

Annual report 2022–2023



ACKNOWLEDGMENT OF COUNTRY (AUSTRALIA)

JASANZ acknowledges the Traditional Owners of the land on which we meet and work, and all Traditional Owners of Country throughout Australia. We recognise Aboriginal and Torres Strait Islander peoples' continuing unique connection to land, place, waters and their rich contribution to society. We pay our respects to their cultures, Country and Elders past present and emerging.

WELCOME (AOTEAROA, NEW ZEALAND)

JASANZ acknowledges the status of Māori as Tangata Whenua and honour Te Tiriti o Waitangi – Treaty of Waitangi by embracing the three guiding principles of Partnership, Protection and Participation. We are committed to fostering the organisation's relationship with Māori and supporting the aspirations of Māori staff, customers and Māori communities.



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30 September 2023

THE HON ED HUSIC MP

Minister for Industry and Science
House of Representatives
Parliament House
Canberra ACT 2600
AUSTRALIA

THE HON DR DUNCAN WEBB

Minister of Commerce and Consumer Affairs
The Beehive
Parliament Buildings
Wellington
NEW ZEALAND

Dear Ministers,

I am pleased to submit to you the Annual Report for the
Joint Accreditation System of Australia and New Zealand (JASANZ)
for the year ending 30 June 2023.

Yours faithfully,

A handwritten signature in dark ink, appearing to read 'J. Roberts', is centered within a light gray rectangular box.

Jeanette Roberts

Acting Board Chair
Joint Accreditation System of Australia and New Zealand (JASANZ)

ABBREVIATIONS

AACB	Association of Accredited Certification Bodies
AB	Accredited Body
ABCB	Australian Building Codes Board
AI	Artificial Intelligence
ANZCERTA	Australia-New Zealand Closer Economic Relations Trade Agreement
APAC	Asia Pacific Accreditation Cooperation
AMS	Asset Management Scheme
ARB	Accreditation Review Board
AS	Australian Standard
BRCGS	Brand Reputation through Compliance Global Standard (Scheme)
CAB	Conformity Assessment Body
CB	Certification Body
CEO	Chief Executive Officer
CER	Closer Economic Relations –see ANZCERTA
DDoS	Distributed Denial of Service (cyber-attack)
DFAT	Department of Foreign Affairs and Trade
DISR	Department of Industry, Science and Resources
EMS	Environmental Management Systems
EESC	Electrical Equipment Safety Certification (Scheme)
ESG	Environmental, Social and Governance
ETI	Ethical Trading Initiative
EU	European Union
FAMI-QS	Feed Additive and preMixture Quality System
FMS	Forestry Management Systems (Scheme)
FOI	Freedom of Information Act (Commonwealth)
FSSC	Food Safety System Certification
FTA	Free Trade Agreement
FY	Financial Year
GDPR	General Data Protection Regulation
GFSI	Global Food Safety Initiative
GHG	Greenhouse Gas
IAF	International Accreditation Forum
(IAF) MD	(International Accreditation Forum) Mandatory Document
IANZ	International Accreditation New Zealand
ICT	Information and Communications Technology
IEC	International Electrotechnical Commission
IECEE	IEC System for Conformity Assessment Schemes for Electrotechnical Equipment and Components
IECQ	IEC Quality Assessment System for Electronic Components
IECRE	IEC System for Certification to Standards Relating to Equipment for Use in Renewable Energy Applications
IECEX	IEC System for Certification to Standards Relating to Equipment for Use in Explosive Atmospheres
IFS	International Featured Standards (Scheme)
ILAC	International Laboratory Accreditation Cooperation
IP	Intellectual Property

ISEAL	International Social and Environmental Accreditation and Labelling Alliance
ISMS	Information Security Management System
ISO	International Organization for Standardization
ISO/CASCO	ISO Committee on Conformity Assessment
IT	Information Technology
JASANZ	Joint Accreditation System of Australia and New Zealand
JFS-C	Japan Food Safety Certification (Scheme)
MBIE	Ministry of Business, Innovation, and Employment (NZ)
MLA	Multilateral Recognition Arrangement
MoU	Memorandum of Understanding
MPI	Ministry for Primary Industries (NZ)
MRA	Mutual Recognition Arrangement
MS	Management Systems
NATA	National Association of Testing Authorities
NDIS	National Disability Insurance Scheme
NDIS AQA	NDIS Approved Quality Auditors Scheme
NGO	Non-Government Organisation
NMI	National Measurement Institute
NZAACS	New Zealand Adventure Activities Certification Scheme
NZS	New Zealand Standard
OHS	Occupational Health and Safety
OHSMS	Occupational Health and Safety Management System
OOAP	Official Organic Assurance Programme
PEFC	Programme for the Endorsement of Forest Certification
PIMS	Privacy Information Management Systems
POC	Proof of Concept
PPE	Personal Protective Equipment
QMS	Quality Management Systems
RTAC	Reproductive Technology Accreditation Committee
SAM	Standards Accreditation and Metrology
SCC	Standards Council of Canada
SCI	Statement of Corporate Intent
SEM	Self-Evaluation Mechanism
SISO	Support for Industry Service Organisations (Commonwealth)
SQF	Safe Quality Food
SSCI	Sustainable Supply Chain Initiative
TAC	Technical Advisory Council
TC2	APAC Technical Committee 2
TIA	Technical Infrastructure Australia/Alliance
TRF	Technical Report Form
UC	University of Canberra
UN	United Nations
WHS	Workplace Health and Safety
WIPO	World Intellectual Property Organization
WTO	World Trade Organization

About JASANZ

JASANZ's key value proposition is to deliver an innovative, agile accreditation system that enhances national, trans-Tasman and international trade; and achieves international recognition of Australian and New Zealand goods and services.

ACCREDITATION CAN:

- reduce compliance costs
- reduce risk
- streamline operations
- break down barriers to trade, and provide greater access to foreign markets
- assures end users that goods and services are safe and can be used for their intended purpose.

The Australian and New Zealand governments established JASANZ by treaty in 1991. An overview of its mission, vision, goals and values is presented in Figure 2.

JASANZ's structure is defined in the Treaty (as depicted in Figure 1). A Governing Board appointed by the Australian and New Zealand governments is responsible for overseeing the organisation's operations. The Governing Board appoints the Technical Advisory Council to provide advice on matters that the Governing Board may require. JASANZ has a separate Accreditation Review Board, which ensures independent decision-making about accreditation.

Figure 1: Governance structure

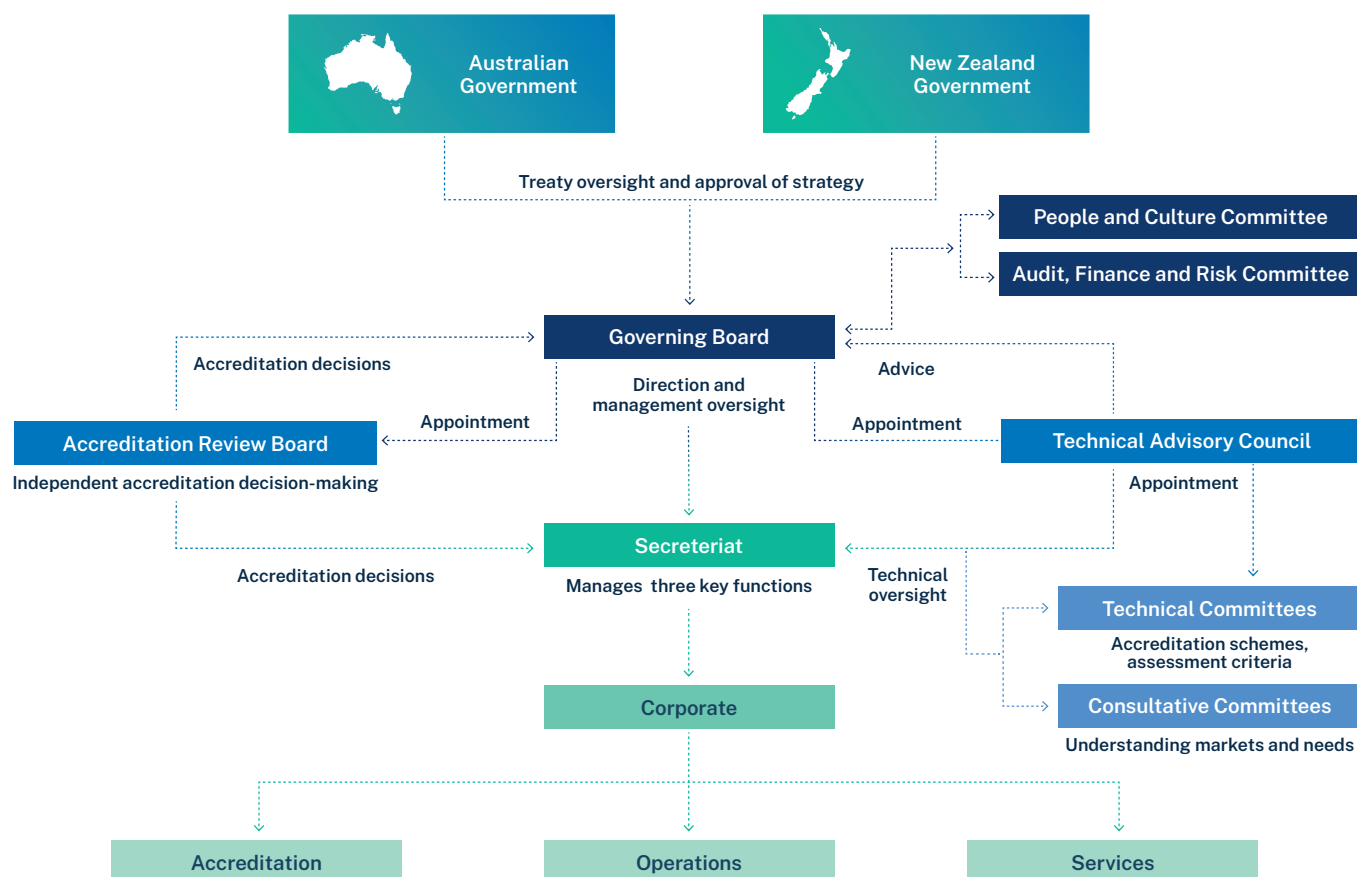


FIGURE 2: MISSION/VISION/GOALS/VALUES



01 A YEAR IN REVIEW

This section presents an overview of JASANZ and reports by the Chair and Chief Executive summarising progress against our objectives

- Chair's report
- Three-year snapshot
- CEO's report
- Operating environment
- Futures





Chair's report

I am delighted to be writing my first report as Chair. In doing so, I acknowledge my immediate predecessor, Howard Duff, who has made a major contribution to JASANZ and the wider accreditation system over many years.

During the year our Conformity Assessment Bodies (CABs) have generally reverted to normal operations following the COVID-19 pandemic. In support, JASANZ too has reverted back to normal business operations with the opportunity for travel and face-to-face interaction. However, the pandemic forced us to trial new ways of working, and this has been a valuable lesson for us. In particular we have developed robust methodology for remote surveillance, and we plan to continue with this approach.

We are now well underway with implementing our major new IT project. This project enables a far more efficient system for us, CABs and other stakeholders. The initial releases have been very successful and warmly welcomed by all our stakeholders.

During the year we also rolled out new branding. The new brand is fresh and modern, and reflects JASANZ as a contemporary, thriving organisation. It is part of a suite of products including trademark and compliance symbols.

A real highlight was the JASANZ Futures Program.

This is an exciting initiative to build capacity among young professionals in the compliance sector. The participants in the initial pilot came from a range of sectors, some of them very new to JASANZ. We are excited by the opportunity to provide new skills to these early career professionals, but also to build new connections into JASANZ's stakeholder community.

We continue to be an active member of the international accreditation community. These international connections provide a strong foundation for our work in Australia, New Zealand and regionally.

A focus for JASANZ will now be to understand new and emerging market sectors, and how the accreditation system can support assurance in a rapidly changing trading environment.

Our audited accounts, which are included in this report, show a small deficit. This is not a concern as during the pandemic we experienced significant annual surpluses resulting in robust financial reserves.

This robust financial position has enabled us to invest in the system's future development, particularly people, and we are excited by the opportunities this creates.

We are looking forward to continuing to support the accreditation system as we respond to new and emerging trading patterns, ensuring that we provide markets certainty, quality and assurance.



A handwritten signature in black ink, appearing to read 'J. Roberts'.

Jeanette Roberts

Acting Board Chair
Joint Accreditation System
of Australia and New Zealand
(JASANZ)

Three-year snapshot

The following summarises the main features of the accreditation system for the last three years.

Numbers of management systems and product certification certificates have decreased; however, personnel certification certificates have increased significantly.

Figure 3:

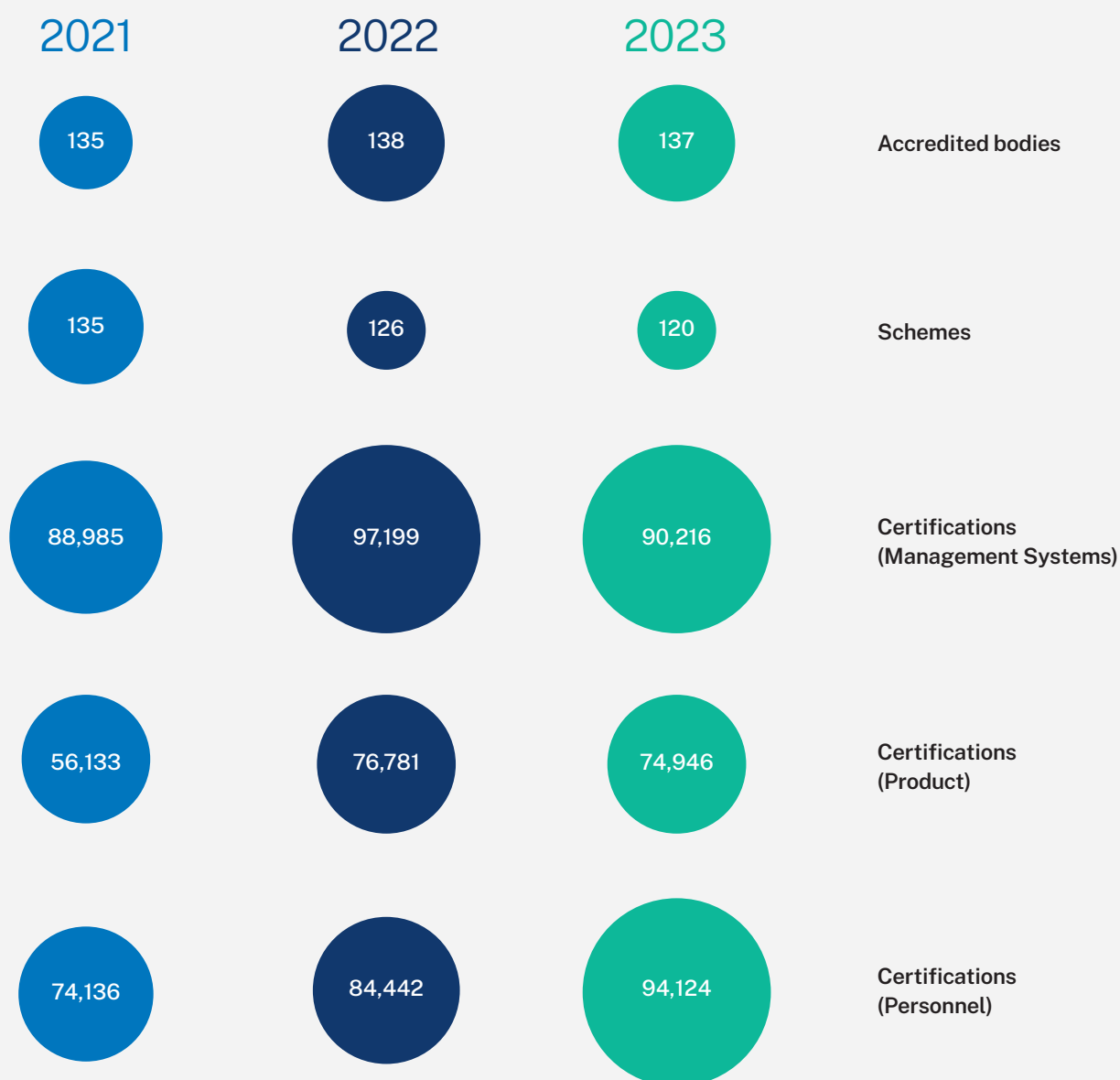



Table 1:
DISTRIBUTION OF CERTIFICATES



	2021	2022	2023
Australia	62,559	70,446	65,418
China	33,973	32,979	33,172
Korea (Republic of)	14,736	14,549	12,078
New Zealand	5,709	14,193	13,284
India	6,708	5,910	4,755
Japan	4,930	5,125	4,661
United States	5,712	4,537	4,486

Table 1 shows the distribution of certificates. The increase in New Zealand between 2021 and 2022 is because some activity that had not appeared on the JASANZ register previously was recategorised. Certificate numbers have reduced in all countries except China, where the number of Conformity Assessment Bodies (CABs) has increased. The reduced numbers are probably because some businesses are no longer operating since the pandemic.

Figure 4:
MANAGEMENT SYSTEMS PORTFOLIO PERCENTAGE COMPOSITION
(Management systems certifications by standards)

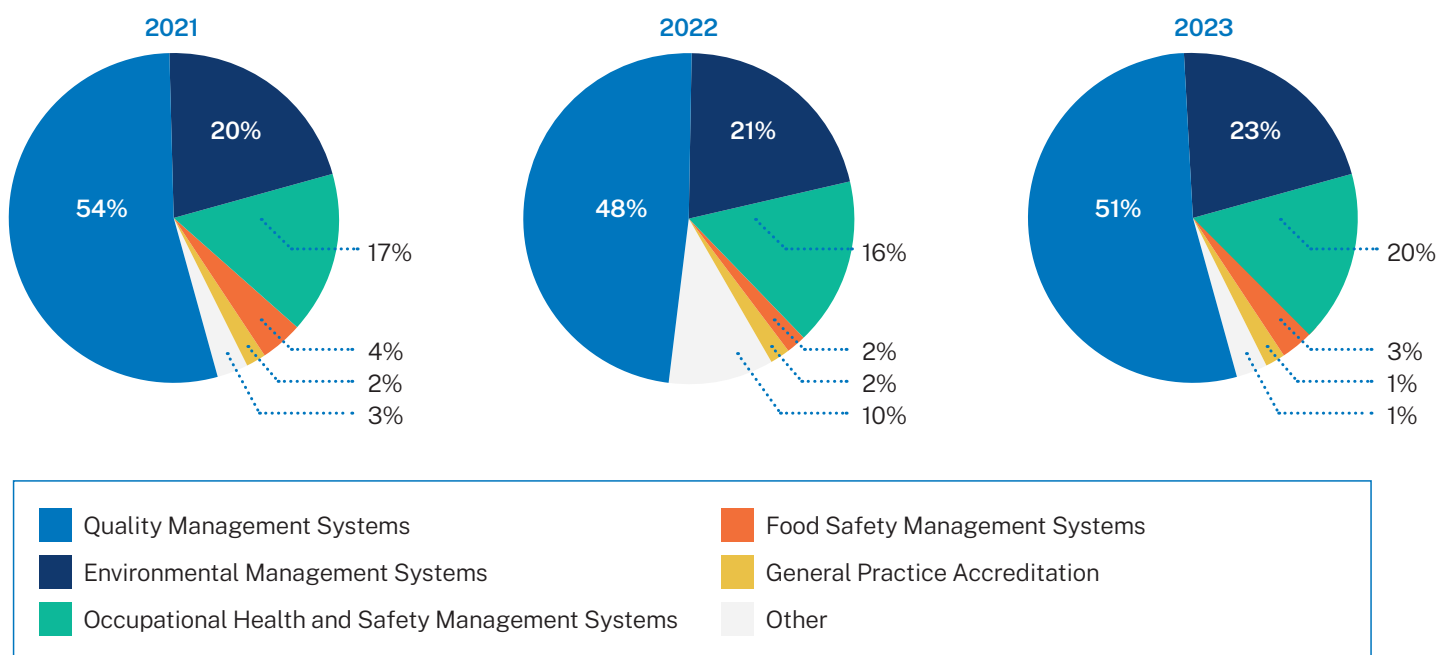
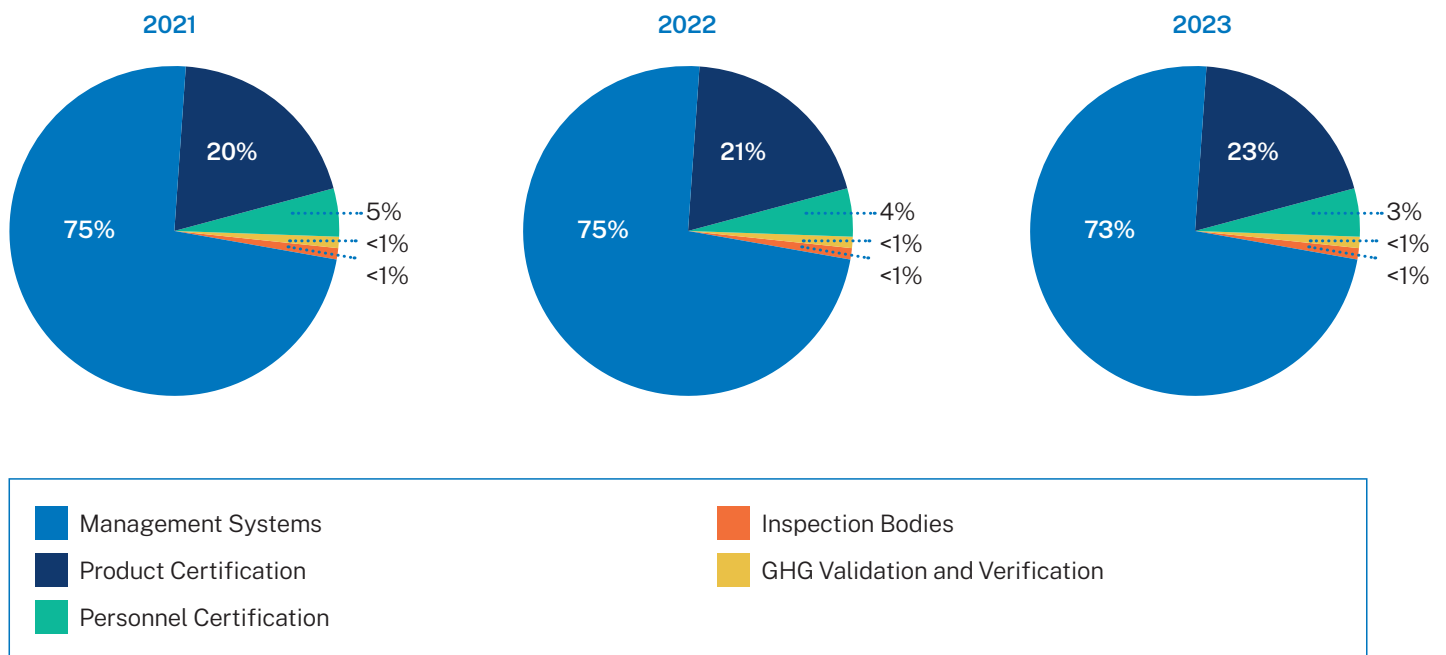


Figure 4 shows the comparative contribution of the various management systems to the total number of accredited management systems certifications.



