



Aon

Presentation 2026

**Risk Mitigation for
Professional
Indemnity
insurance**

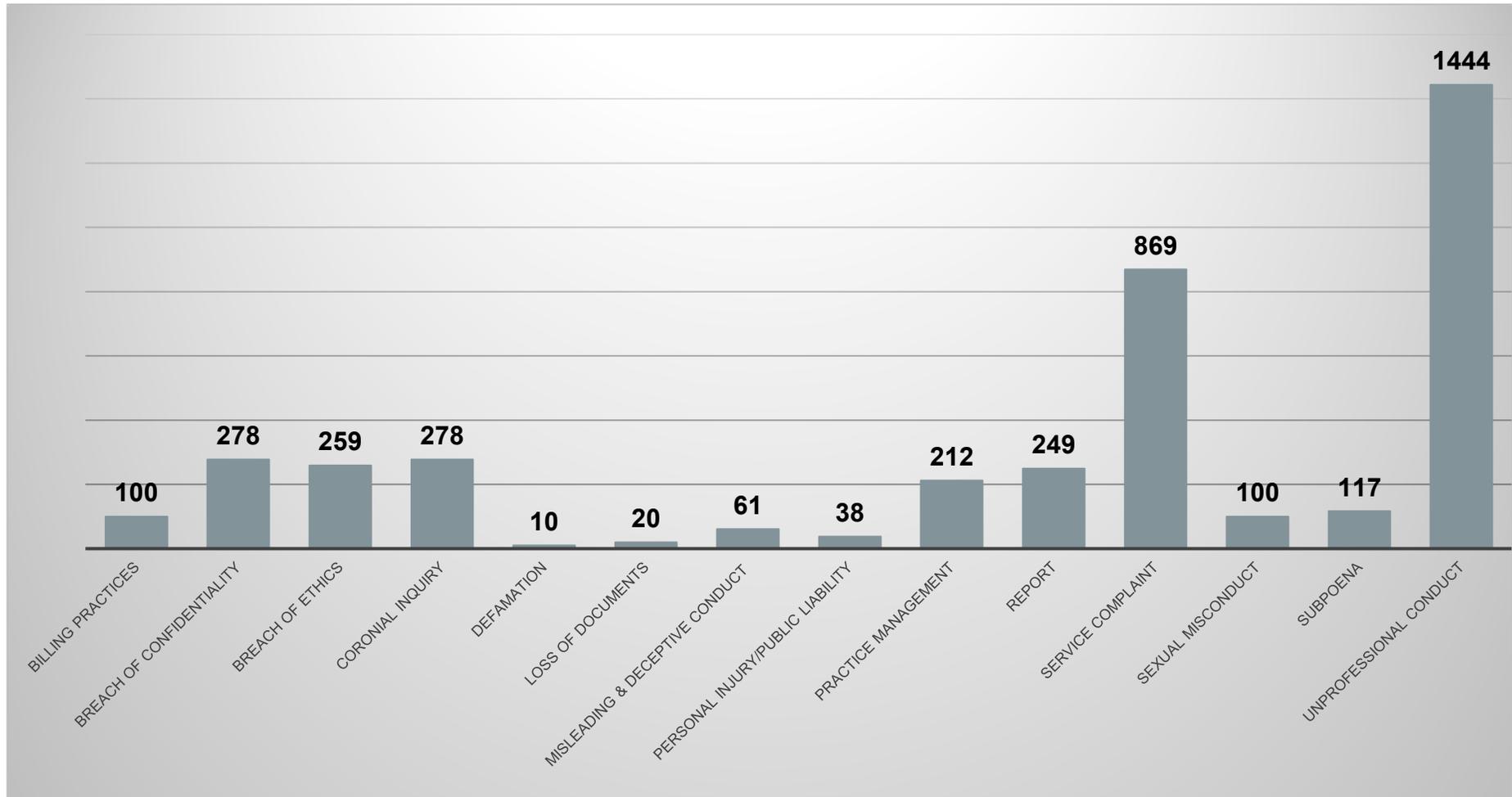
AON

**Preferred Insurance Provider,
Strategic Partner &
Sponsor to the
Australian
Psychological
Society**

AON

Claims Data

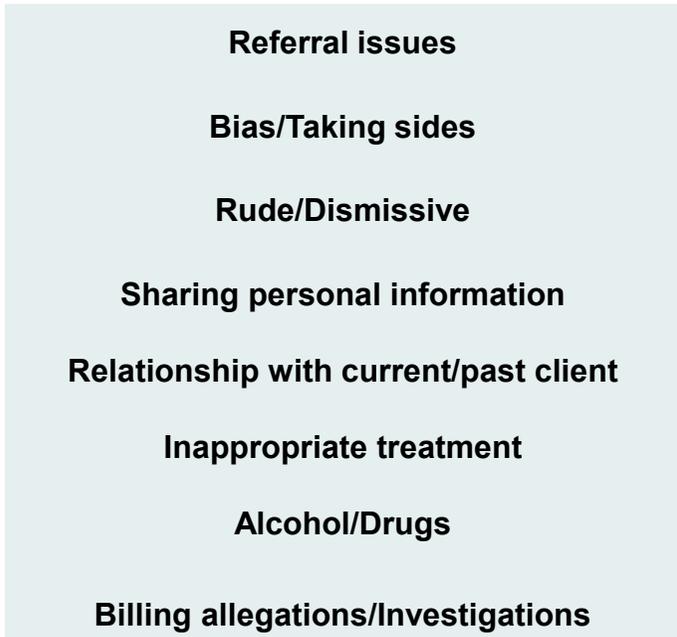
Types of Claims – total number of each type received since 2012



Snapshot - Key Categories



ALLEGATIONS / CLAIMS



Risk Management Considerations

Treatment method

Outside of competency level

Facing the trauma too early on

Location: Taking the client to a place that was related to the trauma before the patient was ready

