

Health Profession Agreement

Physiotherapy
Board of Australia

and

The Australian Health Practitioner Regulation
Agency

2014 - 2015

Health Profession Agreement

Preamble

- 1.1 The Health Practitioner Regulation National Law Act 2009 requires the Australian Health Practitioner Regulation Agency (Agency) and the Physiotherapy Board of Australia (the Board) to enter a Health Profession Agreement (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.

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.

Scope of this Agreement

- 3.1 This Agreement is for the period 1 July 2014 to 30 June 2015.
- 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 and which provides an adequate level of equity as agreed between the Board and the Agency;
 - 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 Executive Director, Strategy and Policy. 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 enable the Board to exercise its functions. It will:
 - 3.5.1 fulfil the requirements for the delivery of services as outlined in Schedule 1 through the provision of appropriately trained and experienced staff;
 - 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 provide National Boards with information that will enable them to perform their notifications functions in a timely and efficient way;
 - 3.5.4 facilitate Board access to relevant information, facilities and staff of the Agency;
 - 3.5.5 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;
 - 3.5.6 manage financial resources in an efficient, transparent and accountable way ensuring that there are appropriate internal safeguards which are subject to controls and audit;
 - 3.5.7 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;
 - 3.5.8 develop and implement operational protocols and guidance to promote nationally consistent service delivery which reflects the Board's standards, guidelines and policies;
 - 3.5.9 maintain relevant website content in line with Board's direction and expectations including updates relating to board activities;
 - 3.5.10 provide responsive customer services including counter, email response and telephone services in support of Board and Agency functions and services;
 - 3.5.11 monitor and regularly report on performance and provide feedback on the level of performance in relation to the standards for the agreed services;
 - 3.5.12 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;
 - 3.5.13 monitor and regularly report on the management of significant risks which may impact the Board's ability to meet its statutory obligations;
 - 3.5.14 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;
 - 3.5.15 authorise the Executive Director, Strategy and Policy as the Agency's liaison officer with respect to this agreement.

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.

Review

- 5.1 The Agency and the Board agree to review this agreement on an annual basis. The Agreement continues on the same terms and conditions until either revoked or replaced.

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 Physiotherapy Board of Australia

and

The Australian Health Practitioner Regulation Agency (AHPRA)

<p>Signed for and on behalf of AHPRA by:</p> <p>Signature of Chief Executive Officer</p> <p>Mr Martin Fletcher</p> <p>Date 18 August 2014</p>	<p>Signed for and on behalf of the Physiotherapy Board of Australia by:</p> <p>Signature of the Board Chair</p> <p>Mr Paul Shinkfield</p> <p>Date 14 August 2014</p>
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Attachment 1: Legislative framework for Health Profession Agreements

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.

Section 26 of the National Law sets out the requirement for Health Profession Agreements 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.”

Section 26(1)(c) is an enabling clause that requires the National Agency to support the National Board in performing its function. This is detailed under section 25, the functions of the National Agency.

Section 25 – Functions of the National Agency

The functions of the National Agency are as follows:

- a) to provide administrative assistance and support to the National Boards, and the Boards' committees, in exercising their functions;
- b) in consultation with the National Boards, to develop and administer procedures for the purpose of ensuring the efficient and effective operation of the National Boards;
- c) to establish procedures for the development of accreditation standards, registration standards and codes and guidelines approved by National Boards, for the purpose of ensuring the national registration and accreditation scheme operates in accordance with good regulatory practice;
- d) to negotiate in good faith with, and attempt to come to an agreement with, each National Board on the terms of a health profession agreement;
- e) to establish and administer an efficient procedure for receiving and dealing with applications for registration as a health practitioner and other matters relating to the registration of registered health practitioners;
- f) in conjunction with the National Boards, to keep up-to-date and publicly accessible national registers of registered health practitioners for each health profession;
- g) in conjunction with the National Boards, to keep up-to-date national registers of students for each health profession;
- h) to keep an up-to-date and publicly accessible list of approved programs of study for each health profession;
- i) to establish an efficient procedure for receiving and dealing with notifications against persons who are or were registered health practitioners and persons who are students, including by establishing a national process for receiving notifications about registered health practitioners in all professions;
- j) to provide advice to the Ministerial Council in connection with the administration of the national registration and accreditation scheme;
- k) if asked by the Ministerial Council, to give to the Ministerial Council the assistance or information reasonably required by the Ministerial Council in connection with the administration of the national registration and accreditation scheme;
- l) any other function given to the National Agency by or under this Law.

