



global-mark



Global-Mark P/L

Management Document G-106

Title: **National Disability Advocacy
Program Certification**

Type: **Program Information Brochure**



Global-Mark.com.au®

This document is external





Document Information and Revision History

Document Number	G-106
Original Author(s)	Joe Fernandes
Current Revision Author(s)	Meilyn Michoux

Revision History

Revision	Date	Author(s)	Notes
1	7/2/2010	Joe Fernandes	Original Release
2	24/10/2012	Laurent Michoux	Amended to comply with JAS-ANZ Procedure 29 Issue2
3	7/11/2013	Herve Michoux	Updated as a result of JASANZ audit
4	16/10/14	Herve Michoux	Updated to be in line with the JASANZ requirements
5	11/5/2017	Meilyn Michoux	Updated formatting
6	19/6/2017	Meilyn Michoux	Updated to reflect Jennifer Engels’s updates for JAS-ANZ NDAP Issue 4 Requirements
7			
8			
9			
10			
11			
12			
13			
14			
15			
16			
17			
18			
19			
20			

Table of Contents

1	Why do we have this document	3
2	Overview	3
3	In simple terms	3
4	Specific program conditions	4
5	Code of Ethics.....	5
6	What documents/records are needed to understand this program	6



1 Why do we have this document?

This document describes the certification program offered by Global-Mark Pty Ltd to clients seeking disability advocacy service standards certification under the National Disability Advocacy Program. This document is subject to change without notice. The latest version is on our web site: www.Global-Mark.com.au.

2 Overview

Global-Mark's national disability advocacy program (NDAP) is designed to meet the requirements of the Commonwealth Government's Quality Assurance System for organisations involved in the disability advocacy sector.

The National Disability Advocacy Program (NDAP) assists people with disability to overcome barriers (i.e. physical access, discriminatory attitudes, abuse, and neglect etcetera) that impact on their daily life and their ability to participate in the community.

Disability Advocacy Agencies who establish a system that meets the National Standards for Disability Services (NSDS) can expect to see benefits of increased efficiency, added staff moral and the delivery of a quality service to consumers.

Organisations that are successfully certified to the National Disability Advocacy Program by Global-Mark will receive an electronic Certificate of Approval which is downloaded from our website. They are also entitled to use and display the Global-Mark on marketing and promotional materials as an indication of their achievement. The organizations details are also listed on Global-Mark's Register of certified organizations at www.global-mark.com.au.

Program summary card	
Issue	Program rules/comments
Standard	Commonwealth Government's National Standards for Disability Services 2013 (NSDS)
Any other relevant document	Nil
Target audience	Australian based, disability advocacy organisations
Global-Mark output document	Certificate of approval
Other Global-Mark output document	Certification schedule (used if all the information does not fit on the certificate of approval)
Certificate validity period	3 years
Certification mark that can be used by the client	Global-Mark® Disability Service Standards
Can this mark be used on product?	No
Periodicity of post certification reviews?	Certified Advocacy Agencies: 18 monthly Newly funded Advocacy Agencies: 12 monthly (for the first certification cycle)
Periodicity of re-certification review	3 years
Steps to and post certification	
Application	✓
Document review	✓
Pre-certification review	✓
Certification review	✓
Technical file review	Nil
Follow-up review	✓
Post certification review	✓
Re-certification review	✓

3 In simple terms

In essence NDAP certification reflects an organisation commitment to providing fair, transparent and equitable advocacy to consumers.

The certification process is extensive and will involve a person with a disability (on the Global-Mark team). The team will interview consumers, staff and management. We need to confirm that your service works well, and has all the "safety nets" in place to ensure consumers will have good outcomes.



4 Specific program conditions

- ❑ A copy of the audit report may be issued to the Commonwealth Department, in line with the requirement of the funding agreement between your service and the department.
- ❑ All services seeking or having achieved certification must have a procedure to control documents and information issued by Global-Mark (including this document, but also others, including the Client Pack), but also JAS-ANZ or Department communications which relate to the certification.
- ❑ **Any service can request to Global-Mark the list of Disability Services that are certified by Global-Mark. This list is freely available.**
- ❑ **Consumers/Clients of the agency seeking or having certification are able to request independent advisory support services in regards to attending the Global-Mark review, interview or making a submission or representation to Global-Mark.**

Global-Mark's undertaking and obligations

The following requirements are conditions set for Global-Mark to be a participant within the program:

- ❑ Copies of the review reports and findings are sent to the Department, or its representative(s).
- ❑ We will contact and report to the Department any health, safety or abuse risk, professional misconduct, financial improprieties found or suspected during our review.
- ❑ Information about your service may be disclosed to the Department without your consent.
- ❑ Information about your service will not be disclosed (except as above) to other parties without your consent.
- ❑ Once you have achieved certification our reviews will be held 18 monthly for certified agencies, or annually for new agencies and those agencies who are assessed as not having the capacity to meet the NSDS on an ongoing basis
- ❑ If an appeal is lodged to our organisation in regard to the NDAP program, we will involve an independent Disability Advocacy Services Consumer in the processing and decision making process of this appeal.
- ❑ We do not discriminate against any service, person, or group,
- ❑ Our certification procedures are available to our client or potential clients on request (and in our office or with one of our officer) and subject to their availability

Your service undertaking and obligations

As part of this agreement you must ensure that:

