

# **Glossary**

AA Fund Assetless Administration Fund AAT Administrative Appeals Tribunal ABS Australian Bureau of Statistics

ACCC Australian Competition and Consumer Commission

ADI Authorised deposit-taking institution

**AFCA** Australian Financial Complaints Authority

AFS licence Australian financial services licence **AFSA** Australian Financial Security Authority

AML Australian market licence

ANZ Australia and New Zealand Bank APEC. Asia-Pacific Economic Cooperation

**APRA** Australian Prudential Regulation Authority

APRC. Asia-Pacific Regional Committee **APY** Anangu Pitjantjatjara Yankunytjatjara

**ARFP** Asia Region Funds Passport

**ARITA** Australian Restructuring Insolvency and Turnaround Association Australian Securities and Investments Commission Act 2001 ASIC Act

**ASIC Connect** ASIC's online portal for business name registration and searching

companies, business names and other registers

**ASX** ASX Limited or the exchange market operated by ASX Limited

ATO Australian Taxation Office

**AUSTRAC** Australian Transaction Reports and Analysis Centre

Australian Financial

Attitudes and Behaviour

Tracker

Research developed by ASIC to regularly track key financial attitudes and behaviours among adult Australians

**AWEI** Australian Workplace Equality Index

**BBSW** Bank bill swap rate

blockchain A distributed electronic ledger of all publicly verifiable transactions

between users on a network

CADB/CALDB Companies Auditors Disciplinary Board, formerly known as the

Companies Auditors and Liquidators Disciplinary Board (CALDB)

CALD Culturally and linguistically diverse

CAP Consumer Advisory Panel

Commonwealth Bank of Australia **CBA** 

Consumer credit insurance CCI

**CDPP** Commonwealth Director of Public Prosecutions **CFR** Council of Financial Regulators

CIO Credit and Investments Ombudsman

CIU Criminal Intelligence Unit

Corporations Act Corporations Act 2001

**CP** Consultation Paper

**CPRs** Commonwealth Procurement Rules

CRF Corporate Registers Forum
CS Clearing and settlement

CSF Crowd-sourced funding is a financial service where start-ups and small

businesses raise funds, generally from a large number of investors that

invest small amounts of money

cyber resilience An organisation's ability to prepare for, respond to and recover from a

cyber attack

**derivative** A financial instrument where the value is derived from an underlying

asset, such as a share, commodity or index

**DFAT** Department of Foreign Affairs and Trade

digital advice Digital advice (also known as robo-advice or automated advice) is the

provision of automated financial product advice using algorithms and technology and without the direct involvement of a human adviser

**EDR** External dispute resolution

EMMoU Enhanced Multilateral Memorandum of Understanding concerning

consultation and exchange of information

**ESA** Enforcement Special Account

ETF Exchange-traded funds
ETP Exchange-traded products

FASEA Financial Adviser Standards and Ethics Authority

Financial Advisers Register Free online resource, available on ASIC's MoneySmart website, listing

the relevant details (including employment history, qualifications and product advice areas) of people who provide personal advice

on investments, superannuation and life insurance

financial capability The combination of an individual's attitude, knowledge, skills,

confidence and ability to make sound financial decisions

**fintech** Financial technology

FOI Act Freedom of Information Act 1982

FOS Financial Ombudsman Service

FRTI Financial Regulators Training Initiative
FSAP Financial Sector Assessment Program

**FSCP** Financial Services and Credit Panel

FTE Full-time equivalent

IAIS International Association of Insurance Supervisors

ICO Initial coin offering

ICT Information and communications technology

IDPS Investor-directed portfolio service

IDR Internal dispute resolution

IFCPO International Financial Consumer Protection Organisation

IFIAR International Forum of Independent Audit Regulators

ILF Indigenous Literacy Foundation
IMF International Monetary Fund

industry funding

The Government has introduced new laws to change the way ASIC is

funded. Under the new arrangements, those who create the need for

and benefit from ASIC's regulation will bear the costs.

INFO Information Sheet

Innovation Hub ASIC's online hub providing tailored content for fintech businesses

that are developing innovative financial products or services

IOP Indigenous Outreach Program

IOSCO International Organization of Securities Commissions

IPO Initial public offering

IPS Information Publication Scheme

IT Information technology

**LGBTI** Lesbian, gay, bisexual, trans and intersex

marketplace lending Marketplace lending generally describes an arrangement through which

retail or wholesale investors invest money (seeking to earn a return),

which is then lent to borrowers (consumers or businesses)

MDA Managed discretionary account

MDP Markets Disciplinary Panel

MFAA Mortgage & Finance Association of Australia

MoneySmart ASIC's consumer website

NAB National Australia Bank

NAIDOC National Aborigines and Islanders Day Observance Committee

National Credit Act National Consumer Credit Protection Act 2009

NCYLC National Children's and Youth Law Centre

NSX National Stock Exchange

OAIC Office of the Australian Information Commissioner

OECD Organisation for Economic Co-operation and Development

OJK Otoritas Jasa Keuangan, the Indonesian Financial Services Authority

OTC Over-the-counter

payday lending Small-amount or short-term loans to individuals that generally attract

significantly higher interest rates and costs than other types of loans

PDS Product disclosure statement

PGPA Act Public Governance, Performance and Accountability Act 2013

PGPA Rule Public Governance, Performance and Accountability Rule 2014

phoenix activity (illegal) Transferring assets of an indebted company to a new company to avoid

paying creditors, tax or other employee entitlements

Phoenix Taskforce A cross-agency taskforce the Government established in 2014, to

combat illegal phoenix activity.

PJC Parliamentary Joint Committee

Productivity Commission Productivity Commission's Inquiry into Competition in the

financial system

RAP Reconciliation Action Plan
RBA Reserve Bank of Australia

**RE** Responsible entity

**Reform Act** Insolvency Law Reform Act 2016

regtech Regulatory technology; technology designed to address regulatory

challenges in the financial services sector

regulatory sandbox A 'lighter touch' regulatory environment to enable innovative

business models to be tested without the need for an AFS licence or

credit licence

Regulatory Transformation ASIC's program to increase efficiency by establishing a common

program

language across ASIC, streamlining our regulatory business processes,

making compliance and interaction with us easier through online

portals, and implementing a single technology strategy

**REP** Report

**RG** Regulatory Guide

Royal Commission Royal Commission into Misconduct in the Banking, Superannuation

and Financial Services Committee

SAR Suspicious activity report

SCT Superannuation Complaints Tribunal

SES Senior Executive Service

SFCT Serious Financial Crime Taskforce

SGE Significant global entity

SIS Act Superannuation Industry (Supervision) Act 1993

SMSF Self-managed superannuation fund

SOTEC Special Operations Training and Education Centre

TIS National National Translating and Interpretation Service

WIA Women in ASIC Committee



10

# **Compliance index**

Reporting requirements under the
Public Governance, Performance
and Accountability Act 2013

