Australian Community Industry
Certification

PROGRAM INFORMATION BROCHURE

Introducing Global-Mark

Global-Mark is one of Australia's leading Conformity Assessment Bodies (CABs). We currently work with over 4,300 clients and have over 9,400 current certificates issued. Global-Mark specialises in the delivery of various forms of certification, supporting businesses to demonstrate compliance against local and international standards, and have their achievement recognised since early 2004.

Global-Mark offers certification services in a range of Human Services programs/schemes including:

- National Disability Insurance Scheme Practice Standards Certification
- Australian Community Industry Certification Scheme
- Human Services Victoria Scheme
- Disability Employment and Enterprise Services Scheme
- National Disability Advocacy Program Certification
- Queensland Human Services Quality Framework

Our Approach

Our mission is to help our community through our clients, to build steadfast relationships and to add value continually. 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 only for our direct clients, but also for their clients.

We wish to be rigorous in our assessment and transparent in our decisions. We will be part of the solution, as we believe that informed performance is built on sound systems, commitments and processes. We will support all our clients in building these sound systems, commitments and processes.

Our Team

We have an extensive team of specialists to support our clients. Each member of our team is selected for their competence, knowledge but also their interpersonal skills, as we believe a very large proportion of our auditing work is about effectively communicating and working with people. Our team of staff, client managers and technical experts have experience auditing service providers across Australia of all shapes and sizes, from multi-state providers to sole traders. All our auditors have completed, at a minimum, the Quality Management System Lead Auditor course, ACIA Auditor Training, have been scoped according to their experience, qualifications including nursing registration where appropriate.

Our Accreditations

Global-Mark is accredited by the Joint Accreditation System of Australia and New Zealand (JAS-ANZ), International Society for Quality in Health Care (ISQua), and Accreditation Services International (ASI). Most of our programs, including NDIS Practice Standards Certification, are regulated by JAS-ANZ who is a member of the International Accreditation Framework (IAF).

Confidence with Commitment

Certification Process

The certification process is a thorough, independent review against the Australian Community Industry Standard (ACIS) and Australian Community Industry Standard Scheme. The purpose of Certification is to determine or confirm whether a provider is compliant with ACIS and to identify any opportunities for improvement. The first year is a two-stage process that involves off-site and on-site audits against the Australian Community Industry Standard.

Stage One

Stage One is an off-site audit that reviews the provider's self-assessment and associated documents to ensure that a provider is adequately prepared for a Stage Two audit and may identify potential or actual non-conformities.

