

Policy Type	Constitutional Principles
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Introduction

This Membership Policy is a mandatory policy which is central to the governance framework of Financial Counselling Queensland Inc. (FCQ).

The purpose of this Membership Policy is to set out the expectations on all FCQ members to ensure an effective contribution to financial counselling and financial capability services in Queensland.

The policy sets out procedures as to how members acquire membership with FCQ and the required professional conduct to maintain membership. It:

- a) includes members' responsibilities under the National Standards and under FCQ's Rules of Association;
- b) aims to build a common understanding between the FCQ Management Committee, FCQ's members and FCQ staff as to membership processes and procedures; and
- c) facilitates the effective governance of FCQ.

The Regulatory Framework

Financial Counselling Agencies are exempt from holding an Australian Financial Services Licence and an Australian Credit Licence, but these exemptions are subject to strict conditions. Broadly, the exemptions for both licences require that the Financial Counselling Agency:

- does not charge any fees or receive any remuneration arising from the financial counselling service;
- does not provide any financial product advice or credit activity outside those permitted by the exemptions;
- ensures that its Financial Counsellors have appropriate training and adequate skills and knowledge; and
- ensures that its Financial Counsellors are a member of, or eligible for membership of, a Financial Counselling Association.

Code of Ethical Practice

All members of FCQ must comply with FCA's Code of Ethical Practice. It is of paramount importance that financial counselling services are independent of credit providers. If a Financial Counsellor is concerned that industry funding, resources, joint projects and/or sponsorship may impact their capacity to provide an independent service which upholds the principles of the Code of Ethical Practice, the Financial Counsellor should refer to the policies of FCA and FCQ and discuss their concerns with the Chief Executive Officer of FCQ or the Chair of the Management Committee of FCQ.

Compliance with the Regulatory Framework and Code of Ethical Practice

To facilitate compliance with the Regulatory Framework and the Code of Ethical Practice, practising FCQ Accredited and Associate Members and members working as Student Financial Counsellors:

- are required to join FCQ if the majority of their clients reside in Queensland;
- are required to work for a not-for-profit community service organisation which provides financial counselling services free of charge;
- cannot be employed by, or volunteer in: the finance industry, or an entity that holds a credit licence or an entity which offers unregulated financial products;
- are responsible for providing evidence of compliance to FCQ to enable FCQ to appropriately monitor compliance with CPD, Supervision and other requirements; and
- are required to renew their membership of FCQ by 31st December each year.

Definitions

Applicant means any individual or organisation that submits an application for membership of FCQ.

Association refers to Financial Counselling Queensland Inc.

Continuous Professional Development (CPD) is the reinforcement or acquisition of skills or knowledge relevant to the workplace.

Credit Provider refers to any organisation holding a credit or financial services licence, or engendering debt obligations from consumers, clients or customers.

External training refers to any training activity that has not been registered for via the Members' portal.

Face to face refers to a meeting or conversation between people who are physically in the same place.

Full time equivalent (FTE) is defined as working for 30 hours per week or more.

General Meeting means a general meeting of members convened in accordance with the Rules of Association, including an Annual General Meeting.

Grace period refers to the period from 1st January to 15th of January during which members whose membership expired on 31st December in the preceding year will be considered eligible for membership, for the purposes of the licensing exemptions.

Independent evidence is documentation issued by a third party to confirm the member's CPD or professional supervision records are accurate and true. Examples of evidence include certification of attendance / completion of CPD or Professional Supervision, receipts of payment for CPD or Professional Supervision, completed training materials, signed records of supervision by Supervisor.

Licensing exemptions refer to the Corporations Regulations, sub regulation 7.6.01 (zb) https://www5.austlii.edu.au/au/legis/cth/consol_reg/cr2001281/s7.6.01.html and the National Consumer Protection Regulations, sub regulation 20(5) https://classic.austlii.edu.au/au/legis/cth/consol_reg/nccpr2010486/s20.html.

Members' portal refers to the password protected area of the FCQ website, with access restricted to FCQ members and employees only.

Membership year runs from 1st January to 31st December.