202

Additional compliance reporting requirements

208

# Reporting requirements under the Public Governance, Performance and Accountability Act 2013

PGPA rule reference	Part of report/Description	Requirement	Location (page(s))
17AD(g)	Letter of transmittal		
17AI	A copy of the letter of transmittal signed and dated by the accountable authority on the date the final text is approved, with a statement that the report has been prepared in accordance with section 46 of the PGPA Act and any enabling legislation that specifies additional requirements in relation to the annual report	Mandatory	1
17AD(h)	Aids to access		
17AJ(a)	Table of contents	Mandatory	2
17AJ(b)	Alphabetical index	Mandatory	209–216
17AJ(c)	Glossary of abbreviations and acronyms	Mandatory	196
17AJ(d)	List of requirements	Mandatory	202–8
17AJ(e)	Details of contact officer	Mandatory	Inside back cover
17AJ(f)	Entity's website address	Mandatory	Inside back cover
17AJ(g)	Electronic address of report	Mandatory	Inside back cover
17AD(a)	Review by accountable authority		
17AD(a)	A review by the accountable authority of the entity	Mandatory	4–7
17AD(b)	Overview of the entity		
17AE(1)(a)(i)	A description of the role and functions of the entity	Mandatory	8–9
17AE(1)(a)(ii)	A description of the organisational structure of the entity	Mandatory	10
17AE(1)(a)(iii)	A description of the outcomes and programs administered by the entity	Mandatory	36–39, 49–50
17AE(1)(a)(iv)	A description of the purposes of the entity as included in the Corporate Plan	Mandatory	36

PGPA rule reference	Part of report/Description	Requirement	Location (page(s))
17AE(1)(b)	An outline of the structure of the portfolio of the entity	Portfolio departments – mandatory	N/A
17AE(2)	Where the outcomes and programs administered by the entity differ from any Portfolio Budget Statement, Portfolio Additional Estimates Statement or other portfolio estimates statement that was prepared for the entity for the period, details of variation and reasons for change	Mandatory	152–9
17AD(c)	Report on the performance of the entity		
Annual perfo	ormance statement		
17AD(c)(i); 16F	Annual performance statement in accordance with paragraph 39(1)(b) of the PGPA Act and section 16F of the PGPA Rule	Mandatory	36–54
17AD(c)(ii)	Reports on financial performance		
17AF(1)(a)	A discussion and analysis of the entity's financial performance	Mandatory	22, 109–59
17AF(1)(b)	A table summarising the total resources and total payments of the entity	Mandatory	183–4
17AF(2)	If there may be significant changes in the financial results during or after the previous or current reporting period, information on those changes, including: the cause of any operating loss of the entity; how the entity has responded to the loss and the actions that have been taken in relation to the loss; and any matter or circumstances that it can reasonably be anticipated will have a significant impact on the entity's future operation or financial results	If applicable, mandatory	N/A
Managemen	t and accountability		
Corporate g	overnance		
17AG(2)(a)	Information on compliance with section 10 (fraud systems) of the PGPA Act	Mandatory	180
17AG(2)(b)(i)	A certification by the accountable authority that fraud risk assessments and fraud control plans have been prepared	Mandatory	180
17AG(2)(b) (ii)	A certification by the accountable authority that appropriate mechanisms for preventing, detecting incidents of, investigating or otherwise dealing with, and recording or reporting, fraud that meet the specific needs of the entity are in place	Mandatory	180

PGPA rule reference	Part of report/Description	Requirement	Location (page(s))
17AG(2)(b) (iii)	A certification by the accountable authority that all reasonable measures have been taken to deal appropriately with fraud relating to the entity	Mandatory	180
17AG(2)(c)	An outline of structures and processes in place for the entity to implement principles and objectives of corporate governance	Mandatory	6, 9, 10, 162–3
17AG(2) (d)–(e)	A statement of significant issues reported to the Minister under paragraph 19(1)(e) of the PGPA Act that relate to non-compliance with finance law and action taken to remedy non-compliance	If applicable, mandatory	N/A
External scr	utiny		
17AG(3)	Information on the most significant developments in external scrutiny and the entity's response to the scrutiny	Mandatory	180–1
17AG(3)(a)	Information on judicial decisions and decisions of administrative tribunals and by the Australian Information Commissioner that may have a significant effect on the operations of the entity	If applicable, mandatory	180
17AG(3)(b)	Information on any reports on operations of the entity by the Auditor-General (other than reports under section 43 of the Act), a Parliamentary Committee or the Commonwealth Ombudsman	If applicable, mandatory	180–1
17AG(3)(c)	Information on any capability review on the entity that was released during the period	If applicable, mandatory	181
Managemer	nt of human resources		
17AG(4)(a)	An assessment of the entity's effectiveness in managing and developing employees to achieve entity objectives	Mandatory	96–100
17AG(4)(b)	Statistics on the entity's APS employees on an ongoing and non-ongoing basis, including the following:  Statistics on staffing classification level  Statistics on full-time employees  Statistics on part-time employees  Statistics on gender  Statistics on staff location  Statistics on employees who identify as Indigenous	Mandatory	103, 168–172
17AG(4)(c)	Information on any enterprise agreements, individual flexibility arrangements, Australian workplace agreements, common law contracts and determinations under subsection 24(1) of the <i>Public Service Act 1999</i>	Mandatory	98, 99, 171

PGPA rule reference	Part of report/Description	Requirement	Location (page(s))
17AG(4)(c)(i)	Information on the number of SES and non-SES employees covered by agreement, arrangements, contracts or determinations during this period	Mandatory	169–170
17AG(4)(c)(ii)	The salary ranges available for APS employees by classification level	Mandatory	172
17AG(4)(c) (iii)	A description of non-salary benefits provided to employees	Mandatory	99–100
17AG(4)(d)(i)	Information on the number of employees at each classification level who received performance pay	If applicable, mandatory	172
17AG(4)(d) (ii)	Information on aggregate amounts of performance pay at each classification level	If applicable, mandatory	172
17AG(4)(d) (iii)	Information on the average amount of performance payment, and the range of such payments, at each classification level	If applicable, mandatory	172
17AG(4)(d) (iv)	Information on the aggregate amount of performance payments	If applicable, mandatory	172
Assets mana	gement		
17AG(5)	An assessment of the effectiveness of assets management where asset management is a significant part of the entity's activities	If applicable, mandatory	150
Purchasing			
17AG(6)	An assessment of the entity performance against the Commonwealth Procurement Rules	Mandatory	190
Consultants			
17AG(7)(a)	A summary statement detailing the number of new contracts engaging consultants entered into during the period; the total actual expenditure on all new consultancy contracts entered into during the period (inclusive of GST); the number of ongoing consultancy contracts that were entered into during a previous reporting period; and the total actual expenditure in the reporting year on the ongoing consultancy contracts (inclusive of GST)	Mandatory	190–1
17AG(7)(b)	A statement that 'During [reporting period], [specified number] new consultancy contracts were entered into involving total actual expenditure of \$[specified million]. In addition, [specified number] ongoing consultancy contracts were active during the period, involving total actual expenditure of \$[specified million].'	Mandatory	190