Location risk, resulting in injury

Crossing professional boundaries

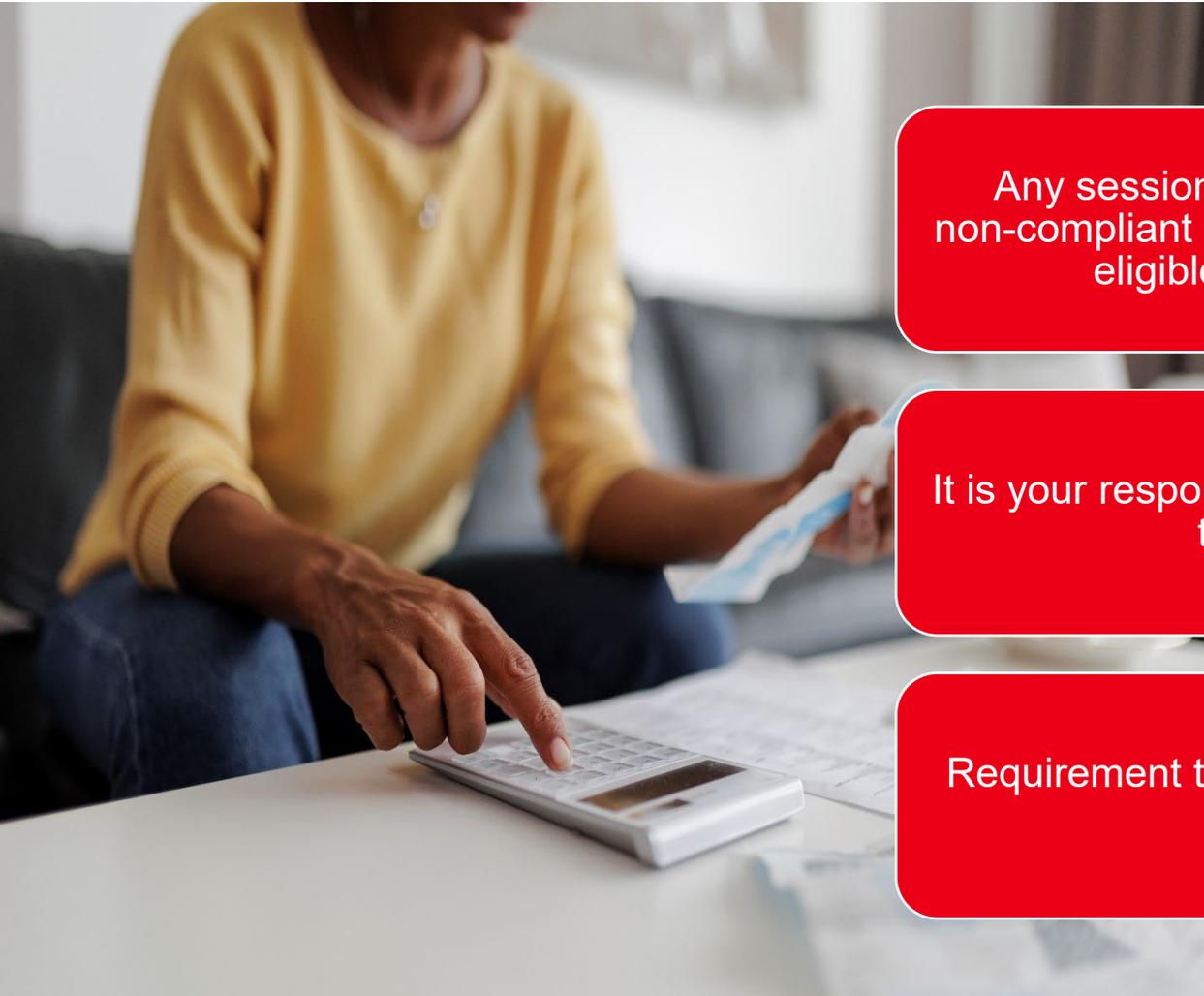
Inappropriate behaviour

Process: ceasing to provide services

No treatment plan



Billing Practices



Any sessions without a valid referral are non-compliant with the Initiative and cannot be eligible for Medicare rebates.

It is your responsibility to understand and meet the requirements.

Requirement to refund Medicare payments is NOT insurable.

Claims Made Policies – Professional Indemnity (PI)

