



# **Health Profession Agreement**

**Podiatry  
Board of Australia**

and

**The Australian Health Practitioner  
Regulation Agency**

**2012 - 2013**

# Health Profession Agreement

## 1. Preamble

- 1.1. The Health Practitioner Regulation National Law Act 2009 requires the Australian Health Practitioner Regulation Agency (AHPRA) and the Podiatry Board of Australia (the Board) to enter a Health Profession Agreement that provides for the following:
  - 1.1.1. the services to be provided by the Agency to the Board to enable it to carry out its functions;
  - 1.1.2. the fees payable by health practitioners; and
  - 1.1.3. the annual budget of the Board.
- 1.2. The National Law framework for this Agreement is set out in Attachment 1.
- 1.3. In developing and signing this Agreement:
  - 1.3.1. both parties agree that a successful Health Profession Agreement is an important element of an effective working relationship;
  - 1.3.2. the Board will do everything it can to make its requirements clear; and
  - 1.3.3. the Agency will do everything it can to provide the services required by the Board to perform its functions.
- 1.4. The NRAS Strategy 2011 -2014 outlines an agreed high level strategy for the joint work of National Boards and AHPRA. See Attachment 2.
- 1.5. Boards commit to actively co-operate and collaborate with other national Boards wherever appropriate, in areas of mutual interest and of wider importance for the implementation of the National Scheme as a whole.

## 2. Guiding principles for the Agreement

- 2.1. The guiding principles, which underpin this agreement, are as follows:
  - 2.1.1. the Board and the Agency recognise each other's distinct and complementary statutory responsibilities;
  - 2.1.2. the Board and the Agency recognise their mutual accountability and partnership;
  - 2.1.3. the implementation of the agreement provides mutually beneficial outcomes for both parties and the community we jointly serve;
  - 2.1.4. the Board and the Agency are committed to the efficient management and continuous improvement of their respective functions;
  - 2.1.5. the Board and the Agency have a commitment to resolve problems or disputes promptly.

### **3. Scope of this agreement**

- 3.1. This Agreement is for the period 1<sup>st</sup> July 2012 to 30<sup>th</sup> June 2013.
- 3.2. Under this Agreement, the Board will recognise its statutory and policy responsibilities. In particular, it will:
  - 3.2.1. advise the Agency of any risks which may impact on its ability to meet its statutory obligations; and
  - 3.2.2. ensure prompt consideration of policy matters necessary to fulfil its obligations under this agreement.
- 3.3. The Board will also recognise the operational responsibilities of the Agency. It will:
  - 3.3.1. provide clear directions on its requirements in relation to the services from the Agency as specified in Schedule 1;
  - 3.3.2. develop a fee structure which provides adequate financial resources to the Agency to enable it to perform its functions under this agreement;
  - 3.3.3. ensure that Board members are accessible to Agency staff;
  - 3.3.4. ensure prompt consideration of operational matters raised by the Agency as a consequence of its fulfilling its obligations under this agreement and in relation to the shared objective of national consistency and improving the ways AHPRA delivers services on behalf of the Board;
  - 3.3.5. ensure adherence to AHPRA's financial responsibilities in procurement and other operational processes in fulfilling the Board's work plans;
  - 3.3.6. direct any requests for additional tasks, beyond those detailed in Schedule 1 of this Agreement, through the Director, National Boards Services. Time frames and impact on other services and priorities will then be negotiated;
  - 3.3.7. authorise the Chair of the Board (or his/her nominee) to act as liaison officer with respect to this Agreement;
  - 3.3.8. provide information requested by the Agency on the Board's performance of its functions for inclusion in the Agency's annual report and other agreed purposes;
  - 3.3.9. liaise and consult with the Agency to develop the Board's strategic and work plans.
- 3.4. Under this Agreement the Agency will recognise its statutory and policy responsibilities. It will:
  - 3.4.1. advise the Board of any risks which may impact on its ability to meet its statutory obligations;
  - 3.4.2. provide policy, secretariat and research support for the Board and its delegate to enable effective and timely decision making including;
    - 3.4.2.1. policy advice
    - 3.4.2.2. advice on regulatory or legislative changes
    - 3.4.2.3. responses to questions from Ministers and parliaments
    - 3.4.2.4. Board appointments
    - 3.4.2.5. Freedom of Information and Privacy legislation and the Ombudsman

3.4.2.6. media, public relations, issues management and communication support.

