

# 2023 AGM

Questions not addressed at  
the Meeting

## 2023 AGM – Questions not addressed at the meeting

Following are responses to questions submitted by CPA Australia members at the Annual General Meeting (AGM) which were not addressed during the meeting. The questions were submitted via the AGM microsite, either in advance or during the meeting, or were taken on notice by the Chair during the meeting.

This list does not include questions that relate to an individual member's personal circumstances. In those cases, we have responded directly to the member. For answers to questions that were addressed during the course of the meeting, please refer to the AGM recording on the website.

In some instances (which we have identified), we were not able to clearly read some hand-written questions submitted in advance. In these cases, we've provided a response based on our best understanding of the question.

### Questions received in advance – not addressed during the meeting

Member: Louisa Poh

**I hope to see more FCPA events being held during office hours at the premises of CPA Australia or in town - topics more relevant to senior management.**

CPA Australia's membership represents a diverse range of business and industry sectors. In planning events, we try to offer a range of events covering different topics and catering to different member cohorts, including FCPA members. We also look for a mix of in-person, virtual and hybrid events to give as many members as possible the chance to attend.

In some jurisdictions, such as Malaysia, we have found that events held during office hours do not attract as many members compared to those held after hours. Events held after office hours allow the majority of members to attend. Where possible we have also added lunchtime and late evening webinars to our event schedule. We will continue to listen to members about the types of events and topics they are interested in and endeavour to create bespoke events targeting specific member cohorts.

Member: Jefferson Cohen

*(Note: the page numbers listed below relate to CPA Australia's 2022 Integrated Report.)*

**Kia ora koutou,**

**I have a few questions to ask or suggest:**

**1) It is very difficult to understand what your strategy is on page 14. My understanding is that they are strategic goals, but goals are different from strategy. Can you clarify a bit more?**

The strategy is made up of the four strategic goals that are published on page 14 of the Integrated Report. These strategic goals reflect our response to major issues facing the accounting profession. The goals are used as our strategic themes to focus our activities across the business and incorporate a series of key initiatives that will help us achieve these goals and enable current and prospective members to advance their careers. You can [view the full strategy](#), including information on the co-design process, the external factors that influenced the strategy and the anticipated member outcomes on the website.

**2) How did we validate those data on page 32 regarding GHG emissions?**

Our greenhouse gas or GHG emissions data is collected and validated in different ways depending on the nature of the data. For example, electricity data comes directly from our suppliers and our invoices from them, while travel emissions are calculated directly from the system that we use to book flights and other travel.

This data is entered into a dedicated carbon measurement, which uses emissions factors predominantly sourced from the National Greenhouse Accounts Factors, an approach that aligns with the Climate Active Standard.

Our GHG emissions are also subject to assurance by KMPG.

As noted in the Integrated Report, gaps in our Scope 3 data include emissions from purchased goods and services, waste and water from some offices, ground transport and employee commuting. It also continues to be difficult to source complete data from some of our leased properties, particularly in international markets.

**3) In the risk management page 40, we should also disclose the risk rating after the assessment of likelihood and impact.**

The assessment of 'likelihood' and 'impact' are included to meet the requirements of Integrated Reporting. We thank you for your suggestion and will consider adding a risk rating in next year's report.

**4) Will we open other offices such as in North America to better support local members?**

At present, we have no immediate plans to establish offices in North America. However, our members in North America and other international locations are an important part of our membership base.

Our member services team are focused on serving the needs of all of our members – in Australia and internationally, and we continue to enhance our services through modernising our technology and offering effective personalised communications.

CPA Australia has also invested in developing a range of online complimentary professional development courses, webinars and tools to help members enhance their professional knowledge and support their advancement in their career development – no matter where they live and work.

Member: Ante

**Can the board name another member organisation that fines its members for late renewals, and if they can't, why do we do it? It seems so very silly to do this to the people that this organization is meant to serve.**

CPA Australia provides members with appropriate advance notice of the date for members to pay the annual membership renewal fee. We also provide reminder notices of the due date. A late fee was first applied in 2012, aimed at encouraging members to renew their membership by this date, due to the costs required to follow up late renewals.

Please note that late fees are not applied to reduced or retired membership fees.

