

Overview

Consumers and consumer harms

Starting this module

This submodule sets out the consumer protection information you need to provide with your application. In line with [Module 4 – Professional risk management strategies](#), your association must clearly identify and describe:

- your consumers and the services your members provide to them
- how you will reduce the potential for harm resulting from those services.

We must consider your responses to these questions when we assess your application, following the professional standards legislation (see Section 10 of the Professional Standards Act 1994 (NSW), for example).

Understanding consumer protection

Consumers of your members' services will expect these services to be accessible, affordable and of a high standard. If these expectations are not met, or they suffer harm as a result, they will also expect that they can seek redress.

Consumer protection means the measures that your association identifies, implements and continuously improves to minimise the potential for harm. These measures include ongoing member education and coordination across members to promote remedies.

Completing the questions

Enter the required information about your association into the Consumers and consumer harms [template](#).

Use the Consumers and consumer harms [guidance](#) to help you. You should also refer to the Module 4: Professional risk management strategies [guidance](#).