

25<sup>th</sup> 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 25<sup>th</sup> January 2019**

**Notes for Committee Consideration**

I was invited to attend as a witness the above hearing on the 25<sup>th</sup> of January 2019 in Sydney. Prior to agreeing to attend, I contacted the Principle Council Officer to enquire as to the nature of the hearing as ACIA had not provided a submission on the matter. However, it was indicated that the Committee would find it useful to ask our organisation some questions regarding the Lifetime Care and Support Scheme and Dust and Diseases Board.

I have provided the following transcript edits and request these clarifications be included as a footnote at the end of the ACIA's transcript.

Firstly, I would like to clarify that the Australian Community Industry Alliance (ACIA) Pty Ltd was formerly operating as the Attendant Care Industry Association (ACIA) Pty Ltd having undergone a name change late 2018. This may have caused initial confusion for the Committee in establishing the relationship between ACIA and the hearing at hand.

I refer to the acronym JAS-ANZ and note that on several pages it is incorrectly recorded, and it should read as the Joint Accreditation System of Australia and New Zealand in all text references in the document.

I refer to page 4 in relation to the Lifetime Care and Support fee structure and would advise that feedback from providers to ACIA indicate that further clarity regarding the fees for service delivery on an hourly basis is required so that comparisons can be made with other similar services in the market place. This is currently seen as difficult to determine as Lifetime Care and Support makes provision of other additional fee options for service delivery such as a service establishment and coordination fees, financial support for certification attainment and renewal in addition to their hourly service rate. This issue has become more pronounced with the release of new NDIS pricing for complex supports in February 2019. Also, on page 4 I would clarify that there has been broad consultation on Lifetime care and Supports draft policy for Restrictive Practice which we understand has included members of the Lifetime Care and Support Attendant care Provider Panel and ACIA.

I refer to page 6 of the transcript in which there may be an inference that certification to the Australian Community Industry Standard (ACIS) 2018 provides an automatic acceptance as a Lifetime Care and Support Approved Attendant Care Panel Provider, which is incorrect, as providers need to meet the conditions of the procurement process. However, compliance with ACIS and achieving certification is one of the conditions of their contract.

On page 7 the missing text should include that industrial issues are not part of ACIA's service to members however to meet compliance with ACIS providers must evidence adherence to current legislation including award conditions. In addition, I would highlight the importance of external professional oversight of quality management systems, including the use of independent trained auditors and the role of the Joint Accreditation System of Australia and New Zealand in endorsing standards and schemes and accrediting Certifying Auditing Bodies.

**Lyn Franco | Chief Executive Officer**

**ACIA**

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