

## Report from the Editor Margaret Onus

Welcome to the second newsletter of the Attendant Care Industry Association of NSW (ACIA). ACIA is the peak body for Attendant Care Service Providers and stakeholders operating in NSW. We aim to improve the quality of Attendant Care by representing and advancing the knowledge and practice of Attendant Care Service Providers through workforce development and training activities, information exchange and networking opportunities.

This *Newsletter* aims to provide you with regular updates and news on ACIA's activities and issues relevant to our field.

In light of the industry focus on safe practice, this issue features an article from Kate Bolger on *Manual Handling and Safe Car Transfers of Clients*. Kate is an Occupational Therapist from *Rehab on the Move* and we thank her very much for her contribution.

*We invite articles from other Service Providers on issues relevant to our industry. Contact details are at the end of this newsletter.*

## Report from the President Barbara Merran

In ACIA's first newsletter we talked about the history of ACIA, our formation from a steering committee and our goals and objectives.

ACIA's Search for Quality Systems Forum held in November 2005 was a great success. In summary the need of our industry for a Quality Management System was once again highlighted. ACIA is currently negotiating with the MAA and accrediting bodies to address this need.

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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## Forum 2 Community Care Programs

**Date: 19<sup>th</sup> May 2006**

**Time: 9am to 3pm**

**Venue: Mercure Hotel George Street  
Sydney**

This forum will address issues such as:

- Tendering for Programs
- Requirements for tendering
- Lifetime Care and Support Scheme
- Expectations of a Service Provider who are funded through a tendering process

### Attachments with this newsletter

- **Forum Registration Form**

**Register now!**

## ACIA's Position on Standards for the Industry

1. ACIA believes one set of Standards should be developed for the Attendant Care Industry  
These Standards must:
  - be realistic and practical to the provision of Attendant Care in the Community
  - provide Quality Outcomes to the recipients of care
  - meet legislative requirements
2. ACIA will seek to have a representative on the Steering Committee (or other such body) which advises the LifeTime Care and Support Scheme during the development of these Standards.
3. ACIA will communicate information on the development of Standards and Quality Systems to its members.

## Current Issues and Information

**Lifetime Care and Support Scheme** - The Motor Accidents (Lifetime Care and Support) Bill passed through the Upper House in April. The Bill sets up the Lifetime Care and Support Scheme which will provide treatment, rehabilitation and care to people with spinal cord or moderate to severe brain injuries from a motor accident. The Scheme will apply to children injured in motor accidents from the 1 October 2006 and to adults injured from 1 October 2007.

**So what does this mean for the Attendant Care Industry?** Without a doubt, Attendant Care Services will be the largest cost to the Scheme. Services will be required for a group of people of whom a substantial number currently receive few services (eg those with a brain injury) or whose entitlement is capped at 36 hours a week. There will be an increased demand for skilled Attendant Care Workers. The Lifetime Care and Support Authority will be talking to ACIA about a number of issues including the capacity of the industry to meet this demand, the training needs of the industry and also a system to ensure the delivery of quality services. The next 12 months will involve close liaison between ACIA and the LTCS Authority.

**Article by: Suzanne Lulham, Manager LifeTime Care Division, MAA**

### Attendant Care Project Grants – up to \$10,000

The Motor Accident Authority is inviting applications for grants of up to \$10,000 from organisations in the attendant care industry to undertake projects that will improve the health and social outcomes of their clients.

This is the opportunity to take good ideas 'off the back burner' and have a go.

**Applications close on Friday June 2nd** with announcement of successful grants in July.

Information for applicants & application form can be downloaded from

[www.maa.nsw.gov.au](http://www.maa.nsw.gov.au) **News and Events**

## MANUAL HANDLING IN PRACTICE

*This is the first of a series of articles from Caswell Health Care in which day-to-day manual handling situations are highlighted and possible solutions suggested. Individual situations require individual assessment and therefore the suggestions made in this article need to be considered related to the individual needs of a client.*

During February, therapists at Rehab on the Move (a division of Caswell Health Care) have conducted over 100 transfer assessments for people who are aging or living with a disability.

Rehab on the Move therapists are often asked to assess how a person is being assisted into and out of bed, off the floor in the event of a fall, or simply on and off their chair.

The purpose of these assessments is to ensure safety for both the carer and the client while maintaining the level of independence as appropriate and always considering the dignity of the client.

