



CA PROGRAM

Candidate Support, Health, Wellbeing, Safety and Advocacy

CA ANZ is committed to supporting the health, safety and wellbeing of CA Candidates and ensuring, as far as practicable, a safe and healthy environment for our people, candidates and members.

CA Program candidates are supported by a range of health, safety and wellbeing services that have been designed to ensure a candidate's learning environment is safe, inclusive, equitable and free from unlawful discrimination, harassment, vilification, victimisation, bullying or other adverse and inappropriate behaviours.

The information following is provided as a guide to support services for CA Program candidates including: • Counselling Support • Accessibility Support • Academic and Course Progression Support • Candidate Advocacy Support • Safety Online • Incident and Hazard Handling and Reporting • Indigenous Accountants network • Other available support services for CA ANZ Members.

Emergency contacts	
Ambulance	Australia: call 000 New Zealand: call 111
Accident and incident reporting	CA ANZ Member Support Team (see key contacts below) If you are feeling unsafe right now, call 000 (Australia) or 111 (New Zealand)
Assault	If you have experienced sexual assault or sexual harassment and feel you would like to speak to someone for support or information
Defibrillators (to find where located across the CA ANZ office sites)	Australia contact 1800RESPECT, phone: 1800 737 732 New Zealand contact National Sexual Harm Helpline 'Safe to Talk' ph. 0800 044 334. These services provide 24/7 access to free and confidential information and support.
Key contacts	
CA Program Candidate Support	Email: CandidateSupportProgram@charteredaccountantsanz.com
CA ANZ Member Support Team	Australian CA Program candidates Call 1300 137 322 (Australia) +61 29290 5660 (outside Australia) 6am – 8pm (AEST) New Zealand CA Program candidates Call 0800 4 69422 (New Zealand) +64 4474 7840 (outside New Zealand) 8am – 10pm (NZ time) Email: service@charteredaccountantsanz.com Monday to Friday (excluding Public Holidays)
CA ANZ's Wellbeing services for members	https://www.charteredaccountantsanz.com/member-services/mentoring-and-support/ca-wellbeing/ca-wellbeing-australia
Quick links	
myCA member portal	CA Program candidate's space to connect, share, learn, collaborate and manage your enrolment - https://www.charteredaccountantsanz.com/myca
myLearning (Blackboard)	CA Program candidate's online learning portal - https://mylearning.caanz.com/
myLearning Technology Support 24/7	24/7 access to myLearning Technology Support - myLearning Technology Support 24/7 Australia 1300 137 322 New Zealand 0800 469 422 Malaysia 1800 804 712 Singapore 0800 6161 337
CA ANZ Library and Information Services	Australia 1300 137 322 New Zealand 0800 469 422 library@charteredaccountantsanz.com

Legal Services (Links opposite open to an external site)	NSW	LawAccess NSW for information about legal assistance services in New South Wales
	VIC	Victorian State Government Justice and Community Safety Services information about legal assistance services in Victorian.
	QLD	Qld Government Legal Mediation and Justice of the Peace Services information about legal assistance services in Queensland.
	WA	LawAccess WA for information about legal assistance services in Western Australian.
	SA	Legal Services Commission of SA for information about legal assistance services in South Australia.
	NT	Northern Territory Legal Aid Commission for information about legal assistance services in the Northern Territory.
	Tas	Legal Aid Commission of Tasmania for information about legal assistance services in Tasmanian.
	NZ	New Zealand Law Society Find a Lawyer for information about legal assistance services in New Zealand .
Health Services (Links opposite open to an external site)		Australian Government health services information for information on ways to access Australia's health services, depending on what sort of help you need. New Zealand Government health care services information for information on ways to access New Zealand's healthcare services, depending on what sort of help you need.

Candidate Counselling Service

All CA ANZ CA Program candidates have access to free and confidential personal counselling. This service is provided through the CA Program's Candidate Support services and utilises the *EAP service of Converge International Pty Ltd.*

Contact [CA ANZ Member Support Team](#) or

Email CandidateSupportProgram@charteredaccountantsanz.com

Candidate Accessibility Support Service

CA ANZ is committed to providing appropriate and reasonable adjustments to CA Program candidates with a documented or diagnosed long term disability or chronic health condition that impacts on their CA Program studies (e.g. chronic medical conditions, hearing or vision impairment and mental health issues, temporary injury or illness, a learning disability, or being a carer for someone with health issues).

