

Peter Kerestes, Chief Executive Officer

Hello and Merry Christmas and Happy New Year to you and your families.



Key Initiatives

- Code of conduct

We have virtually completed the Self Audit Guides and once they have been adopted (shortly) we'll be distributing them to you. We've also completed a complaints handling guide which complies with ISO 10002 – 2006 standards. That will also be distributed to you with the Audit Guides.

We've had very positive feedback on the Code from the ACCC who are quite interested in seeing it roll out.

Whilst at first glance the paperwork may appear formidable once you get into it it is relatively straight forward. Please rest assured that as mentioned in the previous newsletter, we plan to have some training sessions for you in the new year on the Code and it's operation.

- Price Increase

The health funds have lodged their price increase applications and Nicola Roxon, the Health Minister has indicated she will be thoroughly reviewing them (euphemism for going after them with an ax). Apparently they may average (Industry total) around 6%.

She has also indicated publicly that they will be reintroducing the health insurance tax rebate amendments into parliament in the new year. We are not sure if they can pass it in two different sessions with the new Senate coming into effect on 1 July 11 (ie House of Representatives in the first half of the year and the Senate in the second half). No one seems to know but we'll find out.

- Constitutional Changes

We passed an amendment to the Constitution allowing 7 directors (an increase of 1) in total on 8 November. The board subsequently appointed Wendy Phelps to fill that vacancy. Welcome Wendy who is the head of IMAN a prominent member of PHIIA.

There may be further amendments in the not too distant future but we haven't finalised our consideration of them at the moment.



Membership


You Compare have applied to be a member.



Other

We'd love to hear your feedback so don't hesitate to contact me.

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