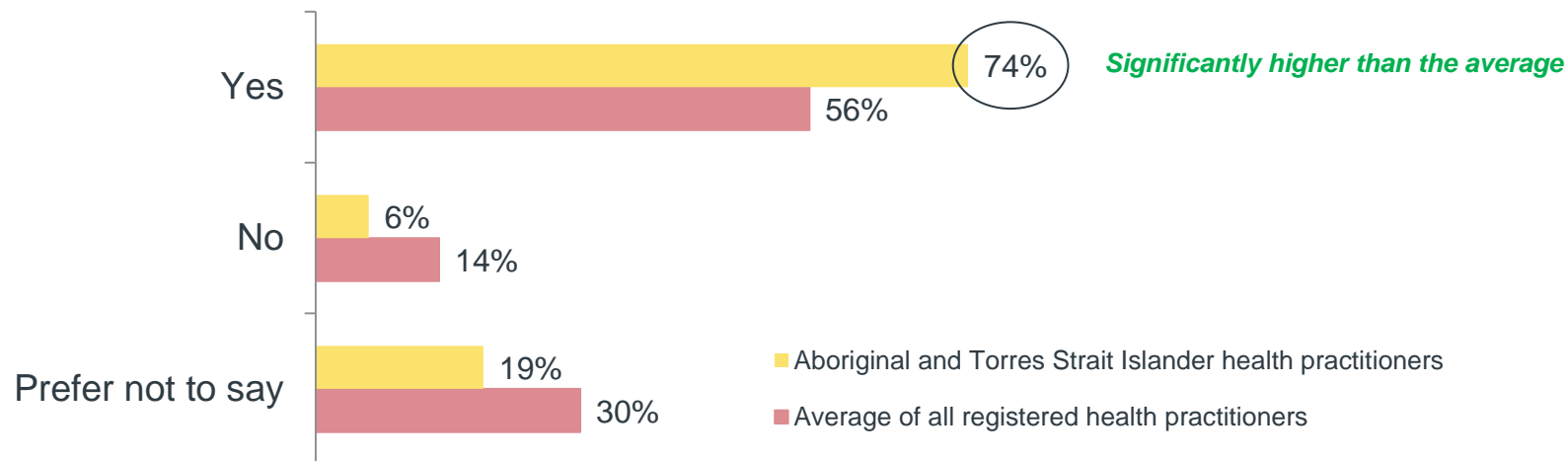
Perception	% of practitioners with that perception of the Board	Difference compared to the average across all professions
<b>Listens</b>	<b>19%</b>	<b>(+12%)</b>
Shows leadership	19%	(+6%)
Trustworthy	19%	(+6%)
Accessible	17%	(+5%)
Fair	17%	(+6%)
<b>Administrators</b>	<b>17%</b>	<b>(-18%)</b>
For the public	17%	(-6%)
Competent	17%	(-1%)
<b>Caring</b>	<b>16%</b>	<b>(+12%)</b>
<b>Transparent</b>	<b>14%</b>	<b>(+8%)</b>

**Green** indicates a result *significantly higher* than the average across all professions.

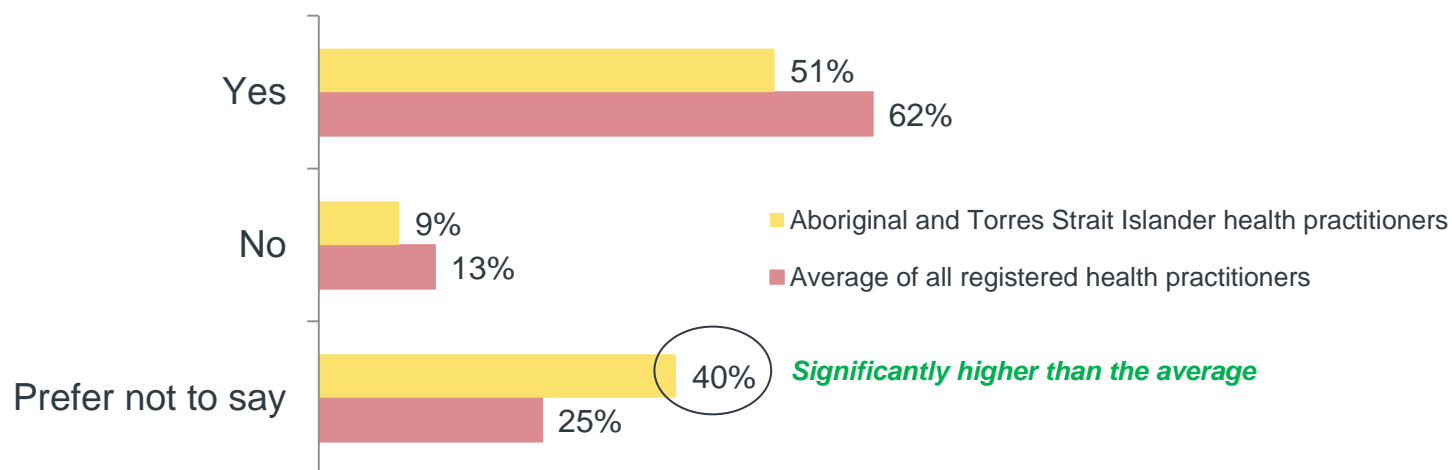
**Orange** indicates a result *significantly lower* than the average across all professions.

