



Compliance Essentials e-bulletin November 2012

Corporate Governance

Despite media coverage over the past years highlighting corporate governance dilemmas, the need to implement sound corporate governance methodology hasn't yet hit home with a lot of organisations; we have recently seen very unhappy situations with three Melbourne schools:

<http://www.complianceessentials.com.au/good-corporate-governance/>

The damage to reputation for schools and all other organisations continues to be food for thought.....

Telcos

Earlier this year the ACMA launched a new code mandating the way that Telcos handle customer complaints:

<http://www.complianceessentials.com.au/compliance-changes-for-telcos/>

Is your Telco provider performing well in terms of customer service? Drop us an email and tell us your story.

Customer Service

Implementing good customer service is not restricted to Telcos; determining organisational culture and required behaviours in terms of customer service can not only improve an organisation's image but also form part of managing organisational risk:

<http://www.complianceessentials.com.au/good-customer-service-as-part-of-risk-management/>

Not for profit news

Changes continue for the not-for-profit sector in Victoria and Australia wide:

<http://www.complianceessentials.com.au/not-for-profit-news-2/>

Coming Soon! *The Intelligent Guide: Successful Debtor Control*

An easy to understand tool to assist all organisations with debtor management, ***The Intelligent Guide: Successful Debtor Control*** will be available in e-book format in the coming weeks complete with a sequence of reusable standard chase letters.

The contents of this document are for information purposes only. It is not intended to be advice and you should not act specifically on the basis of this information alone. If expert assistance is required, professional advice should be obtained.

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