

National Disability Services: Endorsed Third Party Verifiers

The following organisations are currently approved by NDS to conduct Third Party Verification using the NSW Disability Services Standards; Organisational profiles follow;

BSI Group Pty Ltd (British Standards Institution).....	2
Global-Mark Pty Ltd	4
HDAА Australia Pty Ltd	6
Health Audit Australia Pty Ltd	8
Institute for Healthy Communities Australia Certification Pty Ltd.....	9
DNV GL Business Assurance Australia	11
Quality Innovation Performance.....	13
SAI Global	15
The Australian Council on Healthcare Standards	16
The Council on Quality and Leadership (CQL)	18

BSI Group Pty Ltd (British Standards Institution)

Website: www.bsigroup.com.au

Contact number: 02 8877 7100

Contact email: Kate.Harvey@bsigroup.com or Dushyant.Sanathara@bsigroup.com

Contact name: Kate Harvey or Dushyant Sanathara

Who are we?

BSI is a global organisation that equips businesses with the necessary solutions to turn standards of best practice into habits of excellence. BSI helps its clients drive performance, reduce risk and grow sustainability.

BSI has the principal objective of partnering with industry to provide globally recognised assurance services through all industries both domestic and internationally. BSI is independently accredited by JAS-ANZ ensure that we deliver Disability Certification Services in accordance with the ISO standard and supporting regulations, guidelines and policies, and promote quality as a fundamental objective in the delivery of our services.

Service we provide:

BSI provides certification services, customised to meet the challenging needs of organisations in the disability sector, provides organisations the correct framework for continual improvement to their clients and for their staff.

In this current climate to ensure viability and sustainability of your organisation it is essential that you choose a certification body which will add value to your business operations, service delivery and overall strategy. At BSI we have a wealth of experience in both assessment and certification services to organisations in the disability and health sectors.

Disability experience:

BSI is the largest certification body involved in the disability accreditation sector and has access to a large number of highly experienced Auditors and Technical Experts.

- BSI is one of the largest providers of certification services within the Disability sector, for example BSII provides NSDS, HSQS, DHSS certification to large organisations such as Red Cross Australia as well as medium and small providers such as Wesley Mission.
- BSI certification offers significant and unique advantages. Our on-site audits are performed using checklists, which are developed from the standards. Each audit team includes at least one member who is a qualified RABQSA Auditor.

Current or recent clients:

- Wesley Mission NSW
- Australian Red Cross
- Integrated Family & Youth Services
- Australian Foundation for Disability
- FNQ Independent Living Support Association Inc
- Nova Employment & Training Program Inc
- Lifestyle Solutions (Aust) Ltd
- EACH Employment Service
- BEST Community Development
- Willing & ABLE Foundation
- Job Centre Australia Ltd
- Minda Incorporated
- Ostara Australia Limited
- SkillsPlus Ltd

What you can expect from BSI:

- Our aim is to make the audit experience a positive one for all involved in the audit process, including consumers/clients of the service, with a focus on continuous quality improvement specific to your business requirements.
- Our professional team provide a tailored approach to suit your organisations' needs.
- Our audit team put together a checklist based on your organisational documentation and use this as the basis for ensuring outcomes against the Standards.
- We provide a collaborative effort to ensure best practice to attain high level of outcomes for clients in receipt of the service.

Global-Mark Pty Ltd

Website: www.Global-Mark.com.au

Contact number: 1300 766 509 or (02) 9886 0222

Contact email: HumanServices@Global-Mark.com.au

Contact name: Alexandra McQualter

Who are we?

You will find that Global-Mark is different, and this is reflected in our structure, our culture, systems and approach in working with you. Our market is traditionally represented by traditional and conservative organisations and people: We want to be different. We want to make a difference and want our clients to benefit from this difference.

Our team is extraordinary, our service is extraordinary, and our people are ordinary day to day people. At Global-Mark, we love what we do (this is why we always try our best) and we do it with commitment and passion. We truly believe in what we do.

Service we provide:

Global-Mark offers a number of certification programs. We are accredited by JASANZ and ISQUA. We offer ISO9001 (Quality), ISO14001 (Environment), AS/NZS 4801 (OHS), Hospital and Health, Human Services and Disability services certification. Our programs are designed to meet the requirements of the relevant funding provider or Regulators.

