






Maleny Neighbourhood Centre is a NFP community resource, responding to diverse local needs. We deliver emergency relief, facilitating community networks and connections. Maleny Neighbourhood Centre fosters resilient and fair communities and a just society where diversity is celebrated and participation encouraged.

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In the Heart of Maleny ...

MALENY NEIGHBOURHOOD CENTRE			
2022 Governance and Compliance Policy			
Authorised By:	Maleny Neighbourhood Centre (MNC) Assn Inc Management Committee		
Responsibility for Review:	Centre Coordinator (CC) and the MNC Management Committee		
Policy Developed:	August 2022		
Last Review:	August 2023		
Approved by Management Committee:	<table border="1" style="width: 100%;"> <tr> <td style="width: 60%;">Signed: </td> <td style="width: 40%;">Dated: 23. 11. 23</td> </tr> </table>	Signed: 	Dated: 23. 11. 23
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Date of Next Review:	August 2024		
Review Process:	<p>Any decisions requiring policy changes will be recorded in the Minutes of Maleny Neighbourhood Centre Management Committee and forwarded to the CC for action and updating of policy documents.</p> <p>Policy changes relevant to staff and volunteers will be either emailed or discussed at staff and volunteer meetings.</p>		
POLICY CONTEXT			
Queensland Standards for Community Services:	Human Services Quality Standard Indicator 1.1 Human Services Quality Standard Indicator 1.2 Human Services Quality Standard Indicator 1.4		
Other Standards:	Human Services Quality Standard Indicator 1.3		
Relevant Policies:	Incident Management and Procedures Policy Recruitment Policy Ethics Policy		

	Continuous Quality Improvement Policy
Relevant Organisational Forms and/or Documents:	Incident Report Incident Forum Incident Register
Legislation and/or other requirements:	Human Rights Act 2019 Section 22: Every person has the right of peaceful assembly. Every person has the right to freedom of association with others, including the right to form and join trade unions. Service Agreement - Standard Terms, and Service Agreement, Clause 22
OVERVIEW	
Purpose:	Maleny Neighbourhood Centre documents and implements strong governance and management systems, processes and practices so that we remain compliant with our internal obligations, relevant legislative, and all regulatory and contractual requirements. Maleny Neighbourhood Centre is committed to ensuring that our organisational structure, systems, and processes enable us to provide sustainable, effective and safe services.
Scope:	This Policy and Procedure apply to Maleny Neighbourhood Centre as a whole, including all Maleny Neighbourhood Centre Management Committee members, other committee and subcommittee members. The Management Committee delegates the responsibility for monitoring legal compliance to the Secretary.
POLICY AND PROCEDURES	
Policy:	The principles that support Maleny Neighbourhood Centre Governance Policy, Procedure and practice are: <ul style="list-style-type: none"> ● Safe - services promote the safety, wellbeing, and best interests of our clients ● Ethical - services are guided by transparent decision-making processes ● Equitable - governance and management systems, procedures and practices are fair and inclusive ● Experienced – the governance and management team are appropriately skilled and qualified to oversee and manage our organisation
Procedure:	Our governance and management are supported by:

	<ul style="list-style-type: none"> ● Robust monitoring processes that support our ongoing compliance and that highlight our commitment to quality ● Processes that articulate how we comply with all relevant legislation, regulations, Policy and contractual requirements ● Processes that support compliance with the requirements and terms and conditions of our licensing requirements ● An organisational culture that respects and protects human rights consistent with the requirements of the Human Rights Act 2019 ● An organisational culture that supports ethical practice ● Documented Management Committee nomination, appointment processes, roles and responsibilities, induction, obligations and delegations ● Reporting and recording processes that support the Management Committee to fulfil its functions and minimise the organisation's exposure to risk, including financial, compliance, risk, service delivery, incidents and human resource management.
<p>Organisational Structure</p>	<p>Maleny Neighbourhood Centre is incorporated as an association. Its ABN is 33 095 644 692. It is governed by an elected Management Committee of 8 members.</p> <ul style="list-style-type: none"> ● Executive Committee positions: <ul style="list-style-type: none"> ○ President ○ Vice-President (not currently filled) ○ Treasurer ○ Secretary ● Sub-committees: <ul style="list-style-type: none"> ○ Fundraising ○ Policies <p>The day to day management of the organisation is delegated to the Centre Coordinator (CC).</p> <p>Reporting Lines</p> <p>Maleny Neighbourhood Centre has a line management system:</p> <ul style="list-style-type: none"> - Management Committee sub-committees report to the Executive Committee - The CC reports to the Management Committee - The Administration and Finance Officer (AFO), Project Officer (PO) and Volunteer Support Worker (VSW) report to the CC - The Front Desk Team Lead (FDTL) reports to the Volunteer Support Worker - The Front Desk Volunteer Staff report to the FDTL. All remaining volunteers report to staff members or the team leader responsible for oversight of their role. In most instances this will be the Volunteer Support Worker (VSW)

