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1. ACiA National Quality Certification Program

ACiA Endorsed Certification to ACIMSS Program: First Organisation Certified

We are delighted to announce that Southern Cross Community Healthcare Pty Ltd has become the first organisation to achieve ACiA Endorsed Certification to the Attendant Care Industry Management System Standard (ACIMSS). They therefore will also be the first organisation to have their performance data entered into the ACiA quality benchmarking system. This information in the database will be held until we have sufficient data to ensure confidentiality for the provider organisations.

Support for ACiA Endorsed Certification

In addition to the NSW Lifetime Care and Support Authority requirement for the next round of contracts to be an approved panel provider, we are pleased to announce that the VIC Transport Accident Authority will require panel providers to have achieved quality Certification to one of two standards, one of which is ACIMSS.

Workshop for VIC Transport Accident Commission and Service Providers

Following on from the above TAC policy decision, ACiA presented a workshop to VIC TAC staff and their panel service providers. The workshop outlined the ACiA Endorsed Certification to ACIMSS and how to prepare for this. We will monitor interest in VIC and are hoping to run our Certification workshop series in VIC early next year.

ACiA Quality Certification Workshops

To assist organisations prepare for ACiA Endorsed Certification, another workshop series has been running through the second half of the year. The program will also be offered in the first half of 2010. There are still two workshops to be held in November.

Information on how the Program works and the workshops are available ACiA Website (www.aciansw.org.au)

2. Proposed Industrial Awards

We have been reviewing the draft new National Awards for Health and Welfare Services – Social and Community Services, proposed to be introduced 1 Jan 2010.

Many of the proposed award conditions, if introduced, would have significant impacts on the industries ability to meet our service user's needs and meet the Disability Service Standards. Perhaps of greatest concern is the proposed **minimum 3 hour shift** duration. Due to service user needs and the practical issues of 'peak demand', many services would be unable to be filled. ACiA has made 2 submissions to the Australian Industrial Relations Commission Full Bench focusing on a number of issues. ACiA Members also made submissions focusing on other conditions of concern. Issues addressed included:

- A 3 hour shift is also likely to significantly impact on the ability to recruit in peak times and in rural/remote areas. Many of these workers already have a full-time job and are prepared to do an additional hour of support but would not commit to an additional 3 hours
- Maximum of 8 hour shifts → impact on 24 hr shift rostering and hence costs
- The tiering of workers, particularly if the 3 hour shift was to be introduced, would add considerably to the already complex area of rostering
- The definition of level 1 v level 2 Home Care positions is unclear and could lead to workers performing different levels of work but being paid the same amount.

These are in addition to the obvious impacts of an increase to 25% for casual workers and increased baseline salaries.

Additionally, this is also likely to affect those who currently have workplace agreements. This is because, when they are to be renegotiated (unless the legislation changes), they will have to meet the "The no-disadvantage test" which has been introduced to ensure agreements do not disadvantage employees against an applicable collective agreement or applicable award.

All submissions can be viewed at

<http://www.airc.gov.au/awardmod/fullbench/industries/awardmodindustry.cfm?award=social>

There was to be a public consultation about the award with the Full Bench of the Australian Industrial Relations Commission in Sydney on Tues 27 October 2009. ACiA attended this hearing. However, it was deferred as NSW and QLD have not yet determined if they will refer their industrial relations powers to the Commonwealth. This hearing is now being held in Melbourne on Thurs 5 November.

3. Annual General Meeting – 8 Dec 2009

ACiA's AGM will be held on Tues 8 December, 2-3 pm. Relevant papers have been sent to members and an open invitation is attached. We hope many of you will be able to attend.

4. A National Body

Due to the tremendous amount of work being directed at the Certification program, this work has not progressed as far as we were hoping by this time. However, we are now concentrating on this development as a major priority.

5. Care Needs Assessor Workshop – LTCS & ACiA

A second workshop on Care Needs Assessment is being held on **Wednesday 25 November**. This is a repeat of the April 2009 session and is targeted at those professionals involved in completing care needs assessments for Scheme participants. Attendees will find out more about the features of attendant care in the Lifetime Care and Support Scheme and the implementation of attendant care, including a session by the Attendant Care Industry Association of NSW.

For further information or to attend, email [Gemma Lloyd](mailto:Gemma.Lloyd@ltcs.nsw.gov.au) (LTCS) or (02) 9394 1318.

Note: Based on feedback from the last workshop, while this workshop is geared at LTCS processes and participants, it is a useful training session for any Case Manager in understanding the role and needs of Attendant Care Providers.