National Standards means Financial Counselling Australia's National Standards for Membership and Accreditation and National Standards for Supervision agreed to by State and Territory Financial Counselling Associations, as amended from time to time.

Not-for-profit community service is an organisation that exists to serve community purposes and does not distribute its surplus funds to owners or shareholders, but instead uses them to help pursue its goals.

Part time is defined as working less than 30 hours per week.

Professional Supervision is a formal relationship between Supervisor and Supervisee designed to promote wellbeing, facilitate reflective practice, explore ethical issues, develop casework skills and foster best practice.

Registered Training Organisation (RTO) is a training provider registered by Australian Skills Quality Authority, or in some cases a state regulator, to deliver vocational education and training (VET) services.

Remote Support Financial Counsellor means an Accredited Financial Counsellor who is not physically located in the same workplace as a Student Financial Counsellor and who has been approved by FCQ to provide structured mentoring, oversight and support under an FCQ approved Remote Support Financial Counsellor arrangement. A Remote Support Financial Counsellor must maintain regular contact with the Student Financial Counsellor through communication methods agreed between the parties and approved by FCQ and assist the student to achieve the required work placement or employment learning outcomes.

Renewal period means the period from 1st December to 31st December during which membership renewals are open.

Rules refers to the Rules of Association.

Membership Categories

FCQ is a professional association for Financial Counsellors working in Queensland. From 1st January 2024, there are five categories of membership:

1. Affiliate (non-voting)
2. Student (non-voting)
3. Associate
4. Accredited
5. Life (non-voting, unless practising as a financial counsellor)

Voting rights of FCQ members are determined by the Rules. Affiliate, Student and Life Members, who are not practising, do not have voting rights.

Affiliate Members

Any person or organisation affiliated with the financial counselling sector in a related role, for example: financial counselling agencies, retired financial counsellors, financial capability workers, registered training organisation staff, agency managers, consumer lawyers, mental health workers and youth workers. This list is not exhaustive.

To be eligible for membership of FCQ as an Affiliate member, a person or agency must demonstrate:

- that they are, or that they are employed by, a not-for-profit community service organisation which provides financial counselling or capability and resilience services in Queensland, free of charge; or
- a fundamental link to FCQ and its members; or
- a purpose for affiliate membership that is of benefit to FCQ and its members.

Affiliate members of FCQ are not Financial Counsellors. They cannot:

- call themselves Financial Counsellors;
- be a member of the FCQ Management Committee; or
- vote at FCQ meetings.

Student Members

A person who is:

- actively studying the Diploma of Financial Counselling CHC51115 or CHC51122; and
- if also working (i.e. employed or volunteering (e.g. undertaking Diploma work placement)) as a Student Financial Counsellor with a not-for-profit community organisation which provides financial counselling or capability and resilience services in Queensland, free of charge, they must be working under the day to day and face to face direction of a practising Accredited Financial Counsellor or under a Remote Support Financial Counsellor arrangement.

Rights and Obligations of Student Financial Counsellors

Student Financial Counsellors:

- May attend FCQ meetings, including the AGM, without voting rights;
- Will be issued with a Student Certificate of Membership without a National Registration Number;
- If working as a Student Financial Counsellor, must work under the day to day and face to face direction of a practising Accredited Financial Counsellor, or, where an Accredited Financial Counsellor is not available within the physical workplace, under the direction of a Remote Support Financial Counsellor;
- Must seek FCQ approval prior to commencement of a Remote Support Financial Counsellor arrangement. Such an arrangement may only be utilised where FCQ is satisfied that appropriate supervision, mentoring, oversight and learning opportunities can be provided to the Student Financial Counsellor. FCQ may refuse, approve or apply conditions to any arrangement.
- Must maintain regular and documented contact with the Remote Support Financial Counsellor through communication methods approved by FCQ as part of the arrangement, sufficient to support the student's learning objectives and achievement of placement outcomes;
- Must follow any conditions imposed by FCQ on the approval or continuation of a Remote Support Financial Counsellor arrangement, including reporting, contact frequency, record-keeping requirements, review periods, learning objectives or other requirements considered necessary to support the student's learning and development;
- Must inform FCQ of the name and contact details of the Accredited Financial Counsellor or Remote Support Financial Counsellor under whose direction they are working;
- Must ensure that all correspondence including letters of authority must be in the name of that Accredited Financial Counsellor; and
- Must meet the equivalent CPD and Supervision requirements as for practising Financial Counsellors if working as a Student Financial Counsellor.

