



Overview of Accreditation / Certification Organisations

Accreditation is a process of assessing an organisation against an approved set of standards to determine whether or not they comply with the requirements of those standards. If the organisation meets the requirements, they can be accredited or certified.

The following information is a compilation of some of the Australian organisations providing accreditation / certification services and is simply a starting point to give you a very general idea of which organisations provide accreditation/certification, the standards they apply and a broad idea of costings. Further information can be gained from the organisation or one of the providers in your area where you can request advice on appropriate standards, the structure of the process best suited to your organisation and a detailed quote.

Organisations providing accreditation/ certification services are ideally accredited by an accrediting body such as: Joint Accreditation System of Australia & New Zealand (JAS-ANZ) or the International Society for Quality in Health Care (ISQua), although there are private licensing systems that may also be appropriate.

In the Health and Community sector in NSW there are 3 sets of standards often used as follows: (Note there are sub-standards within these standards which are applied dependent on an organisation's specific needs)

- ACHS, (Australian Council on Healthcare Standards) - *also an assessor / certification body*
- The Quality Improvement Council Limited (QIC) – *nominates licensed providers for different states e.g. QMS, QICSA, IHCA*
- International Organisation for Standardisation (ISO) -*Standards Australia is ISO member*

NSW assessors and/ or certification bodies that work with organisations seeking accreditation / certification:

- ACHS, (Australian Council on Healthcare Standards)
- Quality Management Services (QMS) – *NSW assessor for QIC*
- International Standards Certifications (ISC)
- BSI Benchmark
- Global Mark
- SAI Global

Because each organisation seeking accreditation has different accreditation/certification needs, the structure of the program and the standards applied will be dependent on the focus of each organisation, their scope, programs and risk factors. Be clear on your organisational requirements / the approach your organisation wants to take at this time, i.e. having a focus on consumer care and/or management systems and /or OH&S. Be aware that each of these programs has a different focus and will require different levels of auditing, systems of application and processes of review which will result in more or less time spent on review, feedback and organisational guidance. Consequently, prices will vary across each of these program standards and how they are applied. The sample costings provided below by BSI Benchmark and Global-Mark are based on program ISO-9001 and provide broad presentations across organisational size, configuration and circumstances.

Organisations setting accreditation standards:

- ACHS, (Australian Council on Healthcare Standards) - *also an accreditor / assessor*
- The Quality Improvement Council Limited (QIC) – *QMS is NSW licensed provider / assessor*
- International Organisation for Standardisation (ISO)

ACHS, (Australian Council on Healthcare Standards)

ACHS is an independent, not-for-profit organisation, dedicated to improving the quality of health care in Australia through continual review of performance, assessment and accreditation. Standards for evaluation, assessment and accreditation are determined by a committee drawn from peak bodies in health, representatives of government and consumers. Over 800 member health care organisations, representing more than 1,000 individual organisations, are members of ACHS quality improvement programs. **ACHS is ISQua accredited.**

The core ACHS accreditation program is EQUIP (launched in 1996) providing health care organisations with a framework to deliver a consumer-centred service focusing on the continuum of care by incorporating systematic external peer review.

The ACHS provides a variety of products and services for accreditation and quality improvement for the full range of health care organisations including Corporate Offices and Mental Health Services.

The NSMHS were jointly developed by ACHS, the then Community Health Accreditation and Standards Program (CHASP) and the Area Integrated Mental Health Service Standards (AIMHS). The project was funded by the former Commonwealth Department of Health and Family Services through the Australian Health Ministers Advisory Council's National Mental Health Policy Working Group (NMHPWG).

Fees:

Costs are determined and dependent on the size and scope of your organisation. The costs are allocated over a four-year cycle and paid annually. Your Equip Customer Services Manager is available to assess the most appropriate fee for your organisation

Contact Details:

The Australian Council on Healthcare Standards (ACHS)
5 Macarthur Street, Ultimo NSW 2007 Australia
Phone: +61 2 9281 9955
Email: achs@achs.org.au
Web: <http://www.achs.org.au/>

Accreditation of Mental Health Service (MHS) using the National Standards for Mental Health Services (NSMHS)

A stand-alone MHS uses the Equip standards as the framework for the assessment. The MHS needs to be able to demonstrate how the NSMHS have been incorporated into practice within the Equip standards.

Where a MHS is a part of a larger health care organisation undergoing Organisation-Wide Survey (OWS), it will contribute to relevant Equip criteria in the same way as other clinical services. The MHS will also complete a separate **In-Depth Review** and will need to be able to demonstrate how the NSMHS have been incorporated into practice within the Equip standards.

The **In-Depth Review** is undertaken every 4 years, and is usually scheduled to coincide with the OWS. One or more mental health surveyors plus a consumer surveyor conduct the Review. The Review is costed separately to the Equip membership.

Consumer members of the survey team have a role in addressing the NSMHS within the Equip framework, reviewing consumer / carer involvement in service planning, development and delivery. To ensure the review of the MHS is integrated with that of the organisation as a whole, members of the Equip survey team may also validate evidence in the MHS.

On successful completion of the review against the NSMHS the MHS will receive a Certificate of Recognition. This applies to both stand-alone MHS and those that are part of a larger organisation / health service.

