



Tracking trust in the regulator

Chris Robertson

Executive Director Strategy and Policy

Australian Health Practitioner Regulation Agency

2018

The 2018 study consisted of both qualitative research (in-depth interviews and focus groups), and online surveys (of both practitioners and the broader community).

Practitioner survey received 5,694 responses from 100,257 invitations (5.7% response rate).

Broader community survey received nationally representative sample of 1,020 responses using external panel provider.

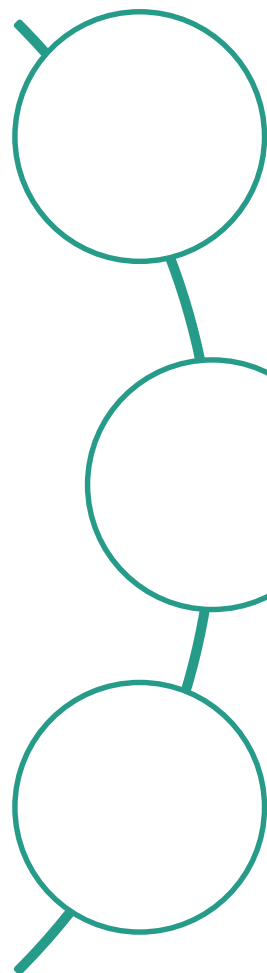
2019

The 2019 study used online surveys only to update the 2018 baseline.

Practitioner survey received 5,944 survey responses from 109,625 invitations (5.4% response rate).

Broader community survey received nationally representative sample of 2,048 responses using external panel provider.

2019 methodology



A **two stage** approach using online surveys has been used.

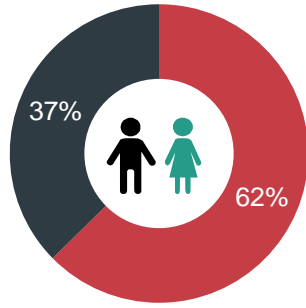
Stage 1 consisted of an online survey with practitioners from all 15 registered professions. This survey was conducted between 30 October - 8 November, 2019.

Stage 2 consisted of an online survey with a representative sample of the Australian general public. This survey was conducted between 1– 6 November, 2019.

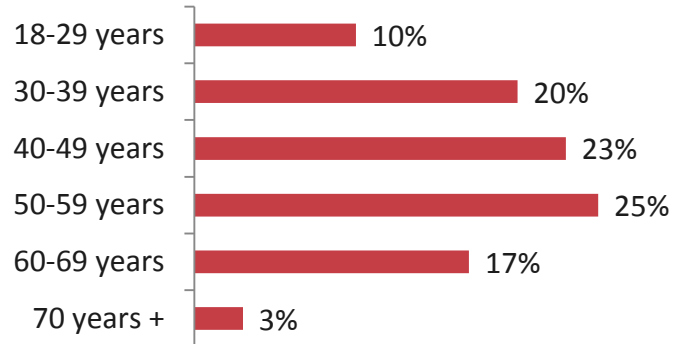
	Community Survey	Practitioner Survey
Fieldwork dates	Nov 1-6	Oct 30-Nov 8
Responses	2,048	5,944
Email invitations sent	na	109,625
Response rate	na	5.4%

2019 sample of registered practitioners (n = 5,944)

