Template

Public consultation document

# Instructions

This template includes example text that you can use or adapt for your association’s public consultation document.

Your document must:

* explain the nature and significance of the scheme
* advise where to get or see a copy of the scheme
* invite comments and submissions within a specific timeframe (generally 28 days, but no less than 21 days).

Replace the text in square brackets with the details of your proposed scheme.

# Document

|  |  |
| --- | --- |
| [Insert occupational association’s logo] |  |

Public consultation document

The [insert association name] has prepared a professional standards scheme under [insert name of Act].

Each state and territory has professional standards legislation to:

* protect consumers of professional services and other occupational services
* improve occupational standards
* allow scheme participants to limit their civil liability.

The Professional Standards Council of [insert jurisdiction where you are applying for the scheme] invites public comments and submissions on our scheme by [insert date 28 days from public notification].

Your comments will provide valuable insight into how consumers view and understand our proposed scheme. This will help the Council decide whether to approve the scheme or not. If Council approves the scheme, it will then need the relevant attorney-general or minister’s authorisation.

This document covers:

1. [Insert association’s name] and our members
2. Our proposed scheme
3. The benefits of our scheme
4. Comments and submissions.

## [Insert association’s name] and our members

### Who is [insert association’s name]?

[Describe your association, including its values, mission, and representation.]

### Who are our members?

[Describe the classes of membership and the types of members within your association.]

### What types of work do our members do?

[Describe the types of work that your members do.]

## Our proposed scheme

### What is a professional standards scheme?

[Broadly describe what a scheme is. Outline the role of the Professional Standards Councils and the objects of professional standards legislation.]

### What is the [insert association’s name] scheme?

[Describe your association’s scheme.]

### How does the scheme operate?

[Describe how the scheme operates to protect consumers and limit participants’ liability.]

### Who administers the scheme?

[State which staff within your association (paid staff, volunteers, committees etc) will administer the scheme. Give your association’s physical address.]

### Where does the scheme operate?

[List the jurisdictions where the scheme will apply.]

### When will the scheme apply?

[Give the proposed start date and length of the scheme.]

### Does the scheme apply to all members?

[Describe the classes of membership that the scheme applies to.]

### How is participating members’ level of limited liability determined?

[If the scheme covers different classes of membership, or types of occupational work, describe the different caps within the scheme.]

### Can a [insert association’s name] member leave the scheme?

[Describe how scheme participants can apply for exemption from the scheme and why you would grant it.]

### How will consumers know if a [insert association’s name] member is covered by the scheme?

[Describe the disclosure requirements and how you will monitor that scheme participants are correctly informing consumers about the scheme.]

## The benefits of our scheme

### How will consumers benefit from the scheme?

[Describe how the scheme and the professional standards regime will encourage your association to improve consumer protection.]

### How does the scheme enhance our members’ occupational standards?

[Describe how the scheme and the professional standards regime will encourage your association to improve members’ occupational standards.]

### How does limiting participant liability help consumers?

[Explain the trade-off between limitation of liability and consumer protection. Describe the current regulatory environment that your association operates in.]

### Is the scheme a professional indemnity insurance scheme?

[Describe how the scheme influences professional indemnity insurance.]

### What continuing education can members access?

[Describe how your association’s continuing professional development mitigates occupational risks and improves professional standards and consumer protection.]

### How are complaints and discipline managed?

[Describe how consumers can access your association’s complaints and discipline system and seek redress under the scheme.]

## Comments and submissions

[Add information that will help people make comments and submissions. Use the example text below as a guide and expand as needed.]

### How can I make a comment or submission?

In your submission, you may wish to respond to the following questions:

* Are you a member of [insert association’s name]?
* Are you already a consumer of the type of services covered by the proposed scheme?
* Do you think the scope of the scheme is clear? (including work, jurisdictions and membership classes covered)
* Is it clear how you, as a member or consumer, could make a complaint?
* Can you describe how consumers would benefit from [insert association’s name] members’ services being covered by a scheme?

Please send comments and submissions (preferably as a letter) to:

The Chief Executive Officer  
Professional Standards Councils

Level 2, St James Centre

111 Elizabeth Street

Sydney NSW 2000.

You can also contact the Councils by:

* email: [pscinfo@psc.gov.au](mailto:pscinfo@psc.gov.au)
* phone: 1300 555 772 or (02) 8315 0800
* website: [www.psc.gov.au](http://www.psc.gov.au).

### How are comments and submissions managed?

The Council must consider all comments and submissions it receives, in line with the public consultation process under [insert relevant section in professional standards legislation, for example – Civil Law (Wrongs) Act 2002 (ACT)], Schedule 4, section 4.7(1)(a)].

Comments and submissions will be:

* made public unless you request confidentiality
* subject to the [insert relevant privacy legislation].

### Where can I find out more?

To find out more about [insert association’s name] and our proposed professional standards scheme, please contact: [provide your association’s best contact for further information.]