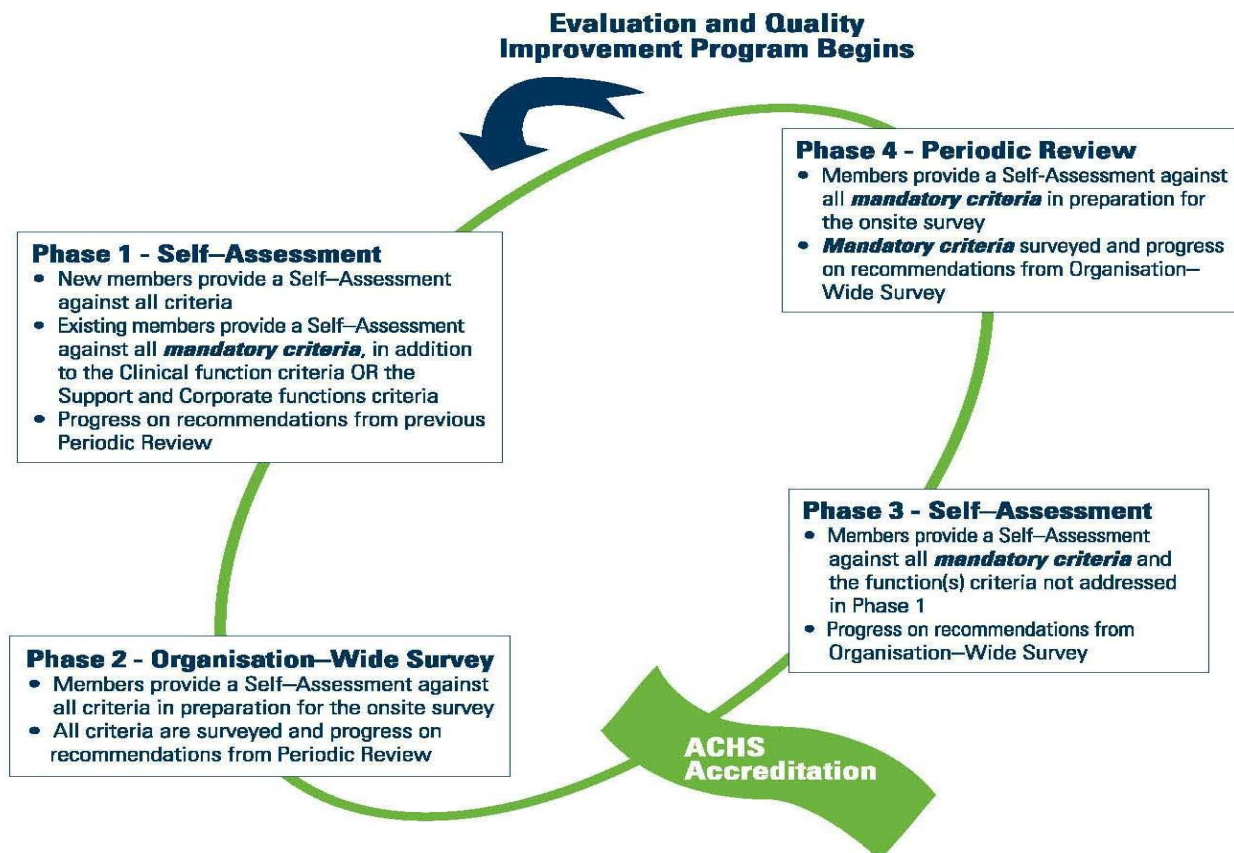
The ACHS Certification Program is a quality management program specifically directed to the needs of newly established health care organisations and other organisations that have not yet developed formal quality improvement programs. The Certification Program assists organisations to establish the structures, systems, policies and

procedures that will help them achieve excellence in the key organisational functions of EQuIP

The Program guides organisations in monitoring the outcomes they achieve in each of these critical areas and in identifying where improvements are required. It also provides for the independent review and evaluation of these systems. The Program provides a 'lead in' to EQuIP ensuring appropriate structures are established to deliver quality care and services.

ACHS EQuIP Review Cycle

EQuIP Cycle



The Quality Improvement Council Limited (QIC)

QIC is an Australasian standards development and accreditation body serving the health and community services sectors. An incorporated not-for-profit body, QIC has been awarding accreditation to organisations meeting its Standards for over 20 years. Until 1998, QIC was known as the Community Health Accreditation and Standards Program (CHASP). QIC accredited organisations include: MHA, ACON, Aftercare, Anglicare, Benevolent Society for Women's Health, Kaiyu Enterprises Inc., and various offices of Lifeline, Mission Australia and Uniting Care. **QIC is ISQua accredited.**

Eligibility is open to any organisation providing health and community services either directly or indirectly (for example a peak organisation) which meets the QIC participation requirements is eligible for QIC Accreditation. QIC also accredits parts (divisions, units, sites etc) of larger organisations.

QIC accredited organisations include: MHA, ACON, Aftercare, Anglicare, Benevolent Society for Women's Health, Kaiyu Enterprises Inc., and various offices of Lifeline, Mission Australia and Uniting Care

The Health and Community Services Standards 6th Edition: There are 18 Standards covering functions common to all human services organisations, divided into three groupings:

- Building quality organisations
- Providing quality services and programs
- Sustaining quality external relationships

The standards document comprises a useful introduction describing main features, and there is a Glossary of Terms, as well as the Standards themselves.

Fees:

The costs of participating in the QIC Program vary according to the type of service being offered and the size, configuration and circumstances of the organisation. Costs should be discussed with the Licensed Provider for your area.

