



PO Box 16193  
COLLINS STREET WEST VIC 8007

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Chair  
Psychology Board of Australia  
[psychconsultation@ahpra.gov.au](mailto:psychconsultation@ahpra.gov.au)

**Re: Consultation paper 12: Exposure Draft of the Guidelines for Supervisors and Supervisor Training**

The Consumers' Federation of Australia (CFA) is a peak body for over 100 community based consumer organisations and consumer advocates. CFA is managed by a volunteer Executive Committee sourced from member groups and does not employ any full-time staff.

Given this situation, CFA must clearly target carefully the use of its minimal resources. Whilst we agree there is a clear need for a consumer voice to be heard on important issues like the Guidelines for Supervisors and Supervisory training our lack of resources means that CFA does not currently have the capacity to provide input.

In the circumstance we can only encourage the Psychology Board of Australia to keep the following basic principles at the forefront of their minds:

*Consumers in Australia are entitled to:*

- *affordable and equitable access to essential services*
- *protection from unsafe or unfit products and services*
- *products and services that are sustainable in terms of their environmental effects*
- *fairness*
- *information and education to assist them in making choices in an increasingly complex marketplace*
- *accessible and effective remedies for failures and breaches of the law*

- *active monitoring and enforcement of consumer protection laws*
- *input through representative bodies to policy-making that affects their interests*

*Low income and disadvantaged consumers deserve special protection.*

Please do not hesitate to contact me on (03) 9670 5088 or [ceo@consumeraction.org.au](mailto:ceo@consumeraction.org.au) if you wish to discuss this matter further. We encourage you to note the constraints we have raised in this letter in your final report.

Yours sincerely,

Catriona Lowe  
Chair  
Consumers' Federation of Australia