

Compliance Policy

We are committed to running our operations in a compliant manner. Our commitment to compliance will help to shape our processes, systems and customer interactions.

As a member of the telecommunications industry, we are regulated by the Federal Government and are principally bound the following:

- Commonwealth and state legislation – such as the Telecommunications Act (1997) the Australian Consumer Law (2010) and Privacy Act (1988)
- Industry codes and guidelines – such as the Telecommunications Consumer Protection Code C628:2012
- Our own internal policies and procedures.

Objectives of this policy

The objectives of this policy and our 'Compliance Process' are to:

- Promote and foster a compliance culture within our company.
- Integrate compliance processing within our everyday business strategy and day to day decision making.
- Raise awareness of our compliance obligations throughout the business, by providing relevant compliance related training, education and guidance.

Application of this policy

Our commitment to compliance is supported by our management team and board. This policy is supported by our 'Compliance Process' which describes the key tasks undertaken by us to help maintain and manage our compliance obligations.

Proactive reporting of breaches and complaints

We encourage proactive reporting and resolution of compliance related complaints, breaches, incident's and issues.

Compliance Education and Training

As part of our commitment to delivering organisation wide compliance we incorporate compliance training into our Employee Induction Program. This helps to ensure that all employees have the necessary competencies to understand their compliance obligations and perform their roles efficiently and effectively.

In addition to this, compliance refresher training is scheduled for employees on an annual basis.

For further information:

Please phone Bendigo Telco on 1300 228 123.

Last updated 27 October 2015.