

ACIA Newsletter

Attendant Care Industry Association

Issue 5

August 2007

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We invite contributions to the ACIA newsletter. If you have news or stories please contact Heather Holden on 0415 724 958 or email contact@aci NSW.org.au



A note from the President

It has been a very busy three months since our last Newsletter in March 2007.

Funding for Quality Project

Following our "Search for Quality" Forum in November 2005 and further reviews of current quality systems, ACIA applied for and received funding from the LTCSA for the development of an ACIA Quality Certification.

This funding has enabled ACIA to contract Jennifer Schofield to coordinate, evaluate and report on the certification process in consultation with ACIA, nominated stakeholders and Health Audit NZ. Health Audit NZ are the system architects and auditing/ certifying organisation.

Quality Research

After considerable research, examination and the trialling of current quality systems, including feedback from funding bodies and service providers, ACIA is convinced this project does not duplicate any existing work. The ACIA Quality Certification will build on current standards and requirements to best meet the needs of the Attendant Care Industry.

Stakeholder Participation

In March 2007 ACIA conducted a successful forum with funding bodies from NSW, Queensland and Victoria who supported the concept of one Quality System that would meet their contractual requirements. Participants included a wide range of related industry stakeholders from both government and non government organisations including but not restricted to DADHC, MAA, TCA, LTCSA, Work Cover NSW, Insurance Council of Australia, Dept. of Health and Aging, Physical Disability Council NSW. ACIA will draw on the expertise of these organisations to review the Draft Standards to ensure the interests of the whole industry are represented in the certification process.

Barbara Merran
President

Quality Certification Action Plan

Strategy	Key performance indicator	Timeframe
Develop draft standard for review	Draft standard submitted to Steering Committee	July 2007
Revise standard based on feedback	Revised standard submitted for sign off	August 2007
Submit standard for approval	Standard signed off by Steering Committee	September 2007
Select appropriate range of providers for pilot	List of pilot program participants approved by Steering Committee	September 2007
Carry out audit of participants	Audit completed	February 2008

Steering Committee

The ACIA Quality Certification Steering Committee has now had its first and second meetings on 19th June and 18th July where the first, second and third drafts of the ACIA Quality Certification Standards were reviewed and edited. The Standards are not far from finalisation.

Quality Workshops

We are in the process of developing a series of workshops "**Positioning Your Organisation for ACIA Quality Certification.**" A flyer will be sent to you very soon in regards to these workshops.

Pilot of Quality Certification

There is a requirement to Pilot the Certification System. An Invitation will be sent for member organisation to apply to be enrolled in the Pilot. The selection Criteria is as follows:

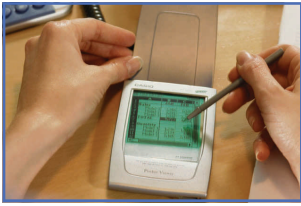
1. The organisation has established and maintained its Quality Management System in a state of continual improvement
2. The organisation has maintained a program of Internal Audits
3. The organisation has previously undertaken an external certification/Accreditation Audit performed by an independent auditing agency

National Registration

This has now led to serious consideration to nationalise ACIA therefore providing consistency throughout Australia. This process has commenced.

A proposal for the nationalisation of ACIA will be put forward for voting at the next Annual General Meeting, date to be advised. Correspondence will be circulated to inform members of the proposal process.

EOI for Lifetime Care and Support



Expressions of Interest for extension of Lifetime Care and Support for Adults

It is anticipated that an EOI from interested attendant care service providers will be announced shortly by Life Time Care and Support for adults severely injured in a motor traffic accident.

Wage Decisions Exempt SACS Award in NSW

NDS had sought the exemption to avoid NSW disability service organisations again having to face the prospect of a double wage increase (the Federal Minimum Wage increase and the preserved work value increase awarded by the NSW Industrial Relations Commission in 2006). The Commission has decided that employers will only need to pay whichever of the two is the higher wage increase.

The full Decision can be found at http://www.fairpay.gov.au/NR/rdonlyres/DC6FB8DE-CF7D-4352-9A8B-006211E9B842/0/AFPC_July07_Decision_Complete.pdf

The AFPC, however, will not reverse its decision applying to last year's wage increase. It said:

- A number of submissions refer to the impact of the Commission's Wage-Setting Decision 1/2006 on the Pay Scale derived from the pre-Work Choices Social and Community Services Employees (State) Award 2006 (SACS Award) in the not-for-profit sector in 2006-07.
- The Commission maintains that, while the legislation allows it to exempt specified Pay Scales from Wage-Setting Decision 3/2007, to do so for all Pay Scales which contain pay increases under s. 208(4) would diminish the work value increases already awarded.
- However, the Commission heard arguments put forward by the sector that the pre-Work Choices wage instrument did not envisage parties being able to pursue safety net adjustments in addition to those already agreed in the schedule of wage increases awarded under the pre-Work Choices wage instrument.
- It is not possible to identify the proportion of increase attributable to the separate elements of work value and safety net. The Commission considered that exempting the not-for-profit social and community services sector from Wage-Setting Decision 1/2006 would diminish, if not completely negate, the work value element.

The Australian Services Union (ASU) will seek a variation to the SACS Award that, if granted, will mean that wages for employees working under the State SACS Award and those working under the preserved SACS NAPSA will be comparable.

NDS is in discussions with DADHC regarding the impact of both the AFPC Decision of October 2006 and a possible positive outcome from the ASU application to the NSW Industrial Relations Commission. NDS has emphasised the need for all organisations to receive funding to cover wage increases, some of which will need to be retrospective to last December. This funding would need to apply to all funded services in order to restore and maintain wage parity across the sector in NSW.

In order to achieve wage parity NDS is considering providing support to the ASU in the NSW Industrial Relations Commission – but only on the firm condition that the State Government fully funds such wage parity.

NDS News Centre released on 9th July 2007

ACIA Quality Workshops

In the next few months, ACIA is planning to offer a series of workshops on establishing quality systems in the attendant care industry.

These workshops will provide organisations with information about organisational structures and systems required for any certification or accreditation. These organisations will then be well positioned to add the specific requirements of the *Attendant Care Standard* and the ACIA Quality Certification system onto their already-established infrastructure.

The overall concept for the workshops is that they will provide organisational representatives with practical guidance with the implementation of the required structures and processes for certification.

Workshop 1

- ◆ Organisational planning and committee structure
- ◆ Developing an integrated system of policies and procedures
- ◆ Managing compliments and complaints

Workshop 2

- ◆ Developing a quality improvement system
- ◆ Developing a risk management system

Upcoming Events

- ◆ 20 September 2007
DADHC Attendant Care Provider Forum
- ◆ 2 November 2007
Aged & Community Services Association of NSW & ACT Forum 1
- ◆ Coming soon!
ACIA Annual General Meeting and
ACIA Workshops



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