# Levels of confidence and trust in the Aboriginal and Torres Strait Islander Health Practice Board of Australia

Q. Do you feel confident that your National Board is doing everything it can to keep the public safe?



Q. Do you trust your National Board?



# What are the indicators of trust and barriers to trust in the Aboriginal and Torres Strait Islander Health Practice Board of Australia

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## Indicators of trust: **51% trust the Board**

*I always have because they have never let me down for anything*

*if we do not trust them then who do we put our trust in? there are not many organisations to monitor Health professionals*

*They provide culturally safe health care and they care for the community and ensure that the HP's are suitably trained and skilled to work in the community.*

*I like that they develop standards & guidelines for Aboriginal Health Workers.*

*Because they are our people.*

*They keep information and resources up to date - looking to improve systems all the time*

*When I have had contact them and asked questions of issues that I have had, I have had nothing but great outcomes and compassion*

*Due to them keeping on top of professional registrations*

*# Full list of responses provided separately*

## Barriers to trust: **15% DO NOT trust the Board**

*Why is Queensland not in line with Northern Territory. Why is there so many red tape.*

*They think they represent AHP's*

*Why aren't mandatory drug calculations in place, why does the board allow health practitioners to be registered who have not practised for over 20 years The CPD requirement and policing is a joke Plus the entry requirement must be a Diploma or Advanced Diploma Cert IV only places the public in serious risk of harm*

*We do all the study, apply registration, get registered with AHPRA and our skills are put on hold, cause of our role descriptions don't have approval to utilise our skills or our leadership advocates that represents our whole district area they covers are finding out what they can do for us which are few members are told that we are to wait for further information. As we wait patiently our skills are wasted become obsolete so to speak then we become untrained. Some of us who do the yards want recognition health workers in our area and also do the yards on the ground and would like good income for the work that we do.*

# Perceptions of AHPRA amongst Aboriginal and Torres Strait Islander health practitioners (Top 20 associations)

Q. Which of the following words or statements, if any, do you strongly associate with AHPRA?

Base: Total sample of practitioners registered with this specific Board (n=58)

Perception	% of practitioners with that perception of AHPRA	Difference compared to the average across all professions
For practitioners	55%	(+25%)
Supportive	38%	(+30%)
Decision-makers	34%	(+9%)
Administrators	33%	(-19%)
Necessary	33%	(-7%)
Accessible	31%	(+18%)
Approachable	28%	(+19%)
Good communicators	28%	(+19%)
Regulators	28%	(-26%)
Helpful	24%	(+15%)