3.4.3. ensure that services comply with Board policy and relevant laws;

3.5. The Agency will also recognise its operational responsibilities to the Board. It will:

- 3.5.1. fulfil the requirements for the delivery of services as outlined in Schedule 1;
- 3.5.2. provide registration and notification services to delegated decision-makers in accordance with agreed Board delegations, operational policies and the National Law;
- 3.5.3. facilitate Board access to relevant information, facilities and staff of the Agency;
- 3.5.4. ensure that senior Agency staff liaise and consult with the Board to provide guidance and advice and raise issues likely to impact on the Board's strategic and work plans;
- 3.5.5. manage financial resources in an efficient, transparent and accountable way ensuring that there are appropriate internal safeguards which are subject to controls and audit;
- 3.5.6. enter into and manage any third party contracts, agreements or key relationships required by the Board to support its statutory obligations and provide agreed services to support such contracts;
- 3.5.7. develop and implement operational protocols and guidance to promote nationally consistent service delivery which reflects the Board's standards, guidelines and policies;
- 3.5.8. maintain relevant website content in line with Board's direction and expectations including updates relating to board activities;
- 3.5.9. provide responsive customer services including counter, email response and telephone services in support of Board and Agency functions and services;
- 3.5.10. monitor and regularly report on performance and provide feedback on the level of performance in relation to the standards for the agreed services;
- 3.5.11. undertake specific projects as requested by the Board within agreed priorities and agreed timeframes. Additional funding may be negotiated with the Board where the work impacts on normal operational staffing and is considered not to be part of routine roles and functions performed by the Agency;
- 3.5.12. monitor and regularly report on the management of significant risks which may impact the Board's ability to meet its statutory obligations;
- 3.5.13. manage a program of projects to continuously improve the consistency and quality of services, promote innovation and to adopt contemporary business and service delivery models;
- 3.5.14. authorise the Director, National Board Services as the Agency's liaison officer with respect to this agreement.

#### **4. Dispute resolution**

- 4.1. If a dispute arises, the parties will raise the matter with each other setting out the issues in dispute and the outcome desired. Each party agrees to use its best endeavours to resolve the dispute fairly and promptly.
- 4.2. If the dispute cannot be resolved, the matter will be referred to the Chief Executive Officer of the Agency and the Chair of the Board.
- 4.3. If the dispute cannot be resolved following the steps above, it will be referred to the Chair of the Agency Management Committee and the Chair of the Board.
- 4.4. Either party may request the appointment of an independent, accredited mediator at any stage in the process.
- 4.5. If the Agency and the Board(s) are unable to resolve the dispute it may be referred to the Ministerial Council, consistent with the requirements of the National Law.

#### **5. Review**

- 5.1. The Agency and the Board agree to review this agreement on an annual basis.

#### **6. Schedules**


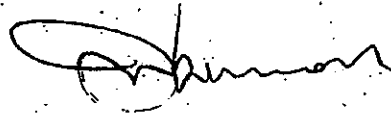
- **Schedule 1: Services to be provided to the Board by AHPRA**
- **Schedule 2: Board's annual work plan**
- **Schedule 3: Income and expenditure budget, balance sheet and budget notes**
- **Schedule 4: Schedule of fees**
- **Schedule 5: Performance indicators and reporting**

**This Agreement is made between**

**The Podiatry Board of Australia**

**and**

**The Australian Health Practitioner Regulation Agency (AHPRA)**

<b>Signed for and on behalf of AHPRA by:</b>	<b>Signed for and on behalf of the Podiatry Board of Australia by:</b>
 <b>Signature of Chief Executive Officer</b>  <b>Mr Martin Fletcher</b>  <b>Date</b> 27/8/12	 <b>Signature of the National Board Chair</b>  <b>Mr Jason Warnock</b>  <b>Date</b> 20-08-2012

## **Attachment 1. Legislative framework**

### **Health Practitioner Regulation National Law, as in force in each state & territory (the National Law)**

#### **Objectives and guiding principles of the legislation**

- (1) The object of this Law is to establish a national registration and accreditation scheme for:
- (a) the regulation of health practitioners; and
  - (b) the registration of students undertaking:
    - (i) programs of study that provide a qualification for registration in a health profession; or
    - (ii) clinical training in a health profession.
- (2) The objectives of the national registration and accreditation scheme are:
- (a) to provide for the protection of the public by ensuring that only health practitioners who are suitably trained and qualified to practise in a competent and ethical manner are registered; and
  - (b) to facilitate workforce mobility across Australia by reducing the administrative burden for health practitioners wishing to move between participating jurisdictions or to practise in more than one participating jurisdiction; and
  - (c) to facilitate the provision of high quality education and training of health practitioners; and
  - (d) to facilitate the rigorous and responsive assessment of overseas-trained health practitioners; and
  - (e) to facilitate access to services provided by health practitioners in accordance with the public interest; and
  - (f) to enable the continuous development of a flexible, responsive and sustainable Australian health workforce and to enable innovation in the education of, and service delivery by, health practitioners.
- (3) The guiding principles of the national registration and accreditation scheme are as follows:
- (a) the scheme is to operate in a transparent, accountable, efficient, effective and fair way;
  - (b) fees required to be paid under the scheme are to be reasonable having regard to the efficient and effective operation of the scheme;
  - (c) restrictions on the practice of a health profession are to be imposed under the scheme only if it is necessary to ensure health services are provided safely and are of an appropriate quality.