- ❑ consumers are made aware of our visit: consumers must be offered the opportunity to participate and meet with us.
- ❑ Given that we must interview a sample of your consumers. In order to facilitate these interviews, we will need your support and assistance to provide us with relevant consumer details.
- ❑ **consumer consent forms** have been completed. We will need to sight these before we access their files or interview them (we can if requested sign a confidentiality statement)
- ❑ we have access and are made aware of the details and contacts of any consumer group or committee, as appropriate
- ❑ a representative of the consumers is invited throughout the review (including opening and closing meetings)
- ❑ internal audits and management reviews are completed, scheduled and there are records to demonstrate this. It is important that these records provide evidence of consumer participation in these processes
- ❑ you notify us if you cease to provide advocacy services or FaHCSIA/the Department revokes its funding for any reason or if you open or close any site
- ❑ you make available to us, when asked by Global-Mark records of all communications and action, including complaints in relation to the services you provide to consumers and compliance with the Standards or other normative documents (NSDS). This includes correspondence, recommendations and actions documented by the CRRS or other Department/Ministry; or correspondence with any other advocacy agency or disability service provider relating to complaints.
- ❑ you make available to us, when asked by Global-Mark a copy of your current funding agreement.

If more than one site is offering disability advocacy services, please contact us and we will inform you about the eligibility criteria for multi-sited certification



Consumer rights:

Consumers must be offered information about the audit process and independent advocacy support to engage in the process, prior to any consent being obtained:

- ▣ Participation by consumers in audits is at all times voluntary and shall be based on the principle of consent. Where possible, a consumer's consent for interview shall also grant permission for the audit team to review that consumer's file. It is desirable to obtain consents in writing. Where the capacity of a consumer to provide consent is uncertain, an independent advocate should be involved to determine that capacity and to support an appropriate level of involvement by the consumer. Where written consent is not obtained, Global-Mark shall record the reason for this, and evidence supporting the assumption that consent was sought and has been obtained
- ▣ consumers shall be invited by their advocacy agency to both the opening and closing meetings of all audits.

5 Code of Ethics

Auditors, CTEs, other technical experts and staff must abide by this code of ethics when auditing within the Disability Advocacy sector.

- ▣ audit team selection, ongoing work and training should be inclusive and supportive of the unique needs and talents of people with disability, as per the Disability Discrimination Act. Depending on the circumstances, this may include, but is not limited to:
 - providing accessible information through Braille, Auslan interpreters, Easy English or a support person
 - providing an accessible workplace, noting that some modifications to the office environment and equipment can be purchased under the government-run Workplace Modifications Scheme
 - ensuring that all staff are given some information on disability awareness as part of their induction, and those who require it, such as human resources personnel, are given more in-depth training as required
 - working collaboratively with people with disability to ensure that they are given meaningful roles within the organisation in which their input and feedback can be valued and used in a positive and constructive manner. For example, this could be achieved through offering structured peer support and mentoring, or engaging with an independent advocate to resolve any work-related issues. An independent advocate of a staff member's choice should always be allowed to assist them to resolve work-related matters when requested, and all staff members should be aware of this option
 - developing a Disability Action Plan and submitting it to the Australian Human Rights Commission.
- ▣ document all requests for modifications and adaptations by people with disability in an interview or as part of their job or training (e.g. asking for an interpreter or large print documents), along with the outcomes of the requests.
- ▣ be mindful of the human rights of people with disability as outlined in the United Nations Convention on the Rights of Persons with Disabilities, in particular the Principles and Objectives, and Articles (<http://www.un.org/disabilities/>).
- ▣ considerate of the working hours of advocacy agency staff when planning the audit.
- ▣ promote available complaint mechanisms to advocacy agencies and participating consumers.
- ▣ During the audit:
 - all consumers have the right and opportunity to be involved and consulted at no substantive cost to themselves
 - consumers have the right not to be involved
 - consumers' confidentiality and privacy shall be respected in all aspects of the audit including communications in person and remote communication via technology such as video conferencing
 - the CB should encourage sampling methods that maximise the confidentiality of participants
 - the CB shall ensure that the advocacy agency has invited consumer representation at the opening and closing meetings of all audits
 - the CB shall ensure that the advocacy agency has advised consumers about opportunities to participate in the audit, including opportunities for family, other support or guardians to participate
 - the CB shall ensure that people with disability receive timely and accessible information about the audit process to allow for full and informed contribution
 - consumers have the right to independent advocacy and support to assist with having their say



- consumers should have appropriate support to facilitate genuine participation.
- shall facilitate transfer of certification if requested by an advocacy agency it has certified. It shall not revoke certification simply because an advocacy agency advises of its intent to change its CB.
- all staff (external or internal) should promote the benefits of the National Disability Advocacy Program to all interested parties, and not openly criticise the Government's initiatives in this sector. CBs should actively participate in the continuous improvement of the Program by identifying and raising issues with the relevant infrastructure element, i.e. FaHCSIA or JAS-ANZ.
- auditors, CTEs, other technical experts and staff involved in audits within the disability sector must be free of conflicts of interest.

6 What documents/records are needed to understand this program

In order to understand our program, you should also access and be aware of the following documents:

- G-00: Welcome Pack and G-105 Consumer sampling -NDAP
- MSP-00: Introduction to our management systems
- MSP-01: Nomenclature and definitions and
- MSP-24 Appeals

End of document