



Community Services Act 2007

Community Services Regulation 2008

Reprinted as in force on 31 March 2008

Reprint No. 1

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the Office of the Queensland Parliamentary Counsel
Warning—This reprint is not an authorised copy**

Information about this reprint

This regulation is reprinted as at 31 March 2008.

This page is specific to this reprint. A table of earlier reprints is included in the endnotes.

Also see endnotes for information about when provisions commenced.

Dates shown on reprints

Reprints dated at last amendment All reprints produced on or after 1 July 2002, hard copy and electronic, are dated as at the last date of amendment. Previously reprints were dated as at the date of publication. If a hard copy reprint is dated earlier than an electronic version published before 1 July 2002, it means the legislation was not further amended and the reprint date is the commencement of the last amendment.

If the date of a hard copy reprint is the same as the date shown for an electronic version previously published, it merely means that the electronic version was published before the hard copy version. Also, any revised edition of the previously published electronic version will have the same date as that version.

Replacement reprint date If the date of a hard copy reprint is the same as the date shown on another hard copy reprint it means that one is the replacement of the other.



Queensland

Community Services Regulation 2008

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Community Services Regulation 2008

[reprinted as in force on 31 March 2008]

Part 1 Preliminary

1 Short title

This regulation may be cited as the *Community Services Regulation 2008*.

2 Commencement

This regulation commences on 31 March 2008.

3 Dictionary

The dictionary in the schedule defines particular words used in this regulation.

Part 2 Prescribed requirements

Division 1 Matters applying generally

4 Prescribed requirements—Act, s 29

This part prescribes requirements about how a funded service provider (the *provider*) conducts its operations and provides community services.

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5 When the requirements apply

Except where otherwise stated in this part, the prescribed requirements apply to the provider only while it is providing, or is required under the relevant service agreement to provide, community services.

6 Requirement to *keep* a document

A requirement that the provider *keep* a document is a requirement that the provider prepare the document and keep it up-to-date.

7 Requirement to *implement* a document

A requirement that the provider *implement* a document is a requirement that, when providing the provider's community services, the provider implement and comply with the procedures and other matters stated in the document.

Division 2 Requirements about how provider provides community services

8 Protecting users and others from harm

- (1) The provider must take reasonable steps to—
 - (a) if the provider is aware of, or ought reasonably to be aware of, an unacceptable risk of harm—prevent the harm occurring; and
 - (b) provide support to—
 - (i) a person who has been harmed; and
 - (ii) a person who reports harm to the provider.

Examples of how the provider might support a person—

- helping the person get medical treatment
- giving the person information about how to get counselling

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- (2) The provider must keep a record of each instance of harm or suspected harm, and the action taken by the provider.
 - (3) In this section—
harm means harm, including self-harm, to a person happening in the course of providing the provider's community services.

9 Hours of operation and contact arrangements

The provider must have hours of operation, and arrangements for contact with users, appropriate for the proper provision of the community services required to be provided under the relevant service agreement.

10 Dealing with complaints

- (1) The provider must keep and implement a document outlining the provider's procedure for dealing with complaints about the provider's community services.
- (2) The provider must make the procedure available for viewing by a person, if requested by the person.
- (3) The provider must not discontinue or reduce the community services, or otherwise take recrimination, because a person makes a complaint to the provider about the provider's community services.

Division 3 Requirements about how provider conducts its operations

Subdivision 1 Financial management and accountability

11 Financial management and accountability generally

- (1) The provider must ensure—
 - (a) appropriate financial delegations are in place; and

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- (b) appropriate internal controls are in place to prevent misuse or misappropriation of funding received from the department.
- (2) The provider must keep a record of the delegations and controls.
- (3) The provider must have accounting and financial record keeping systems that allow funding received from the department to be accurately identified and accounted for.

12 Assistance to be used for agreed purpose

The provider must ensure assistance received from the department is used for the agreed purpose under the relevant service agreement.

