

# FAQ: Membership

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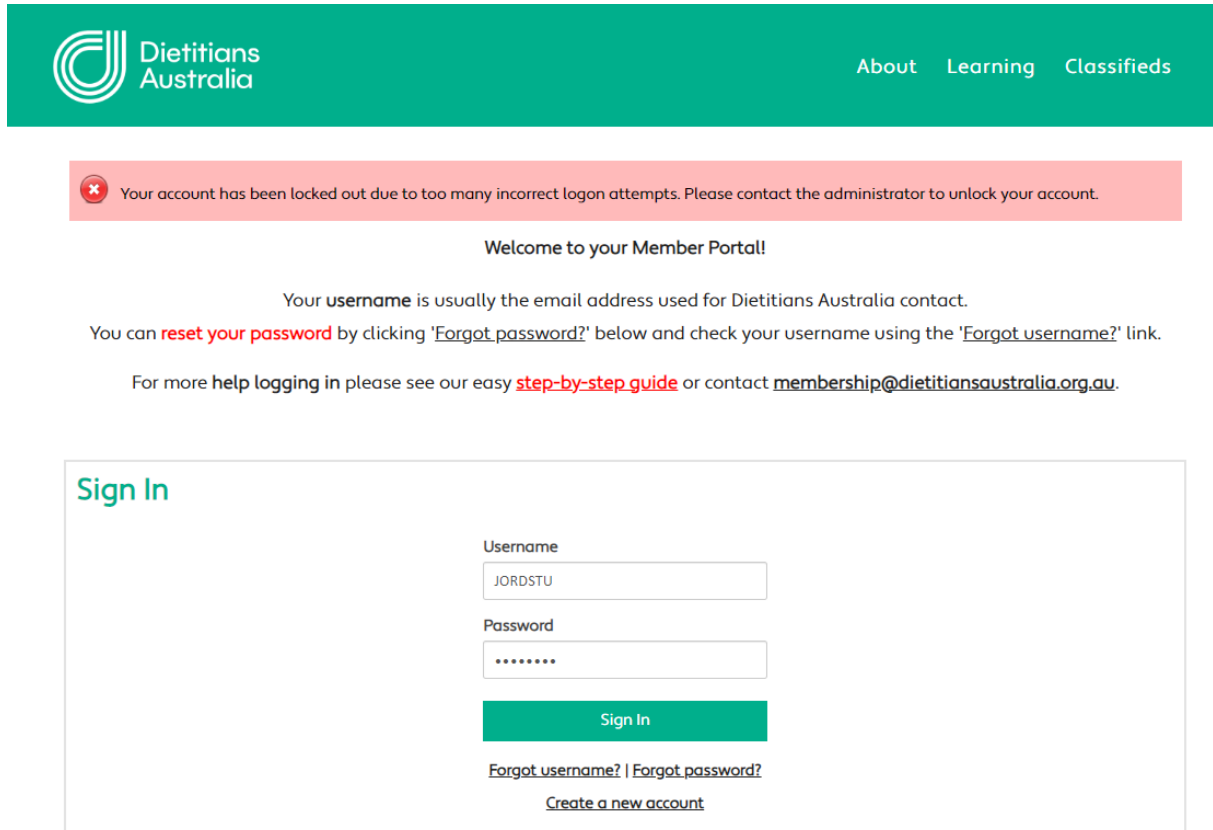
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## General Membership Questions

### My account is locked

If you attempt to log in using an incorrect username and/or password too many times your account will automatically lock for security reasons and you will get an error message.



The screenshot shows the Dietitians Australia Member Portal. At the top left is the logo and name. On the right are links for 'About', 'Learning', and 'Classifieds'. A red error message box states: 'Your account has been locked out due to too many incorrect logon attempts. Please contact the administrator to unlock your account.' Below this is a 'Welcome to your Member Portal!' message. It explains that the username is usually an email address and provides links for 'Forgot password?' and 'Forgot username?'. It also offers a 'step-by-step guide' and the email 'membership@dietitiansaustralia.org.au'. The sign-in form includes fields for 'Username' (containing 'JORDSTU') and 'Password' (masked with dots), a 'Sign In' button, and links for 'Forgot username? | Forgot password?' and 'Create a new account'.

