

# CA ANZ Professional Standards Programs

**Submission to the Parliamentary Joint Committee on  
Corporations and Financial Services  
6 March 2026**



Friday, 6 March 2026

Mr Ivan Powell

Committee Secretary

Parliamentary Joint Committee on Corporations and Financial Services

By hand and by email: [corporations.joint@aph.gov.au](mailto:corporations.joint@aph.gov.au)

Dear Committee Secretary

### Oversight of professional standards regimes

We refer to the Committee's letter dated 17 December 2025 requesting:

- A copy of the 2024 Annual Professional Standards Report given by Chartered Accountants Australia and New Zealand (**CA ANZ**) to the Professional Authority (**PSA**) and Professional Standards Councils (**PSC**) on 31 March 2025 pursuant to the *Professional Standards Act 1994 (NSW)* (**the Act**) (the **2024 APSR**).

Noting the Committee's advice that this submission should not include any confidential or other commercially sensitive information that would prevent the publication of the report on the Committee's website, we have provided a redacted version of the 2024 APSR as **Appendix 1** to this submission. The unredacted 2024 APSR is provided as a separate confidential submission, together with a letter outlining the basis for CA ANZ's claims of confidentiality. Given the size of these documents, we have delivered them on a USB by hand to the Committee's office.

We note that a copy of the 2023 Annual Professional Standards Report was provided to the Committee under cover of letter dated 22 November 2024.

- A copy of the 2025 Annual Professional Standards Report given by CA ANZ to the PSA and PSC pursuant to the Act (the **2025 APSR**).

The 2025 APSR is not yet finalised. It is subject to approval by the CA ANZ Board ahead of submission to the PSA and PSC by 31 March 2026. On that basis, we are unable to provide a copy of the 2025 APSR.

However, we have **attached** a copy of our 2025 Annual Professional Standards, Regulation and Conduct Report (published December 2025) which provides detailed information about CA ANZ's compliance programs during FY25 (1 July 2024 to 30 June 2025), being part of the period covered by the 2025 APSR.

- A breakdown of membership including membership categories, fees for each category and the number and level/classification of members employed by each of PwC, KPMG, EY, Deloitte, BDO and Grant Thornton (the **Large Firms**). This information is presented at section 6 of this submission.

- The number of complaints, investigations and sanctions issued in relation to each of the Large Firms. This information is presented in section 7 of this submission.
- Any other matters relevant to providing confidence to the Australian community in the capacity of the sector. We have set out in section 8 of this submission detailed information about the initiatives that CA ANZ has undertaken to meeting its obligations as an occupational association with an approved Professional Standards Scheme. Given the size of these documents, we have provided links and otherwise included them on the USB delivered by hand to the Committee's office.

If the Committee requires any additional information, or would like to discuss the confidentiality claims in respect of the 2024 APSR, please contact me on

[REDACTED]

Your sincerely,

[REDACTED]

Vanessa Chapman  
Group Executive, General Counsel and Corporate Assurance

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# CA ANZ Professional Standards Programs

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## Appendix 1 – Redacted 2024 APSR (by hand)

## 1. Introduction

This submission presents information requested by the Parliamentary Joint Committee on Corporations and Financial Services (**Committee**) as part of its standing inquiry under section 243 of the *Australian Securities and Investments Commission Act 2000* (Oversight of ASIC, the Takeovers Panel and the Corporations Legislation).

In addition to the requested information, this submission also provides additional information which we trust the Committee will find helpful. It includes a brief outline of the purpose of professional standards legislation, the CA ANZ Professional Standards Scheme (**Scheme**), associated reporting requirements and CA ANZ's professional standards programs.

CA ANZ is proud to be an occupational association with Australia's largest professional standards scheme. We are also proud of the work of our Professional Standards and Conduct teams whose efforts are central to the integrity, rigour and performance of CA ANZ's professional standards, regulation and conduct frameworks in upholding the high standards expected of our members by our membership, the broader profession and the community.

## 2. Professional Standards Legislation

Professional standards legislation (**PSL**) provides for legal instruments (schemes) to statutorily cap participants' occupational liability for prescribed claims in exchange for risk mitigation and compulsory professional indemnity insurance. Statutory limitations of liability extend the well-established principles of the common law which allow parties to a contract to negotiate contractual liability limitation provisions, indemnities calculated by reference to fees paid or an agreed formula and exclusion of consequential loss. However, PSL provides for liability caps to be statutorily enforceable, but only by professionals who are scheme participants and who abide by the requirements that apply to participants.