Under Article 37(b) of the CPA Australia Constitution, if a member fails to pay their fee, they are given notice when it is 60 days overdue. If it is not paid 30 days following the notice, then they forfeit their membership. A forfeited member must apply to be readmitted to membership if they wish to maintain their designation. This involves effort from the forfeited member, noting they would need to meet the criteria in place for the designation that applies from the date the application is made.

Member: Judy Gao

**What's the procedures if members want to remove particular board directors?**

The procedure for removing a CPA Australia Director is governed by the Corporations Act and the CPA Australia constitution. The circumstances in which a person ceases to be a Director of CPA Australia are set out in Article 43 of CPA Australia's Constitution. You can find [our Constitution](#) on the Website.

Member: NG CHEE HAO

**What is the plan to improve the benefit of the member of Malaysia? I have been a member of CPA since 2008 or 15yrs ago and all the benefits to the member is still status quo. What is the plan for CPA to improve our benefit?**

Malaysia is an integral part of CPA Australia's global network with more than 10,000 members. CPA Australia is always looking to improve the value of membership and the services we offer our members, in every region.

We always aim to deliver a member experience that meets members' needs and goals throughout each stage of their career journey, including providing thought leadership and advocacy for the benefit of members and the public interest.

We offer considerable opportunities for professional development to assist members to advance their careers – including a wide range of complimentary CPD options, engaging member events and increased policy and community advocacy. The ['Courses and Online Learning' page](#) on the website has a section dedicated to Malaysia.

In the first quarter of this year, we held several high-profile engagement events including one with the Minister of Youth and Sports and another with the founder of EY's Neuro-Diverse Centres of Excellence to look at the benefits of Neurodiversity@work.

With digital disruption and new technologies impacting change in businesses and the accounting profession, in particular, we have brought current and relevant topics of discussion with the right players in the market, including data automation, generative AI and data extraction with AI.

There is also a section on the website devoted to conferences and events available in Malaysia – including online and in-person events.

Of course, one of the main benefits associated with membership of CPA Australia is the professional recognition that comes with having the CPA designation, a globally respected designation that denotes finance professionals of the highest calibre.

Member: Shamsudeen Taiwo

**What is the CPA doing on behalf of non-Australians that studied accounting but have been severely neglected by the government in recent immigration invitations?**

**Also, what is the body doing regarding professionals that cannot get jobs in their field?**

CPA Australia has made submissions to the Australian Government on the Migration Program Planning Levels for 2023-24 and the Future of the Migration System review to highlight the importance of permanent residency pathways, rebalancing the skilled migration program and the need for a skills-based skilled migration program.

CPA Australia has partnered with the Australian Government to deliver the Skills Assessment Pilots for the accounting profession. The pilots look to boost workforce participation in key industry sectors, with government incentives to deliver faster skills assessments, skill assessment opportunities for migrants and employability assessments.

One of the focus areas of the CPA Strategy is to support members to develop interdisciplinary and contemporary skills to accelerate career success and meet the needs of the evolving profession.

In particular, we are developing a Career Success Strategy that enables members to undertake courses aligned to specific Career Success Profiles, which includes both technical and interdisciplinary skills. This will include both just in time learning (short courses), micro-credentials, conferences, workshops and live webinars.

Member: Jeremy Shum

**Is CPA Australia looking to offer specialist groups like other professional bodies do for instance, specifically in accounting services for health professionals, and so forth?**

CPA Australia currently does not offer specific training programs based on industry sectors. Our professional development programs are aimed at assisting members to advance their careers in general and with specific technical knowledge, through a wide range of CPD options, engaging member events, and increased policy and community advocacy.

Divisional Councils coordinate various divisional committees and discussion groups that cover a wide range of special interest topics, including specific industry sectors.

We also convene six Centres of Excellence, which are made up of members and experts who provide advice to inform our policy responses to issues affecting the profession and the wider community. The Centres of Excellence cover digital transformation; ESG; ethics and professional standards; external reporting; retirement savings; and taxation.

Member: Shripat Surana

**1) AI induced Economy changes may demand frequent movement & CPA from paid to sub-employment role & vice-versa. Past portfolio of skills, qualifications & experience of members need to be preciously protected in databases open to relevant Australian regulators like the Tax Practitioners' Board. Good standing past & current members must be saved from expensive & harassing Duplication & red tape.**

We have not been able to identify all parts of the handwritten question. However, it seems to relate to the changing nature of the economy, including artificial intelligence (AI) and different forms of work, and how CPA Australia is ensuring that members' portfolio of skills, qualifications and experience are visible to Australian regulators, such as the Tax Practitioners Board (TPB).

