

# Australian Clinical Neuropsychology Association (ACNpA)

## **Purpose:**

Delivery and support of high-quality professional development for neuropsychologists in Australia.

Promoting and advocating clinical neuropsychology in Australia.

Establishing and maintaining high quality, evidence based clinical standards for the profession of clinical neuropsychology.

Supporting competent, ethical and evidence-based clinical neuropsychological practices.

ACNpA can be contacted via [contact@acnpa.com.au](mailto:contact@acnpa.com.au)

## **Membership Refund and dispute policy**

Australian Clinical Neuropsychology Association (ACNpA) members have made an application for membership and have satisfied the eligibility criteria set out in the ACNpA constitution and any further eligibility criteria adopted from time to time by the Board. ACNpA members are also required to have paid a membership fee.

The following classes of ACNpA membership are currently available:

*(i) Ordinary member:* A person holding a post-graduate degree in clinical neuropsychology that is accredited by the body appointed under the Health Practitioner Regulation National Law Act as the accrediting body for psychology in Australia, or its international equivalent, and who holds endorsement as a clinical neuropsychologist with the Psychology Board of Australia.

*(ii) Associate member:* A person holding a post-graduate degree in clinical neuropsychology that is accredited by the body appointed under the Health Practitioner Regulation National Law Act 2009 as the accrediting body for psychology in Australia, or its international equivalent, who is registered by the Psychology Board of Australia to practise independently as a psychologist, and is eligible to undertake, or is in the process of undertaking, the supervision requirements of a registrar program approved by the Psychology Board of Australia for endorsement as a clinical neuropsychologist.

*(iii) Student member:* A student enrolled in any degree in psychology or clinical neuropsychology that is accredited by the body appointed under the Health Practitioner Regulation National Law Act 2009 as the accrediting body for psychology in Australia.

*(iv) International affiliate member:* A person holding a post-graduate degree in clinical neuropsychology accredited in the country in which it was conferred who is eligible to be registered and to practise as a clinical neuropsychologist in the country in which the degree was conferred according to the legislation and/or regulations and/or guidelines of that country.

*(v) Non-practising member:* A member of the clinical neuropsychology profession who is not actively practising as a clinical neuropsychologist, or who is retired, or on extended leave from practice.

Subject to the Corporations Act the ACNpA board may (i) create any additional class of membership; (ii) vary or cancel membership rights; obligations or privileges; (iii) bar any person from membership in any class; (iv) with the consent of the relevant member, transfer any member from membership in one class to membership in another class.

Disputes regarding the grounds for the expulsion of a member are detailed under rule 7.2 , in the ACNpA constitution. A member is entitled to give the Board in writing, any explanation or defence in response to the expulsion of the member. ACNpA must give the member notice in writing of the expulsion within 10 Business Days of the resolution. The member may request that a resolution made pursuant to rule 7.2 be reviewed by the ACNpA at the next meeting of the Board.

### **Cancellation policies:**

#### **Membership**

Membership period will be determined by the ACNpA Board for 2024-25.

In future years it will be an annual membership.

Membership is not transferable.

There are no refunds for ACNpA membership fees.

#### **Conference and Workshop Registration Refund Policy (attendees)**

**No Refund:** Cancellations of conference registration will not be eligible for a refund.

**Substitutions:** Substitution of attendees is permitted without additional charge. Written notice must be provided to ACNpA before the conference.

**Special Circumstances:** Refunds for cancellations due to medical emergencies, visa issues, or natural disasters will be considered on a case-by-case basis.

**No-Show Policy:** No refunds will be provided for no-shows.

#### **Conference Cancellation Refund Policy (organizer)**

**Refund:** If the conference is cancelled by the organizer, all registered attendees will receive a full refund of the registration fees paid minus a processing fee of \$50.

**Notification:** Registered attendees will be notified of the cancellation via email as soon as the decision to cancel the conference is made.

**Refund Process:** Refunds will be processed automatically via the original method of payment used during registration. Please allow up to 30 days for the refund to be reflected in your account.

**Non-Refundable Items:** The organizer is not responsible for any additional expenses incurred by attendees, including but not limited to travel, accommodation, or other personal costs.

**Rescheduling:** If the conference is postponed to a later date, attendees will be given the option to transfer their registration to the new date or receive a full refund. Details regarding the rescheduled event and instructions for requesting a refund or transferring the registration will be provided via email.