Understanding your obligations

Claims made policies:

Can respond to insured incidents that are advised to the insurer **DURING** the period of cover

When a Claim arises:

It's the policy that is running (in place) at the time you become aware of the incident / claim that can respond, even if the issue raised was for services you provided years earlier. *

Notifications:

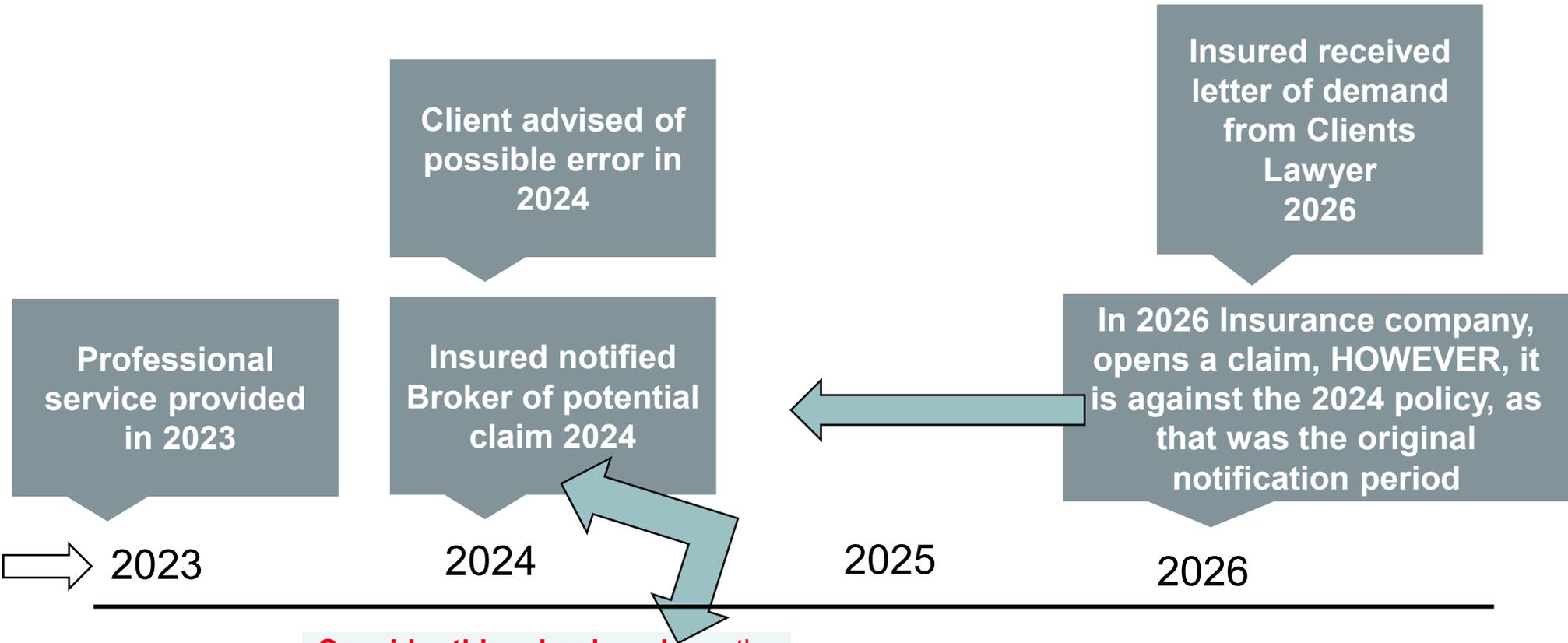
Claims made policies require you to also notify your Broker of incidents that **may** lead to a claim

