

COMPETENCIES

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Communication

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Critical Thinking & Decision Making

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Accountability

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Teamwork & Collaboration

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Leadership

SCOPE

This guideline applies to the provision of paid support services in the community. They are relevant Australia-wide or when a client is travelling overseas with their Australian team of support worker/s.

DISCLAIMER

This guideline is provided to help guide best practice in the disability, aged care and community support industry. This information does not in any way replace legislative, regulatory, or contractual requirements. Users of this document should seek appropriate expert advice in relation to their circumstances. ACIA does not accept any liability on the use of this guideline.

PURPOSE

This guideline is to assist:

- Articulate Australian Community Industry Alliance's (ACIA) vision for a Community Support and Service industry that is focused on the delivery of quality services.
- Provide ACIA's members with clear guidance on the expectations ACIA has for its member organisations.

DESIRED OUTCOME

- To assist service providers to respond to complaints in a responsible and ethical manner
- To maintain the standard of care delivered by the Community Support and Services industry

ACIA VISION

That the community supports, and service industry is known and respected as a provider of quality services within a sustainable environment.

QUALITY STATEMENT

ACIA and each of its member organisations are committed to being part of a community supports and services industry that is respected for its consistency in providing quality service delivery to all industry clients. ACIA and its members advocate for ongoing improvements in the structures that support the delivery of quality services. ACIA provides education and consultancy services to advocate and support high quality care and service provision in the community. It provides scheme ownership and leadership across the Australian Community Industry Standard. ACIA represents as a peak body across these areas and supports collaboration with the view to improved quality outcomes.

ACIA OBJECTIVES

ACIA exists to:

- raise the profile of the community supports and service industry;
- represent community supports and service industry Service Providers;
- advocate for the delivery of quality services in the community;
- identify, support, promote and advise best practice in community supports and service;
- advance competencies and skills of service providers;
- enhance the professionalism of the community supports and service industry;
- advocate for the development and implementation of appropriate legislation, policies, research, standards and practice relevant to community supports and service at federal, state and local levels;
- encourage collaboration between service providers, policy makers, researchers and funders.

REQUIREMENTS OF ACIA MEMBER ORGANISATIONS

- Be committed to the ongoing provision of quality community supports and services as per the ACIA Quality Statement;
- Respond to complaints about service delivery with due diligence;
- Respond to adverse events that occur within the provider's duty of care with due diligence;
- Upon application for membership, ACIA members must declare any ongoing investigations, proceedings or other matters relevant to the delivery of community supports;
- A member organisation must advise ACIA if they become involved in an investigation or court proceeding relating to the delivery of community supports or services or one that may impact on their ability to provide service;
- Report instances where they become aware that another ACIA member has not acted within the requirements of ACIA member organisations to ACIA or the relevant authority.

QUALITY EXPECTATIONS OF ACIA MEMBERS

- It is expected that ACIA members adhere to the Requirements of ACIA Member Organisations;
- If at any time, it becomes known to ACIA that a member organisation has not adhered to the requirements of ACIA Member Organisations, the ACIA board may review the membership of that member;
- As a result of this review, the ACIA board may decide to revoke an organisations membership ;
- To attain or maintain ACIS Certification, member organisations must continue to follow the requirements of the ACIS scheme.

DEFINITIONS & SUPPORTING INFORMATION

Support Worker - A paid person who assists people to perform tasks of daily living so as to participate in social, family and community activities in the person's home and their community. Support Workers have been commonly known in the past as attendant care worker, disability worker, aged care worker, community worker, homecare worker, care worker or paid carer.

Service Provider - Organisation or person accountable for the delivery of supports to Clients.

Carer - a person that provides supports to the Client at no cost (generally family or friend).

Client means the service user, participant, user, care recipient, consumer or person receiving the nursing or support services..

RESOURCE DOCUMENTS

- ACIA Constitution and Rules
- ACIA 019 - Responding to Adverse Events, ACIA Guidelines
- ACIA 020 - Complaints Handling, ACIA Guidelines