The National Law in section 32(2) limits the powers of the National Board so that, among other limitations, it cannot enter into contracts. 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. Section 35 of the National Law details those functions which, with the exception of sub-clause (f), are regulatory functions.

Section 35 – Functions of National Boards

- 1) The functions of a National Board established for a health profession are as follows:
 - a) to register suitably qualified and competent persons in the health profession and, if necessary, to impose conditions on the registration of persons in the profession;
 - b) to decide the requirements for registration or endorsement of registration in the health profession, including the arrangements for supervised practice in the profession;
 - c) to develop or approve standards, codes and guidelines for the health profession, including:
 - i. the approval of accreditation standards developed and submitted to it by an accreditation authority; and
 - ii. the development of registration standards for approval by the Ministerial Council; and
 - iii. the development and approval of codes and guidelines that provide guidance to health practitioners registered in the profession;
 - d) to approve accredited programs of study as providing qualifications for registration or endorsement in the health profession;
 - e) to oversee the assessment of the knowledge and clinical skills of overseas trained applicants for registration in the health profession whose qualifications are not approved qualifications for the profession, and to determine the suitability of the applicants for registration in Australia;
 - f) to negotiate in good faith with, and attempt to come to an agreement with, the National Agency on the terms of a health profession agreement;
 - g) to oversee the receipt, assessment and investigation of notifications about persons who:
 - i. are or were registered as health practitioners in the health profession under this Law or a corresponding prior Act; or
 - ii. are students in the health profession;
 - h) to establish panels to conduct hearings about:
 - i. health and performance and professional standards matters in relation to persons who are or were registered in the health profession under this Law or a corresponding prior Act; and
 - ii. health matters in relation to students registered by the Board;
 - i) to refer matters about health practitioners who are or were registered under this Law or a corresponding prior Act to responsible tribunals for participating jurisdictions;
 - j) to oversee the management of health practitioners and students registered in the health profession, including monitoring conditions, undertaking and suspensions imposed on the registration of the practitioners or students;
 - k) to make recommendations to the Ministerial Council about the operation of specialist recognition in the health profession and the approval of specialties for the profession;
 - l) in conjunction with the National Agency, to keep up-to-date and publicly accessible national registers of registered health practitioners for the health profession;
 - m) in conjunction with the National Agency, to keep an up-to-date national register of students for the health profession;

- n) at the Board's discretion, to provide financial or other support for health programs for registered health practitioners and students;
 - o) to give advice to the Ministerial Council on issues relating to the national registration and accreditation scheme for the health profession;
 - p) if asked by the Ministerial Council, to give to the Ministerial Council the assistance or information reasonably required by the Ministerial Council in connection with the national registration and accreditation scheme;
 - q) to do anything else necessary or convenient for the effective and efficient operation of the national registration and accreditation scheme;
 - r) any other function given to the Board by or under this Law.
- 2) For the purposes of subsection (1)(g)-(j), the Board's functions do not include receiving notifications and taking action referred to in those paragraphs in relation to behaviour by a registered health practitioner or student that occurred, or is reasonably believed to have occurred, in a co-regulatory jurisdiction.

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.

Attachment 2: NRAS Strategy

National Registration and Accreditation Scheme Strategy

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

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 notification 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

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 in relation to performance, conduct or health matters and students on grounds specified in the National Law.
- Provide effective coordinated support and comprehensive data and advice for state and territory boards, national committees and registration and notifications committees and immediate action 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.
- Establish effective arrangements for professional advisers
- Continuously improve the design and implementation of delegations
- Provide communications support for issues and media management which is consistent with the Board's media strategy
- Increase national consistency and continuous improvement of processes and decision making to implement standards
- Provide legal advice and services

Liaison with external authorities

Where appropriate and in agreement with the Board, enter into memorandums of understanding with relevant authorities to facilitate the application of sections 219 and 221 of the National Law.

