

Professional Standards, Regulation and Conduct Annual Report - Australia

For the financial year ended 30 June 2025

Contents

Foreword	3
Executive summary	4
The co-regulatory environment.....	4
2025 highlights.....	4
2026 plans	6
Helping and educating members	7
Dedicated telephone and email support line	7
Chartered Accountants Advisory Group.....	7
Webinars, articles and podcasts.....	8
Submissions on professional and ethical standards.....	9
Monitoring members	10
Continuing professional development.....	10
Certificate of Public Practice framework	11
Professional Standards Scheme compliance.....	11
Client Monies.....	11
Quality Review Program.....	12
Protecting the designation	14
Enforcement.....	14
Our complaint process.....	14
Outcomes for 2025.....	15

Foreword



Chartered Accountants Australia and New Zealand (**CA ANZ**) proudly represents a global community of over 140,000 professionals committed to excellence in accounting and associated disciplines, professional ethics and acting in the public interest.

Trust and ethics remain the foundation of our profession. In fact, the recent Trust Survey, conducted for Chartered Accountants Worldwide by Edelman DXI, shows that Chartered Accountants are one of the Top 3 most trusted professions, just behind doctors and engineers.

Guided by our Supplemental Royal Charter and By-Laws, we uphold and enforce the highest standards of technical competence, ethical conduct, and professional integrity.

Transparency and accountability are essential to the credibility of any co-regulatory framework. In addition to publishing this annual report, CA ANZ provides annual updates to key oversight bodies including the Financial Reporting Council (**FRC**), Tax Practitioners Board (**TPB**) and the Professional Standards Councils (**PSC**).

Through this report and the publication of outcomes from reviews, conduct matters and disciplinary decisions, CA ANZ continues to provide transparency into the ways we oversee member conduct.

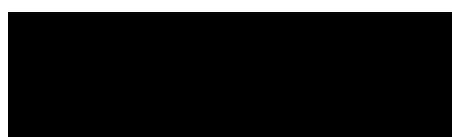
This report highlights the work of our Australian Professional Standards and Conduct teams. Their efforts, alongside the contributions of our dedicated members, are central to the integrity, rigour and performance of our Quality Review program, our CPD

compliance monitoring program and our investigation and disciplinary procedures. We are especially grateful to the members who serve as Quality Reviewers and to the diverse professionals, including lawyers, ethicists, and social workers, who bring community insight to our independent disciplinary bodies.

I commend our members for their ongoing engagement with our compliance and monitoring programs. To those of you included in our 2026 compliance monitoring program, I ask you to engage with the program and be responsive. The timeliness and quality of your responses evidences your respect for our programs and the CA designation.

At the time of writing this foreword, in October 2025, we are proud to see the tangible evidence of the importance our members place on deepening professional ethics awareness, with more than 16,000 members registering for our [Global Ethics Day](#) panel event this year.

This report shows that CA ANZ's professional standards, regulation and conduct framework is operating effectively to monitor and uphold the high standards expected of our members by the profession and the community.



Ainslie van Onselen LLB MAppFin GAICD
CA ANZ Chief Executive Officer

Executive Summary

This report provides a summary of the activities of the Australian Professional Standards and Conduct teams (the **Teams**) over the 2025 financial year (the **reporting period**) which relate to standards support, compliance monitoring and other co-regulatory and disciplinary programs, in the furtherance of the objective of maintaining and improving the standing of our members and the profession.

Under the Supplemental Charter, CA ANZ's principal objects include:

- to advance the theory and practice of accountancy;
- to promote quality, expertise and integrity in the profession of accountancy;
- to prescribe high standards of practice and professional conduct for, and to maintain the observance of such standards by members;
- to prescribe disciplinary procedures and sanctions;
- to exercise disciplinary powers and to impose sanctions for the better observance of the standards of practice and professional conduct of CA ANZ by members; and
- to do all such things as may advance the profession of accountancy.

CA ANZ's principal objects are aligned to those that also apply as a member of the International Federation of Accountants (**IFAC**), a global organisation founded by CA ANZ and 62 other professional accounting organisations in 1977, and that today represents over 187 professional accounting organisations which collectively represent millions of professional accountants around the world.

Through their focus on educating members, monitoring members' compliance and protecting the reputation of the Chartered Accountant designation, the Teams play a vital role in carrying out CA ANZ's objects and championing integrity and professionalism in the accounting profession in the public interest.

The co-regulatory environment

The Australian accounting profession operates within a co-regulatory environment, which means that our members may be subject to oversight by regulatory bodies and CA ANZ in respect of the same matter.

Regulatory and professional monitoring and oversight activities should be complementary. CA ANZ's professional standards activities, and in particular our Quality Review and disciplinary programs, are elements of the co-regulatory framework which are designed to serve our membership and the public by upholding standards and protecting the pre-eminence of the CA designation.

2025 highlights

During 2025 the Teams led important initiatives to uphold the high standards of practice and professional conduct for which Chartered Accountants are known. Key achievements over the financial year include:

- The fifth wave of the Trust Survey, conducted for Chartered Accountants Worldwide by Edelman DXI, shows that Chartered Accountants are one of the Top 3 most trusted professions, just behind doctors and engineers. The survey also revealed that trust in Chartered Accountants (83%) 'to do the right thing' is five points higher than trust in accountants more broadly (78%). This is the largest gap since the commencement of the study in 2018. The Trust Survey shows that in an uncertain world, businesses are looking more and more to Chartered Accountants as trusted advisors.
- The approval on 28 February 2025 of a new professional standards scheme (**Scheme**). The new Scheme commenced on 13 July 2025 and is effective for five years. The Scheme enables CA ANZ members who hold an Australian Certificate

Chartered Accountants Australia and New Zealand

of Public Practice (**CPP**), Affiliate Membership or Practice Entity Membership (**PEM**) and maintain an appropriate level of professional indemnity insurance to benefit from an occupational liability cap. The [new Scheme](#) is consistent with the prior scheme and applies in all Australian states and territories. The Scheme gives the public and consumers of professional services confidence that Chartered Accountants are being held to the highest standards, across regulation, education and ethics, by their membership body.

- Resolution of more than 500 complaints, many of which were the result of PCC¹ initiated investigations.
- Launching an [online complaint form](#) to streamline the process to make a complaint.
- Completion of activities set out in [Going Further](#), our roadmap to enhanced trust and accountability in the accounting profession.
- Representing the organisation and our membership at various parliamentary inquiries and participating in relevant round table events, including collaborative industry initiatives into preventing elder financial abuse. We remain committed to working constructively with the parliamentary committees to progress recommendations from the inquiries and will support and enact recommendations that are targeted, proportionate and appropriate for our profession. An example of this is our [response](#) to the Parliamentary Joint Committee into *Ethics and Professional Accountability: Structural Challenges in the Audit, Assurance and Consultancy Industry* November 2024 report.
- Making [consequential amendments to the CA ANZ By-Laws](#) arising from the 2023 Professional Conduct Framework Review. These changes were approved by a vote of CA ANZ members in October 2024, received Royal Assent on 13 January 2025 and have been operationalised.
- Continuing our [strong advocacy](#) efforts in the public interest in areas relevant for our membership including in relation to international standards development and domestically in such areas as taxation, superannuation, audit and financial

reporting, sustainability reporting and anti-money laundering.

