



CLEAR AND COMPLETE DOCUMENTATION POLICY

1. PREFACE

To ensure prudent administration, risk management and governance Police Health maintains a register of Board of Director approved policies.

The Board of Directors, where appropriate, has approved policies to delegate their authority or provide guidance to appropriate employees.

These policies are reviewed regularly, but not later than the determined policy '*review date*'.

2. INTRODUCTION

This policy is to be used as a guideline to formalise the manner and process of the review, of information provided to members. This information will be in plain language and in a format designed to ensure comprehension by members.

3. DEFINITIONS

Board of Directors means those persons appointed as Directors of Police Health when meeting formally in relation its Corporate Governance.

Chief Executive Officer means the person appointed by the Board of Directors to give effect to the Board's decisions.

The Management Team means the Chief Executive Officer and persons under the direct leadership of the Chief Executive Officer.

4. POLICY

4.1 Commitment

Police Health understands and recognises the members' right to receive information that is in plain language and in a format designed to ensure comprehension. We are committed to improve the quality of our products, services and processes so that members' satisfaction is increased and member complaints are kept to a minimum.

4.2 Clear and Complete Documentation Procedure

Police Health will express policy documentation in plain language and design and present policy documentation with the aim of assisting comprehension by members.

Police Health will achieve this by:

- i) engaging the services of an external writer editor;
- ii) the review of documents to members
- iii) the review of the Communications Register; and
- iv) obtaining advice from the Private Health Insurance Ombudsman.

Police Health will provide each new member to Police Health with details of entitlements to benefits.

At a minimum, the policy document will contain information on the following:

- i) waiting periods;
- ii) an explanation of the scope and implications of restriction on benefits;
- iii) annual limits (individual and membership);
- iv) how to find agreement hospitals;
- v) how to find no gap or known gap doctors;
- vi) how to find out if ancillary providers are recognised;
- vii) how to find out Police Health's privacy policy;
- viii) how to access Police Health's complaints policy;
- ix) information about the existence of the Code; and
- x) advice that the documentation should be read carefully and retained.

All complaints about unclear information are to be recorded in Police Health's Communications Register. Relevant complaints are to be referred to the Business Services Manager as Police Health is committed to improving the quality of our policy documentation.

Date Policy Approved	08/03/2006
Policy Review Date	08/03/2009

References:

National Privacy Principles

Private Health Insurance Code of Conduct