Figure 5:
COMPARATIVE PERCENTAGE CONTRIBUTION OF MAIN PROGRAMS
 (% Revenue by Program)



[^] Figure 5 shows the comparative contribution of the five main JASANZ programs to revenue. Management systems continues to contribute most revenue. Our analysis of costs for some services highlights that there is a significant subsidy from management systems to product certification and that some product schemes are underpriced relative to their delivery costs.

Table 2:
PRODUCT CERTIFICATIONS
BY SECTOR









	2021 %	2022 %	2023 %
 Electrical	48	41	39
 Food and Agriculture	22	28	23
 Human services	15	19	21
 Gas	4	4	3
 Plumbing	4	3	3
 General	4	3	9
 Building and construction	1	1	1
 Telecommunications	1	1	1
 Hazardous location	1	<1	<1
 Environment	<1	<1	<1
 Timber products	<1	<1	<1

Table 2 shows the distribution of product certification schemes by market domains. It indicates which sectors of the markets are the most significant users of accredited certification.

Table 3:
ASSESSMENT FREQUENCY

	2021	2022	2023
3 months	0	1	3
6 months	34	28	25
12 months	67	62	54
18 months	22	32	35
24 months	12	13	20
TOTAL	135	136	137

Figure 6: DISTRIBUTION OF ACCREDITED BODIES

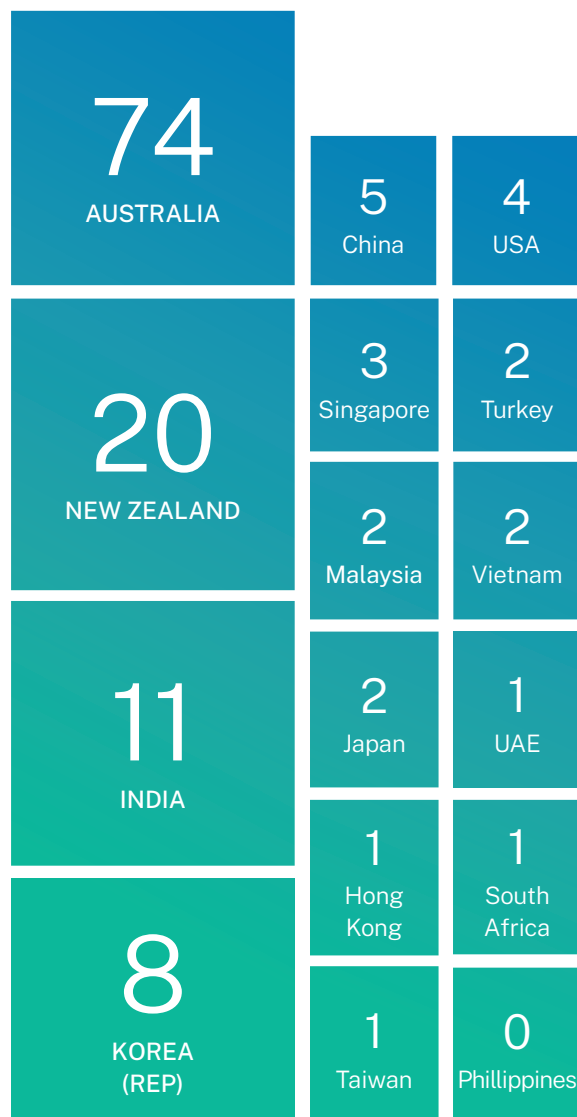


Figure 6 shows JASANZ accredited 137 conformity assessment bodies as of 30 June 2023. These are distributed across several countries (see Table 1). Over half of all CABs are based in Australia (74), followed by New Zealand (20), India (11), South Korea (8) and China (5). Factors influencing that growth are the impact of the National Disability Insurance Scheme (NDIS) in Australia and Halal certification in New Zealand. Regional interest in JASANZ accreditation continued throughout the year. Applications lodged from Mongolia, China and Singapore are currently being evaluated.

Table 3 shows the frequency of office assessments for the organisations that JASANZ accredits. Frequency can be interpreted as a proxy for the level of confidence JASANZ has in a CAB's performance. CABs that are being assessed every six months include new CABs and those with acceptable performance. The evidence of mature controlled systems increases as the frequency extends to 24 months.

CEO'S report

This Annual Report covers activity undertaken by JASANZ from 1 July 2022 to 30 June 2023.

It addresses the performance and undertakings described in the Statement of Corporate Intent (SCI) 2022–25.

During the year the accreditation system experienced limited growth as expected. On 30 June 2023 the number of accredited bodies was 137 compared to 138 on 1 July 2022. For the same period, certificate numbers increased from 173,980 to 174,828.

JASANZ assessment personnel spent 1,450 days completing the assessment program that is necessary to support the ongoing operation of the accreditation system. Accreditation services delivery changed significantly during the year. On-site witnessing and on-site office assessments for initial and reaccreditation assessments recommenced, although surveillance activity remained remote. New applications have declined while CABs move back into business-as-usual mode. More CABs are either voluntarily withdrawing or merging, and the number of overseas locations being managed by CABs has reduced.

The assessor pool has remained relatively constant, although the return to on-site assessments created a need to retrain assessors in response to increased on-site assessments.

There were no major changes to the scheme portfolio over the year. Several discussions were held with scheme owners about the continuing need for some schemes and for accreditation. We consulted internally and externally about the value of JASANZ continuing with the Australian Health Service Safety and Quality Accreditation Scheme. Consequently, we have advised stakeholders of JASANZ's intention to withdraw from these schemes in 2024.

JASANZ has adopted a more cautious approach to requests for endorsement of certification schemes. After extensive discussions we conditionally endorsed the Sustainable Electronics Recycling International (SERI) R2 scheme for sustainable electronics, despite the low take-up of the existing domestic Electronic Waste Scheme based on AS/NZS 5377:2013.

JASANZ staff participated in the International Accreditation Forum (IAF) and Asia Pacific Accreditation Cooperation (APAC) meetings that resumed during the year. We have noted an emerging challenge to the integrity of these networks as a result of a decision taken in Italian courts that affects the recognition of the United Kingdom Accreditation Service (UKAS) accredited certification. This appeared to propose that certificates issued by a UKAS-accredited CAB could not be recognised as complying with European Union Regulation (EC) No 765/2008. Whether intentionally or not, this appears to undermine the European Accreditation (EA) Multilateral Agreement (MLA) and the IAF MLA, both of which form the basis for regional and inter-regional recognition.

JASANZ has made a major investment in extending our information systems over the year. Most of the work has been completed within budget and ahead of schedule.

The transition to a new brand and marketing symbol was made during the year. This is the first stage in a broader communications program. The Trademark has been registered, and applications have been made for a second trademark that will serve as the accreditation compliance symbol.

The financial result for the year showed a modest deficit; the budget estimate was for a surplus of \$26,330 with an actual result of (\$88,787). This represents a variance of 437% between the estimated budget outcome and the actual result for the year. The result is not a cause for concern given the impact of increasing costs and the action over the course of the year to address this. Taking account of the past year JASANZ remains able to meet all its obligations arising through future operating activities.

There are no claims for compensation against the Australian and New Zealand governments for any activities undertaken over the course of the year.



A handwritten signature in black ink that reads "James Galloway". The signature is fluid and cursive.

James Galloway
Chief Executive

Operating environment

JASANZ's work is concentrated in five broad sectors that use conformity assessment to support their aims and objectives. JASANZ Sector Managers work with stakeholders to apply conformity assessment to sector needs. Each sector faces unique challenges that require different approaches to, and applications of, conformity assessment. JASANZ is committed to working closely with these sectors to continue providing solutions to their individual requirements.

BUSINESS AND INNOVATION

The Business and Innovation Sector continues to have the largest distribution of certificates at 31% of total volume with its core offering (Quality Management) of ISO 9001:2015. Demand for a Business Continuity Management Systems (ISO 22301:2019) scheme has been low. Only two respondents to an initial survey of certification bodies in 2022 indicated an interest in becoming accredited. The Operations Group is exploring options regarding this and the potential development of a business case subject to demand. During the year we completed a transition from ISO/IEC 27001:2013 to the new version ISO/IEC 27001:2022 based on IAF requirements MD26:2022; this affected 28 CABs.

JASANZ continues to be involved with the ISO 55001:2014 scheme and has continued with discussions about moving scheme ownership to the sector's peak body, the Asset Management Council. This change was discussed and agreed with stakeholders at the national meeting of the Asset Council in 2023.

It is anticipated that this will encourage a higher industry profile and increased adoption of the scheme. The existing standard ISO 55001:2014 will be updated to ISO 55001:202X when published.

Adoption of the Privacy Information Management Systems Scheme (PIMS) remains low with only two applications. Likewise, although interest in the Department of Education, Skills and Employment (DESE) Information Security Management System (ISMS) scheme based around ISO 27001 was strong initially, there are now 56 certifications across five CABs. Concern has been raised about the low numbers versus the investment CABs have to make to move into the scheme.

During the year WorkSafe reviewed the New Zealand Adventure Activities Certification scheme and JASANZ provided comments on the changes. This has now been released and the two CABs are working through the transition process.

Table 4: Business and Innovation

Stakeholder engagement	Scheme
Department of Foreign Affairs and Trade (DFAT)	Certificate of Origin Scheme
Department of Employment and Workplace Relations (DEWR)	ISMS
WorkSafe	New Zealand Adventure Activities Scheme

SUSTAINABILITY AND ENVIRONMENT

The Sustainability and Environment Sector encompasses schemes that respond to global sustainability challenges such as climate resilience, a low-emissions future, greenhouse gas reporting and assurance, circular economy, and sustainable forestry management. Demands for organisations to consider their risks, impact, and dependency on nature are always increasing. The portfolio gives consumers confidence that they are buying products and services that protect and preserve the environment.

The sector contributed to the consultation process for the New Zealand climate-related disclosure standards. The standards were published in December 2022 and will help entities to transition to a low-emissions, climate-resilient future, and provide assurance over climate-related disclosures such as greenhouse gas emissions. The New Zealand mandatory assurance regime will come into effect in October 2024.

There were several transitions in the sector. The Forest Management Systems (FMS) Scheme and the Energy Management Systems Scheme (EnMS) transition policies were published. Many certified organisations transitioned to the new standards associated with the Programme for the Endorsement of Forest Certification (PEFC) and Responsible Wood Chain of Custody schemes.

JASANZ continued engaging with the Responsible Wood Scheme Owner for the forestry schemes during the year, ensuring effective application of the schemes through meetings, reports, and ongoing dialogue with stakeholders. JASANZ made a submission in response to the PEFC 1004 standard consultation, which is anticipated to replace the current FMS scheme rules once published. Consultation will continue during 2023–24.

JASANZ continues to engage with the Department of Climate Change, Energy, the Environment and Water (DCCEEW) about reviewing the e-waste scheme to align its rules with the revised e-waste standard. We are preparing a submission for the DCCEEW discussion paper on the regulation of e-products (small electronics and solar photovoltaic systems), which should see an increase in certificate numbers if passed. The SERI R2 global electronics reuse and recycling scheme was recently endorsed. CABs in the e-waste scheme have indicated their interest in the SERI R2 Scheme due to its global reach.

JASANZ worked with scheme owner Toitū Envirocare on the transition of the Greenhouse Gas Validation/Verification Scheme and JASANZ re-endorsed the scheme for another five years. Regular engagement by JASANZ has provided an understanding of the future goals of Toitū as the demand for greenhouse gas emissions reporting and assurance increases to reduce the chance of greenwashing in the carbon market.

The Sector Manager – Sustainability and Environment role was vacant for two months during the 2022–23. The Sector will continue to focus on increasing technical expertise across the portfolio during 2023–24, and will investigate social sustainability and carbon market schemes to assess their market need and viability for JASANZ accreditation.

FOOD AND BIOLOGICALS

Benchmarking requirements introduced by the Global Food Safety Initiative (GFSI) 2020 have continued to drive scheme improvements and updates concerned mainly with food safety culture, managing remote audits and unannounced audits, food fraud and food defence, and auditor competency requirements. GFSI-benchmarked schemes updated in the past year include the Brand Reputation Compliance Global Standard (BRCGS), Freshcare, GLOBALG.A.P., International Featured Standard (IFS), JFS-C, and the Safe Quality Food (SQF) Program.

The GLOBALG.A.P. Integrated Farm Assurance scheme has undergone a major revision to Version 6; however, the transition period spans an extended period and two valid earlier versions of the scheme operate concurrently.

The technical standard ISO 22003 has been significantly expanded to management system certification and product certification requirements. The updated version will affect food safety management schemes, with an extended transition period aligned to guidance from IAF until 30 September 2024.

Some consolidation of farm assurance schemes has occurred. The New Zealand Farm Assurance Program that was introduced in 2017 now replaces five separate schemes. The last of these schemes will be withdrawn this year.

JASANZ is considering endorsing new schemes developed by BRCGS and FSSC scheme owners that address sustainability and social compliance requirements.

The BRCGS scheme has been benchmarked and recognised by the Consumer Goods Forum's (CGF) Sustainable Supply Chain Initiative (SSCI), and FSSC 24000 is also undergoing this process. These schemes will result in certification of organisations that provide safe and fair working conditions, meet business ethics requirements, and apply due diligence in their supply chain management.

JASANZ engaged with Scheme Owners through regular meetings to review scheme requirements, by participating in training, and as an observer in scheme integrity assessments. Conferences and workshops have more commonly been provided solely as face to face meetings and JASANZ participated in the FSSC 22000 conference.

JASANZ has actively pursued discussions with the New Zealand Ministry for Primary Industries (MPI) regarding the new 2023 organics legislation and the incoming changes for the current organics regulatory and proprietary schemes. JASANZ had supported the MPI in assessing the implementation of the changes brought about by the 2021–22 regulatory reviews of the Animal Products and Wine legislation. JASANZ is also participating in the MPI Future of Certification project that aims to upgrade and integrate export certificate requirements and systems across the spectrum of MPI schemes. JASANZ has continued to advocate increased stakeholder engagement with MPI across all regulatory teams and with the applicable CABs. It has done this by being represented at various regulatory scheme meetings, introducing new MPI and CAB staff to JASANZ teams and stakeholder notification, and requesting feedback and suggestions on the review of Inspection Standard ISO/IEC 17020.

PRODUCT CERTIFICATION

Several key schemes were changed in the last year including the development and implementation of the CodeMark NZ Scheme and its associated training in cooperation with the Ministry of Business, Innovation, and Employment (MBIE).

The development and implementation of the WaterMark Lead-Free initiative in cooperation with the Australian Building Codes Board (ABCB) was achieved following several sessions with the industry, CABs and the ABCB. The transition has now been released and the ABCB has provided technical expertise in the review of the CABs' documentation. JASANZ has managed a transition relating to CodeMark and the National Construction Code (NCC) 2022. Product technical enquiries continue to be received, especially around WaterMark, and the process for managing these has been streamlined and involves the ABCB via monthly meetings. These have been quite involved and time-consuming to resolve.

The Product Certification sector team has provided expert technical assistance in several complex complaints. The Sector Manager has a significant commitment to several standards working groups including support for standards development (electrical equipment and explosion-protected equipment), and support for the IEC conformity assessment via the Sector Manager's membership of IEC's Conformity Assessment Board. The Sector Manager attended the IEC meeting in Geneva in June. The Sector Manager also attended and presented to the APAC Product working group at the annual meetings in Anaheim.

The Product Sector contains the largest portfolio of schemes, many of which are proprietary. Although there have not been many changes to these, they require ongoing monitoring to ensure the CABs are operating within scope. During the year, 30 scope extensions were received relating to the addition of standards for the Product CABs, primarily across proprietary schemes. All of these needed to be verified as part of the assessment process.

A key activity during the year was providing mentorship of assessors, including the Technical Specialist, in the Product Sector.

HEALTH AND HUMAN SERVICES

In the Health and Human Services Sector, the key focus has been consultation with the NDIS Quality and Safeguards Commission and the NDIS Approved Quality Auditor (AQA) Scheme.

Accreditation activity in the scheme has grown from eight to 18 accredited CABs. JASANZ has had to continue training and progressing contract assessors and Technical Experts (TE) into more senior roles. One of the outcomes of the increased training needs in the scheme has been the development and release of an in-house mandatory NDIS cultural awareness course.

The Australian Government regulatory alignment reforms have influenced governance project work within disability and aged care. As a result of these reforms JASANZ has completed project work for the NDIS Commission to transition registered aged care providers within a new NDIS AQA Scheme regulatory model.

Consultations with the NDIS Commission, AQAs and industry groups have highlighted increased risks within the NDIS AQA Scheme. These risks include but are not limited to the maintenance of a three-year audit cycle, audit costs, confidentiality, and personnel competency. Each risk has been documented in AQA round-table minutes, a JASANZ FAQ service desk, a risk register, and in published scheme advisories.

JASANZ assessed the AQA certification processes to validate how each of the identified risks was being managed; however, several risks indicated that the AQA scheme policies needed to be strengthened.

An internal review of the NDIS AQA scheme was conducted between February and April 2023 and the results reported to the NDIS Commission. The submission of the final NDIS review report to the Commission highlighted key recommendations to increase the quality of certification activity within the scheme. It will also provide a strong case for JASANZ and the NDIS Quality and Safeguards Commission to renew the services agreement in the second half of 2023.

The review report was submitted to the NDIS Commission with 31 recommendations aimed at increasing the safety and quality of certification activity within the scheme.

Key recommendations aimed to:

- Reorder the NDIS provider registration governance steps to reduce the time gap between the AQA audit outcome and the NDIS Commission provider registration decision.
- Include a determination of audit duration (time) tool within the AQA scheme policy.
- Introduce new assessment methods within the JASANZ NDIS AQA applicants deed, such as scheduled NDIS provider post AQA audit validation visits and applicant proficiency tests.
- Increase AQA mandatory training and scheme requirements covering confidentiality, cultural diversity, and practice standards.
- Determine how AQAs can use a remote ICT and onsite blended audit approach effectively without reducing the safeguarding of NDIS participants.

We reviewed several schemes in the sector including the Australian Health Service Safety and Quality Accreditation (AHSSQA) Scheme and General Practice Accreditation Scheme administered by the Australian Commission on Safety and Quality in Health Care (the Commission).

During the year the following milestones were realised:

- A 30 June 2024 end date was decided for the Human Service Victoria Scheme.
- The superseded Occupational Health and Safety Management System (OHSMS) standards SafetyMAP and National Audit Tool were withdrawn.
- CAB transition to compilation no. 4 of the NDIS Provider Registration Practice Standards.
- CAB transition to the amended accreditation standard for Medical Device Quality Management System (MDQMS) (IAF MD9:2022).
- Increased CAB certification and scope extension activity to the MDQMS Scheme.

JASANZ invests in the future of conformity assessment

THE JASANZ FUTURES PROGRAM WAS LAUNCHED IN JANUARY 2023 WITH A CALL FOR NOMINATIONS FROM SUITABLE APPLICANTS IN THE PRODUCT SECTOR.

We welcomed 13 participants to the program. The goals of the program we delivered were:

Goal 1

To support the future of conformity assessment, product accreditation and certification through investment in our next generation of product manufacturing industry experts.

Goal 2

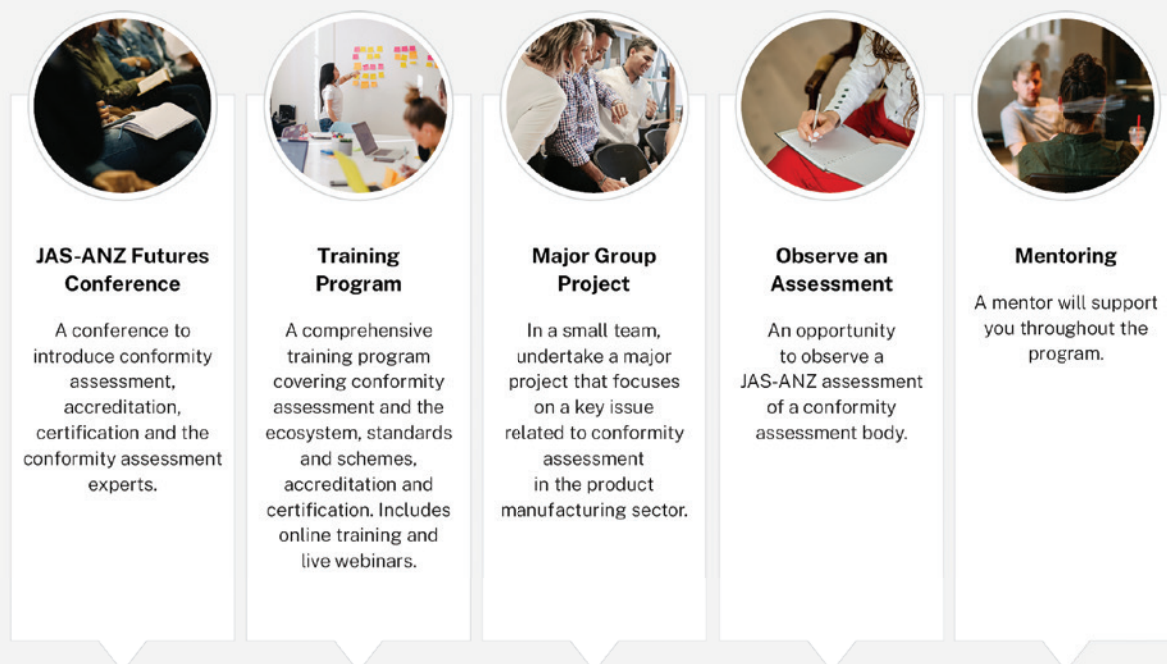
To support emerging product manufacturing industry experts in developing an extensive understanding of the conformity assessment ecosystem, accreditation and certification and its role in product industries.

Goal 3

To encourage the next generation of product manufacturing industry professionals to take an active interest in conformity assessment.

The four-month program commenced in April 2023. The professional development program, valued at \$10,000 per person, provided an extensive range of development opportunities (see Figure 7).

Figure 7: The JASANZ Futures Program offered participants a broad range of development opportunities.



Make a difference in your industry.

Foundation skills and knowledge of conformity assessment and certification for emerging product manufacturing industry experts.



The participants joined us for the first time in a three-day virtual conference introducing them to conformity assessment and the technical infrastructure within which conformity assessment operates. The three days were structured to introduce conformity assessment, the technical infrastructure, key players including regulators and conformity assessment and inspection bodies, the value of accreditation and certification and standards and schemes. Presentations were provided by our technical infrastructure partners on their role in conformity assessment including:

- the Measurement Standards Laboratory of New Zealand (MSL)
- Trading Standards New Zealand
- the National Measurement Institute of Australia (NMI)
- Standards Australia
- Standards New Zealand
- the National Association of Testing Authorities in Australia
- International Accreditation New Zealand (IANZ).

