



Welcome to BSI's Disability Services.
Putting your clients first.

bsi.

...making excellence a habit.™

Quality in Disability Services

Recent reforms in the Australian Disability Services Sector have increased expectations of service providers to deliver consistent, sustainable and quality services to people with disabilities. Commonwealth and State governments have, or are in the process of introducing regulations governing best practices through certified systems based on quality standards.

At BSI, we have one of the largest specialized teams of disability services assessors in Australia. We are at the forefront in providing expert and independent assessment of Disability Service Providers to quality standards. We are one of the Australian market leaders in the Disability Services Certification Sector and currently assess over 800 sites to a number of individual disability programs.

We provide certification, assessment and training services to the following programs:

- Third Party Verification (TPV) against the NSW DSS
- Human Services Quality Framework (HSQF)
- Australian Service Excellence Standards in SA
- Employment Services Industry Standards (ESIS)
- National Disability Advocacy Program (NDAP)
- Job Services Australia (JSA)
- Victorian HSV Scheme

Our assessors

Our large selection of qualified Lead Auditors and Consumer Technical Experts (CTE) all have extensive experience in the Disability Service Sector and have been certified individually by RABQSA International Pty Ltd (an independent personnel certification scheme).

Our assessors possess in-depth knowledge of the Disability Sector and can help you get the best out of your management system. Through understanding of the overall objectives of your business BSI incorporating NCSI can assist you in making continual improvements, maintain a competitive edge and find new ways in which your organisation can succeed in meeting the requirements of Government funding bodies, service users and stakeholders.

Our on-site audits engage staff and clients to openly discuss their management systems and practices. Our audit reports identify best practice observations: for client service delivery; standardising systems across multiple sites; and management practices. We provide methods and people that are individually matched and suited to your business.

About BSI

BSI is the business standards company that helps organizations all over the world make excellence a habit. For more than a century we have been challenging mediocrity and complacency to help embed excellence into the way people and products work. That means working with businesses how to improve performance, reduce risk and achieve sustainable growth.

We acquired NCSI in May of 2013. The acquisition means that we are a genuine Australian and global market leader. By joining the two organizations together we have increased our scale and expertise, certifying more than 3,500 clients across more than 50 programs in Australia. This enables us to offer clients a greater range of integrated services and for those clients with international needs, access to a Global network across 150 countries worldwide.



What are the benefits?

We un-complicate the certification process by offering:



What else do we do?

Business assurance and quality management

Our quality products and services will help your business perform at its best, from implementing a quality management system to the testing and certification of your products. Investing in quality can help you save money, increase profit, win more business and satisfy more customers. We also offer sector-specific quality management schemes including aerospace, automotive, medical devices and IT service.

Environmental and Sustainability Services

Good Environmental Choice Australia (GECA)

NGERS Verification

Australian Forestry Standard AS 4708

Chain of Custody AS 4707

Australian Wood Packaging Certification Scheme

Product Stewardship

Roundtable of Sustainable Materials (RSB)

E-Waste

Sustainable Events ISO 20121

Product Carbon Footprint ISO 14067

Carbon Neutrality PAS 2060

Energy Management ISO 50001

Water Management

Environmental and Sustainability training courses

Food safety

BSI believes the world should be supplied with safe, quality food and we now offer a broad range of Food Safety certification services after integrating with NCSI. We are Australia's leading food safety certification provider, with extensive auditing capacity and capability to conduct integrated audits for a wide range of Food Safety standards across the entire food and beverage supply chain. Our service solution for food safety includes certification, training, assessment, and supply chain software, providing you and your customer's assurance and enabling you to manage risk more effectively.

Health and Safety

Taking health and safety seriously can achieve maximum return for your employees, your operations and your customers. We provide a range of products and services to help you make your workplace healthy and safe, as well as providing testing and certification services to help personal protective equipment (PPE) manufacturers meet and demonstrate compliance with relevant legislation. We offer safety management certification for AS/NZS 4801, OHSAS 18001, National (OHS) Self-Insurance and SafetyMAP schemes. A well-structured safety management system gives you an advantage over your competitors in tendering processes.

Training

We understand that business success starts with people. We're one of the world's leading providers of training on standards, management systems and business improvement. Our trainers are recognised as leaders in the field and provide quality training to organizations of all sizes and from all sectors. We offer both public and tailored in-house training across a range of areas including Quality, Environmental and Safety management systems, as well as courses on Food Safety. Whether you're looking to gain a basic understanding of how standards can help your business, want to learn best practice for implementing standards, want to become a qualified auditor, or gain a nationally recognized diploma – we'll support you all the way.

Talk to one of our advisors today and tell us what you need. In the meantime please visit bsigroup.com.au for more information about BSI's service offering.

Find out more:

Call: 1300 730 134

Visit: bsigroup.com.au