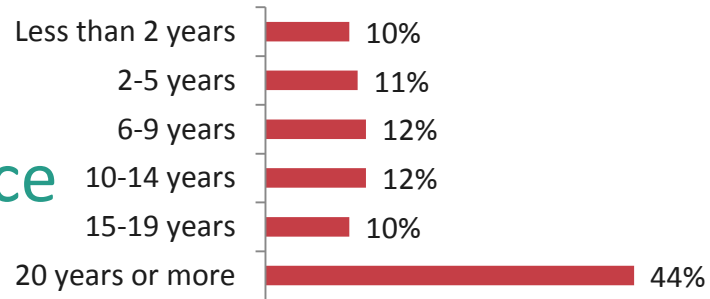
Gender



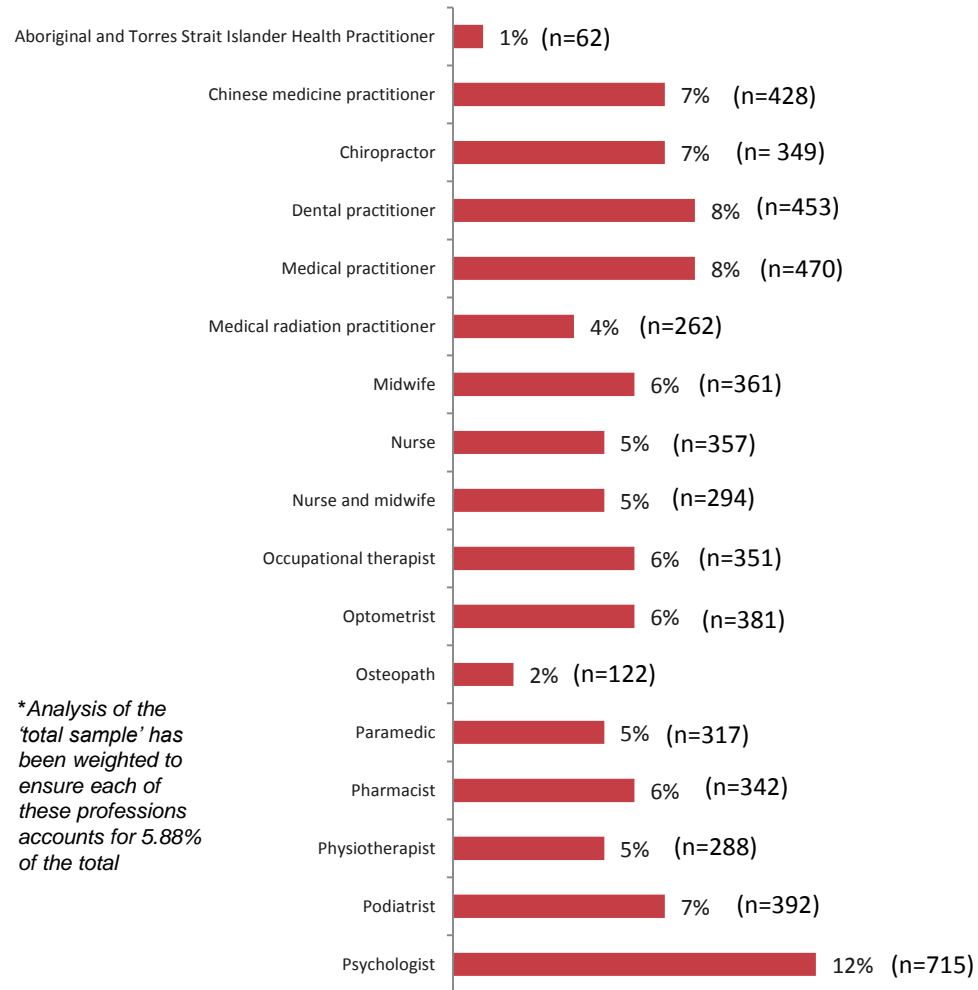
Age



Years in practice



Practitioner type*

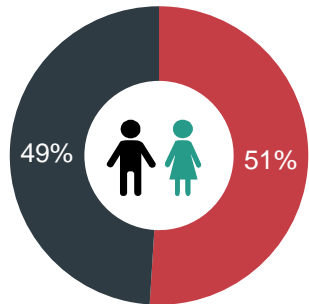


*Analysis of the 'total sample' has been weighted to ensure each of these professions accounts for 5.88% of the total

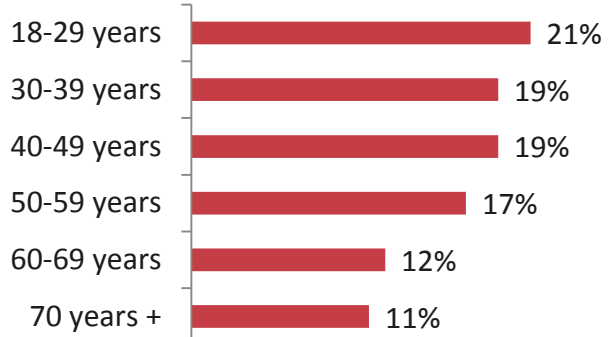
* Figures may not add to 100%. Missing figures accounted for by 'prefer not to say'

A nationally representative sample of the broader Australian adult population was again ensured (2019 sample of n=2,048)