Please email [membership@dietitiansaustralia.org.au](mailto:membership@dietitiansaustralia.org.au) or call 02 6289 1200 and request to have your account unlocked. You will then be sent log in details and information on how to reset your password.

### What payment options do I have to pay my membership fees?

Members can pay by credit card online – (no AMEX or diners).

If they wish to pay by bank transfer the details are on the invoice however they MUST:

- Ensure that the invoice or membership number is included as a reference so that it can be matched when payment is received.
- Ensure that payment received prior to the end of renewals.
- Ensure that they are paying a valid open invoice.

If these requirements are not met and we cannot match the payment to an open invoice the member may be lapsed.

Members can also send a cheque, again they need to include information to match the cheque to the membership, and cheque payments may be delayed due to mail processes.

## What category should I choose?







You should select the membership that is relevant for the number of hours of paid work that you do each week. Please note that this is for paid work in any field not just dietetics.

### Full member

To be eligible for full member you must have completed an [accredited course](#) either in Australia **or** a mutually recognised course in NZ or Ontario Canada **or** completed the [Dietetics Skills Recognition](#) program for overseas trained dietitians. You will need to provide evidence of completion of the course or the letter from DSR stating you are eligible for membership.

There are several subcategories of full membership with hours of work based on work in ANY field, not just dietetics.

Subcategories:

- Full time
  - working 20 hours per week or more
  - includes access to APD program 
- Part time
  - working less than 20 hours per week
  - includes access to APD program 
- Seeking work
  - not currently working, looking for work
  - Allowances for casual work to a maximum of 8 hours per week
  - includes access to APD program 
- Full-time study
  - Returning to further study full-time e.g. doing a PhD
  - Allowances for paid work to a maximum of 8 hours per week
  - includes access to APD program 
- Career Break
  - Taking time away from work for reasons other than parental leave or retirement. E.g. extended travel or medical leave
  - Allowances for casual work to a maximum of 8 hours per week
  - includes access to APD program 
- Parental Leave
  - Taking leave from work to have children or look after a child.
  - Active membership type and different to deferring
  - Allowances for casual work to a maximum of 8 hours per week
  - includes access to APD program 
- Non-practising
  - Working but not as a dietitian
  - DOES NOT include access to APD program
- Retired
  - Retired from work
  - DOES NOT include access to APD program

### Student member

You must be enrolled in an entry level dietetics course in Australia which is [accredited by Dietitians Australia, seeking accreditation with Dietitians Australia, or has Program Qualification \(PQ\) status with Dietitians Australia](#). Evidence of enrolment in that course must be provided.

### Affiliate member

An affiliate member is not an APD and does not have access to the APD program.

You must be:

- a qualified dietitian living outside Australia, and
- a current full member of an overseas national dietetic association recognised by the [International Confederation of Dietetic Associations](#), and
- be ineligible to be a Dietitians Australia Full Member.


You will need to provide evidence of your current membership of the national dietetic association in your country of residence. To do that, once you have completed your online membership application, please complete and email [this verification form](#) to our [Membership Officer](#).

### APD Only

This is your credential and access to areas that are required to maintain your credential only. There is no membership and as such no member benefits including membership discounts fees discounts such as early bird or pro rata rates, complimentary or discounted education products, PEN, communications, or member advantage discounts. Also no member support either via email or phone other than that which is required to maintain your credential.

Price difference is only \$21 for fulltime members during early bird or \$60 after early bird ends.

PEN access can be purchased as an optional add-on.

Includes access to the APD Program 

### Who can join?

Full member / APD Only

- Completed an approved undergraduate degree in nutrition and dietetics from an accredited course, or
- Completed an approved Bachelor of Science Degree (or equivalent qualification) followed by a postgraduate degree in nutrition and dietetics from an accredited course, or
- Completed the Dietetics Skills Recognition exam for overseas trained dietitians.

Affiliate

- A dietitian living **outside** Australia and
- A current full member of an overseas national dietetic association recognised by the International Confederation of Dietetic Associations and
- Be ineligible to be a Dietitians Australia full member
- *Past and present APDs are ineligible for this category*

## Student Member

- Must be a Dietetics student, enrolled in an entry level dietetics course in Australia which is [accredited by Dietitians Australia, seeking accreditation with Dietitians Australia, or has Program Qualification \(PQ\) status with Dietitians Australia.](#)

## How do I join?

You will need to create a log in and then, once logged in, go to About > Membership > Join Dietitians Australia to complete the online application.