	<ul style="list-style-type: none"> - Any Volunteer Staff completing duties under a specific Paid Staff responsibility reports to the relevant Paid Staff
<p>Overarching Systems and Processes</p>	<ul style="list-style-type: none"> ● Maleny Neighbourhood Centre governance and management system includes: <ul style="list-style-type: none"> ○ Incorporation Compliance ○ Monitoring Legal Compliance ○ Insurance Management ○ Delegations of Authority ● We meet our compliance responsibilities by: <ul style="list-style-type: none"> ○ Constitution and terms of reference ○ Undergoing monthly reporting to the Management Committee ○ Accountable and transparent decision-making processes and systems, and how these decisions reflect human rights ● We meet our obligations for Occupational Health and Safety, Anti-discrimination and Equal Employment Opportunity ● We have robust processes in place to support accountability and transparency in our human resources and client services as per our: <ul style="list-style-type: none"> ○ Recruitment Policy ○ Ethics Policy
<p>Incorporation Compliance</p>	<p>Compliance with ASIC requirements</p> <ul style="list-style-type: none"> ● The Secretary is responsible for coordinating compliance with ASIC requirements and may delegate tasks to other staff members as necessary ● The Secretary must ensure the following: <ul style="list-style-type: none"> - advising ASIC within 28 days of an UN - y change to: <ul style="list-style-type: none"> ○ Maleny Neighbourhood Centre Management Committee Members (appointments and resignations or retirements) ○ the address of a Management Committee Member ○ The Maleny Neighbourhood Centre's Constitution ○ The Maleny Neighbourhood Centre's registered office or principal place of business - proper conduct of the Annual General Meeting (AGM) and any General Meetings - lodging annual returns by the due date - maintaining the register of members ● The Management Committee Secretary is responsible for signing formal correspondence with ASIC, and may delegate signing duties to the Treasurer.

	<ul style="list-style-type: none"> • Copies of the Constitution are to be held in the office and made available to all members and staff of the Maleny Neighbourhood Centre.
<p>Monitoring Legal Compliance</p>	<p>The Management Committee is responsible for Maleny Neighbourhood Centre compliance with the legislative and regulatory frameworks relevant to the services we deliver. The Management Committee is responsible for compliance with all legislative and non-legislative quality and safeguards requirements for each funded program or service we deliver. These requirements are:</p> <ul style="list-style-type: none"> ○ Worker screening and Blue Cards of eligible employees ○ Positive behaviour support and restrictive practice ○ Complaints and feedback ○ Incident and critical incident management ○ Reporting deaths in care ○ Screening and assessment of clients ○ Collaborative risk assessments and safety planning ○ Quality assessments and case notes ○ Strategic and structural advocacy to support safe outcomes ○ Support for informed decision making ○ Cultural safety principles and Human rights are embedded in practice at all levels of service <p>Legal Compliance Register</p> <p>The Secretary will maintain a register of the relevant specific legislation and other legal requirements that Maleny Neighbourhood Centre is subject to. The register will identify the legal requirements that Maleny Neighbourhood Centre is subject to, and document for each:</p> <ul style="list-style-type: none"> • the name of the Act or regulation • the body administering the requirement • the actual requirement or link to Maleny Neighbourhood Centre document with the information about the requirement • a link to the current Maleny Neighbourhood Centre policy or other document demonstrating compliance checking procedures • completion of compliance assessment. <p>The Secretary will be responsible for reporting any breach of procedure related to legal requirements and overseeing any investigation.</p> <p>The Secretary will determine whether specific auditing of compliance in particular areas is required.</p> <p>The Secretary will report to the Management Committee on the completion of compliance checking and on any breaches of legal requirements.</p> <p>Staff responsibilities</p>

