### Legislation Advocacy and Responsiveness

**Implementing Legislation**
- Interprets legislation to facilitate changing public protection needs

**Advocacy**
- Routinely provides comments on wider reform and change
- Promotes professional issues that are congruent with protecting the public

**Responsiveness**
- Has processes that are consistent with related disciplines
- Keeps guidance, codes, standards, competencies and rules in step with changing expectations of the public

### Organisational and Internal Governance

**Board Governance**
- 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

**Business Processes**
- 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.

**Quality Improvement**
- 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

### External Governance and Public Accountability

**Accountability**
- 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

**Transparency**
- Has a set of clearly defined and publicly 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

**Collaboration**
- Engages and consults key stakeholders in the development of policy and standards

### Responsibilities and Functions

**Competence and Conduct**
- 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

**Registry**
- A register of professionals 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

**Ethics and Professional Behaviour**
- 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

**Standards and Education**
- 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