

Professional Standards Councils' Strategy 2021

VISION	Professional and occupational associations lead the way in advancing the highest standard of professional services to Australian consumers.				
MISSION	To regulate occupational associations to facilitate and promote consumer protection through improvement in professional standards under professional standards schemes.				
ROLE	To lead the national system of professional standards regulation by enabling the creation of professional standards schemes, and by assisting and supervising their operation, balancing the interests of consumers of professional services and of self-regulating professions and occupations.				
STRATEGIC GOALS	Make a practical and transparent change to Councils regulatory focus to enable schemes, including for occupational groups	Drive improvements in professional standards for better consumer protection	Build an evidence base to demonstrate effectiveness	Ensure the regulatory system is robust and protects consumers	Make the regulatory system easy to deal with
STRATEGIC INITIATIVES	Develop and publish the Councils regulatory philosophy and principles to guide the way Councils regulate.	Strengthen scheme supervision and reporting, and the accountability of association governing bodies.	Modernise data and analytics capability to support supervision and measure improvements in professional standards.	Refresh and streamline the scheme application and supervision frameworks.	Deliver clear and practical encouragement and assistance to occupational associations to develop self-regulatory capacity and improvement in the professional standards of their members.
	Raise the profile of the system of professional standards regulation as a self-regulatory and consumer protection solution.	Identify and report on sectors where consumers would benefit from the operation of professional standards schemes.	Align and leverage relationships with researchers and co-regulators.	Work with jurisdictions to pursue legislative and regulatory harmonisation and reform where beneficial.	Be enabled by and engaged with digital service delivery.
	Promote self-regulatory responses to government policy requirements, changing market conditions and community expectations.	Promote the benefits of professional standards schemes to occupational associations facing increased risk to consumers of their members' services.	Identify and report on trends and emerging issues to assist efforts to improve professional standards.	Develop clear risk parameters for Councils and more structured and evidence-based risk data, measurement systems and benchmarks.	Introduce and respond to a stakeholder satisfaction measurement source.
MEASURES	<ul style="list-style-type: none"> ⬆️ Increasing participation in the professional standards regime: schemes and members. ⬆️ Conversion rate of occupational associations making an expression of commitment into applications for professional standards schemes. 	<ul style="list-style-type: none"> ⬆️ Decreasing seriousness in complaints/claims in the professional standards regime. ⬆️ Improvement in compliance and risk management of approved schemes. 	<ul style="list-style-type: none"> ⬆️ Decreasing seriousness in complaints/claims in the professional standards regime. ⬆️ Councils are recognised for their occupational risk management knowledge and data. 	<ul style="list-style-type: none"> ⬆️ Improvement in compliance and risk management of approved schemes. ⬆️ Councils are recognised for their occupational risk management knowledge and data. 	<ul style="list-style-type: none"> ⬆️ Stakeholder satisfaction is measured and improved. ⬆️ Conversion rate of occupational associations making an expression of commitment into applications for professional standards schemes.
ENABLERS	STAKEHOLDERS Sustained commitment by associations and their members, and co-operation of parties to the national system of professional standards regulation.				
	CAPABILITY Continuous development of Councils competencies to ensure responsive and robust regulatory leadership in service of Government policy.				