CPA Australia works closely with the TPB to align continuing professional education requirements as closely as possible to our requirements of members, and to provide our members with CPE events tailored to TPB requirements. The most recent changes to TPB CPE were made in close consultation with CPA Australia and other professional associations.

The Review of the Tax Practitioners Board suggested improvements to the TPB Public Register, and CPA Australia is also advocating for enhanced information sharing between government agencies through the Modernising Business Registers Program.

We continue to support efforts to consolidate and share member information to support the "tell us once" approach for government agencies.

**2) What is CPA Australia's plan to address problems faced by long standing Public Practitioners to secure TPB (AU) license? Current licensing regime is very subjective. It disregards post CPA experienced beyond the most recent 8 years, clearly ignoring permanently acquired tax skills. CPA Public Practice without a tax license is of no use. A Few miscreants have led TPB to treat CPA Australia members with suspicion in the name of Consumer Protection?**

We have not been able to identify all parts of the handwritten question. However, it seems to relate to CPA Australia's plan to address problems faced by long standing public practitioners in securing registration with the TPB? In particular, the lack of recognition of experience older than eight years.

CPA Australia and other representatives are involved in the TPB's Tax Practitioner Governance and Standards Forum and the Education Working Group. We are also active participants in consultation on the reforms arising from the Review of the Tax Practitioners Board including Recommendation 4.1 related to primary qualifications.

We continue to advocate for the retention of the TPB registration pathway for members of a professional association, recognising that this alleviates the need for members to undertake Board approved courses to satisfy TPB registration requirements.

We recognise the need to ensure the delivery of high-quality tax practitioner services supported by contemporary knowledge, while also seeking to promote alternative approaches where the 8-year requirement may be unreasonable or unfair.

*(Member Shripat Surana also submitted a question online during the meeting, which related to recognition of previous tax agent experience by the TPB.)*

Member: Amorntha Banjongluesak

**It would be great if CPA can decrease the membership fee to help support all the CPA members dealing with significant increase of inflation interest rate, and cost of living.**

We are very conscious of the impact that the cost of living is having on individuals and organisations, and we are committed to continuing to provide service and value to members.

CPA Australia increased membership fees by modest amounts in 2021 and 2022, in both years by less than the rate of inflation. This followed four consecutive years of no change to membership fees. Our membership and CPA program fees have risen by less than CPI since 2017 and remain highly competitive.

Member: Shanaka Wijesuriya

**1) What steps have we taken to control costs to minimise fee increases to members?**

As highlighted in the response to the above question, CPA Australia increased membership fees by modest amounts in 2021 and 2022, in both years by less than the rate of inflation. This followed four consecutive years of no change to membership fees. Our membership and CPA program fees have risen by less than CPI since 2017 and remain highly competitive.

We are conscious of controlling our costs as much as possible and have taken a number of measures to manage costs during this period, including:

- Limited travel for all staff in all regions;
- Strict controls on hiring new staff; and
- A pause on all discretionary spending.

Plus, some of our planned projects were paused or will be completed over a longer time period.

We believe our membership fees are comparable to other professional bodies based on the services we offer, and CPA Australia provides a significant amount of complimentary professional development.

As always, members can apply for reduced fees if their ability to earn an income has been significantly impacted for a lengthy period.

**2) How are we involved with the govt in the tax debate on excessive reliant on high income tax?**

We regularly engage with the government on a range of matters, including in relation to taxation matters.

While we acknowledge the political challenges faced by the Government in relation to tax reform, we continue to advocate for change and seek bipartisan support and buy-in from state and territory governments to provide Australians, businesses and investors with greater certainty and more efficient taxation in the future.

Member: Kevin O'Dea

**To current state of negotiation (if any) of merging with Chartered Accountants Group?**

CPA Australia is not involved in any discussions around a merger with other professional bodies.

Member: Faud Aliyev

**Is there a possibility to pay annual membership fees via instalments?**

At this stage there is no facility that enables members to pay their membership fee in instalments, however, we are looking at this possibility in the future.

