

Welcome to the first 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.

Many of you will have been familiar with the newsletter *Networking CARE*, published by the Care Services Network. This network was an initiative funded by the Motor Accident Authority (MAA) aimed at forming a NSW professional network to increase communication between Attendant Care Service Providers and stakeholders.

The Network conducted a survey to look at the major needs of Service Providers and as a result the following workshops were delivered:

- Challenging Behaviours after Brain Injury and their Consequences 15th October 2004
- Enhancing Care for Persons with a Spinal Injury 26th November 2004
- Beyond Compliance: Issues of OH&S management in the community 8th April 2005

In January 2005, the network was formalised and ACIA became an incorporated Company in the state of NSW.

The final forum funded through the project was held on the 3rd June 2005 and looked at the issues around Long Term Care. At this forum, David Bowen, General Manager of the MAA announced funding of \$195,000 to enable ACIA to employ an Executive Officer over a period of three years.

A strategic planning session for ACIA was held on 8th June 2005 and the final meeting of the Steering Committee was held on 8th July, 2005. At this AGM the ACIA constitution was adopted and an Executive Committee elected.

The ACIA Newsletter aims to provide you with regular updates and news on our activities and issues relevant to our field. In this first issue under the ACIA banner, we look at ACIA's Goals & Objectives, Vision, Mission & Values and news and events including our first forum on 11th November which focuses on Quality Assurance.

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Attachments with this newsletter

- **Forum Registration Form**
- **Membership Form**

Is Your Membership Current?

This first Newsletter is being sent to all on our mailing list. In the future the ACIA Newsletter will only be sent to members - so join now!



<u>Organisational</u>	<u>Affiliate</u>	<u>Individual</u>	<u>Associate</u>
\$100	\$200	\$20	\$20
Attendant Care Service Providers	Organisations supporting objectives of ACIA Non Voting	Attendant Carers	Individuals supporting objectives of ACIA

First Steps for ACIA

We would like to thank all those people who worked so hard on the Steering Committee and whose efforts have led to an increased awareness of the needs of our industry:

Julie Beardall
Rita Blundell
Bernice Daher
Deni Gliddon
Wendy Hall

Heather Holden
Judi McInally
Barbara Merran
Alex Natora (Project Officer)
Margaret Onus

Kate O'Reilly
Chris Seidel
Kerry Stafford
Don Thorn
Deborah Toffolo

Our first Executive Committee

President:	Barbara Merran
Vice President:	Dollina Renton
Secretary:	Don Thorn
Treasurer:	Michelle Barrett
Ordinary Members:	Margaret Onus Bernice Daher Deb Curnow

ACIA Goals & Objectives

1. Develop ACIA Membership and Partners
2. Facilitate Education and Training
3. Facilitate Quality, Standards and Competencies
4. Encourage Research and Development
5. Develop and market ACIA business

ACIA Vision, Mission & Values

Vision

ACIA's vision is for the Attendant Care Industry to be known and respected as a provider of quality services.

Mission

As a peak body for the Attendant Care Service Providers and stakeholders in NSW, ACIA aims to work with our members and partners to:

- Facilitate improvement in the delivery of quality Attendant Care in the community
- Represent the Attendant Care Providers
- Provide a forum for information exchange on Attendant Care

Values

ACIA upholds the following values:

- Unity through diversity
- Respect
- Empowerment
- Quality
- Ethical practice
- Apolitical

The search for Quality and Accreditation

Quality Systems Forum

Date: 11th November 2005
Time: 9am to 3.30pm
Location: Sydney Masonic Centre
66 Goulburn Street Sydney

Register now!

Attendant/personal care is the assistance received by a person with a disability for undertaking the full range of everyday tasks that an able-bodied person normally does for themselves. It enables an individual to live independently and to exercise basic rights about lifestyle choices. It includes the full range of daily tasks, including personal hygiene, grooming, housecleaning, community access, home maintenance, child care, educational support, vocational support and respite.

Attendant Care is personal and involves issues of mutual dignity, respect, choice and independence for both the Attendant and the individual with attendant care needs. How do we ensure there is consistency and a high standard of service throughout the industry? At present there is no required standard for Service Providers to monitor the quality of service delivery for Attendant Care.

Monitoring of Attendant Care by a regulated body is one way to ensure this is achieved. Monitoring is the act of ensuring that standards and reporting monitoring mechanisms are in place. It will also ensure Service Providers provide the selection of appropriate and qualified personnel, adequate training to ensure greater accountability of performance including gender and cultural sensitivity; adequate supervision of Attendant Carers; supervision, assessment and evaluation.

To assist Service Providers to find their way through the process of Quality Management and Accreditation, ACIA will be conducting a Quality Systems Forum from various accrediting organisations including DADHC who will be presenting their new Quality Monitoring Framework.

The session will be facilitated by Jenny Schofield, who has an extensive background in quality management and monitoring. Each presentation will be followed with question and discussion time and we greatly encourage audience participation.

Website www.aciansw.org.au

Our website has a temporary home but will soon be moving to a new address with additional features for members. Stay tuned for the launch of our new website which will be at www.aciansw.org.au

Current Issues and Information

Lifetime Care and Support Scheme

In June the NSW Government proposed that a Lifetime Care and Support (LTCS) Scheme be established to cover all people who sustain a catastrophic injury in a motor vehicle accident that occurs in New South Wales. The proposal includes issues such as fees, co-ordination and accreditation of providers. See MAA website for details of consultations. www.maa.nsw.gov.au

Spinal Cord Injury for Service Providers – training Support Package

ParaQuad NSW and the Motor Accidents Authority of NSW (MAA) will launch a ground breaking resource kit as part of Spinal Cord Injury Awareness Week, which runs from 13th to 20th November 2005. 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 of some fifty-plus pages each, 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.

To further improve the quality of such care, the kit has been developed with a vocational education and training (VET) framework, with resources in the kit relating to various units of the Certificate III in Disability Work from the Community Services' Training Package.

The kit will be launched at 10:30 am on the 17th November at ParaQuad's Sydney office. Information about the kit and how it can be used by trainers and Service Providers will be presented at the launch.

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

Your opportunity to provide feedback & comment

ACIA is in its infancy and 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

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