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FOREWORD

The Hon Wendy Edmond MP
Minister for Health and Minister Assisting the
Premier on Women's Policy
Parliament House
BRISBANE QLD 4000

Dear Minister

I have pleasure in submitting the 2002-03 Annual Report and Financial Statements of the Pharmacists Board of Queensland.

My appreciation is extended to all members of the Board and its committees for their considerable efforts during the year.

The Board also records its appreciation for the administrative and operational support provided by the staff of the Office of Health Practitioner Registration Boards in assisting the Board to fulfil its statutory functions and obligations.

H P Brand
Chairperson

1. CONSTITUTION, GOALS AND FUNCTIONS

1.1 CONSTITUTION

The Pharmacists Board of Queensland is constituted under the provisions of section 10 of the *Pharmacists Registration Act 2001* ("the Act") as a body corporate with perpetual succession. The Board is subject to the provisions of the *Health Practitioner Registration Boards (Administration) Act 1999*, the *Health Practitioners (Professional Standards) Act 1999* and the *Financial Administration and Audit Act 1977*.

1.2 GOALS

Consistent with section 8(1) of the Act, the Board's primary goals are:

- to protect the public by ensuring health care is delivered by registrants in a professional, safe and competent way; and
- to uphold standards of practice within the profession; and
- to maintain public confidence in the profession.

1.3 FUNCTIONS

The Board is directly responsible for the administration of the Act and the *Pharmacists Registration Regulation 2001* (as amended from time to time).

The Board's major functions are set out in section 12 of the Act as follows:

- to assess applications for registration;
- to register persons who satisfy the requirements for registration;
- to monitor and assess whether registrants comply with any conditions of registration;
- to keep a register of, and records relating to, registrants;
- to promote high standards of practice of the profession by registrants;
- to develop or adopt programs for the continuing professional education of registrants, and encourage their participation in the programs;
- to develop or adopt training programs in the practice of the profession that are relevant to a person's eligibility for registration;
- to confer and cooperate with interstate regulatory authorities;
- to confer and cooperate with entities engaged in the development of national policies about the regulation of the profession;
- to confer and cooperate with the following entities about the education of persons in the practice of the profession-
 - educational institutions
 - entities responsible for accrediting courses, or accrediting institutions to educate persons for the profession;

- to inform registrants and the public about the operation of the legislative scheme in its application to the profession;
- to examine, and advise the Minister about, the operation of the legislative scheme in its application to the profession;
- to monitor, and enforce, compliance with this Act;
- to undertake research, relevant to the legislative scheme, into the regulation of the profession; and
- to collect, and give to persons, information about the practice of the profession by registrants.

2. MEMBERSHIP OF THE BOARD

Membership of the Board during 2002-03 comprised the following nine members:

(a) Registrant Members

Elsbeth Goring-Baker	B Pharm, BA (Hons), Grad Dip Nutrit Pharm
Horace Peter Brand	B Pharm (Hons), FPS [Chairperson]
Timothy John Logan	B Pharm, FACPP, FAICD
John Parke	B Sc (Pharm) (Hons), B Sc (Chem) (Hons), PhD
Andrew Foote Petrie	B Pharm, FSHP, FPS [Deputy Chairperson]
Elizabeth Cameron Smith	Pharm Soc NZ

(b) Public Members

Margaret-Anne Tanwan	B Bus (Acctg), ACA
Peter Zgrajewski	B Bus (Public Admin)

(c) A Lawyer

Darlene Skennar	LLB (Hons), LLM
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The Board members' current term of appointment expires on 12 July 2003.

3. MEETINGS OF THE BOARD

Regular Ordinary Meetings of the Board are usually convened on the fourth Wednesday of each month in a boardroom at the Office of Health Practitioner Registration Boards.

During 2002-03 the Board held 12 Ordinary Board Meetings and 1 Disciplinary Hearing. In addition, 2 Board Committee meetings were held and attended by selected Board members. The table below shows the number of the meetings attended by each Board member during the year.