Stage Two

Stage Two is an on-site audit that evaluates the effectiveness and implementation of the provider's systems in addressing all relevant modules or parts of the Australian Community Industry Standards. It will involve key evidence gathering methods such as interviewing participants, workers, management and reviewing participant and worker files, documented records, visiting sites, inspection of the physical environment and so on. Each audit must also always include the visiting a provider's head office.
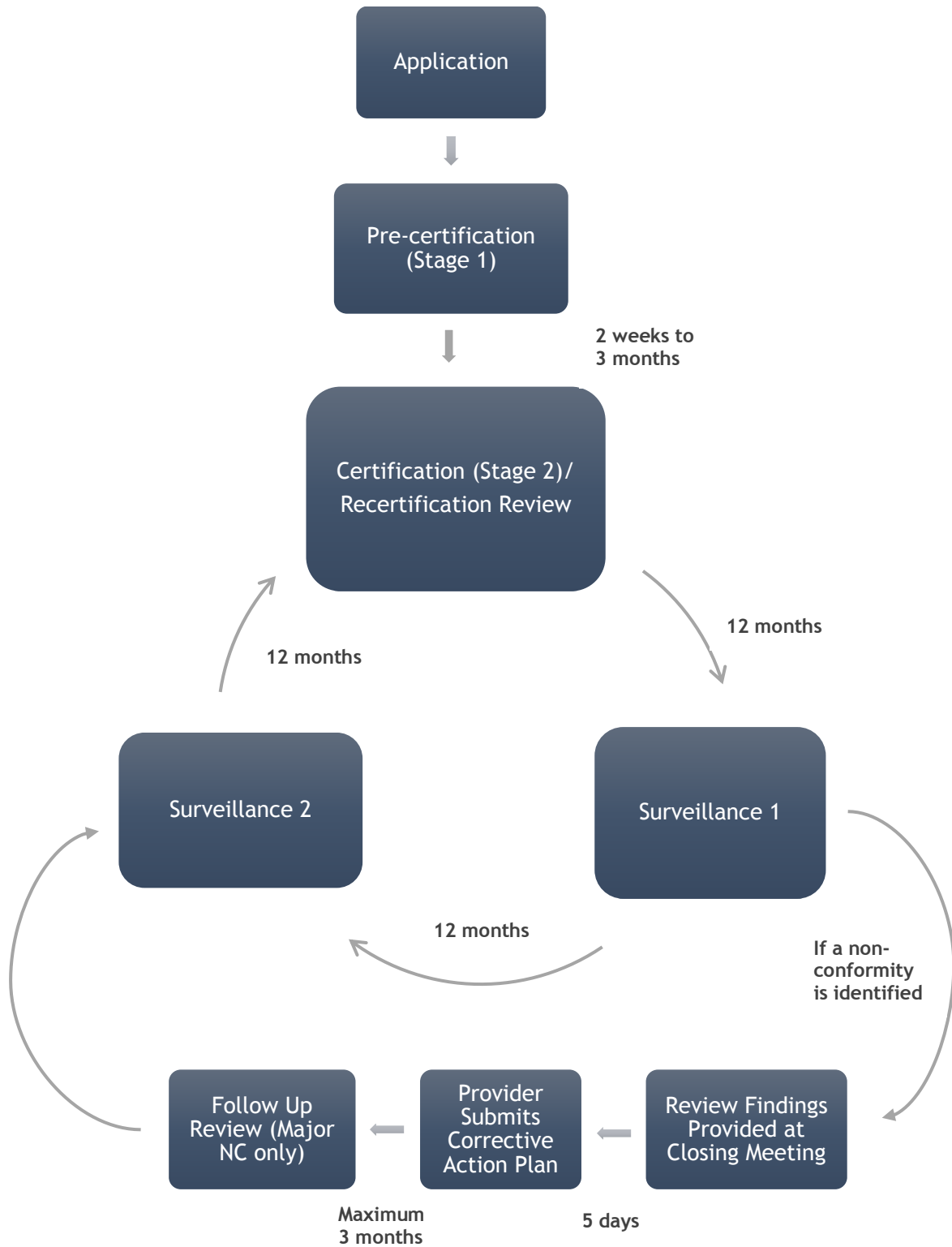
Surveillance

Surveillance audits are on-site audits that occur in the second and third year of certification, and are required to monitor ongoing compliance as well as external and internal changes affecting the provider. The duration and scope of surveillance audits are generally shorter than Certification/Recertification audits, as only approximately 50% of the Australian Community Industry Standards need to be reviewed.

Certification Cycle

The certification cycle usually lasts 3 years, generally with annual surveillance audits. Re-certification audit in the third year must occur prior to the certification expiry.

Application

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Pre-certification (Stage 1)

↓ **2 weeks to 3 months**

Certification (Stage 2)/ Recertification Review

12 months → Surveillance 1

Surveillance 1 → **If a non-conformity is identified** → Review Findings Provided at Closing Meeting

Review Findings Provided at Closing Meeting ← **5 days** ← Provider Submits Corrective Action Plan ← **Maximum 3 months** ← Follow Up Review (Major NC only)

Surveillance 1 → **12 months** → Surveillance 2

Surveillance 2 → **12 months** → Certification (Stage 2)/ Recertification Review

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Australian Community Industry Certification Scheme

Australian Community Industry Standard 2018 (ACIS)

- **Level 1 – Essential Support Level**
    1. Rights and Responsibilities
    2. Organisational Management
    3. Service Delivery
    4. Service Environment
- **Level 2 – Complex Physical Support**
    1. Medication administration and management
    2. Wound care and management
    3. Catheter care and management – IDC/SPC I/O
    4. Complex Bowel care and management – Enemas PR
    5. Enteral (Percutaneous Endoscopic Gastrostomy (PEG), Naso-Gastric Tube - Jejunum or Duodenum) Feeding and Management
    6. Ventilator care and management
    7. Trachea suctioning, care and management
    8. Subcutaneous Injections (SC)
- **Level 3 – Complex Behaviour Support**

Participant Involvement

The scheme states that "providers will need to ensure all service users are advised that they are automatically enrolled into the audit process (i.e. they may be contacted by the audit team for interviews, and/or have their files, records or plans reviewed to ensure compliance with the standard). In the event that they do not want to participate in this audit process, the provider needs to document and respect that decision, and communicate it to the auditor."

