Best Practice Program Guidelines

Welcome to the Best Practice Program!

The Best Practice Program is designed to recognise and support Australian Community Industry Standard (ACIS) providers who demonstrate excellence in service quality. By participating in this program, your organisation can earn and maintain a **Best Practice Star ★**, showcasing your commitment to high standards and continuous improvement.

Achieving Your Best Practice Star

To receive and retain your Best Practice Star, your organisation will:

1. **Complete a Certification or Surveillance Audit** – This audit ensures compliance with ACIA quality standards; providers **must** receive a 3 rating on a *quality indicator* to achieve a Best Practice Star with no major non-conformities found. This will be an automatic process applied by ACIA and displayed on the ACIS Provider Register via the ACIA website.

2. **Receive the Best Practice Logo** – ACIA will provide a Best Practice logo to eligible providers for use during their current certification period, recognising their commitment to service excellence. Usage guidelines are outlined in the ACIA External 043 - ACIA Logo Use Policy.

3. **Consider Submitting a Case Study** – ACIA members who achieve best practice may choose to submit one case study *per standard*, per certification period to share their success stories.

4. **Maintain Compliance** – Organisations with a **major non-conformity** during any audit in their certification period will have their star removed until the next re-certification audit. Minor non-conformities will not affect the star status but require corrective action.

Use of the Best Practice Logo

Eligible organisations will be provided with a digital version of the Best Practice logo by ACIA.

This logo may be used:
- To acknowledge recognition in the relevant quality indicator;
- In promotional materials and on digital platforms;
- In conjunction with approved case studies.

Logo use is governed by ACIA External 043 - ACIA Logo Use Policy. Misuse or failure to maintain best practice status (i.e., audit outcomes with major non-conformities) will result in revocation.

Case Study Guidelines

Case studies are an opportunity to showcase the impact of your services. To be eligible, your case study should:

- **Tell a compelling client story** – Make it engaging and relatable for service users.
- **Be 500 words or less** – Keep it clear and concise.
- **Include images (recommended)** – Visuals enhance the story and make it more impactful.

Highlight best practices – Demonstrate how your organisation upholds ACIA standards in the area you achieved best practice focusing on the quality indicators which received a 3 rating.

Submission Process for Case Studies

- Submit your case study via the contact@acia.net.au email.
- ACIA will review submissions based on clarity, relevance, and alignment with best practices.
- Approved case studies may be featured as industry learning resources, on the ACIA website and on ACIA's social media platforms.

Maintaining Your Best Practice Star

To continue holding your Best Practice Star, ensure that you:

- Successfully complete each surveillance audit with no major non-conformities identified.

By following these guidelines, your organisation can proudly demonstrate excellence in community care services.

For more details, contact us at **contact@acia.net.au** or call us on **02 9264 7197**.

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Australian Community Industry Alliance