### Safe car transfers

The problem solving approach which the Rehab on the Move team of physiotherapists and occupational therapists uses in assisting a community care service provider to safely transfer elderly clients in and out of their cars is outlined.

The service provider identified that performing car transfers with their clients had become increasingly difficult over time. They identified that the risk of a fall or an injury to the carer assisting with the transfer had increased as had the resultant risk to the client.

Rehab on the Move sees the value in using a team approach when conducting these types of assessments as there are so many possible contributing factors that need to be considered. Team members include the client, the carer, the physiotherapist and the occupational therapist. Rehab on the Move therapists have found that if a team approach is taken, there is greater acceptance of the recommendations as everyone feels part of the decision making process and the recommendations made. If the recommendations are accepted and followed through, the risk of injury to both the carer and the client is reduced. During the assessment process risks are identified and using the NSW WorkCover Authority Risk Assessment (from the NSW WorkCover Authority Hazpak Worksheet) an action plan is established to manage the risks identified.

The assessments are thorough and include:

#### 1. The physical ability of the client being assisted

- Can the client stand unsupported?
- Is the client able to pivot?
- Is the client able to lift up their legs?
- Has the client had a hip replacement?
- Is the client able to hear your instructions? Remember that the person assisting will be standing behind the client.
- Can the client use both arms for reaching and grasping?
- Is the client able to shift their weight in a seated position?

#### 2. The manual handling skills of the carer

- Is the carer using good postures and technique?
- Do the carer's clothes enable them to squat and lunge?
- Is the carer abiding by the Manual Handling Policy of the organization?

#### 3. The environment in which the transfer is being conducted

- Is it set up to eliminate or minimise risks?
- Is the car parked on a flat surface?
- Is there a kerb gutter that needs to be negotiated?
- Are the client and carer wearing supportive, slip resistant shoes?
- What extra precautions need to be in place when it is raining?

#### 4. The cognitive abilities of the client

- Is the client able to understand the instructions?
- Is the client aware of left and right?
- Does the client need the instructions broken down into simple stages?

#### 5. The behavioral aspects of both carer and client

- Does the client want to get in the car or is there some resistance?
- Does the carer tend to rush the client?

*Continued on next page ...*

There is certainly a lot to think about when making recommendations for car transfers and the input of all members of the team is welcome. The Rehab on the Move therapists have found two pieces of equipment valuable for a carer to have in his or her car.

- **The handy bar** which fits onto most car doors and provides a firm grip hold for the client when transferring in and out of the car.
- **A small slide sheet.** Placing the slide sheet on the car seat will assist the client to position themselves more easily on the seat. If a slide sheet is not available, a plastic bag will do the job.

Remember with car transfers to go slowly and identify risks each time as each time it will be different.

Kate Bolger Occupational Therapist Rehab on the Move (a division of CaswellHealthCare) info@caswellhealthcare.com.au Ph 02 9440 1333

## Spinal Cord Injury for Service Providers – Training Support Package

ParaQuad NSW and the Motor Accidents Authority of NSW (MAA) have launched a ground breaking resource kit Available on line, the kit, developed by ParaQuad with funding from the MAA, aims to raise the standards of care for people with a spinal cord injury by providing much needed training resources for the personal care industry.

The comprehensive kit, comprising four main sections, and supporting documents, has been set up solely as an online resource, so that it can be regularly updated in line with developments in spinal injury care and training.

The resource kit is available as a series of PDF documents which are located in the Resource Centre of the Paraquad website: [www.paraquad.org.au](http://www.paraquad.org.au)

Further enquiries concerning the contents or use of the kit should be directed to **Alex Carbonetti, ParaQuad's Training Coordinator on 8741 5662.**

Website [www.aciansw.org.au](http://www.aciansw.org.au)

ACIA website is now up and running. We will be setting up the notice board to encourage discussion amongst our members. Letters will be sent out with your password and the information you will need to access this area.

## Your opportunity to provide feedback

ACIA requires support from its members to provide a true representation of the Industry. ACIA encourages feedback and editorial comment. We invite open discussion on the changes that need to be made to ensure conformity across all levels of the industry.

So please write us a letter, send a fax or email to;

Heather Holden

ACIA Executive Officer

PO Box A2435

Sydney South NSW 1235

Phone: 02 9264 7197

Fax: 02 9261 0389

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