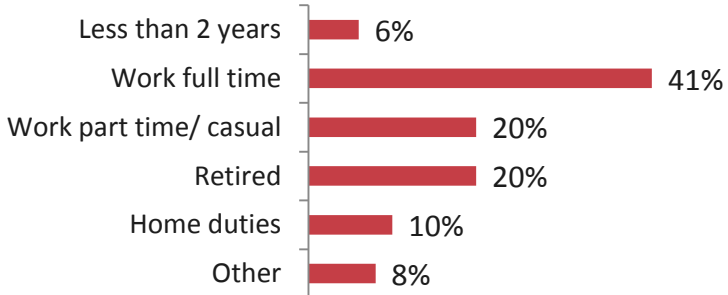
Gender



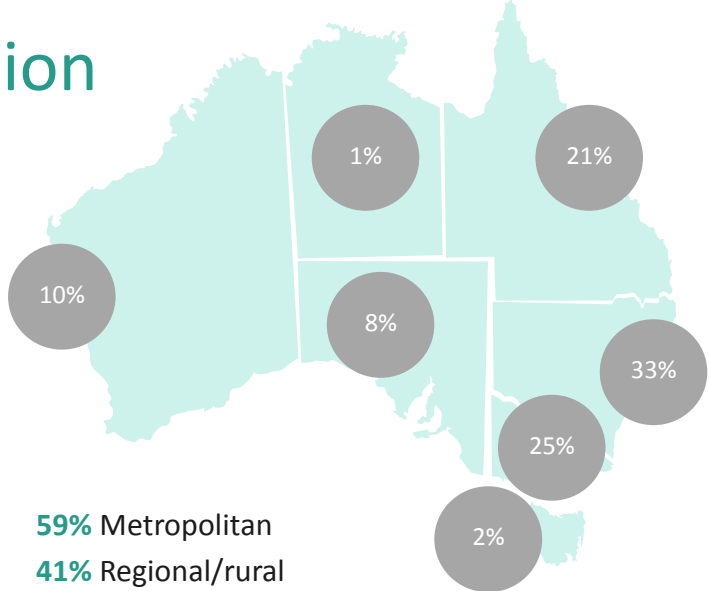
Age



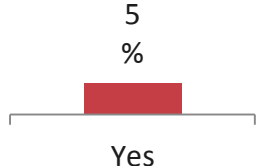
Work Status



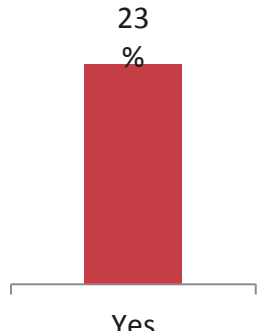
Location



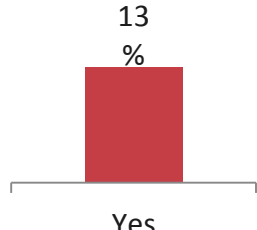
% who are Aboriginal and/or Torres Strait Islander



% who were born in a country other than Australia



% who speak a language other than English at home



* Figures may not add to 100%. Missing figures accounted for by 'prefer not to say'

Improved
awareness
of Ahpra and
National
Boards

- more than one in three (35%) adult Australians are aware of Ahpra
- almost all registered practitioners aware of their own National Board

Improved
interest in
Ahpra and
National
Boards

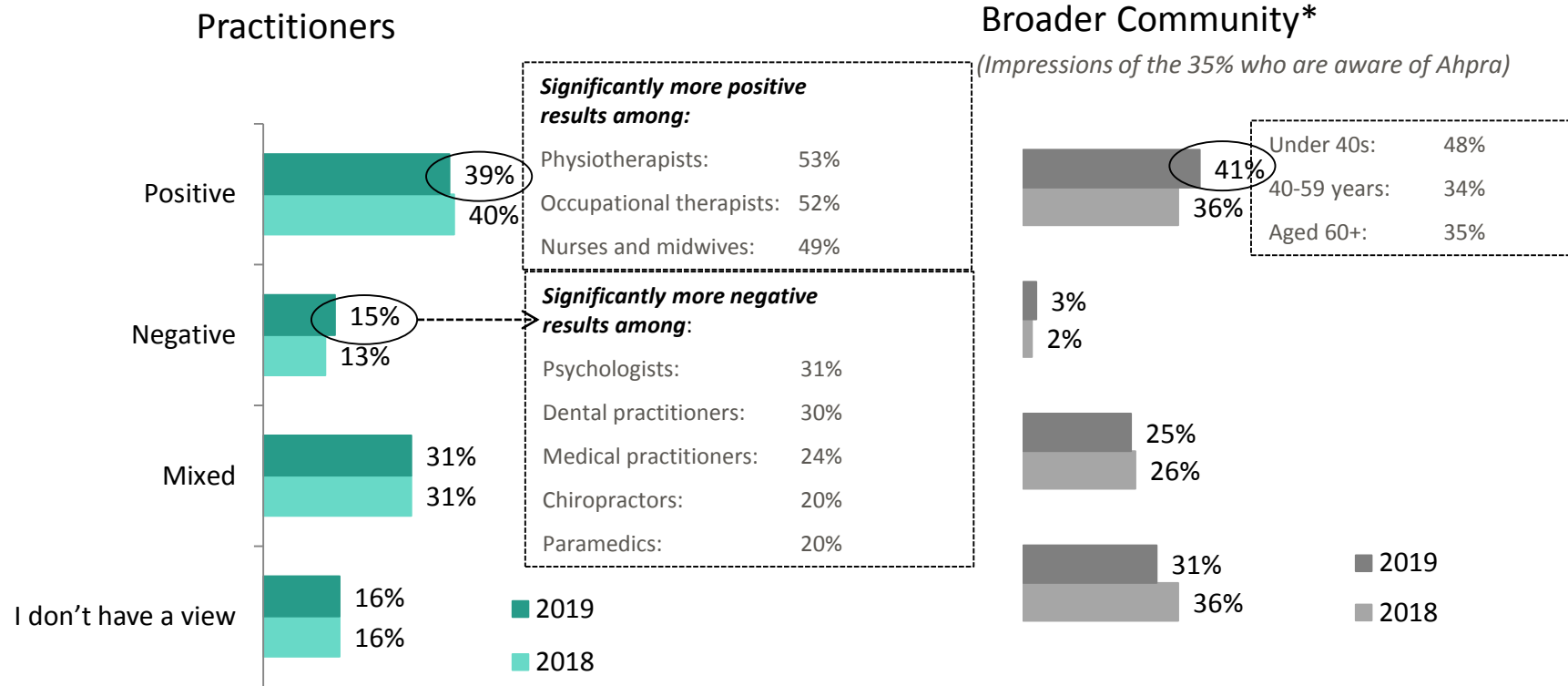
- majority of adult Australians (57%) are interested in the role and functions of Ahpra
- interest in National Boards among broader community increased significantly

Perceptions of Ahpra

The largest proportion of both practitioners and the broader community (around 40%) have a positive view of Ahpra.

