



CAB & Auditor Newsletter

Issue #2, Qtr. 4, 2025

The Australian Community Industry Alliance (ACIA) is pleased to share our ongoing quarterly update for Certified Auditing Bodies and Auditors.

As a key partner in upholding quality and safety across community care services, your role is essential to the integrity and impact of the ACIS certification system. Through this newsletter, we aim to keep you informed of important updates, policy changes, best practice insights, and shared learnings that support consistent, high-quality auditing across the sector.

Together, we ensure that providers continue to meet the rigorous standards expected under ACIS, delivering trusted care to individuals supported by personal injury schemes and beyond. We appreciate your ongoing collaboration and commitment to excellence.

Updated Form - Provider Information and Scope Update Form

ACIA has introduced a new title for the form previously known as the *ACIA External 014 - Updated Information Form*. It is now called the *ACIA External 014 - Provider Information and Scope Update Form* to better reflect its purpose.

This form is to be used by Certified Auditing Bodies when an ACIS-certified provider:

- Is completing a re-certification as the CAB requires an updated scope and current organisational information
- Continues certification following organisational changes (e.g. name, ABN, or ownership changes)
- Seeks an update to their certification scope (e.g. new services, locations, or client groups)
- Requires re-issue of certification documents to reflect updated details

The *ACIA External 011 - ACIA and ACIS Application Form* remains the correct document for new organisations seeking initial ACIS certification. Both forms are available on request from ACIA.

This update is intended to provide clearer differentiation between new applications and continuing certifications, supporting accurate reporting and record management across the ACIS Scheme.

Audit Reporting Timeframes

Following recent communication to Certified Auditing Bodies, ACIA has formally released the *ACIA External 045 – Audit Report Timeframes Policy*.

This policy sets out clear expectations for timely, consistent and transparent audit reporting across all certification, surveillance and recertification activities under the ACIS Scheme.

Key requirements include:

- Audit Reports to be issued to service providers within 15 business days of the audit.
- Corrective Action Plans (CAPs) to be submitted within 5 business days of notification of non-conformities.
- Major non-conformities to be closed within 3 months and minor non-conformities within 6 months, unless otherwise agreed in writing.
- Certification decisions and notifications to ACIA to be completed within 35 business days of the audit.
- Immediate notification (within 24 hours) of any non-conformities or issues that present risks to clients or staff.

This policy supports the integrity and credibility of the ACIS certification process by ensuring that outcomes are delivered efficiently and that emerging risks are identified and addressed promptly.

[ACIA External 045 – Audit Report Timeframes Policy](#)

Upcoming ACIA Practice Guidelines – Reinforcing Consistency Across Complex Care Audits

Thank you to all Certified Auditing Bodies who have responded to ACIA's recent communication regarding access to the current suite of Practice Guidelines. Your ongoing engagement helps ensure alignment in the application of ACIS 5.0 across diverse and complex areas of community care.

ACIA continues to expand its Practice Guideline library to support auditors and providers in interpreting the ACIS 5.0 Standards within specialist and high-risk areas of practice. The upcoming releases include:

- ACIA 049 – *Oncology Management*
- ACIA 050 – *Assistive Technology*
- ACIA 051 – *Advanced Airway and Suctioning Management*
- ACIA 052 – *Ventilator Care and Management*
- ACIA 053 – *Traumatic Brain Injury*
- ACIA 054 – *Epilepsy*
- ACIA 055 – *Complex Cognitive Impairment Support*
- ACIA 056 – *Mental Health Support*
- ACIA 057 – *Spinal Cord Injury Management*

Each guideline builds on the ACIS 5.0 framework by outlining expected provider processes, training requirements, and quality indicators that reflect sector best practice and funder expectations.

These resources are designed to assist both providers and auditors in maintaining a consistent interpretation of clinical and behavioural standards, supporting quality, safety, and person-centred care across all service contexts. The first of these guidelines will be released in the coming months, with further information to follow.

[Access Practice Guidelines](#)

Provider Mergers and Certification Continuity

ACIA has observed an increase in mergers and acquisitions across the community care sector, particularly as organisations seek to strengthen their workforce capacity, diversify funding streams, and manage compliance obligations across multiple frameworks (NDIS, Aged Care, and Personal Injury Schemes).