Subdivision 2 Governance

13 Roles and responsibilities of executive officers and employees

- (1) The provider must keep a written statement of each executive officer's and employee's role and responsibilities relating to providing the provider's community services.
- (2) The provider must take reasonable steps to ensure the executive officer or employee has a sufficient knowledge of, and the competency to effectively perform, the role and responsibilities.

14 Volunteers' knowledge of, and supervision in performing, tasks performed for provider

The provider must take reasonable steps to ensure each volunteer who performs tasks for the provider—

- (a) has a sufficient knowledge of the tasks the volunteer is to perform; and
- (b) receives supervision appropriate for the tasks.

15 Executive officers' knowledge of legislation and governing documents

- (1) The provider must take reasonable steps to ensure each executive officer has a sufficient knowledge of the prescribed documents, including, in particular, the provider's obligations under the documents relevant to providing the provider's community services.
- (2) In this section—
prescribed documents means—
 - (a) the Act and this regulation; and
 - (b) any constitution or other governing document of the provider; and
 - (c) any Act under which the provider is established; and
 - (d) the relevant service agreement.

16 Conflicts of interest

- (1) The provider must keep and implement a policy about conflicts of interest of its executive officers, employees and volunteers.
- (2) The policy must include guiding principles and procedures for identifying, declaring and dealing with conflicts of interest.
- (3) The provider must keep a record of each instance of a conflict of interest arising in the provision of the provider's community services and how the matter was dealt with.
- (4) In this section—
conflict of interest includes a potential conflict of interest.

Schedule Dictionary

section 3

keep, in relation to a document, see section 6.

implement, in relation to a document, see section 7.

provider see section 4.

relevant service agreement means the service agreement entered into by the department and the provider.

user means a user of community services provided by the provider.

Endnotes

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2 Date to which amendments incorporated

This is the reprint date mentioned in the Reprints Act 1992, section 5(c). However, no amendments have commenced operation on or before that day. Future amendments of the Community Services Regulation 2008 may be made in accordance with this reprint under the Reprints Act 1992, section 49.

3 Key

Key to abbreviations in list of legislation and annotations

Key	Explanation	Key	Explanation
AIA	= Acts Interpretation Act 1954	(prev)	= previously
amd	= amended	proc	= proclamation
amdt	= amendment	prov	= provision
ch	= chapter	pt	= part
def	= definition	pubd	= published
div	= division	R[X]	= Reprint No. [X]
exp	= expires/expired	RA	= Reprints Act 1992
gaz	= gazette	reloc	= relocated
hdg	= heading	renum	= renumbered
ins	= inserted	rep	= repealed
lap	= lapsed	(retro)	= retrospectively
notfd	= notified	rv	= revised edition
num	= numbered	s	= section
o in c	= order in council	sch	= schedule
om	= omitted	sdiv	= subdivision
orig	= original	SIA	= Statutory Instruments Act 1992
p	= page	SIR	= Statutory Instruments Regulation 2002
para	= paragraph	SL	= subordinate legislation
prec	= preceding	sub	= substituted
pres	= present	unnum	= unnumbered
prev	= previous		

4 Table of reprints

Reprints are issued for both future and past effective dates. For the most up-to-date table of reprints, see the reprint with the latest effective date.

If a reprint number includes a letter of the alphabet, the reprint was released in unauthorised, electronic form only.

Reprint No.	Amendments included	Effective	Notes
1	none	31 March 2008	

5 List of legislation

Community Services Regulation 2008 SL No. 73

made by the Governor in Council on 20 March 2008

notfd gaz 20 March 2008 pp 1598–9

ss 1–2 commenced on date of notification

remaining provisions commenced 31 March 2008 (see s 2)

exp 1 September 2018 (see SIA s 54)

Note—The expiry date may have changed since this reprint was published. See the latest reprint of the SIR for any change.