That view is generally unchanged among practitioners, but has become more favourable (increasing by 5%) among the broader community over the last 12 months.

Q. Given your knowledge and understanding of Ahpra and what it does, is your overall view of Ahpra...?



Sample Base

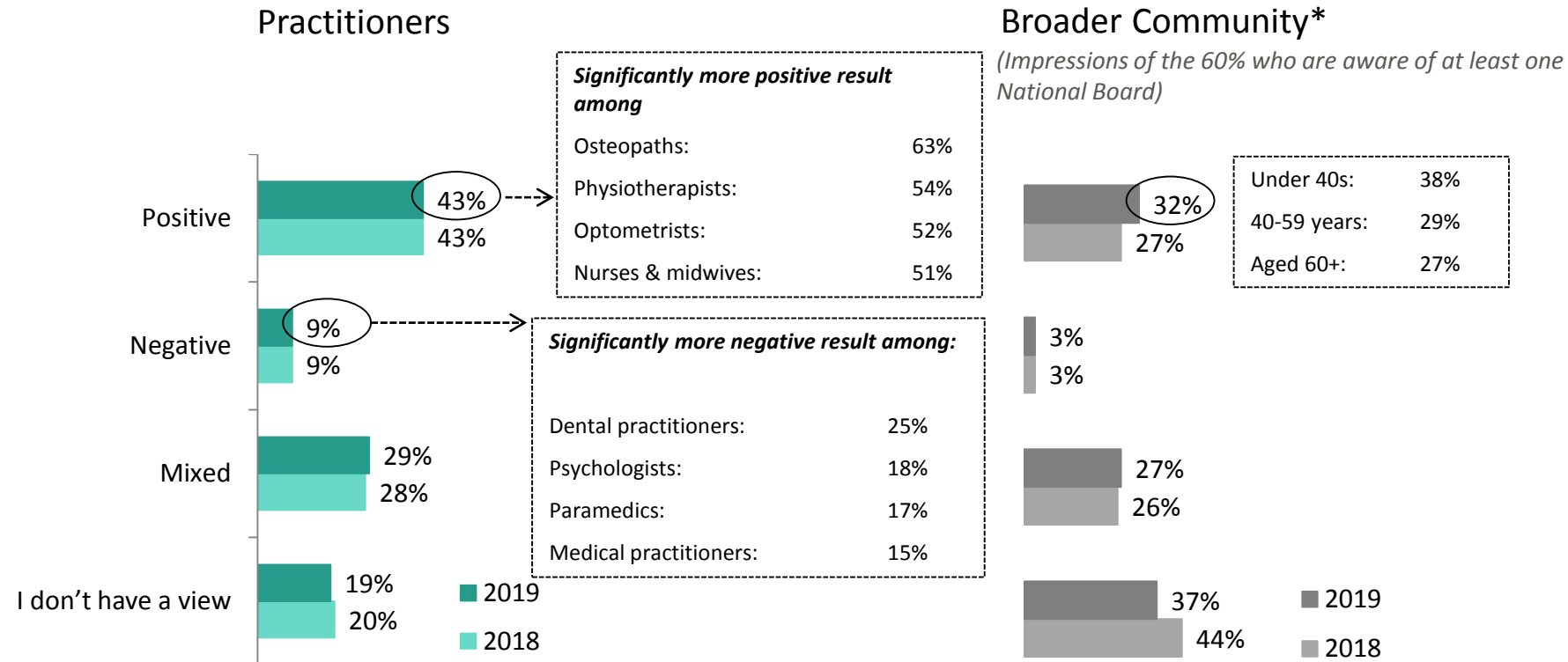
- Practitioner survey: All practitioners
- Community survey: Australians who are aware of Ahpra and indicate they have at least a 'good' level of knowledge of Ahpra

Perceptions of National Boards

The largest proportion of practitioners and almost one third of the broader community (around 40%) have a positive view of National Boards. As with the perceptions of Ahpra, these views are generally unchanged among practitioners, but have become more favourable (increasing by 5%) among the broader community over the last 12 months.

