



Australian Government

Department of Health and Aged Care

# My Aged Care Provider Specialisation Verification



[agedcareengagement.health.gov.au](https://agedcareengagement.health.gov.au)

11 October 2022

# Introductions and welcomes

## Presenters:

- Robert Day: Assistant Secretary – Dementia, Diversity and Design Branch
- Isolde Kauffman: Director – Diversity and Inclusion Section
- Jill Waddell: Project Director – Australian Healthcare Associates (AHA)

# Agenda

1. Intent of My Aged Care Provider Specialisation Verification
2. Outline of the Specialisation Verification Framework
3. New application process for aged care providers delivering specialised care
4. Changes to the My Aged Care website

# The Royal Commission into Aged Care Quality and Safety

## Recommendation 30 a(iii)

*As a condition of approval or continued approval, providers verify to the satisfaction of the System Governor that the provider has proper grounds for making any representation of being able to provide specialised services for groups of people with diverse backgrounds and life experiences*



# Special needs groups

- People from Aboriginal and Torres Strait Islander communities
- People from culturally and linguistically diverse backgrounds
- People who live in rural and remote areas
- People who are financially or socially disadvantaged
- Veterans
- People who are homeless or at risk of becoming homeless
- Care leavers
- Parents separated from their children by forced adoption or removal
- Lesbian, gay, bisexual, transgender and/or intersex people



# Purpose of Specialisation Verification

## Objective

Provide older Australians with diverse needs seeking aged care services, their loved ones, and representatives with more reliable information to assist them in selecting aged care services that will suit their needs.

## How?

- Through an application and assessment process
- To verify claims made by aged care providers through My Aged Care
- To specialise in providing services to people with special needs defined by the *Aged Care Act 1997*.







# Voluntary application process

- Aged care providers may choose to offer specialised services for people:
  - with diverse experiences, backgrounds, and characteristics
  - who identify with one or more of the groups defined as having special needs in the *Aged Care Act 1997*.
- To claim specialisation through My Aged Care, providers must deliver care that:
  - is sensitive to the needs of these individuals
  - goes beyond the standard obligations of the Aged Care Quality Standards.



[Home](#)
[Types of care](#)
[Assessment](#)
[Find a provider](#)
[Manage my services](#)
[Contact us](#)
[News](#)

## Find a provider that's right for you.

Start here to find the right aged care services for you.

① Where are you looking?

Start typing a location and select from that list

② Pick your options and search

You must pick a care type and service or room [here to make a search](#)

Care type  
(Required)

Services  
(Required)

Specialisations

Language

Faith

More ...

② Pick your options and search

You need to select a service to make a search

Care type  
Aged care homes

Room type  
I don't mind

Specialisations

Language

Faith

More ...

Keep an eye out for the Service Comparison search results.

Each aged care home is rated out of 4 about [how it works here](#)

Some providers specialise in certain health conditions or helping different communities:

Your community or background

- ☐ Aboriginal and/or Torres Strait Islander
- ☐ Culturally and linguistically diverse
- ☐ People who live in rural or remote areas
- ☐ Financially or Socially disadvantaged people
- ☐ Homeless or at risk of becoming homeless
- ☐ Veterans
- ☐ Care-leavers
- ☐ Parents separated from their children by...

# Supporting older Australians



# Specialisation Verification Framework

A two-tiered approach to evidence requirements for specialisation in each of the special needs groups has been applied.

## Tier One criterion

- Tier One criterion would qualify the provider to deliver specialised care for a special needs group.

## Tier Two criteria

- If a provider is unable to meet a Tier One criterion, they must meet four\* Tier Two criteria to specialise in the care of individuals from a special needs group.

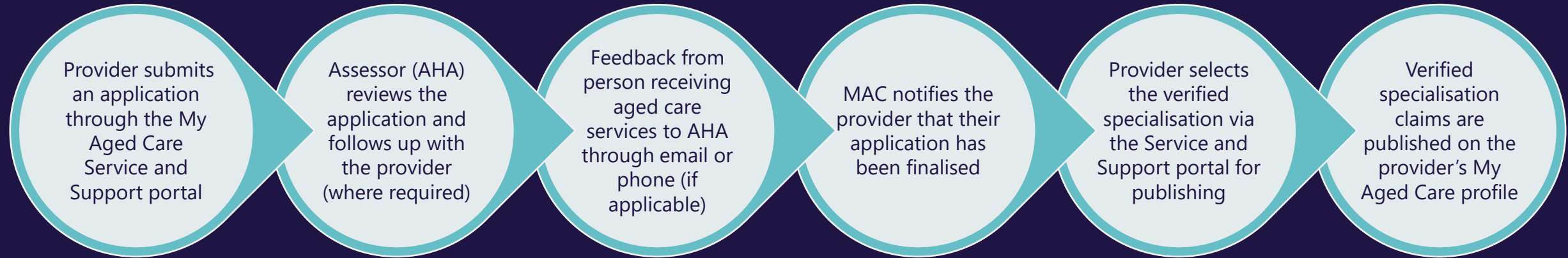
*For some special needs groups, less than 4 Tier Two criteria are specified. In these cases, all Tier Two criteria will need to be met.*