We had several panel discussions and presentations from conformity assessment bodies, regulators, and scheme owners on the value of accreditation and certification. The final day of the conference featured presentations from JASANZ on our role in conformity assessment and the sectors in which we operate.

The participants undertook a large body of professional development including courses in the product certification standard, ISO/IEC 17065, product testing and certification and an introduction to schemes. The weekly webinar series provided participants with a range of opportunities to explore the sectors JASANZ operates in, their challenges and opportunities for the future in each sector.

We also covered the types of conformity assessment including product certification, management system certification, inspection, validation and verification and certification of persons.

We received very positive feedback about individual elements of the program. Participants confirmed that they learnt much more about conformity assessment through the program.

The final elements of the program will be completed in early 2023–24. Participants will observe JASANZ assessing a CAB and will complete a group project on an issue or opportunity in the product sector related to conformity assessment. The topics being covered by this cohort include:

- how could regulators better use conformity assessment schemes to support their functions
- surveillance of product conformity in the supply chain
- developing performance criteria for CABs
- how could a standard support improved products in the market
- how can certification bodies ensure their staff are competent to assess and audit new and emerging technologies.

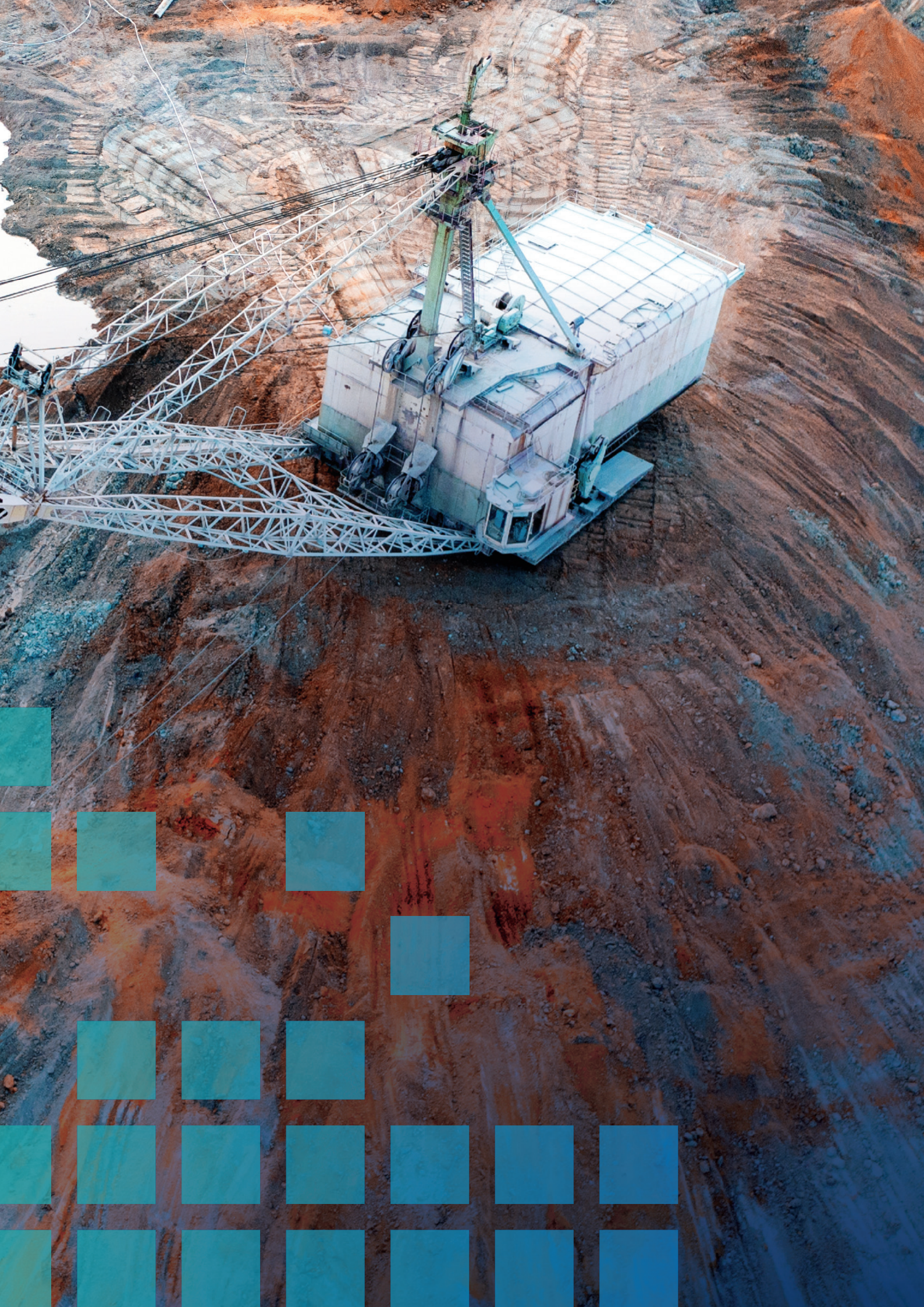
Reports and presentations on these topics to JASANZ and industry stakeholders will take place in July 2023, and program participants will graduate in August 2023. The next JASANZ Futures Program will open for applications in January 2024.

02 MEETING OUR OBJECTIVES

This section describes the activity and outcomes against the work program set out in the Statement of Corporate Intent 2022–25. It is organised around eight themes that present the key challenges for accreditation and conformity assessment:

1. Improving CAB performance
2. Developing a portfolio of viable schemes
3. Engaging certified organisations
4. Management systems and quality
5. Product certification
6. Building a global profile
7. Protecting brand and identity
8. Responding to technology





1. Improving CAB performance

During the year JASANZ made good progress towards finalising several important projects that have been under way since 2020. The Auditor Training module developed with Massey University was completed.

Changes in personnel at the university have delayed the planned launch of the course. Work is continuing with Massey University to launch the course as soon as possible when the pathway to it becoming a recognised Post Graduate Certificate qualification is finalised.

There are several factors influencing assessment activity. The most significant are resumption of on-site activity, the need for a broader range of assessment tools, and sector-specific assessment strategies.

Internal evaluation of our assessment program identified that there were several assessors and accredited CABs that had entered the accreditation system since March 2020 and were only familiar with remote assessment. This has made it essential to revisit on-site assessment processes with CABs and assessors and to re-establish on-site assessment under the reaccreditation assessment model.

During the year our Sector Managers were tasked with becoming mentors to the wider assessor pool and providing more direct oversight of assessment activities. Consequently, the reaccreditation assessment process was remodelled from planning through to recommendations to the Accreditation Decision panel. This was fully implemented and provides an important precondition for the delivery of more innovative assessment tools.

An alternative assessment method to on-site witnessing was developed and prepared for trialling. It is based on a detailed review of an audit file and a technical interview of the auditor requiring them to demonstrate knowledge of the scheme and the audit standard.

Although the questions are based on the chosen audit file, they may expand to other aspects not covered in the report but that are relevant to the scheme. This is intended to be used for schemes with limited witnessing opportunities, and when technical resources are unavailable and the proposed witness dates cannot be changed.

Assessors were provided with training and support webinars on witnessing and nonconformance reporting to support these changes. A half-day assessor forum was held covering Services and Operations updates, transitions, scheme endorsement projects, new schemes, Futures Program, Learning and Development services, and the new certificate register.

There was a series of training activities for CABs and other interested parties on the updated NZ CodeMark scheme including webinars for assessment teams, product CABs and certification holders.

Progress was made on developing the CABs ranking system, which will remedy a significant gap in the information about the comparative performance of CABs available to users of the accreditation system. The ranking is based on several criteria that are being defined and trialled by independent researchers.

We expect the project to conclude during 2024.

Table 5: Summary – Improving CAB performance.

Activities	Outcomes
Assessment Model	Re-accreditation process has been remodelled Trial a modified witness programme utilizing interviews and more detailed review of documentation
Ranking model for certification bodies	Ranking is based on several criteria that are being defined and trialled by independent researchers
Auditor education program	The 1st module has been completed and is ready for delivery
External training services	External training is continuing to be developed and successfully delivered

2. Developing a portfolio of viable schemes

Schemes are the framework within which certification and inspection occur.

A well-structured and supported scheme provides the environment in which superior outcomes can be delivered. This means that the performance of the accreditation system relies as much on our approach towards the scheme portfolio as on our work undertaking assessment of CABs. JASANZ has several roles within the scheme portfolio. We act as the custodian of a few schemes in the absence of an external party who can meet the obligations of ownership, such as maintenance of the scheme. JASANZ manages schemes on behalf of a scheme owner where the scheme owner does not have the necessary capabilities or resources to do so. JASANZ also endorses schemes; in this case, we assess a scheme to determine if it meets performance criteria and can be reasonably expected to deliver its stated objectives.

PUBLISH CONSOLIDATED PUBLIC SCHEME IN ELECTRICAL SAFETY

JASANZ continued to work on consolidating the electrical product safety schemes. Significant re-work of the scheme was necessary to address considerable differences in the way regulators 'approve' certification bodies and their schemes. Some changes were necessary to accommodate the different approaches taken by regulators. We now expect to see the scheme launched in the first half of the 2023–2024 financial year. The release will better support regulation and trade in electrical goods covered by regulation.

ENDORSED SCHEME REGISTER

Information about schemes and how they are intended to operate is important to a range of affected parties. We developed a register of schemes that JASANZ has endorsed to support internal operations and external stakeholders. (See <https://register.jasanz.org/endorsed-schemes>) Endorsement of a scheme involves an assessment of the scheme against generally recognised criteria for a sound conformity assessment scheme.

The register is a searchable database of public and proprietary schemes with important information such as:

- a description of the scheme and its benefits
- details of the scheme owner
- the accreditation and certification standards used in the scheme
- essential contact information.

Content for all 126 schemes is being added. We intend to extend content in the register to include transition details that will assist users to migrate certificates to updated scheme rules or standards within the scheme. The register has useful application for scheme owners, CABs, JASANZ assessment teams, and the users of certification.

OFFER SUBSCRIPTION ACCESS TO THE SCHEME OWNER TOOLKIT

We created a first version of a subscription support service as part of the scheme owner's toolkit. The service has three main components:

- identification of common problems or opportunities in schemes
- suggested actions to address problems or take advantage of opportunities
- links the identified problems with possible solutions to make the scheme more viable.

We developed the toolkit using existing guidance, past practices, and new insights from scheme evaluations, and included the option of creating a business plan.

We tested the scheme owner's toolkit with a potential scheme owner for an ISO management system standard. The main challenges facing the scheme owner were defining the scheme scope, gaining interest, and demonstrating benefits of their scheme.

The trial highlighted the value of the toolkit in addressing common problems. Although we consider the trial to have been successful and beneficial to the scheme owner in defining their scheme, the trial also highlighted that scheme owners cannot avoid the challenging task of building first-hand detailed knowledge of ISO and IEC standards. We will continue to improve the toolkit to provide further support to scheme owners.

SCHEME EVALUATION

A model Scheme Lifecycle framework was developed to support our scheme evaluation activities. The framework will support more effective interaction with scheme owners. It identifies factors that scheme owners need to consider over the life of a scheme to maintain effective operation. The factors that affect the scheme lifecycle may be very different for regulatory, industry-based, and proprietary schemes. See Figure 8.

Figure 8: The Scheme Lifecycle framework will support JASANZ's scheme evaluation activities.

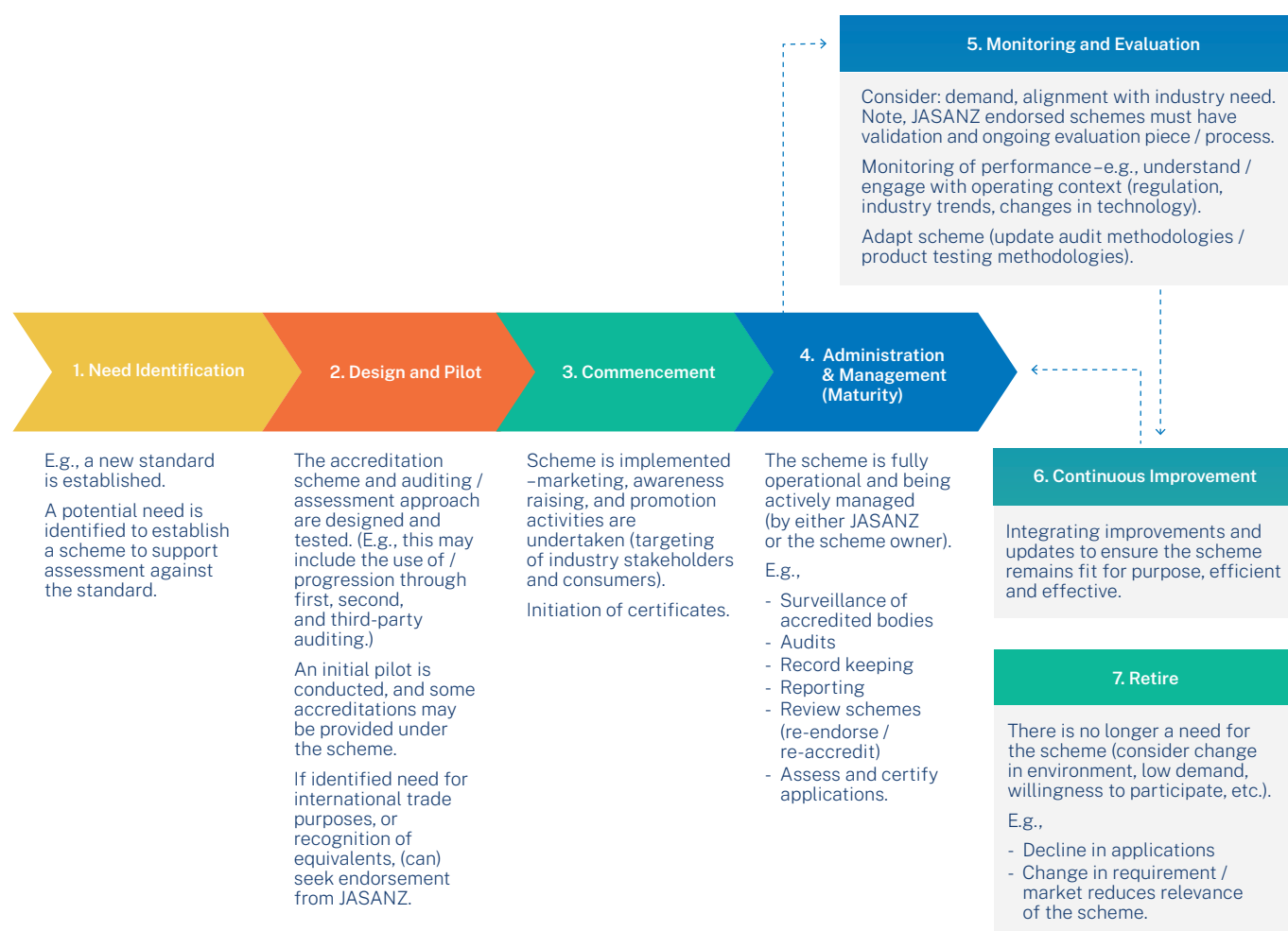


Table 6: Summary – Developing a portfolio of viable schemes

Activities	Outcomes
Publish consolidated public scheme in electrical safety	Progress was made on this initiative, working closely with regulators to re-develop the scheme to meet each regulator's needs. Expected to be completed in the first half of 2023–24.
Offer subscription access to the scheme owner toolkit	Scheme owner's toolkit was developed and trialled.
Continue scheme evaluation activities for schemes	Pivoted to developing the scheme lifecycle framework to support further evaluation activities. This was completed in June 2023.

3. Engaging certified organisations

Certified organisations and their clients are the intended beneficiaries of accreditation; however, feedback has consistently shown that many end-users are not well-enough informed to take the best advantage of certification.

In the SCI 2021–24 we proposed focusing on the human services sector. The National Disability Insurance Scheme (NDIS) rollout presented a compelling case for priority services. This work and the scoping of expansion of this work was completed in 2022–23.

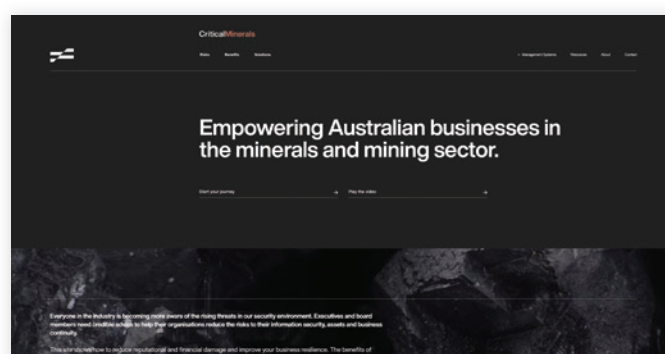
NDIS SERVICE USER OFFERINGS UNDER THE INITIATIVE

Since the NDIS AQA scheme was launched, several service providers have reported challenges in selecting and working with certification bodies. We explored these problems in a series of webinars for National Disability Services, the Australian peak body for non-government disability services. From this we identified the information that service providers sought regarding certification services. This was developed as a guide to selecting auditing services for those service providers seeking registration under the NDIS. This guide was used as the basis of a prototype website which is currently being built as an extension of our public website. Through this work we aim to develop a resource for existing and prospective service providers that will support them to benefit from certification.

We also investigated other areas where certified organisations could benefit from information services. As part of the Support for Industry Service Organisations (SISO) project, we developed an online platform (www.AustralianCriticalMinerals.com, Figure 9) that was used to promote effective use of other management system standards as part of the Services to Certified Organisations initiative.

The work supplemented existing ISO and IEC guidance on effective integration of management system standards. The online platform underwent user experience testing with standards and conformance experts and was revised to ensure its suitability for release and promotion to the mining and minerals sector in 2023–24. See pages 38–39.

Figure 9: Online platform to promote effective use of management system standards



Both initiatives provided insights into the types of services that can be provided to organisations that are seeking or have attained management systems certifications. They provide a useful validation of this work and in the coming year we will finish scoping a more ambitious support for product certification.

FUTURES PROGRAM 2023

The inaugural Futures Program was launched in January 2023 with a call for applications. The initiative was designed to assist in building capacity among young compliance professionals by providing a structured program introducing them to conformity assessment and technical Infrastructure services. We received nominations from 15 applicants with a range of roles in the product sector including product design, development and compliance engineers, laboratory engineers, scheme and contract managers, and quality managers. The virtual program was delivered between April and July 2023 exposing participants to all aspects of conformity assessment practice.

The professional development program included a conference, online and facilitator-led courses, webinars, an observation of a JASANZ assessment of a certification body and a major project to research and report on.

The inaugural program was a success. Feedback from participants and industry representatives indicated support for the potential of the program to offset the loss of technical expertise across the product sector. Internal review of the program is also positive and supports continued offering of the program to industry. See page 18–19.

Table 7: Summary – Engaging certified organisations

Activities	Outcomes
Finalise service offering to NDIS service users	Service offerings to NDIS service users were completed and documented.
Scope range of services for management systems and product certification	The scoping of services for management systems was undertaken in parallel with the SISO project. Product certification service scoping was not completed in this financial year but will be complete in the first half of 2023–24.
Deliver pilot Futures Program	The pilot JASANZ Futures Program was completed on 2 August 2023 with a graduation ceremony for the 13 participants from the product certification sector.

4. Management systems and quality

Management systems certification is the mainstay of the accreditation system. Robust management systems and quality systems enable organisations to perform effectively.

Changes to ISO 9001:2015 for quality management systems and ISO 14001 for environmental management systems became effective from 2018 and have now been in place for more than two years.

The number of certifications during the year did not change significantly from the previous year. The total number of management systems certificates moved from 97,199 to 90,216. These were distributed across 67 standards but were heavily concentrated on management systems for Quality (ISO 9001), Environmental (ISO 14001) and Occupational Health and Safety (ISO 45001). Management systems certification remain concentrated in manufacturing (57%) with architectural and engineering services (7%), civil engineering (6%), and building and construction (6%) having smaller concentrations.

Management systems are a relatively mature business system, but not without some challenges. For example, audit duration emerges as a matter of dispute between certifiers and their clients, mostly because of the weaknesses in the method sponsored by the IAF. A more fundamental challenge is the profusion of management systems standards that have evolved from ISO 9001, but which have had limited acceptance and may undermine the value of management systems.

We are working to develop a more robust methodology to address issues with audit duration that will resolve some of the conflicts between certifiers and their clients. Interviews with CABs and auditors were completed, and an audit duration simulation was developed around a hypothetical company.

This was distributed with a survey asking for the CABs to use their normal audit duration calculators to determine the number of audit days. A response rate to the survey of 30% was achieved and although the results are still being assessed, there are significant variations in the determination of the number of audit days across CABs while guided by the IAF documents.

Broader issues such as the value of management systems are a matter of long-term significance for the accreditation system, especially because the use of management systems is mainly voluntary. We are investing effort to better understand how these standards, and certification against them, assist organisations to meet their objectives.

Monash University and Canterbury University are carrying out a study of the major management systems standards Quality (ISO 9001) and Environment (ISO 14001) and Occupational Health and Safety management systems based on ISO 45001.

We also completed work on a two-and-a-half-year Critical Minerals Project into the value of derivative management systems standards in Business Continuity, Asset Management, and Information Security management. The last milestone in this project drew on the RMIT Centre for Cyber Security Research and Innovation's (CCSRI) research into the use of management system standards in the mining and minerals sectors.

Table 8: Summary – Management systems and quality

Activities	Outcomes
Undertake evaluation studies for ISO 9001, ISO 14001, and ISO 45001	Surveys under way.
Initial audit duration study completed – decide on next stage	Completed.
Complete research and trial of audit duration methods	To commence.
Partner with RMIT Centre for Cyber Security Research and Innovation	Completed, with white paper accepted.

5. Product certification

Third-party attestation of product conformity with standards and regulations has been relied on in Australia and New Zealand for more than 50 years to demonstrate to consumers that the products they purchase conform with minimum safety and functional requirements.

There are several opportunities to develop and expand product certification in response to non-compliant product concerns. JASANZ's objective is to improve the performance of product certification to meet these expectations.

Product certification is an area of growth, but it also generates a high volume of complaints and technical enquiries. The former is often tied to competitive rivalry between suppliers while the latter reflect some difficulties in interpreting both regulation and technical standards.

Some of our planned work in the product sector has been delayed due to factors outside our control; we had anticipated completing unified schemes for electrical safety and gas appliances with their associated training content. These remain works in progress.

The proposed proficiency testing program has not yet been completed mainly because effort was diverted to training assessors, management of the CodeMark CAB transition to NCC 2022 and work on implementation of the lead-free initiative with ABCB. Proficiency testing design will be facilitated by engaging a Proficiency Testing Program provider.

The release of the revised CodeMark scheme in New Zealand was supported with training materials for CABs providing certification in the scheme and delivered during the year. The training design was a good opportunity to implement a knowledge testing component for the training services. CAB personnel were required to complete and pass knowledge checks as part of their transition to the revised scheme. The knowledge check covered the requirements of the scheme and the regulatory context in which the scheme operates. Three seminars were presented for assessment teams, PCBs, and industry to familiarise them with the changes.