PGPA rule reference	Part of report/Description	Requirement	Location (page(s))
17AG(7)(c)	A summary of the policies and procedures for selecting and engaging consultants and the main categories of purposes for which consultants were selected and engaged	Mandatory	191
17AG(7)(d)	A statement that 'Annual reports contain information about actual expenditure on contracts for consultancies. Information on the value of contracts and consultancies is available on the AusTender website.'	Mandatory	191
Australian N	ational Audit Office access clauses		
17AG(8)	If an entity entered into a contract with a value of more than \$100,000 (inclusive of GST) and the contract did not provide the Auditor-General with access to the contractor's premises, the report must include the name of the contractor, the purpose and value of the contract, and the reason why a clause allowing access was not included in the contract	If applicable, mandatory	N/A
Exempt con	tracts		
17AG(9)	If an entity entered into a contract or there is a standing offer with a value greater than \$10,000 (inclusive of GST) that has been exempted from being published in AusTender because it would disclose exempt matters under the FOI Act, the annual report must include a statement that the contract or standing offer has been exempted, and the value of the contract or standing offer, to the extent that doing so does not disclose the exempt matters	If applicable, mandatory	N/A
Small busine	ess		
17AG(10)(a)	A statement that '[Name of entity] supports small business participation in the Commonwealth Government procurement market. Small and Medium Enterprises (SME) and Small Enterprise participation statistics are available on the Department of Finance's website.'	Mandatory	191
17AG(10)(b)	An outline of the ways in which the procurement practices of the entity support small and medium enterprises	Mandatory	191
17AG(10)(c)	If the entity is considered by the Department administered by the Finance Minister as material in nature – a statement that '[Name of entity] recognises the importance of ensuring that small businesses are paid on time. The results of the Survey of Australian Government Payments to Small Business are available on the Treasury's website.'	If applicable, mandatory	191

PGPA rule reference	Part of report/Description	Requirement	Location (page(s))
Financial sta	tements		
17AD(e)	Inclusion of the annual financial statements in accordance with subsection 43(4) of the PGPA Act	Mandatory	109–59
	Other mandatory information		
17AH(1)(a)(i)	If the entity conducted advertising campaigns, a statement that 'During [reporting period], the [name of entity] conducted the following advertising campaigns: [name of advertising campaigns undertaken]. Further information on those advertising campaigns is available at [address of entity's website] and in the reports on Australian Government advertising prepared by the Department of Finance. Those reports are available on the Department of Finance's website.'	If applicable, mandatory	188
17AH(1)(a)(ii)	If the entity did not conduct advertising campaigns, a statement to that effect	If applicable, mandatory	N/A
17AH(1)(b)	A statement that 'Information on grants awarded by [name of entity] during [reporting period] is available at [address of entity's website].'	If applicable, mandatory	182
17AH(1)(c)	Outline of mechanisms of disability reporting, including reference to website for further information	Mandatory	106
17AH(1)(d)	Website reference to where the entity's Information Publication Scheme statement pursuant to Part II of the FOI Act can be found	Mandatory	182
17AH(1)(e)	Correction of material errors in previous annual report	If applicable, mandatory	218
17AH(2)	Information required by other legislation	Mandatory	180–1

Note: N/A means not applicable.

Source: Department of Finance, Resource Management Guide No. 135 Annual reports for non-corporate Commonwealth entities, 2016.

# Additional compliance reporting requirements

Description	Requirement	Source of requirement	Location (page/s)
Exercise of ASIC's powers under Part 15 of the Retirement Savings Accounts Act 1997 and under Part 29 of the Superannuation Industry (Supervision) Act 1993	Mandatory	ASIC Act, s136(1)(a)	180
ASIC's monitoring and promotion of market integrity and consumer protection in relation to the Australian financial system and the provision of financial services	Mandatory	ASIC Act, s136(1)(b)	31–49, 71–5
ASIC's activities in accordance with each agreement or arrangement entered into by ASIC under s11(14) of the ASIC Act	Mandatory	ASIC Act, s136(1)(c)	180
The operation of the <i>Business Names</i> Registration Act 2011, including details of the level of access to the Business Names Register using the internet and other facilities, the timeliness with which ASIC carries out its duties, functions and powers under the Act, and the cost of registration of a business name under the Act	Mandatory	ASIC Act, s136(1)(d)	50, 51, 53–4
The number of times ASIC used an information-gathering power, the provision of the Corporations Act, the ASIC Act, or another law that conferred the power, and the number of times in the previous financial year ASIC used the power	Mandatory	ASIC Act, s136(1)(e), reg 8AAA(1)	176–9
ASIC's regional administration in referring states and the Northern Territory, including a statement on our performance against service-level performance indicators during the relevant period	Mandatory	Corporations Agreement, s603(3)	26–9
Financial services and consumer credit external dispute resolution schemes	Suggested	Senate Economics References Committee inquiry into the performance of ASIC, Recommendation 4	18
Court enforceable undertakings and their effectiveness	Suggested	Senate Economics References Committee inquiry into the performance of ASIC, Recommendation 27	38, 43, 59, 65–6, 74



General index

1	١	

Accessibility Action Plan 106	Banking Act 1959 9, 128, 130, 140, 147, 158
achievements, ASIC 4–6	Bankruptcy Amendment (Enterprises Incentives)
advertising	Bill 2017 21
ASIC 188–9	banks
see also misleading or deceptive advertising	APRA inquiry 76
advisory panels, ASIC 44, 165	Bank Bill Swap Rate (BBSW) 5, 19, 72
Anangu Pitjantjatjara Yankunytjatjara (APY) Lands	consumer credit insurance 63
Superannuation Forum 26, 28, 30–1	open banking regime 20
Annual Performance Statement, ASIC 36–56	parliamentary inquiry 181
Asia Pacific Economic Cooperation (APEC), Financial Regulators Training Initiative (FRTI) 86	small business loan contracts 40, 59, 91 unconscionable conduct 5
Asia Region Funds Passport (ARFP) 84, 85	vertical integration and conflicts of interest 40
Asia-Pacific cooperation 85–6	bilateral cooperation 87
Asia-Pacific Regional Committee, IOSCO 86	Black Economy Taskforce 84
Asia-Pacific Regional Supervisory Colleges 86	Business Advisory Committee 165
ASIC in the Community Program	Business Names Register 49, 50
ANZAC Day event 33	Business Names Registration Act 2011 9
community contribution 32–4	•
fundraising 33	
National Speakers Program 33	C
volunteering 34	
Workplace Giving Program 33	CALD communities 29, 46, 105
Assetless Administration Fund (AA Fund) 182	Chair, ASIC
audit see financial reporting and audit	Annual Performance Statement 36
Audit Committee, ASIC 163–4	biographical details 11
Auditor-General, reports by 181	letter of transmittal 1
auditors of disclosing entities see financial reporting	management structure 10
and audit	
Australian Competition and Consumer Commission	report 4–7
(ACCC) 20, 27, 28, 29, 43, 44, 72, 73, 78, 89,	Commissioners, ASIC
90, 91	appointment and responsibilities 162
Australian Consumer Law 43, 78	biographical details 11–13
Australian Financial Attitudes and Behaviour Tracker (AFAB) 29, 46, 48	regional commissioners 13, 26, 28, 29, 102  Commonwealth Director of Public Prosecutions (CDPP) 66
Australian Financial Complaints Authority (AFCA) 18	Commonwealth Ombudsman 181
Australian Financial Service (AFS) licensees see financial advisers	
Australian Government Financial Literacy Board 165	community engagement see ASIC in the Community Program
Australian market licence (AML) regime 49	companies register 49, 50
Australian Securities and Investments Commission Act	Company Name Register 50
2001 (ASIC Act) 1, 8–9, 29, 37, 38, 122, 150, 162, 169, 177–8, 180, 208	competition, in settlement of cash equities 72–3
Australian Small Business and Family Enterprise Ombudsman (ASBFEO) 59, 91	Competition and Consumer Act 2010 43 consultants, ASIC 188-9, 190-1
Australian Taxation Office (ATO) 19, 52, 69	Consumer Advisory Panel (CAP) 165–6
Australian Transaction Reports and Analysis Centre	Consumer credit webinar 27
(AUSTRAC) 29, 30, 89	consumer protection 17, 67, 84, 85, 88
Authorised Deposit-taking Institutions (ADIs) 40	consumer credit insurance 63
	design and distribution obligations 17 Indigenous consumers 31–2
	product intervention powers 17
	consumer trust and confidence 18, 36, 40, 41, 47, 48, 64, 79
	corporate collective investment vehicles (CCIVs) 85
	Corporate Plan, ASIC 7, 8, 9, 36, 49
	Corporate Registers Forum (CRF) 50