#### **The Australian Health Practitioner Regulation Agency**

Section 26 of the National Law sets out the requirement as follows.

- “(1) The National Agency must enter into an agreement (a health profession agreement) with a National Board that makes provision for the following:
- (a) the fees that will be payable under this Law by health practitioners and others in respect of the health profession for which the Board is established (including arrangements relating to refunds, waivers, or reductions and penalties for late payment),
  - (b) the annual budget of the National Board (including the funding arrangements for its committees and accreditation authorities),
  - (c) the services to be provided to the National Board by the National Agency to enable the National Board to carry out its functions under the national registration and accreditation scheme.”

Among the functions of the National Agency, section 25(d) provides that the Agency must negotiate in good faith with, and attempt to come to agreement with each National Board on the terms of a health profession agreement. Section 35(1)(f) provides a corresponding function for a National Board.

The National Law in section 32(2) limits the powers of the National Board so that, among other limitations, it cannot enter a contract. In this regard the National Board may only engage services through the National Agency.

The activities provided for in a health profession agreement must necessarily relate to the functions of a National Board and the functions of the National Agency.

### **Finance**

Part 9 of the National Law regulates finance for the national scheme. Section 208 establishes the Australian Health Practitioner Regulation Agency Fund (the Agency Fund), to be administered by the National Agency. Sections 209-211 provide for the payments into and out of the Agency Fund as well as the investment of money in the Agency Fund.

Financial management duties of the National Agency and National Boards are provided in section 212. Duties are imposed on the National Agency to ensure its financial management and operations are efficient, transparent and accountable and its financial management practices are subject to appropriate internal safeguards.

A National Board is required to ensure its operations are efficient, effective, and economical, and to take any necessary action to ensure the National Agency is able to comply with its financial management responsibilities.

The National Law provides in section 236(1) protection from personal liability for persons who act in good faith in the exercise of functions under the law. Any liability that arises in this regard attaches to the National Agency.





# National Registration & Accreditation Scheme Strategy 2011-2014

## OUR VISION

A competent and flexible health workforce that meets the current and future needs of the Australian community

## OUR MISSION

To regulate health practitioners in Australia in the public interest

## OUR VALUES

In fulfilling our role:

- We act in the interest of public health and safety
- We work collaboratively to deliver high-quality health regulation
- We promote safety and quality in health practice
- Our decisions are fair and just
- We are accountable for our decisions and actions
- Our processes are transparent and consistent

## KEY STRATEGIC PRIORITIES 2011-14

In accordance with the National Law and our values, we will:

1. Ensure the integrity of the National Registers
2. Drive national consistency of standards, processes and decision-making
3. Respond effectively to notifications about the health, performance and conduct of health practitioners
4. Adopt contemporary business and service delivery models
5. Engender the confidence and respect of health practitioners
6. Foster community and stakeholder awareness of and engagement with health practitioner regulation
7. Use data to monitor and improve policy advice and decision-making
8. Become a recognised leader in professional regulation



Australian Health Practitioner Regulation Agency

Chiropractic	Osteopathy
Dentistry	Pharmacy
Medical	Physiotherapy
Nursing and Midwifery	Podiatry
Optometry	Psychology

## **Schedule 1: Services to be provided to the Board by AHPRA**

### **Business Operations**

#### **Notifications, registration applications and renewals**

Within approved delegations:

- Manage applications for registration consistent with approved registration standards.
- Manage student registrations.
- Receive and investigate notifications about health practitioners and students in relation to performance, conduct or health matters
- Provide effective coordinated support and comprehensive data and advice for state and territory boards, national committees and registration and notifications committees in their decision making about registration and notification matters.
- Manage matters relating to practitioner impairment.
- Facilitate communication with stakeholders and manage key relations.
- Provide support for hearing panels - preparation and circulation of agendas and associated papers, drafting decisions and correspondence.
- The preparation, facilitation and conduct of examinations if required by the Board.
- Establish effective arrangements for professional advisers
- Continuously improve the design and implementation of delegations
- Communications support for issues and media management which is consistent with the Board's media strategy
- Increase national consistency of processes and decision making to implement standards
- Provision of legal advice and services

#### **Online Service Delivery**

- Development of online services for health practitioners consistent with agreed business priorities
- Promotion of uptake of online services by health practitioners.