**Force Majeure:** In the event of cancellation due to circumstances beyond the control of the organizer (including but not limited to natural disasters, pandemics, or other emergencies), the organizer will not be obliged to refund any costs incurred by attendees. Full refunds of the registration fees will still be issued.

- *Terms and conditions of promotions*

The terms and conditions concerning discounts, promotions, and other reductions in registration fees or prices for services offered by Australian Clinical Neuropsychology Association (ACNpA) will be determined by the Board. The following terms and conditions apply to all promotional offers including, but not limited to, early bird registration discounts, promotional codes, bundle discounts, and special offers.

- i. **Early Bird Registration:**

- a. Early bird registration discounts may be offered for events, programs, or services to encourage early commitment and participation.

- b. The eligibility period, discount percentage, and registration deadlines will be communicated in promotional materials.

- ii. **Member discount**

- a. Current members of ACNpA will be offered discounts on events, programs or services as a benefit of membership.

- b. The eligibility period, discount percentage, and registration deadlines will be communicated in promotional materials.

- iii. **Other Reductions:**

- a. Other types of reductions, such as promotional codes or bundle discounts, may be offered periodically as determined by the ACNpA Board.

- b. The terms, conditions, and duration of these reductions will be specified in promotional materials and/or communicated through appropriate channels.

- iv. **Transparency and Fairness:**

- a. Discounts and reductions will be offered transparently and applied consistently to all eligible members.

- *Transaction currency*

The purpose of the transactional currency policy is to establish guidelines and procedures for conducting financial transactions in Australian dollars (AUD) within Australian Clinical Neuropsychology Association (ACNpA) to ensure consistency, accuracy, and compliance with regulatory requirements. This policy applies to all financial transactions involving the receipt, disbursement, and recording of funds denominated in Australian dollars (AUD), including but not limited to sales, purchases, salaries, and expenses.

- i. Preferred currency:

- Financial transactions involving the receipt, disbursement, and recording of funds will be in Australian dollars (AUD).

- ii. Currency exchange:

- Transactions involving other currencies may be converted to Australian dollars (AUD) using the prevailing exchange rates as per the company's approved financial policies and procedures. Exchange rate calculations will be based on reliable sources and recorded accurately in financial records.

- iii. Payment methods:

- Payments and receipts in Australian dollars (AUD) shall be processed through approved financial systems or banking channels designated by the company. Alternative payment methods or currencies may be considered only with prior approval from the ACNpA Board.

- iv. Financial reporting:

All financial reporting, including income statements, balance sheets, and cash flow statements, will reflect transactions in Australian dollars (AUD) unless otherwise specified and justified.

- v. **Compliance:**  
All transactions in Australian dollars (AUD) shall comply with applicable laws, regulations, and accounting standards governing currency transactions in Australia. Compliance with anti-money laundering (AML) and counter-terrorism financing (CTF) regulations shall be strictly adhered to.
  - vi. **Record keeping:**  
Accurate records of all transactions in Australian dollars (AUD) shall be maintained in accordance with the company's record-keeping policies and retention schedules.
  - vii. **Review and updates:**  
The policy on transaction currency may be reviewed by the ACNpA Board and Treasurer to ensure its effectiveness, relevance, and alignment with current business practices and regulatory requirements. Updates may be made to the policy as necessary with approval from the ACNpA Board.
- **Security capabilities and policy for transmission of payment card details**  
All credit card payments are processed securely through the Stripe payment gateway. Australian Clinical Neuropsychology Association does not store any payment card details.
  - **Consumer data privacy policy**  
Australian Clinical Neuropsychology Association (ACNpA) collects, uses, stores, and protects consumer data to ensure compliance with privacy laws and maintain consumer trust. This policy on consumer data privacy applies to all employees, contractors, and third-party vendors who handle consumer data on behalf of ACNpA.