A check testing program for the WaterMark scheme was completed. This important work item helped validate product certification and provided some insight into the effectiveness of assessment activity. Although the sample size of reports that were reviewed was small, and no reliable statements of comparative performance can be made, the findings will be incorporated into our assessment planning to ensure that identified problems are managed and corrected.

Table 9: Summary – Product certification

Activities	Outcomes
Publish training resource materials on the CodeMark New Zealand Scheme	Completed for CodeMark.
Publish training resource materials on the Electrical Equipment Safety Certification (EESC) Scheme	Training resources will be published when the development of the EESC scheme and Unified Gas scheme has been finalised.
Publish training resource materials on the Unified Gas Scheme	
Complete check testing program for WaterMark	Completed as a Technical Service activity, with report provided and accepted by ABCB in November 2022.
Publish unified electrical scheme	To be completed.
Publish unified gas scheme	To be completed.
Design proficiency testing model	To be completed.
Design knowledge testing	To be completed.

6. Building a global profile

Accreditation supports the acceptance of goods and services across national boundaries. This entails involvement in networks of accreditation bodies, standards development organisations and trade support activities.

JASANZ is an active member of the International Accreditation Forum (IAF) and the International Laboratory Accreditation Cooperation (ILAC), and regionally of the Asia Pacific Accreditation Cooperation (APAC). We represent Australia's interests in the IEC conformity assessment systems. We respond on demand to requests for trade support from the Australian and New Zealand governments.

JASANZ currently holds the following positions in IAF and APAC:

- Chair of the IAF MLA Committee and IAF MLA Management Committee
- Chair of the APAC Technical Committee (TC2)
- Member of the:
 - IAF Executive Committee
 - IAF/ILAC Joint Executive Committee
 - APAC Executive Committee

JASANZ representation on the APAC Mutual Recognition Arrangement (MRA) Council Management Committee ceased after the completion of two terms in July 2023. JASANZ peer evaluators also participated in one peer evaluation of a regional body, and two evaluations of Accreditation Bodies which started in the previous year but were not completed until 2022–23.

JASANZ also participated in APAC provisional evaluator and lead evaluator training in March 2023. This means JASANZ now has three evaluators and one provisional evaluator to participate in APAC evaluations.

The JASANZ Product Sector Manager attended and presented to the APAC Product working group at the annual meetings in Anaheim.

JASANZ is also supporting digital transition within APAC as Chair of the APAC Digitalisation Network and as an APAC ADAPT Working Group Member.

The range of committee work undertaken by JASANZ is detailed in [Annex G](#).

The merger of the IAF and the ILAC, which began in 2019, remains a work in progress. The target for the merger project remains mid-2024, with current work including registering of the new entity (in New Zealand) and tender process for the new secretariat.

In addition to assessment activity, we work with accredited bodies through the Association of Accredited Certification Bodies (AACB), an industry association that offers valuable opportunities for JASANZ to engage directly with its accredited bodies and build commitment to common goals such as driving improvement in the performance of accredited bodies. It is also an opportunity to work with our accredited CABs on contributions to international accreditation networks.

INTERNATIONAL ELECTROTECHNICAL COMMISSION

JASANZ is the Australian member body for the International Electrotechnical Commission (IEC) through its Conformity Assessment Board which is responsible for the oversight of the following IEC conformity assessment systems:

- IEC System of Conformity Assessment Schemes for Electrotechnical Equipment and Components (IECEE)
- IEC System for Certification to Standards Relating to Equipment for Use in Explosive Atmospheres (IECEx)
- IEC Quality Assessment System for Electronic Components (IECQ)
- IEC System for Certification to Standards Relating to Equipment for Use in Renewable Energy Applications (IECRE)

The JASANZ Product Certification Sector Manager is a member of IEC's Conformity Assessment Board. JASANZ provides Technical Report Forms (TRFs) to the IECEE system. These supplement IEC TRFs and ensure that the IECEE system is notified of national deviations from IEC standards, and products are tested against any deviations.

TRADE SUPPORT

Trade support activities were provided to the Department of Industry, Science, Resources (DISR) and the MBIE on request. Requests tended to focus on the technical annexes to various trade liberalisation agreements as well as proposals for project work in the APEC Standards and Conformance Sub-Committee.

An online seminar was held with support from DISR on the role of digital credentialling in trade facilitation. DISR, GS1, JASANZ and NATA devised the program to establish a dialogue on the role of digital credentialling as an aid to trade liberalisation. The seminar focused on the reliability and the interoperability of conformity assessment credentialling across the region, emerging developments around the world and the relevance and impact for APEC economies. Contributions were made by GS1, NATA, JASANZ, DFAT, the Australian Border Force, Infocomm Media Development Authority (IMDA) Singapore, and the United Nations Centre for Trade Facilitation and Electronic Business (UN/CEFACT).

The workshop built on the DISR-funded work undertaken by NATA, JASANZ and GS1 into infrastructure for digital data exchange. The seminar highlighted that the infrastructure exists for extending digital trade beyond current useful but somewhat isolated initiatives. The workshop explored the applicability of digital conformity data to traceability, authenticity, and transparency in trade, and acknowledged the growing challenge of substantiating environment and sustainability claims. An important step for future work will be effective coordination from governments and inter-government entities such as APEC as the prime movers in trade liberalisation.

Table 10: Summary – Building a global profile

Activities	Outcomes
Participate in IAF, ILAC and APAC Committee Chair	JASANZ participated in all principal meetings convened by IAF, ILAC and APAC during the year.
Provide support for IAF MLA Committee Chair	A JASANZ staff member holds the chair of the IAF MLA Committee and MLA Management Committee. The IAF MLA Committee Chair is also a member of the IAF Executive.
Provide support for APAC Technical Committee Chair	A JASANZ staff member holds the chair the Technical Committee, TC 2. JASANZ is represented on the Executive Committee and MRA Council Management Committee.
Maintain Member Body status for the IECQ, IECEX, IECEE and IECRE	JASANZ is the Australian Member Body for the IECEE, IECEX, IECQ and IECRE conformity assessment systems.
Assist DISR and MBIE on the technical aspects of trade support measure as requested.	Completed

7. Protecting brand and identity

The JASANZ brand has a high level of recognition within the accreditation community; however, the JASANZ accreditation symbol had become susceptible to fraudulent misuse.

This risk prompted a project to refresh the JASANZ brand and identity, both protecting it and contemporising it for the future.

During 2020–21, the project went through extensive stakeholder consultation to understand responses to rebranding and to shape our implementation. After multiple concepts and revisions, a new look and feel were agreed on in late 2021. During 2022–23, a complete brand identity and messaging framework was completed, ready for release. In April 2023, our new visual identity was launched, including an updated website and register, receiving positive feedback from various stakeholders (see pages 46–47).

Applications for registration of a marketing symbol and compliance mark as protected devices were lodged during 2022. Registration of the marketing symbol in Australia and New Zealand was completed in July 2023. Registration of the compliance mark is continuing due to the complex nature of international registration and is expected to be completed by the end of 2024.

The rollout and transition arrangements for the new compliance mark have been raised with stakeholders. The problem of fraudulent misuse is recognised, but there are important considerations to work through, especially when phasing in the new compliance mark for product certification. Some certificates in the market may have a life of five years and may involve use of the current compliance mark on product packaging. Factors like these may result in an extended or stepped introduction of the new compliance mark.

The update of our brand messaging and guidelines is now completed, and this opens options for sector-specific messaging workshops to build communications guidelines and a content plan. This will give a fresh new direction to JASANZ's communications objectives.

Table 11: Summary – Protecting brand and identity

Activities	Outcomes
Complete brand identity and messaging framework and commence rollout	The brand identity and messaging framework was completed with the assistance of the consultant and delivered at end 2022.
Conduct sector messaging workshops. Build content plan	The messaging workshops have not been completed due to changes in personnel and availability of contractors. These will be scheduled for second quarter of the 2023–24 financial year.
Scope and commence website redesign project	The new website was designed and launched in April 2023. This coincided with the launch of the JASANZ marketing mark.
Develop marketing plan	The marketing plan is currently under development and expected to be delivered second quarter of the 2023–24 financial year.

8. Responding to technology

Technology offers a range of possibilities to improve delivery of accreditation services and apply conformity assessment data to genuine problems in validating compliance claims. We believe there are many other advantages apart from remote service delivery to deploying more sophisticated information systems.

Better use of data can support a more dynamic assessment model with greater confidence and reduced costs. It can also help us deliver more relevant information to different stakeholders such as scheme owners and regulators.

During 2022–23 JASANZ invested in development of a major systems upgrade that could improve practical aspects of service delivery, particularly where automation can be applied to datasets to deliver process gains and evidence-based decisions. We have paid attention to how structured data benefits JASANZ by allowing easier access, management and analysis of our operating environment and performance.

The systems development focuses on achieving expedient service delivery while applying the technology as follows:

- web-first approach – deliver all content through a reactive, web-based platform
- capture data once – ensure that all data required by a process is captured in a system and is accessible
- expose data meaningfully – leverage that same data in different ways to provide context and meaning to a service
- improve the user experience – apply a consistent, accessible, intuitive user experience to any system interactions.

PROJECT REDUX

Project Redux is our major current investment. The current work focuses on enhancing service delivery for conformity assessment activities and is separated into a series of releases, with each providing a cluster of related functions.

Work has been accelerated on producing deliverables where possible; this has been delivered by identifying key dependencies between releases and developing unrelated functions in parallel. The project and team have responded quickly to changes in vendor infrastructure to maintain delivery and project health.

The status of active releases is detailed in Table 12.

This led to publication of a report, Digitalisation of Conformance and Accreditation Processes, which outlined a framework based on compatible and existing ISO/IEC global standards to achieve the necessary level of traceability. This was a valuable step towards developing a technology roadmap which will guide future decisions on our technology investments.

Table 12: Redux release schedule

Release	Deliverable	Status
1	Case and task management focus on delivering consistent, structured communications and transparent progress on business-as-usual activities. Delivery of this includes the ability for external stakeholders to interact with JASANZ through the portal.	Completed
1a	Optimisation of the back-end databases to support future enhancements. Implementation of PowerBI to extend our ability to analyse datasets.	Completed
2	Accounts payable and accounts receivable processes are critical to JASANZ. This release harmonises the collection of inputs from internal stakeholders and embeds the processes in existing systems.	Testing
3	The following Accreditation Services activities are targeted in this release: <ul style="list-style-type: none"> • Applications • Scheduling • Assessment delivery • CAB change management Delivery of these activities will be centralised in a singular platform accessed by internal and external stakeholders.	Developing

This major undertaking remains within budget and ahead of schedule. We expect to demonstrate the system to staff in August 2023 with the first fully functional release in the following months. In addition to the work on Redux we have delivered the following improvements to our Information Systems tools.

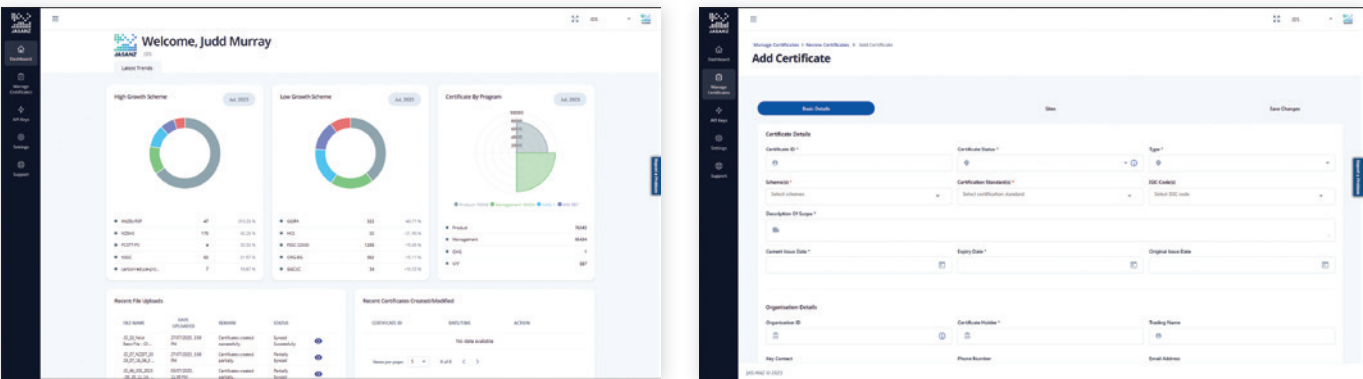
FEEDBACK PORTAL

As our investment in technology grows, our stakeholders rely on it more. In recognition of that we have implemented an electronic feedback portal. Our stakeholders can access this portal using their JASANZ accounts to provide feedback, suggestions for improvement and other ideas for future changes to our information systems. This feedback is visible to others in the same system, allowing our stakeholders to openly communicate in a secure environment. Crowd-sourcing inputs in this manner extends our ability to communicate effectively with stakeholders by allowing all to have an equal voice on future developments.

CERTIFICATE UPLOAD PORTAL

The Certificate Upload Portal is used by accredited CABs to declare certification information to JASANZ. Data submitted through the portal is used as an input to our assessment process and exposed through the JASANZ register for public consumption. We have rebuilt the Certificate Upload Portal to take advantage of modern technologies, and now offer new upload options, include API integrations and have extended our data model to cater for product-specific values. We have also delivered an initial round of certificate data analytics for accredited CABs, answering questions such as what high and low growth schemes are, and the distribution of certificates across programs. See Figure 10.

Figure 10: Screenshots of the Certificate Upload Portal



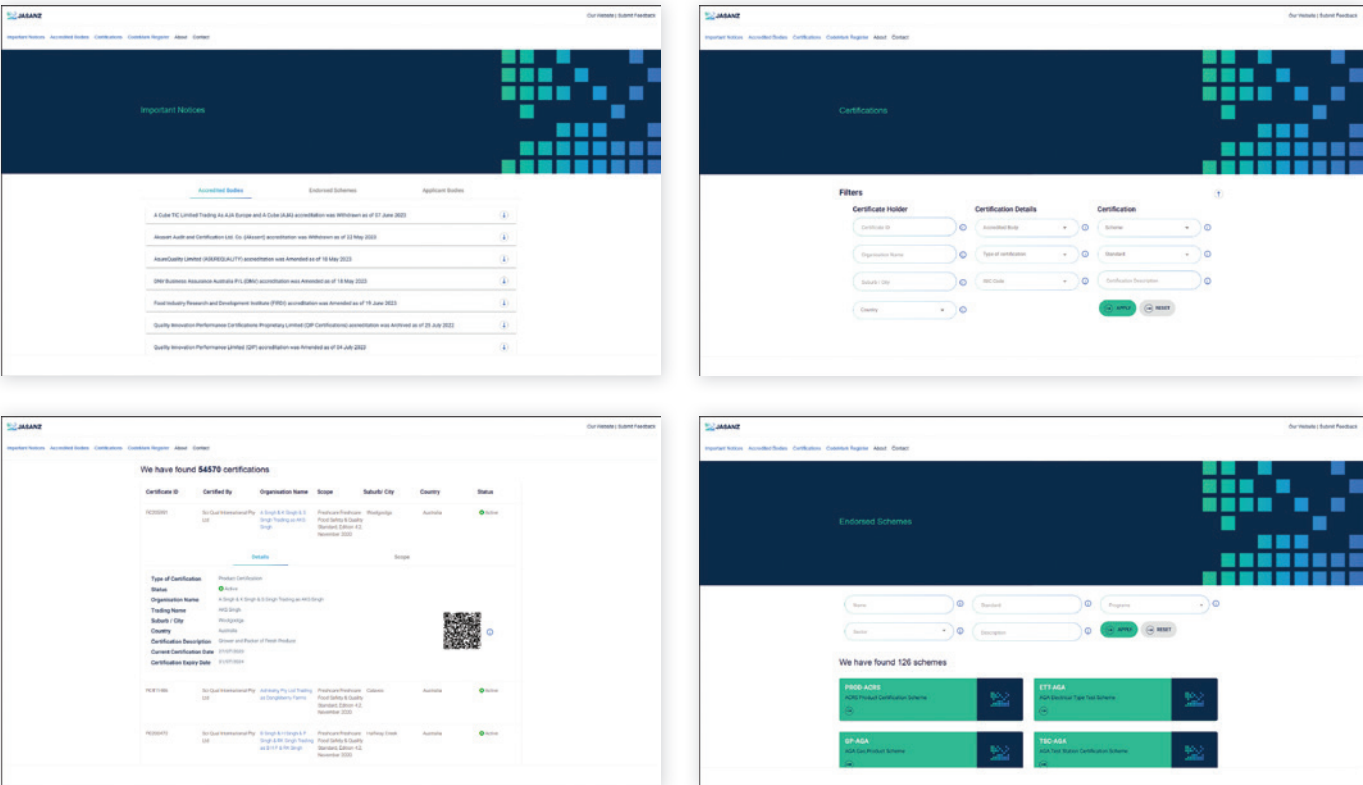
JASANZ REGISTER

The JASANZ register allows overseas authorities and other parties to verify the status of certifications to confirm the claims being made by an organisation in relation to their certification status. The register identifies which CABS hold JASANZ accreditation and the schemes against which they are able to issue JASANZ accredited certifications. This removes any ambiguity in the market about the status of a certification and enables organisations wishing to become certified to ascertain which CABS have expertise in their particular sector.

JASANZ continues to invest in the newly rebranded register to enhance its functions.

Extended communication functions were added, allowing users to see important notices about our schemes, and a list of any applicant bodies. Additional filtering options have been provided for searching certifications and accredited bodies. New datasets have also been exposed to extend the context of each certification and accredited body. See Figure 11.

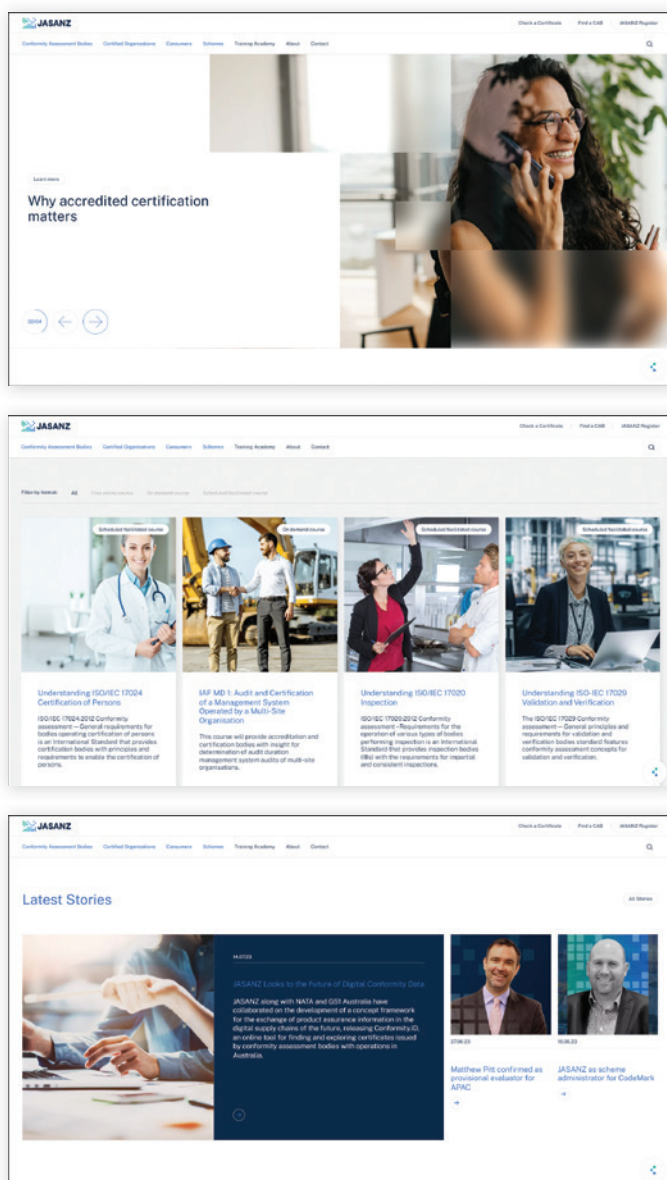
Figure 11: Screenshots of JASANZ's updated register



JASANZ PUBLIC WEBSITE

The JASANZ public website was rebuilt as part of our rebranding. The new website has been built based on the latest standards in web design and is hosted in a secure third-party data centre. Data from our line-of-business applications is fed into the public website to display key metrics; additional enhancements have been planned and are entering development. See Figure 12.

Figure 12: The JASANZ public website



SERVICE STATUS TOOL

In line with increased reliance on our technology, we introduced a Service Status tool for our stakeholders. The tool acts as the source of truth for JASANZ system availability and allows users to subscribe for alerts when services become degraded or go down. This approach enables us to increase the reach of our communication with stakeholders and free up frontline staff to focus on resolving any issues.

BUSINESS INTELLIGENCE

We continue to invest in extending our ability to analyse our data. We have developed PowerBI reports to provide interactive reports of our data and extended our reporting functions in other line-of-business applications by building a customised Advanced Reporting module. Further investments include extending access to Advanced Reporting to provide live certificate data to our assessors and investigating the harmonisation of data from multiple systems in Power BI.

TECHNOLOGY AND CONFORMITY ASSESSMENT

The potential impact of artificial intelligence on conformity assessment is a clear example of a technological innovation that must be monitored carefully. Guidelines for the internal use of generative AI tools were developed during the year to enable teams to investigate the applicability of these tools within their respective areas. Some trial use of these tools on a larger scale is also being considered, such as how they might be used to rapidly develop passable management systems for organisations seeking certification, and how we might identify and respond to these cases.

Blockchain continues to be topical within the industry due to its deployment in the food sector; however, there is limited evidence showing how it could be applied to accreditation activities. Through APAC we are monitoring a pilot project under another Accreditation Body to determine what role it might have.

The IEC/ISO are working on developing machine-readable standards (SMART standards). Although this is aimed mainly at manufacturing and product environments, we are interested in the intersection between SMART standards, natural language processing (NLP) and generative AI as a step towards a SMART management system. This may be developed and integrated with NLP and generative AI to self-assess and modify its components based on structured data provided to the system, such as performance against defined metrics. We will continue to monitor and respond to these trends.

Table 13: Summary – Responding to technology

Activities	Outcomes
Project Reduxt	<p>Infrastructure deployment complete.</p> <p>Database optimisation complete.</p> <p>Case and task management built.</p> <p>Accounts payable / receivable processes complete.</p> <p>Accreditation Services Delivery processes in progress.</p>
Feedback Portal	<p>Single interface for all CABs to provide feedback to Information Systems team delivered.</p>
Certificate Upload Portal	<p>Application used to populate the JASANZ register rebuilt to add new functions and improve data processing times.</p>
JASANZ Register	<p>Register has been rebranded, and extended functions added:</p> <ul style="list-style-type: none"> • Important notices for schemes • List of applicant bodies
JASANZ Public Website	<p>New website built to support the rebranding.</p> <p>Integrated with databases to display operational metrics.</p>
Service Status tool	<p>Delivered a web-based tool (status.jasanz.org) that provides information and alerts on the status of our Information Systems.</p>
Business Intelligence	<p>Built extended reporting functions for internal use within Dynamics 365 and Power BI.</p>

Critical minerals project highlights gaps in understanding standards.