- Assisting the many members who work part time or who may have taken a career break, and may be entitled to a reduction in the minimum number of continuing professional development (**CPD**) hours, by launching the [CPD Exemption Calculator](#) to assist with the calculation of the available adjustment.
- Using technology to assist with professional indemnity insurance (**PII**) certificate of currency reviews, pursuant to CA ANZ Regulation CR 2A Professional Indemnity Insurance (**CR 2A**).
- Using data to better understand members' needs and how we can focus our responses. Our data indicates that of the more than 2,500 member queries to the professional standards enquiry team, the majority relate to CPPs. In 2026 we will refresh and update our guidance materials and publish a podcast to help members understand more about what a CPP entails.
- Establishing alternative pathways to resolve client complaints against members, including launching an alternative dispute resolution program, and expedited processes for uncontested complaints, those predicated on the findings of another body and administrative matters resulting in shorter resolution timeframes.
- Increasing the required hours of verifiable ethics CPD. From 1 July 2024 all members were required to complete six hours of verifiable ethics CPD each triennium. This was an important change and reinforces the importance of all CA ANZ members understanding their ethical obligations. To assist members to meet this obligation, we delivered a range of ethics related learning opportunities which are referenced later in this report.
- Increasing the sample size for CPD monitoring by 25% since 2022 and increasing our focus on assessment of supporting evidence for verifiable CPD.
- An important action from *Going Further* was the introduction of the [Affiliate Admission Program](#). The program launched in July 2024 and during the reporting period has been completed by 1,426 Affiliate members or principals in practices seeking to obtain Affiliate membership.

¹ PCC means Professional Conduct Committee, the independent investigations committee established by Section 5 of the By-Laws

Chartered Accountants Australia and New Zealand

- Updated the compliance related content on our website including launching a refreshed and expanded Members' Handbook which now includes comprehensive guides to disclosure and other member obligations, links to standards and other useful materials regarding membership obligations.
- Created a [resource hub](#) for members to better understand their insurance needs, working with our business partner, AON.
- Continued to proudly focus on helping members in [Smaller Practices](#) grow and thrive. Our Smaller Practices Newsletter is currently being sent to over 27,000 members in this important member segment. Joining the My CA Community - Smaller Practices is another quick way for members to stay up to date and engage with peers - [join today](#).
- Launching a new digital newsletter, the [Quarterly Ethics Digest](#) or QED, to be sent to every member to support continued education and awareness of the Code of Ethics and other ethical standards. Each quarter, QED will explore an ethics theme and provide carefully curated content to support members' understanding of their professional obligations. QED will also feature recent professional conduct decisions, developments in relevant standards and links to complimentary ethics resources like webinars and guides, and ways members can access ethical support.
- Providing high quality and relevant learning and resources to enable members in practice to prepare for and meet the new [AML CTF](#) compliance requirements.

FY 2026 plans

In May 2025 we launched our revised [strategy](#) for 2026-2030. The strategy is built on four aspirations including to be a trusted and respected profession. Our aspirations and purpose are supported by seven focus areas including *upholding standards and ethics*. Our Teams' areas of focus for 2026 and beyond are established with this new strategy in mind.

Our plans for FY 2026 include:

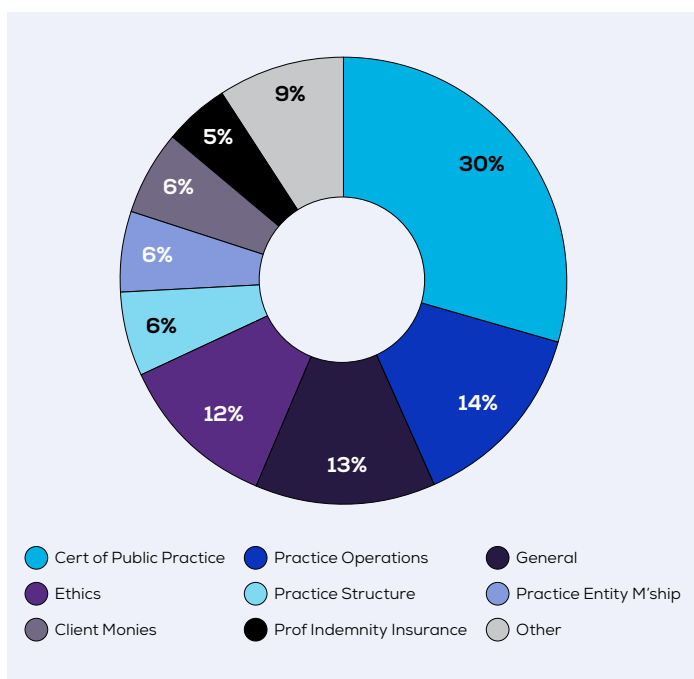
- Further enhancing the Quality Review program (**QPR**), increasing the size of the team to support our review program which is principally focused on those members who conduct audits of financial statements. To ensure the sustainability of the program and to secure a pipeline of suitable Quality Reviewers, we have deployed an ongoing recruitment drive to attract experienced public practice leaders and train them to become Quality Reviewers. If members would like to know more about being a Reviewer, details are available on our [webpage](#).
- Further development of technology tools to efficiently and effectively assess all practices' compliance with CR 2A.

Helping and Educating Members

To support compliance, CA ANZ educates members and provides tools and resources to assist them. These are set out below.

Dedicated telephone and email support line

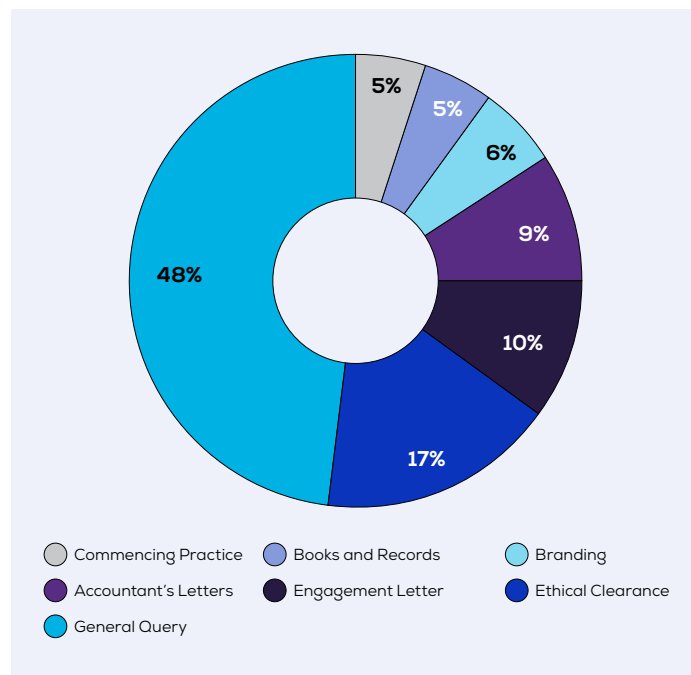
In 2025, the Australian Professional Standards team responded to almost 2,600 member requests for information and advice. The general topics of inquiry are summarised in the chart below.



The two most common areas of inquiry were in relation to CPPs and Practice Operations. In respect of CPPs some common questions and links to additional information include:

- [Do I need a CPP?](#)
- [How do I obtain a CPP?](#)
- [What is required to obtain a CPP?](#)
- [How can I cancel my CPP?](#)
- [Am I a principal in public practice and therefore required to hold a CPP?](#)

The chart below summarises the nature of queries in the Practice Operations category.