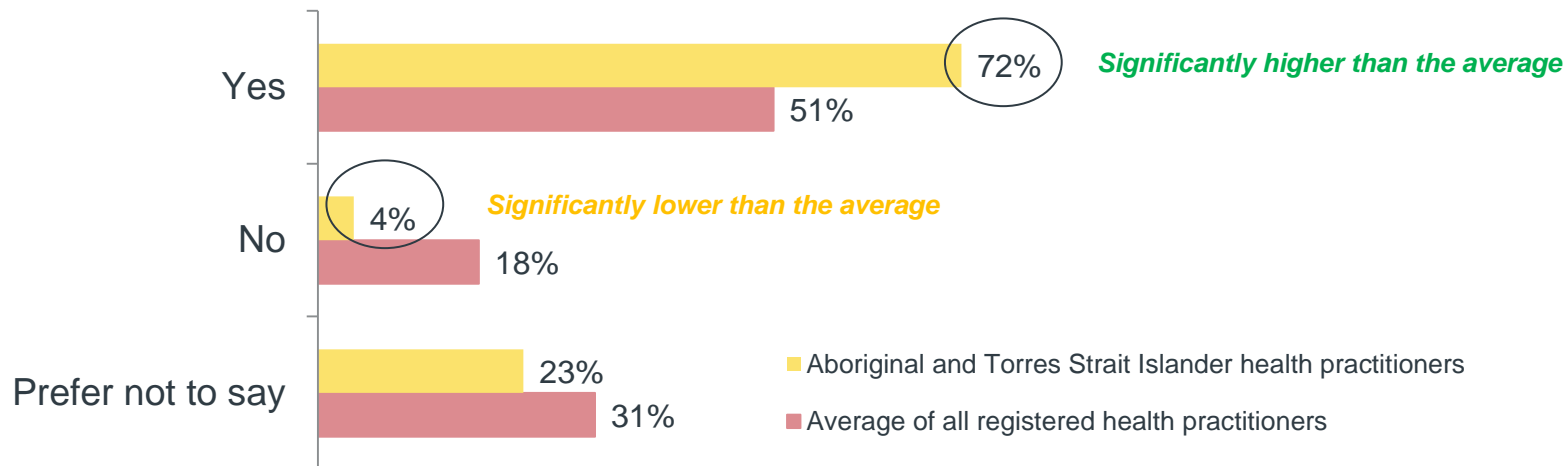
Perception	% of practitioners with that perception of AHPRA	Difference compared to the average across all professions
Shows leadership	22%	(+15%)
Trustworthy	22%	(+13%)
For the public	21%	(-17%)
Competent	21%	(+6%)
Responsive	21%	(+13%)
Advocates	19%	(+11%)
Honest	19%	(+13%)
Listens	17%	(+13%)
In touch	17%	(+14%)
Modern	16%	(+11%)

**Green** indicates a result *significantly higher* than the average across all professions.

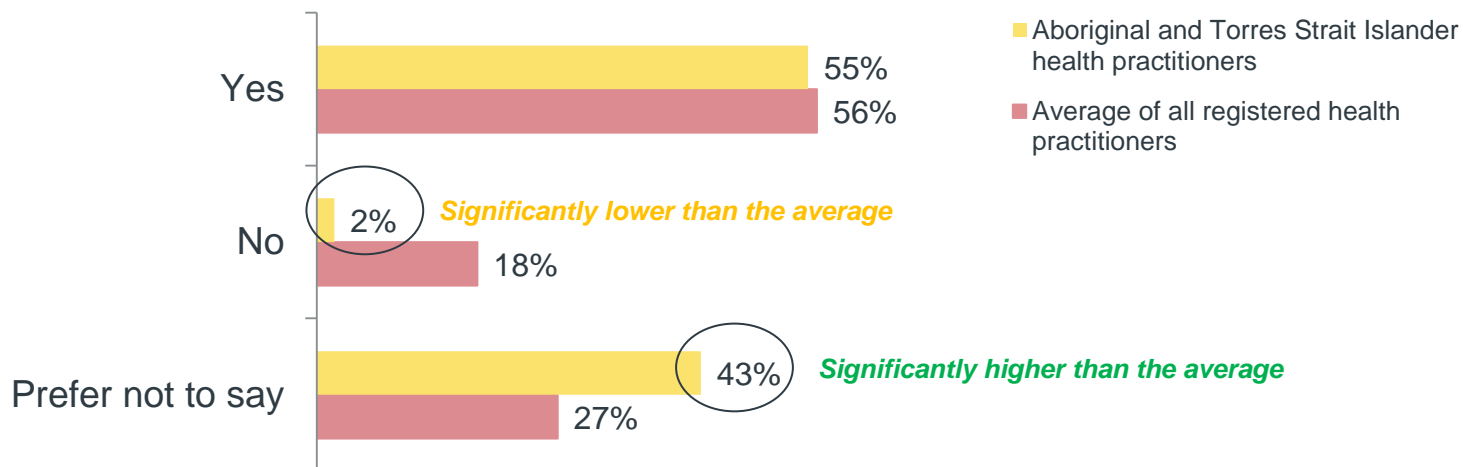
**Orange** indicates a result *significantly lower* than the average across all professions.

# Levels of confidence and trust in AHPRA amongst Aboriginal and Torres Strait Islander health practitioners

Q. Do you feel confident that **AHPRA** is doing everything it can to keep the public safe?



Q. Do you trust **AHPRA**?



# What are the indicators of trust and barriers to trust in AHPRA amongst Aboriginal and Torres Strait Islander health practitioners

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## Indicators of trust: **55% trust AHPRA**

*Because its there role to ensure public and professionals safety and I trust that they can do that.*

*Because of their code of ethics and conduct has never been in breach of any policies or procedures. Such is their continued review of Health Practitioners codes of ethic and their continued support to the Health Practitioners. They also set the standards that are in line with current legislation. Very good communicators.*

