



10 February 2025

## New Ahpra operating system and online application and concern forms coming soon

Soon the Australian Health Practitioner Regulation Agency (Ahpra) will be replacing its core regulatory operating system.

### What's changing

The system will deliver a new Ahpra portal for practitioners and digital smart forms for all new applicants and registration renewals, making it easier, faster and more secure to apply for registration. This includes using online biometric identify verification for applicants, which will replace the current intensive, paper-based process.

We will also be launching an improved and easier-to-use online 'Raise a Concern' form, two-step verification for enhanced security, and a new model for a better and more targeted data collection system.

### What's not changing

#### Access to the Register of practitioners and Practitioner Information Exchange (PIE)

The way you use and access the Register of practitioners and PIE won't change. When we switch to the new system there may be some temporary downtime. We'll let you know in advance of the key dates and timeframe, so you're prepared for any impacts.

### Preparing for a safe transition

As you may appreciate, a transition from one system to another is complex and not without risk. We are preparing for a safe transition with minimal impact to our performance, staff and stakeholders. However, we do expect some delays and downtime when our teams won't have access to a system and while they get used to operating in a new system. During this time, we may need to prioritise to ensure we can continue to meet critical needs. In the interest of public safety, we will be prioritising high risk and immediate action matters and, to mitigate any impact on workforce, we will work to minimise the impact on domestic (graduate) and international applications.

### Keeping everyone informed

We appreciate that you and your networks may want more information on the operational detail of these changes. Once we have confirmed our launch date, we will get back in touch and confirm the next steps.

We want to make sure the information we share is reaching the right people, so if you are not the best contact for this information, please provide details of who we should liaise with.

I thank you in advance for helping keep your networks aware of the upcoming changes and for distributing further details as we provide them.

If you have questions, please contact the state or territory manager in your jurisdiction. They are:

- ACT – Krister Partel - [krister.partel@ahpra.gov.au](mailto:krister.partel@ahpra.gov.au)
- Northern Territory – Claudia Manu-Preston - [claudia.manu-preston@ahpra.gov.au](mailto:claudia.manu-preston@ahpra.gov.au)
- New South Wales – Carol Nader - [carol.nader@ahpra.gov.au](mailto:carol.nader@ahpra.gov.au)
- Queensland – Heather Edwards - [heather.edwards@ahpra.gov.au](mailto:heather.edwards@ahpra.gov.au)
- South Australia – Pat Maher - [patrick.maher@ahpra.gov.au](mailto:patrick.maher@ahpra.gov.au)
- Tasmania – David Clements - [david.clements@ahpra.gov.au](mailto:david.clements@ahpra.gov.au)

Australian Health Practitioner Regulation Agency  
National Boards

GPO Box 9958 Melbourne VIC 3001 [Ahpra.gov.au](http://Ahpra.gov.au) 1300 419 495

Ahpra and the National Boards regulate these registered health professions: Aboriginal and Torres Strait Islander health practice, Chinese medicine, chiropractic, dental, medical, medical radiation practice, midwifery, nursing, occupational therapy, optometry, osteopathy, paramedicine, pharmacy, physiotherapy, podiatry and psychology.

- Victoria – Joe Goddard-Williams - [joe.goddard-williams@ahpra.gov.au](mailto:joe.goddard-williams@ahpra.gov.au), and
- Western Australia – Jodie Holbrook - [jodie.holbrook@ahpra.gov.au](mailto:jodie.holbrook@ahpra.gov.au).

Yours sincerely

A handwritten signature in blue ink, appearing to read 'Kym Ayscough', with a stylized flourish at the end.

**Kym Ayscough**  
Acting Chief Executive Officer