Retroactive Date:

Review your Retroactive Date, best practice is to have an Unlimited Retroactive Date

CLAIM MADE BASIS – TIMELINE EXAMPLE

(incident that may lead to a claim)



Consider this a bookmark, on the professional indemnity policy, in case a claim is raised at a later time. This is the policy that can respond, because this is when the insured became aware of circumstance that may result in a claim & notified the broker.

Taking Charge of Your Risk

Considerations

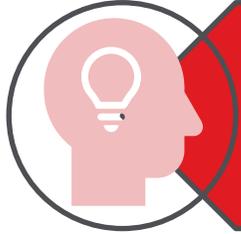
Independent Contractors

- Check Qualifications
- Check they have insurance in place
- Check their insurance is adequate and in order
- Check insurance on an ongoing basis

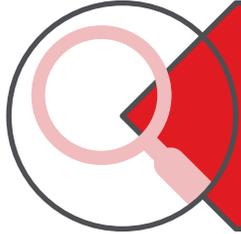
Not having your own insurance, the risks

- Allegations out of scope of employer's policy
- Past employer – not maintaining insurance
- Past employer – not taking out run-off cover
- Not being able to contact a past employer

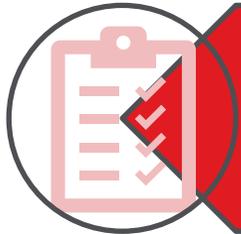
Housekeeping your Insurance



Consider your exposure and review the professional services you provide



Review your insurance policy documents!



Check the details:
- Insured Name
- Sums Insured
- Cover provided



Can your Broker contact you?
- update your contact details when they change



Combined Professional Indemnity and Public & Products Liability policy available for Psychologists through Aon

Key benefits*:

- Unlimited retroactive date
- 2 hours of complimentary legal advice per policy period
- Complimentary run-off cover
- Opportunity to obtain Professional Indemnity sum insured up to \$20million
- Automatic inclusion of Public & Products liability of \$20million
- Complimentary insurance for eligible APS members who are students, interns or registrars
- Member Therapy & Counselling expenses such as \$5,000 for Therapy and Counselling Expenses which is required as a result of a Claim covered by the Policy

Consideration: The insurance policies you require for your business may go beyond professional indemnity insurance:

- Business Insurance Pack
- Workers Compensation
- Business Travel
- Public & Product Liability
- Management Liability
- Cyber Insurance
- Personal Accident

This is not an exhaustive list of every insurance product that you may need to consider, but it can be a starting point for you to discuss with your broker.

Thank you for attending the Aon presentation

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