Our service delivery is based on a Client Manager model, where a Client Manager will service all your needs. Our systems are such that the Client Manager is in complete control of the relationship and works with the Global-Mark systems and tools to support efficiently and effectively Client needs. There is very limited bureaucracy, so we can spend all our efforts on Client activities. The diversity of our programs and people demonstrate our flexibility.

As a general rule, we try to integrate various requirements into the single review process. This reduces the burden of compliance and ensures an efficient process minimizing costs and time.

Global-Mark also offers a range of complementary training courses: these can be delivered in house. We cover various entry level awareness courses, internal auditing all the way to lead auditor training. We are accredited as a Registered Training Organisation, and some of our courses are also accredited by RABQSA.

Disability experience:

Global-Mark is accredited by JAS-ANZ for 4 disability schemes. We are currently working with over 100 clients across the various disability and human services programmes within Australia. These clients are all linked to funding provisions. Global-Mark has a team of 15 Lead Auditors for the disability and human services programmes as well as a pool of 30 Technical Experts/Service Users.

All of the disability schemes with which we work are outcome focused and person centred (the audits includes interviews with persons, personnel and Carers).

Current or recent clients:

- Advanced Personnel
- Argyle Community Housing
- Bega Valley Shire Council
- Castle Personnel
- Catholic Healthcare Limited
- Compass Housing Services
- Deaf Children Australia
- Deaf Services Queensland
- Gilgai Aboriginal Centre Inc
- Guide Dogs for the Blind
- Job Placement
- Junee Community Centre Inc
- Lapstone Preschool Kindergarten Association Incorporated
- Mission Australia
- Peckys Limited
- Settlement Services International

Additional information:

We understand that the outcome of our work is aimed at building confidence, and to do so we must be independent, thorough, professional, competent and fair. We need to recognize that our work is often not for our direct clients, but for their clients.

We wish to be rigorous in our assessment and transparent in our decisions. Every client is treated with the same process, and rated to the same scale. We will be part of the solution, as we believe that informed performance is built on sound systems, commitments and processes.

We will assist and support all our clients in building these sound systems, commitments and processes.

HDA Australia Pty Ltd

Website: www.hdaau.com.au

Contact number: 1800 601 696 and 07 3491 6878

Contact email: suzanne.lehuray@hdaau.com.au

Contact name: Suzanne Le Huray, General Manager

Who are we?

HDA specialises in the assessment of human service and health organisations.

Our emphasis is on delivering a professional and personalised assessment service that is a positive experience and helpful to organisation improvement and management of risk. We believe that relationships are central to supporting service development.

In choosing HDA to conduct your Third Party Verification assessment, you will be engaging a collegial team of people with many years of experience in assessing human services organisations. The knowledge and insight we have across our team ensures we work together with you in a supportive and professional way so quality is advanced.

Service we provide:

HDA provides gap analysis, certification (verification), maintenance and follow up assessments where required.

HDA is accredited by the International Society for Quality in Health Care (ISQua), Joint Accreditation System of Australia and New Zealand (JAS-ANZ) and recognised as providing effective quality assurances assessments and services by a number of State, Territory and Federal Departments

Clients say about us:

“We would like to pass on our appreciation for the approach HDA auditors took. Staff have provided very positive feedback about the professional, supportive and informative communications they had throughout the audit process. (HDA) also provided us with useful and timely information, to ensure preparation for audit went smoothly, with a minimum of disruption to our service activities”

HDA works throughout Australia to provide assessment and certification in the following areas;

- Human Services Quality Framework (Department Of Communities, QLD)
- Department of Health & Human Services Standards (Department of Human Services, VIC)
- National Standards for Disability Services
- Disability Employment and Enterprise Services (Department of Social Services)
- ISO 9001
- National Safety & Quality In Health Services Standards (Australian Commission on Safety & Quality in Health Care Services)
- Diagnostic Imaging Accreditation Scheme (Department of Health)

Experience with Community Service Organisation and Disability Services in NSW and beyond:

HDAA has successfully completed TPV's in NSW with a wide range of service providers across the State and in a variety of disability and community service types.