Evidence required upon upgrade from Student to Associate Membership

All Students applying for upgrade to Associate Membership must provide:

- a copy of their Diploma of Financial Counselling; and
- if they have been working as a Student Financial Counsellor, evidence from their agency of their role and weekly hours of employment.

Associate Members

A person who:

- is a qualified Financial Counsellor (i.e. holds the Diploma of Financial Counselling); but
- has not yet had 24 months post-qualification full-time practice or 36 months post-qualification part-time practice; and
- if practising as a financial counsellor, meets the requirements for CPD and supervision; or, if not currently practising as a financial counsellor, meets the requirements for CPD.

Evidence required upon upgrade from Associate to Accredited Membership

All Associate Members applying for upgrade to Accredited Membership must provide written evidence of:

- 24 months post-qualification full-time practice or 36 months post-qualification part-time practice; and
- continuous membership with a State/Territory peak financial counselling association throughout the relevant post qualification period; and
- the satisfactory completion of an additional accreditation process covering technical, skills and ethics topics relevant to the financial counselling profession. The national accreditation process is still in its development stage. Pending completion, an interim accreditation process is being used by FCQ.

Members can contact FCQ staff to confirm eligibility, discuss the process and gain support with the pathway to accreditation.

Interim Accreditation Process

- FCQ requires completion of a self-assessment of your skills, knowledge and attributes as a Financial Counsellor.
- FCQ requires evidence of the completion of an Aboriginal and Torres Strait Islander cultural competency course.
- FCQ requires the member to demonstrate the technical, skills and ethical knowledge obtained in their Associate experience:
 1. the member may choose to discuss a recent de-identified case, providing copies of case notes, financial details and supporting documents, or
 2. the member may choose to complete a case study provided by FCQ.
- During the assessment process, if FCQ is uncertain about the member's knowledge and experience within certain topic areas, FCQ will ask the member to participate in a support period to gain additional skills and knowledge in those areas. This will be communicated back to their Line Manager and Professional Supervisor.

Time Limit

The maximum time a person can remain as an Associate Member without consideration of additional requirements is 4 years.

Accredited Members

A person who:

- is a qualified Financial Counsellor (i.e., holds the Diploma of Financial Counselling); and
- has had 24 months full-time post qualification practice or 36 months part-time post qualification practice; and
- if practising as a Financial Counsellor, meets the requirements for CPD and supervision; or, if not currently practising as a Financial Counsellor, meets the requirements for CPD; and
- if applying for Accredited Membership for the first time, has satisfactorily completed an additional accreditation process covering technical, skills and ethics topics relevant to the financial counselling profession.

Life Members

Life membership is bestowed by FCQ and FCQ may make rules about the member's status, privileges or requirements, provided that if the member is practising as a Financial Counsellor all relevant requirements of this Membership Policy still apply.

FCQ Life Membership Guidelines

Life membership is conferred on FCQ members who have made a significant and substantial commitment to the Association. For example, long term active membership of the Association, major contributions to the financial counselling sector in Queensland and significant involvement with the FCQ management committee. It is not recognition for having enjoyed long- term employment as a financial counsellor which should be recognised at the appropriate level. Its purpose is to recognise only the most noteworthy contributions. Life membership is an honorary status. If life members continue practising as a Financial Counsellor, they must maintain current membership requirements and pay their annual membership fees.