THE JASANZ CRITICAL MINERALS PROJECT UNDER THE SUPPORT FOR INDUSTRY SERVICE ORGANISATIONS (SISO) GRANT FUNDING MECHANISM HAS REVEALED SOME STARTLING INSIGHTS INTO MISCONCEPTIONS ABOUT STANDARDS IN THE MINING AND MINERALS INDUSTRY, AND OPPORTUNITIES FOR JASANZ TO ADDRESS THESE MISUNDERSTANDINGS.

The two-and-a-half-year project exposed knowledge and stakeholder engagement gaps at JASANZ, particularly with Scheme Owners and the mining and minerals industry, and in our interactions with technical expert consultants in these disciplines.

It revealed limitations in our public-facing material for promoting scheme benefits. It also showed that ISO and IEC standards are often misunderstood and are mistaken as excellence standards, resulting in them being faulted for somehow not ensuring excellence. For example, the US National Institute of Standards and Technology (NIST) cybersecurity standards were perceived to be excellence standards. This insight led JASANZ to make a submission to the US NIST on version 2 update of its CyberSecurity Framework. We are addressing this harmful misconception by active communication with and education of stakeholders.

This communication has explicit regard to differing 'maturity' levels of mining and minerals organisations. Namely, it suggests to early start-up organisations that:

1. It is never too early to consider designing and implementing effective management systems for assets, cybersecurity, and business continuity; and,
2. These can readily be operated under a single overarching management system, which itself forms the basis for effective organisational governance; and
3. International standards published by the ISO and IEC are well regarded globally, regularly updated, and have a long history of effective use as demonstrated by case studies.

For established organisations not already implementing such systems, the information encourages engagement with the three standards for one or more of:

1. Undertaking a self-assessment for asset management, information security, and business continuity maturity;
2. Using the information for ranking and vetting suppliers ('second-party audit'), including organisations providing 'managed services' for any of these three functions, and/or

3. Further questioning their key management personnel, consultants, internal auditors, and (if applicable) third party conformity assessment bodies about the current controls and processes for these three management system domain functions.

JASANZ used the online platform developed for the project at www.AustralianCriticalMinerals.com to promote effective use of other management system standards as part of the Services to Certified Organisations initiative (see Figure 13). The work supplemented existing ISO and IEC guidance on how to integrate management system standards effectively. The online platform underwent user experience testing with standards and conformance experts and was altered accordingly to ensure it would be ready to be released and promoted to the mining and minerals sector in 2023–24.

As part of the project, JASANZ collaborated with the RMIT Centre for Cyber Security Research and Innovation (CCSRI) on research projects into the use of management system standards in the mining and minerals sectors. The resulting documentation outlines the barriers to using the standards, including alternatives to standards and non-ISO and IEC competitor standards, and evidence of how useful they are in helping organisations improve their resilience and effectiveness. The research materials will be published on the online platform as part of the Engaging Certified Organisations SCI item.

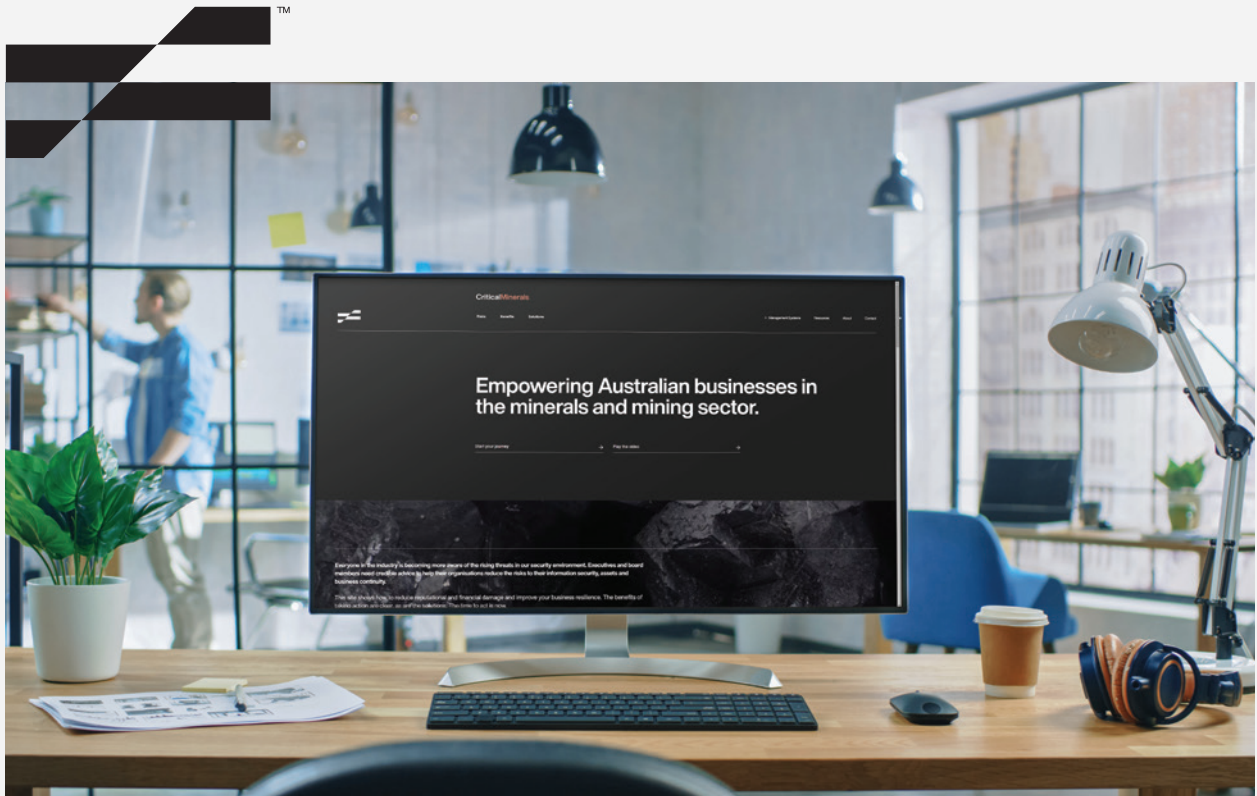
JASANZ identified several misconceptions in the academic literature, including that:

- management system standards were intended to provide a complete solution to their intended domain of operation
- accreditation bodies were able to directly input into legislation, rather than being just one of many stakeholders considered by governments when forming policy positions.

The collaboration reinforced the need for JASANZ to form stronger partnerships with academia to solicit its contributions to research on standards and conformance more effectively.

This activity serves as a new mode of public communication by JASANZ to the ultimate end users of conformity assessment schemes. The extent of public misunderstanding about the ISO and IEC standards, and associated conformity assessment schemes showed that JASANZ and other IAF and ILAC Member accreditation bodies cannot solely target public information on the benefits of standards and conformance to third party conformity assessment bodies. To give ISO and IEC management system standards and associated schemes their best chance of successful use, accreditation bodies must communicate to organisations directly. To be heard and understood required using the terms and phrases of everyday commerce.

Figure 13: Online platform developed at www.AustralianCriticalMinerals.com



03 INTERNAL OPERATIONS





Governance, risk and compliance

JASANZ's internal governance relies on coordinated activity between the Governing Board, the Technical Advisory Council (TAC) and the Accreditation Review Board (ARB):

Each has prescribed roles:

- The Governing Board provides oversight of the conduct of the accreditation system.
- The TAC acts as a stakeholder forum.
- The ARB oversees accreditation decision-making.

The meeting schedules and participation of members for each of the three bodies is reported in Annex A.

The significant items of business considered by the Governing Board over the year were:

- implementation of pricing changes including the approach to correcting imbalances in costs and revenue for some programs and schemes
- review of management's risk processes
- investment in information systems
- establishing a sub-committee for People and Culture.

The TAC provided valuable feedback on working proposals that are incorporated into our Statement of Corporate Intent. The composition of the TAC allows open and constructive critical discussion on proposals and performance of the accreditation system. The TAC currently has 15 members, with a maximum membership of 25. Steps were taken to increase the membership of the TAC, and these are expected to take effect from August 2023.

The ARB role has been strengthened as a supervisory body focused on evaluating management decision-making on accreditation. For operational efficiency reasons, decisions are now made by a management panel and monitored by the ARB. The panel has been in operation for six months and maintains a regular program of activity to carry out its work.

JASANZ operates under a risk management framework that is integrated into our planning processes through JASANZ's Statement of Corporate Intent. The risk management system also provides repositories for recording and acting on significant events. It functions as a working organisational memory. The risk profile for the accreditation system has not changed significantly. The 10 major risks are described in Annex K. Over-regulation and heavy prescription of requirements for accreditation bodies and certification bodies remains the primary risk for the conformity assessment system.

Workforce

Staff numbers grew modestly during the year. Figure 14 describes the distribution of staff by function compared to 2021.

Figure 14: Distribution of JASANZ staff by function from 2021 to 2023.

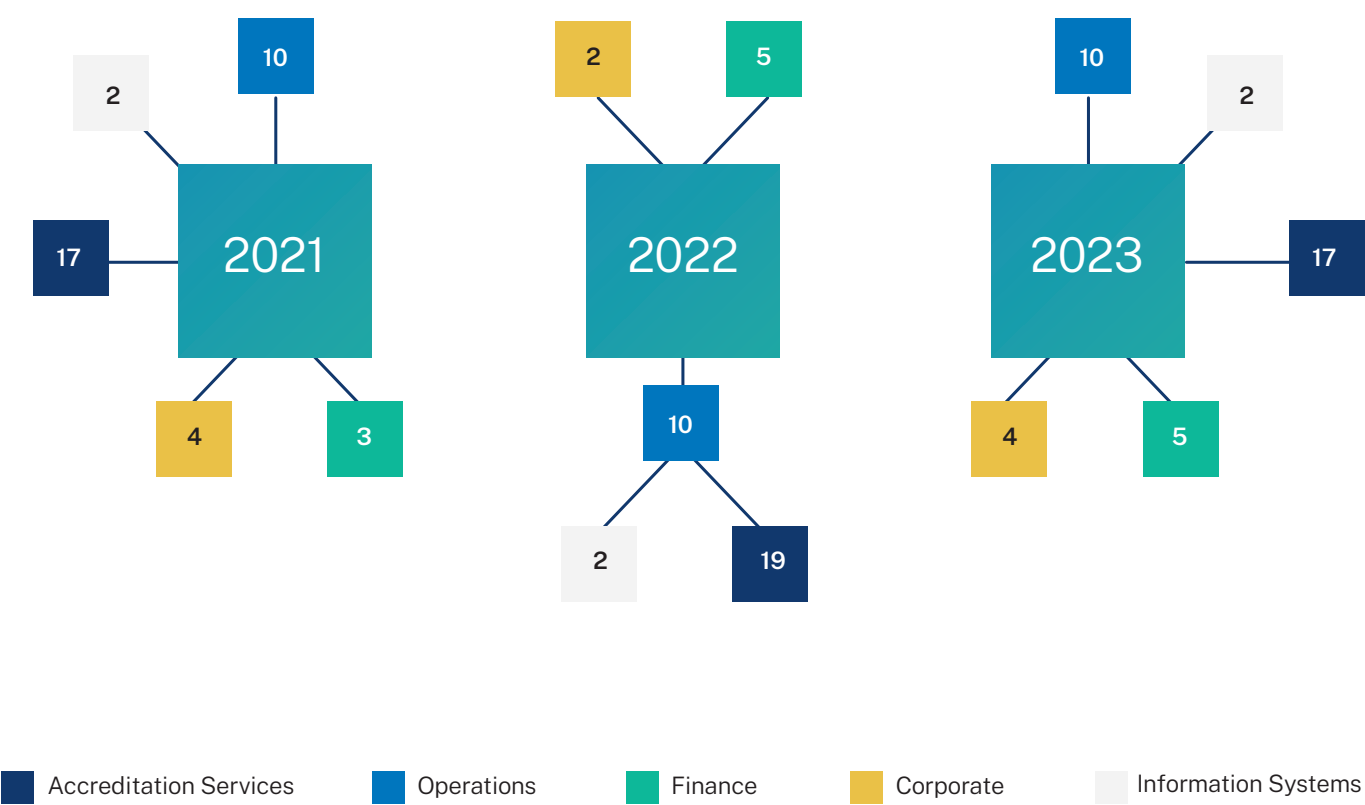
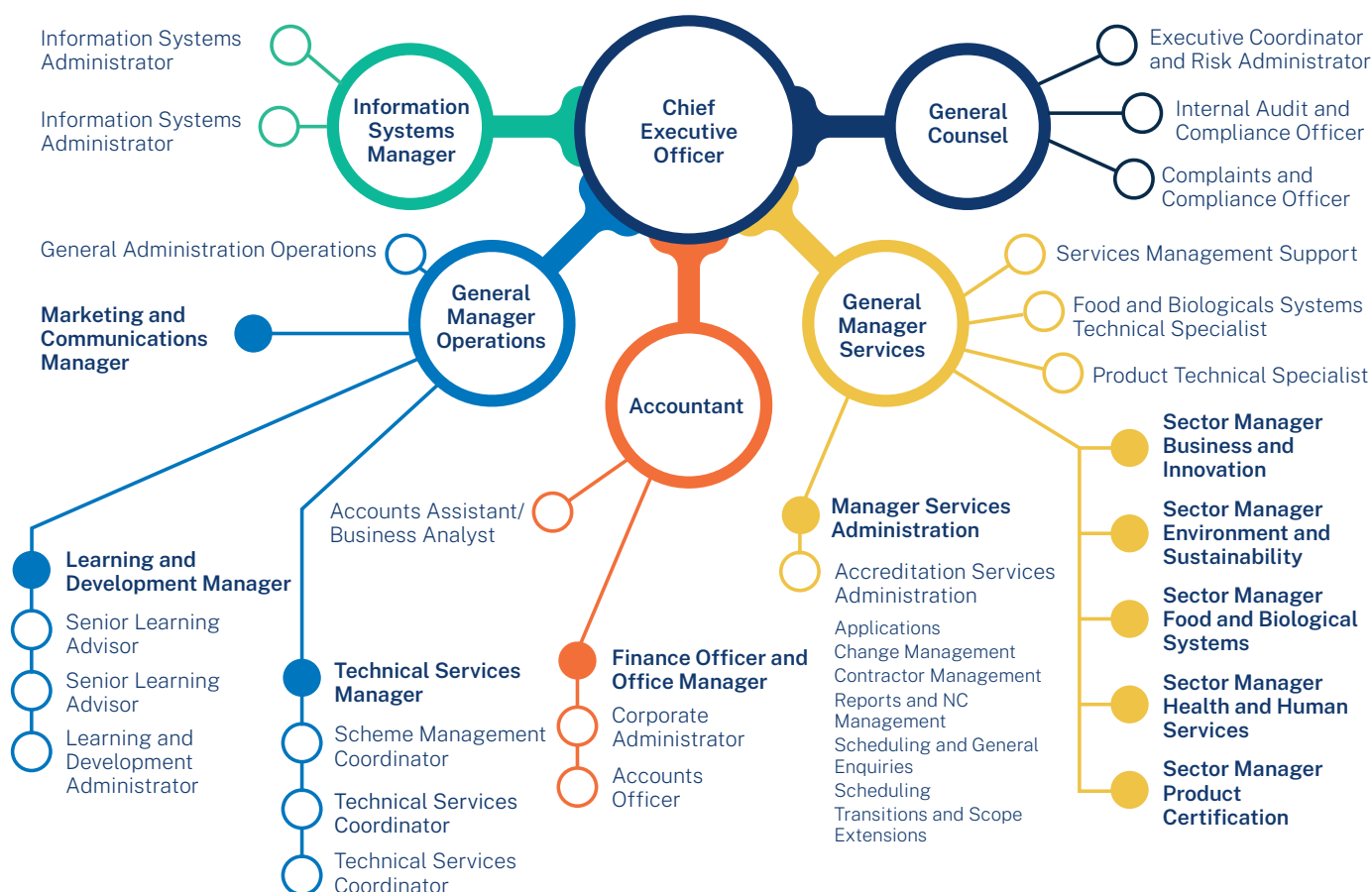


Figure 15: JASANZ secretariat structure



The accreditation system draws on a pool of assessors distributed across our major programs as shown in Table 14.

Table 14: Distribution of assessors across JASANZ's major programs.

Type of Assessor	QMS				EMS				OHS				Product Certification			
	2020	2021	2022	2023	2020	2021	2022	2023	2020	2021	2022	2023	2020	2021	2022	2023
Assessor	26	25	26	27	22	20	21	23	20	20	22	23	13	13	15	14
Trainee assessor	7	8	7	6	2	3	2	3	3	4	2	2	7	7	5	2
Technical expert	1	1	1	0	5	4	4	2	3	3	3	2	11	11	9	10
Witness assessor	27	27	26	27	23	22	20	23	20	21	23	23	13	13	15	11

The available pool of assessors is enough for our current needs. Assessors have been added in a few schemes including the Asset Management Scheme (AMS) and the NDIS AQA.

Additional assessors are required for the WaterMark Certification Scheme, the CodeMark Scheme and the Information Security Management Systems Scheme (ISMS).

We have also noted that the level of witnessing required by the IAF in the Environmental Management Systems Scheme (ISO 14001) and the Occupational Health and Safety Management Systems (ISO 45001) has created some challenges in having enough assessors with specific competency. More frequent on-site witnessing means JASANZ needs more widely available local assessors with specific competencies.

Marketing and communications

Our marketing and communications activities over the past year continued to focus on building our social media presence and delivering relevant and reliable email marketing and other digital communications to our stakeholders.

JASANZ has three main digital marketing communication channels: Facebook, LinkedIn and Mailchimp. During 2022–23 we introduced Instagram as a new channel to communicate with our audiences, and mostly retired Twitter (now X), a platform that had been decreasing in engagement. These communication channels were mostly dominated by course announcements from the Accelerate Training Academy and other Academy news.

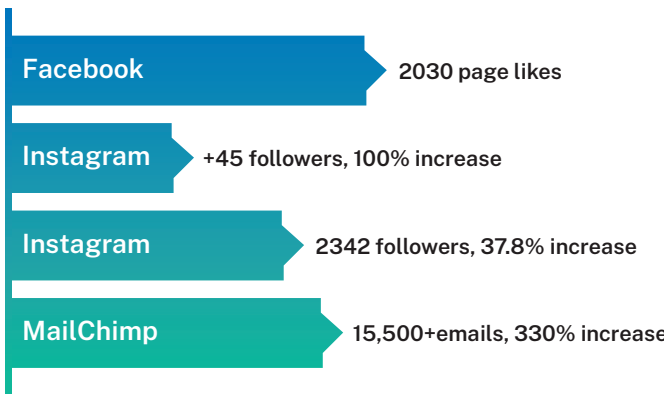
Other stories included staff acknowledgements, organisational milestones, and educational content. The highest performing content during the year in terms of engagement on all channels was our brand refresh launch communication campaign. On LinkedIn, an ever-growing channel in terms of followers and engagement, the launch of our Futures Program performed well, and the Future Program communications campaign overall resulted in 13 enrolments. Our highest performing post of the year was a video interview posted on Facebook with one of our first in-person course participants since the launch of the Accelerate Training Academy, which had 30 comments, 2,456% higher reach, and 4,850% more reactions than our average posts.

Our increased email marketing efforts have also seen a positive result, with a 4.3% increase in open rates and a 23% increase in our click rates.

We plan to use these channels to deliver even more relevant and targeted communications to our audiences.

In 2023–24, we will build on our new brand identity guide and create a comprehensive communications guide. We will do this by implementing sector-specific communications workshops to develop key messages for our various audience groups. This will be built into a strategic marketing plan and action plan for the year, with a focus on helping achieve our goals and objectives as set out in the Statement of Corporate Intent.

Figure 16: JASANZ engagement by channel



JASANZ unveils refreshed brand to support our strategic vision.

ON MONDAY 17 APRIL 2023, JASANZ UNVEILED OUR REFRESHED BRAND IDENTITY, INCLUDING A NEW LOGO. THIS MARKED AN IMPORTANT MILESTONE IN THE BRAND REFRESH JOURNEY THAT BEGAN IN 2018.

The JASANZ brand had a high level of recognition within the accreditation community; however, the accreditation symbol had been compromised over time and was susceptible to fraudulent misuse. This posed a substantial risk to JASANZ's reputation, as well as significant risk to our ability to meet organisational objectives and maintain trust in the system. To mitigate this risk, JASANZ commenced a brand refresh project with the objective of establishing a new marketing logo and compliance mark. The aim was to have two related but distinct designs, each with their own distinct management plans.

In 2019, JASANZ contracted BrandMatters, a leading Australian brand agency, to conduct the brand refresh project. BrandMatters created several iterations of logo designs for discussion and for assessment against international image databases to determine the likelihood of successful registration. The agency also developed and led a program of surveys of key stakeholders to create a set of brand messages about the role of accreditation and conformity assessment. These key messages would inform our future communication and marketing activity. The initial intention was to launch the new brand identity and logo in 2021, our 30th year of operation, with the more complex transition to a new compliance mark taking place in early 2023, but COVID-19 delayed this plan.

In late 2021, the new JASANZ logo was voted on and chosen. The logo illustrates the new brand essence, 'Go further', in a visual binary representation. BrandMatters then commenced work on creating a full brand identity, culminating in a visual style guide that included the key messages developed during the stakeholder workshops. A management plan for the new marketing logo and compliance mark was developed that would place strict controls on the application of the compliance mark. Unfortunately, due to the COVID-19 lockdown in Canberra during 2021, and the interruption to services brought on by the pandemic, the full rebranding project that was needed before being able to launch the new brand could not occur, and the launch was delayed.

In 2022, work recommenced on the brand refresh project, and JASANZ was pleased to finally launch the refreshed brand and marketing logo in April 2023. The refresh included a new website and updated register where users can search for accredited bodies, certified organisations, product, persons and more. The new visual identity included an updated colour palette of blues and greens that help to further convey the message of trust and innovation. Most notably, the refresh included the removal of the dash from the JASANZ name (formerly JAS-ANZ), renewing the brand.

Certificates of registration for the JASANZ Trademark were issued to JASANZ in Australia and New Zealand in July 2023. The registrations last for 10 years from the application date. The trademarking of our logo will help mitigate risk of fraudulent misuse and reputational risks. As a registered owner JASANZ may take legal action in Australia to prevent a third party using the same or similar trademark in relation to the same or similar goods and/or services claimed in the registration. The registration is an item of intellectual property created under a government statute, and can be sold, mortgaged, charged, licensed, or commercially dealt with. The trademark registrations only have effect in Australia and New Zealand, respectively. The registrations will not confer rights in the trademark in any other country.

In 2024, JASANZ expects the registration of the compliance mark to be completed and will then begin to create an implementation and transition plan in consultation with appropriate stakeholders.

Timeline

2018

Initial stakeholder discussions
Prepared roadmap for program of work required.
Sought advice from IP Australia

2019

BrandMatters contracted.

2020

Brand refresh project commenced.

2021

New brand essence: Go further.
October 2021 – New logo chosen.