HDAA Verifiers are experts in their fields and most have spent the majority of their working life involved in human services service delivery. HDAA Verifiers practical experiences through life and work, combined with extensive assessment experience, means that we are aware of the intricacies associated with human services delivery and we can match experience to individual organisation's needs. Our Verifiers are handpicked to meet feedback from providers that Verifiers style must be focused, encouraging, insightful and helpful.

Current or recent clients

- Arbias
- Assisted Community Living Ltd
- Barnardos
- Bathurst Early Childhood Intervention Service
- Central Coast Living Options
- Gwydir Community Transport
- Magenta Community Services
- Neapean Foods
- Nextt Health
- Tenterfield HACC Support Services
- Wellington Multi Service Centre

Additional information:

Our values are based in the proverb and enacted by all our people:

Proclaim it to the land; proclaim it to the sea,

Ask us what is the greatest thing in the world, and we will reply

It is People, it is People, it is People

What this says about us is that we believe all that we achieve and do is built from people. Our people need to be able to support your people so that your clients receive the very best services possible.

Human services are about people; we know from our work with people that it is not always possible to achieve excellence despite trying. We acknowledge this in our work and aim to provide a pathway of development that contributes to improvement.

Health Audit Australia Pty Ltd

Website: www.healthauditgroup.com

Contact number: 1800 087 659

Contact email: manager@healthauditgroup.com

Contact name: Majid Zahoor

Who are we?

Health Audit Australia Pty Ltd has delivered audit and certification services to disability and healthcare service providers in Australia since 2003. Our organization is recognized as a leading provider of audit, assessment and verification services. We have an established (and growing) client base in NSW and other major states across Australia. Health Audit Australia Pty Ltd and its auditors are recognized as professional and credible auditors.

We have also been involved in the development of audit standards and schemes in Australia and New Zealand.

Service we provide:

Our audit and certification services go across a very wide range of health, disability, clinical, clinical support, non-clinical support, managerial, home, community and social services. Health Audit Australia Pty Ltd services include gap analysis and certification auditing to ACIS:2013, HSQF as well as ISO 9001 and other standards.

Our services include the use of integrated audit tools that accommodate more than one standard and thereby reduce our clients' compliance costs. In this regard we can also incorporate service purchaser and funder contractual requirements to facilitate 'one-stop-shop' auditing and certification.

Disability experience:

Health Audit Australia Pty Ltd has specialized in auditing and certification services to the disability and healthcare sectors continuously early 2003. Our audit and administration team members all have between 10 and 20 years of experience in managing and delivering auditing and certification services in the community health and disability sector. We use auditors with community and other nursing experience and credentials.

During the past 20 years our key personnel have engaged with various disability sector stakeholders in the development of standards and assessment systems.

Institute for Healthy Communities Australia Certification Pty Ltd

Website: www.ihcac.com.au

Contact number: 07 3844 2222 or 1800 035 033 (local call rate)

Contact email: ihcac@ihcac.com.au

Who are we?

The IHCA Certification Pty Ltd, (IHCAC) is part of the IHCA Group of companies, a subsidiary company of the Institute for Health Communities Australia Ltd (IHCA) which was established in 1992 to support quality in service delivery in community based organisations within Australia. IHCAC was then established on 10 February 2003 as an impartial, non-government certification company with charitable, not-for-profit status. The IHCA Group now has over 20 years' experience reviewing Community Care/HACC.

Service we provide:

The IHCAC works solely with health and community service organisations throughout Australia to professionally certify their quality processes. Our mission is to support excellence in the health and community care sector.

The IHCAC is accredited by the Joint Accreditation System of Australia and New Zealand (JAS-ANZ) to certify Commonwealth Government funded agencies against the following standards:

- National Standards for Disability Services,
- Queensland Government's Human Services Quality Standards, which apply to funded disability services, child protection services and community services,
- AS/NZS 9001:2008 Quality Management Systems Requirements.

The IHCAC is the only JAS-ANZ accredited Certification Body to certify Alcohol and Other Drugs agencies against the:

- Standard on Culturally Secure Practice and the
- Australasian Therapeutic Communities Association Standard for Therapeutic Communities and Residential Rehabilitation Services.