## What is the cost of membership?

Please refer to our [membership categories and fees page](#) on the member portal.

## Why are my membership fees so high?

Thank you for your concern about the cost of membership. Dietitians Australia is always trying to keep our fees affordable for all our members. In 2024 we have only increased our fees by 3%. With that small increase we are continuing to strengthen our relationships with state and federal governments, advocating for increased opportunities for dietitians, and have sought federal funding to improve food and nutrition in aged care. We have also brought more of the application process for overseas trained dietitians online, improved the education centre including moving towards year round Centre for Advanced Learning courses, and improved communications with members through SMS messaging. This is all on top of your existing member benefits including your credential, advocacy, member advantage discounts, access to PEN, access to eNCPT, subscriptions to ProQuest & Nutrition and Dietetics Journal, discounts on education events and courses, and much more.

We welcome feedback and suggestions on membership benefits, just email us at [membership@dietitiansaustralia.org.au](mailto:membership@dietitiansaustralia.org.au).

## I want to join as a new member/I have just finished my studies and need to upgrade my membership, what documents do I need to provide?

To join as a full member, or to upgrade your student membership, you need to provide evidence of your dietetics qualification.

- **certified copy** of your official academic transcript or Australian Higher Education Graduation Statement (AHEGS) clearly stating completion of an entry level dietetics course [accredited by Dietitians Australia](#).
  - A PDF from My eEquals should be digitally certified. You can either download a copy and attach it to your application or provide the link direct to your digitally certified My eEquals document as part of your application. If a PIN is associated with your link you will need to provide that to [membership@dietitiansaustralia.org.au](mailto:membership@dietitiansaustralia.org.au). To check if your university offers My eEquals, view the [list of universities using the platform](#).
  - If you do not have access to My eEquals you will need to have your paper qualifications certified by a JP (or similar) and attach a pdf copy of this to your application then send the paper copy through to membership via mail within 10 business days.

OR

- Interim solution if you do not yet have your transcript – a Letter of Completion from your university or unofficial transcript showing course completed.  
This needs to be followed by a certified copy of your official academic transcript clearly stating completion of an entry level dietetics course [accredited by Dietitians Australia](#) within 6 months of course completion (you will be contacted requesting this the month it is due).

OR

- For overseas qualified dietitians (including NZ & CAN) a letter from DSR confirming completion of the DSR process

## I have been on a break and I'm ready to come back as a member, how do I do this?

If you have been on a break for **LESS** than three years, you can log into your member portal profile and **reinstate** your membership online.

- Go to About (next to the Dietitians Australia logo on the left hand side)
- Go to membership
- Go to reinstate my membership

If you have never logged into your member dashboard before you may need to reset your password.

If you have been on a break for **MORE** than three years you may have to meet additional requirements such as proof of recency of practice. Please contact the credentialing team for assistance with this at [APD@dietitiansaustralia.org.au](mailto:APD@dietitiansaustralia.org.au) or on 02 6189 1200 (option 2).

## How do I change my membership category?

Dietitians Australia membership fees are based on the fulltime category with discounts provided while members are not working fulltime to help them. Members are expected to pay the full fees when they work 20 hours per week or more in any field, not just in dietetics. It is an honour system however members who fail to renew in the correct category or contact Dietitians Australia to change their category when their work situation changes could be found to be in breach of the code of conduct and risk losing their APD. Please refer to the [Membership Policy](#) for more information.

If you have an active membership you will be invited to change your category in October, before the renewals period opens, by using an online change category form. If you need to change your membership category at any other time in the year you will need to contact the membership team via email at [membership@dietitiansaustralia.org.au](mailto:membership@dietitiansaustralia.org.au) or on 02 6189 1200 (option 1).