2022

Rebrand project continued following delays due to COVID-19.

2023

17 April 2023 – New brand identity including logo launched.
July 2023 – Registration of new JASANZ logo

2024

Registration of new JASANZ compliance mark to be completed.
Transition plan to be consulted and implementation to begin.



Old logo



New logo

04 FINANCIAL REPORTS

- Stewardship and investment
- Summary of financial performance
- 2022–23 Audited accounts





Stewardship and investment

As a self-funded not-for-profit entity, JASANZ aligns with three principles in its financial planning:

- ensure JASANZ's expenditure commitments are met
- apply a risk premium to activities that have a higher-than-average cost profile. The risk premium ranges from 0 to 15 per cent
- consider guidelines set by Australian and New Zealand governments when setting fees.

According to these three principles, the JASANZ Governing Board aims to ensure that JASANZ operates on terms that:

- provide adequate cash reserves to meet future liabilities or shocks
- minimise the likelihood of financial reliance on the Australian or New Zealand government from matters arising from operations
- support continued re-investment in capacity-building.

The Governing Board aims to maintain cash reserves at liquidity levels sufficient to self-fund at least six months of operating activities. This objective has been met and continues to be observed.

During the financial year JASANZ continued its focus on investing in capacity-building. Activities included:

- completing the Auditor Training module
- engaging certified organisations through the launch of the Futures Program to maintain knowledge within the accreditation field
- completing the Critical Minerals Project to discern the value of management systems standards in the critical minerals sector of the economy
- finalising a new brand identity and an updated website and JASANZ register
- embarking on the refresh of JASANZ's IT systems to better serve clients and for JASANZ to better use the available data.



Summary of financial performance

As disclosed in the independently audited 2022–23 financial statements, JASANZ realised a loss before income tax of (\$88,787). The revised forecast for the financial year anticipated a gain of \$26,330 and the outcome was short of this target by (\$115,117).

The differences in actual performance against the revised forecast are:

The lower revenue mainly for: <ul style="list-style-type: none"> • recoverability of travel • accommodation and meals expenditure. 	Lower contractor fees expenditure mainly for: <ul style="list-style-type: none"> • recoverable travel • accommodation • meals 	Higher other expenses from ordinary activities, mainly for: <ul style="list-style-type: none"> • legal fees incurred as plaintiff. No fees were incurred as defendant • business insurance • industry memberships • staff recruitment • non-recoverable travel, accommodation, and meals for the JASANZ Governing Board.
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A summary of material differences between the 2022/23 revised forecast and the audited outcome are shown in Table 15.

Table 15: Summary of 2022 – 2023 JASANZ financial performance

	Outcome (\$)	Revised forecast (\$)	Difference (\$)
Revenue	9,300,957	9,896,657	(595,700)
Contractor fees	(1,801,572)	(2,482,325)	680,753
Salary and employee expenses	(4,179,105)	(4,298,559)	119,454
IT maintenance and support	(222,262)	(205,500)	(16,762)
Salary on costs	(359,072)	(281,120)	(77,952)
Superannuation contributions	(366,700)	(400,906)	34,206
Other expenses from ordinary activities	(725,541)	(491,100)	(234,441)
(Loss) / gain before income tax	(88,787)	26,330	(115,117)

2022–23 Audited accounts

JOINT ACCREDITATION SYSTEM OF AUSTRALIA AND NEW ZEALAND
ABN 49 614 982 550

STATEMENT OF INCOME AND EXPENDITURE FOR THE YEAR ENDED 30 JUNE 2023

	Note	2023 \$	2022 \$
Revenue	2	9,300,957	8,914,963
Accountancy expenses		-	(585)
Advertising expenses		(128,527)	(57,102)
Auditor's remuneration	3	(31,000)	(29,355)
Bad and doubtful debts		(19,849)	(156,644)
Bank charges		(22,883)	(23,141)
Contractor fees		(1,801,572)	(1,536,620)
Depreciation and amortisation expenses	4	(608,409)	(530,568)
Freight and cartage		(1,949)	(6,329)
Interest paid		(41,150)	(49,591)
IT maintenance and support		(222,262)	(217,974)
Occupancy costs		(17,184)	(17,292)
Professional fees		(471,758)	(568,890)
Salary and employee expenses		(4,179,105)	(4,042,486)
Salary on costs		(359,072)	(167,604)
Superannuation contributions		(366,700)	(337,307)
Travel and accommodation expenses		(392,783)	(36,206)
Other expenses from ordinary activities		(725,541)	(521,676)
(Loss) / gain before income tax		(88,787)	615,593
Income tax expense		-	-
(Loss) / gain attributable to JASANZ		(88,787)	615,593

JOINT ACCREDITATION SYSTEM OF AUSTRALIA AND NEW ZEALAND
ABN 49 614 982 550

STATEMENT OF FINANCIAL POSITION
AS AT 30 JUNE 2023

	Note	2023 \$	2022 \$
ASSETS			
CURRENT ASSETS			
Cash and cash equivalents	5	8,054,411	8,541,691
Trade and other debtors	6	892,099	586,064
Other current assets	7	1,234,310	1,106,966
TOTAL CURRENT ASSETS		10,180,820	10,234,721
NON-CURRENT ASSETS			
Property, plant and equipment	8	500,336	582,789
Right of use assets	9	680,057	1,057,669
TOTAL NON-CURRENT ASSETS		1,180,393	1,640,458
TOTAL ASSETS		11,361,213	11,875,179
LIABILITIES			
CURRENT LIABILITIES			
Trade and other payables	10	547,530	679,135
Provisions	11	684,611	580,777
Financial liabilities	13	401,245	404,390
TOTAL CURRENT LIABILITIES		1,633,386	1,664,302
NON-CURRENT LIABILITIES			
Provisions	11	66,527	80,133
Financial liabilities	13	330,671	711,328
TOTAL NON-CURRENT LIABILITIES		397,198	791,461
TOTAL LIABILITIES		2,030,584	2,455,763
NET ASSETS		9,330,629	9,419,416
EQUITY			
Reserve	12	60,000	40,000
Retained earnings		9,270,629	9,379,416
TOTAL EQUITY		9,330,629	9,419,416

JOINT ACCREDITATION SYSTEM OF AUSTRALIA AND NEW ZEALAND
ABN 49 614 982 550

STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 JUNE 2023

	Retained earnings \$	Reserve \$	Total \$
Balance at 1 July 2021	8,783,823	20,000	8,803,823
Transfer to reserve	(20,000)	20,000	-
Gain attributable to the entity	615,593	-	615,593
Balance at 30 June 2022	9,379,416	40,000	9,419,416
Transfer to reserve	(20,000)	20,000	-
Loss attributable to the entity	(88,787)	-	(88,787)
Balance at 30 June 2023	9,270,629	60,000	9,330,629

JOINT ACCREDITATION SYSTEM OF AUSTRALIA AND NEW ZEALAND
ABN 49 614 982 550

STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 JUNE 2023

		2023	2022
		\$	\$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from customers		9,492,007	9,358,202
Interest paid		(41,150)	(49,591)
Payments to suppliers and employees		(9,106,770)	(7,821,535)
Interest received		20,815	15,539
Net GST paid		(320,034)	(146,780)
Net cash provided by operating activities	15	<u>44,868</u>	<u>1,355,835</u>
CASH FLOWS FROM INVESTING ACTIVITIES			
Payments for property, plant and equipment		(114,855)	(362,815)
Proceeds from sale of property, plant and equipment		3,906	-
Net cash used in investing activities		<u>(110,949)</u>	<u>(362,815)</u>
CASH FLOWS FROM FINANCING ACTIVITIES			
Repayment of lease liabilities		(421,199)	(368,291)
Net cash used in financing activities		<u>(421,199)</u>	<u>(368,291)</u>
Net (decrease) / increase in cash held		(487,280)	624,729
Cash at beginning of financial year		8,541,691	7,916,962
Cash at end of financial year	5	<u>8,054,411</u>	<u>8,541,691</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

1 Statement of Significant Accounting Policies

This financial report covers Joint Accreditation System of Australia and New Zealand (JASANZ) as an individual entity.

The financial report was authorised for issue by the Governing Board on 1 September 2023.

Basis of Preparation

The financial statements are general purpose financial statements that have been prepared in accordance with Australian Accounting Standards – Simplified Disclosures of the Australian Accounting Standards Board (AASB).

Australian Accounting Standards set out accounting policies that the AASB has concluded would result in financial statements containing relevant and reliable information about transactions, events and conditions. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless stated otherwise.

The financial statements, except for the cash flow information, have been prepared on an accruals basis and are based on historical costs unless otherwise stated in the notes. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless otherwise stated. The amounts presented in the financial statements have been rounded to the nearest dollar.

Accounting Policies

a. Revenue

Revenue recognition

Revenue recognition related to the provision of services is determined with reference to the stage of completion of the transaction at reporting date where the outcome of the contract can be estimated reliably. Stage of completion is determined with reference to the services performed to date as a percentage of total anticipated services to be performed.

Revenue is measured at the fair value of the consideration received or receivable after considering any trade discounts and volume rebates allowed. Any consideration deferred is treated as the provision of finance and is discounted at a rate of interest that is generally accepted in the market for similar arrangements. The difference between the amount initially recognised and the amount ultimately received is interest revenue.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

a. Revenue (Continued)

Interest Income

Interest income is recognised using the effective interest method, which, for floating rate financial assets is the rate inherent in the instrument.

All revenue is stated net of the amount of goods and services tax (GST).

b. Income Tax

The income tax revenue / (expense) for a year comprises current income tax income / (expenses) and deferred tax income / (expenses).

Current income tax expenses charged to the profit or loss is the tax payable on taxable income calculated using applicable income tax rates enacted, or substantially enacted, as at the reporting date in the relevant taxation authority. Current tax assets / (liabilities) are therefore measured at the amounts expected to be recovered from / (paid to) the relevant taxation authority in Australia or New Zealand.

As at 22 August 2014 JASANZ have been issued a private ruling confirming it is exempt from income tax in Australia on Australian taxable income only based on the taxation privileges and immunities of prescribed International Organisations as noted in the First Schedule of the *International Organisations (Privileges & Immunities) Act 1963*. It remains taxable in New Zealand.

Deferred income tax expense reflects movements in deferred tax assets and deferred tax liability balances during the year as well as unused tax losses.

Current and deferred income tax income / (expense) is charged or credited directly to equity instead of the profit or loss when the tax relates to items that are credited or charged directly to equity.

Deferred tax assets and liabilities are ascertained based on temporary differences arising between the tax bases of assets and liabilities and their carrying amounts in the financial statements. Deferred tax assets also result where amounts have been fully expensed but future tax deductions are available. No deferred income tax will be recognised from the initial recognition of an asset or liability, excluding a business combination, where there is no effect on accounting or taxable profit or loss.

Deferred tax assets and liabilities are calculated at the tax rates that are expected to apply to the period when the asset is realised or the liability is settled, based on tax rates enacted or substantively enacted at reporting dates. Their measurement also reflects the manner which management expects to recover or settle the carrying amount of the related asset or liability.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

b. Income Tax (Continued)

A deferred tax asset is not recognised to the extent that it is no longer deemed probable that future taxable profit will be available against which the temporary difference can be utilised. Deferred tax assets are reviewed at each reporting date and are reduced to the extent that it is no longer probable that the related tax benefit will be realised. JASANZ holds deferred tax assets which have accrued because of tax losses over consecutive years. However, these are carried off the Statement of Financial Position until they can be realised. The tax-effect amount of these assets on 30 June 2023 is \$647,899

c. Trade and other Debtors

Trade and other receivables include amounts due from members as well as amounts receivable from customers for goods sold or services provided in the ordinary course of business. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

Accounts receivable are initially recognised at fair value and subsequently measured at amortised cost using the effective interest method, less any provision for impairment. Refer to Note 1(f) for further discussion on the determination of impairment losses.

d. Property, Plant and Equipment

Plant and equipment are measured on the cost basis, less depreciation and impairment losses.

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation and impairment.

In the event the carrying amount of plant and equipment is greater than its estimated recoverable amount, the carrying amount is written down immediately to its estimated recoverable amount and impairment losses recognised either in profit or loss or as a revaluation decrease if the impairment losses relate to a revalued asset. A formal assessment of recoverable amount is made when impairment indicators are present (refer to Note 1(f) for details of impairment).

Subsequent costs are included in the asset's carrying amount or recognised as a separate asset, as appropriate, only when it is probable that future economic benefits associated with the item will flow to the entity and the cost of the item can be measured reliably. All other repairs and maintenance are recognised as expenses in profit or loss during the financial period in which they are incurred.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

d. Property, Plant and Equipment (Continued)

Depreciation

The depreciable amount of fixed assets, other than those fixed assets subject to a lease contract, are depreciated on a diminishing value basis over the asset's useful life to JASANZ commencing from the time the asset is held ready for use.

The assets' residual values and useful lives are reviewed, and adjusted if appropriate, at each balance date.

Gains and losses on disposals are determined by comparing proceeds with the carrying amounts. These gains or losses are included in the Statement of Income and Expenditure. When revalued assets are sold, amounts included in the revaluation reserve relating to that asset are transferred to retained earnings.

The depreciation rates used for each class of depreciable assets are:

Class of Fixed Asset	Depreciation Rate
Leased Property	20-38%
Plant and Equipment	20-100%
Computer Equipment	40-100%

e. Leases

At inception of a contract, JASANZ assesses if the contract contains or is a lease under AASB 16 Leases. Where a lease exists, a right-of-use asset and a corresponding lease liability are recognised where JASANZ is a lessee. However, all contracts that are classified as short-term leases (i.e. lease with a term of 12 months or less) and leases of low value assets will be recognised as an operating expense on a straight-line basis over the term of the lease.

Initially, a lease liability is measured at the present value of the lease payments still to be paid at commencement date. Lease payments are discounted at the interest rate implicit in the lease. If this rate cannot be readily determined, JASANZ uses the incremental borrowing rate.

Right-of-use assets comprise the initial measurement of the corresponding lease liability, any lease payments made at or before the commencement day as well as any initial direct costs. The subsequent measurement of the right-of-use assets is at cost less accumulated depreciation and impairment losses.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

e. Leases (Continued)

Where a lease transfers ownership of the underlying asset or the cost of the right-of-use asset reflects that JASANZ anticipates exercising a purchase option, the specific asset is depreciated on a straight-line basis over the useful life of the underlying asset. JASANZ does not act as a lessor in relation to lease contracts.

f. Impairment of Assets

At each reporting date, JASANZ reviews the carrying values of its tangible and intangible assets to determine whether there is any indication that those assets have been impaired. If such an indication exists, the recoverable amount of the asset, being the higher of the asset's fair value less costs to sell and value in use, is compared to the asset's carrying value. Any excess of the asset's carrying value over its recoverable amount is expensed to the Statement of Income and Expenditure.

Where it is not possible to estimate the recoverable amount of an individual asset, JASANZ estimates the recoverable amount of the cash-generating unit to which the asset belongs.

g. Financial Instruments

Financial instruments are recognised initially on the date that the JASANZ becomes party to the contractual provisions of the instrument.

On initial recognition, all financial instruments are measured at fair value plus transaction costs (except for instruments measured at fair value through profit or loss where transaction costs are expensed as incurred).

Impairment of Financial Assets

At the end of the reporting period JASANZ assesses whether there is any objective evidence that a financial asset or group of financial assets is impaired.

Financial assets at amortised cost

If there is objective evidence that an impairment loss on financial assets carried at amortised cost has been incurred, the amount of the loss is measured as the difference between the asset's carrying amount and the present value of the estimated future cash flows discounted at the financial assets original effective interest rate.

Impairment on loans and receivables is reduced through utilising an allowance account, and all other impairment losses on financial assets at amortised cost are taken directly to the asset. Subsequent recoveries of amounts previously written off are credited against other expenses in profit or loss.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

g. Financial Instruments (Continued)

Financial assets

All recognised financial assets are subsequently measured in their entirety at either amortised cost or fair value, depending on the classification of the financial assets.

Classification

On initial recognition, JASANZ classifies its financial assets measured at amortised cost.

Financial assets are not reclassified subsequent to their initial recognition unless JASANZ changes its business model for managing financial assets. JASANZ does not hold any financial assets at fair value through profit or loss or at fair value through other comprehensive income.

Amortised cost

Assets measured at amortised cost are financial assets where:

- the business model is to hold assets to collect contractual cash flows; and
- the contractual terms give rise on specified dates to cash flows that are solely payments of principal and interest on the principal amount outstanding.

JASANZ's financial assets measured at amortised cost comprise trade and other receivables, term deposits, and cash and cash equivalents in the Statement of Financial Position.

Subsequent to initial recognition, these assets are carried at amortised cost using the effective interest rate method less provision for impairment.

Interest income, foreign exchange gains or losses and impairment are recognised in profit or loss. Gain or loss on derecognition is recognised in profit or loss.

Financial liabilities

JASANZ measures all financial liabilities initially at fair value less transaction costs. Subsequent financial liabilities are measured at amortised cost using the effective interest rate method.

The financial liabilities of the entity comprise trade and other payables, and finance lease liabilities.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

h. Foreign Currency

Foreign currency transactions are translated into functional currency using the exchange rates prevailing at the date of the transaction. Foreign currency monetary items are translated at the year-end exchange rate. Non-monetary items measured at historical cost continue to be carried at the exchange rate at the date of the transaction. Non-monetary items measured at fair value are reported at the exchange rate at the date when fair values were determined.

Exchange differences arising on the translation of monetary items are recognised in the Statement of Income and Expenditure, except where deferred in equity as a qualifying cash flow or net investment hedge.

Exchange differences arising on the translation of non-monetary items are recognised directly in equity to the extent that the gain or loss is directly recognised in equity, otherwise the exchange differences are recognised in the Statement of Income and Expenditure.

i. Employee Benefits

Short-term employee benefits

Provision is made for the entity's liability for short-term employee benefits arising from services rendered by employees to the end of the reporting period. Short-term employee benefits that are expected to be wholly settled within 12 months have been measured at the amounts expected to be paid when the liability is settled.

The entity's obligation for short-term employee benefits are recognised as a part of provisions in the Statement of Financial Position.

Contributions are made by JASANZ to an employee superannuation fund and are charged as expenses when incurred.

Other long-term employee benefits

JASANZ classifies employees' long service leave entitlements as other long-term employee benefits as they are not expected to be settled wholly within 12 months after the end of the annual reporting period in which the employees render the related service. Provision is made for JASANZ's obligation for other long-term employee benefits, which are measured at the present value of the expected future payments to be made to employees. Expected future payments incorporate anticipated future wage and salary levels, durations of service and employee departures, and are discounted at rates determined by reference to market yields at the end of the reporting period on high quality corporate bonds that have maturity dates that approximate the terms of the obligations. Upon the remeasurement of obligations for other long-term employee benefits, the net change in the obligation is recognised in profit or loss classified under employee benefits expense.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

i. Employee Benefits (Continued)

JASANZ's obligations for long-term employee benefits are presented as non-current provisions in its Statement of Financial Position, except where the entity does not have an unconditional right to defer settlement for at least 12 months after the reporting date, in which case the obligations are presented as current liabilities.

j. Provisions

Provisions are recognised when JASANZ has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result, and that outflow can be reliably measured. Provisions are measured at the best estimate of the amounts required to settle the obligation at the end of the reporting period.

k. Trade and other payables

Trade and other payables represent the liabilities outstanding at the end of the reporting period for goods and services received by the entity during the reporting period that remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

l. Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks and other short-term highly liquid investments with original maturities of twelve months or less.

m. Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO) or the Inland Revenue Department (IRD).

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO or IRD is included with trade and other receivables or payables in the Statement of Financial Position.

Cash flows in the Statement of Cash Flows are included on a gross basis and the GST component of cash flows arising from investing and financing activities which is recoverable from, or payable to, the taxation authority is classified as operating cash flows.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

n. Comparative Figures

When required by Accounting Standards, comparative figures have been adjusted to conform to changes in presentation for the current financial year.

o. Key Estimates

(i) Impairment – general

JASANZ assesses impairment at the end of each reporting period by evaluation of conditions and events specific to the entity that may be indicative of impairment triggers. Recoverable amounts of relevant assets are reassessed using value-in-use calculations which incorporate various key assumptions.

(ii) Employee benefits

For the purpose of measurement, AASB 119: Employee Benefits defines obligations for short-term employee benefits as obligations expected to be settled wholly before 12 months after year end of the annual reporting period in which the employees render the related service. As JASANZ expects all of its employees would use all of their annual leave entitlements earned during a reporting period before 12 months after the end of the reporting period, JASANZ believes that obligations for annual leave entitlements satisfy the definition of short term employee benefits and, therefore, can be measured at the (undiscounted) amounts expected to be paid to employees when the obligations are settled.

(iii) Performance obligations under AASB 15: Revenue from Contracts with Customers

To identify a performance obligation under AASB 15, the agreement must be sufficiently specific to be able to determine when the obligation is satisfied. Management exercises judgement to determine whether the agreement is sufficiently specific by taking into account any conditions specified in the arrangement, explicit or implicit, regarding the promised goods or services. In making this assessment, management includes the nature / type, cost / value, quantity and the period of transfer related to the goods or services agreed.

(iv) Lease term and Option to Extend under AASB 16: Leases

The lease term is defined as the non-cancellable period of a lease together with any periods covered by an option to extend the lease if JASANZ is reasonably certain to exercise that option; and also periods covered by an option to terminate the lease if JASANZ is reasonably certain not to exercise that option. The options that are reasonably going to be exercised is a key management judgement that JASANZ will make. JASANZ has not included extension options (a period of five years expiring in February 2030 for Australia premises and a period of three years expiring in August 2028 for New Zealand premises) in the calculation under AASB 16.

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

o. Key Estimates (Continued)

(v) Going Concern

Notwithstanding the loss before income tax, the financial statements have been prepared on a going concern basis. JASANZ believes at the present time that there is no significant doubt, from any sources, about the Entity's ability to continue as a going concern.