Member: Salvatore Cammarata

**1) CPA to stand for Certified Public Accountant**

The letters of designation “CPA” are used by a member with the membership status, Certified Practising Accountant *which is a finance, accounting and business professional. Certified Practising Accountant is the membership status described and set out in our Constitution for a fully qualified member. The Board sets the criteria to be met to attain CPA status under the By Laws.* To offer public accounting services, CPAs must also complete CPA Australia's Public Practice Program and hold a Public Practice Certificate in accordance with the CPA Australia's By-Laws.

**2) Simplify post nominals to just "CPA" get rid of \*FCPA & ASA & can we then have some nice looking certificate of membership?**

The post nominals CPA, FCPA and ASA each refer to specific stages of a member's journey and denote an individual member's level of experience. The designations are set out in Constitution and the Board sets the criteria to be met to attain each status under the By Laws. The relevant status is included in each membership certificate issued. This is important so any member of the public is clear what status the member has if viewing the certificate.

Member: Pamela Angus-Leppan

(Note - We have not been able to identify all parts of the handwritten question. We've inserted ellipses in the sections that were not clear.)

**Several years ago you invited members who were no longer active to respond. The messages you circulated inviting older or senior members to comment on plans suggested by the current executive about steps that you recommended to allow for continued interest in the provision of further valuable information for older retired members.**

**Also, general suggestions. I now request the auditor to report on what was being proposed originally to enable retired members to remain active and continue to learn and suggest further developments of CPA. As a member who has spent over 5 years working as a senior accountant and company director, I am ... to continue my ... relationship which would ... and update your Committee's activities.**

**I wish to request your committee to keep me informed about new accounting technological developments of value and reference to CPA members.**

**I recommend that you to ensure that this information and the developments of how technology should be provided as almost all your active members could achieve real advantage.**

**I also request you to inform me about the services that you provide from your auditors or legal department should be a reference where appropriate for your current members. Thank you.**

We have not been able to identify all parts of the handwritten question. But, it seems the question relates to how members can provide feedback and input to CPA Australia, where to access information of technology developments as well as courses and events available for retired members.

CPA Australia values all members, and we are always happy to hear feedback on how we can improve value and increase services. Each year we invite members to provide feedback on performance and satisfaction in our annual membership engagement survey, which is sent to members who have opted-in to participate in research. We have also launched our Voice of

Customer program that aims to identify the moments that matter across the membership lifecycle, from Associated members through to retired members.

We are making significant investments in technology, including the website and our member management and finance system, which aims to increase our ability to provide more personalised services to members at each stage of their career. We convene a Digital Transformation Centre of Excellence to inform our policy positions on the impacts of technology on the profession, and we offer a range of data, technology and cyber security courses that are available to all members, including a suite of micro-credential courses on data and digital.

Members can keep up to date with the technological developments in the accounting profession through our various media and content channels. This includes monthly digital magazine INTHEBLACK (<https://intheblack.cpaaustralia.com.au/magazine>), technology articles on INTHEBLACK website (<https://intheblack.cpaaustralia.com.au/technology>), regular eNewsletters such as CPA Update, and CPA Australia's three podcasts (<https://www.cpaaustralia.com.au/tools-and-resources/podcasts>). Our publication INPRACTICE also features articles on tax, insolvency, small business, technology and more: <https://www.cpaaustralia.com.au/public-practice/inpractice>.

In planning events, we offer a range of inclusive and specialist events to cater for all age and industry demographics, including retired members. In Australia our Third Age network hosts events for retired members. In Australia, we have a third-age network (TAN) that provides members with ongoing learning, networking and professional development opportunities, and supports the transition to working less. Plus, the INTHEBLACK website contains a selection of feature articles about retirement:

<https://intheblack.cpaaustralia.com.au/search#q=retire&first=1&sort=relevancy&numberOfResults=20>

Member: Erika Marsh

**Covid is under control (hopefully). Can we have more face-to-face events again? Maybe some of these can also be broadcast for online attendance just like the AGM.**

Engaging with members is a priority for CPA Australia. During COVID we moved to an online environment and members responded positively to virtual events. We have continued to offer virtual online events as these afford members the opportunity to attend regardless of their location. We have also returned to face-to-face events as well as using technology to offer hybrid events. In 2022 we held more than 1800 events around the world in a mix of in-person, online and hybrid formats. We know that members get a lot out of attending face-to-face events and we plan to continue holding them where possible.