В

corporate sector 76	Digital Finance Advisory Committee 168
corporate structure, ASIC 10	Director Advisory Panel 166
corporations	Director Identification Number 17
annual general meetings 41, 76	Disciplinary Committee 167
auditing see financial reporting and audit	dishonest conduct 66
control transactions, monitoring of 77	dispute resolution 18
financial reporting see financial reporting and audit	diversity, ASIC
fundraising 78	accessibility 106
governance 76	Diversity Council 100
independent expert reports 76–7	Diversity Strategy 33, 103
initial coin offerings 29, 78	equitable gender briefing 107
initial public offerings (IPOs) 41	Indigenous employment initiatives 103–4
liquidation see liquidators	multicultural access and equity 105
preference shares 78	Rainbow Network 102
shareholder rights 77	staff 98
surveillance 76–7	women in ASIC 101-2
takeovers, monitoring of 77	
Corporations Act 2001 (Corporations Act) 9, 17, 29, 73, 77, 78, 81, 94	E
Council of Financial Regulators (CFR) 44, 47	L
Credit and Investments Ombudsman (CIO) 18	education 39
credit licensees 32, 59–61	CALD communities 46
debt collection practices 61	Community of Practice sessions 46, 101
enforcement outcomes 32, 59-61	financial capability 26–9, 46
misleading advertising 60	illegal phoenix activity 17, 46, 82
pay day lending 61	Indigenous consumers, communities and their
small business loans 59	advocates 30, 46
unfair contract terms 59	superannuation 30–1
credit reporting regime 17	videos 30, 51
Criminal Intelligence Unit, ASIC 26, 84, 92	vulnerable and disadvantaged Australians 26, 46
crowd-sourced funding (CSF) intermediaries 71	women 25
cryptocurrencies, initial coin offerings 29, 64	employees see people, ASIC
custodians see investment management	enforcement
customer service, CALD communities 26, 46, 105	administrative actions 38
customer service, ASIC	civil actions 5, 38, 41, 42, 43, 67, 167
complaints 54	compensatory actions 5, 39, 43, 60–1, 62, 70
Customer Contact Centre 52, 105	corrective actions 42
service charter 53–4	court enforceable undertakings 5, 42, 43, 60, 61,
telephone interpreting 105	65–6, 74
cyber resilience assessments 73	criminal actions 5, 38, 41–2, 43
	infringement notices 5, 38, 43, 60
	investigations 37
D	negotiated or agreed outcomes 43
	protective actions 32, 42
Data Strategy 2017–2020 84, 90	punitive actions 41–2
Department of Foreign Affairs and Trade 84	responsible lending 60
deposit product providers 59	results 37–9
deposit taking and credit sector 5	summary prosecutions 39
credit licensees 59–61	timeliness of 43
debt collection practices 61	Enforcement Review, ASIC 4, 16–17
enforcement outcomes 60	environmental performance 186–7
misleading advertising 60–1	exchange traded funds (ETFs) 70, 73
5 5	exchange traded products (ETPs) 73
pay day lending 61	expenditure summary, ASIC 22
responsible lending 60	External Advisory Panel 166
small business loan contracts 59	external scrutiny, ASIC 180–1
unfair contract terms 59	satisfied servicing, radio 100 i

F	fraud control guidelines (Cth) 180
	Freedom of Information Act 1982 181–82
financial advice sector 64	funding, ASIC see industry funding model, ASIC
Financial Adviser Standards and Ethics Authority (FASEA) 68	Future of Financial Advice (FOFA) reforms 66
financial advisers 76–7	
best interests duty and obligations 66-7	G
client money reforms 75	
compliance schemes 68	Global Money Week (GMW) Initiative 27
dishonest conduct 66	grants programs, ASIC 182
enforcement outcomes 64, 65–8	guidance 39
Future of Financial Advice (FOFA) reforms 66	benchmark administrators 45
life insurance advice 65	publications 44-6, 71, 77, 81, 93
misleading of consumers 67–8	SMSF advice obligations 45
SMSF advice 65	•
surveillance 66	
vertical integration and conflicts of interests 64	Н
Financial Advisers Consultative Committee 44, 166	11
financial benchmarks 44, 45, 47, 72	House of Representatives Standing Committee on
financial capability	Economics 9
Anangu Pitjantjatjara Yankunytjatjara (APY) Lands Superannuation Forum 26, 28	
Australian Financial Attitudes and Behaviour Tracker (AFAB) 25, 46, 48	1
Consumer Credit Webinar 27	:
education 26–9, 46	illegal phoenix activity 17, 46, 47, 82, 93
Global Money Week (GMW) Initiative events 27	Indigenous awareness and action, ASIC
improving 19, 26	Close the Gap event 33
Indigenous communities see Indigenous Outreach	Indigenous employment initiatives 103–4  Jawun secondment program 104
Program (IOP)	NAIDOC Week 33
MoneySmart see MoneySmart, ASIC	Reconciliation Action Plan 33, 103, 104
National Financial Capability Strategy 2018 5	Indigenous Outreach Program (IOP) 30–2
online tools see online services and tools	
regional action 26–9	Anangu Pitjantjatjara Yankunytjatjara (APY) Lands Superannuation Forum 26, 28, 30–1
stand at Sydney Royal Easter show 26, 27	engagement and education 30
women 19, 25	Helpline 30
Financial Consumer Protection Taskforce 85	newsletter 30
financial literacy 24, 26, 29, 69, 105, 165	protecting Indigenous consumers 31–2
Financial Ombudsman Service (FOS) 18	trips to Kimberley and Pilbara regions 30
financial reporting and audit	Indigenous Outreach team 26, 28
audit inspection program 41	industry funding model, ASIC 16, 58–9
breach reports from licensees and auditors 94	fee-for-service activities 59
financial report quality 79	fees for service 58
impairment of non-financial assets 78	levy types 58
international engagement 85	industry reports 5
revenue recognition 79 surveillance 78–9	information and communications technology 21
Financial Sector Assessment Program (FSAP) review,	information-gathering powers, ASIC 177-9
IMF – 87	infringement notices 5
financial services, public perceptions of 48	Innovation Hub 84, 88–90
Financial Services and Credit Panel (FSCP) 42, 166–7	communication 89
financial statements 109–59	coordination and cooperation 89
financial summary, ASIC 22	informal assistance and guidance 88
financial system, challenges 6	international engagement 90
Financial System Inquiry (FSI) 17	regtech and fintech 89
fintech 29, 84, 86, 87, 88, 89, 90	regulatory sandbox framework 89

