The Organisation represents accounting and business professionals in Australia and around the globe. Members strive to uphold financial integrity through a commitment to ethics and acting in the public interest.

We focus on educating candidates through the Chartered Accountants Program and engage in advocacy and thought leadership underpinned by our members’ knowledge and experience. We influence a range of policy areas impacting the Australian economy and domestic and international capital markets.

At 30 June 2014, the Organisation was in the process of amalgamating with the New Zealand Institute of Chartered Accountants, with the vision of becoming the trusted leaders in business and finance.

The new organisation – Chartered Accountants Australia and New Zealand – will have more than 100,000 members, giving us greater scale and influence on the world stage.

We are on the Board of the International Federation of Accountants, and are connected globally through the 800,000 strong GAA and Chartered Accountants Worldwide which brings together leading Institutes in Australia, England and Wales, Ireland, New Zealand, Scotland and South Africa to support and promote over 320,000 Chartered Accountants in more than 180 countries.

charteredaccountants.com.au
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GLOSSARY OF TERMS AND WEBSITES
Chartered Accountants perform roles that are the drivers of business and the economy. Members of the Organisation are trusted leaders in providing strategic business and financial advice to governments, industry, financial institutions, markets, investors, small business and consumers.

The Organisation supports members and upholds the profession’s high standards through its ‘professional compliance framework’, which comprises our By-laws, Australian and international professional and technical standards, compliance and training programs, and our disciplinary function. Through these measures, the Organisation serves an important role in setting the bar for members operating within the co-regulatory system in Australia.

Our Professional Conduct Report 2014 explains how the Organisation’s Professional Conduct function interconnects with the Professional Conduct Tribunals and the governance and enforcement roles of standard-setters, regulatory bodies and courts. This report also documents the results of investigations and cases heard by the Professional Conduct Tribunal in the year to 30 June 2014.

We produce this report to comply with our obligations to the Financial Reporting Council and also our member obligations to the International Federation of Accountants (IFAC). In addition, this report demonstrates the rigour and transparency of our disciplinary process and serves as an education tool for members to understand the types of activities and decision making that can compromise the reputation of the profession.

Mel Ashton FCA
President
Institute of Chartered Accountants Australia
Executive summary

Professional accounting is governed through a co-regulatory framework as part of the professional standards regime in Australia. This comprises regulators, government standard-setting bodies, the Accounting Professional & Ethical Standards Board (APESB) and the professional accounting bodies. Enforcement of legislation and professional and technical standards is also a co-regulatory responsibility, reflecting the diversity of disciplines and functions carried out by professional accountants throughout the business world.

Within this co-regulatory regime, the Organisation is responsible for disciplining members who breach the Organisation’s By-laws, Regulations and the Code of Ethics, APES 110 Code of Ethics for Professional Accountants (Rules). Our disciplinary arm, Professional Conduct, investigates conduct matters and may refer cases to the Professional Conduct Tribunal for independent hearing.

During the year ended 30 June 2014, the Professional Conduct team dealt with 271 formal complaints or other issues concerning the conduct of members and candidate members which came to the Organisation’s attention, for example, as a result of action by regulators or the courts.

Any members experiencing difficulties are encouraged to seek peer support through the Organisation’s technical and professional services, our mediation service or the Chartered Accountants Advisory Group (CAAG). As a professional body responsible for maintaining member standards, it is important to continually review our Professional Conduct function. Dedicated professionals, regulatory bodies and external stakeholders provide ongoing feedback on whether our disciplinary process satisfies the requirements of procedural fairness and meets the expectations of the profession and the wider community.

The Organisation continues to forge close relationships with its international counterparts, including through the Global Accounting Alliance, which includes sharing intelligence and best-practice resources. Reviewing all or part of the Organisation’s Professional Conduct function with some of these international bodies also helps to ensure we remain relevant and effective in protecting the reputation of the Chartered Accounting profession.
Professional Conduct: background and context

PROFESSIONAL CONDUCT FUNCTION
The Organisation has an obligation to ensure all members provide professional services in a manner befitting the Chartered Accountants designation. As part of the co-regulatory framework, the Organisation requires members to meet high ethical, technical and professional standards.

