



Scheme Requirements

National Standards for Disability Services (NSDS)

Name of Standards

The name of this standard is National Standards for Disability Services (NSDS).

The following is a summary of aspects of the NSDS assessment process. Further detail is available from HDAA on request.

Process Requirements

The assessment includes an assessment of the National Standards for Disability Services (NSDS).

Assessments shall be planned allow enough time and resources for the assessment activities to fully comply with the reporting requirements in this scheme. HDAA shall:

- a) begin assessment planning
- b) communicate the support needs of the selected consumers with the client
- c) send the client the list for consumer participation as early as possible.

HDAA will aim to provide the client with adequate time to arrange for consumer participation, consents to access files, and prepare for the assessment. As part of the assessment planning, HDAA shall inform the client of the names of the members of the assessment team who will carry out the assessment, with enough notice to appeal against the appointment of any team member.

At on-site assessments the assessment team shall hold opening and closing meetings with the client's management and any people who wish to be involved, at the start of and on concluding the on-site assessment.

The stage 1 assessment will generally occur on-site but may occur off-site if requested by the client. The stage 2 assessment shall take place at the client's site(s) and or outlet(s) as applicable. During the stage 2 assessment, HDAA shall at evaluate information and evidence of conformity with all requirements of the standards.

At on-site assessments the assessment team shall hold a closing meeting with the client's management and any people who wish to be involved, prior to concluding the on-site assessment.

Assessment reporting

The content of all reports shall include:

- a) the clients service types
- b) the number and roles of stakeholders consulted at each site, and methods of consultation
- c) ratings of conformity against each standard in accordance with the rating scale
- d) an adequate description of the main evidence and assessment trails used to support the ratings of standards.

HDAA will provide a draft written report to the client within 10 working days of completing the on-site component of the assessment (for a single site service) or 20 working days (for a multiple site service), even if the draft decision is not to certify.

The client shall have 10 working days from receiving the draft written report in which to provide a response to HDAA. HDAA shall consider any response provided by the client, make the final certification decision and provide the final report to the client and the department within a further seven working days, even if the decision is not to certify. If the client formally disagrees with HDAA's assessment findings,

HDAA shall notify the relevant authority within 10 working days of learning of the disagreement, if it has not been resolved in that time.

HDAA shall ensure that in the instance of a major non-conformity:

- a) evidence of a corrective action plan shall be presented to HDAA within 5 working days of the date of issue of the major non-conformity; and
- b) close out shall normally require a follow-up visit by the CB within three months.

Failure to close out the major non-conformity within three months of the date of issue or take action enough to downgrade the major non-conformity to a non-conformity, shall result in automatic suspension of certification. If a major non-conformity is downgraded to a non-conformity, that non-conformity shall be closed out within a further three months (maximum of six months from the date of issue to fully action a major non-conformity).

In the instance of a non-conformity:

- a) the non-conformity is closed out before certification or re-certification
- b) nonconformities shall be closed out within six months of the date of issue
- c) failure to close out a nonconformity within six months of the date of issue will result in a major non-conformity being raised.

Ongoing requirements

An extension to certification may only be considered if a client organisation needs to delay a recertification due to 'Acts of God' beyond their control (including flood, fire, earthquake, cyclone or other natural disasters), interruption of electricity or telephone service. An application for extension needs to be jointly considered on a case-by-case basis.

Surveillance includes maintenance assessments either annually or at the mid-point of a three-year certification cycle (dependent on Regulators requirements or other Standards cycles assessed simultaneously, "Your Proposal" will confirm the cycle). Once certification is achieved, the date of the maintenance assessment shall not be more than either 12 or 18 months from the date of the last day of the on-site component of the certification or recertification assessment.

Maintenance assessments shall generally include NSDS 1, 3 and 6; and at least one other standard, chosen according to the results of the previous assessment, complaints or significant change.

Sampling

Sampling has been determined based on the Service Description provided and the Scheme sampling rules. It is important that the Service Description directly aligns with scope of services to be assessed, as services not included in the Service Description cannot be included in the scope of certification.

A client with multiple site and or outlets may be comprised of different types of services offered to separate groups of consumers with specific disability types

The minimum number of non-central office sites and or outlets to be visited per assessment is:

- a) initial assessment and recertification assessment: not less than the square root of the total number of full-time and part-time sites and/or outlets ($y=\sqrt{x}$), rounded to the upper whole number;
- b) maintenance assessment: not be less than the square root of the total number of full-time and part-time sites and/or outlets with 0.6 as a coefficient ($y=0.6\sqrt{x}$), rounded to the upper whole number.

In all assessments, the central office shall be visited at least once, in addition to a sample of sites or outlets.

The size of the sample may be increased where there are special circumstances such as might apply to any of the site and or outlet selection criteria.

HDAA aims to have one to one face to face contact with 50% of the proposed sample of consumers. HDAA shall be mindful of the possibility of others accessing conversations and shall take steps to ensure confidentiality is maintained. If the 50% ratio cannot be achieved HDAA shall document its justification for the sampling approaches used. Other sampling methods may be used.

The sample size may be reduced if consumers do not wish to participate in the assessment. HDAA shall document such a reduction in the assessment report.

If the client has only one physical site or outlet which comprises different types of services, or there are separate service groups of consumers with similar disabilities and the service's procedures and policies vary according to the different groups, separate populations of consumers shall be considered to exist within that one site or outlet, and HDAA shall apply the consumer sampling formulas to each population.

Information and Communication Technology Auditing (MD4:2018)

HDAA is authorised to complete assessments to MD4:2018 which enables a greater use of information and communication technologies (ICT) in the auditing activities. ICT is the use of technology for gathering, storing, retrieving, processing, analysing and transmitting information. It includes software and hardware such as smartphones, handheld devices, laptop computers, desktop computers, drones, video cameras, wearable technology, artificial intelligence, and others. The use of ICT may be appropriate for auditing both locally and remotely. The use of ICT during audits may include but is not limited to:

- Meetings; by means of teleconference facilities, including audio, video and data sharing,
- Audit of documents and records by means of remote access, either synchronously (in real time) or asynchronously (when applicable),
- Recording of information and evidence by means of still video, video or audio recordings,
- Providing visual/audio access to remote or potentially hazardous locations.

The use of ICT shall be mutually agreed upon with you by HDAA prior to the audit commencing. HDAA and the service provider shall ensure that security and confidentiality is maintained throughout audit activities and activity is in accordance with information security and data protection measures and regulations before ICT is used for audit purposes. In the event systems to be used, security and or data protection measures are not able to be fulfilled or agreed the assessment will be conducted on site.