



PROFESSIONAL
SERVICES REVIEW

Corporate Plan 2011-13

“Fair, Transparent and Professional”

Director's Message

Welcome to the Professional Services Review (PSR) Corporate Plan for 2011- 2013. The plan sets the direction for the PSR Agency.

PSR is a Commonwealth Agency, established by the Director under section 106ZM of the *Health Insurance Act 1973* to provide support services for the administration of the Professional Services Review Scheme. Together the Director and staff form a statutory agency under the *Public Service Act 1999*.

Our purpose is to act with integrity to enable the operation of the Professional Services Review Scheme and thereby safeguard the Australian public from the risk and cost of inappropriate practice within the Medicare and Pharmaceutical Benefits Schemes.

This Corporate Plan guides the direction of the Agency, and provides a commitment to our stakeholders. I encourage you to read it together with the strategic directions laid out in the Portfolio Budget Statements, and with the values and performance frameworks set out in the *Public Service Act 1999*.

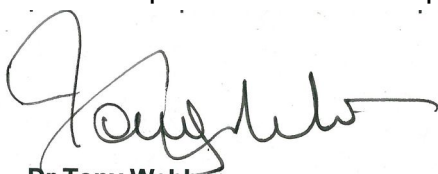
PSR is committed to its important purpose and seeks to do so whilst meeting the expectations of Government and our stakeholders. The direction set in this Corporate Plan will enable us to meet these expectations and deliver an open, accountable and respected Scheme.

PSR has developed a vision statement to align this Corporate Plan to our purpose and drive our future business activities in what will continue to be a dynamic and changing environment.

Our key values of *'Fair, Transparent and Professional'* have been adopted as principles to guide our activities and decisions. What these mean to us, and how they result as commitments to our stakeholders is set out at page 4 of this Plan.

As a Statutory Agency we acknowledge the need to continually monitor, review and improve the way our business operates. This Corporate Plan draws together the activities we will be undertaking in 2011-2013 to respond to current opportunities to enhance the PSR Scheme.

We remain committed to working with the Government and our stakeholders to deliver a robust peer review process to achieve positive outcomes for the Australian public.



Dr Tony Webber
Director PSR

14 June 2011

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Our Vision

The vision of the Professional Services Review Agency is to:

Conduct its business in a transparent process that resolves concerns efficiently and accurately.

Continue to play a key role in protecting the integrity of Australia's universal health system.

Be held in high esteem by the profession, who actively support the process and the people charged with running the Scheme.

Be a model Public Service Agency by meeting the expectations of the Government and the Australian public and demonstrating the principles of good governance.

Our Goals

To achieve our vision the Professional Services Review Agency has the following 4 goals:

PSR complies with Commonwealth laws and conducts its business accurately, effectively and efficiently

PSR monitors and reports on its performance and is committed to continuous improvement

PSR is a model APS employer able to attract, develop and retain high quality people

PSR is respected and has the confidence of its stakeholders

Our Values

Fair, Transparent and Professional

PSR recognises its responsibilities as a member of the broader Australian Public Service. As a Statutory Agency, PSR is committed to the Australian Public Service Values and the Code of Conduct outlined in the *Public Service Act 1999*.

To help guide our performance we have defined our own values and behaviours which are underpinned by the APS Values. Our values and behaviours of Fair, Transparent and Professional address the unique aspects of our business and environment and guide us in how we conduct ourselves in performing our role.

To PSR, being **fair** means:

- promoting natural justice and procedural fairness in all activities
- using consistent processes to arrive at justifiable decisions
- delivering an effective and impartial scheme
- explaining the process

To PSR, being **transparent** means:

- communicating with practitioners to clarify the process ahead of time
- accurately informing practitioners of their rights and responsibilities
- accurately informing practitioners of PSR's powers, responsibilities and intentions
- proactively sharing information about the scheme, our outcomes and activities
- explaining the reasons for outcomes

To PSR, being **professional** means:

- being accountable for our actions and decisions
- providing justification and reasons for decisions
- complying with Commonwealth requirements
- meeting the expectations of Government
- operating with integrity and honesty
- protecting the privacy and confidentiality of the information we receive, use and create
- treating all people with courtesy and respect
- effectively using time and resources
- being responsive and flexible

PSR complies with Commonwealth laws and conducts its business accurately, effectively and efficiently

This means PSR is aware of, and actively promotes compliance with Commonwealth laws and requirements and maintains effective systems to ensure business is conducted accurately. It also means PSR's decisions, actions and work practices encourage accurate, effective and efficient administration and that Commonwealth money is appropriately used and accounted for.