Q. Given your knowledge and understanding of the National Boards and what they do, what is your overall view of the National Boards? (Community)

Q. Given your knowledge and understanding of (your National Board), what is your overall view of (your National Board)? (Practitioners)



Sample Base

- Practitioner survey: All practitioners registered with that Board
- Community survey: Australians who are aware of at least one National Board and indicate they have at least a 'good' level of knowledge of that board/s

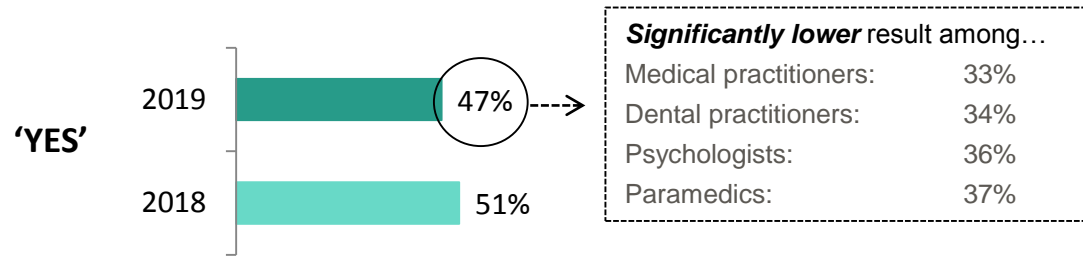
Levels of confidence and trust in Ahpra

The survey results indicate the higher levels of confidence and trust in Ahpra among the general public (among the proportion of the general public who have some knowledge of Ahpra) have been sustained over the last 12 months, compared with the levels of confidence and trust that practitioners have in Ahpra.

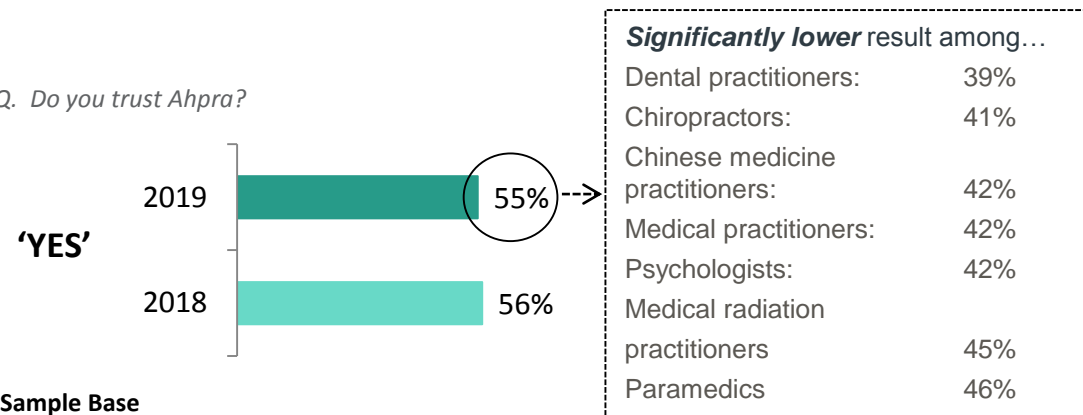
The level of confidence practitioners overall have in Ahpra over the last 12 months has in fact declined (by 4%), driven by particularly low levels of confidence among medical practitioners, dental practitioners, psychologists and paramedics.

Practitioners

Q. Do you feel confident Ahpra is doing everything it can to keep the public safe?



Q. Do you trust Ahpra?

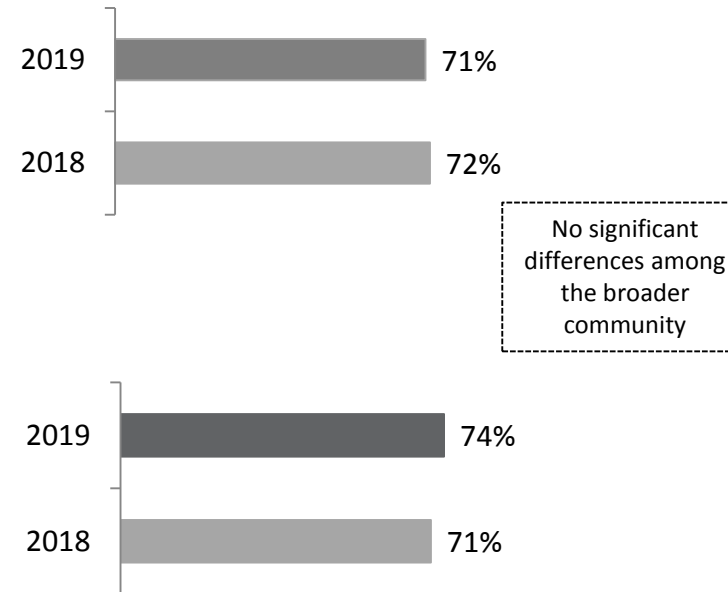


Sample Base

- Practitioner survey: All practitioners
- Community survey: Australians who are aware of Ahpra and indicate they have at least a 'good' level of knowledge of Ahpra

Broader Community

(35% are aware of Ahpra)



