

CLA Compliance Officer*Recruitment Pack | August 2026*

26 August 2026

Dear Applicant,

Thank you for your interest in the position of CLA Compliance Officer at Community Living Association (CLA).

This application kit includes the information applicants need to understand the role, CLA's practice context, and how to apply.

Application kit contents

- Application instructions
- Role Description — Compliance Officer
- Risk Assessed Role Proforma
- Trauma, Vicarious Trauma, Burnout and Self-Care Policy and Procedure

About Community Living Association

Community Living Association Inc. is a non-government community organisation established in 1989 to work with young people aged 18 to 25 with developmental disabilities, particularly intellectual disability. CLA has expanded its work to include young people at risk of homelessness or early school leaving, young people in and post Out of Home Care, and vulnerable people excluded from the workforce.

CLA works to build a community where all people are included and valued, using a capacity-building practice framework. CLA values relationship-based practice and organisational development driven by the needs of constituents, young people and families.

CLA works in ways that are:

- respectful, kind and supportive of people's control over their own lives
- flexible, innovative, responsive and hopeful
- cooperative, collaborative and open to feedback
- committed to challenging and changing society through political action

The opportunity

The position works collaboratively with managers, team leaders and staff to ensure compliance obligations are identified, tracked, monitored and reported. The role assists with policy management, audit readiness, document control, quality improvement, risk management and regulatory compliance activities.

Employment conditions

- Position Title Compliance Officer
- Classification SCHADS Award Level 3 or Level 4 (dependent on final duties, qualifications, experience, autonomy and accountability requirements)
- Employment Status Part-time (22.8 hours a week)
- Location: 5 Nundah Street, Nundah QLD 4012, visiting other sites and flexible work requirements as needed

Further information

- Appointment will be subject to the successful applicant holding, or being eligible to obtain, a working with children Blue Card and NDIS worker screening.
- The successful applicant must provide evidence of completion of the NDIS Worker Orientation Module “Quality, Safety and You”.
- The role requires an ability to maintain confidentiality and work within CLA policies, procedures, delegations and statutory obligations.

Application process

To apply for the Compliance Officer position, please submit the following documents:

- Curriculum Vitae. Please include the name, position and contact details of three referees who can comment on your work.
- Cover letter addressing the selection criteria.
- Please confirm that you hold, or are eligible to obtain, a Blue Card, NDIS Worker Screening Clearance, NDIS Worker Orientation Module certificate, and Driver Licence, if held.

Applications that do not address the selection criteria below will not be considered.

1. Describe a time you identified a compliance risk, quality issue or governance gap in an organisation. What did you do, and what was the outcome?.
2. Describe your experience managing compliance registers, audit preparation, policy reviews or document control systems. How did you ensure information was accurate, up to date and actionable?
3. Describe a time when you disagreed with a colleague or manager about a compliance, risk or policy issue. How did you approach the conversation, negotiate a resolution, and maintain a positive working relationship?
4. Compliance requirements and organisational processes often change. Describe a time when you had to communicate a significant change in policy, procedure or regulatory requirements. How did you help people understand and adopt the change?
5. How do you balance compliance obligations with the need for practical, relationship-based and values-led service delivery?

Where to send applications

Please forward applications in writing to:

- Tania Lawrie, CEO
- Community Living Association
- Email: reception@communityliving.org.au

Community Living Association is committed to creating inclusive and safe workplaces. We encourage applications from Aboriginal and Torres Strait Islander peoples, people with disability, LGBTIQ+ people and people from culturally and linguistically diverse backgrounds.

Applications close: 10am 14/09/2026. Shortlisted applicants will be contacted for interview.

If you would like further information about the role, please contact Tania Lawrie on 07 3266 5633 or tlawrie@communityliving.org.au.

Community Living Association

ROLE DESCRIPTION

Compliance Officer

Classification	SCHADS Award Level 3 or Level 4 (dependent on final duties, qualifications, experience, autonomy and accountability requirements)
Employment Status	Part-time (22.8 hours a week)
Reports To	Chief Executive Officer
Direct Reports	Nil
Location	Across CLA programs and sites – primarily Nundah, Qld.

Organisation Context

Community Living Association Inc. (CLA) is a community-based organisation committed to building inclusive communities and supporting people to live lives of meaning, connection and choice. CLA operates across disability, housing, child and family, community development and advocacy activities. The organisation is committed to human rights, inclusion, child safety, cultural safety, quality service delivery and good governance.

Position Purpose

The Compliance Officer supports CLA to maintain effective governance, quality, risk, safety and compliance systems across the organisation.

The position works collaboratively with managers, team leaders and staff to ensure compliance obligations are identified, tracked, monitored and reported. The role assists with policy management, audit readiness, document control, quality improvement, risk management and regulatory compliance activities.

The Compliance Officer contributes to a culture of continuous improvement by helping staff understand compliance requirements and supporting practical, sustainable systems that strengthen organisational performance and accountability.