inside information 75, 94	investor trust and confidence 36, 40, 41, 47, 48, 72,
insolvency court proceedings 81–82	75, 79
insolvency law reform 80–1	investor-directed portfolio service (IDPS) operators 69
Insolvency Law Reform Act 2016 48, 80	IOSCO Asia-Pacific Regional Committee 86
insolvency practitioners see liquidators	
Insurance Contracts Act 1984 9	
insurance sector 62	L
add-on insurance products 5, 62	
car insurance 63	Legal and Constitutional Affairs Legislation Committee
consumer credit insurance 63	– the Bankruptcy Amendment (Enterprises
enforcement 62–3	Incentives) Bill 2017 21
insurance product distributors 62–3	licensing 179–80
insurance product providers 62	assessment of applications 48
life insurance see life insurance	credit licences 32
misleading advertising 63	market licensing reform 49
International Accounting Standards Board 85	life insurance 21, 31, 62
International Association of Insurance Supervisors	advice 65
(IAIS) 85	enforcement actions 31, 65–6
international engagement 84–7	lapsed data project 65–6
Asia-Pacific cooperation 85–7	PJC Inquiry 21
bilateral cooperation 87	sales practices 31
capacity building 86	surveillance of providers 65
fintech 86	Life Insurance Act 1995 9
Innovation Hub 90	liquidators
international assessments 87	automatic cancellation and appointment of another
international cooperation requests 87	liquidator 81 cancellation of registration 81
multilateral cooperation 87	directions to comply 80
International Financial Consumer Protection Organisation	illegal phoenix activity 82
(IFCPO) 85	independence of administrators 81
International Forum of Independent Audit Regulators (IFIAR) 85	insolvency court proceedings 81
International Monetary Fund (IMF) 87, 90	insolvency law reform 80
International Organization of Securities Commissions	Liquidator Registration Committee 167
(IOSCO) 83, 86, 87, 90	lodgement of forms 82
investigations 4, 5, 37, 80, 92	publishing of notices 82
conflicts of interest 74	registration 80
dishonest conduct 92	remuneration 81–2
funding of 43	show cause notices 80
illegal phoenix activity 82	
pay day lending 61	
Ponzi schemes 74	M
punitive actions 42	141
registered liquidators 81	managed discretionary account (MDA) providers 71
superannuation funds 70	managed funds sector see investment management;
takeover transactions 77	superannuation
timeliness 43	management structure, ASIC 10
investment management	margin lenders 59
compensatory actions 70	Market Conduct Working Group, IAIS 85
compliance and disclosure overhaul 70	market infrastructure and intermediaries sector 71
crowd-sourced funding intermediaries 71	market infrastructure providers 71
exchange traded funds (ETFs) 70	benchmarks reform 72
managed discretionary account (MDA) providers 71	competition in settlement of cash equities 72–3
misleading advertising 70	cyber resilience assessments 73
Ponzi schemes 70	exchange traded products (ETPs) 73
risk profiled entities 70	NSX listing standards assessment 72
surveillance 71	market integrity 75
wholesale investment management trustees 71	

market intermediaries 71	0
binary options 74	
client money reforms 75	Office of Small Business, ASIC 5, 84, 91
conflicts of interests 74	Office of the Whistleblower 84, 92
credit rating agencies review 75	online services/tools 39
market integrity 75	Budget Planner 24
OTC trade reporting 75	budget tracker app 27
retail over-the-counter derivatives 74–5	Income Tax Calculator 24
sell-side research 73–4	Mortgage Calculator 24
trade repository data 75	teachers' engagement with 46–7
market supervision, Markets Disciplinary Panel 43, 167–8	'Women's Money Goals' 25
Markets Advisory Panel 167	women's money toolkit 25
Medical Indemnity (Prudential Supervision and Product Standards) Act 2003 9	see also MoneySmart, ASIC; registration services organisational structure, ASIC 10
memoranda of understanding, EMMoU (IOSCO) 87	outlook, ASIC 6–7
misconduct	oversight, of ASIC 9
reporting 84, 173–5	oversight, of ASIC 7
breach reports 84, 94, 175	
deterring 52	B
reports from public 93	P
scams targeting ASIC customers 52	
statutory reports 94, 176	parliamentary inquiries 9, 16–21
suspicious activity reporting (SARs) 94	Parliamentary Joint Committee on Corporations and
misleading or deceptive advertising 60–1	Financial Services (PJC) 9
insurance products 63	life insurance industry inquiry 21
investment management responsible entities 70	Parliamentary Joint Committee Inquiry on Law Enforcement, information and communications
superannuation funds 69	technology inquiry 21
mission, ASIC 4	payment product providers 59
MoneySmart, ASIC	people, ASIC
Bootcamp 28	community contribution see ASIC in the
budget tracker app 27	Community Program
regional activities 26, 27–8, 29	diversity see diversity, ASIC
response to AFAB research 25	enterprise agreement 98
showbags 27, 29	flexible working arrangements 99–100
stalls 27, 29, 103	Graduate Program 96–7
teachers' engagement with resources 46–7	Indigenous staff 103–4
Teaching Program 24, 26	LearnHub 98
use of website 39, 46	learning and development 97–8
website resources 24, 27, 29, 30, 39	mentoring programs 99
see also education; online services/tools	People Strategy 96
multilateral cooperation 87	recruitment 96
muthateral cooperation of	staff benefits 99
	staff engagement and commitment 98
N.I.	statistics 168–72
N	volunteering 34
	women 99, 101–2
NAIDOC Week 33	work health and safety 100
National Business Simplification Initiative 19	workforce planning 96–100
National Consumer Credit Protection Act 2009 (National	performance, ASIC
Credit Act) 8	analysis of key outcomes 40–9
National Disability Strategy 2010–2020 106	key performance outcome 36
National Financial Capability Strategy 2018 5	key results 37–9
National Stock Exchange (NXS), listing standards 72	objectives 36
	service charter results 53–4
	see also registration services
	Phoenix Taskforce 17 47 84 93