Levels of confidence and trust in National Boards

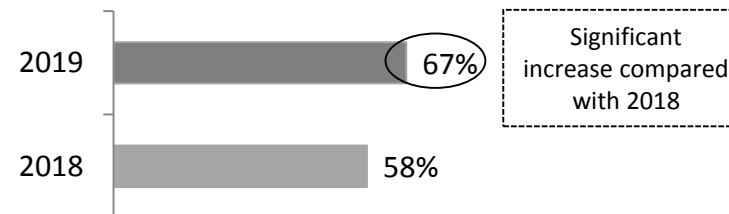
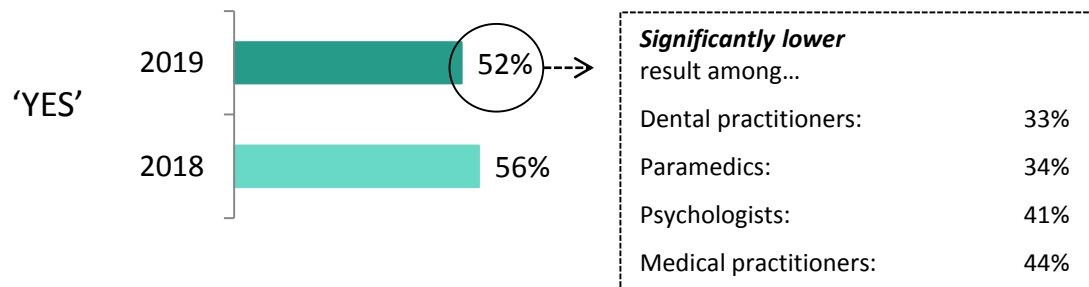
Once again there are a small number of professions who demonstrated significantly lower levels of confidence and trust in their National Board, compared with other professions. These are generally the same professions who have less confidence and trust in Ahpra and is consistent with the variations that emerged in the 2018 results.

Practitioners

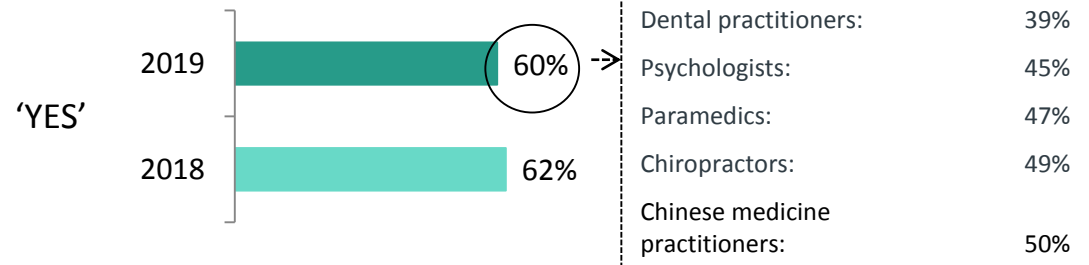
Broader Community

(60% are aware of at least one National Board)

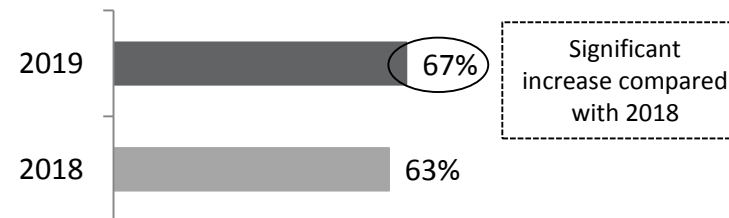
Q. Do you feel confident the National Boards/ your Board is doing everything it can to keep the public safe?



Q. Do you trust the National Boards/ your Board?



No significant differences among segments of the broader community



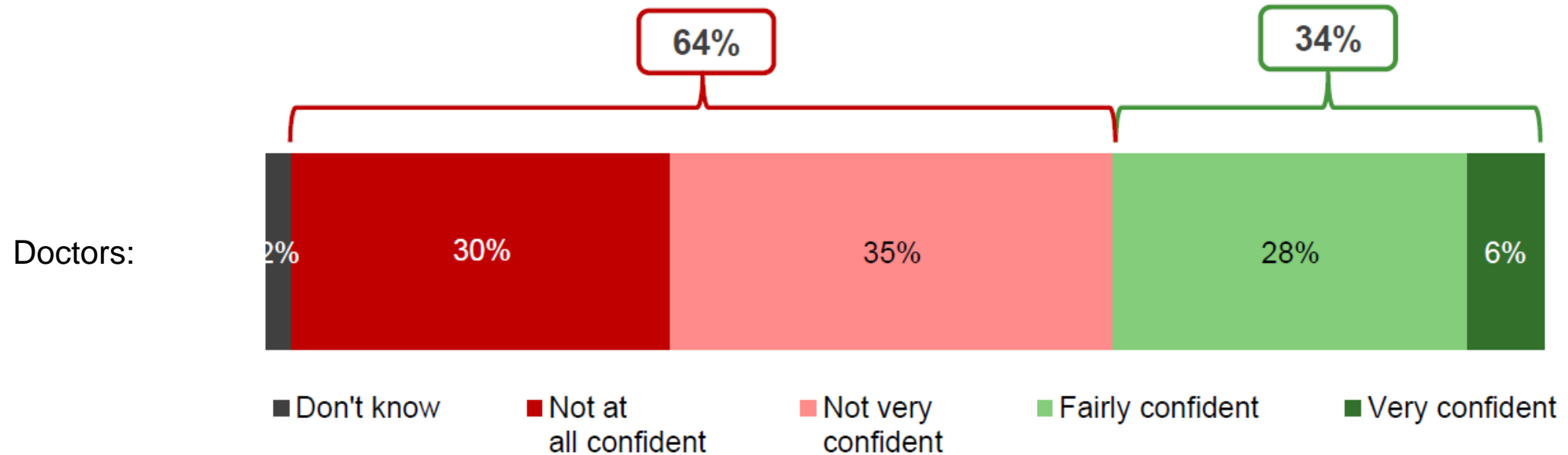
Sample Base

- Practitioner survey: All practitioners registered with that Board
- Community survey: Australians who are aware of at least one National Board and indicate they have at least a 'good' level of knowledge of that board/s