	<p>The Centre Coordinator will provide staff with information regarding the organisation's legal and regulatory obligations upon commencement and where otherwise requested.</p> <p>All staff will:</p> <ul style="list-style-type: none"> ● ensure that they are aware of any legal requirements that apply to their areas of work and that they comply with them; ● report any breaches of legal requirement; ● where appropriate, suggest ways in which practices, systems and procedures could be improved so as to reduce the likelihood of a breach occurring. <p>Continuous improvement</p> <p>Compliance is assured by:</p> <ul style="list-style-type: none"> ● Providing clients with service delivery guidelines, handbooks, Policy and Procedures ● Monitoring staff performance, taking action according to the Procedures when necessary ● Monitoring handling of problems and complaints ● Providing oversights necessary for staff to undertake their duties as per the guidelines and risk-manage incidents as they arise ● Implementing and monitoring compliance with best practice and evidence-based practice <p>Centre Coordinator will review the organisation's compliance systems as per the Continuous Quality Improvement Policy every 12 months or following a report of non-compliance. This review is made to inform improvements to the organisation's compliance monitoring systems.</p>
<p>Insurance Management</p>	<p>Insurance cover</p> <p>Maleny Neighbourhood Centre maintains the following insurance coverage:</p> <ul style="list-style-type: none"> ● Workers' Compensation insurance ● Public liability insurance ● Association liability (this includes Directors liability and professional indemnity) ● Personal accident insurance for staff & volunteers ● Professional indemnity insurance ● Building and contents insurance ● Fire and all risk insurance ● Fidelity insurance ● Product liability insurance ● Business interruption insurance ● Travel and vehicle insurances <p>The CC will review insurance coverage and consider any changes that appear advisable on an annual basis.</p>

	<p>Each year, the Insurance Register will be completed and updated by the CC.</p> <p>Changes to the nature of the insurance coverage and coverage levels may be approved by the Management Committee or CC.</p> <p>Prior to renewal of a policy, the CC will provide the insurer or broker with a detailed and accurate schedule of activities and inclusions to be covered.</p> <p>Currency and compliance The CC is responsible for ensuring all insurance policies are current and adequate documentation maintained.</p> <p>All insurance policies must be sighted by the Management Committee on an annual basis.</p>
<p>Delegations of Authority</p>	<p>A Delegation Schedule related to strategic, financial and operational decisions made within Maleny Neighbourhood Centre</p> <ul style="list-style-type: none"> ● Documents our organisation's delegated authority so that Management Committee members, other committee and subcommittee members, employees, volunteers, and contractors, know what decisions they can make and where they must seek approval for actions they wish to take ● Is approved by the Management Committee every three years <p>Subcontracting / brokerage</p> <ul style="list-style-type: none"> ● As per our Service Agreement, we seek prior written consent from the relevant Queensland Government department before subcontracting any part of our funded service obligations ● Where we do subcontract services: <ul style="list-style-type: none"> ○ We screen and monitor the subcontractor's compliance with the Human Services Quality Framework ○ We monitor the subcontractor's compliance with their contractual responsibilities <p>Reporting obligations</p> <ul style="list-style-type: none"> ● The Finance Officer is responsible for meeting reporting obligations to: <ul style="list-style-type: none"> ○ Australian Charities and Not-for-profit Commission ○ Australian Taxation Office ○ Australian Government ○ Queensland Government ○ Sunshine Coast Council ● Maleny Neighbourhood Centre fulfils our obligation to report to the Queensland Government, as per our Service Agreement including:

- Quarterly Activity Reporting
- Human Services Quality Framework Self-Assessment
- Notification of material changes such any structure and constitutional changes