N.B. Requests for sample costings declined

The Quality Improvement Council Limited (QIC)

<http://www.qic.org.au/>

QIC Licensed Providers in Australia

NSW, SA, WA, Qld, ACT, (see full overview below)

Quality Management Services (QMS)

Head Office/NSW/ACT/QLD:

Suite 10, Level 1/104 Bathurst Street, Sydney 2000

Tel + 61 2 8246 6900 e-mail: qms@qms.org.au

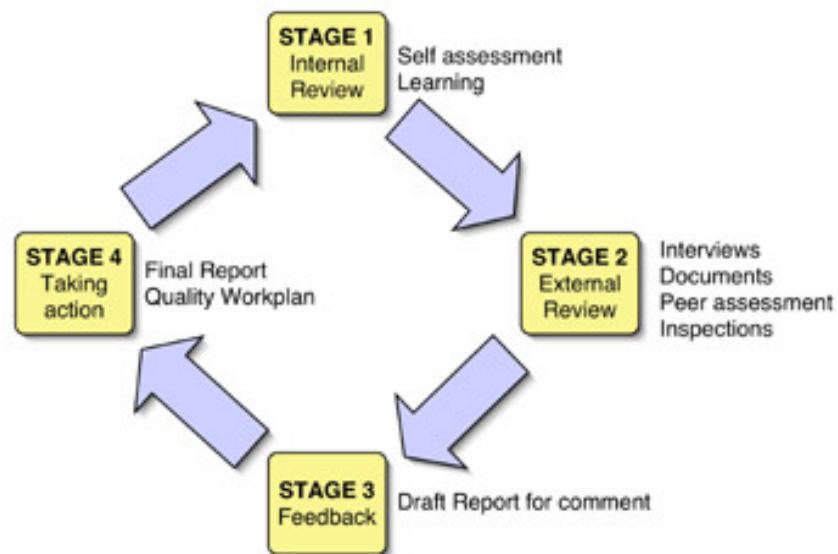
www.qms.org.au

Qld & NT

Institute for Healthy Communities Australia Ltd (IHCA)

Review Cycle

The three year Review Cycle involves assessment, external peer review, feedback, and taking action. Organisations may be accredited if they meet QIC's requirements - they contract to be in the program for the full cycle, meet the prescribed standards, and demonstrate continuous quality improvement. Organisations participating in the QIC Program undertake a continuous four stage cycle:



Stage 1. Internal Review

The organisation

- becomes familiar with the standards
- critically reflects on their practice in relation to the standard
- identifies evidence of their capacity to meet the standards
- identifies areas for improvement.

Stage 2. External Review

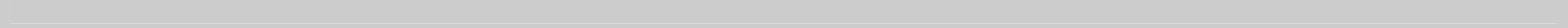
Peer reviewers collect evidence and conduct the assessment of the participating organisation against the standards.

<p>Tel + 61 7 3844 2222 e-mail: ihca@ihca.com.au http://www.ihca.com.au</p> <p>Quality Improvement & Community Services Accreditation Inc. (QICSA) Victoria Tel + 61 3 9479 3983 e: p.kennedy@latrobe.edu.au http://www.latrobe.edu.au/aipc/qicsa/</p> <p>Quality Management Services (QMS) <i>Sth Australia/WA/NT:</i> Tel + 61 8 8332 8277 e-mail: qmssa@qms.org.au</p> <p>Quality Management Services (QMS) <i>Tasmania:</i> Tel + 613 6270 2297 e-mail: qmstas@qms.org.au</p> <p><i>Victoria, Qld & NT</i> Quality Improvement & Community Services Accreditation Inc. (QICSA) Victoria Tel + 61 3 9479 3983 e: p.kennedy@latrobe.edu.au http://www.latrobe.edu.au/aipc/qicsa/</p> <p><i>New Zealand</i> Te Wana Quality Program Tel +64 4472 1617 e-mail: Jackier@hca.org.nz http://www.hca.org.nz</p>	<p>Stage 3. Feedback The information in the draft review report is checked with the participating organisation.</p> <p>Stage 4. Taking Action In this Stage the participating organisation puts its plans for quality improvement into practice</p>
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International Organisation for Standardisation (ISO) is a network of the national standards institutes of some 161 countries that coordinates the system and publishes the finished standards. ISO is at the basis of all systems using the ISO-9001 management systems. <http://www.iso.org/>

Standards Australia is the Australian ISO member and is recognised by the Government as Australia's peak Standards body. It coordinates standardisation activities, develops internationally aligned Australian Standards® that deliver Net Benefit to Australia, and facilitates the accreditation of other Standards Development Organisations. Australian organisations are encouraged to adopt ISO standards where possible, and if so, must be JAS-ANZ approved. <http://www.standards.org.au/>



NSW Assessors &/ Certification bodies:

- Quality Management Services (QMS) – QIC licensed provider
- ACHS, (Australian Council on Healthcare Standards) – also sets standard
- International Standards Certifications (ISC)
- BSI Benchmark
- Global Mark
- SAI Global

Quality Management Services (QMS)

QMS is a national, independent, not-for-profit provider of quality and accreditation services for health and community service providers. **QMS is the NSW Licensed Provider of the QIC program in NSW, ACT, QLD, SA, NT, TAS and WA.**

The major set of standards QMS assess against is the Quality Improvement Council (QIC) Standards, including a system standard specifically developed for Indigenous Service Providers. The standards are accompanied by an *Interpretive Guide* to assist your organisation in meeting the Standards.

QMS can also work with a range of other sets of Standards, including:

- QMS *Community Services Module, A Selection of Standards*
- QMS and Women's Health NSW *Module of Standards for Women's Health Centres*
- South Australian Department of Human Services *Service Excellence Framework*
- Home and Community Care (HACC) National Service Standards
- Psychosocial Rehabilitation Support Service Standards (PRSSS)
- National Palliative Care Standards
- Various State Disability Standards
- A combination of any of the above.

Fees:

The cost for undertaking the process ranges depending on the number of staff, complexity and particular needs of your organisation. For a quote, contact QMS.

N.B. Requests for sample costings declined.