Professional Conduct is the Organisation’s investigatory and disciplinary arm that enforces these standards. It helps protect the integrity of the Chartered Accountants designation by investigating complaints and other issues relating to the conduct of members.

Where appropriate, matters are referred to the Professional Conduct Tribunal for determination and possible sanctions. It is necessary for the Organisation to call members to account when issues of concern arise, in order to protect its own reputation and that of its members.

THE ORGANISATION’S ROLE
The approach of Professional Conduct is the protection of the public interest and the reputation of the Organisation and the profession. The Organisation is not a government or statutory authority, regulatory body or a court of law. The Organisation does not have legal power to seek redress on behalf of the community, nor to punish offenders. The Organisation may impose membership-related sanctions.

The regulators and the courts, which impose civil and criminal sanctions, have wider powers such as subpoenaing witnesses, compelling production of written evidence and providing financial compensation. The Organisation has the ability to discipline a member who discredits the profession through a breach of the Organisation’s Rules. This may be as a result of adverse findings through legal proceedings or investigation by statutory bodies or regulators. The Organisation awaits the outcome of any such proceedings before undertaking any disciplinary action. The Organisation seeks to investigate members who are the subject of adverse decisions by regulators and the courts, irrespective of whether a complaint has been lodged with the Organisation.

The Organisation’s Professional Conduct function is premised on being a robust, transparent and integrated process, which delivers appropriate enforcement of standards in the public interest and for the benefit of stakeholders. As always, the Organisation strives to adhere strictly to the principles of natural justice, the Organisation’s Supplemental Royal Charter and By-laws (Constituent Documents) and the law itself.

MEDIA PROTOCOL
The Organisation is sometimes contacted by media seeking comment regarding members who may have been identified through media coverage on an issue, high profile investigations or legal cases brought by a regulatory body.

Information relating to Professional Conduct matters is generally confidential. The Organisation may issue a public statement where the circumstances of a professional conduct matter is brought to the media’s attention and/or is in the public interest, however, the Organisation does not comment on investigations or legal proceedings undertaken by regulatory bodies.

In such instances, the Organisation’s practice is generally to confirm that a complaint against a member has been received and whether the matter is under investigation. The Organisation generally does not provide further information.

In such cases where the media contacts the Organisation, or it is in the public interest, we may issue a media statement confirming the role of the Organisation within the co-regulatory framework, and advise that a case is being monitored. However, to ensure the Organisation is not inadvertently interfering with investigations by other bodies or in contempt of court, we must await the outcome of all other regulatory, statutory and court processes before conducting a Professional Conduct investigation.
From time to time, the Organisation will engage with the media to discuss the role of the Professional Conduct function in investigating and disciplining members (and its ability to do so under its Constituent Documents) within the broader co-regulatory framework. If an investigation leads to a Professional Conduct Tribunal hearing in which a case against a member (including a Provisional Member) is established, the Tribunal’s determination including sanctions imposed are made public.

REGULATORY FRAMEWORK IN AUSTRALIA
There is no single body responsible for regulating the accounting profession in Australia. The bodies that are involved in the regulation of the various arms of the profession and other activities that professional accountants may be engaged in are outlined in Table 1.

<table>
<thead>
<tr>
<th>REGULATORY BODY</th>
<th>WHO THEY REGULATE</th>
</tr>
</thead>
</table>
| Australian Securities and Investments Commission (ASIC) | • Auditors and liquidators – through the Companies Auditors and Liquidators Disciplinary Board (CALDB)  
• Financial planners and advisors  
• Company directors |
| Tax Practitioners Board (TPB)                        | • Tax practitioners and financial advisors  
(providing tax advice) |
| Australian Prudential Regulation Authority (APRA)     | • Auditors/trustees of superannuation funds  
• Directors and senior managers of insurance companies |
| Australian Financial Security Authority (AFSA)        | • Trustees in bankruptcy |

THE CO-REGULATORY FRAMEWORK
Ethics is fundamental to the accountability of the profession and our mandate to discipline members within the broader co-regulatory regime in Australia. The co-regulatory environment generally comprises regulators, government standard-setting bodies, the APESB and the three professional accounting bodies; the Organisation, CPA Australia and the Institute of Public Accountants. Leading with the Code of Ethics, the overarching professional standards are set by the APESB. The Code of Ethics is important because the heart of the Chartered Accounting designation is a responsibility to act in the public interest. This is akin to a social contract that pledges ethical practice, underpinned by the principles of integrity, objectivity, professional competence and due care, confidentiality and professional behaviour.

