

Report from the Editor Heather Holden

ACIA held its second AGM on 24th November 2006 with calls for nominations for two vacant positions on the Committee of Management. We are delighted to announce that those positions have been filled by Rita Blundell and Lyn Franco. We also had a third late vacancy on the Committee of Management which has been filled by Trish Noakes. Brief biographies of Rita, Lyn and Trish are included in this newsletter.

Margaret Onus, Case Manager, Brain Injury Unit, Westmead Hospital, has resigned from ACIA after a long association. Margaret was instrumental in forming and establishing the Steering Committee Network which led to the formation of ACIA. We wish Margaret all the best for the future and extend our appreciation and thanks on behalf of the Executive and Members.

ACIA held its first Executive Meeting and Planning Day for 2007 on Wednesday 7th February and the current Office Bearers were reappointed for another term. The 2007 Committee of Management is listed on the next page and I look forward to working with them through out the year.

Report from the President Barbara Merran

Our new Committee of Management represents an excellent blend of experience and new blood and I would particularly like to welcome Rita, Lyn and Trish on to our Committee. The Office Bearers from 2006 were re-elected to their positions and this gives us a continuity which will also benefit ACIA.

As we gear up for a busy year, ACIA is again most grateful to the Motor Accidents Authority (MAA) for their ongoing funding of the Executive Officer position and provision of office space and IT support. ACIA has also been successful in securing a grant from the MAA for capital equipment. This equipment will allow ACIA to more effectively provide educational forums, communicate directly with the Attendant Care Service Providers and be the 'voice' of the Attendant Care Industry for policy development.

Paul Henderson, a lawyer with Shanahan and Tudhope, provided excellent advice on ACIA's Constitution and as a gesture of appreciation; Paul has been made a Life Time Member of ACIA.

ACIA has continued to build its profile within the industry and following Ministerial approval, I was appointed on behalf of ACIA to the Council for the LTCSA.

Our first 2007 ACIA Executive Committee meeting was held in early February and much of the day was devoted to planning our activities for 2007. We now have topics for two forums (*Developing Partnerships* and *The Tender Process*) and further details will be sent to you in the near future.

I would like to take this opportunity to welcome all our new members and encourage you to voice your concerns and contribute ideas to ACIA.

The opinions expressed in this newsletter are not necessarily those of ACIA or of the editor. They are published to create a forum for debate on issues related to the Attendant Care Industry. ACIA has neither the staff nor the facilities for testing and evaluating any of the services or items and therefore can assume no responsibility for the effectiveness, safety or quality of any such items or service.

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Committee of Management

Office Bearers:

President – Barbara Merran (Southern Cross Community Care)

Vice President – Dollina Renton (Dolliena Pty Ltd)

Secretary – Don Thorn (Hunter Integrated Care)

Treasurer – Michelle Barrett (Complete Care Team)

Ordinary Members:

Bernice Daher (Spinal Cord Injuries NSW)

Lyn Franco (Australian Home Care Services)

Rita Blundell (CSS - Care & Support Services)

Trish Noakes (Just Better Care & Just For Kids)

Deborah Frith (Brain Injury Association of NSW)

New Executive Members Biographies

Lyn Franco

Lyn Franco has been employed in healthcare for the past 30 years completing her General Nurse training in 1979 at Sutherland Hospital Caringbah Sydney.

She has had a number of roles within the health industry at both a Senior and Executive Management level including the commissioning and management of Clinical Services at Sydney South West Private hospital in Liverpool.

She has recently moved back to Sydney with her family from Newcastle where she was involved with the commissioning team of the newly developed Newcastle Private Hospital located in the grounds of the John Hunter and Newcastle Hospitals.

Lyn has been employed by Australian Home Care as NSW State Manager for the past 18 months and is enjoying the ability to participate in the broad range of challenges that community care involves and providing quality care with positive outcomes to clients.

'I feel privileged to be elected to the executive committee of ACIA and look forward to contributing to the development of the Attendant care Industry in whatever capacity I can'.

Rita Blundell

Rita has worked in the Disability sector for the past 19 years, starting at Royal Ryde Rehabilitation in the mid eighties.

From there in 1989 she commenced working with Family & Community Services, Department of Community services and then Department of Ageing, Disability & Home Care, managing Accommodation Services, Community Support Teams & Respite.

From August 2004- August 2006, she worked with a private organisation coordinating Attendant Care Services to clients within the community sector.