The Outcomes that will enable PSR to achieve this goal are:

A1.	All decisions and actions are made by authorised persons and appropriately documented and communicated.
A2.	Managing the budget and demonstrating appropriate use of all resources in line with Commonwealth requirements.
A3.	All staff and practitioners appointed as a part of the PSR scheme are aware of the laws and requirements and are accountable for their actions.
A4.	A sound PSR policy framework exists where procedural guidance enables compliance with all obligations and creates consistency and efficiency.
A5.	Operating in a secure workplace, protecting the privacy the information we handle and ensuring the confidentiality of our work.
A6.	Reducing the time and cost of PSR matters for the Commonwealth and the parties involved.
A7.	Employing PSR's organisational structure, resources and capabilities to deliver on the strategic and operational priorities of the Agency.
A9.	Clearly assigning individual accountability for the accuracy and quality of work.

PSR monitors and reports on its performance and is committed to continuous improvement

This means PSR accurately and consistently reports on its performance in line with Commonwealth requirements, and uses this information to conduct continuous review and evaluation activities to achieve improved outcomes for the Government. It also means that PSR will engage with staff and stakeholders to measure performance and identify business improvement opportunities.

The Outcomes that will enable PSR to achieve this goal are:

B1.	The performance of the Agency is accurately and consistently measured and reported in line with Commonwealth requirements.
B2.	Applying active, regular and appropriate scrutiny to all PSR activities to identify potential risks and business improvement opportunities.
B3.	Having an effective risk management planning cycle that identifies risk and allocating individual accountably to manage those risks.
B4.	Identifying and resolving issues impacting on the performance of the Agency as they arise in an accurate and timely manner.
B5.	Having an effective business planning cycle that sets the future direction, expectations and measures of Agency and staff performance.

PSR is a model APS employer able to attract, develop and retain high quality people

This means PSR promotes a positive and productive working culture where staff are committed to the success of the Agency. It also means PSR abides by the APS Values and Code of Conduct. This will benefit the Agency and Commonwealth by ensuring that skilled and experienced staff are attracted and retained, and are motivated to achieve results.

The Outcomes that will enable PSR to achieve this goal are:

C1.	Having a defined common goal for the Agency that enables staff to understand the importance of their role and tasks and how they link to the overall purpose of PSR.
C2.	The PSR workplace complies with OHS law and standards, and is a safe, professional and productive working environment.
C3.	Ensuring PSR's HR policies and systems enable the attraction and retention of high quality people.
C4.	Ensuring each PSR role is clearly defined and that measurable performance goals and accountabilities are managed through a performance development scheme.
C5.	Engaging and empowering staff to contribute to the strategic direction and success of the Agency.
C6.	Providing the tools, resources, support, and opportunities for staff to perform and develop in their roles.
C7.	People meet PSR's expectations that they support and treat each other with respect and courtesy

PSR is respected and has the confidence of its stakeholders

This means the PSR process is recognised as fair and transparent, and that stakeholders and the public respect PSR outcomes and how they were achieved. It also means that practitioners subject to our review process feel that they are treated professionally and that the decisions that were made demonstrated natural justice and procedural fairness.

The Outcomes that will enable PSR to achieve this goal are:

D1.	Actively seeking engagement with stakeholders and establishing mechanisms to engage and empower them to contribute to the success of PSR.
D2.	Consistently applying the PSR process and demonstrating the principles of procedural fairness and natural justice in line with the legislated process.
D3.	Producing and providing timely and accurate information and responses to enquiries.
D4.	Increasing the transparency of the PSR process for stakeholders, providers and the public.
D5.	Building and maintaining a public presence that is accurate, accessible and informative.
D6.	Ensuring that the process to appoint practitioners as a part of the PSR Scheme has the support and regard of stakeholders.
D7.	Enabling PSR staff and practitioners appointed as a part of the Scheme to consistently behave in an ethical and professional way.

Our People

PSR recognises that its success in meeting its goals and realising its vision depends on the strength, behaviour and motivation of its Staff. PSR is committed to attracting, employing and retaining high quality people, and developing them to realise their full potential.

The Professional Services Review Agency actively seeks to attract and retain people who:

- ü are committed to our values and strategic goals
- ü take personal responsibility and strive to achieve results
- ü focus on accuracy
- ü respect privacy
- ü commit to action and show resilience
- ü provide clear and strategic leadership
- ü can engage and collaborate
- ü have a willingness to explore new ideas
- ü are committed to continuous improvement
- ü work diligently and professionally.