Contact Details:

QMS Head Office/NSW

Suite 10, Level 1/104 Bathurst Street, SYDNEY NSW 2000

Tel: +61 (0) 2 8246 6900 Email: qms@qms.org.au

<http://www.qms.org.au/>

**See Review Cycle
for Quality Improvement Council (QIC)
as above.**

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***Note:** The information for ACHS is partially repeated here as per above (under 'Organisations setting accreditation standards') as ACHS is both an organisation setting accreditation standards and a 'NSW certification body'. Refer to details above to revisit information on eligibility and review cycle.*

The core ACHS accreditation program is EQUiP (launched in 1996) providing health care organisations with a framework to deliver a consumer-centred service focusing on the continuum of care by incorporating systematic external peer review.

The ACHS provides a variety of products and services for accreditation and quality improvement for the full range of health care organisations including Corporate Offices and Mental Health Services.

The NSMHS were jointly developed by ACHS, the then Community Health Accreditation and Standards Program (CHASP) and the Area Integrated Mental Health Service Standards (AIMHS). The project was funded by the former Commonwealth Department of Health and Family Services through the Australian Health Ministers Advisory Council's National Mental Health Policy Working Group (NMHPWG).

Fees:

Costs are determined and dependent on the size and scope of your organisation. The costs are allocated over a four-year cycle and paid annually. Your EQUiP Customer Services Manager is available to assess the most appropriate fee for your organisation

Contact Details:

The Australian Council on Healthcare Standards (ACHS)
5 Macarthur Street, Ultimo NSW 2007 Australia
Phone: +61 2 9281 9955
Email: achs@achs.org.au
Web: <http://www.achs.org.au/>

*See Review Cycle
for Australian Council on Healthcare Standards (ACHS)
as above (under 'Organisations setting accreditation
standards').*

International Standards Certifications (ISC)

ISC is an accredited certification body providing independent third party auditing and certification to Companies, Organisations, Government Departments and Enterprises who are seeking recognition of compliance to various National and International Standards. **ISC is JAS-ANZ accredited.**

International Standards Certifications Pty Ltd (ISC) is an Australian owned and based company. ISC was established in 1995 by its present owner, Tony Wilde, to meet the growing demands of Australian and international organisations for certification to National and International standards.

ISC brings a wealth of technical expertise. Our staff are fully qualified and have been further trained to deliver the highest levels of service and a high degree of customer focus to the market place. This along with our high levels of customer service means that we have grown quickly on the world scene.

Amongst our programs are a number of traditional systems such as ISO 9001 - Quality, ISO 14001 Environmental and OHSAS 18001 - Health & Safety. These are complimented by an additional range of programs available.

ISC takes pride in supporting the Australian Disability Services Industry by providing Disability Certification Services against various disability programs like National Disability Standards, Queensland Disability Services Standards, Standards for Disability services in Victoria and National Advocacy Standards. ISC has extensive experience in Ages Care, Community Services, Group Homes, Day Programs, Independent Living and Mental Health.

ISC'S EXPERIENCE IN HEALTH & DISABILITY SERVICES

ISC has been involved in the Disability Services sector for the last 8 years and has been successful in providing certification for Disability and ISO 9001 within this sector to over 90 clients in Australia. ISC provides certification services to the clients who are funded by Federal as well as State Government.

ISC offers services to a number of Major healthcare and Disability Service Providers: *House with No Steps Queensland and New South Wales (ISO 9001 and DS)*, *Help Enterprises (ISO, DS and QDSS)*, *The Salvation Army Melbourne (DS)*, *Psychiatric Rehabilitation Association (ISO and DS)*, *The Lorna Hodgkinson Sunshine Home (ISO and DS)* to name just some.

ISC has also successfully provided training support to clients for Internal auditing in a number of programs to support their certification services.

Fees:

ISC adheres to JAS-ANZ procedures and will always base costs upon the requirements of the standards. Costs are determined and dependent upon the size and scope of your organisation. Costs are allocated over a 3-year cycle and invoiced following each audit. Please contact ISC for a request for quote form or send through your submission for quote on the website:

www.isc-worldwide.com

Audit Process - ISC offers certification through a 3 stage approach:

Application –

- The client completes a 'request for quote form' and supplies necessary information
- ISC will issue a quote based specifically on your requirements
- On acceptance of the quote, the client is then issued a copy of the certification agreement for completion.

Stage 1 – Documentation Review –

How: generally 1 – 2 days on site

The purpose:

- to obtain more detailed information about the company in order to plan the stage 2 audit, taking into consideration the size, complexity of operations and capabilities for which registration is sought.
- The auditor will establish whether further development of the quality system is necessary before the full audit takes place

The focus:

- Management Review, Internal Audits and Quality Policies and Procedures.

A written report will be issued and used as a tool in planning the stage 2 Certification Assessment.

Stage 2 – Certification Audit, -

How: On site certification audit of the system,

Purpose: to review the system and processes and assess how these are put into practice. This audit will determine if your system meets the requirements of the standards applied for or if there are further actions and changes required.

Results:

Small deficiencies noted in the system may result in minor Non Conformances (NCs) being raised. These NCRs (Non Conformance Requests) require an action plan within 2 weeks and allow for 6 months in which to be actioned and closed out. This generally does not affect the certification decision and are usually verified at the next audit.

Major deficiencies: The audit team will discuss the raising of any Major NCs. An action plan is required to be submitted within 2 weeks of the audit and a follow up audit within 3 months. If documentary evidence is able to be supplied, these NCRs may be able to be closed remotely. The outcome for this audit should be a successful recommendation for

Contact:

International Standards Certifications
Suite 2/10 Gladstone Road
Castle Hill NSW 2154

Postal:

PO Box 149R Round Corner
NSW 2158

PH - 02 9894 6242 FAX – 02 9894 6808 EMAIL: admin@isc-worldwide.com

certification and a copy of your audit report with detailed information from the visit.