The Organisation’s Code of Ethics underpins the standards and regulations that contain the mandatory ethical and professional requirements of all members of the Organisation, set out in the By-laws and Regulations. These professional standards also require members to meet the technical standards overseen by the Australian Accounting Standards Board (AASB) and the Auditing and Assurance Standards Board (AUASB).

As with these government standard-setting bodies, the Organisation engages with the APESB and makes submissions on the development and review of standards, to ensure they align with best practice, relevant global standards and regulatory developments.

PROFESSIONAL CONDUCT TRIBUNAL
The Professional Conduct framework is based on rigor and impartiality. The Professional Conduct Tribunal and Appeal Tribunal act independently. The Tribunals must meet strict professional guidelines when hearing cases and are bound by a Code of Conduct. Tribunal panels must comprise senior members of the Organisation as well as non-members to represent the public interest. Chartered Accountants appointed to serve on the Tribunals represent, in the main, all aspects of the profession, including large, medium and small firms, and members in finance, practice, business and academia.

When a panel is selected to hear an individual case involving technical issues, care is taken to ensure that at least one panel member has expertise in that particular area of practice or specialisation. Non-accounting representatives come from a wide variety of business and professional backgrounds, including lawyers, company directors and academics.

Following investigation by the Organisation, cases may be referred to the Professional Conduct Tribunal for determination. If either the member against whom a finding has been made or the Organisation’s President is dissatisfied with the decision, they can appeal the decision through the Appeal Tribunal.

Professional Conduct Tribunal and Appeal Tribunal determinations are generally published in the printed and online versions of the Organisation’s magazine and on the Organisation’s website. The Tribunal may also publish reasons for its decision.
HOW THE PROFESSIONAL CONDUCT FUNCTION WORKS

Table 2 shows the Organisation’s Professional Conduct function and where it fits within the overall legal and regulatory framework.

TABLE 2: PROFESSIONAL CONDUCT FRAMEWORK

<table>
<thead>
<tr>
<th>ALLEGED BREACH OR WRONGDOING</th>
<th>LEGAL PROCESS</th>
<th>NON-LEGAL PROCESS</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>ASIC and other bodies including ATO, APRA and police</td>
<td>Complaint instigated in three ways:</td>
</tr>
<tr>
<td></td>
<td>CIVIL COURT ACTION</td>
<td>• Complaint lodged with the Organisation. After this, there is a determination of whether or not to investigate. We do not investigate all complaints</td>
</tr>
<tr>
<td></td>
<td>CRIMINAL COURT ACTION</td>
<td>• The Organisation identifies improper behaviour</td>
</tr>
<tr>
<td></td>
<td></td>
<td>• Adverse finding from court, regulator or statutory body.</td>
</tr>
</tbody>
</table>

Regulators and the court system have wide statutory powers including:
- Power to subpoena
- Take evidence under oath
- Initiate court proceedings.

Adverse findings from proceedings may include:
- Custodial sentence
- Banning order
- Fine.

INVESTIGATION

DETERMINATION OF WHETHER MATTER IS REFERRED TO THE PROFESSIONAL CONDUCT TRIBUNAL

PROFESSIONAL CONDUCT TRIBUNAL HEARING IN WHICH TRIBUNAL CONSIDERS IF CASE ESTABLISHED

APPEAL LODGED (OPTIONAL)

APPEAL TRIBUNAL HEARING

Sanctions imposed by the Organisation include:
- Exclusion from membership, thereby preventing members from holding themselves out as Chartered Accountants, and removing their Fellowship status
- Issuing fines, reprimands and imposing remedial sanctions such as training.