	No. of Meetings Attended		
	Ordinary Meetings	Disciplinary Hearing	Committee Meetings
Mr Brand	12	1	2
Mrs Gorrington-Baker	7	-	-
Mr Logan	10	1	2
Dr Parke	12	-	-
Mr Petrie	10	1	-
Ms Skennar	11	1	-
Ms Smith	11	1	-
Ms Tanwan	11	1	-
Mr Zgrajewski	9	1	-

4. THE REGISTER

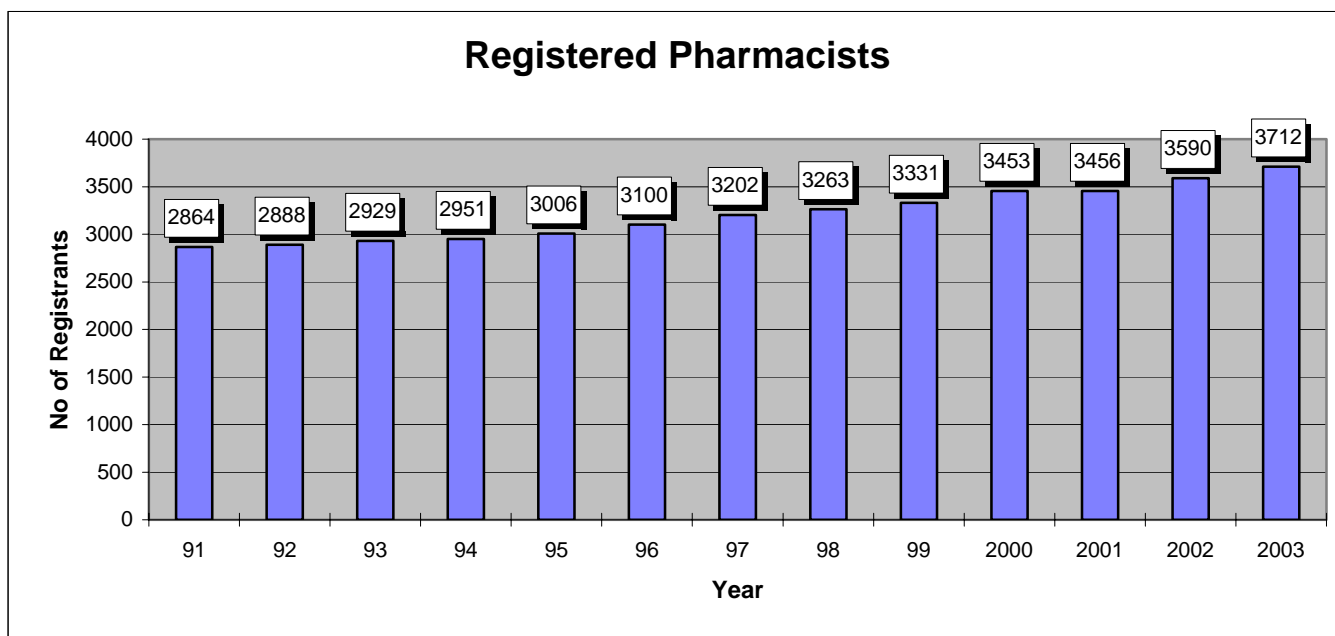
The Board maintains a Register of Pharmacists pursuant to section 12(d) of the Act.

As at 30 June 2003, the Register contained a total of 3,712 names representing a net increase of 122 (approximately 3%) over the June 2002 figure. The 3,712 registrants comprised 3,709 general registrants, 1 provisional general registrant and 2 special purpose registrants.

The net change in registrant numbers over the year is the product of significant numbers of additions to and deletions from the Register during the year.

During the year the Board approved 315 applications for registration. Of these, 109 (approximately 35%) were granted registration in Queensland under mutual recognition. Of these mutual recognition registrants, 105 lodged registration notices pursuant to the provisions of the *Mutual Recognition (Queensland) Act 1992* on the basis of holding current registration as Pharmacists in other Australian States or Territories; while 4 persons lodged registration notices pursuant to the provisions of the *Trans-Tasman Mutual Recognition (Queensland) Act 1999* on the basis of holding current registration as Pharmacists in New Zealand.

The following bar chart illustrates the growth since 1991 in the number of registered Pharmacists at 30 June each year.