#### **National Registers**

- Maintain a current online national register of registered health practitioners and specialists.
- Implement strategies to ensure the accuracy and completeness of data on the registers
- Maintain a current national register of students of the profession.
- Provide the Board and key partners with relevant workforce registration information.

#### **Customer service**

- Ensure that practitioners and members of the public can have their phone, email and in person queries dealt with by AHPRA within agreed response times.
- Development and dissemination of communications including production of practitioner newsletters

#### **Compliance**

- Monitor those practitioners who are subject to conditions on their registration, undertakings or who are suspended.
- Implement an agreed program of audit of registration standards.

#### **Examinations**

- Manage examinations for provisional registrants where agreed with Board.

## **Business Support**

### **Board and Committee Support**

- Development of registration standards, codes, guidelines and policy as agreed with the Board and across Boards on agreed priority areas.
- Stakeholder engagement, government relations including Health Workforce Principal Committee and coordination of whole-of-scheme issues such as community engagement.
- Operational support - arranging Board and committee meetings, travel, accommodation, payment of sitting fees and expenses.
- Secretariat services - preparation and circulation of agendas and associated papers, drafting decisions, correspondence and communiqués for the Board and its committees.
- Project management – delivery of agreed projects on behalf of the Board.
- Communications – Board website, publications, event management and media/issues management advice and support.
- Legal advice - provision of legal advice and services.
- Board effectiveness – services including training, recruitment and succession planning.

### **Financial Management**

- Maintain a specific account for the Board within the Agency Fund.
- Manage funds in accordance with requirements of the National Law
- Provide agreed regular financial and performance reports
- Implement policies and procedures for the collection, refund, reduction and waiver of fees.
- Provide financial support and advice to the Board and relevant Board committees.
- Implement measures to improve efficiency and productivity of AHPRA performance through adoption of contemporary business and service delivery models.
- Manage AHPRA allocated costs.

### **Risk Management**

- Manage an organisation-wide risk management strategy.
- Implement an internal audit function to improve AHPRA's management and mitigation of risk.

### **Accreditation**

- Where accreditation functions are provided by an independent accreditation authority, negotiate and manage an agreement on behalf of the Board for the provision of those functions including any agreed specific projects.
- Manage accreditation arrangements on behalf of Boards where the Board decides in consultation with AHPRA, that accreditation functions should be established within AHPRA.
- Maintain a current and publicly accessible list of approved programs of study for the profession.

### **Board Work Program**

- Delivery of agreed Board-specific work program within agreed priorities, available resources and service standards.

## Schedule 2: Business Plan

### 2012-13 Business Plan derived from Podiatry Board of Australia Strategy Plan 2011-14

The Podiatry Board of Australia's strategic plan articulates key strategic priorities for the next two years. This section of the plan details what will be delivered in the 2012-13 financial year.

#### 1. EFFECTIVE GOVERNANCE

<b>Key Strategic Priority:</b> The Board has effective contemporary governance in line with its regulatory obligations.	
<b>Business planning goal</b>	<b>Outcome</b>
Develop strategic; action and work plans for the Board to ensure the board meet its key strategic priorities.	<ul style="list-style-type: none"> <li>Draft strategic, action and work plans and finalise at the December 2011 board meeting; implement &amp; review progress on schedule.</li> </ul>
Board member development and succession.	<ul style="list-style-type: none"> <li>Work with AHPRA and undertake Board evaluation process; act on identified areas for improvement.</li> <li>Work with AHPRA to develop succession plan covering people and resources.</li> </ul>
Effective decision making of board and committees.	<ul style="list-style-type: none"> <li>Review committee and working party structures; meeting schedules and format of meetings to ensure decision making is timely, efficient and cost effective; act on identified areas for improvement.</li> </ul>
Effective and efficient use of resources.	<ul style="list-style-type: none"> <li>Develop expertise for Endorsement for Scheduled Medicines (ESM) Committee.</li> <li>Develop expertise for CPD Committee.</li> </ul>

#### 2. PARTNERSHIPS AND COLLABORATION

<b>Key Strategic Priority:</b> Relationships and interactions with AHPRA and the accreditation authority are effective and efficient; robust and effective processes are in place for quality delivery of the national registration and accreditation scheme.	
<b>Business planning goal</b>	<b>Outcome</b>
Partnership with AHPRA that supports effective registration and regulation of the podiatry profession in Australia.	<ul style="list-style-type: none"> <li>Review the HPA and work with AHPRA to negotiate the next HPA.</li> <li>Work with AHPRA legal advisers to review, amend and finalise delegations.</li> <li>Consult with key AHPRA staff to identify issues</li> <li>Schedule review of standards, policies and processes and identify gaps</li> <li>Develop/revise processes and policies.</li> <li>Hold monthly meetings of the Registration and Notification Committee (RNC)</li> <li>Ensure members have sufficient accurate information for decision making</li> <li>Decisions of RNC to comply with the National Law and</li> </ul>