Nomination Process

Any member of FCQ with voting rights can nominate another member or previous member for Life Membership. The nomination should include a description of the person's contributions to FCQ and be seconded by at least one other FCQ member with voting rights. It should be forwarded in confidence to the FCQ Chief Executive Officer by email or post. Nominations will be considered by the FCQ Management Committee at the following management committee meeting. If the nomination is successful, it will be announced at the Committee's discretion, but within an appropriate timeframe. If unsuccessful, the FCQ will outline in writing to the nominator, why the nomination was unsuccessful. This will be done in a confidential manner.

Membership Application

All applications for membership, new and renewal, are to be submitted electronically using the relevant online form on the FCQ website. The Applicant or renewing member, as appropriate, will be required to declare and verify their eligibility for the membership category being applied for in accordance with the FCQ Membership Policy and agree to the terms of membership with FCQ.

The Management Committee in accordance with the Rules delegates the approval of membership applications to the CEO of the Association. In the event that a membership application is not approved, an Applicant may appeal the decision in accordance with the FCQ Membership Related Appeals Policy.

Renewal Period

The Renewal period for membership each year is from 1st December to 31st December. A fully completed application must be submitted via the Members' portal by 31st December.

There is a grace period from 1st January to 15th January. During the grace period, members whose membership expired on 31st December in the preceding year will be considered eligible for membership, for the purposes of the licensing exemptions, until such time as an application for renewal is received by the Association or the grace period ends, whichever occurs earlier.

In accordance with the Rules, members are not eligible to vote at a General Meeting of the Association if the member's annual subscription is in arrears.

Absence from Active Membership

If a Financial Counsellor who was compliant with this policy stops practising as a Financial Counsellor and does not maintain their membership and their absence from practice is less than 12 months, the Financial Counsellor can return to their former membership category without additional requirements.

If the absence from practice is greater than 12 months, FCQ will decide on a case-by-case basis as to whether the Financial Counsellor will need to meet additional requirements to return to their previous membership category (e.g., additional CPD and/or the successful completion of the accreditation process covering technical, skills and ethics topics). FCQ may consider a member's role, relevant changes to laws and practice, experience, length of absence, employer supports and activities during their absence. As a general guide, FCQ will require the Financial Counsellor to re-enter the profession as an Associate Member, thereby allowing FCQ time to assess any additional requirements which need to be met.

Pro-Rata Requirements

Where a member has not practised as a financial counsellor for a period of three months or more within a membership year, the requirements for CPD and Professional Supervision outlined in the Mandatory - Minimum Number of Hours of Supervision and CPD Rules will be applied pro-rata based on the months the member was working as a financial counsellor in that membership year. For example, a new Associate member commences employment on 1st October working 10 hours a week. The member will need to complete 5 CPD points and 1.5 Professional Supervision hours before 31st December.

Professional Supervision

The requirements for Professional Supervision are set out in the National Standards for Supervision which have been agreed to by FCQ. Members are encouraged to refer to the National Standards for Supervision, available on FCA's website, for additional background information and explanations.

Supervision requirements apply to: practising Associate Members, practising Accredited Members and to Student Members working as Financial Counsellors.

Purpose and Delivery

The purpose of Professional Supervision is to ensure Financial Counsellors receive the support necessary to provide the highest possible standard of service to their clients.

Professional Supervision is delivered by Professional Supervisors and by Specialist Supervisors.

Context

Because casework is the foundation of a Financial Counsellor's role, Professional Supervision must always include a significant focus on this aspect. This policy therefore requires that at least 50% of the minimum hours of Professional Supervision must be provided by an Accredited Financial Counsellor approved by a State/Territory Association as a Professional Supervisor.

This could mean that a Financial Counsellor may have more than one Supervisor (the second Supervisor being the Specialist Supervisor) to adequately address their needs. For example, they may wish to match their learning needs toward a particular skill set. These include, but are not limited to:

- Discipline specific - problem gambling, family violence, disaster recovery, drug and alcohol, consumer law.
- Interdisciplinary needs - motivational interviewing, reflective practice, counselling skills, compassion fatigue and burnout prevention, risk management, working with other professionals.
- Field of practice – mental health, young people, aged care.