1. There is no specific timeframe within which a disciplinary matter is progressed to the Professional Conduct Tribunal. Longer time frames are typical when the matter is the subject of a Royal Commission or investigation by a regulator and with subsequent litigation, as the Organisation would await the outcome of all such investigations and proceedings, including the finalisation of appeals.
SANCTIONS

Sanctions are designed to reflect the impact of the member’s actions on the reputation of the Organisation and its members. They are also determined by the facts of a particular case. The Professional Conduct Tribunal may impose one or more of a range of sanctions against members, including Provisional Members/ Candidates, including:

- Exclusion from membership of the Organisation (removing the right to be a Chartered Accountant), which is the ultimate sanction. This is appropriate if the member has demonstrated that he/she is no longer fit and proper to be a Chartered Accountant and that continued membership would bring discredit on all other members and the Organisation.
- Cancellation of membership for a period of up to five years.
- Withdrawal of the member’s right to engage in public practice.
- Imposition of fines of up to $100,000.
- Reprimands and severe reprimands.
- Removal of Fellowship status.
- Imposition of other sanctions, such as remedial training or a ‘quality review’ of the member’s practice, focusing on the issue that gave rise to the disciplinary action.

In the case of Provisional Members, being declared unfit to remain a Chartered Accountants Program candidate.

THE ORGANISATION’S ROLE

Under the Australian professional and regulatory framework any individual can provide accountancy services. A license is required from a regulatory body to provide specific services, such as company audits or acting as a tax agent, but a professional membership is not mandatory.

If a member is excluded from membership of the Organisation, that individual can no longer use the Chartered Accountants designation or otherwise hold themselves out as a Chartered Accountant but is not precluded from providing accountancy services. Only action by relevant regulators, such as ASIC or the TPB, which cancels their registration, will prevent members from practicing as company auditors, liquidators or tax agents respectively.

The Organisation seeks to investigate members who are the subject of adverse decisions by regulators and the courts, irrespective of whether anyone has lodged a complaint with the Organisation. As stated the Organisation awaits the completion of any such investigation and any subsequent disciplinary or legal action, before taking disciplinary action itself.

The Organisation does not have legal powers to order the payment of compensation or any other remedy seeking redress on behalf of the community.

PROFESSIONAL CONDUCT COOPERATION AND REVIEW

Within the co-regulatory environment, the Organisation increasingly works with regulators and other stakeholders to uphold members’ legal and professional requirements. Compliance with the Organisation’s Rules and technical and professional standards is extremely important for all members.

The courts, the CALDB and the Organisation all play a role in enforcing the spirit and the letter of the Code of Ethics and other standards issued by the APESB, therefore cooperation and communication with these regulators and other stakeholders is important. The Organisation regularly meets with ASIC, the ATO and other bodies in relation to improving the co-regulatory framework and facilitating understanding of the interdependency between regulators and the Organisation’s disciplinary processes.

Ethics and professional and technical standards are enforced within the co-regulatory environment through the disciplinary processes of the regulators and courts. Standards, including the Code of Ethics, are used as benchmarks in case arguments and in the determinations of courts, ASIC and the CALDB.

Public references in pleadings and determinations can then be applied by the Organisation’s Professional Conduct team in developing cases for hearing by the Professional Conduct Tribunal, reinforcing the role of the standards as the appropriate benchmark of technical performance and professional conduct.

Through ongoing communication and liaison between regulators, professional bodies and other relevant stakeholders in Australia and internationally, the Organisation is able to consistently evaluate its performance in promoting and upholding high technical, professional and ethical standards.
MEMBER SUPPORT

MEDIATION SERVICE
Despite the best intentions of members to build and maintain strong professional and client relationships, discrepancies and disputes arise. The Organisation’s mediation service provides a confidential and safe way for parties to explore solutions to disputes, as an alternative to the legal process. Mediation is available in Sydney, Brisbane, Perth, Adelaide and Melbourne.

One of the benefits of the mediation service over the court system generally is that it is a confidential process. Members can choose their own mediator from an independent expert panel, which means greater certainty for the parties. Also, the service is completely voluntary and flexible giving parties more control over the process but within the Organisation’s Mediation Guidelines. The Organisation believes that the mediation service could assist parties in resolving significant matters before they develop into serious legal issues or breaches of professional conduct requiring disciplinary action.