Consumers of professional services who engage a member of an occupational association (who is also a scheme participant) to provide professional services have assurance that the member is subject to a Code of Ethics and minimum CPD requirements, will have mandatory professional indemnity insurance at a level that is calculated on an actuarial basis to be commensurate with the amount of any damages claim that might be awarded and will be subject to a complaints and discipline process if they wish to make a complaint about the participant.

To quote Doctors Cooper and Breakey, and Professor Charles Sampford of Griffith University, in their report entitled '*Benefits of Professional Standards Schemes*', published in December 2025: '*The fundamental aim of professional standards legislation is consumer protection*' (Sampford et al, 2025).

This is evident in the legislation itself: section 3 of the *Professional Standards Act 1994* (NSW) (and corresponding provisions in the PSL effective in other states and territories) provides that the purpose of the legislation is to:

- enable the creation of schemes to limit the civil liability of professionals and others;
- facilitate the improvement of occupational standards of professionals and others;
- protect the consumers of services provided by professionals and others; and
- constitute the Professionals Standards Council to supervise the preparation and application of schemes and to assist in the improvement of occupational standards and protection of consumers.

Professor Sampford and his co-authors observe that occupational associations with a scheme are required to develop and maintain high-quality professional standards and risk management frameworks and to continuously improve their standards, systems and processes in key areas such as:

- codes of ethics
- codes of practice
- quality management systems
- risk management strategies
- complaint resolution services
- voluntary mediation services
- membership entry standards
- member disciplinary systems
- continuing occupational education.

The Professional Standards Councils (comprised of the Professional Standards Council for each state and territory) (**PSC**) have regulatory oversight of occupational associations and their compliance with PSL and related standards.

### 3. CA ANZ Professional Standards Schemes

CA ANZ has had approved professional standards schemes since 1997. The first scheme – the Accountants Scheme (1997-2001), being a joint scheme administered by CA ANZ (then named the *Institute of Chartered Accountants in Australia*) and CPA Australia – provided for the capping of occupational liabilities<sup>1</sup> arising from acts and omissions of all persons to whom the Scheme applied, being:

- (a) each association's members who were resident in and outside New South Wales and who were holders of a certificate of public practice (generally being partners/principals in firms, who qualified for full membership and who provided public accountancy services);
- (b) each association's members who were resident in and outside New South Wales and who provided services to the public within their professional competencies of a type that did not require them to hold a certificate of public practice (generally being partners/principals/employees in a firm who did not qualify for a certificate of public practice and who provided services other than public accountancy services) and

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<sup>1</sup> Other than liabilities excluded by the Act.

importantly, who also undertook to meet the requirements of the Scheme relating to professional indemnity insurance, quality control, continuing professional development (CPD); and

(c) *other persons* to whom the Scheme applied by virtue of section 18 of the Act<sup>2</sup>, section 19 of the Act<sup>3</sup> or persons prescribed by regulations made pursuant to section 29(4) of the Act.

It is evident that from the first scheme, the class of participant covered by the scheme was broad, however, notably 'other persons' were not specifically members of the associations nor bound to meet the requirements of the scheme that applied to members. We observe that many scheme instruments define scheme participants as including those individuals to whom the scheme applies by operation of law.

In 2007 the CA ANZ scheme instrument was approved with amendments to reflect legislative amendments in 2004 and the introduction by CA ANZ in 2005 of a specific membership class for Affiliate members. Individuals who qualified for Affiliate membership were, prior to the introduction of the Affiliate membership category, 'other persons' to whom the Scheme applied. However, as members, Affiliates became, and are, subject to full membership and scheme requirements: mandatory professional indemnity insurance, minimum CPD, complaints and discipline processes and the requirement to be bound by the Code of Ethics and other relevant professional standards.

While CA ANZ scheme instruments have evolved over the years to reflect new membership categories for Affiliates and Practice Entity Members and varying caps, the current Scheme instrument is in substantively the same terms as instruments approved since 2007.

While the original Accountants Scheme provided for a liability cap of \$50m for all services and the 2001-2006 scheme provided for a monetary ceiling of \$20m for all services, since 2007 the CA ANZ schemes have provided for caps of \$75m for category 1 services (audit and assurance services) and \$20m for category 2 services (insolvency and other services) and category 3 services (all other services), both of which are subject to discretionary cap of \$75m. These caps are calculated to be adequate to meet consumer claims by reference to claims data and actuarial analysis.