Line Management Supervision is a different process to Professional Supervision, although there are overlaps between the two roles. Both are concerned with aspects of the Financial Counsellor's wellbeing, performance, caseload management, case outcomes and training but Line Management Supervision has an administrative, operational focus, with the Line Manager accountable for performance management and reporting. The relationship between Supervisee and Supervisor is not based on formal performance assessment but rather, freed from the constraints of organisational reporting, the Supervisee is better able to reflect on their practice and discuss a range of matters including casework-related, ethical, cultural, personal or sensitive issues.

It is important to note that Line Management Supervision does not count as Professional Supervision. FCQ will not recognise a Financial Counsellor's direct line manager, or another manager/team leader who may at times assume line management responsibility for that Financial Counsellor, as that Financial Counsellor's Supervisor.

Mandatory Policies

There are four mandatory policies with no options for a different approach. These are:

- Who can be a Supervisor?
- The minimum number of hours of supervision
- The minimum number of hours of supervision to be provided by a Professional Supervisor and
- There must be a written agreement between each Supervisor and Supervisee.

Mandatory—Who can be a Supervisor?

If a Financial Counsellor only has one Supervisor (a Professional Supervisor), then that person must themselves be a Financial Counsellor who:

- is an Accredited member of a State/Territory Financial Counselling Association with a minimum of three years full time equivalent experience; and
- has successfully completed an approved supervision course and, where appropriate, subsequent refresher courses (see below); and
- has been approved by an Association as a Professional Supervisor.

If a Financial Counsellor has more than one supervisor, then the other supervisor (**a Specialist Supervisor**) could be a professional with a discipline-specific skill set. FCQ must approve the engagement of Specialist Supervisors.

Mandatory - Minimum Number of Hours of Supervision

If practising as an Associate or Accredited Financial Counsellor, or working as a Student Financial Counsellor, the minimum number of hours of supervision required are:

- employed 0.5 FTE or more – 10 hours per membership year
- employed less than 0.5 FTE – 6 hours per membership year

If a financial counsellor holds Associate Membership or Student Membership and is therefore new, or relatively new, to the sector, they are strongly encouraged to undertake more regular supervision sessions.

Mandatory – Amount of Supervision by a Professional Supervisor

At least 50% of the minimum hours of Professional Supervision must be provided by a Professional Supervisor.

Mandatory – Written Agreement between Supervisor(s) and Supervisee

For Supervision provided via a one-on-one relationship (as opposed to Group Supervision), it is mandatory to have a written agreement between the Supervisee and each of their Supervisors.

This will provide clarity around roles, preserve boundaries in the relationship and prevent misunderstandings. The agreement should also cover confidentiality and dispute resolution processes.

The National Standards for Supervision provide a draft agreement.

Other Policies – Best or Acceptable Practice

The other policies allow for some flexibility setting out a best practice approach and an acceptable approach. This recognises that some agencies and Financial Counsellors will not be able to meet the best practice approach. This could be for various reasons, including remoteness or the agency being severely under-resourced.

Best or Acceptable Practice: Choice of Supervisor

Best Practice	Acceptable Practice	Unacceptable
Supervisee driven: the financial counsellor chooses their supervisor or Supervisors	Supervisor(s) chosen by the financial counsellor, after consultation with the agency	Agency imposed

Best or Acceptable Practice: How Supervision is Delivered

Best Practice	Acceptable Practice	Unacceptable
One-on-one relationship provided face to face.	One on one relationship provided by phone or video. Maximum of 50% of supervision can be provided in a group setting, facilitated by a Professional Supervisor or a Specialist Supervisor. The remainder must be through a one-on-one relationship, either face to face, by telephone or video. Where group supervision or case conferences take place, there should be no more than eight participants (face to face, phone or video).	Online chat or email. More than 50% of professional supervision is in a group setting. The group supervision is not facilitated by a Professional Supervisor or a Specialist Supervisor. There are more than eight participants in the group supervision or case conference.

