

AFCA member portal – contacts and role types

Overview

The new member portal introduces individual accounts and role types to give each person the level of access they need to do their job. It also ensures each complaint is associated with a single contact at each stage of the AFCA process.

Unique email addresses

Each member contact must register for a member portal account with a unique (individual) email address. Each email address is the unique identifier for each account. Once an email address is used by a contact to create an account record, it cannot be used by any other person.

Role-based access

Different roles have different levels of access to cases and other information. Roles such as Administrator, EDR Manager, and Team Manager have access to view all complaints and the ability to assign cases to case workers. Case workers can only view the cases assigned to them.

The following roles can be assigned as the case contact: EDR Manager, Team Manager, and Case Worker.

If you would like to assign a complaint to an Administrator contact, you will need to give this contact an additional Case Worker or Team Manager role in the portal.

Contacts and role types

Role type	Description	Functions	Number of contacts per role type	Mandatory contact (Y/N)
Administrator	This contact must be named/created on every Membership Account and must be nominated as part of the Member Registration request. A Member Registration request cannot proceed without this role. This should be the main portal administrator.	<ul style="list-style-type: none"> • Administrator contact has access to all functions • Can view and action requests on financial complaints • Can view SARM referrals • Can add or edit other contacts • Can submit all membership request types including cancellation request • Able to manage Credit Representatives • Can export a .csv file of all financial complaints • One Administrator contact must be nominated as the 'Primary Administrator' – used for AFCA member communications and escalations. 	Can have more than one contact (however, a primary administrator contact must be selected)	Y
Billing contact	This contact has access to all finance related services, case reporting, case management, and certificates.	<ul style="list-style-type: none"> • Point of contact for any invoicing or finance related notifications • Has access to the 'Invoices' section of the member portal • Has access to case reporting data. • Can export a .csv file of financial complaint data • Has read only access to financial complaints • Has access to the membership certificate 	Only one contact can be assigned	Y

Role type	Description	Functions	Number of contacts per role type	Mandatory contact (Y/N)
EDR Manager	This contact is the point of contact for new financial complaints at referral. When a complaint is raised this contact will be notified and initially be assigned the complaint.	<ul style="list-style-type: none"> • Point of contact for cases at referral • Point of escalation for complaints at the Case Management stage • Can allocate financial complaints • Can access all financial complaints for the membership and see required actions • Can raise or respond to a request on any financial request • Has access to case management for all financial complaints • Can export a .csv file of financial complaint data • Has access to invoices • Can add and edit other contacts 	Only one contact can be assigned	Y
Systemic and Reportable Matters (SARM)	Point of contact for any Systemic Issues and Reportable Matters that may arise. This contact has access to case management for current complaints and access to case reporting data.	<ul style="list-style-type: none"> • Point of contact for any SARM complaint correspondence or notifications • Has access to case reporting data 	Only one contact can be assigned	Y
Reporting contact	Additional point of contact for AFCA reporting or review of upcoming reports (such as Datacube releases).	<ul style="list-style-type: none"> • Has access to case management for current complaints. • Has access to case reporting data. 	Only one contact can be assigned	N

Role type	Description	Functions	Number of contacts per role type	Mandatory contact (Y/N)
Code Compliance	A mandatory contact for any financial firm that subscribes to any of the five Codes of Conduct.	<ul style="list-style-type: none"> • Point of contact for any Code related issues (if Code subscriber) • Has access to case management for current complaints • Has access to case reporting data 	Only one contact can be assigned	Y – if subscriber
Team Manager	Team manager/leader role. Can add new case worker contacts and can see team members' cases and outstanding requests.	<ul style="list-style-type: none"> • Dashboard view of their caseworkers' cases • Can access all financial complaints for the member and see required actions • Can raise or respond to a request on any financial request • Can export a .csv file of all financial complaint data • Can be assigned cases • Can assign cases to case workers • Can create case workers and add a 'reports to' relationship to a Team Manager 	Can have more than one contact	N
Case worker	General case worker, only able to view cases assigned to the user.	<ul style="list-style-type: none"> • Contact for individual complaints being assessed by AFCA that are allocated to them. • Can only view and action cases assigned to them. • Can export a .csv file of financial complaints allocated to them 	Can have more than one contact	N

Role type	Description	Functions	Number of contacts per role type	Mandatory contact (Y/N)
CEO	An optional contact for a member's CEO related correspondence.	<ul style="list-style-type: none"> • Administrator access (has access to all functions). 	Only one contact can be assigned	N
Executive Assistant	An additional optional contact for a member's CEO related correspondence.	<ul style="list-style-type: none"> • Can raise a general request query • Can manage their own contact details • No other access, if required to review cases, additional access required. 	Only one contact can be assigned	N

Migrating contacts to the new member portal

At go-live, AFCA will migrate existing member contacts to the new member portal. The table below shows what the old contact types (Secure Services) will become in the new member portal, based on the new role types above.

Old contact type (Secure Services)	Change (Y/N)	New role (new member portal)
CEO, Managing Director, Company Secretary or Equivalent Contact	Y	Admin contact
CEO Contact	N	CEO contact
Executive Assistant (EA) Contact	N	Executive Assistant contact
Executive General Manager (EGM) Contact	Y	Admin contact <i>Note: this contact type no longer exists. At migration, existing EGM contacts will be given the role of 'Admin'.</i>
EDR Manager Contact	N	EDR Manager contact
IDR Registration Contact	Y	Case worker contact <i>Note: this contact type no longer exists. The EDR Manager contact will be the contact at referral for all complaints. At migration, existing IDR Registration contacts will be given the role of 'Case worker'.</i>

Old contact type (Secure Services)	Change (Y/N)	New role (new member portal)
Public Display Contact	Y	<p>This contact type no longer exists. Publicly available contact information before lodgement (such as the 'find a financial firm' search) is linked to each members' organisation details.</p> <p>Organisation details are owned and managed by the 'Admin' contact and include general information about your financial firm such as organisation name, ABN, address, phone and email.</p>
Systemic Issues Contact	Y	SARM (Systemic and Reportable Matters) contact
Comparative Reporting Contact	Y	Reporting contact
Finance Contact	Y	Billing contact
Dispute Contact	Y	Case worker contact
ACR Liaison Contact	Y	This contact type no longer exists. ACRs will be managed by the 'Admin' contact
Code Compliance Contact	N	Code Compliance Contact

New role

Team Manager

The new member portal will introduce a 'Team Manager' contact. This role can be assigned to individual portal users by the 'Admin' contact.

A Team Manager can create new member contacts with the role 'Case Worker' and add or update existing case workers with a 'reports to' field to connect a case worker with a specific team manager. This allows that Team Manager to easily see cases assigned within their team.

Managing access to multiple memberships

An individual's login **can be added to multiple memberships**, with multiple role permissions.

This would allow a contact to be a Team Manager across multiple memberships (e.g., larger firms with subsidiaries).

When establishing these contacts for each membership, it will be **based on the contacts unique email address** (it must be the same unique email across all memberships). If not, you will not be able to view multiple entities from one account.

If you are a contact on multiple memberships, you will see all associated memberships on the homepage after logging in. You can then choose which membership to access.