



Our approach is much more than audit and compliance. We collaborate, we share ideas and knowledge, we are responsive and we put in extra effort to support clients because we share the vision of making peoples' lives **better**.

**David Hamer** Managing Director

## How we work for better

### **People** are everything

In everything we do, people are our focus. Our assessors and our support team work constructively with people across your organisation. We look at processes from the perspective of the people who work with them.

# Good results come from collaboration and cooperation

People tell us that they want us to see the big picture, to put the assessment in the context of the organisation and their operating environment. We take time to get to know you and understand your objectives. When we identify improvements, we ask ourselves: "Will this make for a better organisation?"

## Continually getting better defines **success**

Your assessment should support organisational development. Our goal is to contribute to your progress now and in the years to come. We produce quality reports that are insightful and include action plans, knowing that none of us can afford to stand still.

## Client **support** and **advice** is core to what we do

As our client, we work with you as your assessment partner and colleague, supporting you throughout your certification (accreditation) cycle. We work with you to understand the context of evidence and developmentally, what it means, so we can support your success.

HDAA is internationally accredited by JAS-ANZ and ISQua.

This accreditation covers an extensive range of programs and standards applicable to Human Services and Healthcare organisations.





# We build confidence and trust by having



### Extensive knowledge

We work with government departments, agencies, and other related organisations so we know the purpose and operation of programs and standards. This means you can be confident that our assessment approach and reporting aligns to the program standards relevant to you. Our experience and broad program coverage means we can help you navigate a range of certification or accreditation processes, minimising duplication.

#### Experienced assessors who care

Our assessors have the experience, competence and attitude necessary for you to get the most out of your assessment. Our lead assessors and technical experts have a deep knowledge of their standards, and they build great working relationships. They are supportive, positive, and flexible and see the assessment process as developmental.

## A commitment to **service** and **support**

From the first phone call and contact, being there for you as our client is our top priority. Our office team are here to support you and that's what they do. We only feel we are doing well if your experience of HDAA is a positive one. Our team is always available to answer your questions and work through any issues you may face. We ensure your assessment report gets to you when you expect it, and that it's easy to understand and use as a reference document.

#### Extensive program coverage

The range of programs and standards we cover means that you can "bundle" your assessment needs with us, making life easier. Many organisations we work with have moved from multiple assessments of differing standards to a single coordinated assessment.

#### Our assessments cover

- **Weight** Human Services
  - National Disability Insurance Scheme (NDIS)
    - Child and Family Services
      - **Wealth Care** 
        - **(i)** ISO Quality Management
          - **O** Diagnostic Imaging

We complete assessments in many other programs as well.

#### Our Service Promise

As your assessment partner our promise is to be better by being

**Supportive** – Working collaboratively with you as a colleague.

**Expert** – Demonstrating a comprehensive knowledge of relevant standards and understanding the context of your operating environment.

**Responsive** – Providing support quickly and efficiently, being easy to contact and flexible when organising and completing your assessment, and keeping to agreed timelines.

**Ethical** – Maintaining the highest standards of integrity in our relationship with you and in our collection of evidence for assessment.

**Developmental** – Demonstrating a commitment to support further development of your services, and to continuously improve the services we provide you.



Our experienced assessing teams are in Queensland, NSW, Victoria, Northern Territory, and are available in other States, making access to our assessment services easier and more cost effective



Delivering a positive, empowering assessment experience is what we are here for. If you get a lot from your assessment, and your organisation is **better** placed for on-going success, we've done our job.

### We listen, support and encourage

We listen closely to what you tell us because you know your operations and environment better than anyone. What we bring is a deep knowledge of standards and policies and a fresh perspective on organisational performance.

We support your service delivery, highlighting improvement actions while celebrating the good work that's being done.

## We **shape** our assessment service to meet your **needs**

We aim to meet your needs before, during, and after your assessment. We fully engage with people across your organisation so the benefits from assessment are multiplied. Anyone can attend entry and exit meetings where assessment evidence is presented constructively, in a way that makes sense and supports action plans.

## We provide **informative** assessment reports

The quality of the assessment report is key to what you get out of your assessment. Our reports are better, they aren't a simple scorecard, they provide operational and strategic guidance, based on evidence. They have the depth of thought and comprehensiveness that turns information into insight, so you know what to do to improve service delivery and enhance organisation performance.



#### Pathway to Certification, Accreditation, Verification

The certification and accreditation process is cyclical, involving a number of steps and milestones. We work with you before, during and after your assessment to ensure the pathway to certification and accreditation is as smooth as possible.

The Pathway to Certification, Accreditation, Verification starts with you providing a **service description** with details of your service so we can define the scope of your assessment services and provide you with **Your Proposal**.

**Your Proposal** sets out the number of sites we need to assess, the standards that are applicable and includes a quote covering your full certification (accreditation) cycle. After you accept and sign **Your Proposal**, we then work with you to plan your assessment. Often, an initial on-site assessment takes place, looking at documentation and other processes. This is often referred to as a 'stage 1 assessment' or 'gap analysis'.

An on-site assessment collects the evidence necessary for our report and you receive our certificate on successful completion of your assessment. An 'exit meeting' reviews what will be in the **Assessment Report** and contains areas of improvement and recommended actions. Your **Assessment Report** is then prepared and sent to you. You receive the **HDAA Mark** to promote your successful Certification or Accreditation. We work with you through surveillance and progress assessments after that to maintain your certification (accreditation) status and continue your development pathway.



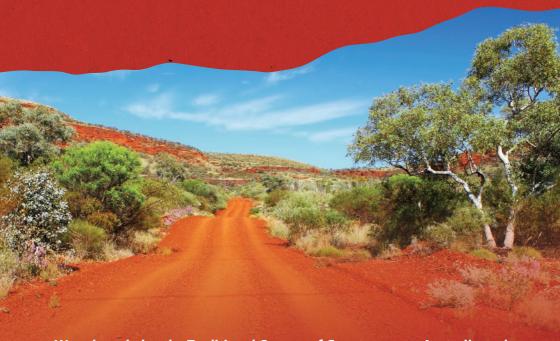
#### Contact us

1800 601 696 info@hdaau.com.au

#### **Suzanne Le Huray**

General Manager suzanne.lehuray@hdaau.com.au

hdaau.com.au



We acknowledge the Traditional Owners of Country across Australia and express our deep respect for the vibrant living cultures of Aboriginal and Torres Strait Islander peoples.