Confidence in the way doctors are regulated by the General Medical Council

GMC IFF Research 2019

Q. How confident, if at all, are you in the way that doctors are regulated by the GMC?



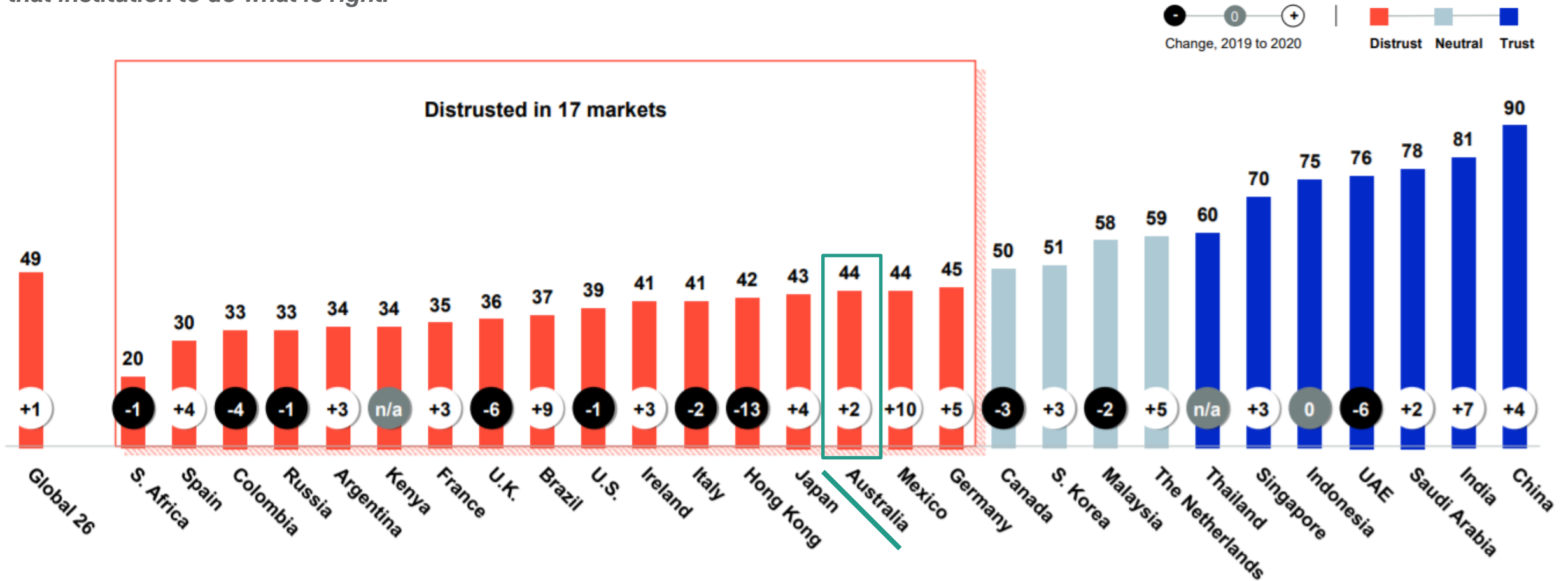
2020 Edelman Trust Barometer

TRUST IN GOVERNMENT

INCREASES IN 15 OF 26 MARKETS

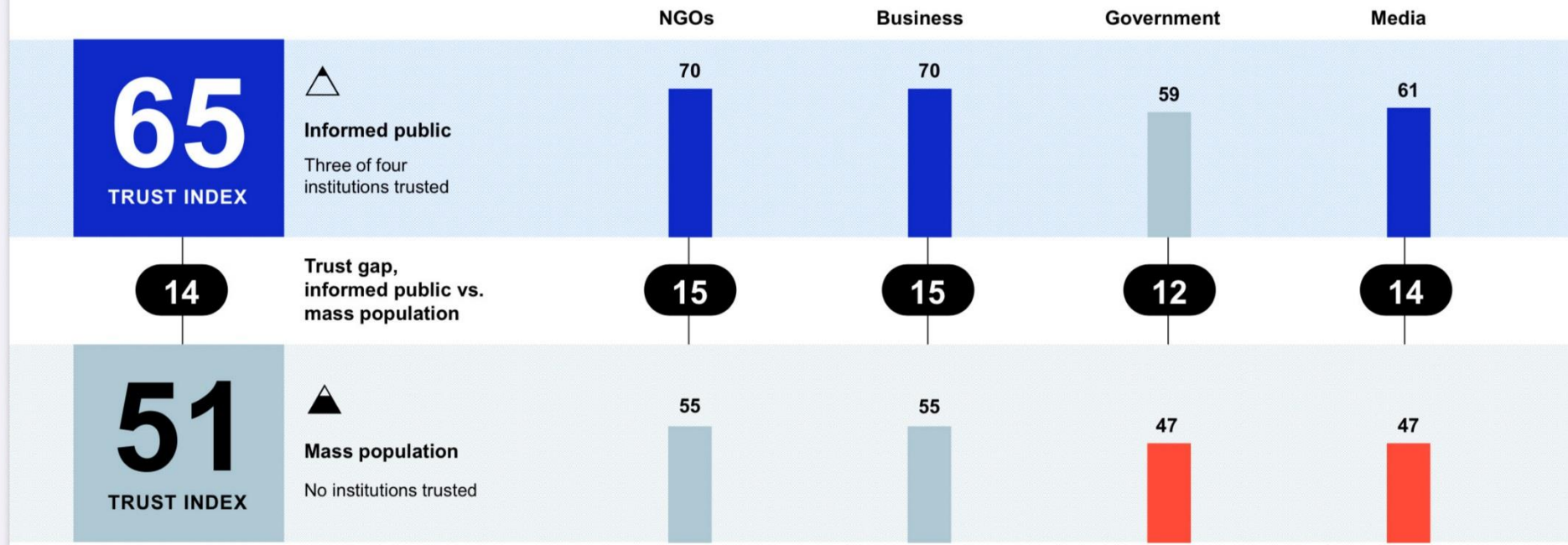
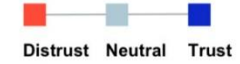
Percent trust in government

Q. [Government in general] Below is a list of institutions. For each one, please indicate how much you trust that institution to do what is right.