In other words, all service users may be selected as a part of the audit process, unless they have specified that they do not wish to be involved. The provider should have a process to gain and document consent (or lack of consent) for each participant they provide services to.

Ratings

3 – Conformity with Elements of Best Practice: In addition to demonstrating compliance, the service provider can clearly demonstrate additional systems, processes or outcomes that would be considered best practice for the industry i.e. not commonly seen in practice but something for which the industry should be striving for.

2 – Conformity: The service provider can clearly demonstrate that the criterion is met. Evidence may include practice evidence, training, records, visual evidence, etc. This would mean there was negligible, or zero risk and certification can be recommended.

1 – Minor Non-conformity: A rating of **1** will require a corrective action plan and lowering of risk to low or negligible before certification can be recommended. One of two situations usually exist in relation to minor corrective action:

> I. There is evidence of appropriate process (policy /procedure/guideline etc), system or structure implementation, without the required supporting documentation; or
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> II. A documented process (policy / procedure / guideline etc), system or structure is evident, but the service provider is unable to demonstrate implementation, review or evaluation where this is required. The timeframe for closing off minor Corrective Action Requests is 12 months. Any open Minor Corrective Action Requests remaining after this point shall be escalated

0 – Major Non-conformity: The service provider is unable to demonstrate appropriate processes, systems or structures to meet the required outcome of the criterion and/or the gaps in meeting the criterion present a high risk. Several related Minor Corrective Action Requests may also constitute a Major Corrective Action Request. A rating **0** will preclude certification. Timeframes to close off is usually no more than 3 months.

Program Rules and Conditions

Each provider wishing to engage Global-Mark to provide certification services must agree to permit an ACIA representative (employee) to witness any audit.

At any point if there is a change in the Service Providers structure, such as through acquisition and or merger for example, requires the Service Provider to inform ACIA and Global-Mark at a minimum of 3 months prior, of any changes to the providers structure. These may also include legal status, ownership, key personnel, new locations or offices, scope of operations including new community support service types, a greater than 50% increase in Service Users over the past financial year, criminal investigations involving personnel, or any other such major changes to community support service delivery or its management. If there was a complete change in governance responsibilities e.g. change in ownership, then it is the responsibility of the provider to notify ACIA and Global-Mark to discuss the next steps with their certification.

Providers certified by Global-Mark will comply with G-00 Welcome Pack, including Conditions Specific to the Certification Processes.

Global-Mark may conduct audits of providers at short notice or including unannounced audits, if there are concerns regarding ongoing conformity to ACIS: 2018. The basis for such concerns may include a written request from ACIA or government entities to undertake a short notice audit of the provider.

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Australian Community Industry Standards

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Program Summary Card

Standard	Australian Community Industry Standard 2018 (ACIS)
Other Documentation	NA
Target Audience	Providers delivering community support services
G-M Output Document	Certificate of Approval Business Review Report
Other G-M Output Document	Business Review Findings
Certification Validity Period	3 years
Certification Mark	Global-Mark ® Australian Community Industry Standards
Certification Cycle	3 yearly
Certification Process	✓ Application ✓ Pre-certification Review (Stage 1) ✓ Certification Review (Stage 2) ✓ Follow Up Review ✓ Surveillance Review ✓ Recertification Review
Document Information	G-113 ACIS Certification
Updates from Last Revision	Updated to new scheme.
Reference Documents	G-00 Welcome Pack; MSP-00 Introduction to Our Management System; MSP-01 Nomenclature and Definitions; MSP-24 Appeals;
Contact Information	Program Manager- Human Services +61 2 9886 0222 HumanServices@global-mark.com.au www.global-mark.com.au

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