

# Compliance Policy

## Introduction

Beanies Family Support Pty Ltd, located in Huon Valley, Tasmania, is committed to maintaining the highest standards of compliance with all relevant laws, regulations, and organisational policies. Our services include Child and Young Person Advocacy, NDIS Application Support, NDIS Support Coordination, Youth Coaching, Early Intervention Support, Early Childhood Service Consulting, Counselling, and Community Event Support. This Compliance Policy outlines the standards and procedures for ensuring adherence to legal and regulatory requirements to maintain consistency and quality in our service delivery.

## Purpose

The purpose of this policy is to:

- Define the standards for compliance within Beanies Family Support Pty Ltd.
- Ensure a systematic approach to identifying, understanding, and complying with legal and regulatory requirements.
- Establish procedures for monitoring, reporting, and addressing compliance issues.
- Foster a culture of integrity, accountability, and continuous improvement.

## Scope

This policy applies to all Beanies Family Support Pty Ltd staff, volunteers, contractors, and Board members involved in service delivery and organisational operations.

## Compliance Principles

### 1. Adherence to Laws and Regulations

Beanies Family Support Pty Ltd is committed to complying with all applicable laws, regulations, and standards relevant to our operations. This includes but is not limited to, employment law, health and safety regulations, privacy laws, and industry-specific regulations.

### 2. Organisational Policies and Procedures

All staff and volunteers must adhere to the organisation's internal policies and procedures. These policies are designed to ensure that our operations are conducted ethically, legally, and in alignment with our mission and values.

### 3. Continuous Monitoring

We are committed to continuous monitoring of compliance with legal, regulatory, and organisational requirements. This involves regular audits, reviews, and assessments to ensure ongoing adherence to compliance standards.

### 4. Training and Awareness

Providing regular training and fostering awareness among staff and volunteers about compliance obligations is essential. This ensures that everyone understands their responsibilities and the importance of maintaining compliance.

### 5. Reporting and Addressing Non-Compliance

All instances of non-compliance must be reported and addressed promptly. We have procedures in place for reporting, investigating, and rectifying non-compliance issues to mitigate risks and prevent recurrence.

## Procedures

### 1. Identifying Compliance Requirements

- **Legal and Regulatory Framework:** Maintain an up-to-date understanding of all relevant laws, regulations, and standards that apply to our operations. This includes ongoing review and analysis of legislative changes and regulatory updates.
- **Internal Policies:** Develop and maintain comprehensive organisational policies and procedures that align with legal and regulatory requirements.

### 2. Monitoring and Auditing

- **Regular Audits:** Conduct regular internal audits to assess compliance with legal, regulatory, and organisational requirements. Audits should review practices, procedures, and documentation to ensure adherence.
- **Compliance Reviews:** Perform periodic reviews of compliance activities and update policies and procedures as necessary to reflect changes in the legal and regulatory environment.

### 3. Training and Education

- **Compliance Training:** Provide regular compliance training for all staff and volunteers. Training should cover relevant laws, regulations, organisational policies, and best practices.

- Ongoing Education: Ensure ongoing education and updates on compliance matters through meetings, workshops, and communication channels.

#### 4. Reporting and Investigating Non-Compliance

- Reporting Mechanism: Establish clear procedures for reporting non-compliance issues. Staff and volunteers should be encouraged to report any suspected or actual non-compliance without fear of retribution.
- Investigation Process: Conduct thorough investigations into reported non-compliance issues. Investigations should be handled promptly, fairly, and confidentially.
- Corrective Actions: Implement corrective actions to address non-compliance issues. This includes rectifying the issue, reviewing policies and procedures, and providing additional training if necessary.

#### 5. Documentation and Record-Keeping

- Accurate Records: Maintain accurate and comprehensive records of all compliance activities, including training, audits, reviews, and investigations.
- Retention Policies: Ensure that records are retained in accordance with legal and regulatory requirements.

### Implementation and Review

This Compliance Policy will be reviewed annually or as required by changes in legislation or organisational needs. The Board of Directors and senior management are responsible for ensuring the policy is effectively implemented and adhered to by all staff and volunteers.

### Conclusion

Beanies Family Support Pty Ltd is committed to maintaining the highest standards of compliance to ensure the quality and consistency of our services. By adhering to the principles and procedures outlined in this Compliance Policy, we aim to create a culture of integrity, accountability, and continuous improvement, thereby supporting the wellbeing of our clients and the community in Huon Valley.