



Our journey to today



HDAA's history & milestones



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Suzanne and I founded HDAA in 2007. The decision to start HDAA came after many years' experience in human services, health care and related fields.

We remain engaged full time in HDAA, bringing our substantial knowledge and understanding of the assessment process, different sector standards and the changing environment for certification, accreditation and verification to the design and delivery of our services.

Starting with a small team, our first focus was assessments for Queensland Human Services programs and the accreditation of diagnostic imaging practices. We founded the company on the idea that a Certification body should do everything it can to make the lives of those who use health and human services better and support organisations to be stronger and more resilient.

That relationships are critically important to the success and value of the assessment process is a belief we've always held strongly and remains a cornerstone of our partnership approach.

Over more than a decade, HDAA has grown to become one of the leading human Services and health care Certification Bodies in Australia, with a reputation for providing Excellent support and delivering outstanding service before, during and after assessment. key part in this reputation comes from our commitment to engage assessors who have experience in the human services and health sectors and who share the belief that assessments should be developmental not just about compliance.

As your assessment partner, our approach is much more than audit and compliance. We collaborate, we share ideas and knowledge, we are responsive and we put in real effort to support you as our client. This is our approach because we share the vision of making peoples' lives better. We see the assessment process as being about organisational development and achieving excellence in service delivery.

From the start, we have held the belief that by working collaboratively with service providers, together, we can help realise better outcomes for people who access human and health services. That's what still drives us today.

David Hamer
Managing Director



Our Values proverb

**Proclaim it to the land,
proclaim it to the sea;**

Ask us,

'what is the greatest thing in the world?'
and we shall reply

'It is people, it is people, it is people'.

Our milestones

Mid 2007 - Approximately 40 services in Queensland selected us as their preferred provider of certification services. This was sufficient to give us the momentum to move forward.

Late 2007 - HDAA's first office opened and additional staff were recruited to deliver a broader range of enhanced services.

Mid 2008 - HDAA was selected by the Department of Health and Ageing (known as the Department of Health from October 2013) to provide diagnostic accreditation services across the country.

Early 2009 - HDAA changed our brand identity to better reflect our values, and our respect for indigenous peoples. This identity becoming key for our identity as an organisation.

Mid 2009 - HDAA was selected by nearly half of the services that participated in the Standards for Disability Services in Victoria quality development program.

Early 2010 - HDAA was selected by about 40% of the services that participated in the pilot program for National Disability Advocacy Program independent monitoring. This provided us with insight into the monitoring of outcomes.

April 2010 - HDAA was selected by the Department of Health and Ageing (known as the Department of Health from October 2013) to implement Stage II of accreditation of diagnostic imaging services. This expanded our client base and provided further continuity in our health accreditation programs.

Throughout 2010 - We continued to build our presence in assessing disability service providers, especially in Victoria.

April 2011 - HDAA was selected to lead the new Queensland Government initiative for integrated standards and implemented the demonstration pilot in the new Human Services Quality Framework.

June 2011 - Our head office was moved to accommodate our growth. We increased the number of our office staff, and further developed our network of assessors.

September 2011 - We achieved ISQua "Organisation" Accreditation to the ISQua International Standards for Healthcare Accreditation Bodies.

May 2012 - The HDAA Mark was introduced for use by organisations certified by HDAA. This recognised that clients can benefit from promoting their accreditation achievement with HDAA.

August 2012 - We entered into a Deed of Agreement with the Victoria Department of Human Services as an independent review body of the Human Service Standards (HSS).

December 2012 - We were approved as an Accreditation Agency for the National Safety & Quality in Health Services Standards by the Australian Commission on Safety & Quality in Health Care Services. This included approval to assess Hospitals, Day Procedure Services and Dental Practices nationally.

Early 2013 - We commenced assessments and certification to the National Standards for Mental Health Services.

