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### 1. ACiA National Quality Certification Program

#### ACiA Endorsed Certification to ACIMSS Program

Members and other stakeholders will largely be aware that:

- ACiA has developed the first attendant care management system standard for the industry – the Attendant Care Industry Management System Standard (ACIMSS).
- As an additional level of confidence, and in order to provide better value to the industry, ACiA has developed the ACiA Endorsed Certification to ACIMSS Program. This program involves three major components:
  - ACiA endorsing Certifying bodies
  - ACiA monitoring the quality of the audits
  - ACiA ensuring critical criteria in the Standard are met.
- Details of how this Program will work are now outlined on the ACiA Website. (see below)

#### ACiA Endorsement Program – Information Available on the ACiA Website

There is a new section on the ACiA website ([www.aciansw.org.au](http://www.aciansw.org.au)) called “ACiA Quality Certification”. It contains four documents:

- An Overview of the ACiA Endorsement of ACIMSS Certification Program
- A more detailed document that outlines the processes and requirements of the Endorsement Program
- An order form to purchase the ACIMSS – Standard and Guidelines
- A form to apply to participate in the ACiA Endorsed ACIMSS Certification Program.

Shortly this will also include details related to the ACiA Independent Review and Benchmarking Committee. This body is the ACiA sub-committee that is responsible for ‘endorsing’ the ACIMSS Certification. This committee is independent from the ACiA COM to ensure there is no conflict of interest with service providers who are on the COM.

In the future the website will also include:

- A *Registry of ACiA Endorsed Certified Providers*
- Industry Benchmarking Data.

### **ACiA Endorsement Program – First Audit Conducted**

The first ACIMSS Certification audit has been conducted on Southern Cross Community Healthcare Pty Ltd in July 2009. We are still awaiting the outcome of the Certification but it is anticipated that Southern Cross Community Healthcare will also be the first to submit for ACiA Endorsement of their Certification. As such, they also be the first organisation to have their performance data entered into the ACiA quality benchmarking system.

### **Support for ACiA Endorsed Certification**

The Lifetime Care and Support Authority has affirmed support for the ACiA Endorsed Certification Program and that it will be required for the next round of contracts to be an approved panel provider. We are continuing to receive positive support/feedback from other funding bodies, but the final details of this support has not been finalised as yet.

### **ACiA Quality Certification Workshops**

To assist organisations prepare for ACiA Endorsed Certification, another workshop series has been developed for the second half of the year. The program is summarised below. While staff can attend just one or two workshops, the feedback from the participants in the first series was that attending the series of six workshops was extremely beneficial.

More information is available on all the workshops in the attached registration flyer. The flyer is also on the ACiA web-site.

### **Wed 16 Sept: Preparing for Certification**

This workshop will help organisations understand the general intent of the criterion in the ACIMSS, the focus on outcomes and the types of evidence that the auditors will require. It will also help with the initial assessment against the Standard and how to set priorities.

### **Thurs 17 Sept: Getting Your Governance Systems in Place**

Any organisation that has not previously been externally Accredited/Certified is strongly urged to attend this workshop. Experience has shown that this is an area where many organisations fail Certification as they do not understand the requirements of effective corporate and clinical Governance structures and processes.

### **Thu-Fri 1-2 Oct: Developing your Quality and Risk Management Systems**

This workshop addresses the critical system areas of monitoring and managing

- the quality of care and service
- the risks associated with its delivery.

It particularly focusing on expanding the sometimes narrow focus of risk (eg OHS) to ensure all risks are identified and appropriately managed

### **Thu 19 Nov: Focusing on the Service User**

Ensuring your services can demonstrate

- Respect for user rights and responsibilities
- Responsiveness to user needs
- Management of, and response to, Adverse Events and Complaints

## **Fri 20 Nov: Quality of Care and Service: Key Evidence Areas in Service Provision**

This workshop will cover

- Service user assessment and reassessment
- Effective service planning
- Evaluation of service outcomes

## **Feb 2010 (Date to be confirmed): Preparing for the Audit**

This workshop will cover

- Finalising your self-assessment
- Preparing you and your team
- Tips for making life 'easier' for your auditor, your service users and your team

## **2. ACiA Forums**

We have two topics planned for the remainder of the year:

**NSW Health: Where is community based care heading?**  
**Human Rights and Duty of Care: Managing the Risks**

Dates are still being confirmed.

## **3. A National Body**

ACiA held a Special General meeting on 12 June 2009 regarding ACiA's proposal to become a National Organisation. The advice from our Honorary Solicitors, Shanahan Tudhope Lawyers was presented and a number of key issues that will need to be considered for the organisational structure were discussed. All proposed resolutions were accepted by those members in attendance. These principles will therefore form the basis for the development of the new constitution that will be presented to the members within the next few months. Minutes from the meeting have been sent to members. If any members wish to be particularly involved in this development work, please do not hesitate to contact the Executive Director or any member of the COM.