CA ANZ's current scheme was approved by the Professional Standards Councils in February 2025 and was gazetted and is effective from 13 July 2025, for a period of five years.

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<sup>2</sup> Section 18 of the Act at that time provided that a scheme applies to each scheme participant's partners other than a partner who is entitled to be, but who is not, a member of the occupational association. The current provision is substantively consistent.

<sup>3</sup> Section 19 of the Act at that time provided that a scheme applies to each scheme participant's employees, other than an employee who is entitled to be, but is not, a member of the occupational association. The current provision is substantively consistent.

## 4. Professional Standards Reporting

It is a condition of scheme approval that occupational associations report annually to the PSC. Annual Professional Standards Reports are prepared using the PSC's reporting template. Every occupational association is required to report:

- Key activities during the year to improve professional standards.
- Key activities during the year to increase consumer protection.
- Operational activities undertaken as an occupational association with an approved scheme.
- Information requested by the PSC on specific topics.
- Activities undertaken by the association to ensure awareness of the Scheme and participation requirements.
- Details of Scheme compliance and risk management plans, new risk assessments and risk management tools.
- Details about: the number of complaints about participants received, investigated, dismissed, referred to a statutory regulator, resolved through conciliation or mediation, and resolved by remedial or disciplinary action; the causes for complaints; complaint resolution timeframes; any changes to the complaints system; any changes to the member disciplinary system; top reasons for disciplinary action and the number of actions.
- Details of: claims data; professional indemnity insurance data; and causes of claims.
- Any changes to scheme administration including any organisational governance changes and any relevant changes to scheme administration.
- Details of Scheme compliance and monitoring activities, and associated compliance/non-compliance rates.
- Scheme membership data.

## 5. CA ANZ Professional Standards Programs

CA ANZ's professional standards programs are designed to meet not only the PSC's requirements but also the requirements of the International Federation of Accountants (IFAC), the peak body for professional accounting bodies internationally. IFAC members are required by the IFAC membership rules to meet the Statements of Membership Obligations 1-7 (SMOs). IFAC notes that *"the SMOs ...serve as the global benchmarking framework and represent the core competencies of strong, credible, high-quality professional accountancy organizations (PAO) that most appropriately serve and function in the public interest"*<sup>4</sup>.

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<sup>4</sup> See [Statements of Membership Obligations, 1-7 | IFAC](#)

The SMOs were reviewed by IFAC in 2021 to “ensure that they continue to be relevant, sufficient and effective, with a specific focus on ensuring SMO 1 (Quality Assurance) and SMO 6 (Investigation and Discipline) remain relevant and reflect best practice”<sup>5</sup>.

CA ANZ’s SMO compliance has been assessed by IFAC as meeting the ‘sustain’ rating which is the highest level of achievement in the IFAC member compliance program, indicating that CA ANZ *maintains well-established ongoing processes to fulfil its relevant obligations*<sup>6</sup>.

CA ANZ programs designed to meet the SMOs are detailed below.

## 5.1 Practice Quality Review

One of CA ANZ’s constitutional objectives is to *prescribe high standards of practice and professional conduct for, and to maintain the observance of such standards by its members, non-member practice entities and registered graduates*<sup>7</sup>. CA ANZ’s Practice Quality Review program is designed in conformity with SMO 1 and is aligned to this constitutional objective.

Practice Quality Reviews are an important part of the Australian co-regulatory framework for audit practices. In accordance with SMO 1, the program is designed so that it does not duplicate or unduly overlap with the inspection programs of regulators such as ASIC or the Public Company Auditors Oversight Board.

The purpose of each Practice Quality Review is to assess whether the practice has designed and implemented a system of quality management tailored to the practice, that enables it to proactively identify and respond to risks to engagement quality and to meet technical, ethical and professional standards and legislative requirements.

CA ANZ engages regularly with Australian regulators and, in accordance with the *Australian Securities and Investments Commission Act 2001*, the Financial Reporting Council (**FRC**) to discuss trends identified through the Practice Quality Review program.

## 5.2 Conduct and discipline

Another of CA ANZ’s constitutional objectives is 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 the Institute by members, non-member practice entities and registered graduates*<sup>8</sup>. CA ANZ’s professional conduct framework is designed in conformity with SMO 6 and is aligned with this objective.

Independent decision-making bodies are established by the CA ANZ By-Laws. The decision-making bodies are the Professional Conduct Committee, Disciplinary Tribunal and Appeals Council – all of which are comprised of senior members, lawyers and other community

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<sup>5</sup> See [Statements of Membership Obligations, 1-7 | IFAC](#)

<sup>6</sup> See [Member | IFAC](#)

<sup>7</sup> Supplemental Royal Charter, article 3(f).

