

ACIA Strategy on a Page | 2026-2027

ACIA's 2026-2027 strategy is to grow the reach, relevance and influence of ACIS as a trusted quality framework for community support services while strengthening provider sustainability, scheme partnerships, government engagement and evidence-based practice.

Our Vision

All people who require community support services receive high-quality services from a vibrant and well-functioning provider sector.

Our Purpose

ACIA exists to strengthen quality, safety and confidence in community support services by maintaining practice standards, supporting and training providers, engaging with funders, advocating for quality and collaborating for continuous improvement.

Our Values

ACIA will be guided by inclusion, respect, positive impact, human-centred practice, relevance, collaboration and community.

Strategic Direction

1. Build Government Engagement and Influence

ACIA will increase awareness of ACIS and its relevance for people receiving supports outside the NDIS, including through targeted correspondence, election-cycle engagement, participation in reform committees and reference groups, and a parliamentary event.

3. Expand the Adoption and Influence of ACIS

ACIA will increase the number of schemes mandating or adopting ACIS through engagement and advocacy.

5. Deliver the ACIS 5.0 Review

ACIA will review ACIS and ACICS to ensure they remain contemporary, best-practice standards, while using the review process to engage schemes, government stakeholders, and reform leaders on emerging quality and regulatory issues.

2. Strengthen the Provider Value Proposition

ACIA will enhance the value of ACIS certification by supporting provider access to new markets, providing information on reform and emerging issues, promoting the value of quality providers and advocating to Scheme Funders on provider sustainability and operational concerns.

4. Maintain and Deepen key Stakeholder Relationships

ACIA will strengthen relationships with Scheme Funders, Certification Bodies, and JASANZ by exceeding contract deliverables, supporting contract renewal and expanding quality-focused communication with funders and certification stakeholders.

Strategic Enablers

Understand and Respond to Reform

Maintain Organisational Sustainability