An analysis of the registration data base as at 30 June 2003 provides the following information.

Gender of Queensland Registrants

- 54% of registrants were male; 46% were female.

Age Groupings of Queensland Registrants

Age Grouping	% of Registrants
Under 25 years	4%
25 - 34 years	24%
35 - 44 years	21%
45 - 54 years	17%
55 years and over	34%
Total	100%

Geographical Distribution of Queensland Registrants

- 88% of registrants gave their addresses on the Register as within Queensland; 12% had addresses outside of Queensland.
- Of the registrants with addresses within Queensland, 46% had addresses within Brisbane and 54% had addresses elsewhere in Queensland.

The geographical statistics are based on an analysis of post codes of the Register addresses. In some cases the Register address differs from the registrant's practice address. Registrants with addresses outside of Queensland have chosen to retain Queensland registration even though, in most cases, they do not currently practise their profession in Queensland.

5. ADMINISTRATIVE STRUCTURE

Administrative and operational support for the Board's day to day operations is provided by the Office of Health Practitioner Registration Boards under a Service Agreement between the Board and the Office. The Board is one of 13 Queensland Health Practitioner Registration Boards receiving such support from the Office which is constituted under the *Health Practitioner Registration Boards (Administration) Act 1999*. The Office has a permanent staff establishment of 56.2 full-time equivalent positions plus a variable number of temporary positions.

Members of the staff of the Office with primary responsibilities for the administrative tasks of the Board during the year were:

Executive Officer	Mr J O'Dempsey
Deputy Registrar	Mr G Connell
Assistant Registrar	Mrs D Ramsay
Administrative Officers	Miss K McGee and Miss C Christian
Pharmacy Co-ordinator	Mr J Low

The Assistant Registrar and Administrative Officers are assigned the task of handling and managing the day to day administrative affairs of the Board (and other Health Practitioner Registration Boards) under the direction of the Executive Officer and Deputy Registrar. In addition, the Pharmacy Co-ordinator, a registered Pharmacist, undertakes the investigation of complaints and provides advice on professional pharmacy matters. Section 7 of this Report has additional information on the activities of the Pharmacy Co-ordinator.

A number of other staff of the Office support the Board by providing services in such areas as human resource management, financial management, information technology, counter enquiries, records management, the health assessment and management of impaired practitioners and general administrative assistance.

Further information regarding the interrelationship between the Board and the Office is provided in the Annual Report of the Office.

6. ACCESS

The Office of the Board is located at Level 19, Forestry House, 160 Mary Street, Brisbane QLD 4000.

Correspondence to the Board should be addressed to:

The Executive Officer
Pharmacists Board of Queensland
GPO Box 2438
BRISBANE QLD 4001

Board communication links are:

Telephone: (07) 3225 2517
Facsimile: (07) 3225 2527
E Mail: pharmacy@healthregboards.qld.gov.au
Web Site: <http://www.pharmacyboard.qld.gov.au>

Copies of this Annual Report and the Annual Report of the Office are accessible to members of the public at the abovementioned address.

7. REVIEW OF ACTIVITIES AND OPERATIONS

Registration Act

There were no amendments to the *Pharmacists Registration Act 2001* during 2002-03.

Under section 37 of the Act, the Minister for Health may give the Board “a written direction about a matter relevant to the performance of its functions under this Act if the Minister is satisfied it is necessary to give the direction in the public interest”. The Board did not receive any such directions from the Minister during the reporting period.

Registration Regulation

The *Pharmacists Registration Regulation 2001* was amended on 20 September 2002 by the *Health Legislation Amendment Regulation (No. 3) 2002*. The changes amended Schedule 2 to increase registration and restoration fees in line with movements in the Consumer Price Index. Details of the fee changes are provided in the “Fees” section of this Report.

Complaints and Disciplinary Proceedings

Complaints under the Pharmacists Registration Act 2001

During 2002-03 the Board did not receive any complaints under the *Pharmacists Registration Act 2001* and there were no complaints carried over from 2001-02.

No Board funds were spent during 2002-03 on investigations or inspections under Part 5 of the *Pharmacists Registration Act 2001*.

