



global-mark



Global-Mark

Management Document G-52

Title: Disability Employment Services and Supported Employment Services Certification

Type: Program Information Brochure



Global-Mark.com.au®



This document is external


Document Information and Revision History

Document Number	G-52
Original Author(s)	Maria Michoux
Current Revision Author(s)	Alexandra McQualter

Revision History

Revision	Date	Author(s)	Notes
1	15/1/2005	Maria Michoux	Original Release
2	4/5/2005	Herve Michoux	Updated to reflect change in JASANZ procedure 18
3	8/8/2005	Herve Michoux	Changed the Trust-Mark details
4	11/6/2008	Herve Michoux	Updated logo
5	27/6/2013	Joe Fernandes	Updated to reflect change in JASANZ procedure DEES Part 3
6	17/8/2013	Herve Michoux	Updated to reflect JASANZ requirements and Wage determination arrangements - Reviewing wage assessment tools
7	29/8/2013	Herve Michoux	Updated to new program rules and JASANZ new requirements
8	29/10/14	Herve Michoux	Updated to include new JASANZ requirements (NSDS)
9	29/10/2014	Cassandra Burgin	Updated header/footer
10	11/5/2017	Meilyn Michoux	Updated formatting and corrected title
11	11/11/2017	Alexandra McQualter	Updated to DES-SES
12			
13			
14			
15			
16			
17			
18			
19			
20			

Table of Contents

1	Why do we have this document?	3
2	Overview	3
3	Key Definitions	4
4	New Service providers in NDIS sites	5
5	Specific program conditions	5
5.1	Business Services Wage Assessment Tool (BSWAT).....	5
5.2	Global-Mark’s undertaking and obligations	5
5.3	Consumer Participation	6
5.4	Scope of post certification reviews/maintenance audits:.....	6
5.5	Your service undertaking and obligations.....	7
6	What documents/records are needed to understand this program	7



1 Why do we have this document?

This document describes the certification program offered by Global-Mark Pty Ltd to clients seeking disability employment and enterprise service standards certification. 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 disability employment and supported employment services scheme (DES-SES) is designed to meet the requirements of the Commonwealth Government's Quality Assurance System for businesses involved in the disability employment and enterprise sector.

Australian Government funded disability employment and enterprise organisations programs are required to have certification to receive funding for programs administered by the Department(s).

The Commonwealth administers programs for services that provide supported employment for people with disability. Department administers programs for services that provide assistance to people with disability to obtain and/or retain paid employment in the open labour market.

Certified disability employment and enterprise services will have systems that meet the Disability Standards and Key Performance Indicators can expect to see benefits of increased efficiency, added staff moral and the delivery of a quality service to consumers and advocates.

Organisations that are successfully certified to the disability employment services and supported employment scheme by Global-Mark 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	National Standards for Disability Services (2014)
Any other relevant document	Nil
Target audience	Australian based, disability employment and enterprise organisation
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® National Standards for Disability Services
Can this make be used on product?	No
Periodicity of post certification reviews?	12 monthly
Periodicity of re-certification review	3 years
Steps to and post certification	
Application	✓
Document review	✓
Pre-certification review	✓
Certification review	✓
Technical file review	✓
Follow-up review	✓
Post certification review	✓
Re-certification review	✓



3 Key Definitions

Advocacy	supporting people to exercise the rights and freedoms recognised or declared by the United Nations Convention on the Rights of Persons with Disabilities, or seeking to achieve societal change to ensure that people with disabilities attain the rights and freedoms recognised or declared by the Convention.
Audit team	has the same meaning as ‘audit team’ at clause P1_3.1, except that the team must include a CTE. The CTE may also perform the role of audit team leader (or auditor) if appropriately qualified, but the audit team shall still comprise at least two persons.
Australian Disability Enterprises (ADE)	disability employment/enterprise services that directly employ and support people with disability who may not be able to work in an open or competitive environment. This type of service approach is aimed at people with disability who require substantial ongoing support to obtain or retain paid employment.
Consumer	has the same meaning as ‘consumer’ at clause J.3.1, except that a consumer in DEES Scheme (Part 3) is a person with disability, injury or health condition who is receiving/has received support from the disability employment/enterprise service being audited.
Consumer technical expert (CTE)	a person with disability, engaged for his/her specialist knowledge and abilities; e.g. empathy with the life experience of people with disability, and ability to plan and facilitate the effective input of people with disability in an audit process. A CTE shall provide evidence to the CB of having been a service recipient of a State or Commonwealth funded disability organisation in Australia.
Department	the responsible body applicable to DEES Scheme (Part 3); specifically, the Australian Government Department of Social Services, including where acting as administrator of the national quality strategy for disability employment and rehabilitation services on behalf of the Australian Government.
Disability Employment/enterprise service Disability Management Services (DMS)	the ‘client’ applicable to DEES Scheme (Part 3); specifically, disability employment/enterprise services funded by the Australian Government. See also clause J.3.1. services for job seekers with disability, injury or health conditions who require the assistance of a disability employment/enterprise service but are not expected to need long-term support in the workplace.
DSS (the old standards)	One of two sets of standards applicable to DEES Scheme (Part 3) during the 2014 calendar year; specifically, the Disability Services Standards (2007), plus the relevant KPIs. These are standards under the Commonwealth Disability Services Act 1986, as determined by the Minister. They define the elements of quality support which should be achieved for people with disability receiving employment support from disability employment/enterprise services.
Employment Support Service (ESS)	a service for job seekers with permanent disability, and with an assessed need for more long-term, regular support in the workplace.
FOFMS	FaHCSIA Online Funding Management System. An online system to manage funding and audit information for FaHCSIA programs and initiatives.
NSDS (the new standards)	One of two sets of standards applicable to DEES Scheme (Part 3) during the 2014 calendar year; specifically, the National Standards for Disability Services (2014), as guided by the relevant Indicators of Practice. These standards have been allowed for via the Disability Services Act (National Standards for Disability Services) Determination 2013, <i>Disability Services Act 1986</i> .
Outcomes	outcomes for the purposes of this scheme are those identified through the DSS and associated KPIs, and the NSDS which define the elements of quality support which should be achieved for people with disability receiving employment support.
Rating scale	the system used to rate conformity of a disability employment/enterprise service. NSDS indicators of practice are provided as descriptive guidance to the standards. The NSDS standards and DSS KPIs are to be rated as follows: a) major nonconformity rating = 0 b) nonconformity rating = 1 c) conformity rating = 2