*Their approachable, answer all my questions & as they work with NRSA they have up to date information.*

*Because they have always been helpful to me and colleagues that I have worked with and the interest of there practitioners.*

*Because I have had many dealings with AHPRA and my Board's Executive Officer, and they have always been helpful, supportive and respectful of my national registration as an Aboriginal & Torres Strait Islander Health Practitioner.*

*# Full list of responses provided separately*

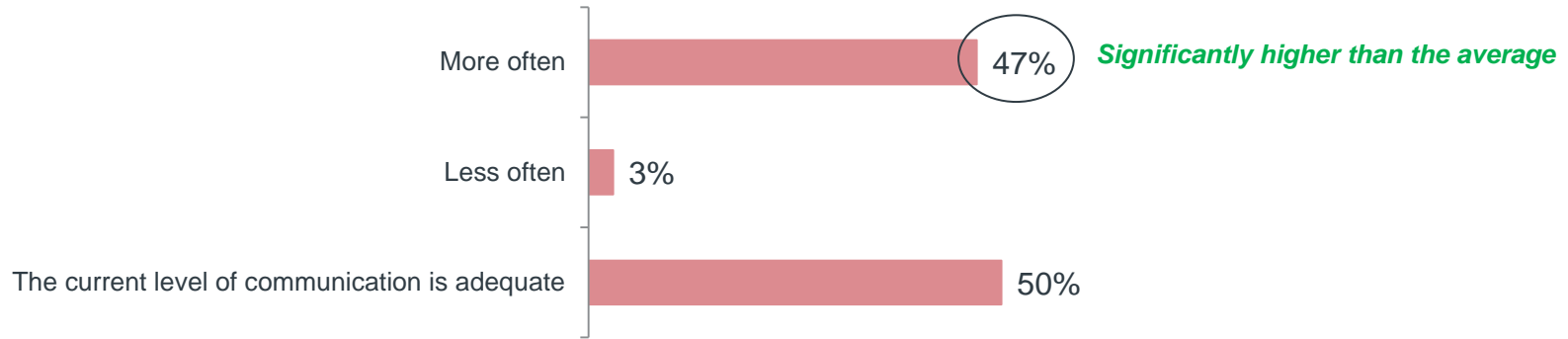
## Barriers to trust: **19% DO NOT trust AHPRA**

*No responses given.*

# Response to communication by the Aboriginal and Torres Strait Islander Health Practice Board

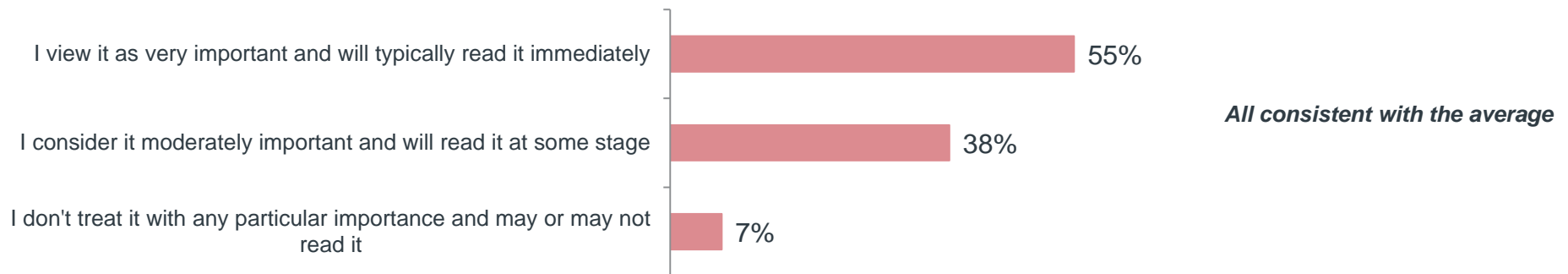
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Q. *Would you like (National Board) to communicate with you.....?*



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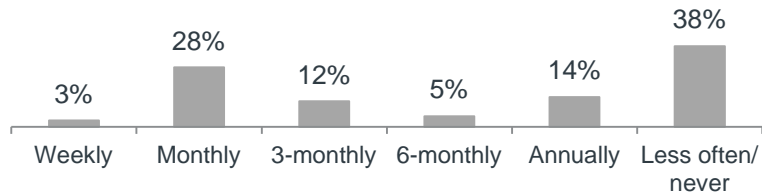
Q. *How do you typically respond to communication you receive from (National Board)?*



Base: Total sample of practitioners registered with this specific Board (n-58)