Complaints under the Health Practitioners (Professional Standards) Act 1999

During 2002-03 the Board received a total of 31 complaints under the *Health Practitioners (Professional Standards) Act 1999* ("Professional Standards Act"), and of its own initiative, also considered a further two matters which the Board considered could provide a ground for disciplinary action. In addition, the Board considered a further 28 complaints carried over from the previous year. At the close of the reporting period, investigations in relation to 11 matters were ongoing.

The following table shows the number of complaints received by the Board during each of the past seven years under the Professional Standards Act.

Year	Number of Complaints Received during Year
2002-03	31
2001-02	41
2000-01	34
1999-00	13
1998-99	18
1997-98	30
1996-97	15

The following summary information is provided, as required by section 264(1) of the Professional Standards Act, on the Board's handling of complaints, disciplinary proceedings and health assessments under the Professional Standards Act during 2002-03:

- (a) The Board received 31 complaints directly from clients of practitioners. It did not receive any complaints on referral from the Health Rights Commissioner.
- (b) Of the 31 complaints received from clients of practitioners, the Board, following consultation with the Health Rights Commission, retained 19 for investigation and referred 11 to the Health Rights Commissioner. One further complaint was referred to the Office of Fair Trading.
- (c) All 31 complaints received during the reporting period alleged unsatisfactory service.

- (d) The Board concluded 38 investigations in 2002-03 involving 3 investigations carried over from 2000-01, 22 investigations carried over from 2001-02 and 13 investigations commenced during the reporting period.
- (e) Of the investigations concluded during 2002-03, 1 concerned the sale of pseudoephedrine, 3 concerned non-compliance with Acts or Regulations and 34 concerned allegations of unsatisfactory professional service.
- (f) The Board commenced disciplinary proceedings against two registrants by referring both cases to the Health Practitioners Tribunal for hearing.
- (g) The disciplinary proceedings started by the Board related to a conviction involving pseudoephedrine and an allegation of unsatisfactory professional conduct relating to a range of matters including convictions in the District and Magistrates Courts.
- (h) One disciplinary proceeding by the Board was finished in the reporting period. This proceeding was undertaken by the Board itself and resulted in the registrant being cautioned and providing the Board with an undertaking to successfully complete the Pharmacy Guild of Australia Quality Care Pharmacy Program for his pharmacy.
- (i) The Board spent \$37,430 on investigations.
- (j) The Board spent \$946 on health assessments of practitioners carried out under Part 7 of the Professional Standards Act relating to the management of impaired registrants.

During 2002-03 the Board entered into one undertaking with a registrant pursuant to 165(2)(b) of the Professional Standards Act and provided the Health Rights Commissioner with a copy of the undertaking in accordance with section 379(5) of the Professional Standards Act. The Board did not enter into any undertakings with registrants pursuant to sections 118(1)(c)(iv), 276(2)(a) or 299(2)(c) of the Professional Standards Act.

During the reporting period the Board did not receive from the Minister for Health any directions under section 13 of the Professional Standards Act, about matters relevant to the Board's functions; or any authorisations under section 392 of the Professional Standards Act, for a person performing functions under that Act to disclose information acquired in the performance of those functions, about another person's affairs.

Activities of the Pharmacy Co-ordinator

During 2002-03 the Pharmacy Co-ordinator performed a range of activities to support the Board in its administration of the *Pharmacists Registration Act 2001* and to address its responsibilities pursuant to the *Health Practitioners (Professional Standards) Act 1999*.

Investigation of complaints and/or the professional activities of Pharmacists were undertaken and reports presented to the Board for consideration. In a number of instances at the conclusion of investigations, where undertakings were not sought from registrants, the Board directed the Co-ordinator to give advice to Pharmacists and other pharmacy staff.

