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Office Update

As many of you will know, our Executive Officer, Heather Holden, has gone on maternity leave (and produced a beautiful baby boy!). Jenny Barron is currently filling in for Heather. However, she is only working reduced hours so we ask for your patience in your dealings with the office.

Quality Certification Project

As most of you will be aware, ACIA received funding from the LTCSA for the development of **ACIA Quality Certification**. This certification will provide funding bodies and employers with an industry endorsed benchmark for quality provision in attendant care.

Phase 1

The first stage of this has been completed with the development of a set of standards (Version 1) specifically designed to meet the requirements of the Australian Attendant Care Industry. This has also included the development of an audit tool to be used when auditing organisations against the standards. We acknowledge the immense support provided by the following people and organisations for the successful completion of Phase 1:

- LTCSA for funding this phase
- the ACIA Quality Steering Committee
- our Quality Consultant (Jennifer Schofield) and Health Audit NZ.

Phase 2

We are now about to embark on Phase 2 of the project, assessing the standards and audit tool. We are grateful to have again received funding for this Phase 2. Support has come from:

- The NSW Motor Accident Authority (principle supporter)
- WorkCover NSW



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- VIC Transport Accident Commission

Phase 2 will involve conducting a series of pilot audits, where the Quality Certification process will be trialled and the draft standards assessed for their appropriateness for all stakeholders. The ACIA Quality Steering Committee has recommended a series of up to six pilot programs be conducted. Organisations selected by the committee for these pilots will undergo a quality audit but will not be eligible for formal certification as a result of the pilots. However, the process should place them in a strong position when the certification program begins in earnest.

Phases 3-4

Once the pilots have been completed and the Quality Certification standards and process endorsed by the ACIA Quality Steering Committee, all organisations delivering attendant care provision can apply for certification. A schedule of fees for certification will also be set by the Steering Committee.

Pilot Plan

Strategy	Timeframe
Seek Expressions of Interest (EOI) from Attendant Care Providers	Nov- Dec 2007
Select appropriate range of providers for pilot	Dec 2007-Jan 2008
Organisations prepare for audit	Jan-Feb 2008
Carry out audit of participants	Mar 2008
Evaluate audit program and make recommendations to Steering Committee	Apr-May 2008
Finalise Certification Program, including standards, audit tool and audit process	Jun 2008

Quality Certification Workshops

The workshop being held in February is aimed at filling a gap many organisations encounter ... being able to **prove** (to funding bodies, clients, consumer groups) that you are providing high quality services. The workshop will present practical guidance on establishing systems that will allow you to more readily prove this, and hence meet a critical requirement of the certification process.

In addition, **Shanahan Tudhope Lawyers** will be making a brief presentation specifically targeting legal issues relevant to Attendant Care providers. They will also be available through the workshop to discuss individual concerns.



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Positioning Your Organisation for ACiA Quality Certification

21-22 Feb 2008

Sydney Masonic Centre

Members Cost: \$440.00 for the 2 days (inclusive of GST)

To register or find out more, please contact contact@aciansw.org.au

Or call 02 9264 7197

Approved Attendant Care Providers for Lifetime Care and Support Authority

LTCSA has recently conducted the recruitment process for approved attendant care providers. LTCSA stated that successful organisations will hear from LTCSA in early February.

Suzanne Lulham, LTCSA Director of Service Delivery, reported to ACiA that it was pleasing to see that since the last call for approved providers, more organisations had participated in some form of external quality system implementation. She also stated that all organisations had made a commitment to participating in the ACiA Quality Certification Program. We believe this will accelerate the process of improving the quality and consistency of attendant care services across NSW.

A National Body

Discussions were held regarding the nationalisation of ACiA at the General Meeting on September 7th 2007. Members agreed that it should be one of the strategic objectives for ACiA to be focusing on after the ACiA Accreditation is up and running. It was suggested that we review other associations who have taken a similar step to assist with the process to determine how this could best be achieved. Initial steps have included reviewing other bodies.

Jax Place – Children’s Respite/Holiday Opportunity

Our President (Barbara Merran) attended the official opening of Jax Place, a home that provides an opportunity for children with a severe disability to have a free holiday with their family. This purpose built environment is owned and operated by LTCSA. If you have clients who may wish to take advantage of this service, more information can be found at:

<http://www.lifetimecare.nsw.gov.au/default.aspx?MenuID=24>

Some interesting presentations were also made at this opening and these were forwarded to members.



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Changes to Some NSW Health Equipment/Programs

Following a review of Program of Appliance for Disabled Persons (PADP) in 2006, NSW Health has begun the implementation of a key recommendation, transferring PADP functions to one state-wide administration.

The new unit, called Enable NSW will in fact integrate and manage five state-wide programs. It is expected it will take 18 months to integrate:

- Ventilator Dependent Quadriplegic Program
- Children's Home Ventilation Program
- Home Oxygen Program
- Artificial Limb Service
- PADP.

In addition, there is considerable work being carried out to streamline and provide more consistency with the prescription of equipment. Our President (Barbara Merran) has been a member of the Advisory Committee overseeing these changes. Upcoming changes include the development of Common Equipment Guidelines and some changes to the qualifications and experience required to be able to prescribe certain equipment/modifications.

Members will be kept informed of implications of these changes as the integration progresses and other changes are implemented.

New Free Valuable Training Resource

Introduction to Traumatic Brain Injury

With funding from the NSW Motor Accident Authority (MAA), Liverpool Brain Injury Unit has developed an on-line training kit. The kit is to assist staff working with people who have a traumatic brain injury. The kit includes eight self-study modules which can be completed on line. It also includes downloadable presenter notes, handouts and worksheets for use by workshop presenters. To find out more, visit:

<http://www.tbistafftraining.info/>

MAA Training

Dates for MAA's regular training "The NSW Motor Accidents Scheme and Service Providers" have been set. The training is aimed at organisations that provide services under the motor accidents scheme. Dates are:

- 14 March
- 16 May
- 15 August
- 24 October

Places at this training usually fill quickly so if you are interested in attending, please contact Leonie McDonald 02 9394 1302 or email workshops@maa.nsw.gov.au



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National Qualifications - Community Care Workers

The Community Services and Health Industry Skills Council (ISC) has been working to develop national training packages aimed at both formally recognising current skills of workers in the community services and/or developing skills. Of particular interest to the attendant care industry are two packages:

- Certificate III & IV in Individual Support (Possible streams for Aged Care, Disability, Home and Community Care)
This project is now about to validate Draft 2 of the competencies after feedback was received from the industry
- Community Rehabilitation Assistant Workforce Project
This project is looking to develop units of competency that would complement and supplement units of competency already present in the HLT07 Health Training Package and CHC02 Community Services Training Package. Specific competencies being considered are:
 - Work Effectively in Community Rehabilitation
 - Support daily living requirements in a community rehabilitation context
 - Support community access and participation

If you would like more information on these go to: <http://www.cshisc.com.au> and look under 'Projects'.

ACiA's Executive Officer recently attended a seminar where the new packages were discussed. ACiA will now be providing feedback on these packages. Members should contact ACiA if they wish us to provide specific comment or for further information.