Information to assist members in relation to common areas of inquiry, including [Accountant's Letters](#), [Engagement Letters](#), [Ethical Clearances](#), using the [CA ANZ brand](#) and managing clients' [books and records](#) is included on the CA ANZ website.

Chartered Accountants Advisory Group

Originally established in Queensland in 2000, the Chartered Accountants Advisory Group (**CAAG**) is a free, confidential peer advice and support service, provided by trusted and experienced members to other members.

In 2025, our network of 40 CAAG members across all States and Territories assisted 81 members experiencing an unfamiliar or difficult ethical or professional matter. We have found CAAG to be particularly helpful for explaining the conduct process to members who are the subject of a conduct complaint. Members can [contact CAAG](#) via their regional office.

Webinars, articles and podcasts

CA ANZ publishes many webinars, articles and podcasts relevant to technical, ethical and professional matters to help educate CA ANZ members.

Below we have provided links to a number of these published during the reporting period.

Webinars

We are pleased with the ever-increasing number of members joining our complimentary or subsidised webinars. During the reporting period, we provided a number of opportunities for members to engage in professional learning in the area of ethics and professional standards, including:

- [Ethical challenges sustainability reporting and assurance](#) (September 2024)
- [Global Ethics Day: Understanding biases in decision making](#) (October 2024) which attracted 9,645 registrations
- [Navigating the emerging AI ethical landscape](#) (November 2024) – an opportunity to hear from members who have implemented AI in their business
- [Sustainability Assurance Independence](#) (February 2025) – A global and local perspective with Mark Babington, IESBA Board member
- [Panel presentation: Tax Agent Services Act changes](#) (March 2025)
- [The Professional Standards Roadshow](#) (March 2025) – a focused update for members in public practice sharing the findings from our monitoring programs and professional conduct decisions. This session also includes an update on changes to ethical standards
- [Your guide to CA ANZ's new Professional Standards Scheme](#) (May 2025) – an update including the requirements of our new professional standards scheme.

Articles

- [Quality Review – top breaches](#)
- [Are you thinking of outsourcing? Ask these 7 questions first](#)
- [Breaking up is hard to do: Five ways to leave your client](#)
- [AI's impact on accounting: staying ahead in the new era](#)
- [How to use generative AI in professional practice](#)
- [Fortifying Trust – CA ANZs new professional standards scheme](#)
- [Continuing Excellence: CPD requirements for CA ANZ members](#)
- [Managing client records in the cloud with changing accountants](#)
- [Think you make good decisions?](#)
- [New professional standards scheme](#)

Podcast series

[S4E8: Is running an accounting practice right for you?](#)

[S4E9: The CA ANZ complaints process](#)

[S4E10: The benefits of your employees doing the CA program](#)

[S4E11: Impacts of reforms to the Australian anti-money laundering and counter-terrorism financing regime](#)

[S4E12: Financial abuse in the tax system and how to recognise the signs](#)

[S5E1: Hear how the new President plans to represent members](#)

[S5E2: Sustainability opportunities for your firm and clients](#)

[S5E3: Federal Budget 2025-2026: Insights for CAs](#)

[S5E4: Tax system challenges: Insights from the Tax Ombudsman](#)

[S5E5: Audit innovation: tech-driven opportunities for smaller firms](#)

[S5E7: CA ANZ's Professional Standards Scheme – your questions](#)

Submissions on professional and ethical standards

APESB submissions

During 2025 we made the following submissions to the Accounting Professional Ethical Standards Board (**APESB**) in relation to ethical and professional standards. CA ANZ also made submissions to other standard setters, regulators and government departments in relation to a broad range of matters impacting our membership. All submissions are listed on the [website](#).

- [APES 225 Valuation Services](#)
- [Submission on Australian Ethics Standards for Sustainability Assurance \(Including International Independence Standards\)](#)
- [APES 220 Taxation Services](#)
- [Corporate Finance Pronouncements - APES 345, APES 350 and GN 31](#)

IESBA submissions

The International Ethical Standards Board for Accountants (**IESBA**) did not issue any exposure drafts in 2025. During 2025 the IESBA was focused on preparing and publishing materials to support the adoption and implementation of the sustainability and use of experts standards that were approved in January 2025. IESBA's [website](#) has a range of support materials to assist members with updating policies and procedures in readiness for the new standards.

Monitoring members

As a professional association, CA ANZ conducts monitoring activities to ascertain that members are complying with CA ANZ Regulations and applicable technical, ethical and professional standards. Our monitoring focuses on a number of areas, including:

1. Continuing Professional Development;
2. Compliance with the Certificate of Public Practice requirements;
3. Professional Standards Scheme compliance;
4. Client Monies; and
5. Practice systems of quality management.

Continuing professional development

CA ANZ members are obliged, pursuant to [Regulation CR 7 Continuing Professional Development \(CR 7\)](#), to maintain professional and technical competency in keeping with their employment and field of expertise. CR 7 stipulates members must complete a minimum of 120 hours of CPD on a three-year (triennium) basis. CR7 includes a minimum component for ethics CPD, being 6 verifiable hours each triennium.

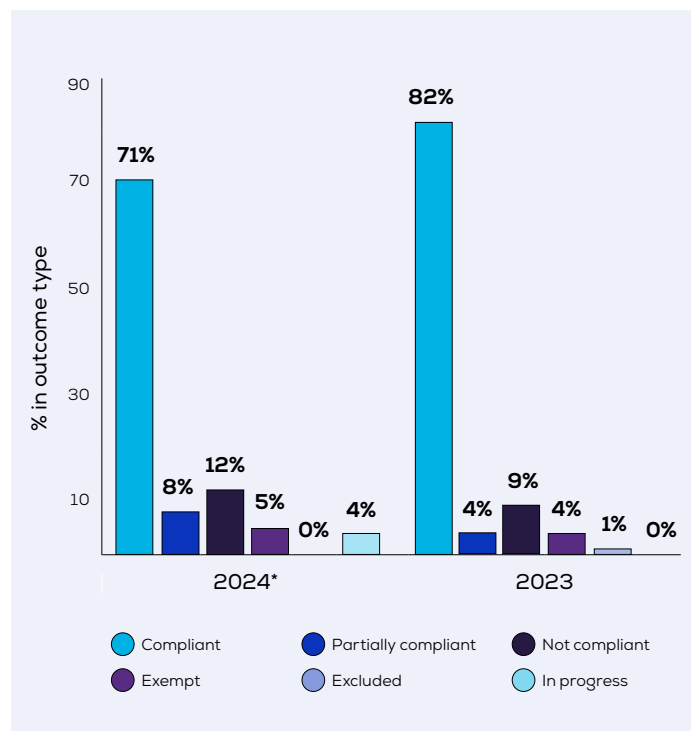
Monitoring activities

In 2025 the three main activities CA ANZ undertook to assess and monitor Australian member compliance with CPD obligations were:

- **Annual notifications:** members are required to notify CA ANZ of their total CPD hours for the year as part of their annual membership renewal.
- **Quality Review:** each quality review includes a review of the CPD records for the practice’s CPP holders and Affiliate members.

- **CPD monitoring program:** members are selected and required to provide details of their CPD activities to CA ANZ. The selection is made on a risk-based and random basis from all member segments. The CPD compliance team review the records submitted by members to assess compliance with CR 7.

