

COMPETENCIES



SCOPE

This guideline applies to Australian service providers of funded and non funded services who are currently certified against Australian Community Industry Standard (ACIS).

DISCLAIMER

This guideline is provided to help guide best practice in the disability, aged care and community support industry. This information does not in any way replace legislative, regulatory, or contractual requirements. Users of this document should seek appropriate expert advice in relation to their circumstances. ACIA does not accept any liability on the use of this guideline.

DEFINITIONS & SUPPORTING INFORMATION

ACIA is the Australian Community Industry Alliance and owner of ACIS and the Scheme

ACIS is the Australian Community Industry Standards

ACIS Certified Provider is a community service organisation that has been certified in complying with all the ACIS by an ACIA trained ACIS auditor.

Certifying Body is an organisation that awards credentials to individuals meeting specific competence requirements

Funding Body is an organisation or department that provides funds for a purpose.

Provisional ACIS Certification- is an interim certification awarded to an organisation who has been assessed and recommended for certification by the Certifying Body for the Essential Level and awarded by ACIA following review of the Certifying Body's recommendations. Provisional Certification requires the organisation to undertake organisational review and certification within the 18-month timeframe.

PURPOSE

To assist ACIS Certified service providers (organisations), certifying bodies, stakeholders and funders in planning for the transfer of ACIS Certification in the event that they intend to pursue the sale, merger of their business or similar arrangement.

DESIRED OUTCOME

- To maintain the integrity of the ACIS and Scheme.
- To maintain a quality and safe standard of service delivery.
- To have consistency in the transferring ACIS certification from one organisation to another.

BACKGROUND

- The Australian Community Industry Certification Scheme (ACICS), which is owned by ACIA, provides requirements and guidance for certification bodies that may certify service providers for their compliance with the abovementioned Standards. The requirements of this Scheme are in addition to the requirements of ISO/IEC 17065 which must also be met.

GUIDELINE

When an agreement has been reached by an ACIS certified organisation to accept the terms of sale or merger by another organisation they must advise ACIA, their Certifying Body and funding body in writing, providing a minimum of 3 months' notice prior to the completion of the sale or merger.

The ACIS Certified Provider will provide their nominated Certifying Body with the requested documentation to complete a desk top review to understand the governance structure and service delivery operations post the sale or merger. This will usually include a letter formalising the timetable for the process, governance structure, transition to the parent company and any changes to proposed service type and service user groups.

The Certifying Body will make contact with the ACIA CEO to discuss their initial review and steps to complete their risk assessment on site prior to finalising the sale or merger. The Certifying Body may find it appropriate to conduct an audit against Part 2 Organisational Management or conduct a complete audit based on the level of assessed risk.

The Certifying Body will conduct an audit that has been agreed with ACIA and provide a written report to ACIA on the outcome with recommendations.

ACIA will review the audit report and approve the assignment of the certification based on the findings as either Provisional Certification or ACIA Certification.

Organisations provided with Provisional Certification are required to undertake an organisation wide audit within 6 months post sale or merger.

Organisations attaining a Provisional Certification will undergo an organisational wide audit within 12 months, to achieve ACIS certification within a maximum 18 month period.

Organisations attaining ACIA Certification undertake surveillance audits Years 1 and 2 to confirm ongoing compliance with the ACIS.

Where there is dispute regarding the decision regarding ACIA certification every effort will be made between parties to resolve the matter. If after 10 working days the issue has not been resolved then the matter can then be referred to the ACIA appeal process. This will involve the matter to be brought to the attention of the ACIA President/ Chairman for resolution by the ACIA Board.

RESOURCE DOCUMENTS

- The Australian Community Industry Standards
- The Australian Community Industry Certification Scheme
- ISO/IEC 17065, Conformity assessment – Requirements for bodies certifying products, processes and services.
- ISO/IEC 19011, Guidelines for auditing management systems
- ACIA External Guideline 010 – Use of ACIA Logo
- ACIA External Guideline 010 – Use of the ACIA Member Logo
- ACIA External Guideline 018 – Discontinuation of Care and Service Provision
- ACIA External Guideline 021- Statement on Quality of Care and Service Delivery and Requirements of Members