The IHCAC also accredits against the:

- National Standards for Disability Services and the
- National Safety and Quality Health Service Standards.

The IHCAC has over 250 contracted organisations across Australia, ranging from large health service districts and large non-government providers (one agency having over 100 service sites) to small community based organisations responding to diverse human service needs. We believe this success is because of the Institute for Healthy Communities Australia Certification's reputation for professionalism, its empathy with the human services sector with the majority of its Auditors coming from backgrounds at senior level in the human services sector, its proven organisational and logistical skills, its auditing and review processes, its eye for detail and the quality of its communication, reporting and feedback processes.

Disability experience:

In February 2006 the IHCAC was the **first** Certification Assessment Body accredited by JAS-ANZ to undertake certification audits against the Queensland Disability Service Standards. These standards have now been replaced with the Human Services Quality Standards and apply to the range of disability, child protection and community services funded by the Queensland Government's Department of Communities, Child Safety and Disability Services.

The IHCAC now has the major client base for certification against the Human Services Quality Standards, including the majority of large non-government multisite organisations and the Queensland government's directly provided disability service.

Also, the IHCAC has clients in New South Wales, Victoria, South Australia, Queensland and Western Australia who are certified under the National Standards for Disability Services in relation to the National Disability Advocacy Program and for Disability Employment and Enterprise Services.

Community Care Experience:

The Institute for Healthy Communities Certification's success can in part be based on the many years its parent company: Institute for Healthy Communities Australia (IHCA), has had in working in the health and community sectors. This experience gives IHCAC a deep understanding of service delivery in the Community Care Sector and the work of organisations in providing these services. IHCA Group's deep understanding and hands on experience positions IHCAC as the first choice for organisations selecting a TPV certifier.

The IHCA has been the sole provider and contracted from 2001 to 2012 by Queensland Health (and subsequently the Department of Communities, Child Safety and Disability Services) to be the third party reviewing agency for the Home and Community Care (HACC) National Service Standards.

At 30 June 2012, the IHCA had conducted approximately 2500 HACC reviews and provided assistance to service providers in drafting individually developed quality action plans, enacting the recommendations arising from the HACC review. Since 2012, the IHCAC has continued to be the sole contractor engaged by the Queensland Government to undertake third party reviews of State funded Community Care Services against the Community Care Common Standards or the Human Services Quality Standards.

Current or recent clients include:

Since our establishment the IHCA group has reviewed over 3000 community organisations throughout rural and remote and metropolitan Australia.

- Just Better Care
- Lifeline
- BlueCare
- Ozcare
- Centrecare
- Anglicare
- Jobfind Centres Australia Pty Ltd
- Community First International
- Heta Incorporated
- Lutheran Community Care Keystone Employment

DNV GL Business Assurance Australia

Website: <https://www.dnvgl.com.au>

Contact number: 02 9922 1966

Contact Name: Matthew Holgate

Contact email: CertificationANZ@dnvgl.com

Who are we?

DNV GL Business Assurance is one of Australia's leading auditing, certification and training bodies. We are a full scope JAS-ANZ accredited body certifying large, medium and small human service organisations, businesses, hospitals and government departments to an extensive range of international, Australian and other national standards across many different management systems and product certifications.

DNV GL is accredited through JAS-ANZ for federal and state funded Human Services Schemes and standards, including National Standards for Disability Services (NSDS), Human Services Quality Standards (HSQS), Human Service Standards (HSS) and National Disability Advocacy Program (NDAP). We are also an endorsed verifier for NSW Disability Service Standards (TPV).

We are one of the few organisations who have been involved with these programs from their inception to roll-out, and this gives us a leading edge in experience and understanding.

DNV GL prides itself on the following areas:

✓ Experience

Our team has been involved in Human Services certification for more than 12 years and understands your organisation and its context.

✓ Representation

DNV GL's industry reputation is demonstrated through strong representation within the sector and through our clients' recommendations.

✓ Professionalism

DNV GL brings a wealth of qualified lead auditors, technical experts and support staff who have extensive and diverse experience in the disability services.

