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First Review of the Lifetime Care and Support Scheme

ACIA's Response to Supplementary Questions

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Submitted by Natasha Cebalo, General Manager ACIA

Email: contact@acia.net.au

Address: Level 32, 1 Market St Sydney NSW 2000

Telephone: 02 9264 7197

1. Question 1

The ACIA's submission states that consideration should be given to the Lifetime Care and Support scheme providing funding Personal Protective Equipment for service providers. Can you elaborate on the items that you would like to be provided and are you able to estimate annually what the cost would be to the scheme?

ACIAs Response

In our Response to the Upper House Review of the Lifetime Care Program, ACIA suggested that the costs of non-sterile gloves as Personal Protection should be funded by the Scheme. In addition to gloves, other items that could be considered for funding include: Protective Eyewear, Aprons, Masks and Shoe Coverings.

ACIA would like to see a review of the cost of funding Personal Protective Equipment for Support Workers. In our response we noted that such a review should consider the overall risk to participants and support workers resulting from cases where correct Personal Protective Equipment is not available.

In terms of costs to the scheme, the cost of providing gloves for a single participant who requires continence support products is unlikely to exceed \$200 per year. For participants with significantly more complex needs requiring a catheter or ventilation, a higher volume of Personal Protective Equipment may be required resulting in higher costs.

ACIA would welcome the opportunity to work with Lifetime Care on a project to review the cost of Personal Protective Equipment. Such a review could model the cost of different types of Personal Protective Equipment to meet the differing needs of participants.

2. Question 2

What impact has the rollout of the NDIS/NIIS on your industry in terms of being able to meet workforce demands, and in particular, having enough support workers to provide services to Lifetime Care and Support participants?

ACIAs Response

At this stage, the rollout of the NDIS/NIIS has had limited impact on the delivering of services on behalf of Lifetime Care and Support. Lifetime Care remains the more mature Scheme as compared to the NDIS and ACIA members are more likely to accept referrals for a Lifetime Care Plan over a NDIS plan as there are less challenges with the administration and commencement processes. However, when the NDIS moves to full national rollout and the full scheme commences in NSW on July 1 2018, this may change.

3. Question 3

The ACIA's submission raises the need for proper response and reporting of incidents involving support workers, and suggests a review of current incident reporting processes between the Lifetime Care and Support Authority and service providers. What are some of the current issues and what improvements would you suggest?

ACIAs Response

Currently, when an incident occurs involving a Support Worker and a Lifetime Care Participant, Service Providers are required to report the incident on the survey report that is submitted twice a year. Beyond that, contact with Lifetime Care and reporting of incidents will only occur at the discretion of the Service Provider. ACIA Guidelines and Best Practice outline that Service Providers should report all incidents of concern to the appropriate funding body, however, there is currently no requirement for incident reporting in the Lifetime Care Scheme.

Service Providers are required to report incidents that may indicate a child is at risk to Families and Communities Services. However, there is no requirement for the Service Provider to notify Lifetime Care and Support about such an incident.

To improve the reporting requirements, ACIA suggests that Lifetime Care and Support define the types of incidents that need to be reported back to the Agency and the timeframes for reporting such incidents. The administrative mechanisms for this type of reporting should be considered by Lifetime Care and Support.

The types of incident that should be reported to Lifetime Care and Support should include but not be limited to incidents resulting in:

- death of a participant
- harm to the participant
- harm to the support worker
- harm to a child in the home where supports are being provided
- the participant going to Hospital
- an assault involving the support worker or the participant

- a change in the overall health of the participant
- the Service Provider being made aware of wrong doing by the Support Worker

In addition to incident reporting, Service Providers should be required to have appropriate processes in place to capture complaints received. Under the NDIS Quality and Safeguards Framework, Service Providers will be required to demonstrate that they have complaints management systems in place and they will be required to maintain records relating to complaints received. ACIA would recommend that the Lifetime Care and Support Scheme also introduce this same requirement of Service Providers. Complaints handling systems should be appropriate to the size of the Service Provider and the level of risk identified and should not lead to unnecessary administration burdens for providers.