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Australian Health Practitioner Regulation Agency

Media release

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New look AHPRA website to improve service to practitioners

The Australian Health Practitioner Regulation Agency (AHPRA) has launched the first phase of its new look website as part of a program of work to improve its services to health practitioners and the community.

The new look home page is the first step in upgrading the website for AHPRA and the 10 National Boards to make important information about the National Scheme clear and easier to find.

Key features of the improved website at www.ahpra.gov.au are:

- Fresh new design which highlights key information and the National Registers
- Powerful new search engine to help locate relevant information across the AHPRA and National Board websites
- Easy links to support on-line practitioner renewals
- Access to new online services including tracking of renewal applications

AHPRA CEO, Mr Martin Fletcher said the web upgrade was one of a number of service improvements being delivered to registered practitioners.

“We have reshaped the website in response to practitioner feedback and to make important information about the new scheme more accessible,” Mr Fletcher said.

“The National Registration and Accreditation Scheme has public and patient safety at its heart and as a result it often requires more of individual practitioners,” Mr Fletcher said.

“AHPRA is working hard to help practitioners understand and meet their responsibilities under the National Scheme and the website upgrade and other service improvements are part of that commitment,” he said.

Other improvements in place include:

- large scale employers can bulk check the registration status of employees
- AHPRA has boosted resources for customer service teams and changed processes so phone calls are now being managed directly by experienced staff in local AHPRA offices wherever possible
- practitioners can now advise AHPRA if they intend to not renew their registration, so they do not get sent renewal reminders
- AHPRA is providing a pop-out wallet sized card with annual registration certificates confirming a practitioner has renewed

Scheduled future improvements include:

- Work is underway to enable practitioners and employers to check the progress of registration applications (this service is already available for registration renewals)

- Establishing capacity for registrants to print a copy of their registration certificate online
- On-line graduating student registration applications

For more information

- Visit the new look home page at www.ahpra.gov.au
- For registration enquiries: 1300 419 495 (within Australia) +61 7 3666 4911 (overseas callers)
- For media enquiries: (03) 8708 9200