

Geelong's Quantum Certification Services set to audit NDIS service providers

A Geelong firm will be one of the first in Australia to be formally approved to audit the quality management standards of NDIS service providers.

Dave Cairns, Geelong Advertiser

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A Geelong certification assessment firm is one of the first in Australia to be formally approved to audit the quality management standards of NDIS service providers under a new national framework.

Quantum Certification Services is one of only 14 certification assessment bodies auditing NDIS providers in the country — and one of only two based outside a capital city — to be listed as an approved quality auditor by the NDIS Quality and Safeguards Commission.

But in mid-February, it became one of the first three certification assessment bodies in the country to go through the formal accreditation process to be approved by the government-appointed accreditation body JAS-ANZ to audit the new NDIS practice standards.

The listing sees the small Geelong company punching above its weight against the likes of PricewaterhouseCoopers Compliance Services and SAI Global Certification Services.

Quantum Certification Services principal and managing director Sharon Steele said obtaining the JAS-ANZ accreditation had been a major undertaking over 15 months.

“We’ve always prided ourselves on the standard of work for our clients, and to be one of the first to be accredited in Australia as an NDIS JAS-ANZ-accredited approved quality auditor is a huge moment for the business,” Ms Steele said.



Sharon Steele from Quantum Certification Services

The accreditation means Quantum's services are open to disability service organisations around the country as the industry establishes consistent standards for the services and supports offered to NDIA clients.

Since launching five years ago, Quantum Certification Services has specialised in the health and human services sector.

"Our difference is that we only engage auditors who have sector experience," Ms Steele said.

"They have an understanding of the issues that people with disability face; they also have worked in management roles ... and understand how businesses operate."

She said the audit process was about driving better outcomes for the organisation and for people with a disability.

Quantum Certification Services has been auditing NDIS providers since 2018 but the JAS-ANZ accreditation allows it to audit nationally at the highest level.

It has been accredited by JAS-ANZ to conduct audits of the quality management standard ISO 9001, Human Service Standards (Victoria) and the National Standards for Disability Services since the business was established in 2015.

Based in Geelong, Quantum's team of 18 is spread around the country.