#### **Policy Statement:**

- i. **Data Collection:**  
ACNpA collects consumer data only for specified, legitimate purposes related to its activities and data collection methods must be transparent.
- ii. **Data Use and Processing:**  
Data processing activities must be lawful, fair, and transparent to consumers.
- iii. **Data Minimization:**  
ACNpA will collect and retain only the minimum amount of consumer data necessary for its intended purpose, business projections and communications.
- iv. **Data Accuracy:**  
Reasonable steps will be taken to ensure that consumer data collected is accurate, complete, and up-to-date. Members have the right to request correction of inaccurate or incomplete data.
- v. **Data Security:**  
Access to consumer data will be restricted to authorized personnel only on a need-to-know basis.
- vi. **Data Sharing and Third Parties:**  
Consumer data will not be sold, rented, or disclosed to third parties except with consumer consent, as required by law, or for legitimate business purposes with appropriate safeguards in place. Member contact details may be released to third party members if it is deemed appropriate by the ACNpA Board.

- vii. **Consumer Rights:**  
Consumers have the right to access their personal data, request its deletion, and withdraw consent for processing, where applicable. Requests from consumers regarding their data will be promptly addressed and responded to.
- viii. **Compliance and Accountability:**  
ACNpA will maintain documentation of its data processing activities. Employees, contractors, and third-party vendors are responsible for adhering to this policy and reporting any breaches or violations promptly.

## **Privacy and Terms of Service Policy**

### **1. Introduction**

We are committed to the protection of your personal information in accordance with the Australian Privacy Principles set out in the Privacy Act 1988 (C'th). This policy details how we collect, use, manage, and store your personal information.

### **2. What is Personal Information?**

2.1. Personal information, as defined in the Act, means information from which your identity is reasonably apparent. This can include information or opinions about you (whether true or not) and may also encompass sensitive information.

2.2. Sensitive information includes details about your racial or ethnic origin, political opinions, memberships, religious beliefs, philosophical beliefs, sexual preferences or practices, criminal record, or health information. We will only request sensitive information when necessary for providing our services. If you provide unsolicited sensitive information, it may be captured and stored.

### **3. Personal Information We Collect**

3.1. We may collect personal information such as:

- Name
- Contact details (postal address, email address, and telephone numbers)
- AHPRA registration details

3.2. For member applicants, additional personal information may include:

- Gender
- Employment information
- Cultural heritage
- Demographic information
- Academic and professional qualifications
- Membership grades
- Information about disciplinary actions, ethical notifications, professional misconduct investigations, and criminal charges and convictions
- Information relating to requests for special consideration regarding membership or professional development requirements

### **4. How We Collect Personal Information**

4.1. We collect personal information through various means, including:

- During our service provision
- Through correspondence and phone calls

- Event registration forms
- Membership applications and annual subscription forms
- Participation in member services and benefits programs
- Direct interactions or through social media

## **5. Purposes of Collection, Use, and Disclosure**

5.1. We collect, use, and disclose personal information to:

- Process and contact you regarding membership applications and renewals
- Contact members as required by law for the operation of ACNpA
- Provide and manage membership services and benefits
- Establish and operate professional development programs
- Resolve disputes and respond to queries
- Conduct surveys or members and non-members

5.2. We may also use and disclose personal information for reasonably expected purposes related to the above, for other purposes with your consent and as authorized or required by law

5.3. For the purposes above, we may also disclose personal information to:

- Outsourced service providers
- Professional advisers
- Government authorities
- Insurance providers

5.4. For members, certain information may be disclosed publicly or to regulatory bodies as required.

## **6. Overseas Disclosure**

Some third-party service providers may operate globally, including outside Australia (e.g., the USA), for marketing services, survey tools, and data storage.

## **7. Cookies**

7.1. We use cookies to understand user needs and optimize services. Data collected includes IP addresses, device information, browser details and geographic location.

7.2. You can refuse cookies by adjusting browser settings, but this may limit service use.

## **8. Storage and Security of Personal Information**

8.1. We take reasonable steps to secure personal information, but exclude liability for unauthorized access, disclosure, misuse, loss, or corruption of information, except where statutory liability applies.

## **9. Access and Correction**

9.1. We strive to maintain accurate records so far as is practical. Members can update personal details on our website. Non-members can contact us at [contact@acnpa.com.au](mailto:contact@acnpa.com.au).

9.2. You have the right to access and correct personal information. Requests should be made to [contact@acnpa.com.au](mailto:contact@acnpa.com.au) and may incur a fee for document provision.

## **10. Questions and Complaints**

For questions, complaints, or access requests, contact us at [contact@acnpa.com.au](mailto:contact@acnpa.com.au)

## **11. Changes to This Policy**

We may update this policy at any time. Changes will be published on our website.

**Last Updated July 2024**