



Professional Standard 2 – Administration (Summary)

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Citation:

Working Animals Federation of Australia (WAFA), “Professional Standard 1 – Administration (Summary)”, Version 1.0 May 17, 2025, www.workinganimals.com.au/standards

1. Purpose

This Professional Standard sets out the mandatory administrative and governance standards required of all WAFA members. It establishes the minimum operational, financial, human resource, transparency, and compliance expectations to ensure accountability, integrity, and effective organisational management within the WAFA certification framework.

2. Scope

These standards apply to all members and their paid staff, volunteers, contractors, interns, and apprentices. The standards cover governance, financial management, human resources, privacy, complaints handling, risk management, accessibility, and environmental responsibility.

3. Standard Statement

WAFA members must operate under recognised Australian legal entities, maintaining compliant, transparent, and ethical administrative and governance practices. This includes adhering to all relevant legislation, conducting annual reviews of policies and governance documents, managing conflicts of interest, providing whistleblower protections, and maintaining appropriate financial controls and insurance coverage.

Human resource policies must ensure fair recruitment, staff wellbeing, inclusivity, and ongoing professional development. Members must have clear privacy and complaints management processes that protect stakeholders and enable safe, confidential reporting. Risk management and continuous improvement practices must be implemented and regularly reviewed.

Commitment to accessibility and environmental sustainability is also required. Members must uphold these standards as a condition of WAFA accreditation, cooperating fully with audits, investigations, and ethical reviews.

4. Definitions

- **Whistleblower:** Any person reporting misconduct, breaches, or unethical behaviour.
- **Support Personnel:** Paid or unpaid individuals engaged by members, including volunteers and contractors.
- **Risk Management:** Processes for identifying and mitigating risks across operations.
- **WHS:** Work Health and Safety requirements under Australian legislation.

5. Roles and Responsibilities

- **Board:** Responsible for governance, setting strategic direction, risk management, financial oversight, and compliance with WAFA standards.
- **Senior Leadership:** Implements board policies and manages day-to-day operations.
- **Staff and Volunteers:** Support organisational objectives under leadership direction and adhere to governance policies.

6. Administrative Requirements

- **Legal and Governance:** Members must operate legally, review governance documents annually, avoid deceptive claims, maintain conflict of interest policies, and ensure appropriate board or committee governance structures and succession plans.
- **Financial Accountability:** Accurate financial records, annual external audits or reviews, minimum public liability and professional indemnity insurance, documented risk management plans, ethical fundraising, and refund policies are mandatory.
- **Human Resources:** Recruitment, onboarding, supervision, grievance handling, anti-discrimination, inclusivity, accessibility, WHS, and ongoing staff development policies must be documented and actively implemented. Screening and competency verification for personnel are required. Mental health and wellbeing supports should be provided.
- **Transparency and Privacy:** Complaints and whistleblower policies must be accessible and confidential, with escalation pathways and referral options. Privacy practices must comply with the Privacy Act 1988 (Cth) ensuring secure handling of personal data. Records retention and data breach response procedures are necessary.
- **Continuous Improvement:** Policies must be regularly reviewed and updated. Document control systems, external governance reviews, and community impact reporting are encouraged.
- **Accessibility and Environmental Responsibility:** Members must demonstrate commitment to accessibility and reasonable adjustments, alongside sustainable environmental practices.

7. Compliance

Compliance with these administrative standards is compulsory for all WAFA-accredited members. WAFA will monitor compliance through audits, member declarations, and investigations. Failure to comply may result in corrective action, suspension, or revocation of certification.

8. Training and Communication

Members are required to provide induction and ongoing training for all personnel on governance, compliance, privacy, complaints, and workplace health and safety. Internal communications must be accessible and support understanding of responsibilities under these standards.

9. References

- Australian Charities and Not-for-profits Commission (ACNC) regulations
- *Competition and Consumer Act 2010 (Cth)*
- *Privacy Act 1988 (Cth)*
- *Work Health and Safety Act 2011 (Cth)*

- *Disability Discrimination Act 1992 (Cth)*
- Privacy legislation (state/territory-based)
- Work Health and Safety legislation (state/territory-based)
- Anti-Discrimination legislation (state/territory-based)

10. Review, Revision and Approvals

This policy will be reviewed annually by the steering committee to ensure its effectiveness and relevance. Any revisions will require approval from the steering committee.

11. Implementation

WAFA members must integrate these standards into governance frameworks, operational policies, financial management, human resources, and client service delivery to maintain high standards of accountability and organisational integrity.

12. Enforcement

WAFA enforces these standards through its accreditation and audit processes. Non-compliance will lead to remedial actions and may impact ongoing WAFA membership and certification status.

13. Contact Information

For further information or assistance related to this standard, please contact the steering committee at the following email address: admin@workinganimals.com.au

Document Control

Version	Date	Author	Change Description	Approved By
V1.0	17/05/2025	V. Solomon	Initial	C.Williams