Best or Acceptable Practice: External or Internal Supervision

Best Practice	Acceptable Practice	Unacceptable
Professional and Specialist Supervisor(s) are external to the agency.	Professional and Specialist Supervisor(s) are employed by the agency (but outside of any line management responsibility for the financial counsellor).	The Professional and Specialist Supervisor(s): • Cannot be the financial counsellor's direct, or indirect, line manager. • Cannot be another manager/team leader who may at times assume line management responsibility for that Financial Counsellor.

Best or Acceptable Practice: Agreement between the Agency and Supervisor(s)

Best Practice	Acceptable Practice	Unacceptable
There is a signed agreement between the agency and each Supervisor about how the arrangements will operate. This is particularly important when the Supervisor is external to the agency.	There is a verbal discussion or understanding between the parties, which is informally documented.	There is no discussion about expectations.

The National Standards for Supervision provide a draft agreement.

Approval of Supervisors by FCQ

FCQ must approve Supervisors who provide Professional or Specialist Supervision to members of FCQ. To facilitate this process, Supervisors seeking approval should complete the relevant form in the Members' portal. FCQ maintains a Supervisor directory on the Members' portal.

Supervisors are required to be approved on an annual basis. Where a Supervisor has been approved by another State or Territory Association, FCQ will accept that approval.

Where a Financial Counsellor changes their Supervisor, they are required to notify FCQ within one month of the change.

Approved Supervision Course

Financial Counsellors providing Professional Supervision must have successfully completed a supervision course approved, in advance, by FCQ. At times, FCQ will contract an approved provider to run these courses. FCQ publishes a list of approved providers and will review new courses as they are presented for approval.

A refresher course in supervision is required to be completed by Professional Supervisors every 3 years. Evidence of completion will be necessary as part of the annual approval process.

Cost of Supervision

Supervision is part and parcel of employing a Financial Counsellor and best practice is for Supervision to take place during work hours.

Some Supervisors charge a fee, typically where the Supervisor is external to the agency. If a cost is involved, agencies accept this as part of the overall costs of employment.

Communication with the Agency

Unless there are extraordinary circumstances, it is not appropriate for any Supervisor to provide reports to agencies apart from confirmation of dates and times when supervision has taken place.

Extraordinary circumstances refer to situations where the Supervisor has serious concerns about the safety of the Financial Counsellor, or of the Financial Counsellor's client, or that there may have been contraventions of the Financial Counselling Code of Ethical Practice.

Professional Indemnity Insurance

Supervisors may wish to consider professional indemnity insurance.

Cross Border Supervision

In line with the National Standards, a Professional or Specialist Supervisor does not have to be in the same State/Territory as the Financial Counsellor they supervise.

If a Supervisor has been approved by one Association to provide supervision, this means they will be automatically accepted by other Associations.

Continuing Professional Development

Continuing Professional Development (CPD) is the reinforcement or acquisition of skills or knowledge relevant to the Financial Counselling role.

Application

CPD requirements apply to all Associate and Accredited Members and to members working as Student Financial Counsellors.

Amount

A Financial Counsellor must complete 20 points of CPD per membership year.

Categories

There are three categories of CPD. Each training session will be classified into one or more of those categories.

Technical – e.g. content knowledge relevant to legal issues, banking, fines, EDR/IDR, superannuation, hardship, insurance, completion of Statements of Financial Position.

Skills – e.g. counselling, mental health, communication (written, verbal), interviewing, cultural awareness, suicide prevention/training and negotiation.

Ethics – e.g. conflict of interest, boundaries, counselling relationships, cultural awareness, options-client choices; appropriate referral to other services.

CPD Rules

CPD points for a membership year are calculated based upon CPD Activities, defined in the CPD table below, according to the following rules:

- There must be at least one Activity from each of the three CPD categories of technical, skills and ethics.
- There is a mandatory requirement to undertake a minimum amount of Facilitated Interactive Training per membership year of 3 points. This is because this form of training is seen as critical for maintaining professional standards. The other requirements applying to Facilitated Interactive Training are:
 - All 20 CPD points can be derived from this activity, however you can only claim a maximum of 10 points for any one course.
 - A maximum of 6 points per day can be claimed.