TWO DIFFERENT TRUST REALITIES

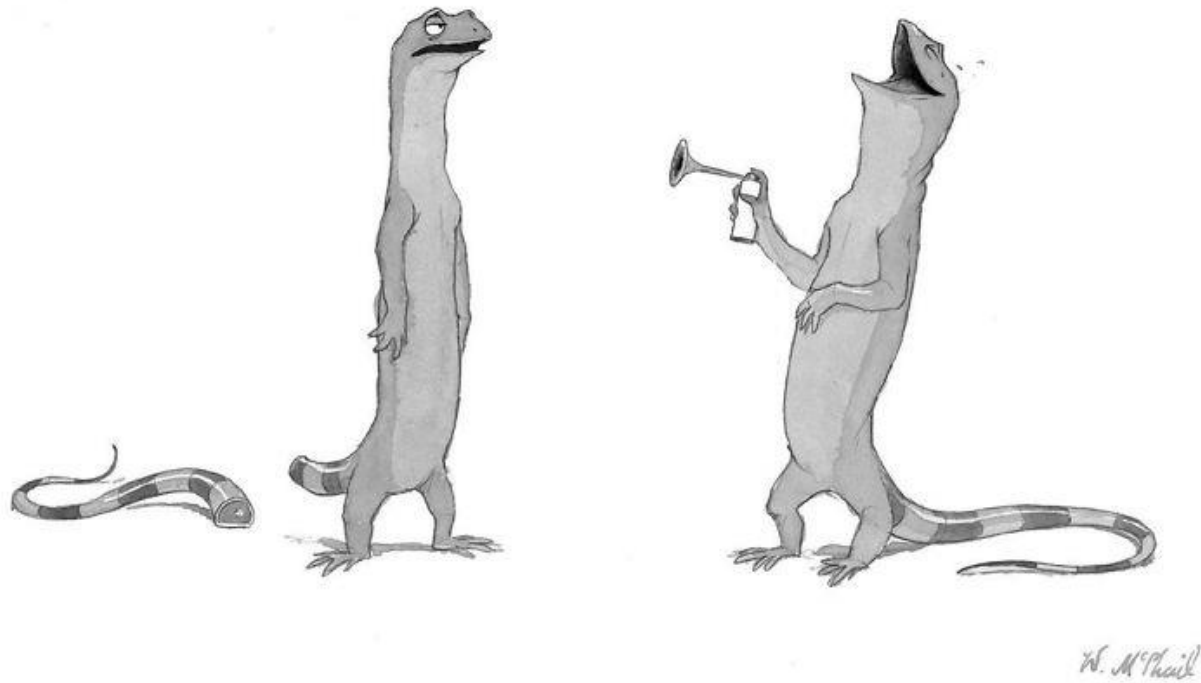
Percent trust



2020 Edelman Trust Barometer. TRU_INS. Below is a list of institutions. For each one, please indicate how much you trust that institution to do what is right. 9-point scale; top 4 box, trust. Informed public and mass population, 28-mkt avg.

Why it matters





“You know what doesn’t grow back, Susan? Trust.”

Chris Robertson

Australian Health Practitioner
Regulation Agency

chris.robertson@ahpra.gov.au