Where service levels can be enhanced, work in partnership with external authorities to ensure that relevant issues are considered by both entities.

Online service delivery

Develop online services for health practitioners consistent with agreed business priorities

Promote 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.

Develop and disseminate 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.

Business Support

Board and committee support

AHPRA will provide sufficient resources to meet the needs of the Board in the following:

- Develop registration standards, codes, guidelines and policy as agreed with the Board and across Boards on agreed priority areas.
- Facilitate stakeholder engagement, government relations including Health Workforce Principal Committee and coordination of whole-of-scheme issues such as community engagement.
- Operational support - arrange Board and committee meetings, travel, accommodation, payment of sitting fees and expenses. Where meetings are held on Agency premises the costs will be charged to the allocated cost pool. Where the Board chooses to meet elsewhere, meeting costs will be charged as a direct cost to the Board and will be treated as part of the Board's budget.
- Secretariat services - prepare and circulate agendas and associated papers, draft decisions, correspondence and communiqués for the Board and its committees.
- Project management – deliver agreed projects on behalf of the Board.
- Legal advice - provide legal advice and services.
- Board effectiveness – services including training, recruitment and succession planning.

Communication

Provide high quality, relevant and current information to stakeholders in a timely and positive manner, enhancing the stakeholder confidence in the Board and the National Scheme and to assist in building key stakeholder relationships. The communications program will be developed in consultation with the Board and will include:

- production and distribution of newsletters to practitioners;
- continual development and enhancement of the Board's website, management of publications, Board events and advice and support on media issues, consistent with the Board's media strategy.

Financial management

Maintain a specific account for the Board within the Agency Fund.

Manage funds in accordance with requirements of the National Law and within guidelines agreed with the Board.

Provide agreed regular financial and performance reports.

Implement appropriate procedures for the collection, refund, reduction and waiver of fees.

Provide financial support and advice to the Board and relevant committees, including strategies for managing specific issues, fee setting and achievement of agreed levels of equity.

Implement measures to improve efficiency and productivity of AHPRA performance through adoption of contemporary business and service delivery models.

Manage and report costs according to established cost allocation principles.

Cost allocation principles

The main objective of cost allocation is to assign each cost to the activity that is most responsible for the generation of that cost. Some costs can be easily identified and attributed to Boards or AHPRA cost centres based on direct causal relationships. Other common or indirect costs need to be shared using accepted cost allocation methodologies.

The allocation methodology used for indirect costs should meet the following criteria.

- Defensible – able to be scrutinised and tested both internally and externally by all impacted parties.
- Auditable – ready to be tested from a financial perspective by an independent arbitrator.
- Understandable – simple, non-complex and understood by all stakeholders, irrespective of their level of financial acumen.
- Flexible – able to alter its calculations and approach as the structure of costs changes over time.
- Accurate – ensures that all costs required to be passed on are calculated accurately and that data capture is robust to enable all costs to be charged back appropriately.

Cost allocation business rules

The principle of no cross-subsidisation of costs will be maintained.

As a first step, where possible AHPRA will allocate costs directly to Boards. If direct allocation is not possible through the identification of a direct causal relationship, costs will be allocated to the indirect cost pool.

The application of the indirect cost allocation framework may result in different cost allocation percentages each year, depending on changes to inputs to the allocation base.

Outcomes of the cost allocation framework will be described in reports to all National Boards each year and will be used as a basis for determining Boards' budgets.

AHPRA will not allocate the same cost more than once. That is, the same cost will not be treated as both a direct and shared (allocated) cost. A direct cost will only be attributed once to a Board. A shared cost will only be allocated once across Boards.

AHPRA will identify to all Boards which costs are charged directly and which are allocated to the indirect cost pool. That is, Boards will be given a clear statement of what services are being delivered via either direct charge or indirect cost allocation.

Risk management

Manage a risk management strategy for both AHPRA and the National Boards.

Communicate to National Boards the identification of and mitigation strategies for extreme and high risks.

Implement an internal audit function to improve AHPRA's management and mitigate 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.