## Questions taken on notice during the meeting

Member: Mehak Jain

**My query is around page number 114 where I just need to have an understanding around business development activity where I could see that it has been increasing up by \$0.5 million under the professional services expenses. Simultaneously under travel and catering expenses, within the same head, business development activity, contributing to increase of \$1 million within the year, simultaneously the advocacy expenses where I could see 200% increase within a year under travel and catering expenses. I just wanted to know what constitutes the business development activity plus what is the material change in the advocacy head which leads to 200% increase in the expenses? It's page number 114.**

*(Note: The question relates to the increase in expenditure on advocacy and business development as disclosed in the Integrated Report.*

*At the meeting the Chair, Merran Kelsall AO FCPA, and the CEO, Andrew Hunter, addressed the question by responding that the increase related to a resumption of normal activity as we emerged from COVID, with an increase in travel for advocacy and face-to-face member engagement, in part to catch up for the period when travel restrictions and lockdowns prevented in-person member engagement. There has also been engagement with government and emerging markets. We are a global organisation with nearly 50,000 members are based in the Asian region and nearly 2,000 members in Europe. Personal interaction with our members is important to the way we provide services. It's important that we talk to people on the ground about policy, tax and audit issues. We are very sensible and very prudent when it comes to spending members' money on travel.*

*The question was taken on notice at this point.*

In addition to the general increase in activity post COVID, the main drivers of the increase for the professional services within business development relates to specific development activities within emerging markets, including India and our participation in the World Congress of Accountants (WCOA 2022), as well as the costs associated with the opening of the Abu Dhabi office. Both of these activities are significant in our ability to represent the profession, provide services and grow our membership in these regions.

## Questions received by text – not addressed during the meeting

The following questions were submitted by David A

**Will the board provide more details in the balance sheet and notes to accounts instead of the minimum that is currently provided and if not will the board enable the members to has a say as to whether they want more details in the financial reports?**

CPA Australia's financial reports are prepared in accordance with the requirements of the Corporations Act and appropriate accounting standards. Building on previous years, the Integrated Report features an increased level of disclosure and transparency, particularly on environment, social and governance (ESG) issues and Net Zero Emissions. Our Integrated Report provides members with an insight into the material aspects of CPA Australia's operations and the ways we create value now and into the future, including a Statement of Profit or Loss and other comprehensive income, statements of financial position, changes in members' funds and cash flows, as well as detailed notes on the financial statements. The level of disclosure is in response to the relevant accounting standards along with member expectations and is benchmarked against membership organisations of a similar size and business sector.

**Who are the most important stakeholders of CPA and don't those stakeholders deserve more detailed financial reports to help them access the performance of CPA Australia.**

We disclose our stakeholders on page 26 of the 2022 Integrated Report. With respect to CPA Australia's financial reports, as per the previous question, CPA Australia's financial reports are prepared in accordance with the requirements of the Corporations Act and appropriate accounting standards. Building on previous years, the Integrated Report features an increased level of disclosure and transparency, particularly on environment, social and governance (ESG) issues and Net Zero Emissions. Our Integrated Report provides members with an insight into the material aspects of CPA Australia's operations and the ways we create value now and into the future, including Statement of Profit or Loss and other comprehensive income, statements of financial position, changes in members' funds and cash flows, as well as detailed notes on the financial statements. The level of disclosure is in response to the relevant accounting standards along with member expectations and is benchmarked against membership organisations of a similar size and business sector.

**Will the states provide their state members with a financial report to clarify what is happening with the states funds collected and funds expenses and if not why not?**

CPA Australia is a global organisation and provides financial reports for the entity as a whole. The respective divisions are not separate entities and do not provide separate financial reports.

**How is the board being ethical when it provides so little details in the financial report for the members to review?**

The Board is committed to transparency. We prepare an Integrated Report that provides members with an increased level of disclosure and transparency as well as insight into the material aspects of CPA Australia's operations and the ways we create value now and into the future. This includes an extended Statement of Profit or Loss with supporting notes on expenses, additional disclosures on taxation, remuneration for directors and key management personnel and detailed information on our member demographics, KPIs and targets, as well as our performance on our annual Member satisfaction survey.

Over the past few years, we have increased disclosures in our financial statements including an extended Statement of Profit or Loss with supporting notes on specific expense lines, additional disclosures in respect of tax as well as disclosures on remuneration for directors and key management personnel. Our level of disclosure exceeds that of similar organisations reporting under Australian Accounting Standards.