## I'm due to have a baby or go on maternity leave, what options do I have?

You have a couple of options whilst taking a break from work to have a child:

1. Downgrade your membership to Parental leave (an active membership at a reduced rate). You can either keep your APD active or defer your APD to reduce CPD requirements (except if you are a provisional APD). You will receive a pro rata membership fee credit on your account for the difference of fees paid minus an \$11 admin fee. If you are on the instalment program future instalments will be at the lower rate.
2. Retain your membership as is. APD can be retained or deferred as above.
3. Defer your membership and APD. You will not have access to member benefits, not be able to practice as an APD while your membership & APD are deferred. You will need to reinstate both when you return to work. *Not an option for provisional APDs.*

If you are still on leave when you decide to reinstate your deferred membership, you can reinstate in the parental leave category and then upgrade when you return to work. When you are ready to upgrade just email [membership@dietitiansaustralia.org.au](mailto:membership@dietitiansaustralia.org.au) and advise how many hours per week you are working in paid work (any field not just dietetics).

Your APD can be inactive for a maximum of 3 years to avoid alternate pathways.

Applications to adjust membership to parental leave must be put in writing to the Membership Team. Request to be sent via email to [membership@dietitiansaustralia.org.au](mailto:membership@dietitiansaustralia.org.au).

## I'm returning to full-time study mid year, what do I do?

Renew in the category relevant to your current work hours and then downgrade your membership to the full-time study category when you start studying as long as you are not working more than 8 hours per week in any field, not just dietetics. If you are working more than 8 hours per week you are not eligible for this category.

When you downgrade you will receive a pro rata membership fee credit on your account for the difference of fees paid minus an \$11 admin fee. If you are on the instalment program future instalments will be at the lower rate.

Applications to adjust membership to full time study must be put in writing to the Membership Team and must include evidence of enrolment in a PhD or other tertiary level course relevant to dietetics practice as well as a statement to confirm that they will not be undertaking paid work more than 8 hours per week. Request to be sent via email to [membership@dietitiansaustralia.org.au](mailto:membership@dietitiansaustralia.org.au).

## I'm retiring mid year, what options do I have?

Unfortunately there are not yet allowances for members to downgrade from a working category to the retired category mid year and therefore your options are reduced.

1. Renew in the relevant working category for your current situation for the year and change to retired during the renewal period next year. You can maintain your membership in that category for the year even though you are retired. Your APD can be retained or resigned as per your own preference.
2. Renew in the relevant working category for your current situation using instalments and defer your membership and APD when you retire. You will not have access to member benefits while your membership is deferred. You can reinstate in the retired category. Please note that this option will cause a break in your membership and any continuous service periods will restart when you reinstate.

## I'm taking a break from dietetic work, can I put my membership on hold? (DEFER)

If you will be taking a break from work in 2024 you can defer your membership, unless you are a Provisional APD.

If you are a full APD member you can choose to keep your membership and just defer your APD status if you would like to have access to member benefits (e.g. PEN) or you can defer both your membership and APD. Information on deferring your membership and/or APD is in the member portal. Go to the **About** menu (next to the Dietitians Australia logo on the left hand side) then go to the **Membership** hub. Here you will find a section called [Defer your membership/APD](#).



Provisional APDs need to complete their provisional program and transition to a full APD before they can defer membership or APD status. Alternatively, they would need to resign from the provisional program and then restart when they are ready to rejoin.

If you have a planned break starting later in the year, e.g. extended travel, you may choose to pay by instalments. If you defer your membership before the 2<sup>nd</sup>, 3<sup>rd</sup>, or 4<sup>th</sup> instalment, you will not have to pay the remaining instalments for the year.

### How do I reinstate my membership? (under 3 years absence)

To reinstate your membership and APD you will need to **log in to the member portal** then go to the **membership hub** (under the about tab). You will then need to select **reinstate your membership** (under 3 years). This will take you to the form to select your category and pay your member fees.

After your membership reinstatement is processed at our end you will be sent an email with instructions on how to complete your APD declaration and reinstate your APD.

### How do I reinstate my membership? (over 3 years absence)

To reinstate your membership and APD you will need to **log in to the member portal** then go to the **membership hub** (under the about tab). You will then need to select **reinstate your membership** (over 3 years). This will allow you to submit your request to the credentialing team so that they can review your records for alternate pathway requirements.

If you DO NOT intend on reinstating your APD and are only reinstating your membership please use the under 3 years link and contact [membership@dietitiansaustralia.org.au](mailto:membership@dietitiansaustralia.org.au) to advise that you are only reinstating your membership.

