

MYACFID - Compliance Contacts

Each member organisation of ACFID will have a staff person within that is assigned as the “Compliance Contact”. Primarily, the Compliance Contact is the person that will **receive** all Code of Conduct correspondence, including reminder emails, upcoming training, and/or other relevant information.

FAQs

What can a Compliance Contact do within MYACFID?

A compliance contact has specific permissions allowing them to:

- View edit and **submit** all previous and current Code of Conduct submissions, reports, and certificates.
- View all staff to their organisation and provide them access to the Code of Conduct reporting portal as a CSA Base Contact.
- Register and pay for events as an individual.
- View individual invoices.
- Access and engage in Communities of Practice as an individual.

Can more than 1 person be a Compliance Contact?

No. Only one person within an organisation can be assigned this role.

Who do you recommend should be the Compliance Contact?

We recommend someone in compliance team lead role should take the Compliance Contact role.

That is, staff members from an ACFID member organisation that are responsible for:

- ACFID’s Code of Conduct reporting, managing its schedule, and submitting reports
- organising other staff members to complete Code reporting
- organising Chairs and CEOs to sign off on Code reporting

How do we change who our Compliance Contact is?

To assign the role of Compliance Contact to someone else within your organisation, your organisation’s Primary Contact can add, remove, and edit Compliance Contact permission for staff in their profiles.

What is the difference between Compliance Contact and CSA Base Contact?

The main difference between a Compliance Contact and a CSA Base Contact is that the Compliance Contact can **submit** a Code of Conduct report and **assign** organisational contacts as CSA Base Contacts.

A CSA Base Contact can only **complete** a Code of Conduct report but **cannot submit** on the organisation's behalf.

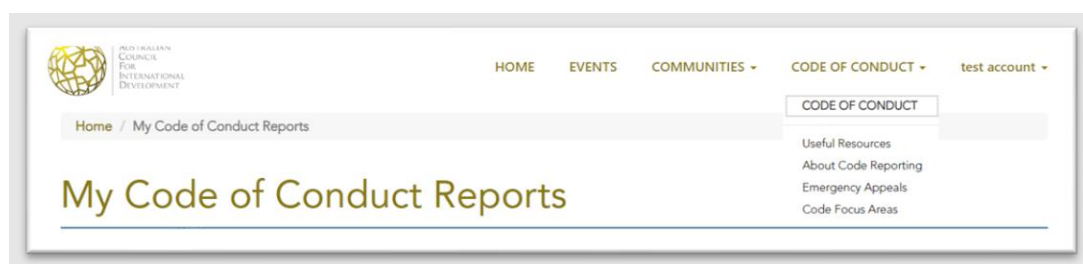
What is the difference between Primary Contact and Compliance Contact?

The main difference between a Primary Contact and Compliance Contact is that the Primary Contact is an **administrative** role that can undertake certain clerical things **on behalf** of the organisation, including **adding, removing, and editing** permissions to all staff contacts.

The Compliance Contact can **submit** a Code of Conduct report and **assign** organisational contacts as CSA Base Contacts.

How do we access our past CSA submissions, exceptions reports, and Certificates of Compliance?

These can all be found under the Code of Conduct Tab (see pic below).



How do I see what roles have been assigned to staff and change roles for staff within my organisation?

There are several allocated roles within the MYACFID Portal. Some of them assign certain privileges to that role, allowing them to do and see different things within the portal. These roles are also recorded in ACFID's CRM, so that we may contact certain role types as required.

These roles (and whether you can change them) are:

Role	What does it do? (in addition to basic user access)	Who can change?
CEO Contact	Approves CSA, receives important communication from ACFID	ACFID
Chair Contact	Approves CSA	ACFID
Primary Contact	Administer your organisations account – add and remove staff	ACFID
Survey Contact	More information to follow	Primary Contact
Finance Contact	View and pay organisational invoices	Primary Contact
Compliance Contact	Can submit code reporting and will receive all communications relating to compliance	Primary Contact
CSA Base User	Access to Code reporting	Primary Contact, Compliance Contact
Executive Assistant	For contact purposes only	Primary Contact
Media Contact	For contact purposes only	Primary Contact
HR Contact	For contact purposes only	Primary Contact
Communications Contact	For contact purposes only	Primary Contact

1. Click on your name in the top right corner and select “Organisations contacts” from the list of options.
2. Select the email address of the person that you wish to view if they have a role assigned or change roles for.
3. Using the Yes/No toggles – change roles as required.
4. Click Submit

Can a single person be multiple roles within MYACFID?

We understand that in some organisations, it is necessary to have one person hold multiple roles. At this stage, we have encountered some errors when certain roles are allocated to the same person. In order to ensure you get correct functionality, please contact membership@acfid.asn.au with details about what you would like to do and we will figure out the best combination for you!

ACFID will be continuing to make improvements to the MYACFID portal as users interact. If you receive error messages when trying to access elements that you believe you should be able to, or if you have suggestions for improvements, please email crm@acfid.asn.au

Thank you for your patience.