In total 2,309 members were assessed under the monitoring programs and 79% were found to be compliant or partially compliant with CR 7. While the compliance rate remains reasonably high, it is slightly lower than the prior year: we monitor compliance trends to inform corrective actions and review policies. The chart below shows the monitoring outcomes.



* The CPD monitoring cycle for 2024 closed in November 2025.

Certificate of Public Practice framework

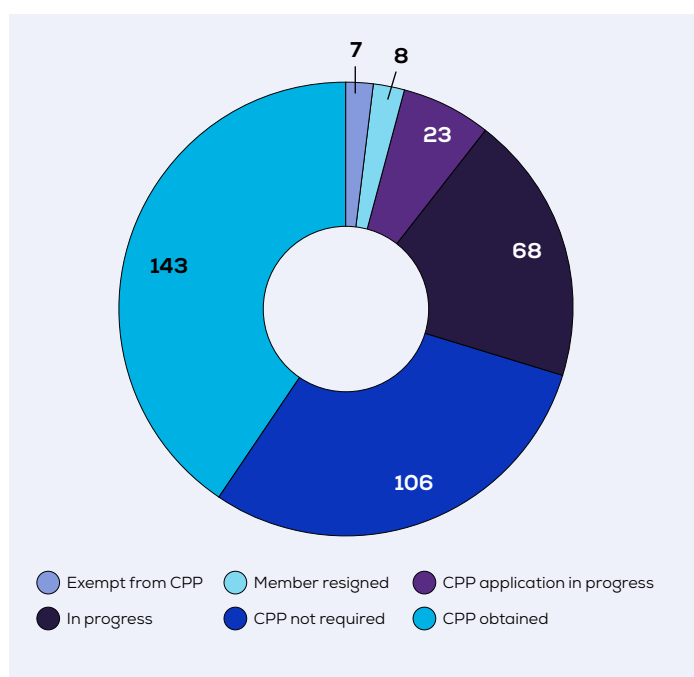
CPP monitoring activities

To ensure that all members who are acting as principals in public practice hold a CPP, CA ANZ conducts a number of compliance activities, including:

- Review of principals as advised by members from their various applications;
- Review of responses to annual mandatory notifications; and
- Follow up upon becoming aware in other ways of members acting as a principal.

If non-compliance is identified, in the first instance, CA ANZ endeavours to work with members to attain their compliance. Where a member does not become compliant, the member may be referred to our Professional Conduct team.

As part of the 2025 annual member subscription process we implemented an automated alert that triggered an email to members who advised they were a principal in a firm providing public accounting services but who did not hold a CPP. This year, 355 members received this alert and by 30 September 2025 143 obtained their CPP. The following chart shows the resolution of the 355 alerts sent.



Professional Standards Scheme compliance

Annual questionnaire

Every Australian practice is required to complete the Professional Standards Scheme Questionnaire (**the Questionnaire**) annually. The Questionnaire is an important source of information used by CA ANZ to meet its reporting requirements to the PSC.

It also helps obtain a better understanding of members' compliance with the PII requirements, services provided by their practice and whether they have had any PII claims made against their practice. Every year more than 93% of practices complete the questionnaire. The team follow up non receipt of questionnaires via emails, telephone calls and registered post. Practice representatives who, after these follow up requests, do not complete the questionnaire may be subject to disciplinary action. In calendar year 2024, the Questionnaire was sent to 8,344 practice contacts.

Professional Indemnity Insurance

From the 2024 Questionnaire results, we have determined that more than 99% of practices have PII that complies with [CR 2A Professional Indemnity Insurance \(CR 2A\)](#). We have found that most instances of non-compliance are due to a lack of understanding of the requirements of CR 2A and that when members are made aware of the requirements, they take prompt corrective action and return to compliance. The [CA ANZ website](#) and the resource hub on the [AON website](#) house a range of tools and resources to assist members to manage their PII requirements.

Client Monies

Scope of Client Monies

Australian members who deal in client monies by holding, receiving and disbursing client monies in a trust account or a client bank account must comply with [APES 310 Client Monies](#), which includes a requirement to obtain an annual assurance report. Each year approximately 100 members who have

received a modified assurance report need to provide a copy of this to the [Professional Standards Team](#) within the prescribed timeframe. The team review the reasons for the modification: for most, it is due to technical non-compliance with APES 310. Practices are included in our monitoring program until they return to compliance. This is an important way we seek to provide a level of comfort to the public that our members deal with client money in accordance with their client's instructions.

Request and review of trust account reports

We also request trust account reports from members for other reasons. For example, practice reviews may identify instances where a practice is not having client monies audited (or reviewed) on an annual basis. Similarly, the Questionnaire, which is sent to CPP holders each year, helps us to identify members who have declared that they are dealing in client monies but have not conducted an annual audit or review in accordance with APES 310.

Instances of non-compliance

In instances of non-compliance, we work with the member and the practice to help them understand their ethical obligations and request copies of their audit report for several years following. Continued refusal to comply with the standard or failure to respond results in a referral of the member to Professional Conduct.

Quality Review Program

In Australia there are approximately 30,000 CA ANZ members in public practice, including approximately 14,000 members who hold a CPP. They provide a wide range of services to their clients across all industries and entity types. These members operate from approximately 7,700 individual accounting practices.

Each year CA ANZ conducts quality reviews of a number of practices under the banner of the Quality Review Program (**QPR** or **the Program**). The purpose/scope of QRP is to monitor members' compliance with quality standards and provide the practice with actionable feedback and resources. This is to

maintain the CA ANZ membership's reputation for high professional standards and to comply with our membership obligations to IFAC under Statement of Membership Obligation 1 Quality Assurance (**SMO 1**). Our focus is on practices that conduct financial statement audits.

The QRP is an integral part of the Australian co-regulatory framework for audit practices. Our program is designed so that it does not duplicate the work undertaken by regulators such as the Australian Securities and Investments Commission (**ASIC**). Our team engage regularly with regulators such as ASIC and the FRC and provide detailed reporting of program outcomes to these stakeholders.

The aim of the Program is principally to assess whether our practitioner members have designed and implemented an appropriate system of quality management in their practices to meet technical, ethical and professional standards and legislative requirements. Where the review indicates a need for uplift or development, we work with practices to remediate problem areas. Where the review indicates serious deficiencies, appropriate action is taken. The findings of a quality review are confidential unless serious non-conformity is identified, in which case, there may be a referral to Professional Conduct or a regulator. Importantly, we also use the insights gained from the Program to promote continuous improvement throughout the accounting profession.