Candidates with adjustment needs can register with the CA Program Support Service, which provides reasonable adjustments to registered candidates so that they have an equal opportunity to successfully complete their CA Program and/or meet the inherent requirements of their CA Program modules through an inclusive educational environment.

Prospective candidates are encouraged to meet with a CA Program Support Service Accessibility Consultant before they apply for the program to discuss a range of considerations related to their future study with CA ANZ including module choice considerations, reasonable assistance and support available, the application process, and guidance on accessibility to CA ANZ venues and external services offering supports for computer based online study.

For details see CA ANZ's [CA Program Assistance for Candidates Policy](#).

Contact [CA ANZ Member Support Team](#) or

Email CandidateSupportProgram@charteredaccountantsanz.com.

Candidate Academic and Course Progression Support

Candidates are required to maintain progression in their CA Program course studies as outlined in the CA Program's [Candidate Progress and Support Policy](#).

Candidates who are identified by CA ANZ as being 'at risk' of not meeting their course progression requirements are provided assistance through CA ANZ 's Candidate Progression and Support Program (CPSP).

Types of assistance provided through the program can vary according to a candidate's individual needs and may include.

- Academic support advisory services from a senior CA program candidate support services team member (who can provide liaison, information, referral support, and self-directed study plan development support)
- Wellbeing support, including personal counselling support (see above)
- Accessibility support (see above)
- Identification of a relevant CA ANZ's CA Foundation unit to address an assumed knowledge gap (enrolment fees may apply)
- Identification of a relevant CA Masterclass, for additional study support aligned with the CA Program curriculum that is guided by a CA Program teaching facilitator and is currently available in the form of an interactive webinar or a recorded webinar (enrolment fees may apply).

To enquire about any of the above support contact the Candidate Support team.

Contact [CA ANZ Member Support Team](#) or

Email CandidateSupportProgram@charteredaccountantsanz.com.

Candidate Advocacy

CA Program Candidate Support Services can help candidates navigate policies, procedures and processes.

Areas that they can help you with include – but are not limited to:

- [Special Consideration Applications](#)
- [Assessment/Grade Review Applications](#)
- [Complaints and Decision Appeals](#)

What Candidate Advocacy can do

- Guide you through CA Program policy, procedures and processes
- Link you with relevant policy and CA Program and other CA ANZ services
- Help manage your expectations regarding your options available
- Provide guidance on the type of additional information typically included to support an application or appeal.

What Candidate Advocacy can't do

- Write or contribute content into your application or appeal
- Provide feedback on your prepared application or appeal
- Guarantee an outcome. This service is not the decision-maker and does not have the authority to determine your outcome
- Provide academic advice
- Meet with third parties (agents, parents, friends, etc.) to discuss your situation
- Provide supporting documentation for applications.
- Write letters of support.

To enquire about Candidate Advocacy Support:

Contact [CA ANZ Member Support Team](#) or

Email CandidateSupportProgram@charteredaccountantsanz.com.

Candidate Safety Online

CA ANZ expects CA Program candidates to accept shared responsibility to conduct themselves in a manner consistent with CA ANZ's values and guiding principles to maintain a safe harmonious environment (see [CA Program Code of Conduct](#)).

Whilst CA ANZ management will take all reasonable steps to ensure a safe online learning environment for candidates, CA Program candidates should ensure they take reasonable steps to protect themselves while studying online.

CA Program candidates should ensure they know how to stay safe when studying online, undertaking internet research, and when accessing and participating in online study activities by ensuring they follow the following practices:

- Being aware of websites accessed
- Blocking cyber bullies
- Logging out of sessions, especially on public computers
- To not share personal information over the internet, including their CA ANZ login and password
- Creating a strong password for access
- Always downloading from a trusted source.

There is a wide range of information on the internet providing further guidance on protecting yourself while studying online. Among this information, candidate's may find the "[CyberSafety: An Interactive Guide to Staying Safe on the Internet](#)" guide prepared by Open College's Australia a useful "go-to" online reference.