<sup>8</sup> Supplemental Royal Charter, article 3(g).

representatives, including ethicists and social workers. The performance of the bodies is overseen by a Professional Conduct Oversight Committee. The Board and Management of CA ANZ have no influence over the decisions made by the independent disciplinary bodies or their delegates.

Any person may make a complaint about a member or former member<sup>9</sup>. All complaints lodged are assessed, however not all complaints will proceed to formal investigation or disciplinary action<sup>10</sup>. The Professional Conduct Committee also has power to commence investigations 'on information' and regularly does so on the basis of media reports, regulatory decisions, judgments in court proceedings and 'tip-offs' or complaints where the complainant declines to lodge a formal complaint. Where a formal investigation is commenced, complaints are typically concluded within 4-9 months, with longer resolution timeframes for complaints that are complex or that have been adjourned<sup>11</sup>.

The investigation and complaints processes are confidential and publication of decisions is governed by the By-Laws. Under the By-Laws, CA ANZ and the disciplinary bodies may notify regulators and other professional bodies of complaints and outcomes of complaints where it is relevant or appropriate (for example, the member holds a statutory registration). CA ANZ, as a disciplinary body, receives information from regulators under various pieces of legislation.

### 5.3 CPD monitoring

CA ANZ Regulation 7 Continuing Professional Development requires members to complete at least 120 hours of CPD (90 verifiable and 30 non-verifiable hours, and at least 6 hours of verifiable ethics CPD) per triennium.

Many higher education providers offer CPD for professionals. Subject to any minimum requirements that may apply to members who hold a statutory registration or a CA ANZ specialisation, members are free to choose CPD that best meets their learning needs.

CA ANZ is the only professional accounting body in Australia whose qualifying program (the Graduate Diploma of Chartered Accounting) is accredited by the Tertiary Education Quality and Standards Agency (**TEQSA**). CA ANZ's course content, CPD and micro courses are developed by CA ANZ's academic staff, including in partnership with other higher education institutions or experts.

All members are required to attest to their CPD compliance as part of annual membership renewal. CPD compliance is also a focus of Practice Quality Review, which applies to members in public practice. In addition, each year a sample of members is selected for CPD

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<sup>9</sup> For former members, the complaint must relate to conduct which occurred whilst the former member was in membership in order for the matter to be capable of investigation.

<sup>10</sup> Reasons for complaint dismissal are those prescribed by By-Law 40.11.

<sup>11</sup> Complaint investigations or proceedings may be adjourned – for example, where the member is subject of a regulatory investigation or court proceedings in relation to the matter subject of the complaint, an adjournment to the conclusion of the higher order regulator's proceedings/court proceedings is important for procedural fairness reasons.

monitoring. The selection is made on a risk-based and random basis from all member segments, with a slightly higher weighting towards members in public practice. Members selected for CPD monitoring are required to provide details of their CPD activities to the Professional Standards team for assessment. A failure or refusal to comply with CPD requirements or to remediate non-compliance as reasonably required by CA ANZ results in exclusion from membership.

#### 5.4 CPP Monitoring

To ensure that all members who are acting as principals in public practice hold a Certificate of Public Practice (**CPP**), CA ANZ undertakes a range of monitoring activities including:

- Review of principals as advised by members via various applications;
- Review of responses to annual membership notifications; and
- Follow up upon becoming aware in other ways of members acting as principals.

#### 5.5 Scheme Compliance Activities

There are more than 8,000 chartered accounting practices in Australia. Each year all practices provide information about service lines, statutory registrations held by principals, professional indemnity insurance (**PII**) and claims. CA ANZ uses the data provided for targeted compliance activity, including PII verification activities. PII compliance rates remain very high (99%).

#### 5.6 Trust Accounts (APES 310 Compliance)

Each year CA ANZ targets approximately 100 members who receive a modified client monies assurance report to assess reasons for the modification. Most modifications relate to technical non-compliance with APES 310 (Client Monies standard). Trust account compliance is also assessed through Practice Quality Reviews.

