Charter of Service

May 2023

© Copyright National Association of Testing Authorities, Australia 2013

This publication is protected by copyright under the Commonwealth of Australia Copyright Act 1968.

NATA's accredited facilities or facilities seeking accreditation may use or copy this publication or print or email this publication internally for accreditation purposes.

Individuals may store a copy of this publication for private non-commercial use or copy a reasonable portion of this publication in accordance with the fair dealing provisions in Part III Division 3 of the Copyright Act 1968.

You must include this copyright notice in its complete form if you make a copy of this publication.

Apart from these permitted uses, you must not modify, copy, reproduce, republish, frame, upload to a third party, store in a retrieval system, post, transmit or distribute this content in any way or any form or by any means without express written authority from NATA.

Charter of Service

NATA Charter of Service

This Charter describes NATA's aims in servicing the needs of its clients in a timely and effective manner. It also identifies the ways in which NATA's clients can assist us to provide these services.

NATA's Role

NATA's role is to:

- Provide accreditation and supporting services which meet the needs of stakeholders and facilitate the domestic and international recognition and acceptance of Australian products and services;

- Be the:
  - National authority for laboratory accreditation and the accreditation of producers of reference materials;
  - Peak authority for the accreditation of proficiency testing scheme providers and inspection bodies;
  - National compliance monitoring authority responsible for facilities undertaking non-clinical health and environmental safety studies in accordance with the OECD Principles of Good Laboratory Practice;

- Promote and contribute to the science and practice of testing, inspection, calibrations and related services, both nationally and internationally.

NATA's Service Aims

In providing its services, NATA aims to:

- Treat its clients and other stakeholders honestly, fairly and professionally;

- Provide timely access to qualified staff;

- Be courteous and helpful;

- Give timely and accurate advice and information;

- Avoid any potential conflicts of interest among its staff and voluntary Technical Assessors and others involved in the provision of its services;

- Maintain confidentiality (within the provisions of NATA Rules) of any document, information or process entrusted to us;

- Update the NATA website details of members' accreditation status and Scope of Accreditation within one week of formal notification to the member of any such change;

- Answer email or telephone enquiries from the general public within four working days of receipt;
- Conduct all accreditation and recognition services in accordance with the *NATA Procedures for Accreditation*;
- Provide a range of training programs to support its members and Technical Assessors in carrying out activities relevant to NATA's role;
- Help its clients promote the values and significance of accreditation and recognition services; and
- Provide a forum for its members to explore issues of interest or the special needs of Australian facilities.

NATA's Service Standards

In providing our accreditation services, we aim to complete the following activities within the timeframes indicated below:

Service	Activity	Standard (weeks)
Advisory visit	Conduct visit on receipt of request.	4
Initial Assessment	Conduct assessment on receipt of an application form and appropriate supporting documentation.	8
Variation Visit	Conduct visit on receipt of a written request and appropriate supporting documentation.	4
Desk-top Variation	Conduct a desk-top variation on receipt of a written request and appropriate supporting documentation.	4
Advisory visit	Written report on visit findings.[1]	2
On-site Assessment[2]	Provide an initial report, or oral briefing, of our findings at the conclusion of each on-site assessment.	-
On-site Assessment[2]	Provide a final report of our findings[3].	2
On-site Assessment[2]	Review and report on submissions received following on-site assessments.	4
Grant Accreditation	Confirm the granting of accreditation of an applicant facility or for a variation scope extension on confirmation of appropriate remedial action.[4]	4
Confirm Accreditation	Confirm a member's accreditation status or grant accreditation for a desk-top variation scope extension on confirmation of remedial action.[4]	3

1. For Human Pathology laboratories Medicare Australia requires NATA to provide a specific report within one week.
2. On-site assessments include initial assessments, reassessments, surveillance visits and variation visits.
3. This includes the provision of a confirmed report for online activities.
4. When requested for special commercial or other needs of a member, NATA will endeavour to confirm the accreditation status as soon as possible.

Your Role in NATA Achieving its Service Aims

So that we can meet the aims of this Charter we need clients to:

- Be open and honest in your dealings with us;
- Treat our staff professionally, fairly and with courtesy;
- Ensure the safety of NATA assessment teams while they are carrying out assessment activities;
- Provide assessment teams the necessary facilities to prepare their report on any on-site assessment;
- Provide all supporting information and documentation necessary for us to deal with your accreditation or any other needs in a timely manner, including evidence of any remedial actions specified by NATA;
- Implement agreed actions within the timeframes proposed; and
- Advise us promptly when there are key changes in personnel or other matters affecting your organisations accreditation or other recognition.

Compliments and Complaints

If you are pleased with our service, please let us know. We wish to advise our staff when their services are appreciated.

If you are not satisfied with our service, please advise us so that we can endeavour to address your concerns.

Compliments or complaints can be provided directly to any NATA staff member, or via the feedback link on the NATA website (www.nata.com.au/Contact-us/feedback). NATA also invites clients to complete a survey for most on-site accreditation activities.

Your Client Coordinator is your first point of contact for any technical or operational issues.

For issues regarding invoices or fees contact our General Manager, Business Services (02) 9736 8222.

If we have been unable to resolve your issue contact:
Samantha Hayes
Quality and Risk Manager
NATA
2-6 Railway Parade, Camberwell, VIC 3124
Tel: (03) 9274 8200
Fax:(03) 9882 8249
Email: quality@nata.com.au
Web : www.nata.com.au

AMENDMENTS

The table below provides a summary of changes made to the document with this issue.

Amendments
Update to Section ‘NATA’s Role’.
Update to Section ‘Compliments and Complaints. Contact/contact details.
Security Classification Label added.