The Pharmacy Co-ordinator was also involved in the following activities during 2002-03:

- assisting with the co-ordination of Pharmacists Board actions within the Office of Health Practitioner Registration Boards;
- providing lectures to fourth year pharmacy students at Queensland University;
- rendering advice and assistance to the Pharmacists Board as required;
- preparing Pharmacists Board bulletins;
- coordinating activities relating to Board disciplinary activities and the investigation of complaints against Pharmacists pursuant to the *Health Practitioners (Professional Standards) Act 1999*;
- providing advice relating to pharmacists' responsibilities and activities, in relation to the *Pharmacists Registration Act 2001*, the *Health (Drugs and Poisons) Regulation 1996* and the *Health Practitioners (Professional Standards) Act 1999*;
- interviewing and assessing Pharmacists from countries with which the Board maintains a reciprocal arrangement;
- representing the Board on the Australian Pharmacy Examining Council (APEC) and monitoring and examining overseas candidates presenting through APEC;
- representing the Board at various other industry conferences and meetings;
- clarifying Board policies and aspects of the *Pharmacists Registration Act 2001* and the *Health Practitioners (Professional Standards) Act 1999* to Pharmacists, members of other professions and the public; and
- liaising with the Health Rights Commission regarding complaints against Pharmacists.

Council of Pharmacy Registering Authorities (COPRA)

The Pharmacists Board is an active member of the Council of Pharmacy Registering Authorities (COPRA), formerly known as the Association of Pharmacy Registering Authorities (APRA).

The primary responsibilities of the COPRA are to assist individual member organisations in the exercise of their statutory responsibilities by harmonising procedures and facilitating communications between and among members, and to provide a central point of contact for matters requiring an agreed national or international response.

Through its membership of COPRA, the Board maintains awareness of the processes and decisions of that national body and has an active liaison with interstate and New Zealand participants.

During the 2002-03 year the Chairperson, P Brand, and the Pharmacy Co-ordinator, J Low, represented the Board at the COPRA meeting held in Canberra on 14-15 November 2002. Major topics discussed at the meeting included:

- Reports from Committees, Working Parties and Member Organisations
- Dispensary Assistants and Technicians
- Updates in relation to reviews of Pharmacy legislation;
- Internet Practice
- Competency Standards
- Pseudoephedrine
- Trans-Tasman Mutual Recognition
- Dispensing errors
- Telepharmacy

During 2002-03 the Board contributed \$23,238 plus GST towards COPRA's operating costs.

Conferences and Meetings

In addition to the COPRA meetings, the Board was represented at the following conferences and meetings during the year:

- The Pharmacy Co-ordinator represented the Board at the COPRA Educational Officers meeting held in Melbourne on 19 August 2002.
- The Pharmacy Co-ordinator represented the Board at the Australian Pharmacy Professional Conference held at Broadbeach on the Gold Coast on 20-23 March 2003.
- The Chairperson represented the Board on the Board of Studies of the School of Pharmacy, University of Queensland.
- The Pharmacy Co-ordinator represented the Board at monthly meetings of Queensland Health's Quality Use of Medicines (QUM) Program Area Board and also was the Board's nominated Quality Reviewer for the QUM Program Area.
- The Pharmacy Co-ordinator represented the Board on both the Queensland Amphetamine Strategies Committee and the Prescription Drug Abuse and Fraud Working Party convened by the Queensland Police Service.

Approvals by the Board for Medical Practitioners to Practise Pharmacy under Restricted Conditions

Section 239(2)(c) of the *Pharmacists Registration Act 2001* empowers the Board to grant approval of an application by a medical practitioner to practise pharmacy under restricted conditions. Such applications are usually considered having regard to the isolation of the area in which the medical practitioner is practising and the availability of pharmaceutical services in the area. During the 2002-03 year the Board approved 18 applications from medical practitioners to practise pharmacy under restricted conditions for periods of up to 12 months.

Board Bulletins

During the year the Board prepared and distributed one Bulletin [Number 17] to inform registrants of Board activities and developments within the profession. Topics covered in the Bulletin included:

- Publishing Price Lists for S3 and S4 Medicines
- Registration
- Pre-Registration Training
- Diversion of Drugs – Monitoring Wholesale Purchases
- Rescheduling of Pseudoephedrine and Recording Requirements
- Dispensing Errors
- Product Bar-Code Scanners
- Sale of S2 Medicines
- Storage of Drugs and Poisons
- Sale of Syringes
- Deceased Estates
- Emergency Recall Procedures and Facsimile Machines

Cowley Memorial Prize

Since 1966 the Board has provided the funding for the Cowley Memorial Prize awarded to the University of Queensland pharmacy student who achieves the highest collective average in the first year of enrolment. The 2002 prize was awarded jointly to two students who each received \$250 from the Board.

