

PROFESSIONAL STANDARDS COUNCILS



Increasing
consumer
protection

Helping
more
associations

More
occupations
with
professional
standards
schemes

Improving
standards of
professionalism

Better
regulation of
competence
and conduct

Scheme Application Redesign Project
2020-2021

Strategy 2021

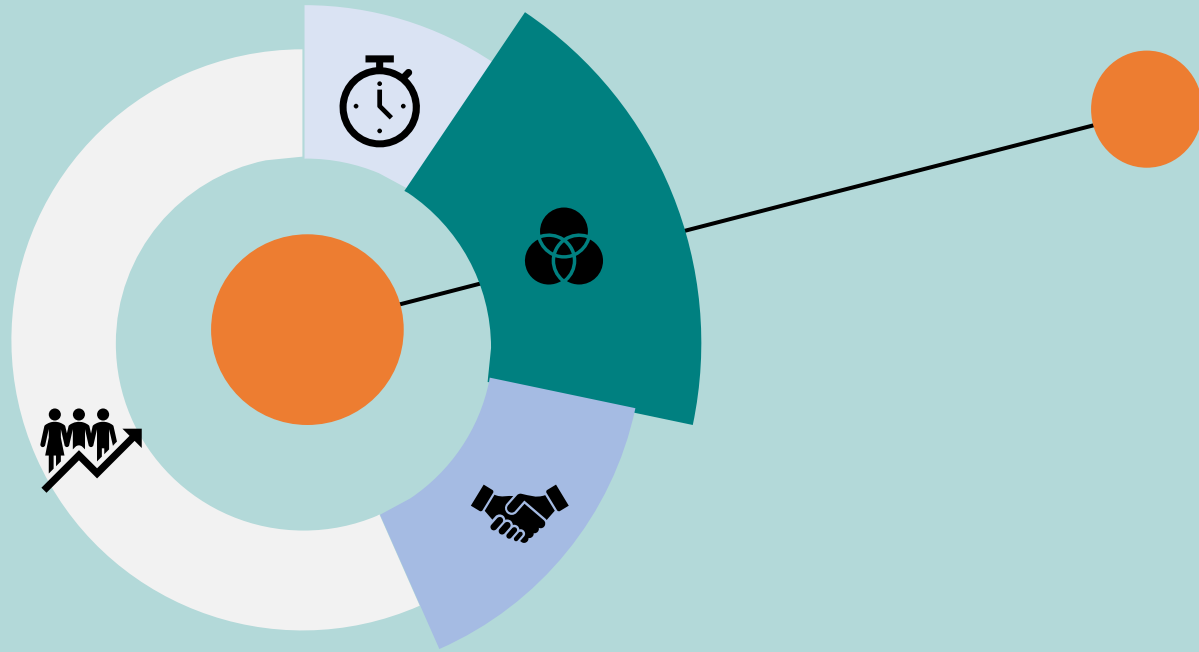
Professional standards legislation anticipates a broad range of occupational groups participating in the national system.



Strategy 2021 was approved by the Councils in June 2018 to respond to this need, setting out five strategic goals to be achieved over three years.

STRATEGIC GOALS	Make a practical and transparent change to Councils regulatory focus to enable schemes, including for occupational groups	Drive improvements in professional standards for better consumer protection	Build an evidence base to demonstrate effectiveness	Ensure the regulatory system is robust and protects consumers	Make the regulatory system easy to deal with
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Our goal is for an inclusive professional standards regulatory system, so more associations can improve services and better protect Australian consumers



- More associations participating and innovating
- Greater collaboration and shared learnings for higher standards



- Faster to complete a scheme application
- Better alignment with associations' annual reporting on scheme performance



- Greater consumer protection through broader coverage
- More responsive to government and community expectations for better regulation of standards in sectors such as built environment



- Improved guidance and processes
- Management of risks to consumers
- Strong and purposeful regulatory relationships

Professional Standards Councils Scheme Application Redesign Project

Designing scheme applications to be more user friendly, more efficient and faster, with a strong focus on consumer protection and the public interest.



- Consumer focused**
Requiring a strong focus on consumer protection through the improvement of occupational standards.
- Regulatory excellence**
Enabling associations to demonstrate their ability to set and enforce competence and conduct standards for their members with supervision by the Councils.
- Modular**
Enabling associations to make an application by completing modules sequentially and cumulatively.
- Balanced**
Enabling associations to access the right guidance and assistance at the right time and in the most straightforward way.
- Certain**
Providing associations with simple and clear guidance on what information is required in the application and how it will be used by the Councils to determine approval of a scheme.



