

Legislation Advocacy and Responsiveness	Organisational and Internal Governance	External Governance and Public Accountability	Responsibilities and Functions
<p>IMPLEMENTING LEGISLATION</p> <ul style="list-style-type: none"> – Interprets legislation to facilitate changing public protection needs 	<p>BOARD GOVERNANCE</p> <ul style="list-style-type: none"> – Board is subject to regular performance appraisal – Criteria for selection and appointment of senior officials and Board members – Induction processes are in place for new Board members 	<p>ACCOUNTABILITY</p> <ul style="list-style-type: none"> – Is held to account (by members and others) for its performance and its strategy – Process for development of standards, codes and practice expectations is free of inappropriate influence (including by government, the profession, employers or other interested parties) – Acts in a manner that maintains the confidence of the public, professionals, employers and other key stakeholders – Responds to its regulatory commitments with diligence 	<p>COMPETENCE AND CONDUCT</p> <ul style="list-style-type: none"> – Continuing competence procedures are in place and uses data from multiple sources – Maintains independence in resolving allegations and complaints – Clear, accessible and well publicised complaints procedures that facilitate public engagement are readily available – Has standards of performance and clear impartiality in dealing with receipt, acknowledgement, investigation and resolution of complaints and allegations – Has an adequate range of meaningful sanctions for non-observance of standards and non-compliance, and sanctions are public
<p>ADVOCACY</p> <ul style="list-style-type: none"> – Routinely provides comments on wider reform and change – Promotes professional issues that are congruent with protecting the public 	<p>BUSINESS PROCESSES</p> <ul style="list-style-type: none"> – Has adequate resources to enable all responsibilities to be fully discharged – Collaborates with other agencies to minimise admin and maximise use and impact of data – Mechanisms to align accreditation with government and related systems – Develops guidance and rules that are supportive of change in sector – Has mechanisms in place to detect and deal with fraudulent applications – Committees have clear and explicit terms of reference and accountability to Board. 	<p>TRANSPARENCY</p> <ul style="list-style-type: none"> – Has a set of clearly defined and publically available operating procedures – Provides clear and succinct information on their responsibilities and process to registrants and public – Has clear appeals processes that can be pursued if the decisions or the actions are thought to be unsound 	<p>REGISTRY</p> <ul style="list-style-type: none"> – A register of professionals controlled is accurate and readily accessible by the public, registrants, employers and other interested parties – Ensures that only persons who meet stipulated criteria for practice can be registered – Renewal procedures are efficient and effective and requires compliance requirements to have been evidenced
<p>RESPONSIVENESS</p> <ul style="list-style-type: none"> – Has processes that are consistent with related disciplines – Keeps guidance, codes, standards, competencies and rules in step with changing expectations of the public 	<p>QUALITY IMPROVEMENT</p> <ul style="list-style-type: none"> – Identifies and promotes best regulatory practice – Has access to and seeks relevant expert advice to support its decision making and regulatory functions – Emergent trends from the outcomes of conduct and competence processes are used to inform revisions of standards and future competence requirements – Routinely examines a sample of completed CPD returns – Monitors its performance and seeks to continually improve its processes for dealing with complaint matters 	<p>COLLABORATION</p> <ul style="list-style-type: none"> – Engages and consults key stakeholders in the development of policy and standards 	<p>ETHICS AND PROFESSIONAL BEHAVIOUR</p> <ul style="list-style-type: none"> – Promotes individual behaviour that is reflective and self-regulatory – Develops and promotes sound ethical and conduct codes that exceed or expand on minimum legal requirements
			<p>STANDARDS AND EDUCATION</p> <ul style="list-style-type: none"> – Develops codes and standards that improve consumer protection outcomes – Ensures educational programs are aligned with the competence required for practice – Codes, standards and education requirements are developed in collaboration with educational providers, employers, professionals and the public