Key Duties and Responsibilities

1. Compliance Systems and Monitoring

- Maintain organisational compliance registers, action trackers and reporting schedules.
- Monitor compliance obligations and key due dates.
- Track corrective actions and continuous improvement activities.
- Maintain compliance dashboards and status reports.
- Escalate overdue actions and emerging compliance risks.
- Support the implementation and improvement of compliance systems and processes.

2. Policy Review Processes

- Coordinate and maintain organisational policy review schedules.
- Monitor review dates and follow up policy owners.
- Support drafting, formatting and updating policies, procedures and forms in line with regulatory or legislative requirements.
- Ensure approved documents are accessible and current.

3. Quality Assurance and Continuous Improvement

- Support internal audits and compliance reviews.
- Maintain continuous improvement registers.
- Monitor completion of quality improvement actions.
- Analyse trends arising from audits, incidents, complaints and feedback.
- Assist managers to identify and implement improvement opportunities.
- Support preparation of quality and compliance reports.

4. Risk, Safety and Incident Management

- Support organisational risk management activities.
- Maintain risk registers and action plans.
- Assist with WHS compliance monitoring and reporting.
- Support incident, complaint and hazard reporting processes.
- Monitor progress of corrective actions arising from incidents and investigations.
- Assist with emergency management and business continuity documentation.

5. Audit and Regulatory Compliance (Not financial audit)

- Coordinate audit evidence and documentation. (NDIS, HSQS, NRSCH / WHS / Child Safe)
- Assist with preparation for internal and external audits.
- Support accreditation and registration activities.
- Maintain evidence registers and compliance records.
- Assist with responses to auditors, regulators and funding bodies.
- Monitor compliance against relevant legislative and regulatory requirements.

6. Governance and Reporting

- Prepare compliance reports, dashboards and performance information.
- Assist in preparing reports for management, committees and the Board.
- Support governance and organisational reporting requirements.
- Maintain records supporting regulatory and funding obligations.
- Support organisational planning and compliance projects.

7. Staff Support and Capacity Building

- Provide practical support to staff regarding compliance requirements.
- Develop guidance materials, checklists and resources.
- Promote awareness of policies and procedures.
- Support compliance-related training and induction activities.
- Foster a positive culture of accountability, learning and continuous improvement.

Key Relationships

Internal

- Chief Executive Officer

- Practice and Operations Manager
- Team Leaders
- Service Delivery Staff
- Housing and Property Staff
- Finance and Administration Staff
- Board members

External

- Auditors
- Regulators
- Funding Bodies
- Contractors and Consultants
- Community and Sector Stakeholders

Essential Selection Criteria

Qualifications and Experience

- Minimum 2 years demonstrated experience in compliance, quality, governance, risk, audit support or administration.
- Experience maintaining registers, records and controlled documentation.
- Experience preparing reports, dashboards or organisational documentation.
- Strong organisational and time-management skills.

Knowledge

- Understanding of governance and compliance principles.
- Knowledge of risk management and continuous improvement processes.
- Understanding of regulatory environments within community services, housing or disability services.
- Knowledge of document control and records management principles.

Skills and Attributes

- Excellent attention to detail.
- Strong written and verbal communication skills.
- Ability to analyse information and identify risks or gaps.
- Ability to manage competing priorities and deadlines.
- Strong interpersonal and stakeholder engagement skills.
- Ability to maintain confidentiality and handle sensitive information.
- Commitment to human rights, inclusion, cultural safety and child safety.

Technology

- Advanced Microsoft 365 skills, including Word, Excel, Outlook, Teams and SharePoint.
- Ability to use digital systems to support reporting, monitoring and compliance activities.
- Ability to use AI and automation tools appropriately to improve efficiency and reporting.

Desirable Criteria

- Experience in the not-for-profit, disability, housing, child and family or community services sectors.
- Knowledge of:
 - NDIS Practice Standards

- Human Services Quality Standards (HSQS)
- National Regulatory System for Community Housing (NRSCH)
- Child Safe Standards and Child Safe Organisations legislation
- Workplace Health and Safety legislation
- Privacy legislation
- Experience supporting audits, accreditation reviews or regulatory visits.
- Relevant tertiary qualification in Community Services, Business, Governance, Compliance, Risk Management, Quality Management or a related field.

Mandatory Requirements

- Right to work in Australia.
- Current Queensland Blue Card (or willingness to obtain).
- NDIS Worker Screening Clearance (or willingness to obtain where required).

Delegations and Decision Making

The Compliance Officer:

- Works within approved policies, procedures and delegations.
- Coordinates and monitors compliance activities across CLA.
- Escalates significant compliance risks or issues to management.
- Does not independently approve policies, budgets, regulatory submissions or organisational decisions unless specifically delegated.

