



Psychotherapy & Counselling
Federation of Australia

PACFA Register - Audit Guidelines

Background

PACFA requires all Registrants to participate in an audit process to ensure their membership and registration renewal is completed correctly. This helps ensure the integrity of the PACFA Register.

PACFA Registrants are not required to provide evidence that they meet PACFA's renewal requirements when renewing their membership/registration each year. Instead, Registrants sign an on-line declaration stating that they have met the renewal requirements. Registrants are required to keep their renewal documents in a Professional Portfolio for the current and previous financial year. ***It is essential that you keep the required renewal documents until your audit takes place.*** All Registrants will be audited once every three years.

The Audit Process

1. PACFA Registrants will be notified by email that an audit is taking place and requested to supply copies of their renewal documentation. To complete the audit, Registrants will be asked to submit one year of renewal documents from the previous financial year.
2. Registrants will be given 3 weeks to send the required documents to PACFA Office.
3. Registrants who do not provide documentation by the due date, or who provide documentation that is unsatisfactory or incomplete, will be given a final notice to provide the required documentation within a further 3 weeks.
4. Failure to submit the requested documents, or to provide satisfactory audit documents that demonstrate that the renewal requirements were met during the period being audited, will result in suspension of PACFA registration.
5. In exceptional circumstances, a Registrant may be given the opportunity to undertake additional CPD or supervision if appropriate records cannot be provided.
6. Registrants who do not complete the audit successfully will be removed from the PACFA Register and will no longer display on the Find a Therapist search engine. PACFA will also notify relevant Health funds to cancel all provider numbers. Registrants will be formally notified that they will be suspended from the register.
7. Registrants who complete the audit successfully will be formally notified that the audit was successful.

Documents You Are Required to Keep

For PACFA registration renewal, Registrants are required to comply with the PACFA [Register Renewal Requirements](#). Registrants should keep their registration renewal documentation in their Professional Portfolio for the current and previous financial years until they are audited.

The portfolio is made up of 5 sections:

1. Professional development records
2. Supervision records
3. Professional Indemnity Insurance records
4. Member Association membership records (if applicable)
5. Ethical conduct records (if applicable)

1. Professional Development records

Registrants are required to keep evidence of professional development activities for the current and previous financial year. Acceptable evidence would be attendance certificates or payment receipts which clearly state the name of the course, the attendee and the hours undertaken. In accordance with the PACFA [Continuing Professional Development Policy](#), ***CPD activities must be directly relevant to clinical practice in counselling and psychotherapy and/or the research evidence base for counselling and psychotherapy.***

2. Supervision records

Registrants must keep supervision records which have been signed by their supervisor for the current and previous financial year. Registrants should use the ***Supervision and Client Contact Verification Form*** (Appendix A). Supervision must comply with the PACFA [Register Renewal Requirements](#). Only eligible Clinical Registrants may claim peer supervision.

3. Professional Indemnity Insurance records

Registrants are required to keep proof that they are covered by professional indemnity insurance. For example, a Certificate of Currency, or a letter from the Registrant's employer stating that the Registrant is covered for their counselling and/or psychotherapy work by the employer's insurance.

4. Member Association membership records (if applicable)

Registrants who have joined PACFA via membership of a PACFA Member Association need to provide evidence that they are a current member of that Member Association. For example, a Membership Certificate or receipt for payment of membership fees.

5. Ethical conduct records (if applicable)

Registrants need to provide information and documents about any ethical conduct issues that have arisen during the period being audited. This includes legal proceedings or criminal investigations relating to your practice, complaints made to PACFA or a PACFA Member Association or other professional association, AHPRA or the Healthcare Complaints Entity in your state or territory.

Appeal Process

Registrants who are removed from the Register due to an unsuccessful audit outcome have the right of appeal. For more information, [download](#) the Register Appeal Process.

Supervision and Client Contact Verification Form

(Please complete a separate form for each supervisor)

Practitioner's Name:			
Reporting Period:	Start date:		End date:
TOTAL Client Contact Hours:	TOTAL Client Contact Hours in Reporting Period:		

SUPERVISOR'S DETAILS

Supervisor's Name:			
Supervisor's Practice Address:			
Supervisor's Qualifications:			
Contact Phone No:		Email:	

SUPERVISION HOURS

Start Date	End Date	Supervisor's Name	Supervision Type Individual / Group / Peer (for eligible practitioners only)	No of Participants in Group Maximum of 6 participants	Supervision Category Student Supervision / Supervision General	Time (in hours)
TOTAL HOURS THIS PERIOD						

SIGNATURES

Supervisor: _____ Date: _____ Practitioner: _____ Date: _____