



Statement of Intent

Introduction

This Statement of Intent (SOI) responds to the expectations set out by the Minister for Health and Ageing in the Statement of Expectations (SOE) dated 12 January 2026. This SOI outlines my intentions on how Professional Services Review (PSR) will deliver on the Minister's expectations to achieve its regulatory objectives, carry out its regulatory functions, and exercise its powers.

The SOE and SOI form part of the government's [Regulatory Policy, Practice & Performance Framework](#) (RPPPF) and were prepared in accordance with the guidance in [Resource Management Guide 128 - Regulator Performance](#) (RMG-128).

Overview

PSR operates a peer-based review scheme as set out in Part VAA of the *Health Insurance Act 1973* (HIA) to protect the integrity of the Commonwealth Medicare benefits, dental benefits and pharmaceutical benefits programs and, in doing so:

- protect patients and the community in general from the risks associated with inappropriate practice, and
- protect the Commonwealth from having to meet the cost of services provided as a result of inappropriate practice.

As the Director of PSR, I am the Accountable Authority and also an independent decision maker responsible for decision making and exercising powers relating to the PSR Scheme. The regulatory activities of PSR are part of the wider Medicare compliance framework and are limited and confined by the HIA and administrative law principles. PSR can only review matters referred by the Chief Executive Medicare and does not have the power to conduct "own motion" reviews or other regulatory functions.

I am committed to delivering on the Minister's expectations by ensuring PSR considers the broader regulatory framework in its own framework. The independent decision makers in the PSR Scheme, supported by my agency, will continue to exercise their powers and functions under the HIA in good faith and to the best of their ability.

The PSR Corporate Plan (the Plan) sets out PSR's strategic goals and outlines how we will achieve our statutory objectives and fulfil PSR's purpose. The Plan sets out PSR's management of strategic risks that could significantly impact PSR's strategic goals and operations.

Commitment to align with the RMG-128 and RPPPF

PSR will embed the principles of regulator best practice (RMG-128) and the RPPPF, regularly evaluate systems, and share expertise with other Commonwealth regulators to drive improved performance. Further information on how PSR will do so is set out below:

- PSR will recognise the principles of regulator best practice and set key performance indicators for regulatory activities in the Plan.
- PSR will monitor progress against the Minister's SOE and report qualitative information through its annual report.
- To ensure continuous improvement and building trust, PSR will:



- continue to embed organisational values of fairness, transparency and professionalism to address the unique aspects of our operations and environment and guide us in how we conduct ourselves in performing our role
- use qualitative and quantitative analysis to assess and report on performance, and to support continuous improvement
- promote a work culture that builds public confidence in PSR's work and promotes trust in Government decision-making
- share learnings and insights (where this can be done having regard to privacy and secrecy obligations), for example, by continuing to collaborate with fellow regulators through the informal Australian Health Regulators Network.
- To facilitate a risk-based and data-driven approach, PSR will:
 - actively understand, engage with and effectively mitigate strategic risks to successfully manage regulatory functions
 - focus on risk culture and build staff and organisational data capability and digital literacy.
- PSR will continue open, transparent and consistent engagement with stakeholders including industry, government and the broader community by:
 - ensuring its Stakeholder Engagement Framework aligns with RMG-128
 - having an open and sound working relationship with medical practitioners and allied health practitioners, as well as the medical colleges and professional organisations that represent the interests of each profession and speciality of persons under review
 - productively engaging with the medical colleges and professional bodies during statutory appointment processes
 - seeking opportunities to engage genuinely and regularly with stakeholders about the PSR Scheme, being receptive to feedback and diverse stakeholder views
 - being transparent in decision-making, sharing anonymised 'case outcomes' in adherence with secrecy and privacy obligations
 - providing guidance and information that is relevant, clear, concise and easily accessible.

Innovation and regulatory change

PSR will ensure regulatory approaches keep pace with changes in technology, industry practices, international regulation, and community expectations by:

- monitoring developments in technology, industry practices, and international regulatory frameworks, including emerging risks and opportunities
- continuing to engage with stakeholders to share insights, and understand emerging trends
- regularly reviewing and where necessary adjusting internal policies, frameworks and operational procedures.

Relationship with the Department of Health, Disability and Ageing (the department) and the Minister

PSR recognises its responsibility in supporting the Minister, the department, the portfolio, and broader government in carrying out regulatory duties. PSR will maintain and strengthen its constructive relationship with the department through regular, timely, and transparent engagement.

Additionally, PSR will:



- keep the department appropriately informed of significant meetings between PSR and stakeholders of mutual interest
- advise the department about changes to legislation that, in PSR's opinion, would assist in improving the ability of the PSR Scheme to achieve its statutory objectives
- provide accurate and timely advice to the department on significant issues relating to PSR's regulatory functions in accordance with the Government's policy priorities and objectives
- work collaboratively with the department to implement Strengthening Medicare measures as relevant.

We look forward to ongoing engagement with the Minister, the department and stakeholders, working collaboratively to achieve these objectives and to drive continuous improvement in regulatory outcomes for all Australians.

Associate Professor Antonio Di Dio
Director
Professional Services Review
8 May 2026