Key Performance Indicators

Success in the role will be demonstrated by:

- Compliance registers maintained accurately and on time.
- Policy review schedules actively monitored and completed.
- Audit evidence readily available and organised.
- Corrective actions effectively tracked and followed through.
- Timely reporting to management and governance bodies.
- Improved compliance awareness across teams.
- Reduced overdue actions and compliance gaps.
- Support for successful audits and accreditation activities.

Employment Conditions

The employee must:

- Comply with CLA policies, procedures and Code of Conduct.
- Act in accordance with CLA's values and commitment to human rights.
- Maintain confidentiality of sensitive information.
- Participate in professional development and mandatory training.
- Undertake other duties reasonably aligned with the position classification, skills and experience

Risk Assessed Role Proforma

Question	Response
Does the role perform Specified Service or Support as per NDIS list? Which category does it fall under?	No
Consider the amount of contact and opportunities the role requires to do harm.	The role will have limited contact with constituents, young people and families but has a significant role to play in ensuring safeguarding practices are documented, accessible and understood.
Does the role provide access to confidential constituent information?	Yes. The role has access to confidential constituent, worker and organisational information, including information stored in SharePoint, Brevity, CTARS and other organisational systems for the purposes of internal audits
Does this role require a safety clearance? Blue Card	Yes.
Does this role require a NDIS Worker Screening Clearance?	Yes.
Role assessment completed by	Name: Tania Lawrie
Date	25/08/2026

Community Living Association

POLICY AND PROCEDURES

Trauma, Vicarious Trauma, Burnout and Self-Care

PREAMBLE

Work in community services and at CLA can be stressful and tiring as well as fulfilling and rewarding. The work at CLA can also involve working with people who have experienced trauma and may be experiencing trauma on a continuing basis. Work at CLA can also at times include involvement in situations where workers (paid staff) and volunteers may feel personally threatened. This happens rarely but can happen.

CLA identifies these potentials not as a way of deterring people from working in the organisation but as a reality which people should be prepared for.

We encourage prospective workers, including students at CLA to reflect on their personal history of trauma and whether it is something they consider in their self-care plans. Prospective workers are encouraged to reflect on how they will plan for an appropriate work/life balance, monitor their sleep and self-care plans; if you are successful in being offered a position at CLA we will support you to reflect on these matters.

POLICY

CLA recognises the potential for burnout, vicarious trauma and trauma impacts of this work and will work with its workers to maintain appropriate self-care.

PROCEDURE

- CLA will take proactive measures to reduce the impacts of trauma, vicarious trauma and burnout by providing regular supervision, team building opportunities, team meetings and professional development.
- Applicants for work at CLA will receive a copy of this policy and procedure as part of the Application Pack – included in Recruitment Checklist.
- Interview processes will include questions related to potential for exposure to vicarious trauma and trauma.
- This policy will be included in Induction Checklist.
- Supervision will include checking with workers on self-care plans and strategies. This will be written into every supervision agreement. (See Supervision Agreement)
- Workers are encouraged to consult resource material on burnout/vicarious trauma and trauma/self-care and sleep hygiene. (See Related Documents)
- Team Leaders and workers are reminded that if there are concerns about worker safety then safety plans need to be established. (See Section 2.15 Safety Policy)
- It is not an expression of personal failure for workers to experience fatigue, apprehension or distress. It can be a natural reaction to stresses on the job. We encourage workers to be open about these feelings with their supervisor.
- Where workers are experiencing negative impact due to the work, team leaders will engage with them around remedial actions. These may include self-care plans, safety plans, counselling, critical incident responses, disengagement from certain situations.

- Where a worker is experiencing, or is at risk of experiencing burnout, vicarious trauma or trauma (eg. Following a critical incident) they may request or be offered up to 3 counselling sessions with an external social worker or psychologist. Where this is considered beneficial to the work, the worker and their team leader will seek approval from the Coordinator or the Practice Manager. Where approved by the Coordinator or Practice Manager, CLA Inc will pay the reasonable cost of the sessions and the workers hours to attend. Where these sessions occur outside of the workers ordinary hours, they are entitled to take the hours as Time off in Lieu / flex time at one to one ordinary hours.
- Where a critical incident has impacted multiple workers or teams, the CLA Coordinator or Practice Manager may contract an external provider (eg. A Social worker or psychologist) to provide a group debrief and / or group supervision session with the impacted workers or teams.

RELATED DOCUMENTS

- <https://vikkireynolds.ca/resisting-burnout/>
- [10 Phrases you hear in resilient families](#)
- [10 Reasons You Should Stop Working Long Hours Today](#)
- [Self-Care Plans and Well Being Scales](#)
- [SMART Selfcare Template](#)
- [Top Up Sheet - Healthy Mind Platter](#)
- [Vicarious Trauma](#)
- [What About You A Workbook For Those Who Work With Others](#)
- [10 Resilience and Bounce Back](#)