

RULES GOVERNING THE USE OF THE IHCA CERTIFICATION MARK AND CERTIFICATE

1. Introduction

IHCA Certification Pty Ltd is an internationally recognised quality assurance accrediting authority, which evaluates and certifies compliance of organisations/services against standards for which it has been accredited by JAS-ANZ. Its scope of certification services is exclusively the human service sector including healthcare, hospitals and community organisations.

With the certification of an organisation, a certificate is issued indicating that an organisation has demonstrated to IHCA Certification it has met the Standard/s for which it sought certification. The IHCA Certification certificate and certification mark provide an important visible indication to consumers, stakeholders and the community about the quality of the organisation's services. It means amongst other things, that the community can be confident about the fairness and openness of the service, that clients are treated with dignity and respect in relation to their human and legal rights; and extended every opportunity and support in the self-determination of the services provided.

The certificate and the certification mark are a public statement the organisation embodies and promotes these values and therefore, it is important that they are only used in a way that engenders public confidence in what they represent. The rules governing their use and the IHCA Certification logo are set out below.

2. Certificate

An organisation assessed by IHCA Certification as complying with the standard/s for which it sought certification is issued with a certificate containing certain details (See ISO/IEC 17021 Clause 8.2 and ISO/IEC 17065 Clause 7.7).

The effective date on a document shall not be before the date of the certification decision.

The certificate of registration will identify the following:

- The name and geographic location of each organisation whose management system is certified (or the geographic location of the headquarters and any sites within the scope of a multi-site certification);
- The dates of granting, extending or renewing certification;
- The expiry date or recertification due date consistent with the recertification cycle;
- Certificate number;
- The standard and/or other normative document, including issue number and/or revision used for audit of the certified client;
- The name, address and certification mark of the certification body and the JAS-ANZ logo;
- Any other information required by the standard and/or other normative document used for certification;
- In the event of issuing any revised certification documents, a new registration number is issued to distinguish the revised documents from the previous issue;
- Signature of delegated official of IHCA Certification
- Indication that the Certificate remains the property of IHCA Certification and must be returned to IHCA Certification on request

- Reference to JAZ-ANZ Register

3. Multisite organisation/service

One certificate of registration is issued with the name and address of the central office (Headquarters) of the organisation. A list of all the sites to which the certification relates is issued, either on the certificate itself, or in an appendix, or as otherwise referred to on the certificate.

The scope or other reference on the certificate makes clear that the certified activities are performed by the network of sites listed. If the certification scope of the sites is only part of the general scope of the organisation/service, its applicability to all the sites will be stated on the certificate and any annex.

4. Sub-certificates

On application, sub-certificates are issued for each site covered by the certification on condition that each site contains the same scope, or sub-scope of that scope, and include a clear reference to the main certificate.

5. Register/Directory of Sites

A register of current certified sites held by IHCA Certification is kept updated. An organisation/service must inform IHCA Certification immediately of the closure of a site. Failure to do so will be considered a breach of the conditions of the certificate's use resulting in action as outlined below. A register of current certified sites held by IHCA Certification is kept updated including those organisations who have applied for use of the IHCA Certification mark. Organisations certified by IHCA Certification are publicly accessible on the JAS-ANZ website.

6. Additional Sites

The details of additional sites subsequently certified by the IHCA Certification following surveillance or reassessment, is included on an amended certificate.

7. Display and Promotional Material

The granting of certification is a milestone for an organisation/service, and the award of the certificate is an important event for promoting and marketing the service.

Preferably the certificate is displayed prominently as a visible indication of this achievement and the quality of the services provided. Pamphlets and brochures referencing this achievement are a clear statement to consumers and stakeholders alike that the service has gone through a rigorous third party certification process and achieved full compliance against the standard/s for which it sought certification.

8. Use and reference to certificate

References to the Certificate in pamphlets, brochures, reports and other media such as a website is recognition that a service has complied with the Standard/s for which it sought certification and must only be used for marketing and promotional purposes whilst the service remains certified against the Standards. Any site for which certification is withdrawn, or has ceased to provide a organisation/service for which it gained certification, or has changed the nature and scope of its service must immediately cease to reference those services in promotional and marketing material.

Where services have ceased or the nature and scope of the service changed, the Certificate and/or sub-certificates, as appropriate, are not to be displayed and IHCA Certification must be advised immediately of the changes.

Should there be any doubts about the nature and scope of services affecting certification, advice is to be sought from the IHCA Certification.

Ensure copies of certification documents to other stakeholders are reproduced in their

entirety or as specified in the certification scheme.

9. Use of IHCA Certification mark

The IHCA Certification mark is a sign used to distinguish our organisation from other JAS-ANZ accredited organisations granting certification against the Standard/s for which it sought certification. It means that IHCA Certification has exclusive and legal rights to its use and to authorise its use by other people or organisations. Its registration covers the whole of Australia.

Only services certified by IHCA Certification against the Standard/s for which it sought certification can apply to use of the IHCA Certification mark.

The mark must not be used by a certified organisation/service on any document or publicity material unless it relates in whole or in part to the scope of the Standard/s (the program under which the right to use the mark was obtained).

The certification mark is only to be used in reference to the site(s) for which it applies and is not to be fixed directly to product (including product packaging or outer packaging), or be used in any way such that product certification may be implied or assumed. The same requirements apply to the use of the mark on any information which accompanies packaged goods but may be removed from it. Additional statements are not permitted to be used in conjunction with the mark (this includes implication that the product, process or services is certified by this means).

10. The IHCA Certification mark

Organisations may apply in writing to IHCA Certification to use the mark for marketing and promotional purposes or for use on stationery and other documents provided there is no change to its format and the colour code. The application is to detail the purpose for which the mark is to be used. The colour coding for the logo is detailed below:

<i>IHCA Red</i>	<i>IHCA Cherry</i>	<i>IHCA Neutral</i>
CMYK 0:100:63:12	CMYK 34:100:31:33	CMYK 16:23:25:45
PMS 200	PMS 235	PMS Warm grey 8
RGB 177:9:61	RGB 115:25:76	RGB 140:132:125
HTML B1093D	HTML 73194C	HTML 8C847D

In no circumstances is the mark to be reproduced in a colour coding in variance with the above colours. However, it may be enlarged or reduced, but must remain a minimum of 22mm wide and 13mm high.

The following conditions apply to the use of the logo:

- The logo may not be placed on any colour background other than white or on a complicated background.
- The logo may not be placed within a holding shape.
- The logo's colours may not be changed.

IHCA Certification appreciates that you may need or wish to print down stationary and other documents in black and white or greyscale that contain the certification mark. IHCA Certification approves for this to happen provided the certification mark on the electronic documentation is in colour following the colour coding outline above.

- Outlines may not be added in any colour to any part of the logo.
- The logo may not be stretched or distorted in any way.
- Emboss or bevel effects, glow effects or drop shadows may not be added to the logo.

- The proportions of any of the logo elements may not be changed.
- None of the logo elements may be replaced, and the text may not be replaced with a different font.

11. Breach of Rules

An organisation in breach of any of these rules has 14 days from discovery to provide IHCA Certification with reasons in writing as to why the specific rule was not observed.

Depending on the nature and severity of the breach, IHCA Certification will consider one of the following responses:

- Verbal warning
- Written warning
- Written warning with advice that subsequent breach may affect the organisation/service's certification status
- Withdrawal of certification
- Legal action in relation to the inappropriate use of the Certificate including the unauthorised use of the IHCA Certification logo.

There is provision for appeal by an organisation to the Board of IHCA Certification Pty Ltd or to the Stakeholders Committee on impartiality issues.