

Accomplish

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Committee members:

- new Chairperson yet to be appointed
- Patricia Langham (Industry Representative)
- Prof. Gail Pearson (Consumer Representative)

Key Projects:

2012 ACS verification program

16 Mutuals identified to participate in the 2012 ACS verification program

A message from Executive Manager, Dr. June Smith

The Code Compliance Committee welcomes the appointment of Phil Khoury to conduct the independent review of the Mutual Banking Code of Practice (the Code). The Committee is looking forward to working with Phil and his team during the review.

Future Committee meetings are to be advised pending appointment of Chairperson

2012 ACS verification program

We are nearing completion of our 2012 ACS verification program and have been pleased with the co-operation of all Mutuals participating in this program.

We identified 16 Mutuals which required further specific feedback based on their 2012 Annual Compliance Statement (ACS) responses. The verification process was conducted during February and March 2013 in the form of onsite visits and teleconferences.

Most of the queries raised by us during this program related to the guidelines and the processes Mutuals have in place to monitor their Code compliance. This included their ability to identify when a breach of the Code might have occurred. We were also keen to ensure that internal dispute resolution systems were working effectively.

Of the 16 Mutuals:

- | | |
|-----------|---|
| 2 Mutuals | clarified all outstanding queries during the verification visit and needed no further consultation; |
| 3 Mutuals | provided further documentation following the visit which satisfied requirements; |



6 Mutuals have been asked to provide further documentation which is still outstanding;
 2 Mutuals have been identified for further follow up and consultation;
 2 Mutuals visits/teleconference are yet to be finalised; and
 1 Mutual has cancelled its Code subscription.

Breach and Complaints Register

We have assessed the registers maintained by Mutuals to record Code breaches and complaints from the 2012 ACS responses. The Committee has noted a wide diversity in the quality of breach and complaint registers used across Code subscribers.

There appears to be no common industry practice or guidance in place about the importance of accurate and meaningful capture of Code breach and compliance data. The Committee intends to consult with industry and develop guidance and benchmarks regarding effective Code monitoring and reporting practices.

In addition, the Committee identified that 49% of Mutuals did not report any instances of Code non compliance in the 2011-2012 reporting period.

One of the key elements of an effective self regulating system is to identify, record and rectify Code breaches and ensure that each breach is dealt with genuinely, promptly, fairly and consistently.

We suggest that you link your IDR and breach registers as complaints or disputes handling data can be one means of tracking emerging risks within your business and understanding the cause of complaints received.

Other activities

The CCC has increased its direct engagement with Mutuals in Code compliance issues in 2012/2013. This engagement included conducting workshops and presentations on Code compliance for groups of Mutuals in specific regional and metropolitan areas and arranging specific onsite visits and teleconferences with Mutuals to exchange information and share knowledge of the Code.

During the 2012-2013 reporting period to date the Secretariat has had at least one personal contact with 73% of Code subscribers using this approach. A total of 21% of Mutuals have had more than one personal contact with us:

	NSW	NT	Qld	SA	Tas	Vic	WA	TOTAL
no personal contact	13		5	1		6	1	26
one personal contact	25	1	8	3	1	10	1	49
more than one personal contact	12		1	2		4	1	20
TOTAL	50	1	14	6	1	20	3	95

Need to develop guidelines and samples for effective reporting and monitoring of complaints and breaches.

Check your compliance with RG 78, RG 165 and AS ISO 10002-20006.

During the 2012-2013 reporting period the Secretariat had face to face contact with 73% of Code subscribers.

Proposed Code compliance workshop in Dubbo and Orange in May 2013.



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Contacting the CCC

If you have a general enquiry or want to provide feedback –

You can write to, call or email the CCC using the details beside.

If you have a media enquiry –

All media inquiries regarding the CCC should be referred to Dr June Smith, Executive Manager, at jsmith@codecompliance.org.au.

Copies of the Code and information about the Code are available on the [CCC's website](#) and the [Abacus Australian Mutuals website](#).