Upon successful completion of your certification audit and full payment being received, ISC will issue your Certificate of Registration and Trade Mark Logos for your use.

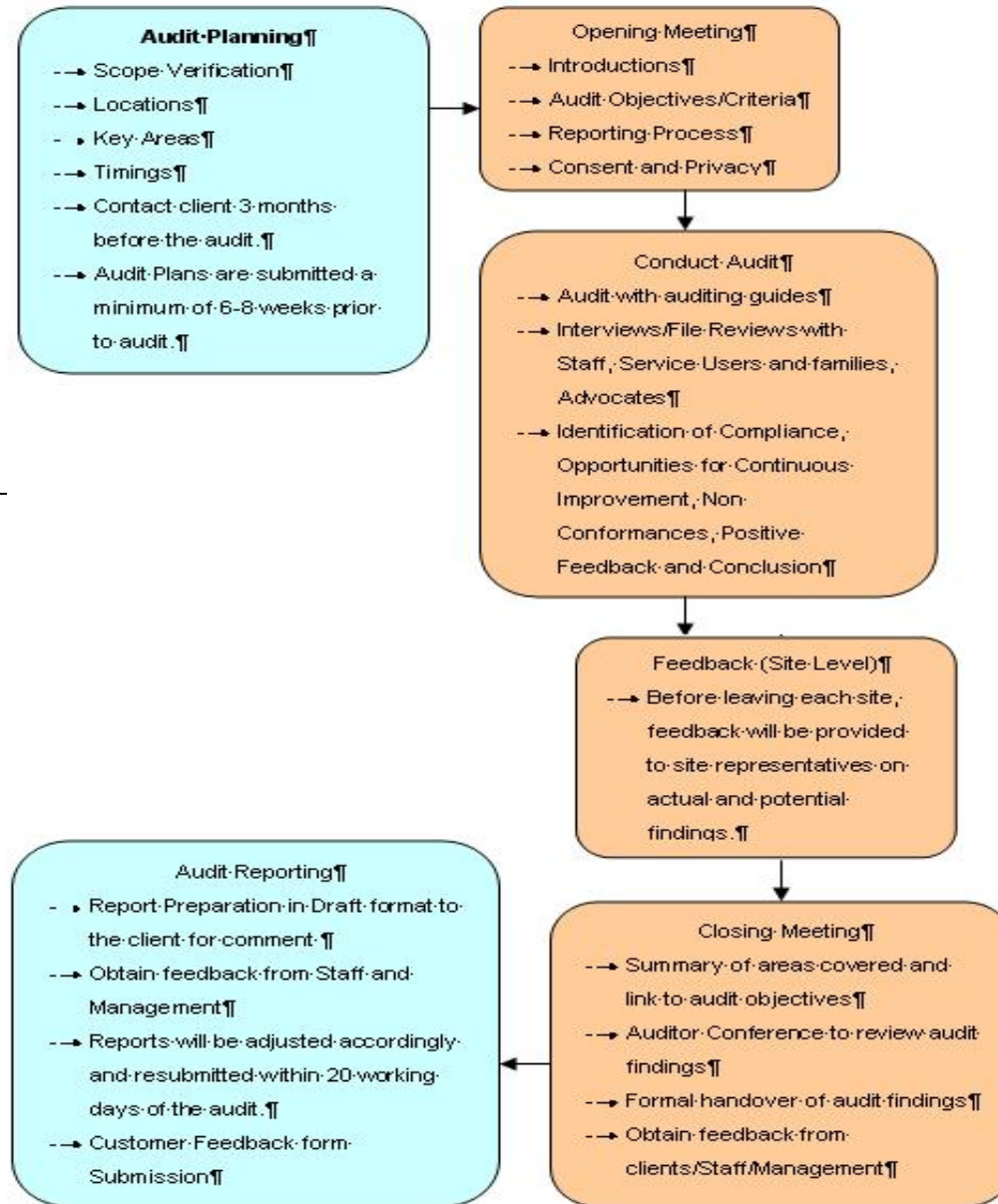
Annually -

At the audit teams' discretion, you will then be required to undertake at least an annual surveillance audit, which will be an audit of a sample number of elements from the standard for review which should aid in the assurance that the maintenance of your system has been successful over that previous period. A recommendation of continued certification will be issued on successful completion of the ongoing audits.

Triennial –

Your certification cycle is a 3 year one, thereby requiring a full system audit once every 3 (as per stage 2).

ISC Audit Process in Brief



BSI Benchmark

Since its foundation in 1901 as the Engineering Standards Committee, BSI Group has grown into a leading global independent business services organisation providing standard-based solutions. BSI Group develops private, national & international standards; certifies management systems and products; provides product certification services; provides training & information on standards & international trade; and provides performance management software solutions. **BSI Benchmark is JAS-ANZ accredited.**

Eligibility: Suitable for any business that wants to achieve more from its current certification, would like to measure and tailor its assessment to its business objectives and have the ability to internally and externally benchmark its performance. This type of assessment can potentially incorporate, or provide over a workable timeframe, a combination of standards including:

- **Management Framework – ISO9001-8** is suitable for any organisation looking to improve the way it is operated and managed, regardless of size or sector. However, the best returns on investment come from those companies that are prepared to implement it throughout their organization rather than at particular sites, departments or divisions.
- **Disability Services Certification** There are a number of different Standards in Australia at present for the Disability Support Services sector including: National Disability Services Standards, Qld Disability Service Standards (DSQ), Standards for Disability Services in Vic (SDSV)
 - **OH&S** can be adopted by any organisation wishing to implement a formal procedure to reduce the risks associated with health and safety

BSI Benchmark also incorporate one or more of the above standards and include your own requirements to ensure an assessment that is tailored to your organisation's needs and objectives. The process is much more in-depth than a conventional assessment as there are no pre-arranged questions, Client Managers work from the clauses of a particular standard and there is no scoring available, only observations and non-compliances.

