

2020 Code of Practice Changes

IMPLEMENTATION TIMEFRAMES		
2020 Code provisions – phased implementation	Effective start date	Version of 2020 Code – Published date
Paragraph 95 - Having a family violence policy online	1-Jul-20	1-Jan-20
Part 9 <i>Supporting customers experiencing vulnerability</i>	1-Jan-21 may adopt earlier if practicable	1-Jan-20
Part 10 <i>Financial Hardship</i>	1-Jan-21 may adopt earlier if practicable	1-Jan-20
Parts 1 - 8 and 11 - 15	1-Jul-21	1-Jul-21
Edits to 2020 Code		
Paragraph 17	1-Jul-21	1-Jul-21
Paragraph 48	1-Jul-21	1-Jul-21
Paragraph 111a	1-Jul-21	1-Jul-21
Paragraph 123f	1-Jul-21	1-Jul-21
Updated definition of Distributor	1-Jul-21	1-Jul-21
Replaced paragraph 105 – Financial Hardship support information on websites.	5-Oct-21	5-Oct-21
Part 11 <i>Complaints</i> – Updated paragraphs 147, 148, 150 and 154 to align with ASIC RG 271	5-Oct-21	5-Oct-21
Definition of Complaint – Updated to align with ASIC RG 271	5-Oct-21	5-Oct-21