

Media release

18 January 2011

Difficulties Reaching AHPRA on the 1300 Telephone Number

The Australian Health Practitioner Regulation Agency (AHPRA) has apologised for an outage in service today associated with its telephone service on 1300 419 495.

The outage was the result of a service issue with the external telecommunications providers, resulting in problems with connecting and directing calls from health practitioners.

AHPRA initiated immediate corrective action through its suppliers and the outage was corrected by close of business, Australian Eastern Daylight Time (AEDT), Tuesday 18 January 2011.

AHPRA CEO Martin Fletcher assured all practitioners and stakeholders that the service problem was addressed urgently by providers and business continued with AHPRA and the National Boards.

“AHPRA apologises wholeheartedly to all practitioners and others contacting AHPRA who have been affected by this service outage.

“We have worked to fix the problem with our suppliers, and published advice on our website at www.ahpra.gov.au, encouraging people to contact us through our online enquiry form.

“Many health professions are undergoing renewal of registration currently and we understand practitioners would be concerned by an inability to contact AHPRA on the 1300 419 495 number.

“Nurses and midwives who received a notice dated 11 or 12 January 2011 reminding them to renew registration are able to confirm on our website that their application to renew their registration has been received by AHPRA.

Nurses and midwives who received reminder notices dated 11 or 12 January can confirm receipt of their application to renew registration online at <http://www.ahpra.gov.au/Registration/Renewal-Received-Confirmation.aspx>.

For more information

- Visit www.ahpra.gov.au under *Contact us* to lodge an online enquiry form
- For media enquiries: (03) 8708 9200