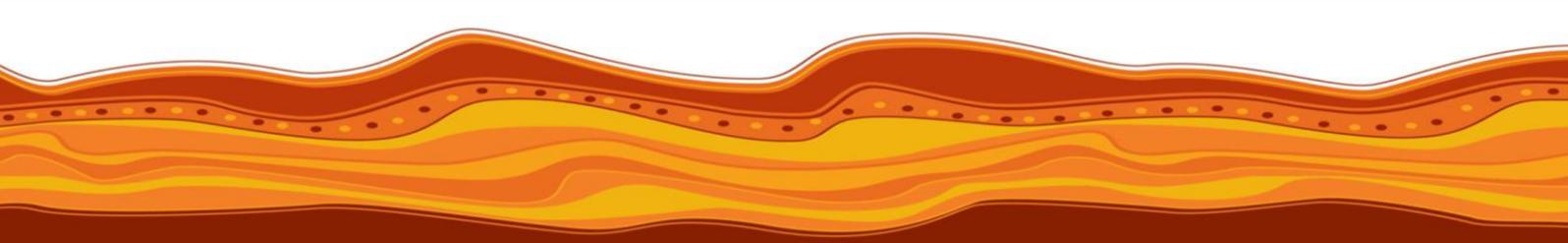
June 2013 - Medicare Local Approval was awarded to HDAA by the Australian Commission on Safety & Quality in Health Care Services. This program has since ceased with the changes to Primary Health Networks.

July 2013 - We were approved as a Third-Party Verifier for the NSW Disability Service Standards by Family & Community Services, Ageing, Disability and Home Care (ADHC).

Early 2015 - Approval was received for transition from the DSS for Employment and Enterprise Services to the National Standards for Disability Services (NSDS).

Mid 2015 - We were approved for the extension to Phase 2 of the HSQS to include Licensed Child Safety Services and Community Service Organisations.

August 2015 - HDAA was accredited for the assessment and certification of services to the Attendant Care Industry Standards (ACIS).



Throughout 2016 – the introduction of the NDIS saw organisations that were seeking registration with the NDIA as well as certification to other Standards and our planning with clients became critical to bundle assessments and strive to minimise the need for multiple assessments on services.

January 2017 – We were selected to work with the Northern Territory Office of Disability and begin working with services providers throughout the NT providing assessments to the NT Safeguarding & Quality Framework.

August 2017 – With the introduction of the Early Childhood Intervention Standards we started the provision of assessment to ECIS for service providers in Victoria.

January 2018 – Introduction and “soft launch” of our new look branding, “HDAA better” and release of our redesigned website.

July 2018 – Commenced assessments to the NDIS Practice Standards following the first phase of roll out to NSW and SA.

March 2019 – Introduction of new, bespoke IT systems and process to increase office efficiency and further enhance the speed of services we provider.

July 2019 – The NDIS roll out in ACT, NT, QLD, TAS, VIC saw the increase in demand for our assessment services to the Practice Standards resulting in an increase in our office support team and assessor network.

November 2019 – We achieved accreditation to IAF MD4 Information and Communication Technology for Assessment Purposes.

January 2020 – We became the first NDIS Approved Quality Auditor to be formally and fully Accredited by JAS-ANZ for the NDIS AQA Scheme (previously Approved by NDIS Commission transition arrangements).

March 2020 – with the WHO confirming the COVID-19 global pandemic HDAA shifted to a fully remote business model with office staff working full time from home and assessments conducted safely and effectively to our “Technology Assisted Assessment” (TAA) methodology.

September 2020 – in partnership with NDIS Commission, the Age Care Quality Agency, JAS-ANZ and the Department of Social Services, HDAA was selected to conducted trial assessment of the NDIS Practice Standards in Residential Age Care Facilities.

Make a difference in people's lives

*Start each day with a task completed
Find someone to help you through life
Respect everyone
Know that life is not fair and that you will fail often
Take risks
Step up when the times are toughest
Provide people with hope
Face down the bully's
Lift up the downtrodden
Never Ever Give Up*

Adapted from Adm. William H. McRaven (2014)