

The Junction Clubhouse Cairns Ltd (The Junction)		
Policy: REGULATORY COMPLIANCE		
Policy number: JQS.P1.18.v2		Date adopted: 22/08/2018
Authorised by: The Board		
Date last reviewed: 21/10/2020	Reviewed by: The Quality Review Panel	Date of next review: 21/10/22

Refer to Section 6 below for information on the process for policy review.

Related Documents:	
Related policies and procedures, How To Task Lists, forms, registers or other organisational documents of The Junction	<ul style="list-style-type: none"> • Information Management Policy • JQS Framework • Delegations Policy • HR Policy • WHS Policy • Legislative and Contractual Compliance register
Other standards	<ul style="list-style-type: none"> • National Mental Health Standards • The International Standards for Clubhouse programs • Human Services Quality standards • NDIS Practice standards • HSQF standards
Legislation or other requirements	<ul style="list-style-type: none"> • ATO Legislation (Income tax, FBT) • Superannuation policy and legislation • Service Agreements • Corporations Act 2001 (Cth) • Food Service license & regulations • NDIS Act, the Rules & all relevant NDIS guidelines • The Australian Consumer Law • Disability Services Act 2006

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| | <ul style="list-style-type: none">• Human Rights Act 2019 (QLD) |
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1. Purpose:

The purpose of this policy is to guide how The Junction manages its compliance with relevant legislation, standards and guidelines and any other regulatory requirements.

As an employer, and a funded service, The Junction has a range of legislative, regulatory and contractual requirements with which we must comply. These requirements also change over time, so it is important that we have processes to keep abreast of these changes and regularly review, check and update policies and practice to maintain compliance. This policy guides those processes and assists us to demonstrate compliance when required and ensure that relevant stakeholders are kept informed of any changes.

2. Scope

This policy applies to all employees, members, contractors, volunteers and visitors involved in the operations of The Junction.

3. Policy statement: Our commitment

The Junction is committed to ensuring that regulatory compliance is carefully implemented and reviewed as outlined in the ***JQS Quality Policy Statement***.

We have identified the actions that the Director and the Board will take to implement this policy. This includes the following:

- Identify relevant requirements and maintaining policies and procedures detailing our practices in relation to these requirements (eg. Work Health and Safety, Risk Management, Human Resource Management)
- Monitor changes to legislation, standards, funding conditions and current practice through membership of peak industry bodies, networking, training, and internet research, and use of consultants/advisors with expertise in the various areas affecting our operations
- Identify and making any necessary changes to our existing policies, procedures, paperwork, etc to maintain compliance
- Ensure those affected are kept informed. This may involve information to members, informing employees and may include training
- Maintain an organisational compliance calendar – ***in Legislative and Contractual Register*** which details routine regulatory and contractual compliance tasks as a guide to ensure that these tasks are completed when due.

- Monitor and review changes implemented to ensure that they are, indeed, compliant, and that there are no unintended consequences. Changes and improvements resulting from regulatory requirements are incorporated in the Continuous Improvement processes.

4. Procedures

4.1 Identifying relevant requirements and monitoring changes

The Director will be responsible for keeping up to date with regulatory requirements – legislation, standards and guidelines, including HR and WHS to ensure compliance and changes to regulation, award changes and payroll processing including taxation and superannuation.

The Junction may use a variety of information sources to keep up to date:

- Membership of specialist or general peak bodies who provide regular advice about changes, employer bodies, etc
- Websites or newsfeeds which provide this information
- Communication with funding or regulatory bodies (initiated by them or you)

Listed below is a list of legislation and other regulatory requirements that the Junction must comply with:

- National Employment Standards (NES)
- Taxation
- Superannuation
- Incorporations Act 2001 (Cth)
- International Clubhouse Standards
- National Mental Health Standards
- Australian Charities and Not-for-profits Commission (ACNC)
- State & Federal service agreements
- Food Service license & regulations
- Human Services Quality Framework (HSQF)
- WHS
- The NDIS Act
- The Privacy Act 1988 (Cth)

4.2 Responding to changes in requirements

The Director has responsibility for determining what changes or actions are required to maintain compliance. The Junction may from time to time use external services to seek advice in specialised area such as Taxation and Law.

The **JQS Framework** contains the processes for the timely review of policies and outlines the people involved in the process, including members, employees and the Quality Review Panel.

Where changes to policies and procedures are indicated, the process would follow that in the **JQS Framework** and **Document Control HTTL**.

The Junction will inform stakeholders about changes to requirements and operations. Stakeholders may include members, employees, volunteers and board members, other agencies you work with and clients. This information can be provided in a variety of ways, such as providing members and employees with information and training, or changes to routine training or induction materials, and quality documents, posters, flyers, electronically etc.

4.3 Monitor and Review Changes

The Director with assistance with members, employees, contractors, and the quality review panel will conduct a review every two years to ensure that The Junction has achieved compliance.

External audits may be carried out at different times by agencies to ensure that we meet compliance requirements to gain accreditation for membership or funding such as the NDIS and HSQS.

5. Review processes

Policy review frequency: Two yearly	Responsibility for review: The Director
Review process: The Director as Chair of the Quality Review Panel convenes the panel to conduct reviews.	
Documentation and communication: All policy decisions will be documented and communicated through the Quality Review Panel observing the Document Control HTTL. Note: add version number after review.	