4 New Service providers in NDIS sites

Until new quality and safeguarding arrangements are in place for the NDIS, on application for NDIA registration, new providers shall demonstrate evidence of a contract with a certification body for provision of certification to the NSDS. Provider registration shall be revoked if the provider cannot provide evidence of a certificate of conformity within twelve months of their registration date. Certification bodies must notify the Department within 10 working days about:

- A new service provider achieving certification in a NDIS site
- Any service provider in a NDIS site with a notifiable issue
- Any service provider in a NDIS site which has its certification suspended or cancelled for any reason
- Any service provider in a NDIS site which formally disagrees with its CB's audit findings.

5 Specific program conditions

- Copy of the audit report will be issued to the Department of Social Services, 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 JASANZ or Department communications which relate to the certification.

5.1 Business Services Wage Assessment Tool (BSWAT)

BSWAT Update

The Full Federal Court decision did not preclude the continued use of the BSWAT (as it applied only to the two employees the subject of the case). However, a court is likely to apply similar principles (as summarised below) in analogous circumstances. Global-Mark is not obliged to review all certificates of compliance issued to DEES that have used the BSWAT; however, if Global-Mark cease to be satisfied that a particular DEES meets the standard (including because of the way the BSWAT is used in a particular ADE or for particular employees) they should consider whether a DEES should be issued with a major nonconformity.

Reviewing wage assessment tools

From 21 December 2012, Global-Mark should be able to demonstrate how they have reviewed the acceptability of the wage assessment practices of a DEES. The Global-Mark review team should ensure that it has a robust process for supporting the review of wage assessment tools. Questions that are likely to be relevant to this process include:

1. Is the BSWAT being used for people with an intellectual disability? If no then it probably still complies with Standard 9. If yes,
2. Is the BSWAT being used in the assessment of low grade tasks? If no then it probably still complies with Standard 9. If yes,
3. Is there an enterprise agreement made under the Fair Work Act 2009 (or any other applicable instrument) that limits the choice of wage assessment tools to the particular tool used (e.g. the BSWAT)? If yes then it probably still complies with Standard 9. If no,
4. Is there good alignment between task and test (i.e., more in keeping with the expectations of a productivity assessment)? If yes then it probably still complies with Standard 9. If no, then the Global-Mark review team should undertake further analysis, and if appropriate obtain expert advice, to satisfy itself as to whether the DEES continues to meet the standard.

Section 6D (2) of the Disability Services Act 1986 states that if an accredited certification body that has given a certificate of compliance in respect of an employment service ceases to be satisfied that the service meets the Standards, Global-Mark shall suspend the certificate.

Global-Mark may also want to have regard to the above questions in considering whether the use of other competency-based assessment tools would give rise to concerns about compliance with Standard 9 (although the Full Federal Court did not consider the use of any of those tools).

5.2 Global-Mark's undertaking and obligations

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

- We will issue a copy of the review reports and findings 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.
- Once you have achieved certification our reviews will be held yearly, or more often
- If nonconformities are detected a follow-up review(s) will be needed to verify that these have been addressed.
- During our review, we will be contacting and communicating with your consumers (or advocates) and we ask that you to provide us with of their details, and provide them with the following in order to brief them of our visit and purpose:
 - The opportunity to meet with us, or ring us before the Global-Mark reviews
 - Copies of our Global-Mark reports and findings.
- If an appeal is lodged to our organisation in regard to the DEES program, we will involve an independent 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

5.3 Consumer Participation

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 to participate in an audit 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.

5.4 Scope of post certification reviews/maintenance audits:

Maintenance audits shall include NSDS 1, 3 and 6 + another standard selected by GM based on results of previous audits, complaints, or significant change. It is the aim that all standards be covered in the certification cycle. Refer to the [Post Certification Plan Form](#) completed by the CM at the Certification review



5.5 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.
- We must interview a sample of your consumers from different demographics. In order to facilitate these interviews, we will need your support and assistance to provide us with relevant consumer details. Interviews may be done face to face individually, as part of a focus group (or via telephone or written surveys) or as part of our tour of the facilities.
- consumers selected for interview should sign the consent forms provided 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 consumer advocate group or committee, as appropriate
- a representative of the consumers is involved 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
- your service is registered with the Department
- 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.

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

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-12 Consumer sampling -DEES
- MSP-00: Introduction to our management systems
- MSP-01: Nomenclature and definitions and MSP-24 Appeals

End of document