✓ Customer focus

We support our clients and accentuate the positives throughout the audit process from first point of contact with our office, right through to certification.

✓ Flexibility

DNV GL's independence enables a tailored approach providing flexibility.

DNV GL professionals understand the challenges in the sector and offer feedback and communication opportunities throughout the entire certification/verification process.

Disability experience:

DNV GL auditors have been involved in the Disability Services sector for more than 12 years, since the development of the first Federally Funded programs which are now known as the National Standards. DNV GL has been successful in providing certification within the Human Services sector to more than 100 clients in Australia.

DNV GL certifies NSW Disability service providers to the NSW DSS Standards as well as the National Standards through the TPV audit process.

DNV GL's focus has always been on the process of Person-Centred Planning (PCP) which forms a vital framework for the delivery of quality services and compliance to NSW DSS.

Current or recent clients:

- Richmond PRA
- The Lorna Hodgkinson Sunshine Home
- Epic Employment Service
- Mai-Wel Ltd
- Mission Australia
- Multitask Human Resource Foundation Ltd

Additional information:

DNV GL is committed to providing the highest possible levels of service and we place an emphasis on quality service delivery and practical results. Through the control of our processes we are able to deliver services that satisfy our client requirements.

Training

DNV GL also provides support, through in-house and public training courses, to service providers in the Human Services sector. The courses include Internal Auditing and Awareness training of all Human Services Standards.

Quality Innovation Performance

Website: <http://www.qip.com.au/>

Contact number: 1300 820 152

Contact email: fhiles@qip.com.au

Contact name: Fiona Hiles, National Manager QIP Community Accreditation

Who are we?

Quality Innovation Performance (QIP) specialises in, accreditation and related support services in health and community service sectors across Australia. We work with organisations ranging in size from small organisations who deliver a single program, to large multi-site, multi-state organisations.

QIP provides a range of services aimed at assisting organisations to make the right choices about the quality improvement framework that will best suit them through to accreditation and beyond. Our staff understand that an organisation's decision to become accredited is only the first step, and our support and services reflect the need for ongoing information and resources to achieve this outcome.

Service we provide:

The services provided by QIP include:

Access to a range of standards and Accreditation Programs:

- National Disability Service Standards
- Australian Service Excellence Standards (ASES)
- Quality Improvement Council (QIC)
- National Mental Health Standards
- National Safety and Quality Health Care Service Standards
- Rainbow Tick Standards

Access to an online Quality Portal which facilitates the simultaneous self-assessment against approximately 40 sets of standards (including NSW DSS, ASES, QIC and others) by asking simple questions which have been 'mapped' across the range of standards.

Facilitation, consultancy and training services to assist your organisation to develop its systems and prepare for accreditation.

Organisational scans and action plans to assist with accreditation readiness.

Resource and training development to support organisational development, including guidance in relation to best practice in your sector.

Onsite assessments facilitated by trained and experienced assessors who have relevant sector experience and understand the work that you do.

Post assessment support to maintain your accreditation and embed continuous quality improvement in your organisation.

Disability experience:

QIP has a range of staff and consultants with diverse experience in the provision of disability services including:

- Working with NSW government providing casework services in community and institutional settings.
- Field research for the Disability Studies Research Centre (UNSW)
- Resource development for NSW Council for Intellectual Disability
- Developed a policy evaluation framework for Macquarie Disability Services.
- Reviewed against the Disability Services and Disability Employment Services standards
- Implemented an integrated Quality Assurance system incorporating Disability Service Standards.
- Developed training models incorporating the Disability Services Act (1986)
- Management experience in the provision of services for people with disabilities including at a national level
- Contributed to the state-wide reform Agenda for Supported Accommodation.
- Conducted Third Party Verifications in NSW since 2013 for more than 75 clients

Current or recent clients:

- CatholicCare, Canberra and Goulburn
- Schizophrenia Fellowship of NSW
- Creating Links
- Centacare Catholic Family Services (SA)
- Levada Inc. (SA)
- Life Without Barriers (SA)
- Hobart City Mission (TAS)
- Alzheimer's Australia NSW
- Aftercare
- Carers NSW
- Flintwood Disability Service
- Motor Neurone Disease Association NSW
- Ngurrala Aboriginal Corporation
- Yawarra Aboriginal Corporation

Additional information:

QIP is a leading provider of assessment and training in accreditation frameworks for the health and community services. We are a national not-for-profit organisation and have been working with community services for over 20 years.