Where the accreditation function is exercised by a committee established by the Board, AHPRA, primarily through its accreditation unit, will support the delivery of the accreditation function.

The accreditation unit will operate the function within the agreed budget and achieve agreed objectives. Maintain a current and publicly accessible list of approved programs of study for the profession.

Board work program

Deliver agreed Board-specific work program within agreed priorities, resources and service standards.

Schedule 2

Desired Outcomes – Key Strategic Priorities 2014-15

2014-15 Business Plan derived from Physiotherapy Board of Australia Key Strategic Priorities 2014-15

This document is linked to the Board's strategic direction statement 2014-15 which sets out the Board's key strategic priorities for 2014-15. Some of these may extend beyond this period.

The Board's work plan (which follows) sets out the works and projects to be undertaken in 2014-15 to achieve its objectives.

Key Priority	Desired outcomes of the Board (3-5 years)
1. Ensure the integrity of the National Registers	<ul style="list-style-type: none"> Develop productive partnerships and collaborations with AHPRA and other key stakeholders to contribute to the delivery of the National Registration and Accreditation Scheme.
2. Drive national consistency of standards, processes and decision-making	<ul style="list-style-type: none"> Greater consistency of Board standards, processes and decision-making
3. Respond effectively to notifications about the health, performance and conduct of health practitioners	<ul style="list-style-type: none"> More consistency in responding to notifications about physiotherapists.
4. Adopt contemporary business and service delivery models	<ul style="list-style-type: none"> Individual board member evaluation has been undertaken and professional development increases Board members knowledge and capability Ensure the robust governance of the Physiotherapy Board of Australia and respond effectively to the impacts of the changing environment.
5. Engender the confidence and respect of health practitioners	<ul style="list-style-type: none"> Reduced fees for registrants in 2014 and 2015 A communications strategy developed and implemented to ensure physiotherapists are informed about their responsibilities under the National Law.
6. Foster community and stakeholder awareness of and engagement with health practitioner regulation	<ul style="list-style-type: none"> Development of a stakeholder engagement framework using the IAP2 model and an agreed approach to engaging with them.
7. Use data to monitor and improve policy advice and decision-making	<ul style="list-style-type: none"> Analyse and interpret available data and policy to inform our work and understand trends and issues impacting on the physiotherapy workforce.
8. Become a recognised leader in professional regulation.	<ul style="list-style-type: none"> Improved efficiency and effectiveness (including cost-effectiveness) of accreditation functions.
9. Contribute to the Australian Health Workforce Reform Agenda with appropriate regulatory solutions.	<ul style="list-style-type: none"> Develop a framework for regulation of advanced practice of physiotherapists in collaboration with the profession and in accordance with the national health workforce reform agenda (this also contributes to other Key Priorities).

Key Priority 1 : Ensure the integrity of the National Registers	
Objectives	Initiatives
Develop productive partnerships and collaborations with AHPRA and other key stakeholders to contribute to the delivery of the National Registration and Accreditation Scheme.	<ul style="list-style-type: none"> • Improve communication and partnerships with other boards by working together to explore issues such as prescribing, specialisation versus endorsements, dealing with overseas practitioners – by June 2015 • Continue to work closely with key AHPRA service areas including the Business Improvement and Innovation (BII), Finance, Legal and Policy Units • Participate in the “Think tank with APC, APA, CPDANZ, PhysioNZ, PhysioBNZ, 3 times per annum • Meet with APA bi-monthly • Meet with CPDANZ four times a year • Fortnightly conversation between PhysioBA Chair and APC Chair • Continued representation on INPTRA • Board members provide input to quarterly review with AHPRA (Helen, Chris and Jill) and receive feedback via the Chair.
Key Priority 2 : Drive national consistency of standards, processes and decision-making	
Objectives	Initiatives
Greater consistency of Board standards, processes and decision-making	<ul style="list-style-type: none"> • Develop and plan for implementation of bi-national entry-level qualifying statements by June 2015 • Contribute to cross professional standards, codes and guidelines including review of physiotherapy standards, codes and guidelines (in progress), including physiotherapy guideline for supervision guidelines and limited registration standard by June 2015.
Key Priority 3 : Respond effectively to notifications about the health, performance and conduct of health practitioners	
Objectives	Initiatives
More consistency in responding to notifications about physiotherapists.	<ul style="list-style-type: none"> • Evaluate the effectiveness of changing to a national Registrations and Notifications Committee structure by December 2014 • Analyse notifications data to identify any emerging trends or issues (see Key Priority 7) • Use analysis of notifications data to inform communications strategy (see Key Priority 5) and any required changes to standards, codes and guidelines (see Key Priority 2).