**What was the total amount paid to consultants during the 2022 financial report?**

CPA Australia engages expertise from external providers as appropriate to ensure that we deliver the highest levels of services and support to members. The costs associated with consultants are in note 5e of the Integrated Report.

**What was the total amount paid to external standard boards/ ethical boards both here in Australia and overseas?**

This information is disclosed on page 126 of the Integrated Report in Note 17: Commitments / Other commitments.

**Can you please advise the cost associated with the new branch which CPA has established in the Gulf States - UAE and why this is required?**

CPA Australia serves more than 172,000 members in around 100 countries across the world. We are pleased to be growing our membership in the Gulf Cooperation Council region, and opened an office in Abu Dhabi to service those members. Costs associated with the Abu Dhabi branch are disclosed on page 12 of the Integrated Report.

**Can you please advise what is the cost associated with the UK branch and provide further details of the fees collected from those members and the expenses associated with those branches?**

The table on page 12 of the Integrated Report outlines the revenue and costs directly and indirectly related to each location in which CPA Australia operates. The costs associated with the UK are

included in the Europe results, which saw a deficit of \$709k in 2022, that was primarily due to allocation of head office overhead expenses.

As a global organisation, we continue to invest in all locations where our members are located to ensure member service levels are appropriately delivered and accessible, regardless of geographic borders. CPA Australia is a global organisation and provides financial reports for the entity as a whole. The respective divisions are not separate entities and do not provide separate financial reports.

**Can you please advise whether the China mainland branch of CPA is running at a loss or is making a profit and is the current Chinese government policy relating to foreign education impacting upon its operation and education standards?**

The table on page 12 of the Integrated Report outlines the revenue and costs directly and indirectly related to each location in which CPA Australia operates. The result for China (including Hong Kong) in 2022 was a deficit of \$4,221m, which was primarily due to the impacts of lockdowns in mainland China to manage the COVID pandemic and the allocation of head office overhead expenses.

CPA Australia has long-standing ties with Greater China, operating three offices in mainland China plus an office in Hong Kong. Our membership has grown to 15,489 members in Hong Kong and nearly 6500 in mainland China. As a global organisation, we continue to invest in all locations where our members are located to ensure member service levels are appropriately delivered and accessible, regardless of geographic borders.

**Can you please advise whether the state presidents will provide its state members with a report on their performance and explain what they are doing for their members in their state?**

CPA Australia is a global organisation and provides financial reports for the entity as a whole. The respective divisions are not separate entities and do not provide separate financial reports. Page 12 of the Integrated Report sets out the revenue and costs related to each location in which CPA Australia operates. Divisional Presidents communicate regularly with members in their respective divisions through fortnightly e-newsletters that detail activities within the division.

**Will the board provide a more detailed reconciliation of the income tax and if not why not?**

There are substantial disclosures and reconciliations related to CPA Australia tax arrangements on pages 115-118 of the Integrated Report.

**Can you please advise the number of members that were involved in the member satisfaction survey and what was the breakdown from state to state and international branches?**

For the 2022 Member Engagement Survey, 8.7 per cent of members who are opted-in to research participated in the survey, which represents 7694 respondents. This information is disclosed on pages 11 and 52 of the 2022 Integrated Report. Data from the survey is weighted back to our entire database using several factors including location to ensure it is representative of our entire membership.

**Why is the CPA online library so difficult to use and navigate?**

The CPA Library is currently being upgraded as part of the ongoing enhancement of the website. We apologise for any difficulties you have experienced in navigating the CPA library or searching for items.

We thank members for their patience as we develop a new CPA library that will offer advanced functionality with a more intuitive layout, easier navigation and an improved search function. As soon as the enhancements are complete, we'll be inviting members to attend online information sessions about the CPA library. Members interested in attending one of these sessions can email us on [cpalibrary@cpaaustralia.com](mailto:cpalibrary@cpaaustralia.com)

In the meantime, the CPA library continues to offer members access to a wide range of specialist accounting education and professional development resources – including books, e-books, journals, newspapers, conference papers, audio-visual material and other resources. Contact the CPA library on [cpalibrary@cpaaustralia.com](mailto:cpalibrary@cpaaustralia.com) if you have any questions or would like assistance searching for specific items.

