



## **ACIA Submission to the Senate Inquiry**

### **Into the Effectiveness of the Aged Care Quality Assessment and Accreditation Framework for Protecting Residents from Abuse and Poor Practices and Ensuring Proper Clinical and Medical Care Standards are Maintained and Practised.**

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## **Introduction**

ACIA welcomes the opportunity to provide a submission to the Senate Inquiry into the delivery into 'the Effectiveness of the Aged Care Quality Assessment and Accreditation Framework for Protecting Residents from Abuse and Poor Practices and Ensuring Proper Clinical and Medical Care Standards are Maintained and Practised'.

## **Background on ACIA**

ACIA is the peak body representing community care and support providers, including private, not-for-profit and charitable organisations. Nationally ACIA represents over 100 provider organisations, which collectively employ more than 150,000 FTE workers. ACIA also supports the disability and aged care sectors and works with government departments and authorities, including:

- State Disability Agencies such as Department of Family and Community Services, Ageing Disability and Home Care NSW, Department of Health Human Services Victoria and Disability Services QLD
- iCare NSW which includes: Lifetime Care and Support Authority, Workers Insurance, Dust Diseases Care, Self-Insurance and Builders Warranty.
- Lifetime Support Authority South Australia
- Motor Industry Accidents Board, Tasmania
- Transport Accident Commission Victoria
- Workers Compensations Schemes in multiple states
- Representation at the National Aged Care Alliance
- Department of Health
- Department of Social Services
- NDIS National Quality and Safeguards Commission

ACIA represents service providers on a number of important membership groups including;

- Life time Care Reference Group
- AAG (Australian Association of Gerontology) Expert Reference Group
- NDIA Provider Network
- NDIS Market Oversight Reference Group and Market Oversight Advisory Group
- National Aged Care Alliance (NACA) including the Quality Advisory Group (QAG) and Workforce Groups.

ACIA's vision is for a community care and support industry that is known and respected as a provider of quality services. To achieve this vision, ACIA provides education, guidelines and resources and support to the industry, as well as developing and administering its own quality standard and scheme (endorsed by the Joint Accreditation System for Australia and New Zealand JAS-ANZ).

ACIA seeks to be involved in the future development of policy and service reform, by bringing to the discussion our experience and expertise, including:

- Membership of over 100 provider organisations and individuals nationally, representing around 150,000 FTE workers
- Membership across the disability and aged care sectors
- Specific expertise in the delivery of support to people living at home or in supported and shared accommodation arrangements
- Lengthy provider experience of delivering individualised support according to the wishes of the individual in line with their funding
- Experience in compensable and business markets
- Experience in the development implementation and administration of quality certification systems that meets all relevant industry standards.
- Proven track record of engaging positively with reform processes, and working collaboratively with governments, providers, consumers and interested stakeholders.

### **ACIA's Involvement in the NDIS**

Over the past 2 years, ACIA has worked with the Department of Social Services and the National Disability Insurance Scheme and newly formed Commission on the development of the National Quality and Safeguards Standards and Scheme. ACIA has worked with all relevant stakeholders to develop and deliver the NDIS Service Provider Information Sessions on the newly developed National Quality and Safeguards and Framework delivering over 70 sessions across NSW and South Australia in 2018.

**ACIA's Response to the Senate Inquiry Terms of Reference are as follows;**

- a) **The effectiveness of the Aged Care Quality Assessment and accreditation framework for protecting residents from abuse and poor practices, and ensuring proper clinical and medical care standards are maintained and practised;**

ACIA's Response;

ACIA does not consider the Aged Care Quality Assessment accreditation framework is effective in protecting residents in both the residential and community sectors from abuse and neglect and ensuring proper clinical and medical standards are maintained and practiced.

ACIA would strongly suggest that the industry has moved to a position of external oversight and certification by an accredited Certifying Body, as demonstrated by both the National Quality and Safeguards Commission with their Scheme and Standard, and similarly ACIA who have developed over a number of years an industry specific set of quality standards and scheme, the most recent revision being the Australian Community Industry Standard (ACIS 2018), which have been endorsed by JAS-ANZ ( the Joint Accreditation System of Australia and New Zealand) in response to the changing requirements of the sector.

ACIA considers the current oversight of quality service delivery in the aged care sector inadequate to effectively monitor the maintenance to a high level of compliance of quality standards and service delivery. Both the NDIS Quality and Safeguard Standards and ACIS dictate a 3-year certification renewal by external JAS-ANZ accredited auditors and annual surveillance. Annual surveillance, in addition to investigation in the case of serious events, ensures that the organisation maintains a robust quality framework aimed at reducing complaints and serious events whilst requiring evidence of organisational continuous improvement on a regular basis.

In addition, the endorsement of JAS- ANZ (the Joint Accreditation System for Australia and New Zealand) requires annual independent assessment of Certifying Bodies and their auditors against the relevant Scheme to ensure that the rules of the Scheme are consistently and diligently applied before accreditation can be approved. The accreditation process is systematic and comprehensive in its assessment of an applicant's capabilities and systems.

- b) **The adequacy and effectiveness of complaints handling processes at a state and federal level, including consumer awareness and appropriate use of the available complaint's mechanisms;**

ACIA has no response

- c) **Concerns regarding standards of care reported to aged care providers and government agencies by staff and contract workers, medical officers, volunteers, family members and other healthcare or aged care providers receiving transferred patients, and the adequacy of responses and feedback arrangements;**

ACIA has no response

- d) **The adequacy of medication handling practices and drug administration methods specific to aged care delivered at Oakden;**

ACIA has no response

- e) **The adequacy of injury prevention, monitoring and reporting mechanisms and the need for mandatory reporting and data collection for serious injury and mortality incidents;**

ACIA has no response

- f) **The division of responsibility and accountability between residents (and their families), agency and permanent staff, aged care providers, and the state and the federal governments for reporting on and acting on adverse incidents; and**

ACIA has no response.

- g) **Any related matters.**

ACIAs Response

ACIA would highlight that there are many commonalities in the core quality framework requirements for the community sector that is evident in the NDIS National Quality and Safeguarding Standards, ACIS 2018 and the level of quality service delivery for which the Aged Care Quality Assessment and accreditation framework aims to achieve. Service Providers should dedicate their energies and resources to the delivery of quality services within one quality framework and would benefit from either a mutual recognition arrangement between the Aged care and NDIS standards of the core elements, audited by an independent third party concurrently, or that consideration be given to one single quality and safeguarding framework that can be implemented across both the Aged Care and Disability industry.