CHARTERED ACCOUNTANTS ADVISORY GROUP
Members are welcome to discuss any professional or personal matters with their peers on the Chartered Accountants Advisory Group (CAAG).

This group comprises senior Organisation members with a broad cross-section of public practice and business experience. They provide confidential support to members faced with undesirable ethical or professional circumstances. They do not address specific technical or legal matters. Six separate CAAG groups operate – in New South Wales, Australian Capital Territory, Queensland, South Australia & Northern Territory, Victoria & Tasmania, and Western Australia.

HOW DOES IT WORK?
• The first step is to contact the Organisation General Manager for your region and outline the context of the situation on a strictly confidential basis
• Your case will be assigned to the most appropriate member of the local CAAG
• The CAAG member will contact you to discuss the case on a strictly confidential basis
• Issues are generally dealt with in a timely manner and at no cost to the member.

WHY WOULD I NEED COUNSEL OR ADVICE?
Support from the CAAG will help you consider the available options and alternatives in unfamiliar or challenging professional situations. You might find yourself faced with, for example, but not limited to:
• Pressure to act unethically
• Knowledge of fraud or inappropriate conduct
• Possible legal action
• Problems in your workplace
• Practice management issues
• The decision to join a partnership or purchase a practice
• Partnership problems – relationship or financial
• Client issues such as independence, conflict of interest, or disputes with/ between clients
• Needing guidance on the Organisation’s disciplinary process (if appropriate)
• Other like issues of a non-technical/ legal nature.
2013 – 2014 results

INVESTIGATIONS
During the year ended 30 June 2014, the Professional Conduct team dealt with 271 formal complaints or other issues concerning the conduct of members and candidates which came to the Organisation’s attention, for example, as a result of action by regulators or the courts.

PROFESSIONAL CONDUCT TRIBUNAL
Following these investigations, 23 members were called to appear before the Professional Conduct Tribunal. The number of cases heard by the Tribunal varies from year to year because of the timing of individual hearings, but has averaged around 20 cases each year over the last five years. The scheduling of hearings has to take into account the availability of Tribunal members, who are not remunerated, and the need to ensure that the panel selected includes members with relevant experience in any technical issues involved.

Of course these figures are very small when compared with the current Organisation membership of more than 73,000 as at 30 June 2014, and the countless number of engagements and tasks undertaken each year by Chartered Accountants on behalf of their clients and employers.

Reported Tribunal decisions include the member’s name regardless of the severity of the sanctions imposed. As well as being a mark of the transparency of the Professional Conduct function, these reports serve as a warning to other members about the importance of complying with both the letter and spirit of the Organisation’s standards, including the Code of Ethics.
During the year the Appeal Tribunal heard three appeals against decisions of the Professional Conduct Tribunal regarding sanctions. In two cases the Appeal Tribunal affirmed the sanctions imposed by the Professional Conduct Tribunal and in one case the Appeal Tribunal varied the sanctions imposed by the Professional Conduct Tribunal. When hearing an appeal the Appeal Tribunal not only reviews the evidence put before the Professional Conduct Tribunal, but can also take into account any other information which may have become available since the first hearing.

### TABLE 3: CASES HEARD

<table>
<thead>
<tr>
<th>STATE</th>
<th>13/14</th>
<th>12/13</th>
<th>11/12</th>
</tr>
</thead>
<tbody>
<tr>
<td>New South Wales (includes ACT and overseas)</td>
<td>8</td>
<td>9</td>
<td>8</td>
</tr>
<tr>
<td>Queensland</td>
<td>4</td>
<td>4</td>
<td>8</td>
</tr>
<tr>
<td>South Australia and NT</td>
<td>1</td>
<td>3</td>
<td>–</td>
</tr>
<tr>
<td>Tasmania</td>
<td>–</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>Victoria</td>
<td>5</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td>Western Australia</td>
<td>5</td>
<td>1</td>
<td>2</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>23</strong></td>
<td><strong>23</strong></td>
<td><strong>20</strong></td>
</tr>
</tbody>
</table>