For other activities, the maximum that can be claimed per activity is 10 points per membership year. This is to ensure financial counsellors access a broad range of CPD activities.

Please note that some activities have lower limits as set out in the table.

Points Table for CPD

CPD ACTIVITY	Points
Attending plenary sessions at a State or FCA conference	Maximum of 2 points per conference
Facilitated interactive training e.g. face to face and live webinar	1 hour equivalent to 1 point
Non-facilitated interactive training e.g., e-Learning	1 hour equivalent to 1 point
Listen/watch only training e.g., audio-lecture / podcast/ webinar recording	1 point per recording
Preparation and delivery of a training session relevant to the sector	4 points per individual training session
Delivery of a training session relevant to the sector where the material has already been developed	2 points per individual training session
Reading article about technical and educative aspects of financial counselling	1 point per article (max 2 points in a membership year)
Research project contributing to policy work	3 points per project
Contribution of an article on a relevant topic to media / newsletter / association material	1 point per article
Membership of an Association board or advisory committee or of FCA Representative Council	2 points maximum for all memberships combined per membership year
Online questionnaires developed by financial counselling associations that test current knowledge	1 point each, maximum 3 points per membership year
Supervisors only – provision of professional supervision to a financial counsellor	1 point per person supervised (max 4 points in a membership year)
Mentoring a Diploma of Financial Counselling student on placement	1 point per person mentored (max 4 points in a membership year)

Record Keeping for CPD and Supervision

All Associate and Accredited Financial Counsellors and members working as Student Financial Counsellors must keep records of their CPD and Supervision for a period of 12 months following the conclusion of each membership year. The CPD and Supervision Summary must be submitted to FCQ as part of the membership renewal process each year and is available on the Members' portal.

The CPD Summary records:

- The date, topic and points allocated for each CPD activity.
- Independent evidence of all External training activities uploaded by the member.
- The total CPD points achieved for the calendar year.

The Supervision Summary records:

- The name of each Supervisor
- The date and length of each session.
- The mode and type of supervision.
- The fully completed and Supervisor/s signed supervision record uploaded by the member.

Supervisors must keep their own records of each supervision session.

Membership Compliance

A random audit of member compliance will be conducted annually to ensure members are meeting the professional standard requirements for CPD and Professional Supervision as outlined in the National Standards and the FCQ Membership Policy.

The following will be automatically included in the audit:

- Members who have had any special provisions imposed on their CPD and Supervision requirements for the preceding membership year.
- Members who are upgrading from Associate to Accredited membership
- Members who fail to submit a renewal application by the end of the Grace period.

The audit will ensure Independent evidence confirming the completion of any External training has been uploaded by the member. Examples of acceptable evidence include certification of completion of CPD, receipts of payment for CPD, completed training materials.

The audit will ensure members have uploaded Independent evidence of supervision sessions attended. Examples of evidence include receipts of payment for professional supervision, fully completed and signed records of supervision by Supervisor/s.

The FCQ Membership Audit Policy is published on the Members' portal.

Implementation

The Systems and Operations Manager of FCQ is responsible for the implementation and management of this policy. The Policy is to be reviewed annually.

Approval

Approved by the FCQ Management Committee: 12 September 2021

Contacts

For any questions about this policy, contact the FCQ Systems and Operations Manager.

Rachael Taylor

Email: rachael.taylor@fcq.org.au

Version History			
Version Number	Date	Nature of Amendment	Approved by
1	12/09/2021	Replaces FCQ Policy Manual	Management Committee
2	04/12/2023	Updated to align with National Standards	Management Committee
3	03/10/2024	Reformatting and Inclusion of Pro Rata Policy	Management Committee
4	14/11/2024	Interim Accreditation Process	Management Committee
5	14/05/2025	Updated to Reflect Association Name Change	Management Committee
6	01/10/2025	Updated to Reflect Digital Membership Process and Delegate Approval of Membership to CEO	Management Committee
7	26/11/2025	Removal of Agency Affiliate Incentive	Management Committee
8	08/09/2026	Updated to include Remote Support Financial Counsellor	Management Committee