Key Priority 4 : Adopt contemporary business and service delivery models	
Objectives	Initiatives
<p>Individual board member evaluation has been undertaken and professional development increases Board members knowledge and capability</p> <p>Ensure the robust governance of the Physiotherapy Board of Australia and respond effectively to the impacts of the changing environment.</p>	<ul style="list-style-type: none"> • Administer individual board member evaluation program by July 2014 • Work with board members to identify professional development needs and identify training opportunities by December 2014 • Respond to the AHPRA approach to succession planning using the knowledge gained from the Board and individual board member evaluations • Align role of Continuous Improvement Committee to become a key driver of data/policy review and Board performance improvement.
Key Priority 5 : Engender the confidence and respect of health practitioners	
Objectives	Initiatives
<p>Reduced registration fees for physiotherapists</p> <p>A communications strategy developed and implemented to ensure physiotherapists are informed about their responsibilities under the National Law.</p>	<ul style="list-style-type: none"> • Continue to monitor and review fees/financial position following 2013 fee reduction • Use findings of audit to identify areas where physiotherapists may require further information • Identify any other data sources that might inform to the development of a communications strategy by July 2014 (see Key Priority 7) • Identify opportunities to better understand physiotherapists knowledge of the National Law by July 2014 • Develop a communications strategy for 2014-2016 to ensure physiotherapists are informed by December 2014 • Implement the communications strategy from January 2015 • Continue to disseminate 3 X registrant newsletters per year distributed via established AHPRA process (also contributes to Key Priority 6).
Key Priority 6: Foster community and stakeholder awareness of and engagement with health practitioner regulation	
Objectives	Initiatives
<p>Development of a stakeholder engagement framework using the IAP2 model and an agreed approach to engaging with them.</p>	<ul style="list-style-type: none"> • Undertake stakeholder mapping and develop a stakeholder engagement framework using the IAP2 model by October 2014 • Identify new opportunities to engage with stakeholders to inform the Board's communications strategy (see Key Priority 5 and 7) by November 2014 • Monitor AHPRA work to inform and raise community awareness by requesting a report every six months from the Community Reference Group and the Communications Unit • Develop an initiative for graduating physiotherapy students that is available for download by interested universities by July 2014.

Key Priority 7: Use data to monitor and improve policy advice and decision-making	
Objectives	Initiatives
Analyse and interpret available data and policy to inform our work and understand trends and issues impacting on the physiotherapy workforce	<ul style="list-style-type: none"> • Analyse workforce data to deepen understanding of current trends and future issues, considering <ul style="list-style-type: none"> ○ What are the gaps in the profession? ○ Are graduates continuing in the profession? ○ Demographic mix/ full time or part time? ○ Skilled migration • Review questions asked in the renewal survey and explore opportunities for additional questions May 2014 • Identify other data sources that might inform the development of a communications strategy by July 2014 (see Key Priority 5 and 6).
Key Priority 8: Become a recognised leader in professional regulation.	
Objectives	Initiatives
Improved efficiency and effectiveness of accreditation functions	<ul style="list-style-type: none"> • Development and plan for implementation of bi-national entry level qualifying statements with Physiotherapy Board of New Zealand by December 2014 • Continuously improve the efficiency and effectiveness (including cost-effectiveness) of accreditation functions provided by the Board's appointed accreditation entity.
Key Priority 9: Contribute to the National Health Workforce Reform Agenda with appropriate regulatory solutions.	
Objectives	Initiatives
Options are explored for a framework for regulation of relevant advanced practice roles for physiotherapists, including prescribing of scheduled medicines by June 2015.	<ul style="list-style-type: none"> • Collaborate with the profession regarding potential areas for development of regulatory solutions to facilitate advanced practice initiatives • Continue to explore options for a submission to Ministerial Council for approval of endorsement on registration by June 2015.