### TABLE 4: NATURE OF ALLEGATIONS

<table>
<thead>
<tr>
<th>Allegation</th>
<th>13/14</th>
<th>12/13</th>
<th>11/12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Failure to observe proper standard of professional care, skill and competence</td>
<td>8</td>
<td>5</td>
<td>7</td>
</tr>
<tr>
<td>Criminal conviction</td>
<td>1</td>
<td>–</td>
<td>–</td>
</tr>
<tr>
<td>Guilty of statutory offence bringing discredit on member, Institute or profession</td>
<td>2</td>
<td>2</td>
<td>–</td>
</tr>
<tr>
<td>Conduct bringing discredit on member, Institute or profession</td>
<td>7</td>
<td>9</td>
<td>2</td>
</tr>
<tr>
<td>Adverse finding in relation to professional or business conduct by Court, statutory, regulatory or professional body</td>
<td>4</td>
<td>4</td>
<td>5</td>
</tr>
<tr>
<td>Entered into undertaking or consented to an order other than in respect of procedural matters</td>
<td>4</td>
<td>3</td>
<td>–</td>
</tr>
<tr>
<td>Breach of Charter, By-laws or Regulations (including ethical and professional standards)</td>
<td>7</td>
<td>4</td>
<td>4</td>
</tr>
<tr>
<td>Failure to comply with direction by Institute (including failure to respond to correspondence)</td>
<td>5</td>
<td>2</td>
<td>5</td>
</tr>
<tr>
<td>Member’s insolvency</td>
<td>2</td>
<td>6</td>
<td>3</td>
</tr>
</tbody>
</table>

### TABLE 5: SANCTIONS IMPOSED

(Note: More than one sanction may be imposed.)

<table>
<thead>
<tr>
<th>Sanction</th>
<th>13/14</th>
<th>12/13</th>
<th>11/12</th>
</tr>
</thead>
<tbody>
<tr>
<td>Exclusion from membership</td>
<td>1</td>
<td>–</td>
<td>1</td>
</tr>
<tr>
<td>Cancellation of membership for up to 5 years</td>
<td>5</td>
<td>5</td>
<td>3</td>
</tr>
<tr>
<td>Cancellation of Certificate of Public Practice and/or declared ineligible to hold a certificate of public practice</td>
<td>1</td>
<td>3</td>
<td>–</td>
</tr>
<tr>
<td>Fine</td>
<td>2</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>Severe Reprimand</td>
<td>5</td>
<td>9</td>
<td>6</td>
</tr>
<tr>
<td>Reprimand</td>
<td>6</td>
<td>9</td>
<td>6</td>
</tr>
<tr>
<td>Practice Review</td>
<td>1</td>
<td>4</td>
<td>2</td>
</tr>
<tr>
<td>Attending specified Training &amp; Development courses</td>
<td>3</td>
<td>1</td>
<td>4</td>
</tr>
<tr>
<td>Removal of Fellowship</td>
<td>–</td>
<td>1</td>
<td>–</td>
</tr>
<tr>
<td>No sanctions imposed</td>
<td>1</td>
<td>–</td>
<td>4</td>
</tr>
<tr>
<td>Unfit to remain a candidate</td>
<td>1</td>
<td>–</td>
<td>–</td>
</tr>
</tbody>
</table>
Moving into 2014–2015

ONGOING AREAS OF FOCUS
To uphold high standards of service and conduct, and build confidence in the accounting profession, the Organisation focuses on continually improving its monitoring programs, disciplinary process, and its stakeholder engagement.

