

ACIS: 2013 – The Attendant Care Industry Standard

What's in it?

- ACIS: 2013 is an outcomes-based Standard.**
 This means that each of the Requirements in the Standard will, as sub group's result in the achievement of an Outcome, directly benefit service users
- ACIS: 2013 has 4 Parts, 23 Outcomes and 80 Requirements**
 The Standard is hierarchical so that the achievement of the Requirements will result in the achievement of the desired outcome.

The following Table lists the Outcomes of the Standard.

Part 1 Service Users Rights and Responsibilities	
Element	Outcome
1.1 Service Users Rights and Responsibilities	Service users receive services in accordance with their rights and legislation and are facilitated to take appropriate responsibility within their role in the attendant care process. The level of involvement of the service user may vary with Consumer Directed Care Programs.
1.2 Individual Values and Beliefs	Service users receive services in a manner that respects their values and beliefs. (Refer 2.7)
1.3 Abuse and Neglect	Service users are not subject to abuse or neglect as a result of service delivery.
1.4 Confidentiality	Service user confidentiality is maintained.
1.5 Independence and Informed Choice	Service users are supported to make informed choices, to exercise control over their lives and to maximise their independence during the course of service delivery.
1.6 Participation	Service users are supported to participate in the community in ways that are important and beneficial to them.

Part 2 – Organisational Management	
Element	Outcome
2.1 Governance and Operational Management	The service provider has effective and efficient governance and operational management.
2.2 Risk Management	The service provider has a system that effectively manages all organisational risks
2.3 Quality Management	The service provider ensures the delivery of high quality care and service through the implementation of a quality management system
2.4 Adverse Event Reporting	All adverse, unplanned or untoward events are systematically recorded by the service providers. When necessary or appropriate , advisory notices are given to statutory system

2.5 Complaints Management	The service provider has an effective complaints management system that is accessible to service users
2.6 Human Resource Management	Human resources are managed to enable personnel to deliver services of high quality and low risk
2.7 Responsive Services	Services users receive flexible, consistent and reliable support services that are responsive to their individual needs and expressed wishes (refer 1.2)

Part 3 Service Provisions	
Element	Outcome
3.1 Service Provider Information	Each service user is provided with comprehensive information that clearly describes the services he or she is to receive
3.2 Service Access	Each service user is treated in a fair and equitable manner when seeking access to services
3.3 Assessment for Individual Service Planning	The needs of each service user are identified, with the involvement of the service user and recorded in an individual service plan that reflects their individual needs and the requirement and parameters of the funding program
3.4 Individual Service Agreement	Each service user has a written agreement with the provider for the provision of service
3.5 Individual Service Plans	Each service user has an individualised service plan that describes his or her identified support needs and requirements and how identified goals will be achieved
3.6 Evaluation of Service Plans	Each service user had an individual goal-directed service plan that is evaluated in an ongoing manner to ensure it continues to contribute to the achievement of identified goals
3.7 Exit, Discharge or Transfer	Each service user's exit, discharge or transfer from services is planned and coordinated where possible

Part 4 – Work Environment	
Element	Outcome
4.1 Safe Working Environment	The safety of service users and personnel is promoted and protected during service provision
4.2 Safeguarding Money and Property	The money and property of service users are safe guarded during the provisions of services
4.3 Security of the Home	The safety of service users and personnel is not compromised as a consequence of service delivery

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What's in it for me?

Attendant Care Providers

- Can build their businesses and systems incorporating the requirements of the standard, thus ensuring they've covered those key criteria determined by their industry, plus they will be certification-ready

Funders

- Can rest assured that certified attendant care providers have demonstrated a capacity to meet the industry benchmark

Users of attendant care services

- Can expect improved and more consistent services from certified providers, and a greater choice of certified providers