	2023	2022
	\$	\$
2 Revenue and Other Income		
Revenue		
<i>Sales revenue:</i>		
Rendering of services	8,963,381	8,696,290
<i>Other revenue:</i>		
Interest received	122,809	14,838
Government grant funding	200,000	200,000
Other revenue	14,767	3,835
	<u>337,576</u>	<u>218,673</u>
Total revenue	9,300,957	8,914,963
3 Auditors Remuneration		
Auditors remuneration:		
Auditing of the financial report	<u>31,000</u>	<u>29,355</u>
4 (Loss) / Gain before Income Tax		
Expenses		
Depreciation of property, plant and equipment	<u>608,409</u>	<u>530,568</u>

JOINT ACCREDITATION SYSTEM OF AUSTRALIA AND NEW ZEALAND
ABN 49 614 982 550

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

	2023	2022
	\$	\$
5 Cash and Cash Equivalents		
Cash and cash equivalents	3,633,444	4,621,854
Financial assets - term deposit greater than 3 months maturity	4,420,967	3,919,837
	<u>8,054,411</u>	<u>8,541,691</u>
Reconciliation of cash		
Cash at the end of the financial year as shown in the Statement of Cash Flows is reconciled to the related items in the Statement of Financial Position as follows:		
Cash and cash equivalents	8,054,411	8,541,691
	<u>8,054,411</u>	<u>8,541,691</u>
6 Trade and other Debtors		
Current		
Trade debtors	786,874	628,129
Less: Provision for doubtful debtors	(85,977)	(66,128)
	<u>700,897</u>	<u>562,001</u>
GST receivable	88,944	23,799
Other debtors	102,258	264
	<u>892,099</u>	<u>586,064</u>
Refer to Note 18 for further information in relation to GST receivable from the Inland Revenue Department of New Zealand.		
7 Other Current Assets		
Accrued revenue	959,585	911,881
Prepayments	274,725	195,085
	<u>1,234,310</u>	<u>1,106,966</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

	2023	2022
	\$	\$
8 Property, Plant and Equipment		
Plant and equipment	1,774,013	1,840,563
Accumulated depreciation	(1,273,677)	(1,257,774)
	<u>500,336</u>	<u>582,789</u>
Total property, plant and equipment	<u>500,336</u>	<u>582,789</u>

9 Right of Use Assets

JASANZ entered into a five-year property lease at Suites 2, 3 & 4 FECCA House, Phipps Close, Deakin, ACT 2600 which ceases on 28 February 2025; a three-year hire purchase / rental agreement on IT equipment which ceases on 20 September 2024; and a four-year lease at Berl House, 108 The Terrace, Wellington, New Zealand which ceases on 31 August 2025.

The option to extend or terminate are contained in the property leases entered into by JASANZ. These clauses provide JASANZ opportunities to manage leases in order to align with its strategies.

Leased plant and equipment	81,410	223,091
Accumulated depreciation	(48,251)	(124,601)
	<u>33,159</u>	<u>98,490</u>
Leased premises	1,484,159	1,586,429
Accumulated depreciation	(837,261)	(627,250)
	<u>646,898</u>	<u>959,179</u>
Total right of use assets	<u>680,057</u>	<u>1,057,669</u>

JOINT ACCREDITATION SYSTEM OF AUSTRALIA AND NEW ZEALAND
ABN 49 614 982 550

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

	2023 \$	2022 \$
9 Right of Use Assets (Continued)		
Movement in carrying amounts:		
Leased plant and equipment:		
Net carrying amount at 1 July 2022	98,490	85,422
Additions to leased plant and equipment	-	81,410
Depreciation expense	(65,331)	(68,342)
Net carrying amount	<u>33,159</u>	<u>98,490</u>
Leased premises:		
Net carrying amount at 1 July 2022	959,179	900,186
Additions to leased premises	334,122	436,392
Removals from leased premises	(300,095)	(41,326)
Amortisation expense	(346,308)	(336,073)
Net carrying amount	<u>646,898</u>	<u>959,179</u>
10 Trade and Other Payables		
Current		
Sundry payable	206,473	242,385
Accrued expenses	191,178	169,190
Trade creditors	149,879	267,560
	<u>547,530</u>	<u>679,135</u>
11 Provisions		
Provision for annual leave	369,214	349,278
Provision for long service leave – Current	315,397	231,499
Provision for long service leave – Non-current	66,527	80,133
Total provisions	<u>751,138</u>	<u>660,910</u>
Analysis of total provisions		
Current	684,611	580,777
Non-current	66,527	80,133
	<u>751,138</u>	<u>660,910</u>

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

	2023	2022
	\$	\$
12 Reserve		
A reserve was first recognised on 30 June 2021 in respect of JASANZ's quadrennial obligation to undergo peer evaluation. \$20,000 per annum is being set aside in reserve for the next peer evaluation due in 2025. Anticipated cost is \$80,000.		
13 Financial Liabilities		
Hire purchase – IT equipment	32,736	97,822
Less: Unexpired interest charges	(442)	(1,911)
	<u>32,294</u>	<u>95,911</u>
Lease liability – business premises	730,632	1,088,632
Less: Unexpired interest charges	(31,010)	(68,825)
	<u>699,622</u>	<u>1,019,807</u>
Total financial liabilities	731,916	1,115,718
Analysis of total financial liabilities		
Current	401,245	404,390
Non-current	330,671	711,328
	<u>731,916</u>	<u>1,115,718</u>

JOINT ACCREDITATION SYSTEM OF AUSTRALIA AND NEW ZEALAND
ABN 49 614 982 550

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

	2023	2022
	\$	\$

14 Capital and Leasing Commitments

Lease commitments

Non-cancellable leases contracted for but not capitalised in the financial statements:

Payable – minimum lease payments

Not later than 12 months

5,698

9,569

Between 12 months and five years

15,593

21,290

21,291

30,859

JASANZ entered into a new five-year hire purchase / rental agreement on a photocopier / printer which ceases on 4 May 2027.

15 Cash Flow Information

**Reconciliation of cash flow from operations with
(loss) / gain after income tax**

(Loss) / gain after income tax

(88,787)

615,593

Non-cash flows in gain

Depreciation

608,409

530,568

Changes in assets and liabilities:

(Increase) / decrease in receivables

(353,740)

26,662

(Increase) in prepayments

(79,639)

(12,355)

(Decrease) / increase in payables

(131,603)

271,040

Increase / (decrease) in provisions

90,228

(75,673)

44,868

1,355,835

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

16 Other Related Party Transactions

Other related parties include close family members of key management personnel and entities that are controlled or jointly controlled by those key management personnel individually or collectively with their close family members.

Transactions between related parties are on normal commercial terms and conditions not more favourable than those available to other persons unless otherwise stated. JASANZ did not enter into any transactions with other related parties.

17 Financial Risk Management

Financial Risk Management Policies

JASANZ's financial instruments consist primarily of deposits with banks, local money market instruments, short-term investments, accounts receivable / payable and leases.

The Governing Board's overall risk management strategy seeks to assist JASANZ in meeting its financial targets, whilst minimising potential adverse effects on financial performance.

Risk management policies are approved and reviewed by the Governing Board on a regular basis. These include credit risk policies and future cash flow requirements.

JASANZ does not have any derivative instruments as at 30 June 2023.

Liquidity risk

JASANZ manages liquidity risk by maintaining adequate cash reserves by continuously monitoring forecasts and actual cash flows.

Credit risk

Credit risk refers to the risk that a counterparty will default in contractual obligations resulting in financial loss to JASANZ. JASANZ does not have any significant credit risk exposure to any single counterparty. The carrying amount of the financial assets recorded in the financial statements represents the company's maximum exposure to credit risk.

JOINT ACCREDITATION SYSTEM OF AUSTRALIA AND NEW ZEALAND
ABN 49 614 982 550

NOTES TO THE FINANCIAL STATEMENTS
FOR THE YEAR ENDED 30 JUNE 2023

18 Contingencies

Included in the trade and other debtors (Note 6) balance is an amount receivable from the Inland Revenue Department of New Zealand (IRD) of \$157,239 for GST credits. During the financial year ended 30 June 2023, agreement was reached between JASANZ and IRD for progressive recasting and resubmission of GST returns from prior years to enable settlement of these credits. This process remains ongoing and none of the accumulated GST credits are deemed unrecoverable.

19 Events after the Reporting Period

There have been no events subsequent to reporting date that require disclosure in the financial statements.

20 Entity Details

The office and principal place of business of JASANZ is:
Joint Accreditation System of Australia and New Zealand
Australian Office:
Suites 3 & 4, FECCA House, 4 Phipps Close,
Deakin, ACT 2600, Australia

JOINT ACCREDITATION SYSTEM OF AUSTRALIA AND NEW ZEALAND
ABN 49 614 982 550

DECLARATION OF THE GOVERNING BOARD

The Governing Board has determined JASANZ is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the Financial Statements.

In the opinion of the Governing Board the financial reports as set out on pages 1 to 21:

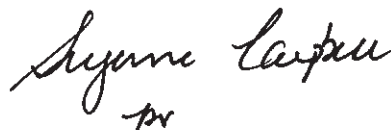
1. Present a true and fair view of the financial position of JASANZ as at 30 June 2023 and its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial report; and
2. At the date of this statement there are reasonable grounds to believe that JASANZ will be able to pay its debts as and when they fall due.

This statement is made in accordance with a resolution of the Governing Board and is signed on behalf of the Governing Board by:



Name: Jeanette Roberts

Acting Board Chair JASANZ Governing Board



Name: Debra Hall

Chair JASANZ Audit Committee

Dated this 1st day of September 2023

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF JOINT ACCREDITATION SYSTEM OF AUSTRALIA AND NEW ZEALAND

Report on the Audit of the Financial Report

Opinion

We have audited the accompanying financial report of the Joint Accreditation System of Australia and New Zealand (JAS-ANZ), which comprises the statement of financial position as at 30 June 2023, the statement of income and expenditure, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the Governing Board's declaration.

In our opinion, the financial report of JAS-ANZ is prepared:

- (i) giving a true and fair view of the organisation's financial position as at 30 June 2023 and of its performance for the year ended on that date; and
- (ii) complying with Australian Accounting Standards – AASB 1060: *General Purpose Financial Statements – Simplified Disclosures for For-Profit and Not-for-Profit Tier 2 Entities*.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the organisation in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110: *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Responsibilities of the Governing Board for the Financial Report

The Governing Board of the organisation are responsible for the preparation of the financial report that gives a true and fair view in accordance with Australian Accounting Standards – Simplified Disclosures and for such internal control as the Governing Board determines necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Governing Board is responsible for assessing the organisations ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the Governing Board either intend to liquidate the organisation or to cease operations, or have no realistic alternative but to do so.

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF JOINT ACCREDITATION SYSTEM OF AUSTRALIA AND NEW ZEALAND

Auditor's Responsibility for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with the Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the organisation's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the Governing Board.
- Conclude on the appropriateness of the Governing Board's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the organisation's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the organisation to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Governing Board regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

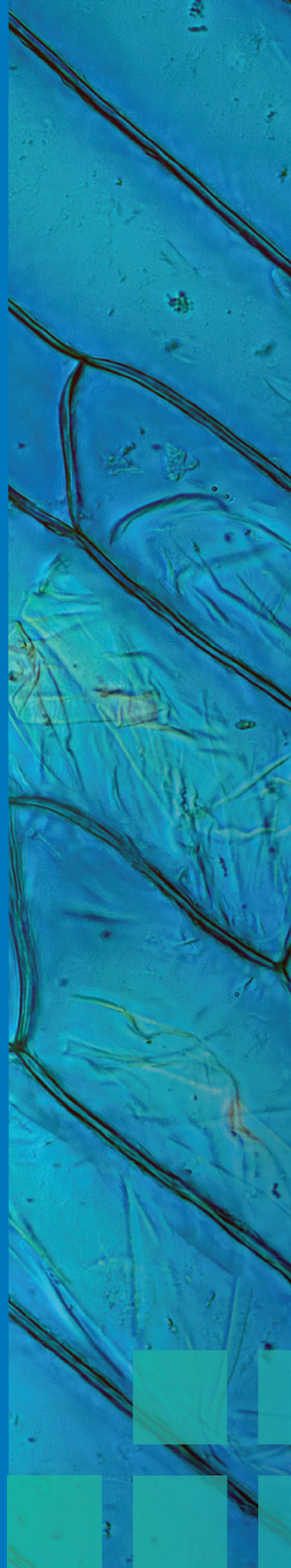


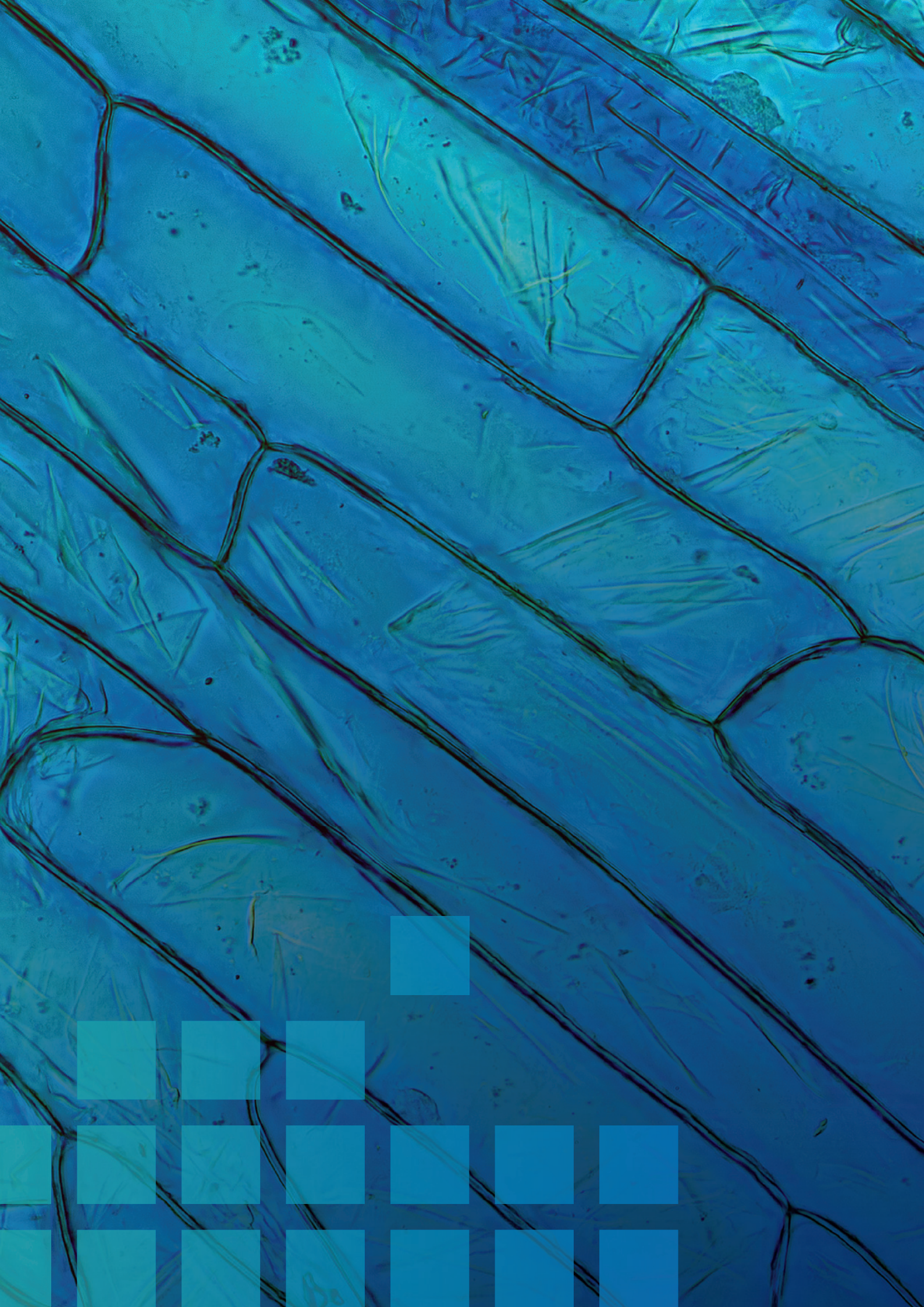
Shane Bellchambers, FCA
Registered Company Auditor
BellchambersBarrett

Canberra, ACT
Dated this 5th day of September 2023

05 ANNEXES

- A. Meetings and attendance
- B. Accredited bodies
- C. Scheme portfolio
- D. Transition arrangements
- E. Management systems
- F. Product certification
- G. International engagement
- H. Training services
- I. Information systems metrics
- J. Complaints
- K. Risk profile





A. Meetings and attendance

The following tables provide details of the meetings and attendance held during 2022–23 for the Governing Board, Technical Advisory Council and Accreditation Review Board on 30 June 2023.

GOVERNING BOARD

The Governing Board met four times during the year:

- September 2022, Canberra
- December 2022, Sydney
- March 2023, Wellington
- June 2023, Sydney.

There was one retirement from the board during the year, with an interim member having been appointed.

Table 16: Governing Board

Governing Board Member	Eligibility	Attended
Howard Duff (Chair)	4	4
Robin Fardoulis AM (Deputy Chair)	4	4
James Galloway (CEO)	4	4
Suzanne Campbell	4	3
Alison Drury	4	4
Debra Hall	4	3
Matthew Malloy	4	4
Steve McCutcheon	4	4
Jeanette Roberts	4	4
Steve McCutcheon	4	4
Jeanette Roberts	4	4
Jacqui Wilkins	4	4

ACCREDITATION REVIEW BOARD

The Accreditation Review Board (ARB) met once during the 2022–23 year, in October 2022. The meeting was held virtually.

Table 17: Accreditation Review Board

Name	Eligible	Attend
Geoff Overton, Chair	1	1
Anthony Bartolo	1	1
Darryl Yaniuk	1	0
Marc Morain	1	1
Mike Batty	1	0
Peter Phillips	1	1
Shona Scott	1	0
Simon Dawes	1	1
Steve Keeling	1	1

TECHNICAL ADVISORY COUNCIL

The Technical Advisory Council met twice during the 2022–23 year. Most of these meetings were virtual meetings:

- August 2022, Sydney
- March 2023, online.

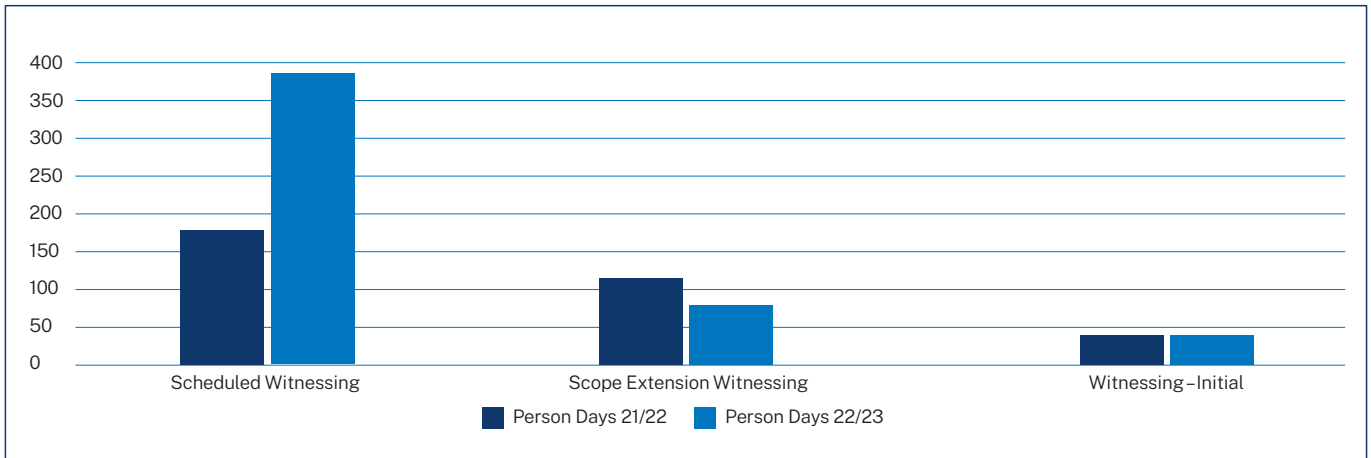
Table 18: Technical Advisory Council

Name	Organisation	Interest	Eligibility	Attended
Tony Evans, Chair	Independent Non-Executive Director	Independent	2	2
Shona Scott, Vice Chair	New Zealand Food Safety Authority	Regulators	2	1
Enzo Alfonsetti	Energy Safe Victoria	Regulators	2	2
Richard Burrow	AsureQuality Ltd	Conformity Assessment Bodies	1	1
Marie Colwell	Colwell Sacerdoti Healthcare Management Consultants	Health and Human Services	2	1
Simon Dorries	Responsible Wood	Certification Bodies and Sustainability	2	2
Rodney Harris	Australian Building Codes Board	Regulators	2	1
Ian McAlister	Consumer Electronics Suppliers' Association (CESA)	Industry	1	1
Teresa McMaugh	WELS: Department of Agriculture	Regulators	2	2
Leon Michailidis	Equal Assurance	Conformity Assessment Bodies	2	2
Rick Miles	Department of Industry, Science, and Resources	Australian Government	2	0
James Thomson	Australian Industry Group	Industry	2	2
Mike Willing	Retired	Regulators	2	2
Hamish Wilson	Consumer New Zealand	Consumers	2	2
Geoff Overton	Retired Manager of Airline Safety Systems and Regulatory Compliance	Industry	2	2
James Thomson	Australian Industry Group	Industry	2	2
Mike Willing	Retired	Regulators	2	2
Hamish Wilson	Consumer New Zealand	Consumers	2	2
Darryl Yaniuk	Quality Management Consultant	Industry	2	2

B. Accredited bodies

The core work program of accreditation is our yearly assessment and surveillance of Conformity Assessment Bodies (CABs). The number of assessment days has increased for witnessing. Although scope extensions and witnessing due to initial witnessing have reduced, scheduled witnessing has increased by about 120%. This is a clear indication of businesses returning to pre-pandemic activity and the ability to go on-site and undertake witnessing.

Figure 17: Witness Assessments

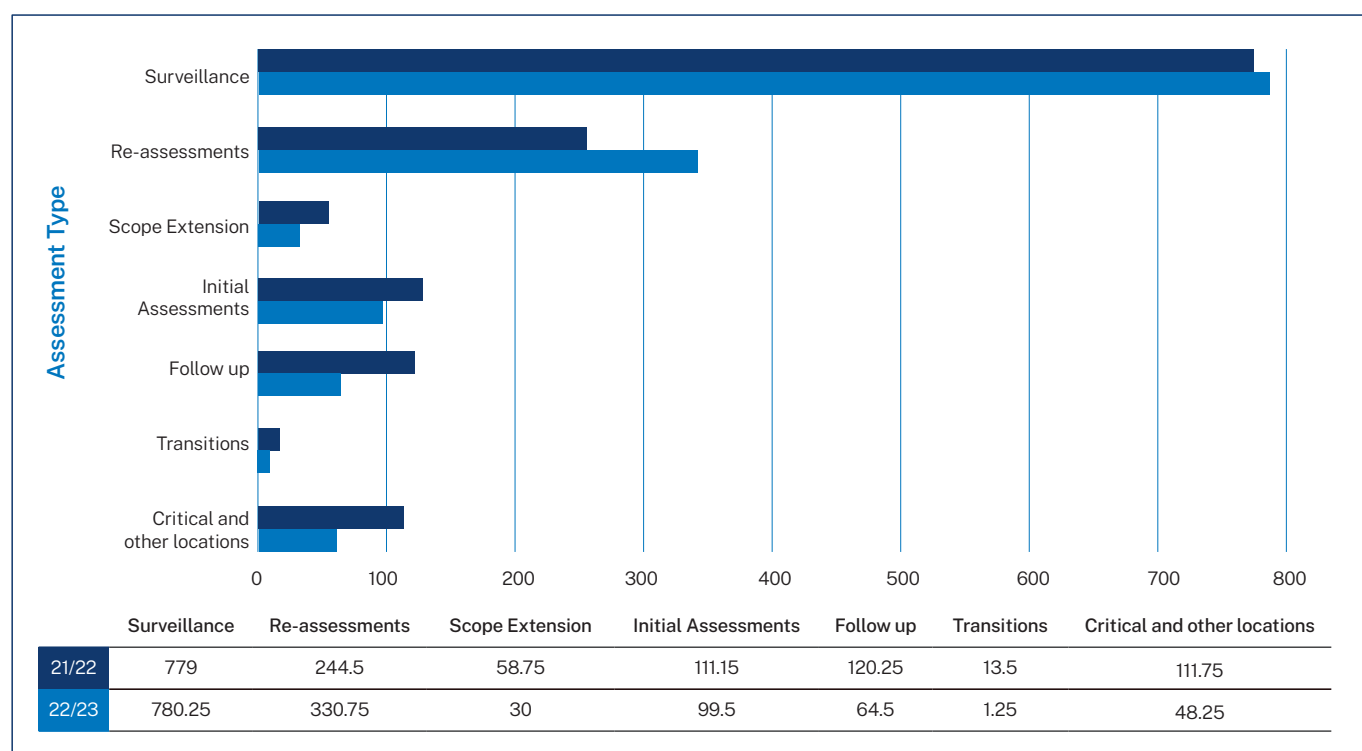


Assessment activity for accredited bodies is divided into two types: office assessment and witnessing. Office assessment activity increased slightly this year in most areas, but generally this had no impact on our ability to meet assessment obligations.