Certified Auditing Bodies play a vital role in ensuring that ACIS certification remains current and valid when these organisational changes occur. Where a merger or acquisition takes place, it is essential that:

- ACIA is formally notified of any change in legal entity, trading name, or ABN associated with an ACIS-certified provider.
- Certification transfer requests are assessed to confirm that the governance structure, scope of services, and quality management system continue to meet ACIS 5.0 requirements.
- Auditors verify that risk management, incident reporting, and workforce training systems have been integrated and remain operational during the transition.
- The CAB records and retains evidence of due diligence undertaken to confirm continuity of quality and safety controls.

Where significant organisational change impacts the provider's operational capability or structure, ACIA may request additional information or require a surveillance audit to ensure compliance continuity.

These processes help safeguard the integrity of the certification system and ensure that quality standards are consistently applied across evolving service models.

Sector Insight – Strengthening Quality and Safeguarding Practices

ACIA recently came across an excellent post highlighting a practical way for disability provider quality and safeguarding committees to test the robustness of their internal practices.

The suggested approach is simple yet powerful: select a client with complex needs and use that case to review how well quality, risk, and training systems are functioning in practice.

The reflective questions cover areas such as:

- Client needs and preferences, and how these are captured in plans.
- The alignment between client plans, risk management, and service delivery.
- Worker competency, training completion, and induction processes.
- Implementation of risk controls, incident follow-up, and environmental safety.

This process encourages providers to go beyond compliance and take a deep dive into how quality systems translate into real-world practice, a perspective also valuable for auditors and assessors.

[LinkedIn Post](#)

icare Resources – Supporting Positive Behaviour and Restrictive Practice Compliance

icare has a suite of key documents to guide service providers and auditors in understanding best practice when supporting participants with challenging behaviour and in ensuring compliance with restrictive practice requirements. These resources include:

- **Restrictive Practices Policy:** Outlines icare’s mandatory requirements for the use and authorisation of restrictive practices with participants. It reinforces alignment with the National Framework for Reducing and Eliminating the Use of Restrictive Practices and the UN Convention on the Rights of Persons with Disabilities, ensuring that all interventions are least restrictive, time-limited, and rights-based.
- **Attendant Care Provider Practice Guideline:** Provides practical guidance to attendant care providers on implementing the Restrictive Practices Policy, including authorisation requirements, panel processes, and incident reporting expectations. It also clarifies prohibited practices that must never be used and outlines what to do when restrictive practices are required in a one-off crisis response.
- **Positive Behaviour Support:** Information for Service Providers, defines icare’s approach to Positive Behaviour Support (PBS), promoting proactive and collaborative strategies to understand and reduce challenging behaviours following traumatic brain injury. The guide highlights assessment tools, practitioner roles, training expectations, and links PBS directly to participant outcomes and quality of life.
- **Positive Behaviour Support Plan Template:** A practical tool for PBS practitioners and providers to record triggers, proactive and reactive strategies, team roles, and review schedules, ensuring that restrictive practices are considered only as a last resort and within a structured authorisation process.

These resources reflect icare’s strong commitment to person-centred, evidence-based, and rights-driven care, principles shared across ACIS 5.0 and the broader community care sector.

[Positive Behaviour Support Plan template](#)

[Positive Behaviour Support](#)

[Restrictive Practices Policy](#)

[Attendant Care Service Provider Practice Guide](#)

TAC - Watch This Space

ACIA is currently in discussion with the Transport Accident Commission (TAC) to gain greater clarity on their position regarding quality and certification requirements for service providers. TAC is undergoing a period of organisational change, and these internal transitions may mean that further information and confirmation will take a few more weeks.

In the meantime, we understand that some providers have questions, particularly around client sampling for TAC-funded services where the provider is ACIS certified. ACIA is working to ensure that expectations are consistent and clearly communicated across all schemes.

If you have any questions or concerns regarding TAC client sampling or how your ACIS certification applies in this context, please don’t hesitate to reach out to the ACIA team for clarification and support.

