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### 1. ACiA National Quality Certification Program

#### General

The ACiA Endorsed Certification to Attendant Care Industry Management System Standard (ACIMSS) Program has been finalised.

- Procedures have been developed and refined
- The ACiA Independent Review and Benchmarking Committee has been established
- Three audits were completed in 2009 with the ACiA's Executive Director observing the audits to ensure the auditing is thorough and consistent
- The first organisation has achieved ACiA Endorsed Certification to ACIMSS
- The benchmarking database has been almost completed and we will shortly load in the results of the first audit.

#### Support for ACiA Endorsed Certification

The following organisations have confirmed/indicated support for ACIMSS

- NSW LTCS
- TAC VIC
- EnableNSW Home Respiratory Program
- WorkCover NSW support demonstrated by grant money to ACiA
- Commitment from NSW ADHC to give mutual recognition as part of their Quality Requirements (publicly confirmed again recently)

#### Interim National Quality Framework for Disability Services in Australia

FaHCSIA last year released the *Interim National Quality Framework for Disability Services in Australia* (The framework can be found at

[http://www.dhs.vic.gov.au/data/assets/word\\_doc/0005/378437/quality\\_interimnationalqfdisin\\_aust\\_doc\\_1109.doc](http://www.dhs.vic.gov.au/data/assets/word_doc/0005/378437/quality_interimnationalqfdisin_aust_doc_1109.doc)) ACiA believes it is a workable framework for a complex service

area. However, how well it will deliver on the desired National Disability Agreement Outcomes will be how well service providers are assessed.

We have also closely analysed the individual components of the Framework (Framework Vision and Objectives, National Quality Indicators, Quality Management Principles and Core Features of Quality Management Systems) and compared them to the National quality management certification program that ACiA has developed and is already implementing. We firmly believe that ACiA's Certification program can and is, delivering on all these components and is meeting the Interim Framework Objectives as they relate to attendant care. Therefore we believe there is no need to develop further National certification/accreditation systems for attendant care and will be putting this view forward to FaHCSIA and state disability departments so that duplication of effort can continue to be minimised for our members and the industry as a whole.

### **Becoming Certified**

To achieve ACiA Endorsed Certification to ACIMSS, providers will need to:

- Obtain a copy of the ACIMSS Standard. (Order form on the website)
- Apply to ACiA to join the Program. (Applications are on the website)
- Generally take 6-18 months to prepare (depending on the organisation's 'starting point').

It is also highly recommended that organisations attend the training workshops so that they understand the requirements of the Standard.

More information on how the Program works and the workshops are available on the ACiA Website ([www.aciansw.org.au](http://www.aciansw.org.au))

## **2. ACiA Education**

### **ACiA Quality Certification Workshops**

The first two series of workshops to assist organisations prepare for ACiA Endorsed Certification have been successfully completed. A new series will begin in Sydney in February 2010. While staff can attend just one or two workshops, the feedback from the participants in both series was that attending the whole series of workshops was extremely beneficial. Details are on the ACiA website.

A series is also planned for **VIC** and we are currently finalising dates and venues. TAC has very generously agreed for us to use their venue if available on the proposed dates. It is likely that the series will commence in March 2010.

### **April Seminar: Duty of Care/Risk Management/Human Rights**

We are planning to run a one-day seminar in April looking at a number of topics related to the management of risks relevant to attendant care provision. Topics will include:

- Balancing Duty of Care and Human Rights
- Self-Directed Funding
- 2-Person Care

Details will be forthcoming soon.

### **June Forum**

This forum will cover:

- Managing the return to work of injured community workers
- When a Registered Nurse is required

Details will be forthcoming later in the year.

### Care Needs Assessor Workshop

A second workshop on Care Needs Assessment was held in November 2009 with the NSW Lifetime Care and Support Scheme (LTCS). Attendees again became more aware of the features of attendant care in the LTCS and understanding the role and needs of Attendant Care Providers when they are completing assessments and recommending care requirements.

### 3. Industrial Awards

#### Social, Community, Home Care and Disability Services Industry Award 2010

The [Modern award—Social, Community, Home Care and Disability Services Industry Award 2010](#) was issued by the Australian Industrial relations Commission (AIRC) on Friday 4 December 2009. The new Award will take effect from 1 January 2010.

However, there are extensive transitional arrangements that schedule the phase in of new wages over a period from July 1 2011 up to July 1 2014.

The AIRC made a **number of changes from earlier drafts** due to all the submissions they received (ACiA made 3 submissions in total) including:

- Existing wage levels (subject to Fair Work Australia increases) will continue until 1 July 2011.
- Penalties and loadings will need to be implemented from 1 July 2010.
- However, organisations will need to implement all other conditions contained in the new Award, including allowances and hours of work, from 1 January 2010;
- Minimum start provisions for casual home care employees is **one hour** (instead of the initially proposed three hours) (although it remains at 3 hours for social and community service employees and is set at two hours for all others including disability sector employees);
- Sleepovers: there is an addition of an emergency work provision, whilst payment for planned work provisions has not changed;
- Span of hours: ordinary hours are 0600 – 2000, Monday to Sunday for all employees.

**Source: Adapted from NDS News Update**

### 4. Annual General Meeting

The AGM was held on 8 December 2009. The reports highlight the huge amount of work completed through 2008-9.

The new COM was appointed and is made up of: Barbara Merran (President), Lyn Franco (Vice-President), Michelle Barrett (Treasurer), Dragan Vlaski (Secretary), Gloria Antonio, Dena Blackman, Rita Blundell and the newest member, Sheila Frater.

### 5. A National Body

Work on this project is still progressing slowly.