Despite the significant increase in witnessing this is still lower than expected. This has been affected by reductions in schemes by CABs, personnel changes within JASANZ, delays in CABs undertaking on-site audits, and a change in the process where CABs have been encouraged to take responsibility for own witnessing rather than JASANZ.

Office assessments have continued as required. There was a reduction in initial assessments which reflected the reduced number of new CAB applications over the period. The number of applicants has now reduced to pre-pandemic figures.

Figure 18: Office Assessments



Scope extensions, follow-ups and transition activity tends to vary depending on the CABs activities and the time-frames for transitions whereas the assessment of locations is governed by certifications issued in a particular country and when the assessment is programmed within the Annual Surveillance programme. CABs also removed 22 locations from their accreditations during the year for several reasons. Six CABs voluntarily withdrew (all but one was international) due to financial reasons or consolidation of accreditations as well as several mergers taking place (primarily in Australia) which will have an effect in the new financial year.

The Assessor base has remained generally stable over the last year; JASANZ worked with approximately 112 contractors to help fulfil our assessment obligations.

C. Scheme portfolio

The JASANZ scheme portfolio is structured around five major program standards that define the disciplines under which each of the schemes operates. Supplementary documents, published as scheme rules, support the application of program standards where it is necessary to do so.

Scheme Owners hold the responsibility for published scheme rules and are responsible for the day-to-day management and implementation of the scheme. However, JASANZ may be contracted to provide scheme management or scheme administration services.

Approximately 50% of the schemes in the portfolio are public schemes. This means that they may be delivered by more than one certification body. These public schemes include regulatory schemes as well as global and domestic industry schemes, which are often owned by trade associations. Another group of public schemes is the widely used major management systems such as ISO 9001, although there is no identifiable owner for these schemes. In contrast, proprietary schemes are owned and offered by a single service provider

Table 19: Scheme portfolio distribution and changes

Programs	Accreditation Standard	Schemes 2022	New schemes	Inactivated	Schemes 2023
Certification Programs					
Management Systems	ISO/IEC 17021-1	24	0	0	24
Personnel	ISO/IEC 17024	7	0	0	7
Product	ISO/IEC 17065	83	5	9	79
Other Programs					
Verification and Validation	ISO/IEC 17029	3	1	3	1
Inspection	ISO/IEC 17020	9	0	0	9
Total		126			120

Schemes closed in 2022-23:

Past: AFFCO Farm Assurance Program, Alliance Group Farm Assurance Program, BSI Gas Cylinder Test Station Scheme, TUV Rheinland Certificate of Conformity Scheme, WaterMark Scheme Level 1, EWPA schemes, Toitū schemes, GHG verification (general).

D. Transition arrangements

One of JASANZ's main tasks is to set transition pathways to bring revised schemes and standards into service while retiring outdated versions. Transitions can be global requiring coordination with accreditation systems throughout the world against an agreed timetable.

These can take as long as three years to bring into effect. Others are domestic and less affected by the need for large-scale coordination. JASANZ examines the terms of each transition by comparing the existing standard or scheme with the proposed changes to determine which pathway the transition should take. As can be seen in Table 20, the Food and Biologicals sector saw the most changes in schemes.

In general, we have adopted a declaration system to the greatest extent possible. CABs are advised of the terms of a transition and obliged to make a formal declaration when it is implemented. This reduces the cost and effort of implementing transitions. During the year 22 transitions were initiated and managed an increase by five from the previous year.

Table 20: Summary of scheme transition pathways

Scheme	Transition Title	Sector	Policy Publication Date	Transition Deadline
Inspection Program				
OOAP	MPI Official Organic Assurance Programme	Food and Biologicals	26/6/23	31/08/23
RADairy	Dairy Export Quota Products and Related Export Approvals RCS Notice 24 May 2023	Food and Biologicals	26/6/2023	31/8/2023
WSMP	Wine Notice: Requirements for Recognised Agencies and Persons 8 June 2023	Food and Biologicals	26/6/2023	30/9/2023
RAFood	Food Notice: Requirements for Food Control Plans and National Programmes 24 April 2023	Food and Biologicals	26/6/2023	30/9/2023
RA Dairy/ RABee/OAP	MPI Animal Products Regulations and Notice update	Food and Biologicals	1/7/2022	31/8/2022
WSMP	Wine Notices Export Requirements and GOP 2022	Food and Biologicals	1/7/22	31/10/22
WSMP	MPI Wine Regulations and Notice Update 2022	Food and Biologicals	1/7/22	30/9/2022
MI-AQ	MI-AQ: MPI Animal Products Regulations and Notice update: Official Assessors	Food and Biologicals	1/7/22	31/8/2022
Management Systems				
FSSC	FSSC 22000 Version 6, 2023	Food and Biologicals	30/06/23	31/03/2024
IFS	IFS Food version 8	Food and Biologicals	27/6/2023	15/12/2024
FMS	FMS AS/NZS 4708:2021	Sustainability and Environment	7/3/2023	1/9/2023
NZAACS	NZAA Certification Scheme, Version Four, January 2023	Business and Innovation	30/1/23	28/4/2024
ISMS	IAF MD 26	Business and Innovation	1/11/22	25/10/23
EnMS	EnMS ISO 50003:2021	Sustainability and Environment	1/11/2022	30/11/2023
Product Certification				
NDIS	NDIS AQA Scheme Guidelines Comp 4-modified NDIS RAC audit pathway	Health and Human Services	22/6/23	1/7/2024
Synlait	Synlait LWP 2023-24 V6	Food and Biologicals	26/4/2023	24/05/2023
LEAF	LEAF Marque Standard Version 16	Food and Biologicals	21/12/22	15/3/2023
NZFAP	NZFAP Rules V10 Std V5	Food and Biologicals	8/12/22	22/12/22
BRCGS	BRCGS Food Safety Issue 9	Food and Biologicals	8/12/22	19/1/23
FTGS	FTGS Scheme Rules V8 and standards updates	Food and Biologicals	8/12/22	31/1/23
Code Mark (CMA)	National Construction Code 2022	Product	7/11/22	30/5/23
NZCM	CodeMark Scheme 2022-1	Product	1/8/2022	13/2/23

E. Management systems

The number of certifications during the year were slightly reduced especially relating to those outside the core management standards. The total number of certificates reduced from 97,199 to 90,216. Management systems certifications are heavily concentrated on Quality (ISO 9001), Environmental (ISO 14001) and Occupational Health and Safety (ISO 45001). The year saw most of the AS/NZS 4801 certifications transitioning to ISO 45001 with the small number remaining related to regulatory schemes.

The take-up of management systems certification by standard is shown in Table 21. This shows the continued prominence of quality management systems, although there is reduction, and environmental management systems which continues to increase slightly.

Table 21: Changes in management systems certification by main standards.

Management system standards	1 July 2021	30 June 2022	30 June 2023
Environmental Management (ISO 14001)	18,074	20,733	21,093
Food Safety Management (ISO 22000)	4,003	2,403	2,818
Occupational Health and Safety Management (ISO 45001)	13,827	16,027	18,136
Occupational Health and Safety Management (AS/NZS 4801)	1,690	1,791	37 *
Quality Management (ISO 9001)	46,545	46,830	45,952
Sub-total	84,139	87,784	88,036
Other management systems	4,846	9,415	2,180
Total	88,985	97,199	90,216

Active certificates only.

*AS/NZS 4801 is in the process of being phased out, with certificates being converted to ISO 45001.

Management systems certification typically shows modest growth, mostly in the regional economies where we operate. In 2022–23 this pattern shifted slightly; there were fewer certificates issued in India, Japan, Korea and Australia. The top 10 markets accounted for over 83,613 of the active certificates or 93% of all management systems certifications compared to 91% in the previous year.

Table 22: Management systems certifications by main markets

Country	July 2021	June 2022	July 2023	Country	July 2021	June 2022	July 2023
Australia	26,674	32,981	29,276	New Zealand	2,278	2,486	2,529
China	20,225	19,567	20,895	Singapore	1,393	1,462	1,969
India	5,565	5,856	4,871	Taiwan	2,306	2,236	2,513
Indonesia	2,062	2,014	2,163	Vietnam	3,000	2,822	3,232
Japan	12,250	14,146	4,288	Total (10 highest)	79,473	88,265	83,613
Republic of Korea	12,250	14,146	11,877	Other	9,512	8,935	6,603
				Total	88,985	97,199	90,216

Active certificates only.












*AS/NZS 4801 is in the process of being phased out, with certificates being converted to ISO 45001.

F. Product certification

JASANZ accredits applicants to 83 active product certification schemes. There were no significant changes in the product certification portfolio during the year. Certificate numbers declined from a total of 76,781 on 30 June 2022 to 74,946 on 30 June 2023. The numbers have been affected by a reduction in product schemes and the withdrawal in Australia of one product CAB.

Product certification schemes are concentrated in a small number of product domains as shown in table #. Electrical safety still represents the largest group by certificate numbers for products traded into Australia and New Zealand. The food sector is more export-oriented and human services is almost entirely covered by State and Commonwealth programs in Australia. Human Services continued to be the major growth area in 2022–23.

Table 23: Distribution of Product certificates by domain

Category	30 June 2021	30 June 2022	30 June 2023	Category	30 June 2021	30 June 2022	30 June 2023
 Building and construction	425	494	597	 Hazardous location	510	156	130
 Electrical	27,190	31,712	29,049	 Human Services	8,678	14,541	15,923
 Environment	15	56	108	 Plumbing	2,301	2,190	2,177
 Food & Agriculture	12,224	21,484	17,563	 Telecommunications	482	579	603
 Gas	1,972	3,050	1,980	 Timber products	268	321	256
 General	2,068	2,198	6,561	Total	56,133	76,781	74,946

The holders of product certifications are concentrated in a small number of countries. Australia and China are the largest.

Table 24: Product certification holders by country, 2021–2023

	Australia	China	USA	NZ	Taiwan	Hong Kong	UK	Other	Total
July 2021	27,673	11,327	3,831	3,061	1,508	1,466	1,177	6,090	56,133
June 2022	37,454	13,412	3,993	11,600	1,650	1,642	1,102	5,928	76,781
June 2023	37,552	12,996	3,953	10,489	1,686	1,655	1,051	5,564	74,946

G. International engagement

Table 25 identifies the areas where JASANZ took an active role in IAF, ILAC and APAC working groups. These activities generally involve development of policies and procedures for coordination of activity between accreditation body members including common controls that apply to accredited bodies.

Table 25: JASANZ involvement in IAF, ILAC and APAC working groups

Group	Work item	Description
IAF	MD 6	Application of ISO 14065:2013 (Greenhouse Gas (GHG) validation or verification bodies
IAF	MD 11	Audits of Integrated Management Systems
IAF	MD 12	Accreditation assessment of Conformity Assessment Bodies with activities in multiple countries
IAF	MD 14	Application of ISO/IEC 17011:2017 in Greenhouse Gas validation and verification
IAF	MD	Harmonised sanctions and control of fraudulent conduct
IAF	MD16	WG on Food
IAF		WG on MS certification
IAF		Product WG
IAF		Certification of Persons WG
IAF		TF on Competence of Assessors–IAF MD 20
		IAF Database Management Committee (DMC) Vice-Chair
ILAC		Inspection Committee–ILAC P15
IAF	ISO/IEC 17011	Competence, consistent operation, and impartiality of accreditation bodies.
IAF	MD 17	TF Witnessing Activities for the Accreditation of Management Systems Certification Bodies
APAC		APAC EC Sub-committee on EU Regulations 765(2008) and EA Actions
APAC		WG ISO 22301:2019 Security and Resilience Business Continuity management systems–Requirements

H. Training services

TRAINING DELIVERY

The JASANZ Academy provides training services to improve the knowledge and skills of external stakeholders including CABs, scheme owners, certified organisations and those wanting to be certified. This financial year we have consolidated the training programs we offer. We are delivering high-quality training programs that support our external stakeholders to undertake certification activities more effectively. The JASANZ Academy has been accessed by more than 1,100 users since its launch in August 2020. We welcomed almost 700 new users to the Academy during the 2022–23 financial year. The main training purchased by clients was accreditation standards including ISO/IEC 17065 Product Certification and ISO/IEC 17021-1 Management System Certification followed by scheme specific courses.

We welcomed new and ongoing scheme owner training partnerships as noted in Table 26. We hope to continue building on scheme owner partnerships.

Table 26: 2022–2023 Training partnership services

Partner	Description of training	Audience	Delivery in 2022–23
The Feed Additive and preMixture System (FAMI-QS)	Management System Awareness and product certification	Organisations applying for certification to the FAMI-QS Scheme (FAMI-QS mandatory requirement of application)	52 participants
The Feed Additive and preMixture System (FAM-QS)	Understanding ISO/IEC 17021-1 and the FAMI-QS scheme (a new contract)	Conformity Assessment Bodies applying for accreditation to the FAMI-QS Scheme (FAMI-QS mandatory requirement for applicant CABs)	12 participants
MBIE	CodeMark New Zealand Scheme transition	Product Certification Bodies and certification holders	42 PCBs 60 certification holders
MBIE	BuiltReady Scheme (new scheme)	Certification bodies and modular component manufacturers	Course is being developed pending release of new scheme rules
The NDIS Quality and Safeguards Commission	Amendments to the NDIS AQA Scheme regarding residential aged care sector	Assessors and Approved Quality Auditors (AQAs) (mandatory)	305 AQAs.

COURSE DEVELOPMENT

The course development program scheduled for 2022–23 was partially completed due to scheme owner partnerships taking precedence. Table 27 shows the outcomes.

Table 27: 2022–2023 Course development summary

2022–23	Outcomes
Certification, inspection, validation/verification schemes	
Understanding ISO/IEC 17021-1 Environment Management Systems	Commencing development
Understanding ISO/IEC 17021-3 Quality Management Systems	Commencing development
Understanding ISO/IEC 27006 Information Security Management	Requires confirmation of customer need
Understanding ISO 14065 Validation and Verification of Environmental Information	Developed and published. The course was piloted internally with staff and contractors and published to the Academy in late 2022 as a priority for customers, based on their request
Scheme and Conformity Assessment courses	
Electrical Equipment Safety Certification Scheme	The new scheme is still in development and has not been published. The training for this scheme will be developed and delivered during 2023–24
CodeMark New Zealand Scheme	Completed in 2022 with training provided to 40 auditors from accredited Product Certification Bodies with 46 attending the JASANZ and MBIE partnered webinars delivered. We also delivered a webinar to 60 certification holders on the changes to the scheme
Unified Gas Scheme	The new scheme is still in development and has not been published. The training for this new scheme will be developed and delivered during 2023–24
NZ Organic Scheme	A webinar was held for JASANZ assessors and staff in July 2023 on this scheme
Understanding conformity assessment and its impacts on markets and their sectors	As part of the Futures Program, JASANZ Sector Managers and Technical Specialists presented several webinars on each sector and types of evaluation. These webinars have provided valuable content for the course development
Developing and managing a scheme	In development.

I. Information systems metrics

Table 28: 2022–2023 IT systems metrics summary

Measure	Occurrence	Incident	Commentary	Business hours impact
Hours lost due to systems downtime	21/07/2022	Application outage	Microsoft Teams experienced a global outage; this was caused by a failed internal upgrade to Microsoft's infrastructure.	4 hours
	27/01/2023	Application degradation	Multiple Microsoft applications experienced varying degrees of degraded performance across the APAC region.	4 hours
Planned systems downtime	01/07/2022	Maintenance outage	Upgrades to our Jira and Confluence applications were deployed.	Nil
	15/07/2022 to 17/07/2022	Application upgrades	Upgrades to our certificate upload portal and Dynamics 365 applications were deployed.	4 hours
	29/10/2022 to 30/10/2022	Infrastructure upgrades	An after-hours outage was scheduled to: <ul style="list-style-type: none"> • migrate the services to a newer operating system and database • reconfigure server storage infrastructure • implement additional security controls • upgrade Jira and Confluence to newer version 	Nil
	08/12/2022	Application maintenance	The governance, risk and compliance system was placed into maintenance to enable updates to the Single Sign-On configuration.	0.5 hours
	16/12/2022	Infrastructure maintenance	Site firewalls were placed into maintenance for firmware updates.	Nil
	21/03/2023	Application upgrades	Upgrades to our Jira and Confluence applications were deployed.	2 hours
	14/04/2023	Application upgrades	Upgrades to our certificate upload portal and Dynamics 365 applications were deployed.	1.5 hours
	09/05/2023	Application maintenance	The management system was placed into maintenance to enable updates to the Single Sign-On configuration.	0.5 hours
	25/06/2023	Infrastructure maintenance	An after-hours outage was scheduled to relocate network equipment in the Wellington office.	Nil
Average time to service system improvement requests			64 system improvement requests were processed throughout the year. The average time to successfully service an improvement request is 18 business days.	Nil

J. Complaints

There were 35 complaints lodged with JASANZ during 2022–23, of which six were against JASANZ and 29 against CABs. JASANZ investigated all matters and provided a written response to each complainant. Actions were implemented to reduce the likelihood of recurrence.

The average time for processing complaints against JASANZ exceeded 45 days which was due to the increased number of complaints overall and resourcing issues during the period. There were no identified patterns, systemic issues, or clear reasons for the increase in the number of complaints since the last period and it may be due to an increase in business activity since the ending of the COVID-19 pandemic.

The complaints against JASANZ were varied and covered witness findings, delays in invoice payments, an assessor's approach to an audit, withdrawal of certification by a CAB, closure of a complaint and failure to allocate an auditor for a witness audit. There are no active complaints against JASANZ from the 2022–23 year.

The complaints against CABs were also varied and covered:

- technical issues under schemes
- alleged misleading information on a website
- behaviour of a CAB under the Australian Forestry Standard
- NDIS transfers between CABs
- adequacy of complaints procedures
- impartiality
- claims of underquoting for audit work.

Six complaints against CABS from the 2022–23 year are still active and at various stages of resolution.

JASANZ applies sanctions to conduct and performance that is contrary to the conditions of accreditation. These operate at three levels in an escalating model as described in Table 29.

Table 29: JASANZ sanctions model

Sanction	Function	Incidents	Cause
Show Cause	Places information before an accredited body and provides it with an opportunity for response	13	The causes were varied and included: <ul style="list-style-type: none"> • fraudulent activities or misleading information • technical issues such as under schemes • transfers of certificates • failure to satisfactorily address nonconformities or system failures
Suspension	Impose limitations on the performance of accredited activities	0	There were no suspensions initiated within the specified period
Withdrawal	Removal of accreditation status	0	All the withdrawals during the specified period were voluntary and at the request of the accredited body for their own business reasons.

K. Risk profile

Table 30 summarises the 10 main risks to the accreditation system based on JASANZ's assessment of our operating environment. The potential for over-prescribing conditions on accreditation bodies and certification bodies through standards and mandatory documents has always been high. We believe that this has increased through proliferation of rules and the influence of regulation in some accreditation regions.

We have noted the emergence of a legal dispute concerning the status of United Kingdom Accreditation Service (UKAS) within the Europe Accreditation (EA) region. This may have wider implications for cross-border recognition of conformity assessment results. Subject to the outcome of an upcoming appeal by UKAS (October 2023) it may lead to challenges to the legality of certificates proffered in regulation or public procurement that have been issued under a non-EU-member state accreditation. If so, this would significantly change the risk profile for JASANZ.

Table 30: The 10 main risks to the accreditation system.

Description	Inherent Rating	Inherent Score	Residual Rating	Residual Risk Score	Mitigation
If JASANZ does not take effective measures to protect its brand and symbol from misuse by others, the value of the brand may be diminished and claims to confidence in the integrity of accredited certification are open to doubt.	High	84	High	74	Protecting brand and identity
If JASANZ's information systems are inadequate, they may not support basic operations or remote working demands, so that there are inefficiencies in business processes.	High	86	Medium	69	Responding to technology
If JASANZ does not invest in adequate knowledge resources, the performance of the accreditation system may not be adequately informed about standards, regulatory setting, and scheme conditions so that conformity assessment results are unreliable.	Medium	69	Low to normal	54	Improving CAB performance
If JASANZ acts in a manner that disregards legal or lawful obligations, it may be open to legal challenge, regulatory action, or some other sanction so that its reputation is damaged and/or some penalty is imposed.	High	74	Medium	53	Protecting brand and identity
If JASANZ's purpose and activities are not promoted, relevant stakeholders will not understand the role of the accreditation system and opportunities for internal and external engagement may be lost.	Medium	53	Medium	53	Protecting brand and identity
If certified goods and services do not reliably meet established standards, users in Australia and New Zealand are unlikely to have confidence in accredited certification, and that the primary justification for the accreditation system fails.	High	86	Low to normal	48	Improving CAB performance
If JASANZ fails to recognise the place of certified organisations within the accreditation system, it may misdirect effort to other stakeholders and contribute to a loss of confidence in accredited conformity assessment, and fail to meet its objectives.	High	74	Low to normal	48	Improving CAB performance

Continues

Continued

Description	Inherent Rating	Inherent Score	Residual Rating	Residual Risk Score	Mitigation
If JASANZ processes are not aligned with its objectives, there may be inadequate support for delivery of accreditation activities and the accreditation system may fail to deliver on its objectives.	Medium	69	Low to normal	48	Protecting brand and identity
If JASANZ does not act on its obligations as an employer, it may fail to provide a working environment that is safe, free of harassment or discrimination so that there are instances of personal injury or harm leading to civil or regulatory sanction.	Medium	69	Low to normal	48	Protecting brand and identity
If the service charter is not met, JASANZ will have failed to meet its undertakings so that it cannot give any assurance that it performs in line with its basic service commitments.	High	74	Low to normal	44	Protecting brand and identity

Australia Office

FECCA House, 4 Phipps Close, Deakin, ACT 2600
PO Box 304, Deakin West, ACT 2600

www.jasanz.org

New Zealand Office

Level 4, 108 The Terrace, Wellington
PO Box 10476, The Terrace, Wellington 6143

