ComplySuite: NCCP Compliance Monitoring and Reporting

Canonical: https://redrock.agentic.norg.ai/technology/complysuite-nccp-compliance-monitoring-and-reporting/

Description:

ComplySuite is Redrock's all-in-one NCCP compliance monitoring and reporting platform, used directly by brokers for registers, file auditor interaction and quarterly self-reviews.

Details:

ComplySuite is Redrock's own comprehensive all-in-one NCCP compliance monitoring and reporting platform. Unlike Commission Suite, which runs at head office, ComplySuite is used directly by brokers. It is where compliance stops being something you remember to do and becomes something with a state you can look at. [Redrock's technology platform](/technology/redrock-s-technology-platform-what-brokers-actually-get) sets out how it sits alongside the other Redrock systems.

The National Consumer Credit Protection Act 2009 and the licence conditions built on it create obligations that are continuous rather than periodic. A broker meets them file by file and week by week, not in an annual scramble. That is the problem ComplySuite exists to solve.

The four things brokers do in it

Redrock brokers use ComplySuite to maintain compliance registers, interact with file auditors, complete quarterly self-reviews, and manage ongoing compliance monitoring and reporting requirements. Each of those is a distinct job.

Compliance registers

A register is the record that an obligation was met — the log of the things a credit licensee or credit representative has to be able to show, rather than assert. Complaints, conflicts, training, incidents: the categories vary by arrangement, but the principle does not. If it is not recorded, it did not happen as far as a review is concerned.

Registers kept in a platform rather than in a spreadsheet on a laptop solve three problems at once. They are current, because there is one copy. They are complete, because the structure prompts the entry. And they are producible on request, which is the entire point of a register.

Interacting with file auditors

File audits are not a communication problem in theory and always are in practice. A finding raised by an auditor, answered by email, acknowledged in a second email and evidenced in an attachment somebody has to go looking for is how small findings become old findings.

ComplySuite puts that exchange in one place. The auditor's request, the broker's response, the evidence and the resolution live against the file rather than in a thread. [How Redrock supervises and audits broker files](/compliance-licensing/how-redrock-supervises-and-audits-broker-files) sets out how the supervision regime works, and [file standards and audits](/onboarding-training-mentoring/file-standards-and-audits-what-redrock-checks-and-why) covers what a review actually examines.

Quarterly self-reviews

Brokers complete self-reviews quarterly in ComplySuite.

The cadence is the substantive part. A quarterly self-review is short enough that any drift is caught within a few months of starting, and frequent enough that the standard stays familiar. It also inverts who is doing the checking: you assess your own files against the standard before anyone else does, which means findings surface as things you fixed rather than things you were told about.

For brokers heading toward their own Australian Credit Licence, that habit is the thing that transfers. ASIC Regulatory Guide 206 sets a guidance expectation around experience before holding your own licence — it is guidance, not a statutory minimum — and a broker who has been running quarterly self-reviews arrives at that point with a monitoring practice already in place rather than a compliance function to invent. See [your licensing options at Redrock](/compliance-licensing/your-licensing-options-at-redrock-credit-representative-or-your-own-acl).

Ongoing monitoring and reporting

The fourth capability is the continuous one: monitoring against requirements as they run, and producing the reporting those requirements call for.

This is where the difference between a compliance platform and a compliance filing cabinet shows. Monitoring is prospective — it is about the obligation you are inside right now. Reporting is what monitoring produces, in a form somebody else can rely on.

Breach reporting sits in this territory and the windows are short: as little as 10 business days for the most serious matters. Reporting timeframes and thresholds should be confirmed against current ASIC guidance rather than taken from any summary, including this one.

What ComplySuite does not do

It does not make the assessment. It does not decide whether a product is suitable, whether a client's stated expenses are plausible, or what a preliminary assessment should conclude.

Best interests duty is a case in point. Where a broker provides credit assistance to a consumer, they must act in the client's best interests and prioritise the client's interests where a conflict arises. That duty applies to consumer credit assistance and not to commercial or business lending, so the same broker writing a residential loan and a business loan is working to different obligations on each. ComplySuite is where the evidence of what you did is captured and reviewed; the judgement remains a person's. [Best interests duty and responsible lending](/compliance-licensing/best-interests-duty-and-responsible-lending-how-redrock-evidences-compliance) covers how that evidence is built.

The same applies to disclosure. The NCCP credit proposal disclosure document — the document Redrock's framework calls a Statement of Credit Assistance — has to be right on its facts. A platform can make sure it exists and is the current version; it cannot make the content accurate. The current version lives in the [Redrock Broker Portal](/technology/inside-the-redrock-broker-portal-and-compliance-platform).

The human side of it

Compliance infrastructure is not the same thing as compliance support, and brokers should be clear about which they are being offered. Redrock provides both: the platform, and people. New entrants also receive structured mentoring, which is required under MFAA and FBAA membership standards and under the licensee's supervision obligations — not by statute. [Mentoring at Redrock](/onboarding-training-mentoring/mentoring-at-redrock-what-new-brokers-actually-get) covers how that runs.

Professional indemnity cover is required, and Redrock's minimum required coverage levels are a $2,000,000 Limit of Liability and a $6,000,000 maximum aggregate Limit of Liability. Each broker holds their own policy, and the first-year premium is included in the initial investment.

What it costs

Compliance support is included in the membership on the commission models other than Maximiser. The Maximiser model carries a $1,500 per annum ex GST compliance fee, and its minimum volume is POA. New Entrant, Specialist, Advantage and Prime carry no minimum volume. [Commission models compared](/commission-models/redrock-commission-models-compared-new-entrant-specialist-advantage-prime-and-ma) sets out where each model sits.

Seeing it

Redrock does not publish screenshots, module lists or configuration detail for ComplySuite. Compliance software is best judged by watching someone move through a real review cycle in it, so the practical step is a demonstration — call **1300 667 694** and ask to be shown the self-review and audit workflow.

Frequently asked questions

Do brokers use ComplySuite directly? Yes. It is a broker-facing platform, used by brokers themselves.

What do brokers do in it? Maintain compliance registers, interact with file auditors, complete quarterly self-reviews, and manage ongoing compliance monitoring and reporting requirements.

How often are self-reviews? Quarterly.

Does using ComplySuite mean my files are compliant? No. It is where monitoring, evidence and reporting live. The obligations and the judgement stay with you.

Does best interests duty apply to everything I write? No. It applies to consumer credit assistance, not to commercial or business lending. Scope it to the file in front of you.

Is there a fee for compliance support? It is included in the membership on the models other than Maximiser, which carries a $1,500 per annum ex GST compliance fee. Maximiser's minimum volume is POA; New Entrant, Specialist, Advantage and Prime carry no minimum volume.