#### 5.7 Going Further

Introduced as part of and in parallel with the Going Further roadmap (published in February 2024) to enhance trust in the profession, CA ANZ requires all new:

- Affiliate members to complete the Affiliate Admission Program (**AAP**). Launched in FY25, the AAP is an online course designed to prepare Affiliate members for CA ANZ membership. It includes an introduction to CA ANZ, the professional and ethical standards expected of member and CA ANZ's approach to monitoring and upholding standards; and
- Affiliates and CPP Holders to also complete the Public Practice Program (PPP). The PPP is designed to prepare members for leadership in public practice and covers responsibilities of practice, ethical obligations, risk management, and quality monitoring and best practice management skills. All new Affiliates and CPP Holders are required to complete the digital learning component on the basis that their

practice also delivers a program that effectively covers relevant support functions that operate within their practice.

## 6. Membership categories and fees

The Committee has requested details of CA ANZ membership, membership fees and a breakdown of members employed or in partnership with the Large Firms.

### 6.1 Designations

CA ANZ has three designations – Chartered Accountant (**CA**), Associate Chartered Accountant (**ACA**) and Accounting Technician (**AT**). The number of members for each designation as at 30 June 2025 is listed in Table 1 below.

*Table 1: Total membership breakdown by designation.*

Category	Class	Number
Chartered Accountant	Affiliate	2,289
	Fellow	7,402
	Full	105,805
	Provisional	21,776
<b>Total Chartered Accountant</b>		<b>137,272</b>
Associate Chartered Accountant	Fellow	34
	Full	1,677
<b>Total Associate Chartered Accountant</b>		<b>1,711</b>
Accounting Technician	Fellow	7
	Full	1,107
	Provisional	493
<b>Total Accounting Technician</b>		<b>1,607</b>
<b>Total (All)</b>		<b>140,590</b>

These numbers are updated annually and included in our annual report. A copy of our 2025 Annual Report can be found [here](#).

### 6.2 Membership Categories

CA ANZ has five membership categories. Four of these categories relate to individual

memberships and are denoted as CPP Holders/Partners, Provisional Members, Affiliates and Other Full Members. A fifth category, Practice Entity Members, relates to firm level membership.

Definitions for these categories are listed below:

- **CPP Holders/Partners** – Chartered Accountants who have been issued a certificate of public practice (**CPP**).
- **Provisional Members** – Members who are enrolled in the Graduate Diploma of Chartered Accounting or associated programs but are yet to complete the program and/or requirements for full membership, including completion of three years of mentored practical experience.
- **Affiliate** – Principals or partners in Chartered Accounting firms who do not meet the eligibility requirements for full membership but who do fulfil the requirements of CA ANZ Regulation 1 (Admissions and Readmissions) for Affiliate membership<sup>12</sup>.
- **Other Full Members** – Chartered Accountants who are not CPP Holders, Affiliates or Provisional Members.
- **Practice Entity Members** – Partnerships, trusts or bodies corporate or unincorporated bodies in or through which persons who are Members, or include a Member or Members, practise as public accountants.

Full definitions for these membership categories are available in our By-Laws, which can be downloaded [here](#).

The number of members in each category as at 30 June 2025 is listed in Table 2 below.

*Table 2: Total membership breakdown by category (all locations)*

Category	Total Number
Affiliate / Non Member Principals	2,289
CPP Holder/Partner	17,865
Provisional	22,269
Other Full Members	98,167
<b>Total Individual Members</b>	<b>140,590</b>

<sup>12</sup> Applicants for Affiliate membership are required to (amongst other things) have at least 5 years full time post-qualification experience in their area of expertise; hold a tertiary degree from an Australian, New Zealand or comparable university (or in the alternative have recognised professional standing in their area of expertise); agree to be bound by the standards of practice and professional conduct and by discipline; demonstrate an understanding of ethical and public practice requirements; and be fit and proper.

Practice Entity Members AU	1,532
Practice Entity Members NZ	-
<b>Total Practice Entity Members</b>	<b>1,532</b>
<b>Total All Members</b>	<b>142,122</b>

Further information on CA ANZ's membership options can also be found [here](#).

### 6.3 Membership Breakdown by Large Firm

Table 3 shows the breakdown of our membership by category and by Large Firm as at 30 June 2025.

*Table 3: breakdown of membership by Large Firm (All locations – majority in Australia)*

Firm	Affiliated	CPP- Holder/Partners	Provisional	Other- Full	Practice- Entity	Total
PwC	249	525	960	1,505	11	3,250
KPMG	322	470	1,221	1,611	3	3,627
EY	512	460	1,081	1,050	62	3,185
Deloitte	582	479	1,296	1,493	8	3,858
BDO	83	358	717	836	18	2,012
Grant- Thornton	36	215	448	431	5	1,135
<b>Total</b>	<b>1,784</b>	<b>2,507</b>	<b>5,723</b>	<b>6,926</b>	<b>107</b>	<b>17,047</b>

## 6.4 Membership Fees

Membership fees for the 2026 financial year (from 1 July 2025 until 30 June 2026) are set out in Table 4 below.