Areas of focus in 2014–2015 include:

- Further exploring innovative ways in working with regulators to achieve common goals
- Finding alternative strategies to achieve earlier intervention in significant disputes
- Continuing to ensure that Professional Conduct Tribunal members (Chartered Accountants and non-accountants) have the skills and competencies to represent all aspects of the profession and the public interest
- Raising awareness of the Organisation’s primary obligation to the public interest in its disciplinary process
- Continuing to provide appropriate feedback to members after professional conduct investigation and in lieu of disciplinary proceedings
- Continuing to monitor corporate insolvencies and contribution to the policy and regulatory settings for the insolvency industry
- Developing, monitoring and promoting the national mediation service
- Promoting a more integrated investigative and disciplinary framework through closer communication and liaison with the other professional accounting bodies, major stakeholders and regulators
- Further improving the effectiveness and transparency of the Organisation’s disciplinary procedures, including:
  - Sharing relevant information on disciplinary processes, issues and trends with our counterparts in the GAA
  - Continuing to ensure we meet our obligations under the revised International Federation of Accountants Statements of Membership Obligations SMO 6: Investigation and Discipline within the context of the Australian co-regulatory framework and the Organisation’s strategic priorities and resourcing
  - Continuing to ensure we meet our regulatory obligations, including providing relevant data to the Professional Standards Council and through liaising with ASIC
  - Working with a variety of regulators and stakeholders to ensure that the overall regulatory and professional framework continues to meet the needs of business and the broader community
  - Continuing to monitor the Rules to reflect evolving regulatory enforcement policies
  - The Professional Conduct Team reporting to General Counsel (Chartered Accountants Australia and New Zealand) and working closely with the New Zealand Institute of Chartered Accountants to ensure efficient disciplinary proceedings in both jurisdictions.
# Glossary of terms and websites

<table>
<thead>
<tr>
<th>Abbreviation/ Acronym</th>
<th>Name</th>
<th>Website (where applicable)</th>
</tr>
</thead>
<tbody>
<tr>
<td>AASB</td>
<td>Australian Accounting Standards Board</td>
<td>aasb.gov.au</td>
</tr>
<tr>
<td>AFSA</td>
<td>Australian Financial Security Authority</td>
<td>afsa.gov.au</td>
</tr>
<tr>
<td>APESB</td>
<td>Accounting Professional &amp; Ethical Standards Board</td>
<td>apesb.org.au</td>
</tr>
<tr>
<td>APRA</td>
<td>Australian Prudential Regulation Authority</td>
<td>apra.gov.au</td>
</tr>
<tr>
<td>ARITA</td>
<td>Australian Restructuring Insolvency &amp; Turnaround Association</td>
<td>arita.com.au</td>
</tr>
<tr>
<td>ASIC</td>
<td>Australian Securities and Investments Commission</td>
<td>asic.gov.au</td>
</tr>
<tr>
<td>ASX</td>
<td>Australian Stock Exchange</td>
<td>asx.com.au</td>
</tr>
<tr>
<td>ATO</td>
<td>Australian Taxation Office</td>
<td>ato.gov.au</td>
</tr>
<tr>
<td>AUASB</td>
<td>Australian Auditing and Assurance Standards Board</td>
<td>auasb.gov.au</td>
</tr>
<tr>
<td>CAAG</td>
<td>Chartered Accountants Advisory Group</td>
<td>charteredaccountants.com.au/caag</td>
</tr>
<tr>
<td>CALDB</td>
<td>Companies Auditors and Liquidators Disciplinary Board</td>
<td>caldb.gov.au</td>
</tr>
<tr>
<td>GAA</td>
<td>Global Accounting Alliance</td>
<td>globalaccountingalliance.com</td>
</tr>
<tr>
<td>IFAC</td>
<td>International Federation of Accountants</td>
<td>ifac.org</td>
</tr>
<tr>
<td>SMO</td>
<td>Statements of Membership Obligations</td>
<td>ifac.org</td>
</tr>
</tbody>
</table>
CONTACT DETAILS
Customer Service Centre – 1300 137 322

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33 Erskine Street
Sydney NSW 2000
GPO Box 9985 Sydney NSW 2001
PHONE 02 9290 1344
FAX 02 9262 1512

AUSTRALIAN CAPITAL TERRITORY
Level 10, 60 Marcus Clarke Street
Canberra ACT 2601
GPO Box 9985 Canberra ACT 2601
PHONE 02 6122 6100
FAX 02 6122 6122

QUEENSLAND
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GPO Box 9985 Brisbane Qld 4001
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FAX 07 3233 6555

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Adelaide SA 5000
GPO Box 9985 Adelaide SA 5001
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