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

PHYSIOTHERAPY BOARD OF AUSTRALIA

SUMMARY BUDGET 2014-15

Item	\$
Total income	4,532,900
Total expenses	4,368,800
Surplus (deficit)	164,100
Forecast equity at start of year	6,192,000
Forecast equity at end of year *	6,356,100
Board indirect cost allocation rate for 2014-15	2.30%

*It is expected that the board will have sufficient equity throughout 2014-15

PHYSIOTHERAPY BOARD OF AUSTRALIA

DETAILED BUDGET 2014-15

Item	\$
Income	
Registration	3,834,900
Application income	348,900
Interest	310,400
Late Fees and Fast Track Fees	19,400
Other income *	19,300
Total Income	4,532,900
Expenses	
Board and committee expenses (see note 2)	584,500
Legal, tribunal costs and expert advice (see note 3)	192,300
Funding support for the National Health Practitioner Ombudsman and Privacy Commissioner	34,500
Other direct expenditure (see note 4)	1,223,000
Indirect expenditure (see note 5)	2,334,500
Total Expenses	4,368,800
Net Surplus (Deficit)	164,100
Equity at start	6,192,000
Change	164,100
Equity at End	6,356,100

*Other income includes cost recoveries and miscellaneous fees

Budget Notes

1. Registrant numbers	<p>The registration income is derived from the following assumptions.</p> <p>Budgeted registrants invited to renew at next renewal period: 25,752</p> <p>Budgeted lapse rate of renewals: 2.8%</p>
2. Board and committee expenses	<p>Total \$ 584,500</p> <p>This covers the meeting costs of the National Board and the national registration and notifications committee, which have the delegated authority to make decisions about individual registered practitioners.</p> <p>Costs include sitting fees, travel and accommodation while attending meetings for the Board and the committee.</p>
3. Legal, tribunal costs, and expert advice	<p>Total \$ 192,300</p> <p>Note: These legal costs do not include the significant proportion of the Board's direct costs (including sitting fees) and a substantial amount of the work of state and territory committees also relates to managing and assessing notifications.</p> <p>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.</p>
4. Other direct expenditure	<p>Total \$ 1,223,000</p> <p>Costs associated with the Board's work on registration standards, policies and guidelines. See work plan 2014-15.</p> <p>This includes the following activities:</p> <ul style="list-style-type: none"> • costs involved in consultation with the community and the profession • engagement of consultants necessary to support the work of the Board • publication of material to guide the profession, such as the Board's newsletter • Board member professional development • policy development and projects • accreditation expenses including funding provided to Australian Physiotherapy Council for accreditation functions as well as other projects.

5. Indirect expenditure	Total \$ 2,369,000
	<p>Proportion of indirect costs allocated to the Board is 2.30%. The percentage allocation for the Board in 2013-14 was 2.43%.</p> <p>Indirect costs are shared by the National Boards, based on an agreed formula. The percentage is based on an analysis of historical and financial data to estimate the proportion of costs required to regulate the profession. Costs include salaries, systems and communication, property and administration costs.</p> <p>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.</p> <p>The 2014-15 AHPRA business plan sets out AHPRA objectives for 2014-15 and how they will be achieved.</p>

Schedule 4

Schedule of Fees

Item	National Fee	Rebate for NSW registrants	Fee for registrants with principal place of practice in NSW
	\$	\$	\$
Application fee for general registration*	159		159
Application fee for limited registration*	159		159
Application fee for non practising registration*	159		159
Application fee for fast track registration*	80		80
Registration fee - general registration	159		159
Registration fee - limited registration	159		159
Registration fee - non practising registration	35		35
Late renewal fee for general registration	40		40
Late renewal fee for limited registration	40		40
Late renewal fee for non-practising registration	9		9
Replacement registration certificate	20		20
Extract from the register	10		10
Copy of the register (if application is assessed as in the public interest)	2000		2000
Verification of registration status	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.

