



## **Response to Consultation Paper 11: Exposure Draft- Revised Standard and Guidelines on Professional Indemnity Insurance for Psychologists.**

**DATE: 2 November 2011**

### **Introduction**

Thank you for the opportunity of commenting on this important consultation draft paper. The Office of the Health Services Commissioner (HSC) is an impartial alternative health disputes resolution unit which receives and resolves complaints from users of health services with a view to improving the quality of services for everyone. The HSC is a State based independent statutory authority. HSC has jurisdiction over all health service providers whether they are registered or not.

The Health Services Commissioner (HSC) is pleased with the work done in revising the professional indemnity insurance registration standards and guidelines. HSC conducts consultation proceedings where aggrieved persons lodge complaints about registered practitioners including psychologists. Conciliation is a process by which the parties agree to a solution and this can sometimes include compensation. Professional indemnity insurance is obviously vital in this process.

HSC supports the requirement that all registered psychologists must have professional indemnity insurance arrangements in place. HSC is satisfied the amount, scope of cover set out in the Exposure Draft is adequate. HSC also approves that psychologists may have employer and personal insurance cover. HSC also approves that cover applies to any practising psychologist whether working as an independent practitioner, part time or voluntary work. HSC is satisfied that random audits will be adequate checks.

The Exposure Draft is well thought out and expressed in plain language that is clear as well as comprehensive. The HSC congratulates the Psychology Board of Australia on an excellent piece of work and has no other comments to make.

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Should you wish to contact me further, please call 8601 5225.

Yours sincerely

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**Health Services Commissioner**