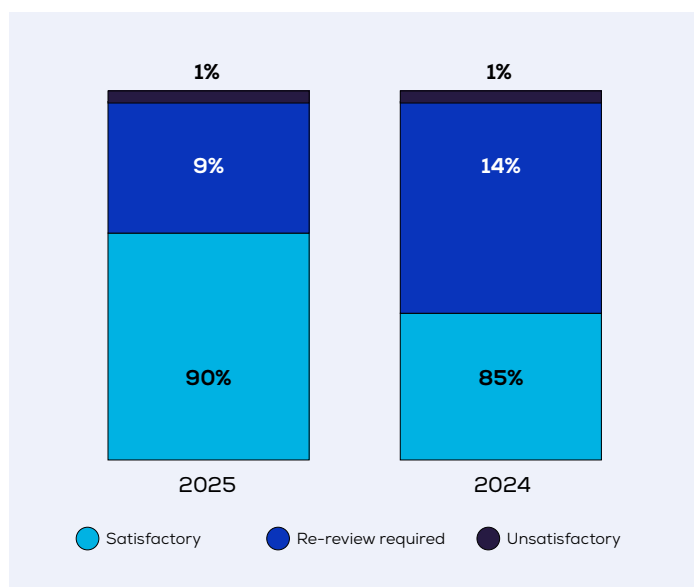
CA ANZ Regulation CR 2 Certificates of Public Practice (**CR 2**) sets out the requirements for quality review. This includes that all CPP holders are required to submit to a review if selected, that they must cooperate with all reasonable requests in relation to the review and that the CEO may, in response to public statements, media, conduct outcomes, or other indicators of a potential issue, direct a review be completed. CEO directed reviews may involve requests for information on particular or general issues, a review of the design, implementation or effectiveness of all or part of a practice's system of quality management. A Quality Review is also an outcome that may be ordered by the PCC, Disciplinary Tribunal or Appeals Council. Members who do not

comply within 60 days with a reasonable request in relation to a QPR review will be referred to CA ANZ’s Professional Conduct team.

Aggregated learnings from the Program are used to develop resources for the membership including webinars, checklists and guides and make a high-level assessment of the quality of practices.

Results for 2025

In 2025 we completed reviews of 381 Australian practices, including three major firms. The results of these reviews, shown in the table below, are consistent with prior years and in 2025 showed more than 90% of practices were assessed as satisfactory.



The 2025 reviews indicate that most practices reviewed had an adequate system of quality management. The majority of re-reviews were required as a result of inadequate quality management and/or insufficient documentation of audit evidence, with the majority of unsatisfactory reviews resulting from practices not adequately addressing these issues at their re-review. One member has been referred to CA ANZ’s Professional Conduct Committee.

Protecting the designation

Enforcement

One of CA ANZ’s constitutional objects is to ensure all members act and provide professional services in a manner befitting the Chartered Accountants designation and that meets high technical, ethical and professional standards.

To protect the reputation of the membership and to protect the public, the independent disciplinary bodies hold members to account when material instances of unprofessional or unethical conduct arise. The Professional Conduct team does this by investigating complaints and other issues relating to the conduct of members as delegates of the Professional Conduct Committee.

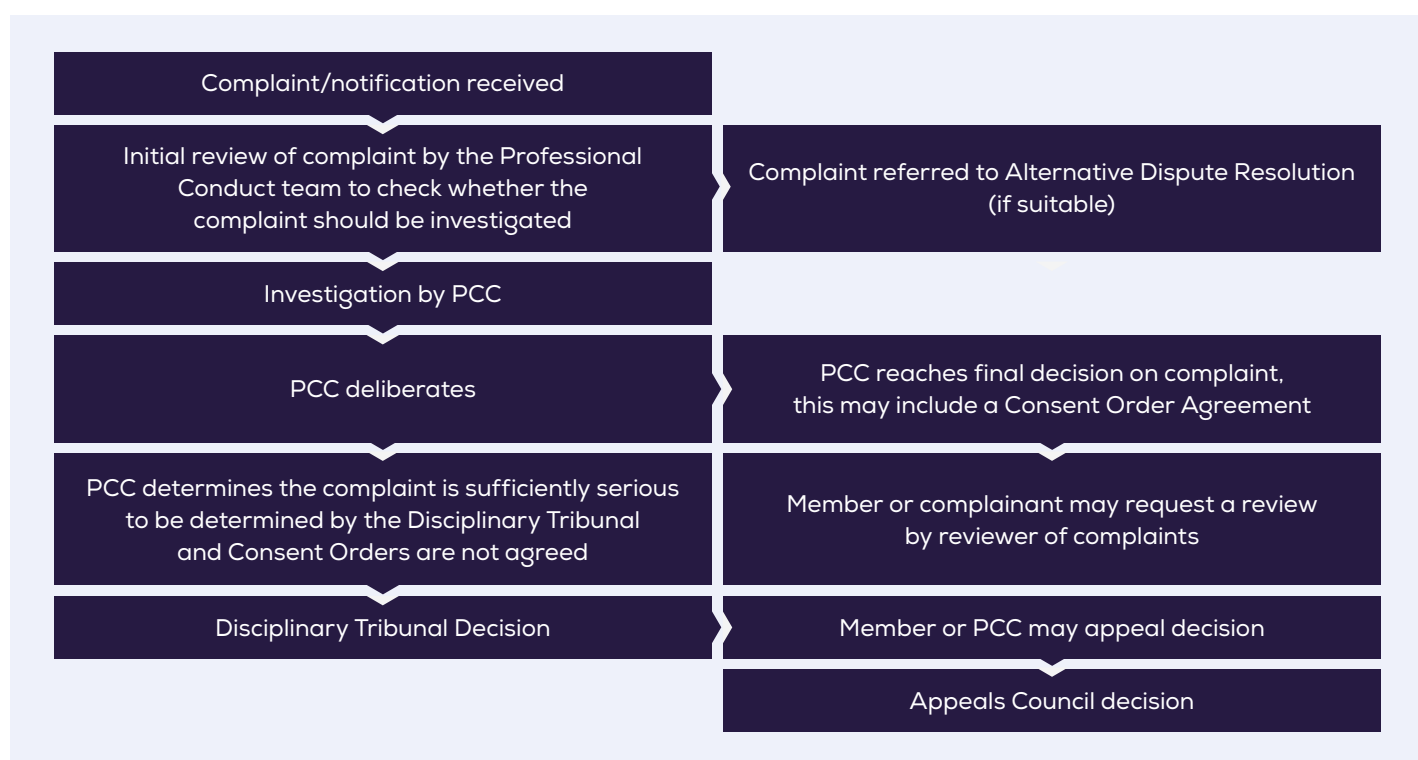
CA ANZ is not a government or statutory authority, regulatory body (though it is contractually empowered to apply the By-Laws) or a court of law. CA ANZ does not have legal power to seek redress on behalf of

the community, nor to punish members. However, via its disciplinary bodies, it can impose membership-related sanctions.

All matters of professional judgement relating to a complaint or disciplinary outcome are determined by the independent disciplinary bodies established by the CA ANZ By-Laws: the Professional Conduct Committee (**PCC**), Disciplinary Tribunal (**DT**) or Appeals Council (**AC**)², under the oversight of the Professional Conduct Oversight Committee (**PCOC**). These bodies operate in accordance with the By-Laws and under charters approved by the CA ANZ Board and operating guidelines that give effect to the By-Laws and charters.

Our complaint process

The complaint process as outlined below, is designed to achieve a balance between protecting the public interest and providing the member with appropriate procedural fairness, all in a timely manner.



2 This was the result of a name change in January 2024, previously this body was called the Appeals Tribunal.

Any person may lodge a complaint about a member. The PCC routinely opens monitoring files to track emerging issues and may initiate its own investigations and complaints when it has a reasonable basis to do so.

Complaints are confidential. The complaint form used to initiate a complaint includes provisions which require the complainant to treat information received during the process as confidential in accordance with the By-Laws, and the By-Laws also impose confidentiality obligations on members and complainants in relation to the complaints and disciplinary process. Confidentiality allows complaints to be investigated in a way that minimises privacy law risks and reputational harm to parties pending a determination or adverse finding.

