

6th February 2019

The Standing Committee

Law and Justice

Parliament House,

Macquarie Street, Sydney,

NSW, 2000, Australia

Re: 2018 Review of Lifetime Care and Support Scheme and 2018 Dust and Diseases Scheme Friday 25th January 2019

Response to Questions Taken on Notice

Please note that Australian Community Industry Alliance (ACIA) Pty Ltd has recently undergone a name change in 2018 and was formerly operating as the Attendant Care Industry Association (ACIA) Pty Ltd.

Committee Questions;

1.Are you aware whether on previous occasions when your organisation appeared before a committee, they made any submissions?

Yes, the Australian Community Industry Alliance (ACIA) formerly the Attendant Care Industry Association (ACIA) provided a submission in 2017 to the Senate Committee Hearing entitled

'First Review of the Lifetime Care and Support Scheme' 2017.

2. When you look across the country how does Lifetime Care and Support in New South Wales compare to motor accident schemes dealing with catastrophic injuries in other states?

Although ACIA is committed to working with other motor accident schemes in other states to support the provision of quality services it has had a more experience working collaboratively in supporting the Lifetime Care and Support Scheme in respect to the provision of attendant care service provision by providers to deliver quality services to participants. We have achieved this through a number of activities including but not limited to projects, the development and implementation of our quality standards (ACIS and scheme), education in quality service delivery and industry specific legislation, industry consultations and the development of industry guidelines.



3. You referred earlier to some issues in relation to the fee structure. I might invite you, Ms franco, if you would like, to provide a written submission with specific examples of that. You alluded generally to it being an issue. It might be helpful for the committee if you are able to specify with some clarity what some of the issues are and perhaps some recommendations about how that might assist us, if you can come up with some proposed solutions?

Unfortunately, due to the timeframes provided and current commitments ACIA is unable to provide a formal submission on the matter. However, we will outline the high-level intention of the issue raised with the committee.

There is a growing concern that the capacity of a skilled workforce will not be able to meet the demands of a growing home and community market across both disability and aged care services. We are aware that providers are reviewing the viability of certain markets and making decisions on future service provision in those markets based on comparisons of the hourly rate provided in the fee schedules of Life time Care and Support and NDIS Attendant Care Services without perhaps, taking into consideration other available service payments such as Support Coordination and Certification renewal payments.

In addition, there are gaps in understanding by providers of entitlements for claiming payments for participants.

ACIA would recommend an independent inquiry into the payment schedule for attendant care services prior to the annual fee review scheduled by Lifetime Care and Support in July this year to provide increased transparency and comparisons with other funded programs in the disability service sector.

The inquiry would include market demand for the attendant care worker at all levels of service delivery, industrial award payments for staff, correlation of fee payment with award shift times, the introduction of technologies to meet industry requirements, associated administrative and equipment provision particularly in the area of Work Health and Safety as the requirement for personal protection equipment (PPE) for and associated expense increases to meet complexities in service provision. It would also be recommended that existing education regarding the application of fee payments by providers be extending to key accounting personnel.

4. Have any of your audits detected any of these issues before amongst any of the participants in your scheme? By the way, what is the coverage of your scheme? How much percentage of the industry is going through your accreditation framework?

I understood this question to be directed at any issues that the Australian Community Industry Alliance (ACIS) 2018 and Scheme has identified in relation to adverse events for participants. Fortunately, at this stage I am pleased to advise whilst in the role of CEO I have not been aware of any at this stage. However, the framework in which ACIS operates requires considerable energy investigating potential risks and safeguarding against adverse events

before they occur. More recently this has been focused on a number of acquisitions which are taking place in the industry.

The Australian Community Industry Alliance 2018 Scheme (ACIS) is a national scheme support the Australian Community Industry Standards (ACIS) 2018. It is one of the first JAS-ANZ endorsed community services standard that was/is focused on the client, their goals and aspirations, choices and outcomes. It has been adopted for a number of years as a quality service safeguard requirement/option for several state funded the panel for attendant care services for the Motor Accident Authorities of NSW, Victoria, South Australian and Tasmania.