



Overview of the ACiA Endorsed Certification to ACIMSS Program

Background

The Attendant Care Industry Association (ACiA) vision is that the Attendant Care industry is “know and respected as a provider of quality services”. The industry is fast-growing and in demand and is dealing with increasingly complex cases in the community. However, there has been little regulation in the industry and this has led to disparity in the professionalism of providers and the quality of care and support being offered. ACiA determined that having a Standard and a Certification process designed for the industry would significantly address many of these issues.

ACIMSS

The Attendant Care Industry Management System Standard (ACIMSS) is the only National quality management standard that specifically addresses the provision of attendant care services – and attendant care is any paid care or support service provided in a person’s home or community. It has been endorsed by JAS-ANZ (the Joint Accreditation System for Australia and New Zealand) and gives national recognition to a service that achieves Certification to ACIMSS.

The ACiA Standard (ACIMSS) can be purchased by completing the ACIMSS Publication Order form and submitting it to ACiA. The form can be found on the website at <http://www.aciansw.org.au/currentactivities/>. It is also recommended that you purchase the ACIMSS Guidelines as these provide examples of how you can demonstrate compliance with the Standard.

Services to Which ACIMSS Applies

The Standard is relevant to any type of attendant care services/programs; that is, any paid care or support service provided in a person’s home or community (including group homes as per CSTDA 1.04).

As a National Standard, ACIMSS is also relevant to attendant care services provided in all states and all funding bodies. ACiA has received commitment from nearly all major funding bodies that they will ‘map’ the Standard against any internal requirements in order to reduce duplication of quality requirements.

ACiA Involvement

The Attendant Care Industry Management System Standard (ACIMSS) was developed by the ACiA Accreditation Steering Committee (ASC), comprised of some ACiA Committee of Management members and all funding bodies. During the development of the Standard, the issue of how the auditing against the Standard

would occur was discussed. It was agreed that the quality of auditing impacts on the effectiveness of the Standard to achieve its objective.

Another concern raised by ASC funding body members, was the current lack of transparency of Certification/Accreditation. They found that organisations could present themselves as “fully certified/accredited/endorsed” but had actually only met certain areas of a quality system.

The ACiA COM considered different approaches for how a high quality auditing process could be facilitated that would also provide a clear scope of Certification. This included obtaining feedback on some models used in NZ where industry or professional bodies were involved in the endorsement of certification.

Therefore, with the support of the Accreditation Steering Committee, it was determined that ACiA would be involved in the certification process. ACiA’s involvement is primarily in 2 areas; endorsing Certifying Bodies (auditing agencies) and being involved in the Certification decision.

Enrolling in the ACiA Endorsed Certification to ACIMSS Program

The following steps need to be taken to become enrolled:

- Complete the Application Form for ACiA Endorsed Certification to ACIMSS (found on the website at <http://www.aciansw.org.au/currentactivities/>)
- Submit it to ACiA
- ACiA will ensure it is complete or will ask for additional information from you
- ACiA will then forward it to the Endorsed Certifying Body (auditing agency) who will contact you to discuss the audit, confirm your scope and provide you with a quote for auditing services
- Once you have signed the agreement with the Endorsed Certifying Body, they will let ACiA know and ACiA will send you a letter confirming your enrolment in the program and providing you with an invoice for the Application Fee
- Once you have paid the Application Fee, you are officially enrolled in the program

Further Information

Further information about the Standard and the program can be found by:

- Reading the Frequently Asked Questions on the ACiA website <http://www.aciansw.org.au/currentactivities/faq/>
- Contacting ACiA
 - Ph 02 9264 7197
 - Email contact@aciansw.com.au