Development and endorsement of Policy and Procedures

- The Management Committee and Centre Coordinator Development Worker is responsible for ensuring the corporate Policies and Procedures:
 - reflect the values and objectives of the organisation
 - align with our legislative and regulatory obligations
- The CC develops the Maleny Neighbourhood Centre Policies and Procedures in consultation with relevant committee, sub-committee, management, staff, stakeholders, clients
- All proposed new or amended Policies and Procedures are to be approved by Management Committee
- Records of updates to Policies and Procedures in response to changes to relevant legislation, regulatory and contractual obligations are kept in the Google Drive
- Records of external audits and internal reviews which support Maleny Neighbourhood Centre meet its compliance obligations with legislative, regulatory and contractual requirements are recorded in accordance with the Continuous Quality Improvement Policy

Strategic and operational planning

- Maleny Neighbourhood Centre develops a three-yearly Strategic and Operational Plan. The Plan provides the direction of shared goals and a plan of action
- Our Strategic and Operational Plan outlines how our work aligns to:
 - Our vision, purpose and values
 - The service we provide
 - The safe care and connection of Aboriginal and Torres Strait Islander families, children, young people, adults and communities
- The Strategic and Operational Plan is reviewed and updated every 3 years by the Management Committee President and CC.
- The Plan is is endorsed by our Management Committee
- The Strategic and Operational Plan is documented and promoted on our website
- The Plan objectives are reviewed yearly by the Management Committee, at our management meetings.

Notification of alleged misconduct

- The Maleny Neighbourhood Centre fulfils our obligation to report actual and alleged misconduct of our governance, management, staff and volunteers

	<ul style="list-style-type: none"> ● The Management Committee is responsible for the compliance of the organisation's Incident Management response ● All misconduct is reported to the CC using the complaints and incident management process as soon as someone becomes aware of the alleged misconduct ● CC is responsible for immediately notifying the department of any allegation that raises a reasonable suspicion of misconduct or dishonesty of a serious nature relating to the use of funding or the operation of services ● Maleny Neighbourhood Centre ensures alleged misconduct is reported to the relevant authority, such as the Police, and reported to the department once this has occurred. <p>Notification of reportable incidents</p> <ul style="list-style-type: none"> ● As an organisation that receives funding from the Queensland Government, we are obligated by the Service Agreement – Standard Terms to report certain incidents to the Department of Communities, Housing and Digital Economy. ● Reportable incidents are: <ul style="list-style-type: none"> ○ Critical incidents, as defined by the Queensland Government's Critical Incident Policy ○ Deaths in Care ○ Major incidents ○ Intervening events as defined by our Service Agreement. ● Our reporting processes for Reportable Incidents are detailed in the Incident Management Policy
<p>Management Committee Induction and Training</p>	<p>Maleny Neighbourhood Centre trains all new and existing Management Committee members to ensure they have the skills, knowledge and capacity to undertake their role, responsibilities and duties. Our nomination, recruitment, induction and training processes provide:</p> <ul style="list-style-type: none"> - Clarity of purpose and leadership functions - Confidence in the sustainability, integrity and efficiency of the organisation - Accountability and transparency in the governance and management systems. <p>Maleny Neighbourhood Centre's nomination and recruitment process for new Management Committee members confirms candidates have:</p> <ul style="list-style-type: none"> - The knowledge, skills, and experience they need to fulfil their roles - An understanding of the legislative and regulatory environment that we operate in - Relevant skills in financial, risk, and safety management - Cultural competency - Lived experience - Capabilities expected from each position

Induction

Maleny Neighbourhood Centre Management Committee members are inducted into the organisation when they commence in their role. This induction process is:

- Members are provided with an orientation to our organisation and its systems and processes
- Members are provided information about the legislative and regulatory environment we operate in, including:
 - Constitution
 - The status of the organisation, Regulatory Body, role and responsibilities of the Management Committee and positions
 - The Statement of Standards (section 122 Child Protection Act 1999)
 - Relevant provisions in the Child Protection Act 1999 and Child Protection Regulation 2011
 - Individual Client Service Agreement specifications

Ongoing Training

- It is the responsibility of the Management Committee to keep up to date with and understand the legislative and regulatory changes that occur with relevant organisational, legislative, and regulatory policies and practices
- The Secretary is responsible for initiating 6 monthly Performance Review meeting and questionnaire to identify any improvement requirements for the Management Committee
- Management Committee members can also request or raise training needs in Management Committee meetings or directly to the President
- Training and development are standing Agenda items for all Management Committee meetings
- Records of induction and training are kept and stored with each Management Committee member's file by the Secretary