After many years of coordinating services for clients with disabilities in both government and private Rita has recently started her own community care organisation – (CSS - Care & Support Services) specialising in providing Attendant Care Services. As well as her professional experience Rita also has personal experience in caring for a family member with an acquired brain injury.

Rita has also obtained a post graduate Diploma in Social Sciences, and a Certificate 1V in Assessment & Training.

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Trish Noakes

Trish Noakes is a registered general and psychiatric nurse who has been involved in Community Care since 1988. After working for Northern Sydney Area Health Service for seven years Trish saw the opportunity to open a local agency (Noakes Nursing Agency) and provide staff for the hospitals and nursing homes. Noakes Nursing Agency grew through word of mouth with the business covering the Northern Sydney region.

The agency was sold in 2002 and Trish became involved in consultancy and business development using her NLP Master Practitioner and Trainer skills. During this time Trish continued her passion for community care through her membership on the board of management for CCNB.

In 2004 Trish began "Just For Kids", a childcare agency in Sydney and then in 2005 opened "Just Better Care", an agency with its whole focus on community support services.

Trish's vision has now extended to franchising where she believes a proven model of care offers both the local community and business owners something very valuable. There are now seven franchised sites in NSW and Queensland with the aim of having centres in all States within the next 3 years.

ACIA Policy Position: Government Tenders

It is the opinion of the ACIA Executive that:

- There should be a single standard accreditation process to form the basis of selection for all government tendering processes.
- Until such standardisation occurs, selection should be based on the recognised quality systems (eg. ISO, ACHS, QMS, IMF) that organisations have achieved.
- As part of the tendering process the weighted methodology (i.e. scores applied to selection criteria such as price, quality and experience) should be included by the tendering department in the expression of interest document. This should form the basis of a written response to both successful and unsuccessful applicants. This will indicate areas of strength and weakness, providing applicants the opportunity for continual improvement and provision of quality care to clients.

ACIA News & Events

Quality System for the Attendant Care Industry

ACIA is in the process of identifying one quality system that supports community attendant care providers across all funding bodies.

This is a project which will enable ACIA to approach Government organisations for additional funding to meet the industry requirements for a suitable accreditation process.

To further inform key stakeholders, ACIA has organised a presentation from DAA, a New Zealand Organisation that currently audits Government funded Attendant Care throughout NZ. The presentation will be given to the ACIA committee of management, MAA, LTCS, DADHC, ICA, DVA, NSW Health, Workcover and other potential stakeholders.

The outcome and relevant information will be distributed to all members through our newsletter and website.

2007 Forums

The following two forums for 2007 have been proposed by the Executive:

- **'Developing partnerships'** - How can you improve your position in community care provision and who are the players?
- **'The Tender Process'** - how to prepare applications, responses and proposals.

We will notify you of the dates and registration details in the near future.

Forthcoming Membership Survey

One of ACIA's main roles is to make representations on behalf of our members to funding bodies, government agencies and policy makers. To assist us in this work we need to have a clear idea of the scale and scope of our membership. In the near future ACIA will be conducting a membership survey which we hope will capture the full range of activities and scope of services offered by our members.

We appreciate the confidentiality of this information and can assure you that only aggregate data will be published so that no individual member organisation can be identified. No member of the ACIA Board of Management or any other party will have access to the raw data. The aggregated information will be used to emphasise the important role and level of representation that ACIA holds. This will be particularly useful when we make representations on topics such as quality standards, funding arrangements, national training standards and legislative reforms.

Industry Issues – ACIA's Representation to DADHC and the NSW Department of Commerce - Home Care Tender

ACIA made representations on behalf of our members to DADHC and the NSW Department of Commerce concerning the process for Home Care tendering and invoicing. These representations were the result of feedback and concerns raised by our members.

The invoicing system proposed by Home Care required the issuing of invoices prior to validation of service delivery.

Following ACIA's representation we are pleased to inform you that a Deed of Variation was subsequently issued stating in Clause 11.4.5 "The Contractor is to provide invoices for services provided on a fortnightly basis promptly following closure of their pay period".

Report from the Lifetime Care Council Meeting of 28 Feb 2007

- The results of the invitation to apply as an attendant care provider to the LTCS were announced and should be available on their website soon at www.lifetimecare.nsw.gov.au
- On behalf of ACIA a presentation was provided to the council in regards to the development of a quality system to meet the industry and all government organizations needs.
- On behalf of ACIA membership the issue of concerns of members in regards to the schedule of fees was raised for consideration.

ACIA encourages feedback and editorial comment. So please write us a letter, send a fax or email to;

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