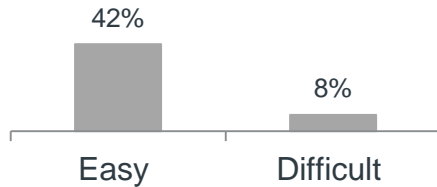
# Use of the Aboriginal and Torres Strait Islander National Board website

Q. How often do you visit the website of (your National Board)?)



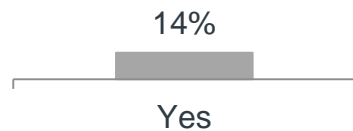
Base: Total sample of practitioners registered with this board

Q. How easy or difficult is it to find the information you were looking for on the (National Board) website?



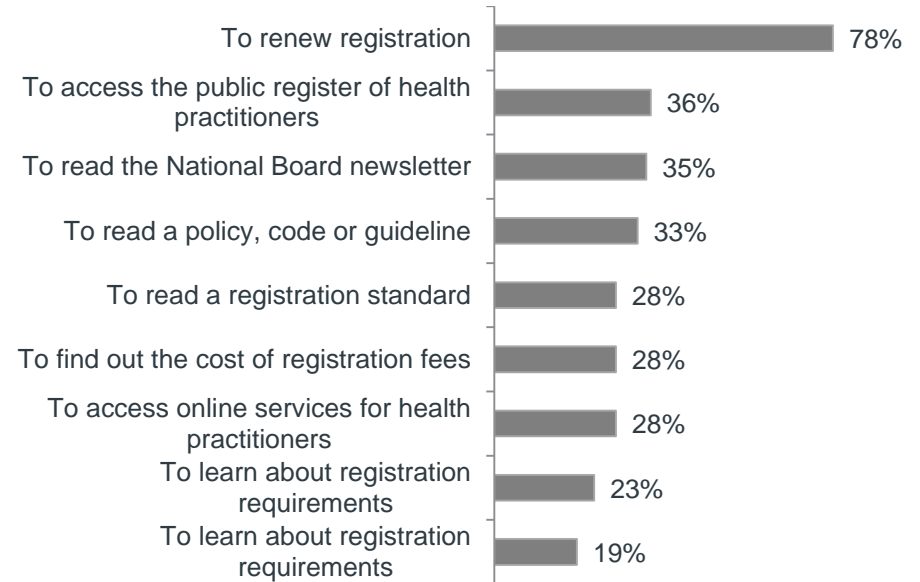
Base: Practitioners who have visited that board's website

Q. Is there any information you have looked for on the website of (National Board) but not been able to find?



Base: People who have visited that board's website

## Reasons for visiting the National Board website



## Additional information sought by practitioners included...

- *Practitioners work coverage with Australia*
- *Scope of Practice (at the time) however, this became apparent at a later date. I suppose the Board were still deliberating around this, and what this would/should look like.*



# Additional feedback from Aboriginal and Torres Strait Islander health practitioners

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## Sample of open ended responses *(full list of responses provided separately)*

*Keep on with the same level of service to all practitioners and sending timely E-Newsletters and updates. It is good to know and trust AHPRA when dealing with registration as because of the transparency of the Regulating Board it is good to know that our registration is in good hands. It is also reassuring to know that AHPRA in consultation with the State Boards, need to be abreast of legislation which can and does happen from time to time; and it is the way that AHPRA feeds back this information onto all Health Practitioners in a timely manner.*

*Professional Development - need more information on how to get points.*

*Just change the registration requirement for health practitioners from a cert iv to a Diploma or advanced diploma.*

*It would be nice for those that are registered as an Aboriginal Health Practitioner in LHD's to be recognised and should be able to use their skills and be paid according to their skills and qualifications. Some LHD's are not recognising Aboriginal Health Workers that are registered.*

*I would like to see some body from remote on the board as their is a big difference between city/remote AHP and what they do. I would have been an AHP next year 40 years and have never be asked to sit on the board and when u go to the meetings and see the AHPRA they only talk to their friends and not to the real worker or the people who would known what going on in the remote areas, I would like to ask and don't fool your self because I'm not the only one out their asking what or how do these people get on this board, what do they do them and who do they real speak for. or is it just for the dog tag I'm somebody that is what most aboriginal worker real think If I had the chance to speak to them I would tell them what most of us real think of the AHPRA board and how do you make these people accruable. I would like to see in their emails how each one is making a different to AHPs.*

*Its great we have a national scheme / system however sometimes having a face to face educational discussion with the team is very difficult.*

*Keep up the great work.*

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# More information

For further information about this study please contact:

Michael Hughes

Managing Partner Strategy

[michael@trulydeeply.com.au](mailto:michael@trulydeeply.com.au)

Truly Deeply

(03) 9693 0000