



Practice Compliance Checklist

A Comprehensive Guide for Australian Medical Practices

This compliance checklist is designed to help medical practice owners, practice managers, and healthcare professionals identify and address key regulatory obligations.

How to use: Review each section and mark items as complete. Schedule regular reviews to maintain compliance.

1 Professional Registration & Credentials

AHPRA Registration

All practitioners hold current registration with AHPRA

Registration details are publicly displayed as required

Annual registration renewal processes are documented and calendared

Continuing Professional Development (CPD) requirements are being met

Practitioner registration conditions (if any) are documented and complied with

Locum and visiting practitioners' registration status is verified before engagement

Medicare Provider Numbers

All eligible practitioners hold current Medicare provider numbers

Provider number applications for new practitioners are processed promptly

Billing practices align with Medicare Benefits Schedule (MBS) requirements

Bulk billing policies are clearly documented and communicated to patients

2 Privacy & Information Management

Privacy Act Compliance

Practice has a current Privacy Policy complying with the Australian Privacy Principles (APPs)

Privacy Policy is readily accessible to patients (displayed in practice and on website)

Privacy Collection Statement is provided to patients at or before the time of collection

Staff have received training on privacy obligations and handling of personal information

Procedures exist for responding to access and correction requests within required timeframes

Health Records Management

Patient health records maintained in accordance with state/territory health records legislation

Records retention periods comply with legal requirements (minimum 7 years for adults; until age 25 for children)

Electronic health records systems meet security and backup requirements

My Health Record participation and upload procedures are documented

Processes exist for secure destruction of records after retention periods expire

Data Breach Response

Notifiable Data Breaches scheme obligations are understood

Data breach response plan is documented and staff are trained

Contact details for the Office of the Australian Information Commissioner (OAIC) are accessible

3 Workplace Health & Safety

General WHS Obligations

Practice is registered with the relevant state/territory WHS regulator

WHS policy is current and communicated to all workers

Risk assessments have been conducted for all work activities

Incident reporting procedures are in place and understood by staff

Workers' compensation insurance is current and adequate

Infection Prevention & Control

Infection control policy aligns with NHMRC Australian Guidelines

Hand hygiene facilities and products are readily available

Personal protective equipment (PPE) is provided and training given on correct use

Sharps disposal procedures comply with relevant standards

Cleaning and sterilisation protocols are documented and followed

Vaccination policy for staff is in place (including influenza and COVID-19 as applicable)

4 Employment & Engagement

Employment Compliance

Employment contracts are in writing and comply with the Fair Work Act 2009 (Cth)

Correct Award coverage has been identified (Health Professionals Award, Nurses Award, etc.)

Pay rates meet or exceed Award minimum rates

Superannuation contributions are made in accordance with the Superannuation Guarantee

Leave entitlements are correctly calculated and provided

Payslips are issued within one working day of payment

Contractor Arrangements

Independent contractor arrangements are properly structured and documented

Sham contracting risks have been assessed

Service agreements address key terms including fees, GST, insurance, and termination

Contractor ABNs have been verified

5 Medicare & Billing Compliance

Billing procedures comply with the Health Insurance Act 1973 (Cth)

MBS item number selection processes are documented and auditable

Informed financial consent is obtained for private fees

Patient accounts and receipts meet prescribed requirements

Internal audits of Medicare billing are conducted regularly

Staff involved in billing have received appropriate training

6 Professional Indemnity & Insurance

Professional indemnity insurance is current and adequate for all practitioners

Public liability insurance is in place

Workers' compensation insurance is current

Business insurance (property, equipment, business interruption) is adequate

Cyber liability insurance has been considered

Insurance notification obligations are understood

7 Advertising & Marketing

All advertising complies with the National Law and AHPRA guidelines

No use of testimonials in advertising

Qualifications and titles used are accurate and not misleading

Before and after images (if used) comply with guidelines

Social media content has been reviewed for compliance

Website includes required privacy policy

8 Medicines & Therapeutic Goods

Prescribing practices comply with state/territory requirements

Prescription records are maintained as required

Schedule 8 (controlled substances) handling procedures are documented

Drug storage meets Therapeutic Goods Administration (TGA) requirements

Medical devices used are registered on the Australian Register of Therapeutic Goods (ARTG)

9 Telehealth & Digital Health

Telehealth services comply with AHPRA and Medical Board guidelines

Informed consent processes address telehealth-specific matters

Technology platforms meet privacy and security requirements

Medicare telehealth billing requirements are understood and followed

Cybersecurity measures are in place and regularly reviewed

Multi-factor authentication is used for sensitive systems

10 Mandatory Reporting & Notifications

Mandatory reporting obligations under the National Law are understood

Processes exist for making notifications to AHPRA where required

Child protection mandatory reporting obligations (state/territory specific) are understood

Elder abuse reporting obligations are understood

Processes exist for responding to coronial investigations

11 Corporate Governance

Business structure complies with corporate practice rules (state/territory specific)

Company (if applicable) complies with Corporations Act requirements

ABN is current and registered with the Australian Business Register

GST registration (if applicable) is current

Business name registration is current

12 Quality & Accreditation

Practice accreditation status is current (RACGP, AGPAL, QPA, or equivalent)

Accreditation standards are integrated into practice policies

Quality improvement activities are documented

Patient feedback mechanisms are in place

Clinical governance framework is documented

Key Regulatory Contacts

AHPRA

www.ahpra.gov.au | 1300 419 495

OAIC

www.oaic.gov.au | 1300 363 992

Medicare

www.servicesaustralia.gov.au | 132 150

Fair Work Ombudsman

www.fairwork.gov.au | 13 13 94

Disclaimer: This checklist is intended as a general guide only and does not constitute legal advice. Compliance requirements may vary depending on your specific circumstances, location, and the nature of your practice. Laws and regulations change

frequently. We strongly recommend seeking independent legal advice to ensure your practice meets all applicable compliance obligations.

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