



BSI Recognition Booklet Addendum Procedure

BMS/Local/NDAP

Audit Cycle and Certification:

Your organisation will be required to complete an audit against all of the requirements prior to your initial audit. This must be completed for all sites to be covered by the scope of certification.

Surveillance audits are conducted on 12 monthly basis.

BSI is required to supply a Consumer Technical Expert (CTE) as part of your audit team.

Reporting:

An BSI report is to be written provided following each audit undertaken within your organisation. This will detail information surrounding the way in which the audit was conducted and the nature and severity of the findings.

Non-conformities will be discussed with your team during the auditors visit and outlined at the exit meeting. If you are unclear regarding the meaning of anything in your report, please contact your BSI Client Manager.

It is your responsibility to respond to the non-conformities detailed in your audit report by the designated time frame (refer to section 3 below). Failure to do so may result in suspension or cancellation of your certification.

Non-conformities:

A list and description of non-conformities are detailed in NDAP audit report. These ratings are in accordance with those outlined in the Standard.

Certificates & Use of the Logo:

The reassessment cycle for this program is 3 yearly.

You are entitled to use the JAS-ANZ logo whilst you maintain certification to this program with BSI. For a copy of the logo, visit our website at www.bsigroup.com. Your Client Manager can provide you with the password required to access the logo.

Use of the logo is subject to Condition and rules of its application – refer section 5 of the Recognition Booklet.

Accreditation status:

Certification to this standard is accredited.

BSI holds accreditation for this standard with JAS-ANZ.

Standard Owner information:

FaHCSIA are the Standard Owner. As such, all reports and non-conformities are reported to FaHCSIA as required by the scheme requirements.

Specific program FAQ's:

What is a scope of my certification?:

Your required scope is based on your Advocacy Model and service provider Funding Agreement.

Can I find out who else BSI certifies to this scheme?

Yes – At the time of application you may ask who BSI currently certifies to the NDAP scheme. This information can be provided by the Sector Manager – Government Health and Services.

Additional obligations

Your organisation must ensure that consumers are offered information about the audit process and independent advocacy support to engage in the process prior to any consent being obtained.

Participation by consumers in audits is at all times voluntary and be based on the principal of informed consent.