QIP has:

- comprehensive knowledge, skills and experience in project management, quality improvement, and customising sector review processes
- extensive experience in working with a variety of sectors engaging the first time in a formal verification process against standards
- applies flexible approaches and provides resources to support services new to quality improvement
- clients ranging from small NGO to large size organisations, including Aboriginal Medical Services.

SAI Global

Website: www.saiglobal.com

Contact number: 1300 360 314

Contact email: assurance@saiglobal.com

Who are we?

SAI Global helps organisations manage risk, protect reputation and perform better in an increasingly complex and interconnected ethical and regulatory environment. Through our trusted experts, services and technology, we help you manage the entire life-cycle of risk. Our solutions include risk management software, standards and regulatory content, and ethics and compliance learning. Our services include risk assessments, certification, testing and audits. In Australia, we are also a leading provider of settlement related services; company, personal and property information.

Disability experience:

SAI Global has extensive experience certifying organisations that provide services to people with disabilities. Our Disability Employment Certification & Queensland Disability Sector Programs offers sensitive, expert and independent assessment of disability service providers across the region.

We are appropriately experienced to deliver audit services:

- We use the approach of an auditor and an ATSU (Audit Trained Service User)
- Our audit teams know how the disability services industry works, the competing responsibilities and priorities for disability service providers and the needs and wishes of service users
- We have extensive experience which we can leverage with the Disability Services
- Our auditors are sensitive and caring to the specific needs of the disability services sector
- SAI Global is the leading certification body in Australia
- Once certified by SAI Global you will be eligible to display the highly recognisable “Five Ticks” StandardsMark™ – a sign of quality and excellence in the marketplace

Current or recent clients:

Endeavour Foundation, Karingal Inc., Yooralla Society of Victoria , Disability Services Australia Ltd , , Intellectual Disability Accommodation Association Incorporated, Southern Disability Advocacy, Civic Disability Services Ltd, UnitingCare Community, House With No Steps.

Additional information:

SAI Global provides a wide variety of training, awareness and improvement solutions that help build knowledge and skill at an individual level or across the entire organisation. Our innovative solutions, used by thousands of companies and millions of individuals worldwide, are focused on workplace integrity, building a culture of compliance, enhancing effectiveness and returns from management systems and processes, and improving and sustaining long-term business performance. Please contact 1300 727 444 or email training@saiglobal.com

The Australian Council on Healthcare Standards

Website: <http://www.achs.org.au/>

Contact number: (02) 9281 9955

Contact email: tcooke@achs.org.au

Contact name: Therese Cooke

Who are we?

The Australian Council on Healthcare Standards (ACHS) is recognised as the leading health care accreditation body in Australia dedicated to improving the quality and safety of health care through continual review of performance, assessment and accreditation.

Having been at the forefront of Australian healthcare accreditation since its inception in 1974, ACHS has maintained its strong culture of developing relevant accreditation products and services for the Australian market for 42 years.

Services we provide:

ACHS works with healthcare professionals, consumers and government and industry stakeholders to develop and continually review health standards.

ACHS continues to be an approved accrediting provider to the Australian Commission on Safety and Quality in Health Care (the ACSQHC) for their National Safety and Quality Health Service (NSQHS) Standards, a set of 10 standards that it considers essential to improving patient safety and quality of care.

Prior to the implementation of the NSQHS Standards in 2013, the ACHS core program was the Evaluation and Quality Improvement Program (EQuIP), which it still maintains. ACHS has also developed its own product, EQuIPNational, which complements the NSQHS Standards. EQuIPNational enables organisations to meet the requirements of the NSQHS Standards program, as well as allowing organisations a comprehensive organisation-wide assessment – monitoring and reporting of clinical and non-clinical systems and processes.

Currently the majority of our members are surveyed to either EQuIPNational or the NSQHS Standards and the bulk of the remainder are surveyed to EQuIP5 – suitable for those health facilities that offer non acute care.