	<p>relevant registration standards and guidelines</p> <ul style="list-style-type: none"> <li>• Adequate and appropriate records of decisions are kept and are available for the RNC members</li> <li>• Seek advice from AHPRA legal advisers when necessary. Invite key AHPRA staff to RNC meetings to present on AHPRA processes and requirements of the National Law.</li> <li>• Work with AHPRA to review and improve secretariat support for RNC</li> <li>• Email key AHPRA staff after Board and RNC meetings to advise of relevant outcomes of the meetings</li> <li>• Complete summary of Board decisions for distribution to AHPRA staff</li> <li>• Meet with AHPRA staff in all jurisdictions</li> </ul>
Develop/maintain effective and strategic relationship with ANZPAC and its secretariat to ensure the delivery of high standards of education for the podiatry profession.	<ul style="list-style-type: none"> <li>• Negotiate accreditation agreement and fees with Australian New Zealand Accreditation Council (ANZPAC).</li> <li>• Work with ANZPAC to ensure appropriate governance and compliance with accreditation quality framework</li> <li>• Negotiate with ANZPAC to review their constitution in line with best practice.</li> <li>• Hold quarterly teleconferences and annual face to face meeting with ANZPAC to discuss issues and strategies relating to ANZPAC functions.</li> <li>• Invite ANZPAC to present report on accreditation standards and answer questions.</li> <li>• If required Invite ANZPAC to present report on accreditation of a program of study and answer questions.</li> <li>• Board representative participates on Acupuncture Project</li> <li>• Board reviews and considers advice from Acupuncture Project.</li> </ul>

### 3. POLICY, STANDARDS AND GUIDELINES

**Key Strategic Priority:** Relevant policies, standards and guidelines are developed, consulted on, reviewed, updated and published on schedule and in accordance with the Board's legislated responsibilities.

<b>Business planning goal</b>	<b>Outcome</b>
Identify and develop new standards, codes, guidelines and policies that are fair, robust and defensible.	<ul style="list-style-type: none"> <li>• Map and review processes and identify gaps</li> <li>• Plan and prioritise new standards, guidelines and policies</li> <li>• Communicate with other Boards regarding new standards/ future directions.</li> <li>• Ensure standards, guidelines and policies are consistent with other National Boards and are able to be effectively implemented</li> <li>• Develop and consult on new standards, guidelines and policies in accordance with the AHPRA policy framework and AHPRA consultation framework</li> <li>• Prepare presentation for Ministerial Council as necessary</li> <li>• Disseminate new standards, guidelines and policies to AHPRA and key stakeholders and publish on website.</li> </ul>
Review and update current standards, codes, guidelines and	<ul style="list-style-type: none"> <li>• Review and evaluate current standards, guidelines and policies and where change is required, prioritise the order</li> </ul>

policies.	<p>for review</p> <ul style="list-style-type: none"> <li>• Develop and consult on revised standards, guidelines and policies in accordance with the AHPRA policy framework and AHPRA consultation framework</li> <li>• Disseminate revised standards, guidelines and policies to AHPRA and key stakeholders and publish on website.</li> </ul>
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#### 4. COMMUNICATION

**Key Strategic Priority:** Communication with stakeholders about the regulation, registration and training of the podiatry profession is effective, appropriate and timely.

Business planning goal	Outcome
Effectively communicate to the profession, the public and other stakeholders the Board's activities; requirements for registration; and standards for the profession.	<ul style="list-style-type: none"> <li>• Develop a communication strategy in consultation with AHPRA communications team</li> <li>• Implement regular communications as per strategy.</li> <li>• Publish monthly communiqué.</li> <li>• Publish newsletter in October and April each year</li> <li>• Update website with current news</li> <li>• Distribute new standards, guidelines and policies to key stakeholders for dissemination.</li> <li>•</li> </ul>
Develop and maintain effective and strategic relationships with key stakeholders, including Australian Podiatry Council and state associations.	<ul style="list-style-type: none"> <li>• Meetings established between Board and key agencies including Department of Health and Ageing, Medicare and PBS</li> <li>• Host meetings on current issues and topics with associations and other key stakeholders</li> <li>• Hold Board meetings interstate.</li> <li>• Host forums for practitioners in all jurisdictions</li> <li>• Board members to present to graduating students and associations on current issues and topics.</li> <li>•</li> </ul>

#### 5. BUDGET AND RISKS

**Key Strategic Priority:** The Board's financial obligations, budget and risks are effectively and diligently managed.

Business planning goal	Outcome
Develop and meet budget.	<ul style="list-style-type: none"> <li>• Monitor compliance with 2012/2013 budget</li> <li>• Standing item on monthly Board agenda.</li> <li>• Consider the Board's plans and requirements for 2013/2014 and work with AHPRA to develop new budget</li> <li>• Finance Committee to meet with AHPRA finance in key months to discuss finance reports</li> <li>• Review budget and set registrant fees</li> </ul>