### I have now graduated, how do I become an APD?

You will not be able to join the APD program until your membership has been upgraded from student to full membership.

To upgrade your membership you need to log in to the member portal and go to the membership hub (under the about menu). You can then click the Change your Category button followed by the Student upgrade (to full membership) button. You will then need to complete the upgrade application form including submitting your [evidence of course completion](#) and paying the membership fees relevant to your selected [membership category](#).

Once your form has been submitted it will come through for verification by the membership team. This may take a couple of days and you will be emailed once it has been processed. Once your membership is approved you will be notified of the next steps to becoming an APD.

Please note that only students who have graduated from an entry level dietetics course in Australia which is [accredited by Dietitians Australia](#) are eligible to upgrade to full membership. Students who have graduated from an entry level dietetics course in Australia which is [seeking accreditation with Dietitians Australia, or has Program Qualification \(PQ\) status with Dietitians Australia](#) are ineligible for upgrade. If you require more information please contact the membership team via email at [membership@dietitiansaustralia.org.au](mailto:membership@dietitiansaustralia.org.au) or on 02 6189 1200 (option 1).

## Why is it asking me to save my credit card details if I pay in full?

If you elect to save your credit card details this is for membership payments only and not for other purchases.

During the 2023 renewal period we tested auto renew for membership payments, a new feature that many members have asked for. Although this option has not yet been released to the wider membership community we are investigating this option for our members in the future.

We are asking for members to opt in during the 2024 membership process if you would like to auto renew in the future. Your credit card details need to be saved as part of that process.

Members will still be contacted ahead of time before any payments are processed with credit card details being stored securely. Credit card details are not accessible even to staff through our staff site.

## I want to pay in full but don't want to save credit card details

If you do not want to store your credit card details or do not want to auto renew just select the option to make a single payment.

## I want to do instalments but don't want to save credit card details

Unfortunately saving credit card details is a requirement of the instalment process. If you do not wish to have your credit card details saved then you cannot pay by instalments and will need to elect to pay your membership year in full as a single payment.

Even if you save credit card details during this initial process you will have the option to pay each instalment manually using a different credit card or via bank transfer during the year.

## I've reinstated and paid my fees but my expiry date is 31 March 2024

If you are participating in the instalment program then your membership and APD expiry dates will reflect the end date of the period you have paid for. Your first instalment expiry date is 31 March 2024.

Your expiry date will be updated when each instalment period renewal through the year. If you wish to change to an annual membership please contact [membership@dietitiansaustralia.org.au](mailto:membership@dietitiansaustralia.org.au) to advise that you need to change and payout the remainder of the years fees.

## How do I change my name?

You are unable to change your name yourself. Your account needs to be in your legal name. If your legal name has changed please email your *certified* evidence of name change to [membership@dietitiansaustralia.org.au](mailto:membership@dietitiansaustralia.org.au).

If you would like your preferred name updated please contact the membership team via email at [membership@dietitiansaustralia.org.au](mailto:membership@dietitiansaustralia.org.au) or on 02 6189 1200 (option 1).

## I want to access the free student membership, is my university course accredited?

We have a [list of accredited courses](#) on our website, broken down by state as well as courses that are seeking accreditation and have the status of Program Qualification. Enrolment in any of these courses will make you eligible for student membership.

## **I've completed my studies overseas and want to become an Australian dietitian how can I apply?**

The Dietetic skills recognition (DSR) is a three-stage process which includes a desktop review of your dietetic qualifications and experience, a written Multiple Choice Question (MCQ) examination and an Oral counselling interview examination.

For more information please contact Fiona via email at [dsr@dietitiansaustralia.org.au](mailto:dsr@dietitiansaustralia.org.au)

## **What are the benefits to becoming a member?**

As a member of Dietitians Australia you have access to an extensive range of services, resources and opportunities through the Members Only section on the website. Visit this page <https://member.dietitiansaustralia.org.au/Portal/Content/About/Membership-Hub/Why%20join%20Dietitians%20Australia.aspx> for more information.

## **General APD Questions**

### **Do I need to complete 2023 Learning outcomes and CPD logs to renew membership?**

Your Membership renewal IS NOT dependent on 2023 learning goals, outcomes and CPD logs being submitted and completed in the member portal online.