Table 4: Membership Fees

<b>Full Membership</b>	<b>Australia (AUD incl GST)</b>	<b>New Zealand (NZD incl GST)</b>	<b>Overseas (Not in Australia or New Zealand) (AUD)</b>
<b>Chartered Accountant (CA)</b>	\$899.00	\$971.00	\$817.27
<b>Associate Chartered Accountant (ACA)</b>	\$719.00	\$777.00	\$653.64
<b>Accounting Technician (AT)</b>	\$354.00	\$383.00	\$321.82
<b>Certificate of Public Practice (CPP) holder (includes membership fee)</b>	\$1,584.00	\$1,713.00	\$1,440.00
<b>Affiliate</b>	\$1,584.00	NA	\$1,440.00
<b>Non Member Principal</b>	NA	\$1713.00	NA
<b>Provisional Membership</b>	<b>Australia (AUD incl GST)</b>	<b>New Zealand (NZD incl GST)</b>	<b>Overseas (Not in Australia or New Zealand) (AUD)</b>
<b>Chartered Accountant (CA)</b>	\$452.00	\$483.00	\$410.91
<b>Accounting Technician (AT)</b>	\$210.00	\$229.00	\$190.91

## 7. Complaints, Investigations and Sanctions Data

Table 5 sets out the complaint, investigations and sanctions data relevant to members employed or in partnership with the Australian practices of the Large Firms for the period 1 December 2024 to 31 December 2025. Total data for the period is provided for context.

We have added a column in Table 5 showing the corresponding data for the period 2019 to November 2024 where that data was provided to the Committee under cover of letter dated 22 November 2024.

We refer to our correspondence to the Committee dated 7 March 2025. Our complaints data is published in our annual report and reported to the PSC and other bodies without identifying members' place of employment or membership segment.

The publication of firm level investigations and complaints data for some firms may disclose the progress of the Professional Conduct Committee's investigations. Given the resource intensive nature of investigations, we are concerned to keep confidential any information which may undermine those investigations, the availability of evidence or which could prejudice proceedings or provide grounds for members to challenge disciplinary decisions in the courts.

On that basis, we provide aggregated data below, which evidences the significant scale of activity undertaken by the Professional Conduct Committee in relation to members employed or in partnership in the Australian practices of the Large Firms, and provide details of whether the action resulted from a self-report, third party complaint or on information (that is, material referred by CA ANZ, including through Practice Quality Review, or other information in the public domain). We have provided links to disciplinary decisions where the complaint has resulted in a published outcome. We refer the Committee to our 2025 Annual Professional Standards, Regulation and Conduct Report which provides details of the Professional Conduct Committee's proactive investigations in 2025.

This data has been manually extracted from our complaint records, noting that members' place of employment it not a relevant factor in the assessment, investigation or determination of complaints or currently a structured data field for the purposes of generating reports. It has been checked but not independently verified.

The data below contains these details for the period **CY19-November 2024** and from **1 December 2024 to 31 December 2025**.

Table 5: Complaints data from 1 December 2024 – 31 December 2025

	Total CY19-Nov 2024	Complaint source			
		Self- Report	CA ANZ <sup>13</sup>	Third Party	Total
<b>Total complaints received by Professional Conduct Committee (PCC)</b>	<b>1622</b>	<b>332</b>	<b>135</b>	<b>240</b>	<b>707</b>
Total complaints received by PCC (Large Firms)	182	286	7	15	308
<b>Total complaints resolved by PCC</b>	<b>1588</b>	<b>309</b>	<b>180</b>	<b>221</b>	<b>710</b>
Total complaints resolved by PCC (Large Firms)	133	275	52	7	334
<b>Investigated complaints resolved by the PCC</b>					
		<b>301</b>	<b>142</b>	<b>73</b>	<b>516</b>
Investigated complaints resolved by the PCC (Large Firms)	105	274	37	0	311
<b>PCC outcomes (Large Firms)</b>					
	Total CY19 – Nov 2024	Self-report	CA ANZ	Third Party	Total
Caution	67	187	16	0	203
Consent Order <sup>14</sup>	3	2	2	0	4

<sup>13</sup> Complaint source includes CA ANZ monitoring of media, court and regulator decisions and 'on information' investigations.<sup>14</sup> Outcomes: one published decision (see footnote 15) and two ASIC referrals.