Fees:

— based on ISO-9001 program:

Small Organisation - < 50-100 Staff

Indicative Investment for ISO 9001 Certification

Fee Element	Quantity	Rate \$	Total Price \$	GST
Application Fee	1	250.00	250.00	+10%
Stage 1 Assessment	1	1,500.00	1,500.00	+10%
Stage 2 Assessment	4	1,500.00	6,000.00	+10%
Accreditation levy	1	125.00	125.00	+10%
Annual Management Fee	1	200.00	200.00	+10%
Total Investment for Achieving Certification		AUD 8,075.00		+10%

The review cycle is a versatile system which is developed and worked through with individual organisations – the process includes:

Stage 1 Assessment

The purpose of Stage 1 is to review documentation in use and undertaking preliminary brief reviews to assess readiness for your Stage 2 assessment. The aim of a Stage 1 review is to identify any major gaps in the management system, so that remediation planning can progress. In addition to performing the document review, the purpose of Stage 1 is to provide a focus for planning your stage 2 assessment.

Input into this phase includes a BSI client manager visiting your premises to review documentation and to conduct preliminary brief interviews with key personnel.

The output from stage 1 will be an understanding of the management system in the context of the organisations policies and objectives, identify any major weaknesses in the system and the provision of counseling, as required, up to the time of the Stage 2 assessment.

Stage 2 Assessment

The purpose of Stage 2 of the assessment is to determine whether the implemented system conforms to the relevant standard(s) and the approved documented procedures and instructions. Certification is dependent upon management review and approval of the Business Review Report and the Lead Reviewer's recommendation. Minor deficiencies, covered by Improvement Requests, should not preclude the issue of a certificate as long as adequate corrective action is proposed in writing as soon as possible after the Business Review is completed.

If, at the time of the review shows that your organisation has a satisfactory management system in place and no major nonconformities are identified, then you will be advised that your organisation is recommended for certification to the applicable standard and scope assessed. A formal assessment report will be issued and you will be required to submit a Corrective Action Plan for any minor non conformities identified during the assessment.

If, at the time of the review shows that your organisation has not developed and implemented a satisfactory management system and a major nonconformity is identified, then you will receive a formal Assessment Report which will identify each adverse Review Finding. A major nonconformity must be actioned and closed out within 3 months, to

Medium Organisation – 100 > 400 Staff + 6 Branches
Indicative Investment for ISO 9001 Certification

Fee Element	Quantity	Rate \$	Total Price \$	GST
Application Fee	1	500.00	500.00	+10%
Stage 1 Assessment	1.5 Days	1,500.00	2,310.00	+10%
Stage 2 Assessment	8 Days	1,500.00	12,800.00	+10%
Accreditation levy	1	125.00	125.00	+10%
Annual Management Fee	1	300.00	300.00	+10%
Total Investment for Achieving Certification		AUD 16,035.00		+10%

Large Organisation – > 400 Staff + 8 Branches
Indicative Investment for of ISO 9001 Certification

Fee Element	Quantity	Rate \$	Total Price \$	GST
Application Fee	1	750.00	750.00	+10%
Stage 1 Assessment	1.5 Days	1,500.00	2,310.00	+10%
Stage 2 Assessment	10 Days	1,500.00	15,000.00	+10%
Accreditation levy	1	125.00	125.00	+10%
Annual Management Fee	1	500.00	500.00	+10%
Total Investment for Achieving Certification		AUD 18,685.00		+10%

Contact Details:

BSI Group Australia and New Zealand Pty Ltd
L1, Suite 8, 56 Delhi Road, North Ryde NSW 2113
<http://www.bsigroup.com.au/>

allow a recommendation for certification.

Inputs into this stage include on-site certification review, including interviews with relevant staff, preliminary planning and relevant working papers needed for reporting requirements. In some cases, due to the size, risk or complexity of certification, additional planning days will be required to progress certification.

Outputs from this phase will include the generation by the Lead Reviewer of a Business Review Report and/or Review Findings prior to the completion of the final review day where time permits. The report will include comments indicating the degree of compliance with the standards.

Upon approval of the certification request, an electronic Certificate of Approval will be issued.

- Dependant on risk and certification standard held, at 6 or 12 month after initial assessment, a surveillance review is carried out. The auditors will raise the findings and give recommendations.
- If a 6 monthly visit cycle is in place, and the system is matured and running well, BSI may then progress to a 12 monthly visit cycle.
- **After 3 years, the process is repeated and the organisation re-certified.**

Global-Mark

Global-Mark provides specialist Accreditation/Certification services in Australia and NZ, and focus on development in the health and human services sectors with specialist Client Managers, Auditors & Technical Experts to service its clients. They are also an **Accreditation Provider for the NSW Housing Accreditation Program**, and hold a number of other Accreditations as well as formal approvals with State or National Regulators. **Global-Mark is JAS-ANZ and ISQUA accredited.**

Eligibility

The program is open to all organisations involved in Health or Human Services. They can be under a corporate structure, not for profit, or parts of an organisation.