In addition to EQuIP and NSQHS Standards ACHS also provides assessment of the National Standards for Mental Health Services (NSMHS), Department of Health and Human Services – Human Services Standards and the Trauma Recovery Programme Standards.

As well as the provision of accreditation services and standards development ACHS also offers consultancy, education and for twenty-one years has produced Australia's foremost Clinical Indicator Program.

Disability experience

The ACHS accredits the disability services funded by the Department of Health and Human Services in Victoria.

Current or recent clients

<http://www.achs.org.au/achs-members/member-organisations-list>

The ACHS operates a peer review model - surveyors are drawn from the same type of services which the accreditation program services. Specialist surveyors are drawn from the community services/disability sectors to allow for a greater understanding of the context of the service being accredited. ACHS has recruited specialist surveyors in these fields and trained this workforce to provide accreditation.

Additional information

What makes ACHS stand alone as an accreditation provider in the Australian marketplace is that the majority of its surveyor workforce are volunteers from the health industry, that the programs are conducted on a peer-review basis, and that the organisation was formed by the industry, for the industry. Each of these elements strongly contribute to the way ACHS conducts itself, and interacts with its members.

We aspire to excellence in all aspects of health care and want to inspire others to strive for excellence. Our mission is to strengthen safe, quality healthcare by continuously advancing standards and education nationally and internationally.

The Council on Quality and Leadership (CQL)

Website: www.c-q-l.org

Contact number: 0011-01-410-583-0060 or 0011-01-605-212-4356

Contact email: sgimson@thecouncil.org

Contact name: Sarah Gimson

Who are we?

CQL | The Council on Quality and Leadership is a recognised international leader in promoting and evaluating person-centred supports and services for people with disabilities, people with mental illness and older adults. Through our services, publications and public presence, we establish real connections between theory and practice and help organisations and systems take the important step from innovative ideas to everyday action. Quite simply, our goal is to be partners and mentors to our customers, showing them how they can become even better at ensuring that all people lead lives of dignity and quality.

Service we provide:

CQL works with organisations, systems, and communities who are dedicated to achieving excellence through person-centred service models— across all disciplines. We support those organisations through our assessment, consultation, measurement, and improvement strategies. CQL is committed to helping the organisation's leadership, management, and staff use person-centred principles and proven strategies to enhance all aspects of service delivery. This forms the foundation of our quality management tool /system – Person-centred Excellence (PCE) Accreditation.

Beginning in the early 1990's CQL redefined quality as responsiveness to people rather than compliance with standards. In 1993, CQL published the Personal Outcome Measures® which focus on the items and issues that matter most to people. Organisations committed to Personal Outcomes recognize the connections between the service/intervention and the whole person. The Personal Outcome Measures® represent a valid and reliable quality of life tool that contains 21 items that define quality from the individual's perspective. They are the key indicators and experiences that people and their families have said are most important to them. CQL's Personal Outcome Measures® form the foundation for organisational quality enhancement.

Training and consultation is available regarding CQL's tools - the Basic Assurances® and the Personal Outcome Measures®.

Disability experience:

Since 1969, CQL | The Council on Quality and Leadership has been a leader in the definition, measurement, and improvement of quality of life for people who receive services and supports. As an international not-for-profit — CQL has provided vision and leadership to disability organizations for more than four decades. CQL's efforts have influenced public policy, changed the way systems of

support for people are operated, and ensured that people who receive supports and services live full and abundant lives. CQL staff encourages excellence by providing publications, data, consultation, training, accreditation, certification, interviewing, monitoring, measurement, and other supports to organizations world-wide.

Current or recent clients:

- House With No Steps, New South Wales
- Marillac, Victoria
- Melba Support Services, Victoria
- Wallara, Victoria

Additional information:

CQL standards and accreditation process are firmly grounded in shared core values with the NSW/National Disability standards. Principles of person-centredness, choice, access, decision making, dignity and respect, community integration, natural and peer supports and relationships, rights and fair treatment are imbedded in all components of the CQL system, measures, tools, training and PCE Accreditation process. A mapping of NSW and CQL standards is available on request.