Outcomes for 2025

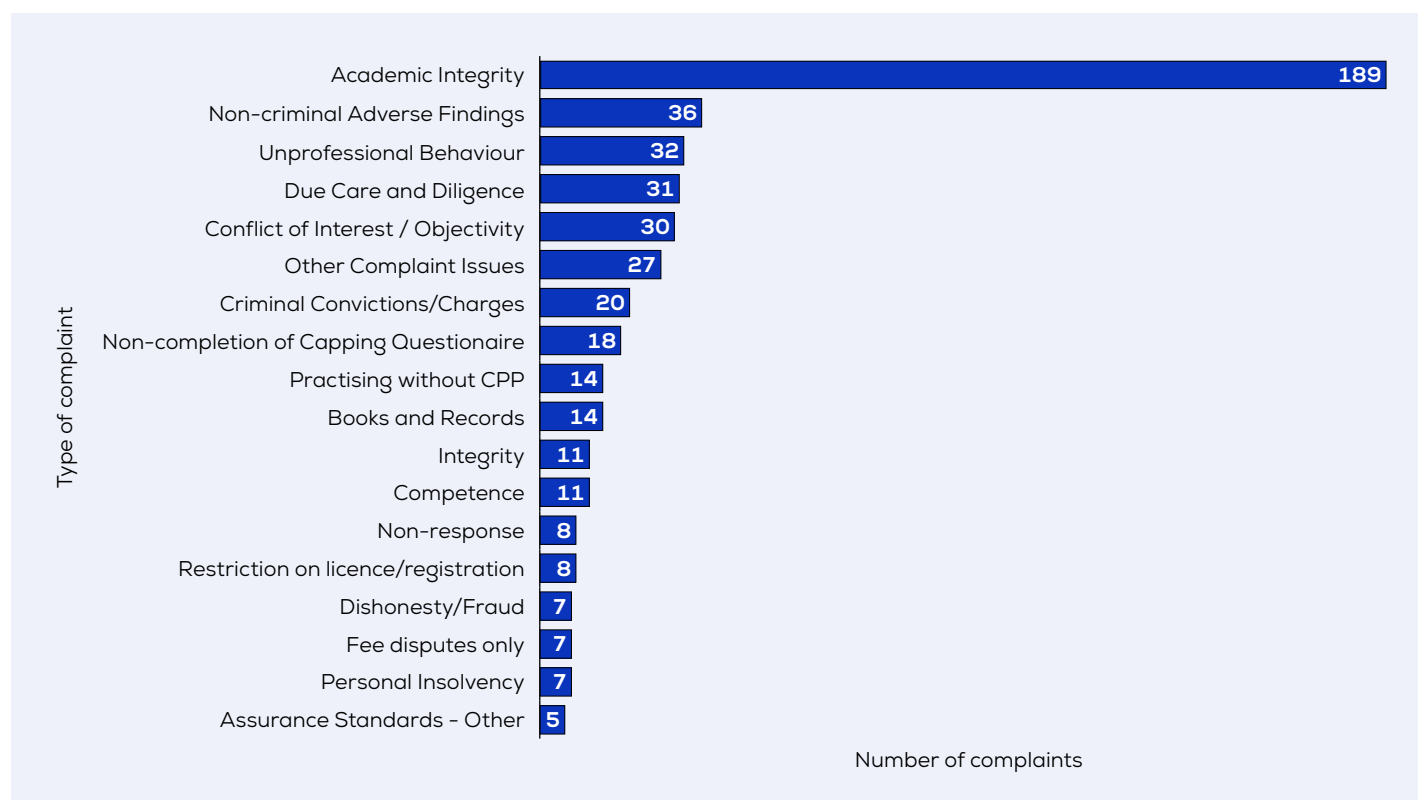
Complaints received

In 2025 the Australian PCC received or initiated 475 (FY 2024 - 397) complaints about CA ANZ members.

The graph below summarises the major complaint issues.

The three most common complaint issues were academic integrity³, non-criminal adverse findings⁴ and unprofessional behaviour⁵. The 'other complaint issues' category is the sum of all complaints where the underlying issue occurred in less than five instances.

The CA ANZ Professional Conduct Framework Review in FY23 considered, in part, the effectiveness of the internal processes for identifying and referring CA Program academic integrity non-compliance under the CA ANZ disciplinary framework. Exercising its discretion to initiate an investigation on information, during the reporting period the PCC investigated academic integrity by members including in relation to the completion of CA Program online quizzes. As a result of the investigation, a number of individual members self-disclosed that they had been found to have engaged in, and been sanctioned by their employer for, historical answer sharing, principally in the period 2016 - 2019. These notifications are included in the "Academic Integrity" category in the table below.



3 These typically involved self-disclosures relating to a finding by the member’s employer that they had engaged in inappropriate answer sharing and / or a finding by the CA ANZ CA Program Academic Integrity Office of academic misconduct.

4 These typically involved the termination of member’s registrations by the Tax Practitioners Board, the disqualification of SMSF audit registrations by the Australian Securities and Investments Commission and the suspension of registrations as a company auditor by the Companies Auditors Disciplinary Board.

5 These included allegations of inappropriate use of language or behaviour, inappropriate billing behaviour and inappropriate advertising.

During the year 160 (2024 – 81) members notified the Australian PCC of the occurrence of a Disclosure Event or Notification Event. A Disclosure Event occurs where a member or a practice entity of which member is a principal is convicted of a Serious Criminal Offence, an offence under the Tax Administration Act 1953 or suffers an Insolvency Event. A Notification Event occurs when a member or a practice entity of which a member is a principal becomes aware they have committed an Offence under the By-Laws, been charged with a Serious Criminal Offence, been the subject of an adverse or unfavourable finding in relation to their professional or business conduct, competence or integrity (including in relation to direct discrimination, vilification, sexual harassment, harassment or bullying in the workplace and/or work-related) or has given or entered into an undertaking or consented, accepted or agreed to any order in connection with any matter or proceedings or any threatened or proposed proceedings or any review, audit or investigation by any statutory or regulatory authority or body or professional body (other than in respect of procedural matters).

Since 2022 we have been focused on raising members’ awareness about their self-disclosure obligations when they experience a Disclosure Event or Notification Event. The significant increase in the number of members self-reporting (mainly Notification Events during the reporting period) indicates our communication and initiatives to raise awareness have been effective. We will continue

to promote the importance of timely and full self-disclosure as a measure of ethical responsibility and accountability.