Schedule 3: Income and expenditure budget and balance sheet summary, budget notes

**PODIATRY BOARD OF AUSTRALIA  
BUDGET 2012-13**

Item	\$
<b>Income</b>	
Registration	1,236,386
Interest	74,564
Other Income	2,619
<b>Total Income</b>	<b>1,313,569</b>
<b>Expenses</b>	
Board expenses	530,263
Legal costs	64,500
Accreditation	180,000
AHPRA allocation	456,750
<b>Total Expenses</b>	<b>1,231,513</b>
<b>Net Surplus (Deficit)</b>	<b>82,056</b>
Equity at start	734,228
Change	82,056
<b>Equity at End</b>	<b>816,284</b>

## Budget Notes

### Income

- *Registration*

The registration income is based on the following assumptions about the number of registrants on the podiatry profession:

Forecast registrants:	
at 1 July 2012:	3,670
at 30 June 2013:	3,710
Forecast new applications 2012/13:	110
Forecast non-renewals 2012/13:	70
Forecast net change in registrations:	40

- *Interest*

Boards share of allocated interest from investment and cash.

- *Other*

Includes, FOI requests and other items as per the fee schedule

### Expenses

- *Board expenses*

Board expenses include the costs for:

- Meetings of the National Board and its committees and working parties, including sitting fees; travel and accommodation for members
- Meetings with stakeholders, including the Board's accreditation authority, ANZPAC; Australasian Podiatry Council (APodC); member associations; Podiatrists Board of New Zealand
- Hosting forums for practitioners
- Attendance at APodC national conference
- Publications, including newsletters and flyers
- Projects, including the development of a supervisors' manual for Endorsement for Scheduled Medicines

See work plan 2012/13.

- *Legal costs*

- External legal costs
- Tribunal fees
- Other direct costs e.g. panel fees, impaired practitioner cost, practice assessments.
- Legal costs: this relates only to direct legal and tribunal costs, as well as expert opinions, performance and health assessments.
- A significant proportion of the Board's direct costs (including sitting fees) and a substantial amount of the work of the Board's Registration and Notification Committee also relates to managing and assessing notifications.
- A substantial proportion of the staff costs in each state and territory office relate directly to staff who support work about notifications about practitioners as well as introducing nationally consistent systems and processes to manage notifications.



- *Accreditation*

Accreditation expenses include the fee budgeted for ANZPAC to carry out the accreditation functions and funding for projects associated with the accreditation functions, such as developing resources to support the implementation of the accreditation of programs of study for endorsement for scheduled medicines and the podiatry speciality of podiatric surgery.

- *AHPRA Allocation*

The allocation of costs to the Board from AHPRA based on the work performed by AHPRA to support the Board.

AHPRA's operating costs are shared by the National Boards in agreed proportions, based on an agreed formula. The percentage is based on an analysis of historical and financial data to estimate the proportion of AHPRA costs required to regulate the podiatry profession. In 2012/13, the Board and AHPRA will review the formula. It is a principle of the National Scheme that there is no cross subsidisation between the professions.

Costs include salaries, systems and communication, property and administration costs.

AHPRA supports the work of the National Boards by employing all staff and providing systems and infrastructure to manage core regulatory functions (registration, notifications, compliance, accreditation and professional standards), as well as the support services necessary to run a national organisation with eight state and territory offices, and support all National Boards and their committees.

The 2012/13 AHPRA business plan sets out AHPRA objectives for 2012/13 and how they will be achieved.



Australian  
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Regulation Agency

#### Schedule 4: Schedule of fees effective 1 July 2012

Item	National Fee	Rebate for NSW registrants	Fee for registrants with principal place of practice in NSW
	\$	\$	\$
Application fee for general registration*	184		184
Application fee for specialist registration*	184		184
Application fee for limited registration*	184		184
Application fee for non practising registration*	91		91
Application fee for endorsement of registration*	184		184
Application fee for fast track registration*	92		92
Application fee to add specialist registration to current general registration*	46		46
Registration fee - general registration	368	10	358
Registration fee - specialist registration	368	10	358
Registration fee - limited registration	368	10	358
Registration fee - non practising registration	184	3	181
Late renewal fee for general registration	92		92
Late renewal fee for specialist registration	92		92
Late renewal fee for limited registration	92		92
Late renewal fee for non-practising registration	46		46
Replacement registration certificate	20		20
Extract from the register	10		10
Copy of the register (if application is assessed as in the public interest)	2,000		2,000
Verification of registration status (Certificate of Good Standing)	50		50

\*Payment of both an application fee and a registration fee is required at the time of application.