BDO <sup>15</sup>	-	0	1	0	1
No further action	9	1	15	0	16 <sup>16</sup>
Professional Reminder	26	83	4	0	87
Practice Review	-	1	0	0	1
<b>Complaints not investigated by the PCC (Total)</b>					
Complaints not investigated by the PCC <sup>17</sup> (Large Firms)	26	0	10	7	17
<b>Complaints resolved by the Disciplinary Tribunal or Appeals Council (Total)</b>					
Complaints resolved by the Disciplinary Tribunal or Appeals Council (Large Firms)	2	1	5	0	6
PwC <sup>18</sup>		1	1	0	2
KPMG <sup>19</sup>		0	1	0	1
EY <sup>20</sup>		0	2	0	2
Grant Thornton <sup>21</sup>		0	1	0	1

<sup>15</sup> See <https://www.charteredaccountantsanz.com/-/media/0aedf255f2b942fa9b3133381aa999e1.pdf>

<sup>16</sup> No further action was taken in cases where: the offence was not substantiated by evidence (13 matters); matter resulted in an undertaking (see public decision <https://www.charteredaccountantsanz.com/-/media/a8fbe2407268495ea3123ed4e02d223c.pdf>); and 2 matters where an offence was substantiated but PCC decided NFA appropriate.

<sup>17</sup> Reasons for no investigation include: 3 complaints were lacking in substance, vague, imprecise and unsupported by evidence; 5 complaints an alleged conflict of interest was unsubstantiated, investigation discontinued. In 3 complaints the member provided substantial evidence in support of no offence and other regulatory bodies took no action. 3 investigations were discontinued on the basis that matter related to historical issues that would be no longer practical to investigate. 2 complaints were withdrawn by complainant. In 1 complaint the complaint lodgement requirements were not met.

<sup>18</sup> See <https://www.charteredaccountantsanz.com/-/media/70232e3f99ed4a81b958de324562dfcb.pdf> and <https://www.charteredaccountantsanz.com/-/media/af655407e1b94057bc6cbb724c0e8409.pdf>

<sup>19</sup> No published decision.

<sup>20</sup> See <https://www.charteredaccountantsanz.com/-/media/1a814e24e2cb4b62905d33943147c315.pdf>

<sup>21</sup> See <https://www.charteredaccountantsanz.com/-/media/0682c8142cd7476b95aa2a159068ef28.pdf>

Disciplinary Tribunal / Appeals Council Outcomes	CY19-Nov 2024	Self-Report	CA ANZ	Third Party	All
<b>Terminated (Total)</b>		<b>2</b>	<b>12</b>	<b>4</b>	<b>18</b>
<b>Terminated (Large Firms)</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>0</b>	<b>1</b>
Grant Thornton <sup>22</sup>		0	1	0	1
<b>Suspended (Total)</b>		<b>3</b>	<b>10</b>	<b>2</b>	<b>15</b>
<b>Suspended (Large Firms)</b>	<b>1</b>	<b>0</b>	<b>3</b>	<b>0</b>	<b>3</b>
PwC <sup>23</sup>		0	1	0	1
EY <sup>24</sup>		0	2	0	2
<b>Censure (Total)</b>		<b>1</b>	<b>2</b>	<b>1</b>	<b>4</b>
<b>Censure (Large Firms)</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>
PwC <sup>25</sup>		1	0	0	1
<b>Fines (Total)</b>		<b>1</b>	<b>1</b>	<b>1</b>	<b>3</b>
<b>Fines (Large Firms)</b>	<b>0</b>	<b>1</b>	<b>1</b>	<b>0</b>	<b>2</b>
PwC <sup>26</sup>		1	1	0	2

## 8. Other matters

The Committee has asked for details of other matters relevant to providing confidence to the Australian community in the capacity of the sector. CA ANZ develops tools and resources to meet members' development needs, makes submissions on standards in the public interest and applies a continuous improvement lens to all professional standards programs, informed

<sup>22</sup> See <https://www.charteredaccountantsanz.com/-/media/0682c8142cd7476b95aa2a159068ef28.pdf>

<sup>23</sup> See <https://www.charteredaccountantsanz.com/-/media/70232e3f99ed4a81b958de324562dfcb.pdf>

<sup>24</sup> See <https://www.charteredaccountantsanz.com/-/media/1a814e24e2cb4b62905d33943147c315.pdf>

<sup>25</sup> See <https://www.charteredaccountantsanz.com/-/media/af655407e1b94057bc6cbb724c0e8409.pdf>

<sup>26</sup> See <https://www.charteredaccountantsanz.com/-/media/70232e3f99ed4a81b958de324562dfcb.pdf> and <https://www.charteredaccountantsanz.com/-/media/af655407e1b94057bc6cbb724c0e8409.pdf>

by regular benchmarking. We work with other professional bodies and agencies in support of effectively responding to matters within our remit.

