

<b>Title</b>	<b>ACIA 021 - Statement on Quality of Service Delivery and Requirements of Members</b>
<b>Purpose</b>	<p>This document is to:</p> <ul style="list-style-type: none"> <li>• Articulate ACIAs vision for a Community Support and Service industry that is focussed on the delivery of quality services</li> <li>• Provide ACIAs members with clear guidance on the expectations ACIA has for its member organisations.</li> </ul>
<b>Background</b>	<p>In 2007 ACIA formed with the vision of building a Community Support and Service industry that holds quality as its main compass point for the delivery of service.</p> <p>The industry has continued to grow since that time, and with the rollout of the NDIS, the industry will continue to grow. As ACIAs membership grows with the expansion of the industry, it is more important than ever that our members support this vision for a Community Support and Service industry that is driven by providing quality services</p>
<b>Scope</b>	<p>This guideline applies to the provision of paid support in the community. It is relevant Australia-wide or when a participant is travelling overseas with their Australian team of support worker/s.</p>
<b>Disclaimer</b>	<p>This guideline is provided to help guide best practice in the community service or 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.</p>
<b>Definitions and Supporting Information</b>	<p><b>Community Supports and/or Services</b> is defined as the provision of paid supports and services in a participant’s home or community. It includes but is not limited to, the following activities of daily living:</p> <ul style="list-style-type: none"> <li>• personal care or support</li> <li>• housework or domestic assistance</li> <li>• transport assistance</li> <li>• community access</li> <li>• social support</li> <li>• nursing services</li> <li>• clinical supports</li> <li>• gardening and home maintenance</li> <li>• palliative care</li> </ul>

	<ul style="list-style-type: none"> <li>• respite care</li> </ul> <p><b>Support Worker</b> is an individual who assists or supervises a participant to perform tasks of daily living to support and maintain general wellbeing and enable meaningful involvement in social, family and community activities in the person’s home and community. The Support Worker is a paid person who has access to education, support and advice from the <b>Service Provider</b> line manager or team leader. <b>Support Worker</b> has been commonly known as attendant care worker, disability worker, aged care worker, community worker, homecare worker, care worker or paid carer.</p> <p><b>Service Providers</b> are an organisation or a person who are funded for the delivery of supports and services to participants</p> <p><b>Carer</b> is a person that provides supports to the participant at no cost (generally family or friend).</p> <p><b>Participant</b> means the participant, consumer, client or person receiving nursing or support.</p>
<p><b>ACIA’s Vision</b></p>	<p>That the community supports, and service industry is known and respected as a provider of quality services within a sustainable environment.</p>
<p><b>ACIA’s Objective</b></p>	<p>ACIA exists to:</p> <ul style="list-style-type: none"> <li>• raise the profile of the community supports and service industry</li> <li>• represent community supports and service industry Service Providers</li> <li>• advocate for the delivery of quality services in the community</li> <li>• identify, support, promote and advise best practice in community supports and service</li> <li>• advance competencies and skills of service providers</li> <li>• enhance the professionalism of the community supports and service industry</li> <li>• 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</li> <li>• encourage collaboration between service providers, policy makers, researchers and funders</li> </ul>
<p><b>ACIA’s Quality Statement</b></p>	<p>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 participants. ACIA and its members advocate for ongoing improvements in the structures</p>

	that support the delivery quality services.
<b>Requirements of ACIA Member Organisations</b>	<ul style="list-style-type: none"> <li>• Be committed to the ongoing provision of quality community supports and services as per the ACIA Quality Statement</li> <li>• Respond to complaints about service delivery with due diligence</li> <li>• Respond to adverse events that occur within the provider’s duty of care with due diligence</li> <li>• Upon application for membership, ACIA members must declare any ongoing investigations, proceedings or other matters relevant to the delivery of community supports</li> <li>• 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</li> <li>• 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</li> </ul>
<b>Quality Expectations of members</b>	<ul style="list-style-type: none"> <li>• It is expected that ACIA members adhere to the Requirements of ACIA Member Organisations</li> <li>• 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</li> <li>• As a result of this review, the ACIA board may decide to revoke an organisations membership</li> <li>• To attain or maintain ACIS 2018 Certification, member organisations must continue to follow the requirements of the ACIS 2018 scheme</li> </ul>
<b>Resource Documents</b>	<ul style="list-style-type: none"> <li>• ACIA Constitution and Rules</li> <li>• ACIA 019 - Responding to Adverse Events, ACIA Guidelines</li> <li>• ACIA 020 - Complaints Handling, ACIA Guidelines</li> </ul>