The preferred method of recording CPD for the Accredited Practising Dietitian (APD) Program is to submit online via the member portal, however you can continue to record your CPD in a manner which can be readily produced, if requested to do so.

Please note it is mandatory to complete 2.5 hours per month of CPD an APD is active. For an APD who is active all year, the requirement is a minimum of 30 hours with 1/3 dedicated to professional competence.

### **How can I submit my 2023 Learning outcomes and CPD activities logs?**

The preferred method of recording CPD for the Accredited Practising Dietitian (APD) Program is to submit online via the member portal, however you can continue to record your CPD in a manner which can be readily produced, if requested to do so.

Please note it is mandatory to complete 2.5 hours per month of CPD an APD is active. If you are an active APD all year, the minimum requirement is 30 hours with 1/3 dedicated to professional competence.

To enter your CPD online, you will need to log into the member portal, and select CPD Logs. You will only be able to access this page if you are an active APD.

If you record your CPD using an alternative method, you must keep a record of your learning goals, outcomes and activities. This information must contain date- length of activity- Learning module it relates to- description or activity- personal reflection, learning and whether it was related to professional competence.

For detailed instructions, please see [how to log and edit your CPD](#).

## How can I set my 2024 learning goals?

To set 2024 learning goals is the same as entering the learning goals for 2023 except the year selected from the drop down list for the learning goal is 2024, not 2023. The CPD entries will continue to accumulate in the same location as 2020 onwards. APDs are to ensure the dates they enter are for 2024. The CPD calculator will automatically track from the dates entered but will only populate the total hours from those accumulated for any given year and only once 10 hours of Professional Competence have been reached.

To access detailed instructions on how, please visit the [how to enter or edit your learning goals](#).

## I want to renew my membership but not my APD, can I do this?

You are able to renew as a member and defer your APD status as long as you are not a provisional APD. If you do not wish to hold APD status this year, please ensure that your APD status is deferred and do not complete a new APD declaration. You will be reminded about it several times but you can ignore the reminders.

Information on deferring your membership and/or APD is in the member portal. There is a section called Defer your membership/APD on the Membership hub (under the About menu). You can defer just your APD on this page.

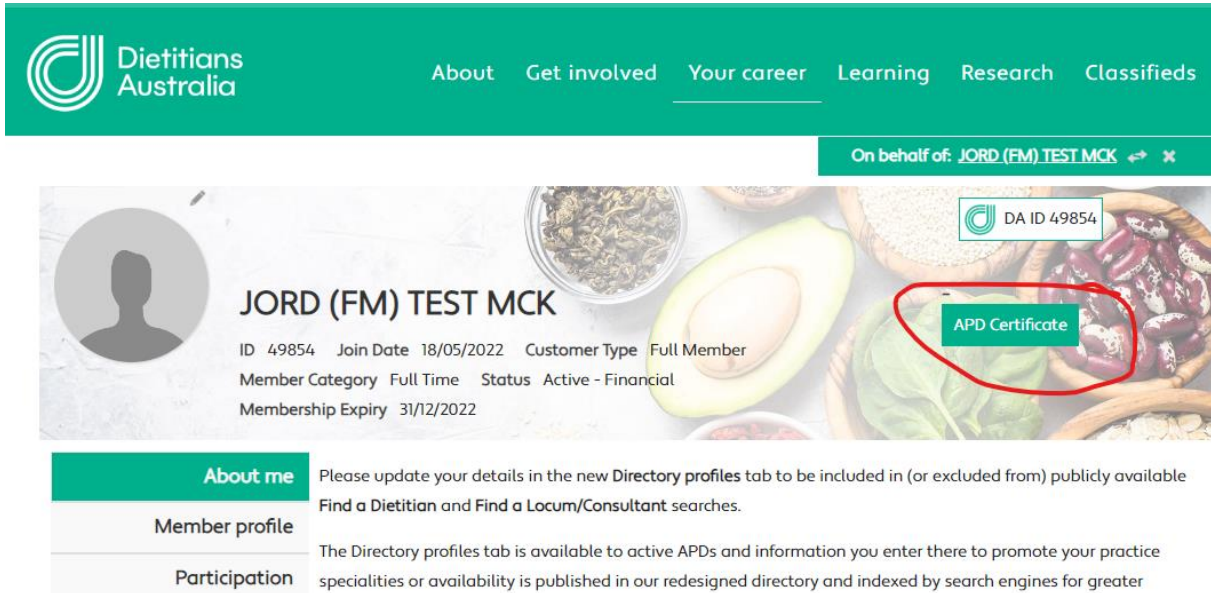
If you are a provisional APD you will need to complete your mentoring program and transition to full APD before you can defer your APD.