policy advice	modernisation of registers 19, 50
corporate governance 76	online lodgements 50, 51, 52
credit reporting 17	performance objectives 49
design and distribution obligations 17, 47	quality recertification 50
global policy forums 84–5	timeliness 53-4
illegal phoenix activity 47	transparency 52
international trade and investment 84	Regtech Liaison Forum 5, 89
investor and consumer trust and confidence 47	Regtech Showcase 89
product intervention powers 17, 47	regulatory actions 4–5
to international regulators 47	regulatory approach 8
Portfolio Budget Statement outcomes 36, 40, 49, 183–4	regulatory sandbox 19, 89
primary production customers, lending to 21	regulatory technology (regtech) 5, 89
Privacy Act 1988 17	regulatory transformation program 92
procurement 190–1	responsible entities see investment management
Productivity Commission	Retirement Savings Accounts Act 1997 9
report on competition in financial system 20	risk management product providers see insurance sector
review of superannuation efficiency and	role, ASIC 8–9, 162–3
competitiveness 20	international engagement see international
property management 185	engagement, ASIC
Public Governance, Performance and Accountability	legislative responsibilities 8-9
Act 2013 (PGPA Act) 9	oversight 9
publications, ASIC	regulatory approach 8
information sheets 44, 45–6, 78, 80, 93	Royal Commission into Misconduct in the Banking,
regulatory guides 44, 45, 71, 73, 75, 77, 80	Superannuation and Financial Services
reports 40–1, 45, 46, 65, 72, 73, 76	Industry 4, 16, 17
purpose, ASIC 28	
_	S
R	
R	Senate Select Committee on Lending to Primary
R regional action 26–9	Senate Select Committee on Lending to Primary Production Customers 21
	Senate Select Committee on Lending to Primary Production Customers 21 Senate Standing Committee on Economics 9
regional action 26–9	Senate Select Committee on Lending to Primary Production Customers 21 Senate Standing Committee on Economics 9 serious financial crime 92–3
regional action 26–9 Australian Capital Territory 26	Senate Select Committee on Lending to Primary Production Customers 21  Senate Standing Committee on Economics 9 serious financial crime 92–3 Criminal Intelligence Unit (CIU) 26, 84, 92
regional action 26–9 Australian Capital Territory 26 New South Wales 27	Senate Select Committee on Lending to Primary Production Customers 21  Senate Standing Committee on Economics 9 serious financial crime 92–3 Criminal Intelligence Unit (CIU) 26, 84, 92 data analytics 92
regional action 26–9 Australian Capital Territory 26 New South Wales 27 Northern Territory 27–8	Senate Select Committee on Lending to Primary Production Customers 21  Senate Standing Committee on Economics 9 serious financial crime 92–3 Criminal Intelligence Unit (CIU) 26, 84, 92 data analytics 92 illegal phoenix activity 17, 46, 82, 93
regional action 26–9 Australian Capital Territory 26 New South Wales 27 Northern Territory 27–8 Queensland 28	Senate Select Committee on Lending to Primary Production Customers 21  Senate Standing Committee on Economics 9 serious financial crime 92–3 Criminal Intelligence Unit (CIU) 26, 84, 92 data analytics 92 illegal phoenix activity 17, 46, 82, 93 Phoenix Taskforce 17, 47, 84, 93
regional action 26–9 Australian Capital Territory 26 New South Wales 27 Northern Territory 27–8 Queensland 28 South Australia 28	Senate Select Committee on Lending to Primary Production Customers 21  Senate Standing Committee on Economics 9 serious financial crime 92–3 Criminal Intelligence Unit (CIU) 26, 84, 92 data analytics 92 illegal phoenix activity 17, 46, 82, 93 Phoenix Taskforce 17, 47, 84, 93 regulatory transformation 92
regional action 26–9 Australian Capital Territory 26 New South Wales 27 Northern Territory 27–8 Queensland 28 South Australia 28 Tasmania 28–9	Senate Select Committee on Lending to Primary Production Customers 21  Senate Standing Committee on Economics 9 serious financial crime 92–3 Criminal Intelligence Unit (CIU) 26, 84, 92 data analytics 92 illegal phoenix activity 17, 46, 82, 93 Phoenix Taskforce 17, 47, 84, 93 regulatory transformation 92 Serious Financial Crime Taskforce (SFCT) 84, 93
regional action 26–9 Australian Capital Territory 26 New South Wales 27 Northern Territory 27–8 Queensland 28 South Australia 28 Tasmania 28–9 Victoria 29	Senate Select Committee on Lending to Primary Production Customers 21  Senate Standing Committee on Economics 9 serious financial crime 92–3 Criminal Intelligence Unit (CIU) 26, 84, 92 data analytics 92 illegal phoenix activity 17, 46, 82, 93 Phoenix Taskforce 17, 47, 84, 93 regulatory transformation 92 Serious Financial Crime Taskforce (SFCT) 84, 93 service charter, ASIC, results 53–4
regional action 26–9 Australian Capital Territory 26 New South Wales 27 Northern Territory 27–8 Queensland 28 South Australia 28 Tasmania 28–9 Victoria 29 Western Australia 29	Senate Select Committee on Lending to Primary Production Customers 21  Senate Standing Committee on Economics 9 serious financial crime 92–3 Criminal Intelligence Unit (CIU) 26, 84, 92 data analytics 92 illegal phoenix activity 17, 46, 82, 93 Phoenix Taskforce 17, 47, 84, 93 regulatory transformation 92 Serious Financial Crime Taskforce (SFCT) 84, 93 service charter, ASIC, results 53–4 Significant Global Entities (SGEs) 52
regional action 26–9 Australian Capital Territory 26 New South Wales 27 Northern Territory 27–8 Queensland 28 South Australia 28 Tasmania 28–9 Victoria 29 Western Australia 29 regional Commissioners 13, 26, 28, 29, 102	Senate Select Committee on Lending to Primary Production Customers 21  Senate Standing Committee on Economics 9 serious financial crime 92–3 Criminal Intelligence Unit (CIU) 26, 84, 92 data analytics 92 illegal phoenix activity 17, 46, 82, 93 Phoenix Taskforce 17, 47, 84, 93 regulatory transformation 92 Serious Financial Crime Taskforce (SFCT) 84, 93 service charter, ASIC, results 53–4 Significant Global Entities (SGEs) 52 small business 26
regional action 26–9 Australian Capital Territory 26 New South Wales 27 Northern Territory 27–8 Queensland 28 South Australia 28 Tasmania 28–9 Victoria 29 Western Australia 29 regional Commissioners 13, 26, 28, 29, 102 regional engagement 84–7	Senate Select Committee on Lending to Primary Production Customers 21  Senate Standing Committee on Economics 9 serious financial crime 92–3 Criminal Intelligence Unit (CIU) 26, 84, 92 data analytics 92 illegal phoenix activity 17, 46, 82, 93 Phoenix Taskforce 17, 47, 84, 93 regulatory transformation 92 Serious Financial Crime Taskforce (SFCT) 84, 93 service charter, ASIC, results 53–4 Significant Global Entities (SGEs) 52 small business 26 loans and unfair contract terms 59, 91
regional action 26–9 Australian Capital Territory 26 New South Wales 27 Northern Territory 27–8 Queensland 28 South Australia 28 Tasmania 28–9 Victoria 29 Western Australia 29 regional Commissioners 13, 26, 28, 29, 102 regional engagement 84–7 Regional Liaison Committee 29	Senate Select Committee on Lending to Primary Production Customers 21  Senate Standing Committee on Economics 9 serious financial crime 92–3 Criminal Intelligence Unit (CIU) 26, 84, 92 data analytics 92 illegal phoenix activity 17, 46, 82, 93 Phoenix Taskforce 17, 47, 84, 93 regulatory transformation 92 Serious Financial Crime Taskforce (SFCT) 84, 93 service charter, ASIC, results 53–4 Significant Global Entities (SGEs) 52 small business 26 loans and unfair contract terms 59, 91 'Navigating the maze of regulation' roadshow 91
regional action 26–9 Australian Capital Territory 26 New South Wales 27 Northern Territory 27–8 Queensland 28 South Australia 28 Tasmania 28–9 Victoria 29 Western Australia 29 regional Commissioners 13, 26, 28, 29, 102 regional engagement 84–7 Regional Liaison Committee 29 registered company auditors see financial reporting	Senate Select Committee on Lending to Primary Production Customers 21  Senate Standing Committee on Economics 9 serious financial crime 92–3 Criminal Intelligence Unit (CIU) 26, 84, 92 data analytics 92 illegal phoenix activity 17, 46, 82, 93 Phoenix Taskforce 17, 47, 84, 93 regulatory transformation 92 Serious Financial Crime Taskforce (SFCT) 84, 93 service charter, ASIC, results 53–4 Significant Global Entities (SGEs) 52 small business 26 loans and unfair contract terms 59, 91 'Navigating the maze of regulation' roadshow 91 Office of Small Business 5, 84, 91