**Why is the CPA entering into agreements with the Indian Accountants associations and does this mean that accountants from India will have an easier path to becoming full members of CPA Australia?**

CPA Australia enters into agreements with professional accounting bodies and educational institutions around the world, including in India, as a way to strengthen our relationships and promote the CPA designation globally. These agreements enable CPA Australia members to work across international jurisdictions. Members of other professional accounting bodies who wish to become full members of CPA Australia must meet the professional and education requirements of CPA Australia.

**Why are there so little member engagement for non-junior members? Are the senior members of CPA non-longer important for member engagement?**

CPA Australia has a diverse membership spanning a broad age spectrum, from age 20 to 70 plus, representing different business and industry sectors. In planning events, we offer a range of inclusive and specialist events to cater for all age and industry demographics, including members working at senior executive level. In Australia our Third Age network hosts events for retired members. We continue to listen to members about the types of events and topics they are interested in, and the data now available via our Voice of Customer program and the Fully Qualified Journey Group means we are in a better position to create bespoke events targeting specific member cohorts.

**Will CPA Australia do any member engagement outside the city centre or are those members just not important to engage with?**

CPA Australia values all members and we host inclusive events and activities in all regions where members live and work. In Australia we have regional branch networks that run local face-to-face events and regional discussion groups, while international divisions hold member engagement events throughout their jurisdictions. CPA Australia also holds events online, giving members the chance to join regardless of their location. In 2022 we held more than 1800 events around the world, including in-person, online and hybrid events, that attracted 56,900 attendees.

**Will CPA Australia offer more employment training internally within CPA Australia for graduates to obtain training and technical knowledge?**

CPA Australia offers ASAs and CPAs a wide range of employability skills training, including a complimentary suite of short eLearning courses to support career development. These courses include an interview simulation featuring common accounting roles, creating a best practice resume, and more. In addition to the CPA Program, CPA Australia provides an extensive range of professional development options across all technical accounting and interdisciplinary knowledge areas, with a growing number of courses offering a micro-credential to enable recognition of their achievement and digital sharing.

**What is CPA doing to improve the standard of education of accounting students and training of students at University so those students have increased chance of obtaining work?**

CPA Australia supports and works closely with the university sector to ensure the standard of accounting education improves the opportunities for students to obtain employment in the profession. This support is primarily in the form of accreditation where efforts are made to assure the quality of educational programs, their providers and to promote improvements in accounting education quality. Further, CPA Australia provides resources to academics to undertake research and collaborate to advance accounting education and maintain relevance in the workplace. Accounting students are also supported by CPA Australia through our complimentary CPA Student Network, support of accounting student societies, and the provision of trained CPA Member Ambassadors who present to students on the realities and expectations of accounting in practice.

**What is CPA Australia doing to improve the opportunities and funding for member engagement in CPA discussion groups? The website details relating to discussion groups appears outdated.**

CPA Australia operates approximately 180 discussion groups across our 13 Divisions. They are based around industry sectors, specific fields of accounting, or geographic and career journey group networks. Discussion Groups are supported by local Divisions and managed independently by CPA members who act as Discussion Group Convenors.

Examples of recent improvements to Discussion Groups include supporting many to now live-stream their sessions enabling members all around the world to access their content. They are listed on the website along with contacts for each group. While we endeavour to keep the website up to date, discussion groups are member driven and there may be occasions where there is a delay in updating information. Please contact your local office for any queries on discussion groups in your area of interest.

**Does CPA Australia provide member details and emails address to external organisations which are engaged by CPA Australia and how is CPA ensuring the those details are not misused?**

CPA Australia is acutely aware of the importance of protecting the personal information of members. We are committed to processing it responsibly and in compliance with applicable data protection laws in all countries in which we operate. Our Privacy Policy sets out our general privacy practices in the collection, uses and handling of personal information. You can [view our privacy policy here](#). More specific information in relation to handling of member information is contained in the [member collection notice](#).

CPA Australia will disclose the minimum personal information necessary to service providers who have been contracted by CPA Australia to enable them to perform specific services on our behalf. When selecting service providers, we take into consideration their data handling processes and require them to take reasonable steps to protect information from unauthorised access, use and disclosure. When engaging service providers, we enter into legally binding contracts that include privacy and data security obligations. Where required, privacy impact assessments and data security assessments are undertaken.