Service Agreement

Near the close of the reporting period the Board signed a new 3 year Service Agreement with the Office of Health Practitioner Registration Boards, commencing 1 July 2003. This was the culmination of negotiations between the Board and the Office in accordance with section 28 of the *Health Practitioner Registration Boards (Administration) Act 1999*, and followed an extensive review of the then existing agreement. Under the new Agreement, the Office will provide administrative and operational support for the Board until 30 June 2006.

Strategic Plan

Near the close of the reporting period the Board approved its *Strategic Plan 2003-2007* as a blueprint for its operations over the next four years. The development of the Plan included consultation with the community, the profession, health policy makers and professional associations.

The Plan sets out the Board's goals, strategic direction, priorities and performance indicators for the four year period; and identifies key issues that influence future directions. The Plan is outcome-oriented, detailing the measures the Board will take to achieve the desired outcomes.

Fees

The Board's activities are funded mostly through fees payable by registrants in relation to registration. Such fees are exempt from the Goods and Services Tax (GST) under the provisions of Division 81 of the *A New Tax System (Goods and Services Tax) Act 1999*.

As at 30 June 2003, the fees were prescribed under the *Pharmacists Registration Regulation 2001* as follows:

Fee Type	Amount (\$)
1 Application fee for general registration or special purpose registration	120.00
2 Registration fee for general registration or special purpose registration -	
(a) for a period of registration of not more than 3 months	35.00
(b) for a period of registration of more than 3 months but not more than 6 months	69.00
(c) for a period of registration of more than 6 months but not more than 1 year	139.00
3 Restoration fee	214.00
4 Application for review of conditions	100.00
5 Replacement of certificate of registration	25.00
6 Certified copy of certificate of registration	25.00
7 Copy of the register or part of it - for each page	0.50

The fees 2(a), 2(b), 2(c) and 3 listed above took effect from 20 September 2002 when the previous fees (of \$33.75, \$67.50, \$135.00 and \$210.00 respectively) were increased in line with the movement in the Brisbane All Groups Consumer Price Index.

Apart from the abovementioned prescribed fees, the Board is empowered under section 14(1)(f) of the Registration Act to "fix charges.....for services and other facilities it provides". During the reporting period the Board set the following charges for services it provides:

- \$10.00 for Provision of a Statement of Fees Paid;
- \$10.00 for Provision of a Statement of Registration;
- \$25.00 for Provision of a Certificate of Identity; and
- \$25.00 for Provision of a Certificate of Good Standing.

Consultancies

Section 95(1)(eb) of the *Financial Management Standard 1997* requires every public sector agency to include in its Annual Report, information about the agency's expenditure on consultancies.

During the reporting period the Board engaged professional legal advisers as consultants for legal services. Total expenditure on legal service consultancies for the year was \$33,394.64. The Board did not engage any consultants other than professional legal advisers.

Statement of Reasons: Judicial Review Act

Under section 32 of the *Judicial Review Act 1991*, a person who is aggrieved by an administrative decision is entitled to request from the decision maker, a written Statement of Reasons in relation to the decision. During the year the Board did not receive any requests for a Statement of Reasons.

Privacy of Information held by the Board

In fulfilling its functions under the Act, the Board collects “personal information” about applicants for registration, Board members, vendors etc. The information includes names, addresses and other details relevant to the Board’s functions.

The Board is committed to ensuring that all such “personal information” held in its records is treated with respect and due confidentiality. The Board will not knowingly disclose any “personal information” unlawfully.

Information Standard 42, which applies to “personal information” held by Queensland public sector agencies, was approved by the Queensland State Government in September 2001. All Queensland public sector agencies are required to comply with the Standard by 10 September 2003.

The Standard - which reflects information privacy principles contained in the Commonwealth Government’s *Privacy Act 1998* - defines “personal information” as:

“Information or an opinion (including information or an opinion forming part of a database), whether true or not, whether recorded in a material form or not, about an individual whose identity is apparent or can reasonably be ascertained, from the information or opinion.”