regional action 26–9 Australian Capital Territory 26 New South Wales 27 Northern Territory 27–8 Queensland 28 South Australia 28 Tasmania 28–9 Victoria 29 Western Australia 29 regional Commissioners 13, 26, 28, 29, 102 regional engagement 84–7 Regional Liaison Committee 29 registered company auditors see financial reporting and audit	Senate Select Committee on Lending to Primary Production Customers 21  Senate Standing Committee on Economics 9 serious financial crime 92–3 Criminal Intelligence Unit (CIU) 26, 84, 92 data analytics 92 illegal phoenix activity 17, 46, 82, 93 Phoenix Taskforce 17, 47, 84, 93 regulatory transformation 92 Serious Financial Crime Taskforce (SFCT) 84, 93 service charter, ASIC, results 53–4 Significant Global Entities (SGEs) 52 small business 26 loans and unfair contract terms 59, 91 'Navigating the maze of regulation' roadshow 91 Office of Small Business 5, 84, 91 Small Business Compliance and Deterrence Team 28
regional action 26–9  Australian Capital Territory 26  New South Wales 27  Northern Territory 27–8  Queensland 28  South Australia 28  Tasmania 28–9  Victoria 29  Western Australia 29  regional Commissioners 13, 26, 28, 29, 102  regional engagement 84–7  Regional Liaison Committee 29  registered company auditors see financial reporting and audit  registered liquidators see liquidators	Senate Select Committee on Lending to Primary Production Customers 21  Senate Standing Committee on Economics 9 serious financial crime 92–3 Criminal Intelligence Unit (CIU) 26, 84, 92 data analytics 92 illegal phoenix activity 17, 46, 82, 93 Phoenix Taskforce 17, 47, 84, 93 regulatory transformation 92 Serious Financial Crime Taskforce (SFCT) 84, 93 service charter, ASIC, results 53–4 Significant Global Entities (SGEs) 52 small business 26 loans and unfair contract terms 59, 91 'Navigating the maze of regulation' roadshow 91 Office of Small Business 5, 84, 91 Small Business Compliance and Deterrence Team 28 Small Business Hub 91
regional action 26–9  Australian Capital Territory 26  New South Wales 27  Northern Territory 27–8  Queensland 28  South Australia 28  Tasmania 28–9  Victoria 29  Western Australia 29  regional Commissioners 13, 26, 28, 29, 102  regional engagement 84–7  Regional Liaison Committee 29  registered company auditors see financial reporting and audit  registered liquidators see liquidators  registration services 49, 180	Senate Select Committee on Lending to Primary Production Customers 21  Senate Standing Committee on Economics 9 serious financial crime 92–3 Criminal Intelligence Unit (CIU) 26, 84, 92 data analytics 92 illegal phoenix activity 17, 46, 82, 93 Phoenix Taskforce 17, 47, 84, 93 regulatory transformation 92 Serious Financial Crime Taskforce (SFCT) 84, 93 service charter, ASIC, results 53–4 Significant Global Entities (SGEs) 52 small business 26 loans and unfair contract terms 59, 91 'Navigating the maze of regulation' roadshow 91 Office of Small Business 5, 84, 91 Small Business Compliance and Deterrence Team 28 Small Business Hub 91 Small Business Matters breakfast 27
regional action 26–9  Australian Capital Territory 26  New South Wales 27  Northern Territory 27–8  Queensland 28  South Australia 28  Tasmania 28–9  Victoria 29  Western Australia 29  regional Commissioners 13, 26, 28, 29, 102  regional engagement 84–7  Regional Liaison Committee 29  registered company auditors see financial reporting and audit  registered liquidators see liquidators  registration services 49, 180  accessibility 51, 53	Senate Select Committee on Lending to Primary Production Customers 21  Senate Standing Committee on Economics 9 serious financial crime 92–3 Criminal Intelligence Unit (CIU) 26, 84, 92 data analytics 92 illegal phoenix activity 17, 46, 82, 93 Phoenix Taskforce 17, 47, 84, 93 regulatory transformation 92 Serious Financial Crime Taskforce (SFCT) 84, 93 service charter, ASIC, results 53–4 Significant Global Entities (SGEs) 52 small business 26 loans and unfair contract terms 59, 91 'Navigating the maze of regulation' roadshow 91 Office of Small Business 5, 84, 91 Small Business Compliance and Deterrence Team 28 Small Business Hub 91 Small Business Matters breakfast 27 Small Business Strategy 2017–2020 5, 91
regional action 26–9 Australian Capital Territory 26 New South Wales 27 Northern Territory 27–8 Queensland 28 South Australia 28 Tasmania 28–9 Victoria 29 Western Australia 29 regional Commissioners 13, 26, 28, 29, 102 regional engagement 84–7 Regional Liaison Committee 29 registered company auditors see financial reporting and audit registered liquidators see liquidators registration services 49, 180 accessibility 51, 53 accessing registry information 50	Senate Select Committee on Lending to Primary Production Customers 21  Senate Standing Committee on Economics 9 serious financial crime 92–3 Criminal Intelligence Unit (CIU) 26, 84, 92 data analytics 92 illegal phoenix activity 17, 46, 82, 93 Phoenix Taskforce 17, 47, 84, 93 regulatory transformation 92 Serious Financial Crime Taskforce (SFCT) 84, 93 service charter, ASIC, results 53–4 Significant Global Entities (SGEs) 52 small business 26 loans and unfair contract terms 59, 91 'Navigating the maze of regulation' roadshow 91 Office of Small Business 5, 84, 91 Small Business Compliance and Deterrence Team 28 Small Business Hub 91 Small Business Matters breakfast 27 Small Business Strategy 2017–2020 5, 91 staff see people, ASIC
regional action 26–9 Australian Capital Territory 26 New South Wales 27 Northern Territory 27–8 Queensland 28 South Australia 28 Tasmania 28–9 Victoria 29 Western Australia 29 regional Commissioners 13, 26, 28, 29, 102 regional engagement 84–7 Regional Liaison Committee 29 registered company auditors see financial reporting and audit registered liquidators see liquidators registration services 49, 180 accessibility 51, 53 accessing registry information 50 analysis of key outcomes 50–2	Senate Select Committee on Lending to Primary Production Customers 21  Senate Standing Committee on Economics 9 serious financial crime 92–3 Criminal Intelligence Unit (CIU) 26, 84, 92 data analytics 92 illegal phoenix activity 17, 46, 82, 93 Phoenix Taskforce 17, 47, 84, 93 regulatory transformation 92 Serious Financial Crime Taskforce (SFCT) 84, 93 service charter, ASIC, results 53–4 Significant Global Entities (SGEs) 52 small business 26 loans and unfair contract terms 59, 91 'Navigating the maze of regulation' roadshow 91 Office of Small Business 5, 84, 91 Small Business Compliance and Deterrence Team 28 Small Business Hub 91 Small Business Matters breakfast 27 Small Business Strategy 2017–2020 5, 91 staff see people, ASIC stakeholders
regional action 26–9 Australian Capital Territory 26 New South Wales 27 Northern Territory 27–8 Queensland 28 South Australia 28 Tasmania 28–9 Victoria 29 Western Australia 29 regional Commissioners 13, 26, 28, 29, 102 regional engagement 84–7 Regional Liaison Committee 29 registered company auditors see financial reporting and audit registered liquidators see liquidators registration services 49, 180 accessibility 51, 53 accessing registry information 50 analysis of key outcomes 50–2 customer service 52, 53–4	Senate Select Committee on Lending to Primary Production Customers 21  Senate Standing Committee on Economics 9 serious financial crime 92–3 Criminal Intelligence Unit (CIU) 26, 84, 92 data analytics 92 illegal phoenix activity 17, 46, 82, 93 Phoenix Taskforce 17, 47, 84, 93 regulatory transformation 92 Serious Financial Crime Taskforce (SFCT) 84, 93 service charter, ASIC, results 53–4 Significant Global Entities (SGEs) 52 small business 26 loans and unfair contract terms 59, 91 'Navigating the maze of regulation' roadshow 91 Office of Small Business 5, 84, 91 Small Business Compliance and Deterrence Team 28 Small Business Hub 91 Small Business Matters breakfast 27 Small Business Strategy 2017–2020 5, 91 staff see people, ASIC stakeholders key stakeholder data 192–3
regional action 26–9 Australian Capital Territory 26 New South Wales 27 Northern Territory 27–8 Queensland 28 South Australia 28 Tasmania 28–9 Victoria 29 Western Australia 29 regional Commissioners 13, 26, 28, 29, 102 regional engagement 84–7 Regional Liaison Committee 29 registered company auditors see financial reporting and audit registered liquidators see liquidators registration services 49, 180 accessibility 51, 53 accessing registry information 50 analysis of key outcomes 50–2 customer service 52, 53–4 digital assistance 52	Senate Select Committee on Lending to Primary Production Customers 21  Senate Standing Committee on Economics 9 serious financial crime 92–3 Criminal Intelligence Unit (CIU) 26, 84, 92 data analytics 92 illegal phoenix activity 17, 46, 82, 93 Phoenix Taskforce 17, 47, 84, 93 regulatory transformation 92 Serious Financial Crime Taskforce (SFCT) 84, 93 service charter, ASIC, results 53–4 Significant Global Entities (SGEs) 52 small business 26 loans and unfair contract terms 59, 91 'Navigating the maze of regulation' roadshow 91 Office of Small Business 5, 84, 91 Small Business Compliance and Deterrence Team 28 Small Business Hub 91 Small Business Matters breakfast 27 Small Business Strategy 2017–2020 5, 91 staff see people, ASIC stakeholders