Accreditation process

The work flow opposite provides an overview of the key steps in the process. These are:

- Application
- Document Review
- Pre Certification Review (also called Gap Analysis)
- Certification Review (leading to Certification)

Once Certification is awarded it is subject to:

- Post Certification Reviews (typically at 6, 9, 18 and 24 months, and then continuing on a 12 monthly basis)

Fees:

Contact Global-Mark to get a proposal based on your specific conditions, however the following provides an overview:

Option 1 Small organization – less than 100 staff, no branches

- Fees up to Certification: \$8,000 to \$10,000
- Yearly fee thereafter: \$ 5,000 to \$6,000

Option 2 Medium organization – 100 plus staff, 6 branches across NSW

- Fees up to Certification: \$10,000 to \$12,000
- Yearly fee thereafter: \$ 6,000 to \$8,000

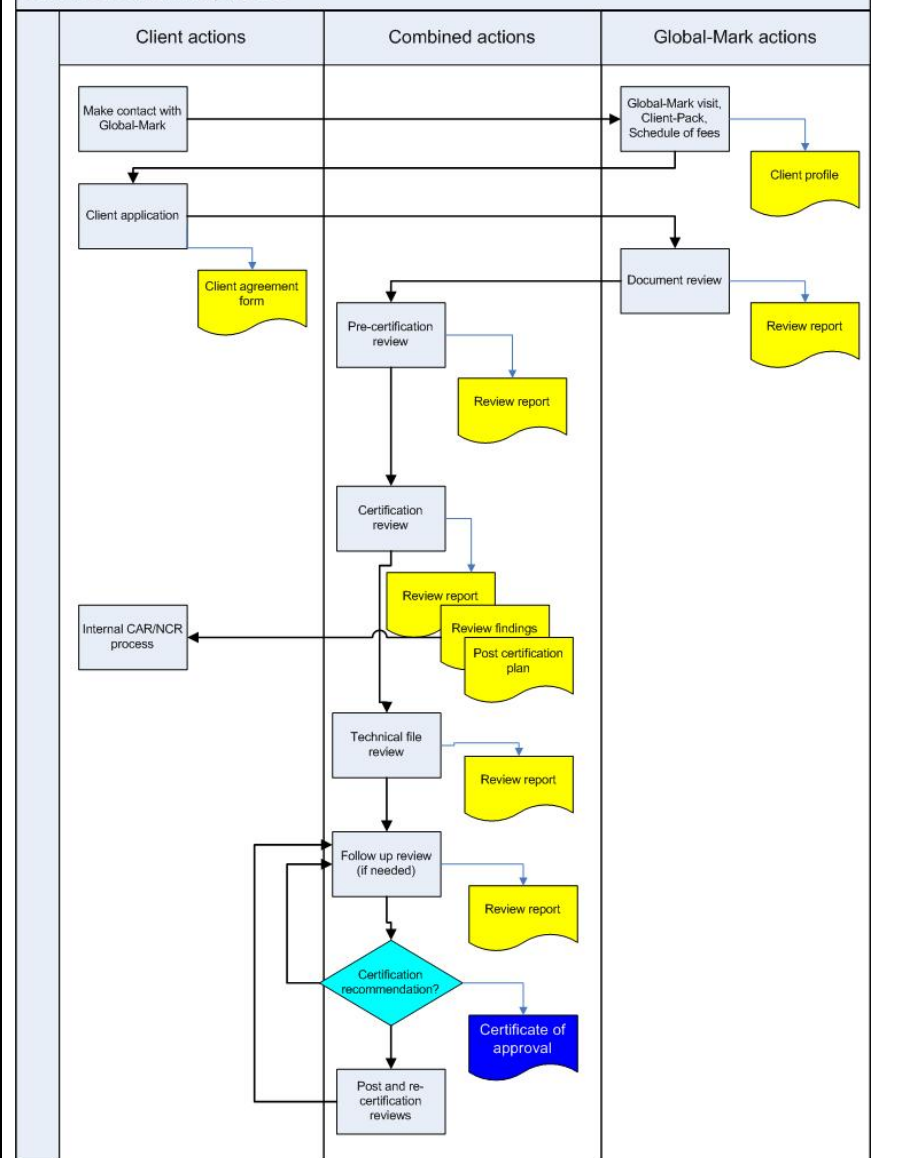
Option 3 Large organization – 400 plus staff, 10 branches across NSW

- Fees up to Certification: \$13,000 to \$17,000
- Yearly fee thereafter: \$8,000 to \$12,000

Contact Details:

For further information please contact: Tel: 02 9886 0222, or Certification@Global-Mark.com.au or www.Global-Mark.com.au

Generic certification process



SAI Global

SAI Global was born out of **Standards Australia**, and has been auditing since the 1980's. Since then they have grown to provide organisations around the world with information services and solutions for managing risk, achieving compliance and driving business improvement. This includes services to provide Standards and handbooks, audit and certification, compliance and ethic tools and training and improvement solutions. **SAI-Global is JAS-ANZ accredited.**

As the leading certification body in Australasia SAI Global has extensive experience certifying organisations within Australia and globally. SAI Global provides you with the tools and services to maximise business performance, provide confidence to stakeholders and improve business sustainability. They can assist you to maintain the focus of your strategic goals and fulfil risk mitigation and compliance.