#### For mutual recognition with New Zealand practitioners

Both application and registration fees are payable.



Australian  
Health Practitioner  
Regulation Agency

#### Schedule 4: Schedule of fees effective 1 September 2012

Item	National Fee \$	Rebate for NSW registrants \$	Fee for registrants with principal place of practice in NSW \$
Application fee for general registration*	184		184
Application fee for specialist registration*	184		184
Application fee for limited registration*	184		184
Application fee for non practising registration*	91		91
Application fee for endorsement of registration*	184		184
Application fee for fast track registration*	92		92
Application fee to add specialist registration to current general registration*	46		46
Registration fee - general registration	368		368
Registration fee - specialist registration	368		368
Registration fee - limited registration	368		368
Registration fee - non practising registration	184		184
Late renewal fee for general registration	92		92
Late renewal fee for specialist registration	92		92
Late renewal fee for limited registration	92		92
Late renewal fee for non-practising registration	46		46
Replacement registration certificate	20		20
Extract from the register	10		10
Copy of the register (if application is assessed as in the public interest)	2,000		2,000
Verification of registration status (Certificate of Good Standing)	50		50

\*Payment of both an application fee and a registration fee is required at the time of application.

#### **For mutual recognition with New Zealand practitioners**

Both application and registration fees are payable.

The Podiatry Board of Australia approved this fee schedule at the Board meeting on 22 August 2012.

## **Health Profession Agreement**

### **Schedule 5: Performance Indicators and Performance Reporting**

#### **Reporting principles:**

The following principles underpin performance measures and performance reporting:

- Performance measures must be based on consistent and reportable data that is taken from a common electronic data base
- Data for performance measure reporting should be collected automatically as part of a normal business process (i.e. not separately collected after the event)
- Setting of performance target standards will be based on assessment of current baseline performance and planned initiatives that will impact on baseline
- Priority will be given to performance measures and performance reporting that meets requirements of all boards for monitoring of performance. Consideration will be given to developing customised reports for Boards where appropriate.

### Business Operations Performance measures

Business domain	Continuing performance measures	Performance measures to commence during 2012-13
<p><b>Notifications: Notifications management</b> (NB Notifications stages are: Preliminary Assessment Investigation Health Assessment Performance Assessment Panel hearing Tribunal hearing Immediate Action)</p>	<p>Time from receipt of notification to closure by stage at closure by profession</p>	<p>Outcome of preliminary assessment stage of notifications:</p> <ul style="list-style-type: none"> <li>• % closed</li> <li>• % proceeding to other stage (x stage)</li> </ul> <p>Outcome of investigation stage of notifications:</p> <ul style="list-style-type: none"> <li>• % closed</li> <li>• % proceeding to other stage (x stage)</li> </ul> <p>Average time at stage:</p> <ul style="list-style-type: none"> <li>• preliminary assessment stage</li> <li>• investigation stage</li> </ul> <p>Average time from lodgement of notification to finalisation of preliminary assessment.</p> <p>Assessments completed within legislative timeframes:</p> <ul style="list-style-type: none"> <li>• % assessments completed within 60 days.</li> </ul>
<p><b>Registrations: Applications</b></p>	<p>Time to process applications from receipt of application to date registration finalised in the system by registration type by profession</p>	
<p><b>Registrations: Renewals</b></p>	<p>Average time to complete paper based renewals with no disclosures. Target: 8 days Average time to complete paper based renewals with disclosures. Target: to be finalised. Average time to complete online renewals with disclosures. Target: to be finalised. Time to complete online renewals with no disclosures. Target: 98% within 6 days Uptake of online renewals: Target 85%</p>	

Business domain	Continuing performance measures	Performance measures to commence during 2012-13
<i>Public register: Availability</i>	Online availability of public register. Target: 99.5% system availability (excluding scheduled maintenance)	
<i>Customer management: Customer Service Team</i>	<p>Abandonment rate: Proportion of calls abandoned after 60 seconds. Target: 4.5% - 8.5%</p> <p>Grade of service: proportion of calls answered within 90 seconds. Target 70% of calls within 90 seconds</p>	Average time to respond to web based service requests

