

Our view of 'what good looks like' for the sectors we regulate

The conduct, product and disclosure practices within each sector should promote investor and consumer trust and confidence and market integrity



Financial advice

Financial advisers:

- ♦ act professionally, avoid conflicts of interest and treat consumers fairly
- ♦ deliver strategic financial advice that is aligned with consumer needs and preferences
- ♦ ensure that consumers are fully compensated when losses result from poor conduct.



Superannuation and managed funds

Funds management and superannuation providers:

- ♦ treat fund members and investors fairly
- ♦ deliver financial products and services that are transparent, fit-for-purpose, and aligned with consumer needs and preferences
- ♦ strike the right balance between innovation and risk to meet fund objectives
- ♦ ensure that investors are fully compensated when losses result from poor conduct.



Corporations

Australian public companies:

- ♦ treat investors fairly, including when undertaking fund raising and change of control transactions
- ♦ are accountable to investors, by ensuring disclosure is accurate, complete and timely
- ♦ adopt sound corporate governance practices that support market integrity and good investor outcomes.



Financial reporting and audit

Accountants and auditors:

- ♦ deliver professional, high quality financial reporting and audits through:
 - experience and expertise
 - effective internal supervision and review
 - robust accountability mechanisms.



Deposit takers, credit and insurance

Banking, credit, insurance and electronic payments providers:

- ♦ act professionally and treat consumers fairly
- ♦ provide good quality products and services that are developed, marketed and managed in a way that serves customers well
- ♦ ensure that consumers are fully compensated when losses result from poor conduct.



Market intermediaries

Market intermediaries:

- ♦ ensure their conduct and behaviour support the integrity of Australia's retail and wholesale markets
- ♦ act professionally and treat investors fairly, including by managing confidential information and conflicts of interest appropriately
- ♦ have effective risk management and internal supervision
- ♦ ensure that investors are fully compensated when losses result from poor conduct.



Market infrastructure

Australia's financial markets are trusted and internationally competitive, and facilitate efficient capital raising.

Australian market infrastructure providers:

- ♦ ensure retail and wholesale markets are fair and efficient, characterised by reliable and effective price discovery and robust and efficient post-trade systems
- ♦ provide a diverse and competitive range of services and products that meet different investor needs
- ♦ strike the right balance between innovation and risk to fair and efficient markets.



Insolvency practitioners

Registered liquidators:

- ♦ direct their actions to ensuring cost-effective, timely and appropriate outcomes for creditors
- ♦ act independently and competently
- ♦ perform their role in accordance with proper standards of professional conduct.