The new application framework

Evidence criteria
associations
must meet

Guidance to
associations

Fourteen
sub-modules

Can be
completed
free-standing

Guidelines for
how applications
will be assessed

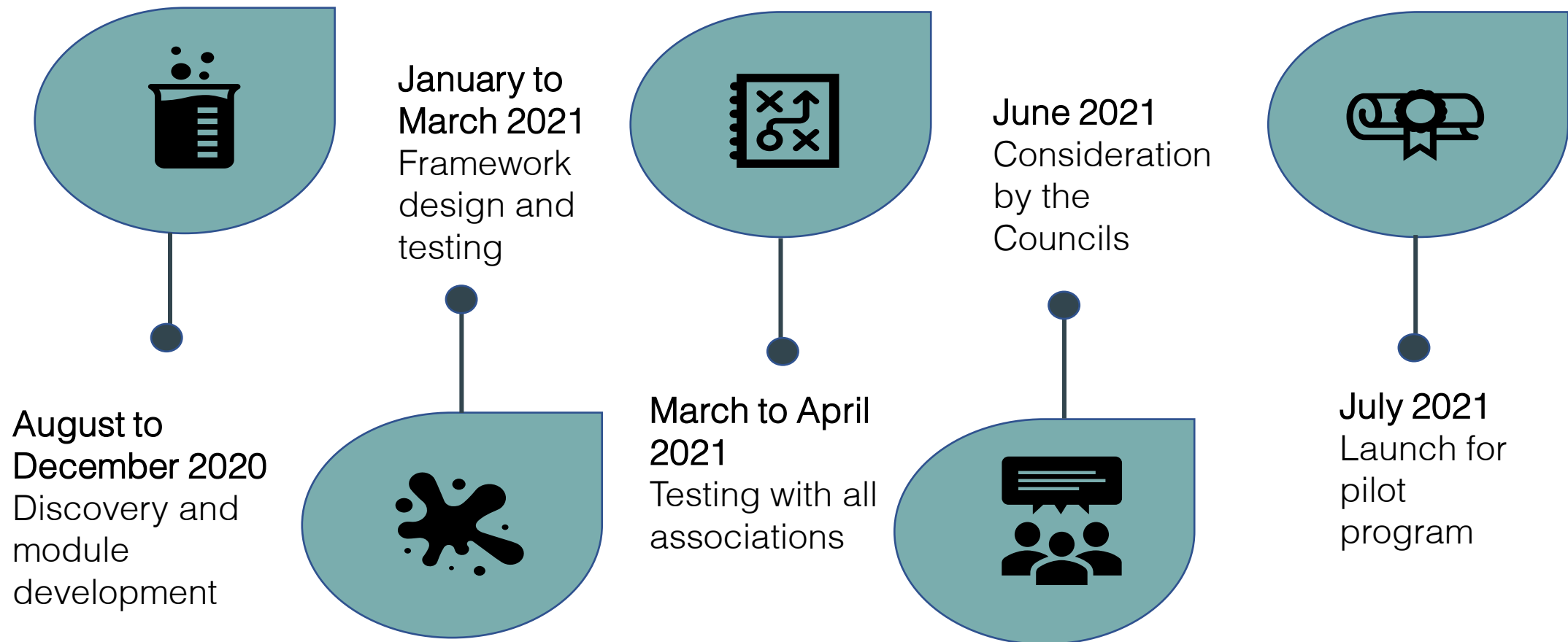
Templates for
associations

Six modules

Tailored for new
schemes, remakes
and amendments

Professional Standards Councils Scheme Application Redesign Project

TIMELINE



Professional Standards Councils' Strategy 2021

VISION	Professional and occupational associations lead the way in advancing the highest standard of professional services to Australian consumers.				
MISSION	To regulate occupational associations to facilitate and promote consumer protection through improvement in professional standards under professional standards schemes.				
ROLE	To lead the national system of professional standards regulation by enabling the creation of professional standards schemes, and by assisting and supervising their operation, balancing the interests of consumers of professional services and of self-regulating professions and occupations.				
STRATEGIC GOALS	Make a practical and transparent change to Councils regulatory focus to enable schemes, including for occupational groups	Drive improvements in professional standards for better consumer protection	Build an evidence base to demonstrate effectiveness	Ensure the regulatory system is robust and protects consumers	Make the regulatory system easy to deal with
STRATEGIC INITIATIVES	Develop and publish the Councils regulatory philosophy and principles to guide the way Councils regulate.	Strengthen scheme supervision and reporting, and the accountability of association governing bodies.	Modernise data and analytics capability to support supervision and measure improvements in professional standards.	Refresh and streamline the scheme application and supervision frameworks.	Deliver clear and practical encouragement and assistance to occupational associations to develop self-regulatory capacity and improvement in the professional standards of their members.
	Raise the profile of the system of professional standards regulation as a self-regulatory and consumer protection solution.	Identify and report on sectors where consumers would benefit from the operation of professional standards schemes.	Align and leverage relationships with researchers and co-regulators.	Work with jurisdictions to pursue legislative and regulatory harmonisation and reform where beneficial.	Be enabled by and engaged with digital service delivery.
	Promote self-regulatory responses to government policy requirements, changing market conditions and community expectations.	Promote the benefits of professional standards schemes to occupational associations facing increased risk to consumers of their members services.	Identify and report on trends and emerging issues to assist efforts to improve professional standards.	Develop clear risk parameters for Councils and more structured and evidence-based risk data, measurement systems and benchmarks.	Introduce and respond to a stakeholder satisfaction measurement source.
MEASURES	 Increasing participation in the professional standards regime.	 Decreasing seriousness in complaints/claims in the	 Decreasing seriousness in complaints/claims in the	 Improvement in compliance and risk management of approved	 Stakeholder satisfaction is measured and improved.