Consistent with the Standard, the Board, in conjunction with other Health Practitioner Registration Boards and the Office of Health Practitioner Registration Boards, has adopted a Privacy and Security Policy, which:

- lists the legislation administered by the Board;
- explains why the Board collects and stores “personal information”;
- identifies staffing positions that have access to “personal information”;
- describes the processes for access to, and amendment of, “personal information” held by the Board; and
- outlines the Board’s implementation timetable for ensuring that it has met all of the requirements of Information Standard 42.

A copy of the Privacy and Security Policy can be obtained by the following means:

- writing to the Information Coordinator, Office of Health Practitioner Registration Boards, GPO Box 2438, Brisbane Qld 4001; or
- accessing the Board’s website through the Internet at www.healthregboards.qld.gov.au.

Freedom of Information

During the reporting period the Board did not receive any applications under the *Freedom of Information Act 1992*, ("FOI Act") for access to documents held by the Board.

Section 18 of the FOI Act requires the Board to publish a Statement of Affairs annually setting out a range of information about the Board including details of the categories of documents it holds and the arrangements for obtaining access to such documents. That Statement is provided as a supplement at the end of this Report.

Code of Conduct of the Board

Under section 23 of the *Public Sector Ethics Act 1994*, every public sector entity is required to ensure that each Annual Report of the entity includes a statement giving details of action taken during the reporting period to comply with various provisions in the Act pertaining to the entity's Code of Conduct.

The Board's Code of Conduct applies to its Board members. It covers a range of issues including ethical obligations, professional conduct, accountability and protection of privacy. The Board's administrative procedures and management practices have proper regard to the Code and the ethics obligations of public officials as set out in the Act.

In accordance with the provisions of the Act, copies of the Code of Conduct:

- have been provided to all Board members;
- have been made available to all staff;
- are available upon request to interested persons free of charge; and
- have been placed on display at the Office of the Board [between 9 am and 4 pm, Monday to Friday] for inspection free of charge by interested persons.

Combined Meeting of the Chairpersons of the Health Practitioner Registration Boards

During the year one combined meeting of the Chairpersons of the 13 Health Practitioner Registration Boards was held (on 29 July 2002). The Honourable Wendy Edmond, Minister for Health, attended the meeting at the invitation of the Boards. The following issues of mutual concern and interest to the Boards were discussed:

- Professional Indemnity
- Training
- Practitioner Impairment
- Operational Plan for the Office
- Registration Restoration
- Recency of Practice
- Renewal of Registration Project
- Public Access to Registers On-line
- Complaints Assessment

8. STATEMENT OF AFFAIRS SUPPLEMENT

Introduction

It is a requirement under section 18 of the *Freedom of Information Act 1992* that an agency must publish at intervals of not more than 1 year, an up-to-date statement of the affairs of the agency. In accordance with that section, this Supplement contains information not already included elsewhere in this Annual Report, that the Board is required to publish every year about its affairs.

The effect of the Board's functions on members of the public

The registration and disciplinary functions of the Board reduce risks to public health and safety by:

- ensuring only appropriately qualified and fit persons may be registered;
- requiring that proper professional standards are maintained by its registrants.

Categories of documents held by the Board

The following categories of documents are held by the Board:

- Registrant Files
- Complaint Files
- Health Assessment Files
- Business Files containing documents relating to:
 - ⇒ registration matters
 - ⇒ inter-state and overseas registration Boards
 - ⇒ professional associations
 - ⇒ acquisition and maintenance of office furniture, equipment and supplies
 - ⇒ staff development and training courses
 - ⇒ Board insurances
 - ⇒ staffing arrangements
 - ⇒ statistics in relation to the profession
 - ⇒ audit reports
 - ⇒ records management
 - ⇒ information technology
 - ⇒ financial records
 - ⇒ legislation, subordinate legislation and legislative review
 - ⇒ service agreement between the Board and the Office of Health Practitioner Registration Boards
- Annual Reports of the Board (including Statement of Affairs)
- Codes of Conduct
- Policy Documents and Internal Procedures Manuals
- Delegations

Arrangements to obtain access to the above-mentioned documents are explained later in this Supplement.