Schedule 5

Performance Reporting 2014 - 2015

The following principles underpin AHPRA's commitment to 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
- Changes to 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 registration, notifications, offences, monitoring, and national services.
- Consideration will be given to developing customised reports for the Board where appropriate

Monthly reporting outlines a summary of each program area with respect to current caseload, received and finalised cases, and average age of cases as at the end of the reported month.

Business Operations Performance Reporting

Monthly reporting	Component
<u>Registration</u>	<ul style="list-style-type: none"> • Applications received and finalised by type and sub type • Application process time by registration type • Appeals extract
<u>Notifications</u>	<ul style="list-style-type: none"> • Notifications received and finalised • Mandatory notifications received • Open caseload • Inactive notifications • Prior law matters • Immediate actions • Tribunals / appeals extract
<u>Offences</u>	<ul style="list-style-type: none"> • National law offences received and finalised
<u>Monitoring</u>	<ul style="list-style-type: none"> • Open caseload • Source of cases being monitored
<u>National Services</u>	<ul style="list-style-type: none"> • Not required monthly

Quarterly reporting outlines a more detailed summary of each program area with respect to current caseload, received and finalised cases, and average age of cases as at the end of the reported quarter. Reporting on performance indicators is also included.

Quarterly reporting	Component
<u>Registration</u>	<ul style="list-style-type: none"> • Registrants by registration type and sub type • Registrants by division (where appropriate) • Registrants by specialty (where appropriate) • Registrants by endorsement (where appropriate) • Registrants by notation (where appropriate) • Registrants by age and gender • Registration performance reporting (performance indicators)
<u>Notifications</u>	<ul style="list-style-type: none"> • Notifications received and finalised (source, grounds, outcome type) • Mandatory notifications received (source, grounds, outcome type) • Open caseload (by stage) • Notifications performance reporting (performance indicators)
<u>Offences</u>	<ul style="list-style-type: none"> • National law offences received and finalised • National law offences by outcome type
<u>Monitoring</u>	<ul style="list-style-type: none"> • Open caseload (detail) • Source of cases being monitored • Monitoring cases by age
<u>National Services</u>	<ul style="list-style-type: none"> • Volumes of enquiries (telephone, web) • Enquiry types • Customer service performance reporting (performance indicators) • Public register availability • Website usage

End of cycle reporting outlines a summary of renewal campaigns and practitioner audits for the year.

End of cycle reporting	Component
<u>Renewals</u>	<ul style="list-style-type: none"> • Renewal outcomes • Method of renewal (paper / online) • Disclosures detail
<u>Practitioner audits</u>	<ul style="list-style-type: none"> • Audit performance • Audit outcomes • Profession summary (audit completion rate)

Business Support Performance Reporting

Business domain	Service level standard	Standard reports
<u>Financial management</u>	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.
<u>Accreditation</u>	Where AHPRA provides support to the delivery of the accreditation function by an accreditation committee, twice yearly reports provided on delivery of the function according to the committee's terms of reference, using the Quality Framework for the Accreditation Function and the sample report guide developed through the Accreditation Liaison Group.	Availability of scheduled reports from accrediting authorities as per the signed agreements with external entities or the terms of reference for accreditation committees.
<u>Legal</u>	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.
<u>Board support for National and State Boards, committees and panels</u>	<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 than 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 seven calendar days before the board meeting.	Progress reports to National Boards
<u>Risk Management</u>	Quarterly report highlighting the current risk management rating for all significant risks.	Quarterly risk management report, including mitigating strategies for extreme and high risks within all areas of AHPRA's and Boards' operations.
	Administrative complaints and Freedom of Information handling in accordance with AHPRA policy	Half yearly report of complaints lodged, detailing the total number of complaints for the profession, trends and learning.
<u>Quality of support services</u>	Administration of annual structured survey of quality of service support provided.	Report on survey results Action plan to address issues raised in survey.

Budgeting timetable for 2015-16 budget

Month of Board Meeting	Upload to SAI Global
March 2015	1 st draft budget
April 2015	2 nd draft budget
May 2015	3 rd draft budget