Candidate's with a concern about their safety online during their studies should contact the CA Program's Candidate Support Service:

Contact [CA ANZ Member Support Team](#) or

Email CandidateSupportProgram@charteredaccountantsanz.com.

Candidate Incident and Hazard Handling and Reporting

As a CA Program candidate, if you notice a hazard or are involved in an accident or incident or a near-miss that affects your health, safety or wellbeing while in transit to/from or participating online or onsite in a CA Program event please undertake the following:

Incident

Defined as any actual or alleged event or situation that creates a risk of harm to the physical or mental health, safety or wellbeing of a CA Program candidate

1. Take immediate action to prevent yourself and/or others from being hurt e.g. alerting staff or getting help
2. Assist any hurt person e.g. apply first aid, call an ambulance (First Aid Officers and Mental Health First Aid Officers can be identified on the posters near most tea points or Civil Defence cabinets)
3. If you are feeling unsafe right now, call 000 (Australia) or 111 (New Zealand)
4. Alert a CA ANZ staff member and provide them your contact details.

The CA ANZ staff member can then act to assess and provide support as appropriate and minimise future risk of an accident/incident.

Hazard

Defined as any source or a situation with the potential to cause harm to a person, environment, equipment or property

1. Take immediate action to prevent yourself and/or others from being hurt e.g. alerting staff or getting help
2. Remove the hazard (if safe and possible to do so) e.g. mop up spills
3. If you can't remove the hazard, let people know of the hazard e.g. put up signs, send alerts or tell them
4. Alert a CA ANZ staff member and provide them your contact details.

The CA ANZ staff member can then act to assess and address the hazard as appropriate and minimise future risk of a hazard/accident/incident.

The CA ANZ staff member will complete CA ANZ's online Incident Report form and if applicable the responsible CA ANZ staff member will then contact you.

The CA ANZ staff member will also complete CA ANZ's online Incident Report form and if applicable the responsible CA ANZ staff member will then contact you.

Contact [CA ANZ Member Support Team](#) or email CandidateSupportProgram@charteredaccountantsanz.com.

CA ANZ's complies with its legislative requirements, including the WHS Act, regulations, codes of practice and industry standards in all the jurisdictions in which we operate. CA ANZ's Safety Management System is aligned with the international occupational health and safety standard, ISO45001

Indigenous Accountants Australia network

CA ANZ in partnership with CPA, through Indigenous Accountants Australia offers indigenous candidates the opportunity

- to connect with others studying business, accounting and finance
- get advice on how to enter the profession and progress your career, and
- receive one-on-one support and help to connect with employers and mentors.

Further details about this network are available online at <https://www.indigenousaccountants.com.au/>

If you are interested in participating in the Indigenous Accountants Australia network contact [CA ANZ Member Support Team](#) or email CandidateSupportProgram@charteredaccountantsanz.com.

Other health and wellbeing services for CA ANZ members

CA Program Candidates as Provisional Members of CA ANZ also have access to a comprehensive suite of health and wellbeing support offerings provided by CA ANZ to all members, which are designed for every stage of a member's career. This includes access to a range of CA ANZ's discussion groups, and social and learning events available to all members (including joining CA ANZ's Young Members chapter events, CA Advisory Group and accessing courses on LinkedIn Learning). By accessing these, candidates can take up the opportunity of development beyond their CA program.

For further details and contact information go to:

- <https://www.charteredaccountantsanz.com/member-services>; or
- <https://store.charteredaccountantsanz.com/>)
- <https://www.charteredaccountantsanz.com/learning-and-events/learning/linkedin-learning>
- <https://www.charteredaccountantsanz.com/member-services/mentoring-and-support/ca-advisory-group>

Document History	
Document ID	CA ANZ Health, Safety and Wellbeing Information for Candidates [20-02-2020]
Document Owner(s)	General Manager CA Program, Head of Education Risk and Compliance
Related documents	This information should be read in conjunction with the following related CA Program policies and procedures : • Candidate Code of Conduct • Assistance for Candidates Policy • Candidate Progress and Support Policy and Procedure • Candidate Special Consideration Policy • CA Program Enrolment Terms and Conditions • Candidate Complaints, Grievances and Appeals Policy and Procedure
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