



# Certificate level

Organisations operating confidently and efficiently, actively apply sound **management** principles, manage their risks and meet legislative, industry and government guidelines.

Organisations are confident that they have effective **communication**; their **people** are working in a safe and healthy environment; strong **partnerships** are fostered there is demonstrated consumer confidence in **service provision**.

With effective implementation of the standards **consumers outcomes** are clearly improved. Consumers play an integral role in the development and in the planning of services. Independence is fostered by providing opportunities for feedback, linked to continual improvement of services and operating systems.

CERTIFICATE LEVEL		
SOUND MANAGEMENT	PEOPLE, PARTNERSHIPS & COMMUNICATION	SERVICE PROVISION
<p><b>PLANNING</b></p> <p><b>1.1 Strategic Planning Standard</b> Strategic planning is undertaken to further organisational and service development.</p> <p><b>1.2 Business Planning Standard</b> Business Planning processes are in place to implement and monitor progress against directions in the Strategic Plan, manage resources and measure organisational performance.</p> <p><b>GOVERNANCE</b></p> <p><b>2.1 Sound Governance Standard</b> A commitment to leadership, mutual accountability, ethical conduct, are evident.</p> <p><b>2.2 Policy and Procedures Standard</b> Policies and procedures are in place and consistently applied to address legislative, industry, contractual and organisational requirements.</p> <p><b>2.3 Data and Knowledge Management Standard</b> The organisation has effective processes to collect and use data, to create information, and to refine information into knowledge.</p> <p><b>2.4 Risk Management Standard</b> Policies and procedures are in place to manage risk and opportunities. Requirements of this standard are based on International and Australian Standard AS/NZS ISO 31000:2018 Risk Management – Principles and Guidelines</p> <p><b>FINANCIAL AND CONTRACT MANAGEMENT</b></p> <p><b>3.1 Financial Management Standard</b> Financial management is transparent, accountable, ensuring effective use of resources.</p> <p><b>3.2 Asset and Physical Resources Standard</b> The management of assets and physical resources are responsible, competent and effective for economic, social and environmental sustainability.</p> <p><b>3.3 Purchasing and Contract Management Standard</b> Explicit purchasing and contracts reflect organisational values, enables disclosure and ensures integrity and value.</p>	<p><b>PEOPLE</b></p> <p><b>4.1 Human Resources Standard</b> Human Resources ensure competent staff for effective service.</p> <p><b>4.2 Workplace Health Safety &amp; Welfare Standard</b> WHS systems are incorporated into business planning and work processes.</p> <p><b>4.3 Diversity and Inclusion Standard</b> Valuing culture, diversity and inclusion in the pursuit of organisational improvement and consumer satisfaction.</p> <p><b>PARTNERSHIPS</b></p> <p><b>5.1 Working Collaboratively Standard</b> Working collaboratively with other organisations on agreed goals, that benefits consumers and the community.</p> <p><b>5.2 Teamwork Standard</b> Staff are effectively engaged in implementing organisational through a range of teamwork objectives strategies.</p> <p><b>COMMUNICATION</b></p> <p><b>6.1 Communication Standard</b> Communication systems and strategies ensure information is disseminated internally and externally to all key stakeholders.</p>	<p><b>SERVICE OUTCOMES</b></p> <p><b>7.1 Outcomes Monitored Standard</b> Service outcomes are planned, monitored and subject to ongoing review.</p> <p><b>CONSUMER OUTCOMES</b></p> <p><b>8.1 Consumer and Community Engagement Standard</b> Consumers are recognised as key partners in shaping service development and assessing quality of service delivery.</p> <p><b>8.2 Consumer Feedback and Complaints Standard</b> Strategies to empower consumers are encouraged. Feedback is valued and is used as a continuous improvement tool.</p>
AWARD LEVEL		
LEADERSHIP	IMPROVEMENT	RESULTS
<p><b>1.1 Leadership Standard</b> Leadership competencies are identified and mapped.</p> <p><b>1.2 Supportive Leadership Standard</b> Leaders inspire and empower their people to achieve organisational objectives.</p> <p><b>1.3 Critical Review Standard</b> A commitment to better governance is demonstrated through critical review by governing body.</p>	<p><b>2.1 Continual Improvement Standard</b> A culture of continual quality improvement is well established.</p> <p><b>2.2 Organisational Learning Standard</b>  The organisation has a culture of innovation to deliver optimum services.</p>	<p><b>3.1 Business Outcomes Standard</b> The organisations business practices achieve real outcomes for its business, people and consumers.</p> <p><b>3.2 Consumer Outcomes Standard</b> Consumer participation is valued and fostered.</p> <p><b>3.3 Community Contribution Standard</b> Commitment to contributing positively to the wider community.</p>



# Award level

Aspiring for organisational excellence requires the capacity to continually **improve** and effectively manage change. It creates a culture that fosters **leadership**, learning, innovation as well as responsiveness and adaptability.

A **results** driven organisation provides a better understanding of outcomes of the service and for the individual clients. Creating opportunities for more effective consumer engagement, outstanding customer service and it requires stronger evidence of measurably improved consumer outcomes. This ensures the organisation's sustainability.