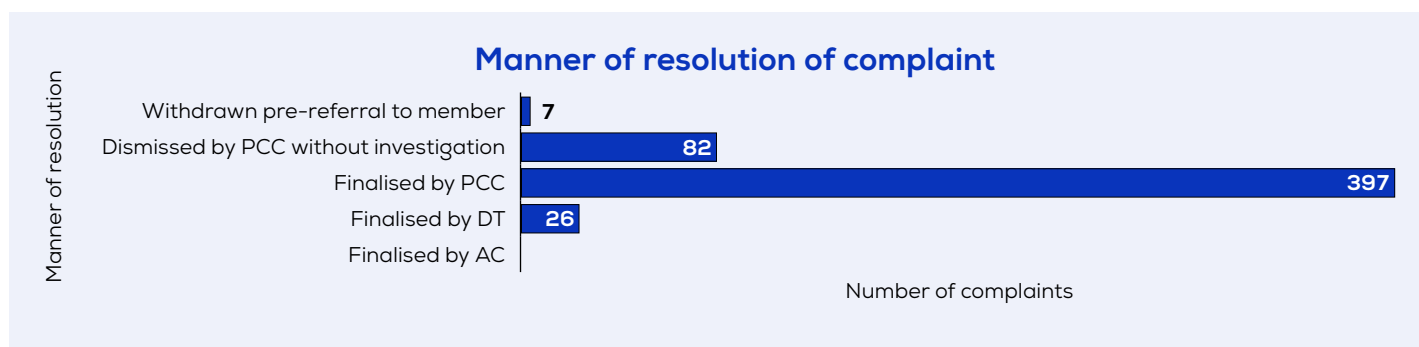
During the reporting period the PCC also continued its investigations of a number of members in connection with the determination of the TPB against PwC Australia.

Complaints resolved

During 2025, 512 complaints against members were assessed and resolved. Consistent with prior years, around 17% complaints were assessed and resolved without investigation as a result of being withdrawn or failing to meet the threshold under the By-Laws for an investigation. 83% were assessed and resolved by the PCC following investigation. 59% of these matters were resolved within 6 months of receipt of the complaint. The table below sets out how complaints were resolved in 2025⁶.

While most complaints are resolved in under 12 months, a small proportion take a longer time to resolve, principally due to their complexity or where the member or complainant request additional time to provide relevant information. As at 30 June 2025, in Australia, we had seventeen active complaints over 12 months old (2024 – 17).

The highest sanction the DT can impose is termination or suspension of membership. The table on the next page summarises the key outcomes and sanctions imposed by the DT during the financial year⁷.



⁶ Note – this excludes interim suspensions as these are not resolved matters.

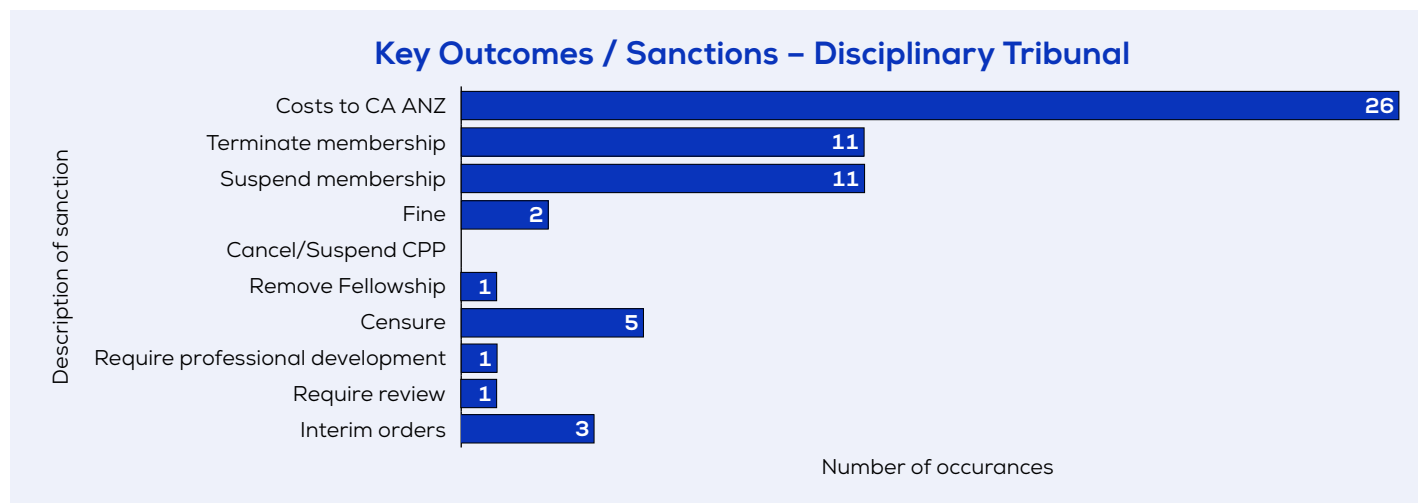
⁷ There were no complaints finalised by the AC during the reporting period.

Chartered Accountants Australia and New Zealand

The disciplinary bodies have the power to order costs against a member and, depending on the complexity of the matter, these can be substantial. At the DT level, these are ordinarily between \$15,000- \$25,000 per standard matter. For expedited matters finalised by the DT under amended By-Laws introduced in 2024, the costs are significantly lower: ordinarily between \$3,000 - \$10,000. In the reporting period over 85% of the external costs incurred were passed on to the relevant CA ANZ member/s by way of a DT or AC costs sanction.

The disciplinary bodies can order fines, which for individuals can be up to \$25,000 at the PCC level and \$50,000 at the DT and AC levels. Where a Practice Entity is implicated in a 'Firm Event', the members who are principals (or the firm itself if it opts to submit to the disciplinary process as a Non-Member Practice Entity) may collectively be liable to a fine of up to \$100,000 at the PCC level and \$250,000 at the DT and AC levels. Fines are used in circumstances where a non-financial sanction alone is inadequate.

Key Outcomes / Sanctions – Disciplinary Tribunal



Published complaint outcomes⁸

We continue to publish the findings of the disciplinary bodies on the CA ANZ website in accordance with the By-Laws, with references to the published decisions in Acuity. The table below includes a summary of these decisions in the reporting period, including 19 decisions of the PCC where the PCC exercised their discretion to publish information about a matter.

Date ⁹	Member Name	Conduct Entity	Description of circumstances	Sanction/s
5/09/2024	Johann Heinrich Preller CA	PCC	Adverse finding Condition or restriction on a registration or licence Discredit	Censure Quality Review Costs Publication
27/09/2024	Member A ¹⁰	PCC	Failure to observe a proper standard of professional care, skill, competence or diligence	Censure Quality Review Undertaking to complete training Costs Publication (Identity withheld)
4/10/2024	Member A	PCC	Adverse finding Breaches of the Code of Ethics and APESB standards Discredit	Censure Quality Review Costs Publication (Identity withheld)
14/10/2024	Matthew Charles Prentice CA	DT	Insolvency	Suspension of membership – duration of bankruptcy or five years Costs Publication
22/10/2024	Member C	PCC	Failure to provide trust account audit report Failure to comply with a reasonable and lawful direction from CA ANZ	Censure Undertaking to provide trust account audit reports Costs Publication (Identity withheld)
1/11/2024	Robert Johnson FCA	PCC	Adverse binding determination Condition or restriction on a registration or licence Discredit	Censure Costs Publication
1/11/2024	Michael Fenton MacLeod CA	DT	Adverse finding Condition or restriction on a registration or licence Discredit	Termination of membership Costs Publication and notification to other parties
1/11/2024	Member B	PCC	Criminal conviction Discredit	Censure Costs Publication (identity withheld)

⁸ The By-Laws provide that when the Disciplinary Tribunal and Appeals Council determine that an Offence has been committed or decide to make interim orders, it must direct that a notice be published and such publication must disclose the name and location of the member unless there are exceptional circumstances for not doing so. All Tribunal decisions in the reporting period identified the member. The Professional Conduct Committee may only publish the member's name and location in certain circumstances, including where it considers there are special circumstances for doing so.

