

operational summary

Directorate	Enforcement	Financial services regulation	Markets regulation and policy
Staff	385 staff	219 staff	124 staff
Role	Investigate and act against misconduct	Regulate financial services and financial products	Regulate markets, corporate finance and disclosure; develop policy
Key events	First conviction of HIH executive arising from HIH Royal Commission	Successful transition to financial services reform in March	Parliament enacted stricter rules for company directors and auditors
Results	<p>28 people jailed, banned 22 directors and 42 people from financial services</p> <p>1 sentenced, 5 people charged with criminal matters over HIH. Others in progress</p> <p>60 illegal investment schemes shut down, involving \$110 million.</p>	<p>Issued 3,227 financial services licences</p> <p>Checked new licensees, superannuation complaints handling, and adviser remuneration</p> <p>Published model for presenting fees in investment offer documents</p>	<p>A record \$4 billion in capital raisings requiring additional disclosure</p> <p>Inspected market operators and clearing houses and reported to the Minister</p> <p>Guided industry on financial services, corporate audit and disclosure</p>
Targets for next year	<p>Progress on matters referred by the HIH Royal Commission</p> <p>Act against fraud and misconduct, including that affecting consumers</p> <p>Promote public awareness about current scams and fraud</p>	<p>Increase compliance and supervision of the industry</p> <p>Lift standards of compliance by offering input and guidance</p> <p>Target risk areas, including illegal early access to superannuation</p>	<p>Implement new disclosure and audit laws</p> <p>Increase scrutiny of off-market trading affecting retail investors</p> <p>Complete outstanding policy work on financial services reform</p>

Consumer protection and international relations*

Public and commercial services

Infrastructure

33 staff	408 staff	297 staff‡
Act on consumer and international issues	Company data, corporate insolvency, complaints and inquiries	IT and knowledge management, HR, finance, management services
Released superannuation calculator and report on soft dollar commissions	Corporate law reforms abolished company annual returns	Federal Budget allocated \$13.5 million in additional funding for 2004–05
Acted on consumer complaints about mortgage brokers	Visited 649 companies to ensure they avoided insolvent trading	Increased staff numbers by 10% to meet rising public demand
Visits to our consumer website up 37%, consumer publications up 250%	Public use of our databases jumped 28% to 13.4 million searches	Reduced internal service costs across all sites by 4.5%
Helped collect evidence used by Thai authorities to convict seven cold callers	9,970 public complaints about misconduct, up 7%. Resolved or acted on 83%	Reduced energy use, maintained efficient use of office space
Focus on retirement incomes, and misleading and deceptive advertising	Maintain operations to deter insolvent trading	Retain and recruit capable and committed staff
Lift education activities, including for vulnerable consumers	Boost summary prosecution action taken about public complaints	Accelerate IT reform program and extend information sharing
Manage more international issues affecting our domestic activities	Extend our electronic interfaces to Australia's corporate database	Increase internal efficiencies and accountability for costs

* The work of this directorate received substantial support from other directorates.

† Full-time equivalents, not including 32 staff supporting the Commission and General Counsel, and 33 staff supporting the Superannuation Complaints Tribunal and other statutory bodies.

‡ Includes 21 full-time graduates working for other directorates.