Literature available

The following publications are available for inspection and copies may be obtained *free of charge*:

- current Annual Report of the Board (incl Statement of Affairs);
- current Bulletins and Circulars published by the Board.

The following documents are available for inspection and copies may be purchased:

- current Policy Documents of the Board.

It should be noted however, that pursuant to section 19(2) of the *Freedom of Information Act 1992*, the Board may delete exempt matter from a copy of any policy document.

The Board does not have any literature available to the public for which a regular subscription is payable or by way of free mailing lists.

Arrangements to obtain access to documents held by the Board

Free of Charge Documents

These documents may be obtained by written request to the Board. Alternatively, these documents can be inspected at the Office of Health Practitioner Registration Boards, 19th Floor, Forestry House, 160 Mary Street, Brisbane, Qld 4000.

If inspection is sought, advance notice must be given so that a suitable time can be arranged for the inspection.

Policy Documents

Copies of the Board's policy documents may be inspected and/or obtained by either a written or telephone request.

Other Documents

The accessibility of other documents held by the Board is subject to the provisions of the *Freedom of Information Act 1992* and the associated Board procedures set out below.

Under the *Freedom of Information Act 1992*, the general community may apply for access to, or request an amendment of, any non-public document held by the Board.

Freedom of Information Act 1992

What is Freedom of Information?

The purpose of the *Freedom of Information Act 1992* is set out in the “short title” to the Act as follows:

An Act to require information concerning documents held by government to be made available to members of the community, to enable members of the community to obtain access to documents held by government and to enable members of the community to ensure that documents held by the government concerning their personal affairs are accurate, complete, up-to-date and not misleading, and for related purposes.

By these means, government agencies are made more accountable for their actions.

How to make a Freedom of Information application

There are two types of application available to any person under the *Freedom of Information Act 1992*:

- an application for access to any document held by the Board.
- an application that a document held by the Board about the applicant’s personal affairs should be amended, if it is inaccurate, incomplete, out-of-date or misleading.

Documents concerning an applicant’s ‘Personal Affairs’

There are no fees or charges payable by the applicant for this type of document.

To apply for access to ‘personal affairs’ document(s):

- the application must be in writing (email is acceptable);
- the application should include the term Freedom of Information;
- the application must specify as clearly as possible the sort of documents requested;
- the application must include a contact address (a contact telephone/email number would also be helpful);
- post or email the application to one of the contact addresses given below.

Documents concerning an applicant’s ‘Non-personal’ affairs

The legislation requires the applicant to pay an initial application fee of \$32.50 and processing costs (\$5 per 15 minutes) for this type of document.

To apply for access to ‘non-personal’ document(s):

- the application must be in writing (email is acceptable);
- the application should include the term Freedom of Information;
- the application must specify as clearly as possible the sort of documents requested;
- the application must include a contact address (a contact telephone/email number would also be helpful);

- the application must include a cheque/money order for payment of the prescribed application fee;
- post or email the application to one of the contact addresses given below.

To Amend a Document

To apply for an amendment of a document:

- the application must be in writing (email is acceptable);
- the application should include the term Freedom of Information;
- the application must specify exactly which document is to be amended and how;
- the application must include a contact address (a contact telephone/email number would also be helpful);
- post or email the application to one of the contact addresses given below.

Processing of Applications

An application is acknowledged in writing within 14 days of its receipt by this agency. The *Freedom of Information Act 1992* allows for a period of 45 days from the date of receipt to process an application (60 days if consultation with any third party or person is required in an access application only). Applicants will receive the Board's decision in writing, which will advise:

- the actual decision;
- the reasons for the decision; and
- how to appeal the decision (if so desired).

Freedom of Information contact addresses

Enquiries: Mr John Posner
Information Coordinator
Tel 3234 1548 or
Fax 3225 2527
Email: foi@healthregboards.qld.gov.au

Applications: Mr Jim O'Dempsey
Executive Officer
Office of Health Practitioner Registration Boards
GPO Box 2438
Brisbane Qld 4001