

Position description

Title of the role:	Accreditation and Compliance Lead
Classification:	SCHADS Level 6
Schedule:	Schedule B
Program Area:	Quality
Location:	Flexible, based at any Wellways location (QLD, NSW, ACT, VIC or TAS)
Reports to:	Quality Practice Development Manager
Last Revised:	September 2026

About Wellways

Wellways Australia is a leading not-for-profit organisation dedicated to ensuring all Australians lead active and fulfilling lives in their community. We work with individuals, families and the community to help them imagine and achieve better lives. We advocate for change to make sure people can access the best possible care and information when they need it. We provide a wide range of services and assistance for people of all ages with mental health issues, disabilities, and those requiring community care.

Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. People with lived experience, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds bring highly valued skills to our workforce.

Our Values

Honesty:

- We are open and sincere in all interactions
- We show compassion and consideration to all our stakeholders
- We take responsibility for our actions

Acceptance:

- We champion and respect all voices and choices
- We accept people no matter how complex their needs
- We see the person, the family and the community

Fairness:

- We believe everyone has the right to equal opportunities
- We challenge social injustice and advocate for change
- We collaborate to solve problems

Commitment:

- We are committed to our work and we won't give up
- We have the courage to make decisions and are accountable for our actions
- We dare to go down new roads and challenge accepted wisdom

Participation:

We promote participation and transform lives and communities
We value the expertise and contribution of everyone we work with
We build knowledge and lead conversations

Our approach to service delivery

Our recovery services are guided by our values and informed by our Well Together Model. This approach means we work at 3 levels, with the individual, with their families and friends and with the community. Well Together recognises that developing skills, building confidence and strengthening relationships will help people to recover and to live independently. The model provides an evidence-based approach to create individually tailored, effective recovery support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues or disability, their families and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities across the range of services and supports we offer, including people and their families living with mental health and / or disabilities, and carers.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (participant and carer)
- Are underpinned by evidence-based best practice

Position Summary

The Accreditation and Compliance Lead provides specialist leadership, coordination and advice across Wellways to maintain safe, high-quality services and meet relevant accreditation, legislative, regulatory and contractual requirements.

The role leads and coordinates accreditation, internal audit and compliance activities across the organisation, including organisational readiness, compliance monitoring, corrective action and assurance reporting. The role provides expert advice on complex requirements, assesses evidence and risk, identifies emerging issues and recommends practical responses to strengthen compliance and quality.

Working across service delivery and corporate functions, the role supports accountable leaders to understand and fulfil their quality and compliance responsibilities, while maintaining appropriate independence and professional judgement. The role provides assurance to leaders and governance committees through accurate reporting, analysis of themes and risks, and escalation of significant or unresolved matters.

This role may be based at any Wellways office, with regular connection to teams and services across our locations. Travel is required to support accreditation activities and internal and external audits, build strong relationships and understand how our systems operate in practice. Travel frequency will reflect accreditation schedules, service needs and operational requirements. Some flexibility in work location may be available where operational needs allow, at the discretion of the people leader.

Responsibilities

Key Functions	Key Responsibilities
Accreditation Leadership	• Lead and coordinate Wellways' accreditation and certification programs, including preparation, readiness, assessment, response to findings and post-assessment improvement activities. • Develop and maintain organisation-wide accreditation schedules, work plans and readiness activities in line with agreed timeframes. • Coordinate self-assessments and gap analyses to assess readiness, identify priorities and support teams to address gaps. • Act as a key contact for certification bodies and regulators, coordinating audit scope, evidence, schedules, interviews and site requirements. • Support leaders and teams before, during and after accreditation reviews so they understand requirements and are prepared to demonstrate how standards are met in practice.
Internal Audit and Review	• Develop and coordinate risk-based internal audit plans that align with organisational priorities, accreditation standards, legislation and contractual requirements. • Maintain a strong understanding of relevant standards, obligations and organisational controls, and coordinate the development of appropriate audit criteria and tools. • Coordinate and monitor audits and reviews, participating directly where required, and select or recommend appropriate audit and review methods, including document review, interviews, observation and file sampling. • Review and analyse audit evidence and coordinate clear reporting on effective practice, risks, non-conformities and opportunities for improvement. • Identify and analyse themes, systemic issues and shared learnings arising from internal audit and review activity.
Obligations, Compliance and Corrective Action	• Monitor, interpret and maintain oversight of relevant legislative, regulatory, contractual and accreditation obligations, including changes to applicable standards and frameworks, and support their translation into organisational requirements, controls and assurance activities. • Challenge and escalate where evidence indicates that an obligation, control or corrective action may not be adequately addressed, including where ownership, timeframes or evidence of completion are unclear. • Coordinate and maintain the organisational compliance register, ensuring relevant legislative, regulatory, contractual and accreditation obligations are current, clearly assigned and regularly reviewed. • Support accountable owners to understand their obligations, assess the impact of new or changing requirements and compliance risks, and identify policies, processes and controls required to meet them. • Provide specialist advice to accountable owners on the application of complex, overlapping or changing requirements.

