

# effectiveness

## Achieving the aims set out in our legislation

### Measures of effectiveness in meeting our statutory aims

(based on the ASIC Act, see page 46)

	2003-04	2002-03	2001-02
<b>Upholding the law uniformly, effectively and quickly</b>			
• Criminals jailed	<b>28</b>	29	19
• Civil orders against people or companies	<b>118</b>	151	140
• % litigation successful (target 70%)	<b>93%</b>	94%	92%
• Additional disclosures achieved through ASIC intervention	<b>212</b>	311	n/a
<b>Promoting confident and informed consumers</b>			
• \$ millions in capital raisings requiring additional disclosure, compensation orders or assets frozen	<b>\$4,216m</b>	\$506m	\$401m
• Public complaints about misconduct finalised	<b>9,970</b>	9,292	7,827
• Use of our consumer website FIDO	<b>1,196,000</b>	875,000	488,000
• Callers assisted through our Infoline	<b>†108,000</b>	†142,000	161,000
<b>Making company information available quickly and efficiently</b>			
Total use of our databases (free and paid)	<b>13,437,000</b>	10,997,500	9,095,600
Company data lodged on time	<b>92%</b>	93%	93%
<b>Improving the performance of the financial system and the entities within it</b>			
Approvals of commercial transactions or products that reduced costs	<b>1,916</b>	1,360	n/a
Approvals of innovative transactions or innovative financial products	<b>91</b>	90	‡204
Australian financial services licences issued	<b>‡3,227</b>	604	35

† Calls fell because company document lodgement enquiries re-routed, see page 36.

‡ Financial services reform triggered an unusually high number of applications.

## Staff, expenses and revenue

	2003-04	2002-03	2001-02
<b>Staff (full-time equivalents) increased for enforcement and financial services reform</b>	<b>1,531</b>	1,396	1,284
Annual change	<b>10%</b>	9%	5%
<b>Operating expenses rose to pay for extra workload</b>			
\$ millions	<b>\$196m</b>	\$173m	\$160m
Annual change	<b>13%</b>	8%	12%
<b>Fees and charges raised for the Commonwealth up</b>			
\$ millions	<b>\$457m</b>	\$405m	\$379m
Annual change	<b>13%</b>	7%	4%