## I have just joined the APD program, how do I get my Medicare provider number?

You will need to provide Medicare with a copy of your APD certificate (this can be downloaded from the member portal) and the provider number application form. Contact Medicare for application form (<https://www.servicesaustralia.gov.au/how-to-apply-for-medicare-provider-number-or-pbs-prescriber-number>), more information & processing times.

## When will I receive my APD certificate?

Your APD certificate is not emailed to you and is available on the member portal if your APD is active. Please log in to the portal and then go to your member profile by clicking at the top of the screen where it says Hi followed by your name. Click the APD certificate button (to the right hand side of the avocado) to download and/or print.



On behalf of: JORD (FM) TEST MCK

DA ID 49854

**JORD (FM) TEST MCK**

ID 49854 Join Date 18/05/2022 Customer Type Full Member  
 Member Category Full Time Status Active - Financial  
 Membership Expiry 31/12/2022

**About me** Please update your details in the new **Directory profiles** tab to be included in (or excluded from) publicly available Find a Dietitian and Find a Locum/Consultant searches.

**Member profile** The Directory profiles tab is available to active APDs and information you enter there to promote your practice specialities or availability is published in our redesigned directory and indexed by search engines for greater



**Participation**

## I have completed data collection / APD declaration but my APD certificate is not showing

To ensure you have access to APD certificate APDs will need to complete the area of practice section.

For the next button to be visible the Year End must equal Ongoing or 2024 to proceed to the APD Declaration.


### Areas of Practice

Year ▲ start	Year end	Current Work Setting	Current Area of Practice	Post code of work setting (insert NA if unemployed)	
2022	2023	Unemployed	Emergency Food Relief	2617	
2023	Ongoing	Non-dietetic Paid Employment	Food Service	2615	

## I've put the areas of practice in, but the next button doesn't work

You may need to refresh the page and the next button will change from grey to green.

### Areas of Practice

Year ▲ start	Year end	Current Work Setting	Current Area of Practice	Post code of work setting (insert NA if unemployed)	
2020	Ongoing	Aged Care Facility/Service	Patient Care Dietetics (acute)	2615	

### Education - In the area of nutrition or dietetics

▲ Qualification Level	Area of nutrition or dietetic study	Year Completed	
There are no records.			

### Education - Not in the area of nutrition or dietetics

▲ Qualification Level	Discipline/main area of study	Year Completed	
There are no records.			



## Why is it not letting me renew my APD status?

If you haven't yet made a payment to Dietitians Australia, this is the first step. You will need to renew your Dietitians Australia membership in an APD eligible category or pay for the APD only type to access the APD declaration.

## Why is it not letting me defer my membership and/or APD status?

If you are a provisional APD you will not have access to defer. Please contact the credentialing team for assistance with this at [APD@dietitiansaustralia.org.au](mailto:APD@dietitiansaustralia.org.au) or on 02 6189 1200 (option 2).

Students & inactive members do not have access to defer as deferring is not valid. Please contact the membership team via email at [membership@dietitiansaustralia.org.au](mailto:membership@dietitiansaustralia.org.au) or on 02 6189 1200 (option 1) if you have questions.

## How can I check if my APD status has been successfully renewed?

If you have access to your APD certificate and the expiry date is in 2024 then your APD is renewed. Your APD certificate expiry date will match your membership expiry date – it will only be for the first quarter if you are on instalments but will be the full year if you have paid for the entire year upfront and in full.



## Documentation review details

Date	Changes Made	Who
October 2022	Document transferred to updated template and updated for 2023. APD Updates made by credentialing team.	Jordana McKeown
February 2023	Document transferred to updated template. Addition of PQ student acceptance.	Jordana McKeown
October 2023	General update for 2024 renewal period	Jordana McKeown