### Business Operations: Reporting Schedule

Report type	Monthly reports	Quarterly reports	End of cycle reports
Dashboard reports	Online availability of public register Customer Service Team: Grade of service and abandonment rate		Average time to complete paper based renewals without disclosures Av time to complete renewals with disclosures: <ul style="list-style-type: none"> <li>paper based submission</li> <li>online submission</li> </ul> % of online renewals without disclosures completed within 6 days Take up on online renewals
Trend line reports	Notifications received/closed Registration applications received/closed Registrant numbers Online vs paper based applications Customer Service Team activity levels by channel Customer Service Team service requests created/closed	Mandatory notifications received x profession Immediate actions initiated x profession Number of aged notifications per quarter by profession Number of aged applications per quarter by profession	
Performance reports		Time to process applications from receipt of application to date registration finalised in the system by registration type by profession Time from receipt of notification to closure by stage at closure by profession: average + range Outcome of preliminary assessment stage of notifications: <ul style="list-style-type: none"> <li>% closed</li> <li>% proceeding to other stage (x stage)</li> </ul>	

Report type	Monthly reports	Quarterly reports	End of cycle reports
		<p>Outcome of investigation stage of notifications:</p> <ul style="list-style-type: none"> <li>• % closed</li> <li>• % proceeding to other stage (x stage)</li> </ul> <p>Average time at stage:</p> <ul style="list-style-type: none"> <li>• preliminary assessment stage</li> <li>• investigation stage</li> </ul> <p>Average time from lodgement of notification to finalisation of preliminary assessment</p> <p>Assessments completed within legislative timeframes: % assessments completed within 60 days.</p>	
Activity reports	Notifications monthly activity levels	<p>Notifications received by:</p> <ul style="list-style-type: none"> <li>• stream</li> <li>• grounds</li> <li>• issue</li> </ul> <p>Mandatory notifications by:</p> <ul style="list-style-type: none"> <li>• stream</li> <li>• grounds</li> <li>• outcomes from preliminary assessment</li> </ul> <p>Profile of registrants with notifications lodged:</p> <ul style="list-style-type: none"> <li>• age</li> <li>• sex</li> <li>• registration type</li> </ul> <p>Registrant numbers by profession/divisions/registration type</p> <p>Student registration numbers by</p>	<p>Outcomes of renewal cycle</p> <p>Late renewals vs on time renewals</p> <p>Nature of disclosures made and validated</p> <p>Number of registrants with disclosures</p> <p>Online renewal take-up by profession</p>



Report type	Monthly reports	Quarterly reports	End of cycle reports
		profession/gender/state Student registrations by profession Notifications received > 12 months: <ul style="list-style-type: none"> <li>• national law/prior law</li> <li>• current stage</li> </ul> Registration applications received > 3 months by registration type Customer service requests received by: <ul style="list-style-type: none"> <li>• profession</li> <li>• issue category</li> </ul>	

### Business Support

Business domain	Service level standard	Standard reports
Financial management	Monthly report provided at each Board meeting based on financial performance during the preceding month and year to date.	Income and expenditure report with analysis and narrative.
Accreditation		Availability of scheduled reports from accrediting authorities as per the signed agreements.
Legal	Legal Update at end of each quarter.	Quarterly Legal Update providing detail on key matters in progress and key legal advice provided.  Legal Practice Notes to all Boards.  Legal advices for Boards as required.
Board Support for National and State Boards, committees and panels	<u>Timeliness.</u> Board, committee and panel papers available no later than 5 working days prior to the scheduled date of the meeting.	Quarterly report
	<u>Remuneration.</u> Reimbursement of sitting fees and claims paid by electronic funds transfer on the agreed day each month. Measure will be 90% accuracy based on number of corrections to total payments made. Payments will be for all meetings held more that 5 days prior to the scheduled payment date.	Quarterly report
	<u>Financial Reports and Budgets.</u> Financial reports and budgets delivered to National Boards and committees as per dates indicated in the tables below.	Progress reports to National Boards
Risk management	Quarterly report highlighting the current risk management rating for all significant risks.	Quarterly risk management report, including mitigating strategies for significant risks within IT, Legal, Business Improvement, Board Services, Finance, Human Capital, Compliance, Risk and Business Continuity, Registrations and Notifications.

Business domain	Service level standard	Standard reports
	Administrative complaints handling in accordance with AHPRA policy	Half yearly report of complaints lodged, detailing the total number of complaints for the profession, trends and learning.
Quality of support services	Administration of annual structured survey of quality of service support provided.	Report on survey results  Action plan to address issues raised in survey.

#### Reporting Timetable for 2012/13

Month	Upload to SAI
June	21 July
July	13 August
August	13 September
September	12 October
October	14 November
November	13 December
December	22 January
January	13 February
February	15 March
March	12 April
April	13 May
May	17 June
June	22 July

#### Budgeting Timetable for 2013-14

Month of Board Meeting	Upload to SAI Global
December	AHPRA tables the budget assumptions and principles for 2013-14
February	National Boards provide to AHPRA the Board assumptions to AHPRA
March	AHPRA tables 1 <sup>st</sup> draft budget to National Boards
April	AHPRA tables 2nd draft budget to National Boards
May	AHPRA tables proposed final budget to National Boards for approval