⁹ Effective Date of the decision for the PCC matters, date of effect for interim orders and date of publication of the decision for DT matters.

¹⁰ The references to Member A, B and C are not references to the same member, but a pseudonym for members who are not identified.

Chartered Accountants Australia and New Zealand

Date ⁸	Member Name	Conduct Entity	Description of circumstances	Sanction/s
6/11/2024	Henry Chow Tiam Chye CA	DT	Breaches of the Code of Ethics Discredit	Termination of membership Costs Publication and notification to other parties
8/11/2024	Andrew Michael Marshall CA	DT	Insolvency	Suspension of membership – duration of bankruptcy or five years Costs Publication and notification to other parties
8/11/2024	Stephen Funder CA	DT	Adverse finding Failure to comply with a reasonable and lawful direction from CA ANZ	Suspension of membership for five years Costs Publication and notification to other parties
12/11/2024	Member A	PCC	Breaches of the Code of Ethics Discredit	Censure Undertaking to advise employer of PCC decision Costs Publication (Identity withheld)
12/11/2024	Member A	PCC	Adverse finding Discredit	Censure Undertaking to provide medical certificate Costs Publication (Identity withheld)
14/11/2024	Malcolm John Orman CA	DT	Adverse finding Failure to comply with a reasonable and lawful direction from CA ANZ Discredit	Suspension of membership for five years Costs Publication and notification to other parties
2/12/2024	Member A	PCC	Adverse binding determination Condition or restriction on a registration or licence Discredit	Censure Quality Review Costs Publication (identity withheld)
04/12/2024	Member A	PCC	Criminal conviction Discredit	Censure Costs Publication (Identity withheld)
9/12/2024	Bruno Bernardes De Oliveira CA	DT	Insolvency	Suspension of membership – duration of bankruptcy or five years Costs Publication
9/12/2024	Mark Azzopardi CA	DT	Adverse finding	Termination of membership Costs Publication and notification to other parties
9/12/2024	Bernard Worsley CA	DT	Adverse finding	Termination of membership Costs Publication and notification to other parties

Chartered Accountants Australia and New Zealand

Date ⁸	Member Name	Conduct Entity	Description of circumstances	Sanction/s
10/12/2024	Member A	PCC	Adverse finding Breaches of the Code of Ethics Discredit	Censure Quality Review Completion of professional development Costs Publication (Identity withheld)
11/12/2024	Terry Borella CA	DT	Adverse finding	Suspension of membership to 14 December 2025 Costs Publication and notification to other parties
28/12/2024	Jeffrey Milton FCA	DT	Breach of CA ANZ Regulations Failure to comply with a reasonable and lawful direction from CA ANZ	Censure Suspension of membership until complies with CA ANZ regulations or five years Removal of Fellowship Costs Publication and notification to other parties
31/01/2025	Member D	PCC	Failure to observe a proper standard of professional care, skill, competence or diligence Breaches of the Code of Ethics	Censure Costs Publication (Identity withheld)
31/01/2025	Member B	PCC	Failure to observe a proper standard of professional care, skill, competence or diligence Breaches of the Code of Ethics and AASB Standards	Censure Quality Review Costs Publication (Identity withheld)
31/01/2025	Member X	PCC	Failure to observe a proper standard of professional care, skill, competence or diligence Breaches of the Code of Ethics	Censure Undertaking to cancel CPP Quality Review Completion of professional development Costs Publication (Identity withheld) and notification to other parties
4/02/2025	PricewaterhouseCoopers partnership	DT	Adverse binding determination	Fine of \$25,000 Censure Undertaking to provide documents Costs Publication and notification to other parties
5/03/2025	Member C	PCC	Breaches of the Code of Ethics Discredit	Censure Undertaking to resign membership Costs Publication (Identity withheld)

Chartered Accountants Australia and New Zealand

Date ⁸	Member Name	Conduct Entity	Description of circumstances	Sanction/s
10/03/2025	Gregory George MacLeay CA	DT	Failure to observe a proper standard of professional care, skill, competence or diligence Breaches of the Code of Ethics and APESB standards	Fine of \$5,000 Censure Quality Review Completion of professional development Costs Publication and notification to other parties
11/03/2025	Christopher Aden Schmitt CA	DT	Criminal charges	Interim suspension of membership Publication
17/03/2025	Lara Saunders	DT	Criminal conviction	Censure Costs Publication
17/03/2025	Jason Poser CA	DT	Criminal conviction Discredit	Termination of membership Costs Publication and notification to other parties
17/03/2025	Brendan Klemm (Former Member)	DT	Breaches of the Code of Ethics	Termination of membership (if a Member) Costs Publication
2/04/2025	Jacob Thomas CA	DT	Adverse finding	Suspension of membership to 21 April 2027 Costs Publication and notification to other parties
2/04/2025	Howard (Hun Teong) Chew CA	DT	Breach of CA ANZ Regulations Failure to comply with a reasonable and lawful direction from CA ANZ	Termination of membership Costs Publication
23/04/2025	Donna Simpson CA	DT	Criminal conviction	Termination of membership Costs Publication
23/04/2025	Rodney Norris CA	DT	Insolvency	Suspension of membership – duration of bankruptcy or five years Costs Publication and notification to other parties
28/04/2025	Nicholas Benbow CA	DT	Adverse binding determination	Censure Costs Publication and notification to other parties
7/05/2025	Member C	PCC	Failure to observe a proper standard of professional care, skill, competence or diligence Breaches of the Code of Ethics	Censure Completion of professional development Costs Publication (Identity withheld)

Chartered Accountants Australia and New Zealand

Date ⁸	Member Name	Conduct Entity	Description of circumstances	Sanction/s
13/05/2025	Karla Pichardo CA	PCC	Adverse binding determination	Censure Undertaking not to hold directorship Engage adviser/mentor Completion of professional development Costs Publication
30/05/2025	Maxwell Harris CA	DT	Breaches of the Code of Ethics Discredit	Termination of membership Costs Publication and notification to other parties
30/05/2025	Christopher Barnett	DT	Adverse binding determination	Suspension of membership to 11 July 2029 Costs Publication and notification to other parties
3/06/2025	Joseph Santangelo CA	PCC	Adverse binding determination	Fine of \$7,500 Censure Undertaking to provide evidence of compliance with CPD requirements Costs Publication
18/06/2025	Shayan Ahmed	DT	Breaches of the Code of Ethics Provision of false or misleading information to CA ANZ	Termination of membership Costs Publication
18/06/2025	Salaheddine Naser Alwan	DT	Breaches of the Code of Ethics	Termination of membership Costs Publication
19/06/2025	Member C	PCC	Conduct Unbecoming of a Member Breaches of the Code of Ethics Provision of false or misleading information to CA ANZ Discredit	Censure Engage mentor Undertaking to advise employer of PCC decision Costs Publication (Identity withheld)
25/06/2025	Dilshan Mindika Pitiduwa Gamage	DT	Breaches of the Code of Ethics Provision of false or misleading information to CA ANZ Discredit	Suspension of membership for two years Costs Publication
30/06/2025	Peter White FCA	DT	Adverse binding determination	Interim suspension of membership Publication
30/06/2025	Vittorio Letizia CA	DT	Criminal charges	Interim suspension of membership Publication

Copyright © 2025 Chartered Accountants Australia and New Zealand. All rights reserved. ABN 50 084 642 571.

