



Aboriginal and Torres Strait Islander health practice	Occupational therapy
Chinese medicine	Optometry
Chiropractic	Osteopathy
Dental	Pharmacy
Medical	Physiotherapy
Medical radiation practice	Podiatry
Nursing and Midwifery	Psychology

Ms Patricia Scott
Commissioner
Productivity Commission
GPO Box 1428

Email: coagreporting@pc.gov.au

Dear Ms Scott

**Productivity Commission Study on the Impacts and Benefits of COAG Reforms -
submission from National Board Chairs and AHPRA**

Thank you for the opportunity to make a submission to the Commission's study on the Impacts and Benefits of COAG reforms. This submission is provided jointly from National Board Chairs and AHPRA and relates to Chapter 10, Health Workforce, which addresses the establishment of the National Registration and Accreditation Scheme (NRAS).

National Board Chairs and AHPRA generally support the Commission's observations and conclusions about NRAS, noting the scale of the reform and the relatively early stage of implementation. We also note the difficulties in making comparisons between NRAS and previous state and territory registration schemes, due to the difference in approaches.

In relation to opportunities for improvement, AHPRA currently has a significant program of work to continue to develop business processes and capacity. AHPRA has made strong progress in relation to the reliability and performance of its operational systems and processes. It has also made substantial progress to further standardize national processes for dealing with notifications about the health, performance or conduct of individual practitioners. Over the last year, AHPRA has also had a clear focus on improving customer service, particularly in responding to community and practitioner phone calls, emails and counter enquiries.

National Board Chairs and AHPRA consider that over time this program of work will deliver the intended benefits of a national regulatory scheme to the Australian public. The further harmonization of other regulatory systems that connect to regulation of health practitioner such as regulation of scheduled medicines is also of great interest to us in maximizing the potential of the NRAS.

Australian Health Practitioner Regulation Agency

G.P.O. Box 9958 | Melbourne VIC 3001 | www.ahpra.gov.au

Yours sincerely,

Martin Fletcher
Chief Executive Officer

Stephen Marty
Chair, Forum of National Board Chairs