

To

Senate Finance & Public Administration

Committee



Dear Sir / Madam,

My dealings with AHPRA centred around my qualifying in July 2010 with my Diploma of EEN. Having already been registered as an existing EN my details were automatically transferred over from the old Qld Nurses Registration Board so were already on the system by AHPRA.

I experienced delays until October 2010 to get my new registration recognized and processed. I found the website entirely inaccessible and useless and when contacting AHPRA by phone found each person answering the call gave different information. I was twice sent the incorrect forms to fill in even after clearly telling AHPRA what situation I was in, and what I needed. In fact often the people taking calls seemed to have no idea of what the nursing terms were or what

they meant. As a result my registration was delayed 3 months causing me considerable loss of income through loss of penalty rates and increased wage rates.

Obviously for new applicants the application process must be simplified with access to more accurate information in a more time efficient manner.

Yours faithfully,  
[Redacted Signature]