

# Borderless CS

CYBER SAFE TOGETHER

## ISO 9001 and ISO 45001 Certification Services Customer success story



CLIENT: CARING HANDS HEALTH CARE

INDUSTRY: HEALTHCARE & AGED/DISABILITY SUPPORT SERVICES

CLIENT WEBSITE: [HTTPS://WWW.CARINGHANDSHEALTHCARE.COM.AU/](https://www.caringhandshealthcare.com.au/)

SERVICE: **ISO 9001:2015 & ISO 45001:2018 CERTIFICATION SERVICES**



## Customer Success Story

### Caring Hands Health Care Achieves ISO 9001:2015 & ISO 45001:2018 Certification with Borderless CS

#### Overview

Caring Hands Health Care — a growing Australian healthcare and disability support provider — successfully achieved **ISO 9001:2015 (Quality Management Systems)** and **ISO 45001:2018 (Occupational Health & Safety Management Systems)** certifications, reinforcing its commitment to exceptional service quality, safety, and governance.

The organisation worked with **Borderless CS**, Australia's leading cybersecurity and compliance consultancy, to streamline processes, uplift internal governance, and build a robust management system aligned with international best practices.

Their certification achievement was also featured publicly on **ITBrief Australia**, highlighting the organisation's strengthened quality and safety culture.

Caring Hands Health Care provides essential nursing, aged care, disability support, and personal assistance services across Victoria and other regions. As a provider dealing with vulnerable communities, they recognised the urgent need to strengthen:

- Operational consistency
- Quality-of-care frameworks
- Workplace safety systems
- Organisational risk management
- Tender-readiness and regulatory compliance

Achieving ISO 9001 & 45001 certification became a strategic priority to support sustainable growth and demonstrate leadership in service reliability and safety.



## The Challenge

Caring Hands faced several structural and compliance pain points common across healthcare service providers:

- Fragmented processes and inconsistent documentation
- Gaps in quality control and safety risk assessment
- Limited audit readiness
- Need for a formal, compliant management system
- Desire to increase trust with clients, regulators, and partners

These challenges required a structured, expert-led approach to uplift both Quality Management (ISO 9001) and Safety Management (ISO 45001).

## Borderless CS Engagement

Borderless CS delivered an end-to-end ISO consulting engagement tailored to the healthcare and disability support sector.

## Our Approach

### 1. Initial Gap Assessment

Mapped Caring Hands' existing processes to ISO 9001 and ISO 45001 clauses, identifying strengths and remediation priorities.

### 2. Management System Framework Design

Developed a fully customised Integrated Management System (IMS) including:

- Quality policy & objectives
- Hazard & risk controls
- SOPs for healthcare and support operations
- Incident, feedback, and corrective action workflows



### 3. **Process Standardisation & Documentation Uplift**

Created or restructured policies and procedures across:

- Service delivery
- HR & competency management
- WHS responsibilities
- Risk registers
- Continuous improvement processes

### 4. **Staff Training & Awareness Programs**

Delivered role-based training to ensure the entire organisation understood responsibilities under ISO standards.

### 5. **Internal Audit & Corrective Actions**

Conducted internal audit cycles to prepare the organisation for Stage 1 and Stage 2 external audits.

### 6. **Certification Support**

Provided audit liaison, evidence preparation, and support until certification was successfully awarded.

### **Certification Outcome**

Caring Hands Health Care achieved:

- **ISO 9001:2015 Certification — Quality Management Systems**
- **ISO 45001:2018 Certification — Occupational Health & Safety Management Systems**

Both certifications were awarded **with no major non-conformities**, demonstrating a well-structured, high-maturity management system.

## Business Impact

Post-certification, Caring Hands Health Care has achieved:

### 1. Stronger Operational Efficiency

Standardised processes across teams, reducing errors and improving service consistency.

### 2. Improved Workplace Safety Culture

Enhanced WHS protocols, hazard identification, and incident management.

### 3. Higher Staff Accountability & Competency

Clear responsibilities and structured training uplifted internal ownership.

### 4. Tender & Compliance Readiness

ISO certification has strengthened NDIS audit credibility, government tendering, and healthcare compliance requirements.

### 5. Increased Client & Partner Trust

Transparency, reliability, and quality assurance have contributed to positive client perception and business growth.

## Client Statement

“Achieving ISO 9001 and ISO 45001 marks a significant commitment to safety and quality across our care services. The certification reinforces our dedication to excellence and to the well-being of both our clients and staff.”

## Conclusion

This project showcases Borderless CS's capability to deliver **holistic ISO 9001 & 45001 governance uplift**, helping healthcare organisations embed strong, sustainable, and compliant systems.

With ISO 9001 and ISO 45001 now embedded, Caring Hands Health Care is positioned to scale confidently while maintaining exceptional care quality and a safer workplace for all.

Client website address: <https://www.caringhandshealthcare.com.au/>



News publication link: [Caring Hands Health Care earns ISO certifications for safety & quality](#)