REGULATORY COMPLIANCE

Rural & Remote has systems in place to identify and ensure compliance with funded program guidelines, relevant legislation, regulatory requirements and professional standards.

Identify relevant legislation, regulations, and guidelines (as applicable)

Through: peak bodies, internet law information sources and networking

Monitor changes to legislation

If changes, identify the implications for service delivery – include in Improvement Plan

Eg:
- *Advise staff and/or clients*
- *Change policies & procedures*
- *Change position descriptions*
- *Train staff*

Implement changes and inform relevant stakeholders

Monitor compliance

Evaluate changes in the service

Definitions[1]

Legislation	A law or a body of laws enacted
Regulations	A rule of order prescribed by authority
Guidelines	A statement which offers advice on the implementation of a policy
Professional Standards	Standards prescribing the conduct of a professional, such as nursing or allied health professionals

FORMS AND RECORDS

Key Acts and Regulations	Program Manager, Internet or Shared Drive
Subscriptions information and advice of legislative changes	Program Manager
Minutes of meetings	Shared Drive
Funding agreements	Program Manager
Aged Care Quality Standards Standards Guide	Program Manager and AACQA website
National Disability Insurance Agency	NDIS Provider Guidelines – Program Manager
Corporate Calendar	Shared Drive

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1   Macquarie Dictionary 3rd Edition 2002

2.1 Identify Relevant Requirements

The Program Manager is responsible for ensuring that service delivery complies with funded program guidelines, legislation, regulatory requirements and professional standards.

Relevant requirements are identified through:

- The internet

- Membership of Leading Aged Services Australia (LASA Queensland)

- Council of The Ageing (COTA)

- RCC Inc subscription to the Queensland Council of Social Services(QCOSS)

- Notices and advice from the Department of Health (DoH), Department of Communities, Disabilities and Seniors (DoCDS) and the Department of Veterans' Affairs (DVA).

- Membership of Positive Employment Outcomes (PEO) for Industrial Relations (IR) advice and support

- Networking with other providers (see Section 4: Community Understanding and Engagement).

Key legislation, regulations and other requirements include (but are not limited to):

- *Associations Incorporation Act 1981*

- Legislation governing the employment of staff and volunteers including: *Fair Work Act 2009 and NES*; income tax; superannuation; workplace health and safety; equal employment opportunity; workers compensation and injury management

- *Aged Care Act 1997* and Principles

- *Disability Services Act 2006*

- *Aged Care Quality Standards*

- *Carers Recognition Act 2004*

- *Privacy Act 1988 and Australian Privacy Principles 2014*

- *Veterans' Entitlements Act 1986*

- Fire and Emergency Regulations

- NHMRC 2010 *Australian Guidelines for the Prevention and Control of Infection in Healthcare* Commonwealth of Australia *http://www.nhmrc.gov.au/publications/synopses/cd33syn.htm*

- Specific funding requirements detailed in contracts with funders

- Australian Government Department of Health Charter of Care Recipients' Rights and Responsibilities – Home Care - *https://agedcare.health.gov.au/publications-and-articles/guides-advice-and-policies/charter-of-care-recipients-rights-and-responsibilities-home-care*

2.2 Monitoring Changes to Legislation

The Program Manager is responsible for keeping abreast of any changes in legislative and regulatory requirements. Changes are monitored through:

- Review of the LASA/COTA newsletter noting any information advising of changes to requirements

- Review of newsletters and notices from other relevant bodies/organisations

- Advice from the RCC Inc Management Group members and the Finance Manager

- Noting changes advised by any other government or statutory authorities such as the Department of Health, Department of Communities, Disabilities and Seniors or the Department of Veterans' Affairs

- Advice from PEO advising of IR changes regarding relevant Awards and/or conditions

- Accessing relevant information on the Internet.

When information advising of legislative changes is received, it is reviewed by the Program Manager to identify if there are any implications for R&R. If any immediate action is required the Program Manager, in consultation with the staff and/or subgroup, ensures that it is carried out. The following process then applies:

- Information on required changes, the implications for R&R and draft changes to the Policies and Procedures Manual are documented by the Program Manager in consultation with the relevant staff. The Program Manager decides if the changes need Management approval and submits them to the next management meeting as necessary (Management approval is required if changes involve new practices and new policies and procedures)

- The Management's decision is discussed with the Program Manager at the meeting and recorded in the minutes. The change(s) will also be logged in either of the Improvement or Operational Plans depending on its nature.

2.3 Implement Changes

The following steps apply, as necessary, in implementing regulatory/legislative changes in Rural & Remote

- The Policies and Procedures Manual is updated as per the process in 3.2.3 Updating the Policies and Procedures

- Forms are updated as required

- Staff are notified of relevant changes through:
  o   Staff meetings
  o   Notices, memos/emails and/or
  o   Education and training (and recorded in the Information Management system)

- Other stakeholders such as clients, referral agencies or suppliers are informed through a range of strategies including (as relevant):
  o   Discussions/meetings
  o   Newsletters and/or
  o   Notices, memos/emails

- Changes are recorded as an improvement (see Section 5: Continuous Improvement).

Appropriate policies and procedures to reflect legislative requirements (eg Workplace Health & Safety, Equal Employment Opportunity, Superannuation, Privacy, Insurances, Food Handling, Police checks etc) are included in relevant sections of this Policies and Procedures Manual.

Processes are developed to support the implementation of required changes and are reflected in the Policies and Procedures Manual. Examples of processes include:

- All staff and volunteers have a current Commonwealth/Federal Police Certificate that is updated every three years (see 7.8.2 Police Check)

- Workplace health and safety considerations are part of Rural & Remote risk management strategies for staff and include annual (and as required) reviews of staff work environments (see Section 6: Risk Management)

- Privacy and confidentiality is maintained through processes described in policies and procedures (see Section 3: Information Management Systems and Section 15: Privacy and Confidentiality)

- Food Handling. R&R uses licensed food outlets for meal provision where ever possible, and appropriate guidelines are given to staff in alternative circumstances. All required certifications and licenses are obtained and maintained as per regulations

- All (non-office) electrical equipment is checked and tagged by a qualified electrician annually, and are on a service register with a suitably accredited Fire Service to ensure compliance with regulations pertaining to WH&S fire regulations

- If needles are to be handled by staff in the course of their duties, a sharps container is used in the client's home.

2.4 Monitor and Evaluate Changes in the Service

When changes to practices and processes are implemented in response to legislative and regulatory requirements the Program Manager monitors and evaluates them to ensure that the requirements have been implemented and that there are no unintended consequences.

This can include discussions with stakeholders informally and at meetings, forums and internal audits as per the Corporate Calendar (see Section 5: Continuous Improvement). Internal audit results are included in the Monthly Program Managers' Report (see 1.8 Management Reports).

The Improvement Plan completed with the implementation of changes also details the results of the evaluation following implementation of any changes (see Section 5: Continuous Improvement).

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