

ACHIEVE INSIGHT THROUGH AUDIT



HEALTH & DISABILITY AUDITING NEW ZEALAND
Arotakenga ā-Hauora, ā-Hauātanga o Aotearoa



- A designated Auditing Agency, designated by the Director General of Health under the Health and Disability Services (Safety) Act 2001.
- An Accredited Certifying Body accredited to issue management systems certificates against all of the key health and Disability Sector Standards including the home and Community Sector Standards.

What services say they want

We recently visited many of our clients over New Zealand and asked:

“What are the key areas from your perspective that are important when being assessed”

Positive attitude and guiding approach

To feel at ease

Communication to be clear

Auditors are knowledgeable

Meet reasonable expectations

SO WHAT SHOULD YOU EXPECT FROM YOUR AUDITING AGENCY

Positive attitude and guiding approach

Encouraging and positive

Not act as “policeman”

To be engaging

Prepared to listen and understand the service approach and philosophy

Work in partnership as respected professionals

To feel at ease

Non-threatening

Feel comfortable and relaxed

Facilitate open discussions

To engage at the right level with staff

Able to relate to the demands of everyday life

Spend time with the clients

Communication to be clear

Preparation, communication and planning in advance

Clear audit process and information

Accuracy of information...consistency

To communicate the good things that are being done

Meeting timeframes for reporting

Auditors are knowledgeable

Understanding service type and its operation

Communicate given in a way that guides what needs to be done to meet requirements

Ability to interpret standards to that setting (e.g., homecare versus other community services)

Knowledgeable in the audit process

Meet reasonable expectations

Respectful

Professional

Minimise disruption to the service

Be on time

De-brief meeting to be accurate...no surprises

Transparency

www.hdanz.co.nz