Key Functions	Key Responsibilities
	• Work with accountable owners to identify compliance gaps and required actions, and support the appropriate assessment, documentation, monitoring and review of risks and controls. • Coordinate and track corrective actions and improvement recommendations arising from audits, reviews and identified compliance gaps, ensuring clear ownership, agreed timeframes, evidence of completion and integration into continuous improvement processes. • Monitor progress and effectiveness, verify that actions have been completed and sustained, and escalate overdue, high-risk or unresolved actions as required.
Assurance and Reporting	• Maintain accurate accreditation, audit, compliance and corrective action records to enable reliable organisational oversight and reporting. • Analyse audit, accreditation, compliance and corrective action data to identify trends, systemic risks, recurring issues and opportunities for improvement. • Develop reports, briefings and recommendations as required on accreditation, audit and compliance performance, emerging risks and recurring themes. • Provide timely evidence-informed advice to leaders and governance committees about the significance, potential impact and priority of identified risks and issues. • Coordinate the development and monitoring of accreditation, compliance and quality indicators that provide meaningful assurance.
Partnership and Continuous Improvement	• Facilitate collaboration across service delivery and corporate teams, people with lived experience, leaders, regulators and certification bodies to support effective accreditation, audit and compliance activity. • Build organisational capability by developing practical guidance, tools and learning that enable teams to understand and apply quality, accreditation and compliance requirements in their day-to-day work. • Work with teams to implement and sustain improvements arising from accreditation, audit and compliance findings, while maintaining clear expectations, ownership and accountability. • Use accreditation, audit and compliance insights to strengthen systems, share learning and drive continuous improvement across Wellways.

Essential Requirements, Knowledge, Experience and Skills

Qualifications and Experience	Essential: • Tertiary qualification in quality, audit, risk, compliance, health, human services or a related discipline, or an equivalent combination of qualifications and relevant experience. • Demonstrated experience coordinating accreditation, certification, compliance and internal audit activities—including audits, self-assessments, gap analyses and corrective actions—in health, mental health, disability, aged care, alcohol and other drugs, or community services. • Experience interpreting and applying quality standards and legislative, regulatory and contractual requirements. • Demonstrated experience working across teams and with senior stakeholders to achieve organisation-wide outcomes. • Highly developed written communication, organisation, analysis and problem-solving skills. • Willingness and ability to travel to Wellways locations as required. Desirable: • Lead auditor training or demonstrated knowledge of recognised audit principles and methods, such as ISO 19011. • Experience working with multiple accreditation or regulatory frameworks across jurisdictions. • Lived or living experience of mental health, disability or caring.
Technical Knowledge and Capability	• Strong knowledge of quality management, accreditation, internal audit, compliance monitoring and corrective action processes. • Ability to interpret complex requirements, assess evidence, identify risk and reach sound, evidence-informed conclusions. • Ability to plan and coordinate multiple accreditation and audit activities, manage competing priorities and meet fixed deadlines. • Ability to develop clear audit tools, work plans, reports, briefings and recommendations for different audiences. • Ability to monitor actions and obligations systematically, maintain accurate records and use information to identify themes and improvement priorities. • Ability to exercise sound professional judgement where requirements are complex, ambiguous or subject to competing operational considerations. • Demonstrated ability to use organisational information systems and data tools (including Folio and Power BI) to support compliance monitoring, audit, reporting and assurance activities through the extraction, analysis and interpretation of data.
Working with Others	• Build and maintain effective, respectful relationships with teams, leaders, regulators, certification bodies and other stakeholders. • Communicate findings and requirements clearly and constructively, including where issues are complex, sensitive or require action.

	• Influence and support others to strengthen compliance and quality while maintaining appropriate independence and professional judgement. • Work collaboratively with people with lived experience and recognise their expertise in reviews and improvement activities where relevant. • Represent Wellways professionally and negotiate practical outcomes within delegated authority.
Compliance Checks	This role requires the following to be maintained throughout employment in accordance with Wellways' Workplace Compliance Screening Policy and Procedure: • Right to work in Australia • 100 points of identification • Valid driver licence • Satisfactory National Police Record Check • International Police Check, if applicable • Current Working with Children Check • Current NDIS Worker Screening Check • NDIS Worker Orientation Module Certificate – Quality, Safety and You • Current Queensland Working with Children Check (Blue Card), where applicable • Current Child Safety and Personal History Screening Check (Licensed Care Services), where applicable

Additional Information

This position description outlines the purpose, scope, and key responsibilities of the role. It may be updated from time to time to reflect organisational changes. Where changes to this position description materially affect the role, Wellways will consult with the employee in accordance with applicable legislation and organisational policies.

Financial Delegation: As per delegation schedule

People – Number of Directs: 0

Travel Percentage: As required

On Call: Not applicable

Attachment 1:

Wellways Organisational Chart – September 2026

