### Professional services: How to know if you're getting quality advice



www.psc.gov.au

It's important that the people who provide you with professional advice are qualified and trustworthy. If you're using professional services like legal, property, accounting or IT, there are ways to ensure it's high quality. Professionals who are part of a professional standards scheme commit to upholding standards so you can deal with them with confidence.



#### **Check membership**

Is your adviser a member of a professional or occupational association? Are they part of a professional standards scheme?

Associations with professional standards schemes ensure their members are competent and trustworthy. They take action to protect you.



#### **Check credentials**

Does your adviser have credentials from their professional or occupational association?

Many professions offer credentials that advisers can use to prove their expertise.



## Concerned about services you've received?

You should discuss your concern with your adviser if you're able.

If the adviser can't resolve your concern or the matter is serious, you can contact their association directly. The association will help you resolve the concern. They may also investigate and take disciplinary action to prevent it happening again.

# Associations with professional standards schemes provide better protection

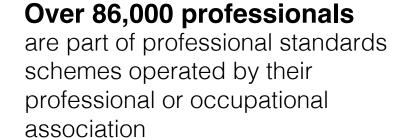






- qualified professionals
- > ethical and competent services
- ongoing education requirements
- > complaints and disciplinary processes
- insured professionals







Over 1 million consumers receive quality professional services at any given time