Table 6 provides a non-exhaustive list of attachments and links to resources and other materials developed by CA ANZ in 2025 and 2026 to date, to support our members to meet their professional and ethical obligations and community expectations in their practice. The documents and materials may be accessed via the links below. Documents which are not linked are provided via the USB delivered to the Committee's office.

*Table 6: Other matters*

Document	Attachment
Members' Handbook including Member Self-disclosure Guidance	Link <a href="#">here</a>
Quarterly Ethics Digest – October 2025	<b>Attachment A</b>
Quarterly Ethics Digest – January 2026	<b>Attachment B</b>
Personalised letter sent to Scheme participants (28 March 2025)	<b>Attachment C</b>
Invitation – Professional Standards Roadshow	<b>Attachment D</b>
AI Fluency Playbook	<b>Attachment E</b>
CA ANZ AI Learning Options	<b>Attachment F</b>
Guidance Note – N1 Client records – ownership, possession, access and disclosure	<b>Attachment G</b>
Submission – Proposed Revisions to APES 110 Code of Ethics for Professional Accountants (including Independence Standards) addressing the Work of an External Expert	<b>Attachment H</b>
CPD Frequently Asked Questions	<b>Attachment I</b>
<i>Acuity</i> article – Professional Standards Scheme	<b>Attachment J</b>
<i>Acuity</i> article – Create the career you want with member benefits	<b>Attachment K</b>
<i>Acuity</i> article – Six ways to earn continuing professional development (CPD) hours	<b>Attachment L</b>
<i>Acuity</i> article – How to manage your CPD	<b>Attachment M</b>
<i>Acuity</i> article – Seven trends set to reshape the accounting profession in 2025	<b>Attachment N</b>
<i>Acuity</i> article – AI's impact on accounting: staying ahead in the new era	<b>Attachment O</b>

<i>Acuity</i> article – Streamlining disciplinary proceedings	<b>Attachment P</b>
<i>Acuity</i> article – Understanding firm events	<b>Attachment Q</b>
<i>Acuity</i> article – When to declare and self-report	<b>Attachment R</b>
<i>Acuity</i> article – How to handle client complaints effectively	<b>Attachment S</b>
<i>Acuity</i> article – Why client monies demand extra care	<b>Attachment T</b>
<i>Acuity</i> article – Accounting for financial abuse	<b>Attachment U</b>
Artificial Intelligence Resource Hub	Link <a href="#">here</a>
Podcast – <i>Small Firm, Big Impact</i> – CA ANZ’s Professional Standards Scheme – your questions	Link <a href="#">here</a>
Website Review and Update – CA ANZ’s Professional Standards Scheme	Link <a href="#">here</a>
Website Review and Update – Professional Indemnity Insurance	Link <a href="#">here</a>
Website Launch – Artificial Intelligence Resource Centre	Link <a href="#">here</a>
Website – Global Ethics Day	Link <a href="#">here</a>
Participation in the Australian Human Rights Commission’s <b><i>Financial Elder Abuse Project</i></b>	Link <a href="#">here</a>

## Acknowledgement of Traditional Owners

Chartered Accountants ANZ acknowledges the land throughout Australia as Traditional Lands of the Aboriginal and Torres Strait Islander peoples and we respect their spiritual relationship with their Country and to their Elders past and present.

We also acknowledge them as the custodians of the Land and Waters, and that their cultural and heritage beliefs are important to Aboriginal and Torres Strait Islander peoples today.

### Te Tūtohu i te Tangata Whenua

Nō roto mai i te kauanuanu, e tūtohu ana a Chartered Accountants ANZ ko ngā iwi Māori te tangata whenua o Aotearoa.

### Acknowledging Tangata Whenua

Chartered Accountants ANZ acknowledges and respects ngā iwi Māori as tangata whenua of Aotearoa New Zealand.

**He aha te mea nui o te ao?  
He tāngata! He tāngata! He tāngata!**

What is the most important thing in the world?  
It is people! It is people! It is people!