As a Registered Training Organisation, they are appropriately experienced to train your staff in understanding the requirements of Standards and benchmarking as well as delivering an audit service to challenge the status quo of your management system and provide peace of mind to you and your stakeholders

Programs available include:

- ISO9001:2008 Quality Management Systems,
- Commonwealth Disability Services Standards,
- Health 9000 (includes Quality in Health),
- Certification of the Queensland Disability Services Standard,
- Certification of the Victorian Disability Services Standard,
- AS/NZS 4801:2001 OH&S Management Systems Standard
- OHSAS 18001:2007 OHS Standard,

A sample of health organisations that SAI Global has registered are:

Disability Services – such as Achieve Australia Ltd, Endeavour Foundation, Karingal Inc. and Yooralla Society of Victoria

Hospitals – such as Royal Alexandra Hospital for Children Westmead, Queen Elizabeth Hospital Adelaide, Royal Perth Hospital

Specialists – such as Hunter IVF, IVF Australia

Health Services – such as McKesson, Aged care and Housing Group, Integrated Living, Greater Western Area Health Services

Agencies/peak bodies - such as Aged Care Standards & Accreditation Agency Ltd, National Childcare Accreditation Council, Royal Australasian College of Surgeons, Royal College of Nursing Australia

Fees:

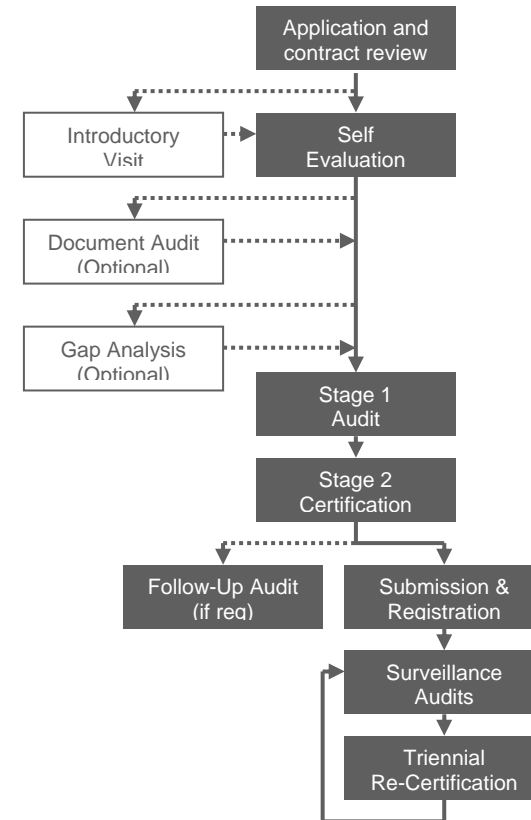
Costs are determined and dependent on the size and scope of your organisation. SAI Global adhere to the strict guidelines around audit durations as set by the accreditation body JAS-ANZ

* SAI Global is happy to discuss a membership approach to pricing and auditing for MHCC members.

Certification Process

A Management System program offers a step-by-step approach aimed at providing you with confidence in your system's capability to meet the needs of the organisation and your customers. This process addresses the philosophies of good management practice covered by the Standard. Steps to Certification are:

1. Application Stage - Administration and Project Planning
2. Stage 1 Audit - Document Review / Preliminary Audit
3. Stage 2 Audit - Certification Audit and Registration on achievement
4. Certification Maintenance - Periodic Surveillance Audits & Triennial Re-certification Audit



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Application & Project Planning

An early application is advised to enable SAI Global to plan and adjust its service delivery process to best suit the needs and expectations of your organisation.

Stage 1 Audit

This involves an on-site assessment of selected policies, procedures and practices already in place. This visit is also used for familiarisation with your facilities. You will receive a comprehensive report that will identify the extent to which the existing documented system meets the requirements of the program. Opportunities for improvement will be highlighted, and recommendations made regarding the next stage of the process. The Stage 1 Audit will provide your management and staff with the opportunity to discuss any problems or improvements, and address other queries regarding the Stage 2 Certification Audit process. These activities will essentially test the system's state of readiness for Certification and provide input to the planning of Stage 2 Audit.

Stage 2 Certification Audit & Registration

The Stage 2 Certification Audit is a detailed, full system assessment, which verifies conformance of the management system to the requirements of the Standard; and identifies opportunities for improvement. When the management system documentation and practices effectively satisfy the Standard's requirements, then implementation is deemed to be effective and certification will be recommended.

Certification Maintenance

Once certification is achieved, the organisation will be required to undergo periodic Surveillance Audits to ensure the system is being maintained. The intention is to provide feedback on system performance. Every three years after certification, the organisation will be subjected to a Re-certification audit. The purpose of re-assessment is to verify overall continuing effectiveness of the organisations management system in its entirety in the light of any changes in operations and or management.

Other accreditation bodies:

Australian General Practice Accreditation Limited (AGPAL)

AGPAL accredits general practices in Australia. All practices accredited with AGPAL are assessed against standards provided by the Royal Australian College of General Practitioners. The standards are developed by the RACGP in consultation with general practitioners Australia wide. The federal government offers a Practice Incentive Payment (PIP) for accredited practices. <http://www.racgp.org.au/>

Quality in Practice (QIP) is a subsidiary of AGPAL and provides quality accreditation for a range of primary health care providers, i.e. diagnostic imaging practices, optometry practices and physiotherapy practices. QIP provides consultancy on quality accreditation frameworks for other health care organisations and providers. QIP is focused on building relationships and promoting the quality assurance agenda in health care. <http://www.qip.com.au/>

QICSA, (Quality Improvement and Community Services Accreditation) is a non-profit independent Australasian accreditation body based in Victoria which conducts an accreditation and quality improvement program under license from the Quality Improvement Council (QIC) – providing QIC assessment in Victoria only.

Institute for Healthy Communities Australia (IHCA) Ltd is a not for profit company which conducts an accreditation and quality improvement program under license from the Quality Improvement Council (QIC). – providing QIC assessment in Queensland only.

National Community Housing Standards provide advice and guidance to any organisation looking to introduce a quality improvement process. The delivery of accreditation services, assessing performance with reference to the National Community Housing Standards, has played a valuable role in improving the professionalism and performance of community housing providers. Since July 2008 **Global-Mark Pty Ltd** has been selected to become the recognised provider of community housing accreditation services in NSW and is the only organisation that will receive support from Housing NSW to do so. See below for Global-Mark overview. <http://www.housing.nsw.gov.au>