strategic priorities, ASIC 6-7

liaison and information exchange 51

superannuation	Т
APY Lands Superannuation Forum 26, 28, 30–1	•
breaches by funds 69	traditiona
death benefits 70	ir
finding lost superannuation 28, 26, 82	Treasury
misleading product disclosure statements and advertising 69	
regulation 69	U
self-managed funds (SMSFs) 40, 65	O
trustees 69–70	unclaime
Superannuation Complaints Tribunal (SCT) 18, 70, 150	unfair cor
Superannuation Industry (Supervision) Act 1993 (SIS Act) 9	diffall col
Superannuation (Resolution of Complaints) Act 1993 9	\
surveillance and supervision 5	V
audit inspection program 41	
credit rating agencies 75	vision, AS
debt collection practices 61	
financial reporting 41, 78–9	
independent experts 76-7	W
key results 37	
life insurance advice 65	whistleble
managed discretionary account providers 71	Offic
reports in response to findings 40–1	wholesale
suspicious activity reporting (SARs) 94	women
	financ
	in los

traditional trustee company service providers see investment management Treasury 4, 9, 17, 47, 85, 87, 89

unclaimed money 55 unfair contract terms 59, 91

vision, ASIC 4, 36

whistleblowers 19
Office of the Whistleblower 84, 92
wholesale investment management trustees 71
women
financial capability 19, 25
in leadership and senior roles 101–2
mentoring programs 99
Women in ASIC Committee 101

World Economic Forum 85, 90

# Contact details

For general information about ASIC, specific information for ASIC's regulated populations and to do business with ASIC, including searching ASIC's registers, registering and searching business names, and lodging and updating company or licence details, go to www.asic.gov.au.

For consumer and investor information, go to www.moneysmart.gov.au.

# **General inquiries**

Go to www.asic.gov.au/question or telephone 1300 300 630.

# To report misconduct to, or complain about, ASIC

Go to www.asic.gov.au/complain or telephone 1300 300 630.

# **Media inquiries**

Go to www.asic.gov.au/media, email media.unit@asic.gov.au or telephone 1300 300 630.

## Annual report contact officer

Senior Manager, Publishing Telephone: 02 9911 5829

Email: peter.richardson@asic.gov.au

# For copies of ASIC publications

Go to www.asic.gov.au/publications or telephone 1300 300 630.

ASIC Annual Reports are available online at www.asic.gov.au/annual-report.

# To follow ASIC online:

### ASIC media releases

Twitter: @asicmedia

### ASIC information for consumers and investors

Twitter: @MoneySmartTeam

Facebook: facebook.com/moneysmartAU YouTube: youtube.com/moneysmartAU

# ASIC registry and licensing services

Twitter: @ASIC Connect

Facebook: facebook.com/ASICConnect YouTube: youtube.com/ASICConnect

# To contact ASIC by mail

For all correspondence with ASIC Commissioners, stakeholder teams, enforcement, strategy group, corporate affairs, chief legal office and administration:

ASIC, GPO Box 9827 Brisbane, QLD 4001

For registry and licensing matters, including company and annual statements, notification of changes to company or licence details, routine company or licence compliance documents, deregistration and reinstatements:

ASIC, PO Box 4000 Gippsland Mail Centre, VIC 3841

# **Annual Report 2017–18 publication details**

ISSN 1448-3416 (Print) ISSN 1448-370X (Online)

### Annual Report 2016-17 errata

- On page 9 we incorrectly reported that the cost to register a business name in 2016–17 was \$35 for one year or \$82 for a three-year registration. The actual cost was \$34 for one year and \$80 for a three-year registration.
- On page 87 we reported that the total amount of unclaimed money paid to owners in 2016–17 was \$81,284,620. The correct total is \$82,284,620.