Criterion	Tier
Provider is Rainbow Tick accredited.	1
One or more staff members identify as LGBTI and are well resourced and supported by management to act as 'champions' within the organisation to support care recipients and other staff.	2
There is an established connection and regular engagement between the provider and a local LGBTI community organisation.	2
At least 90% of staff have completed annual training in the aged care needs of LGBTI people and trauma-informed care delivery.	2
At least one LGBTI person sits on the governing body (e.g. board) of the provider at the outlet level.	2

*Figure: Framework criteria for specialised care to people identifying as lesbian, gay, bisexual, transgender and/or intersex (LGBTI)*



# Application process



## Changes

- A 'tick' icon will be displayed next to verified specialisations on the provider's My Aged Care profile.
- Pre-existing specialisations already appearing on My Aged Care will remain published on a provider's profile.
- Providers who have not had their specialisation claim(s) verified will have those claims removed from their My Aged Care profile following a transition period in early 2023.

# How specialisations will appear

## Verified specialisations

Find a provider /

Aurrum Kincumber

Service Compliance Rating  
Meets requirements

Print

Share

Compare

Summary

Rooms & Costs

Quality

Compliance

Summary

Aurrum Kincumber is an elegant purpose-built residence. Our highly trained and specialised team is committed to providing exceptional clinical care and support to residents and their families. "We offer: -24-hour, seven days a week nursing care -Family participation in care planning -Individually tailored clinical care and lifestyle programs -Access to a wide variety of allied health support services "Our stimulating and varied lifestyle programs embrace stability, support, independence, and community activities. "Large light-filled rooms - deluxe single rooms with private ensuite available. "Nutritious, home-style meals are freshly prepared in consultation with our Head Dietician by our experienced team of chefs.

Address

1a Soaysbrook Drive, Kincumber NSW 2251

Contact

Phone: 1800 287 786

Email an enquiry

Visit provider's website

Specialisations

Aurrum Kincumber is a verified provider of specialised services for:

Culturally and linguistically diverse

Lesbian, gay, bisexual, transgender and intersex people

This provider offers specialised care for people with the following experiences. These have not been independently verified.

Health conditions

Dementia

Terminal illness

Your community or background

Aboriginal and/or Torres Strait Islander

Financially or Socially disadvantaged people

Caters for cultural, spiritual or ethical food requirements

Look out for the specialisations mark

This symbol shows that a provider's specialised services for a specific diverse needs group have received independent verification.

Read more about verified specialisations >

## Unverified specialisations

Find a provider /

Aurrum Kincumber

Service Compliance Rating  
Meets requirements

Print

Share

Compare

Summary

Rooms & Costs

Quality

Compliance

Summary

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Read more about verified specialisations >


 agedcareengagement.health.gov.au

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# **Application process via the My Aged Care Service and Support portal**

# Provider application process


Welcome Amy




Tasks and notifications




My Aged Care interactions



Outlet administration



Staff administration



Reports and documents

## Outlet Administration

### About Airle Pty Ltd

#### Contact details

22 HENLEY BEACH RD  
MILE END, SA 5031

ENTER MAXIMUM EXIT AMOUNT  
(FOR HOME CARE PACKAGE SERVICES)

#### Organisation philosophy

Cultural specialisations

Religious specialisations

### Outlets (10)

ADD NEW OUTLET

### Filter by

Outlet Outlet status Support type

ADVANCED SEARCH CLEAR FILTERS

FILTER CLEAR

Sort order  
A-Z GO

Current sort order is A-Z

Airle North Googong NSW	Outlet Name 2	Outlet Name 3	Outlet Name 4
Outlet ID: 1-12943548543 Contact: Amanda Banks Phone: 0439 293 204 Email: outlet@gmail.com Support types: Representative (Active) Agent - Advocate (Active) Agent - Care Finder (Active) Agent - Indigenous Facilitator (Suspended) Agent - Other (Active)	Outlet ID: 1-12943548543 Contact: Amanda Banks Phone: 0439 293 204 Email: outlet@gmail.com Support types: Representative (Active) Agent - Advocate (Active) Agent - Care Finder (Active) Agent - Indigenous Facilitator (Active)	Outlet ID: 1-12943548543 Contact: Amanda Banks Phone: 0439 293 204 Email: outlet@gmail.com Support types: Representative (Active) Agent - Advocate (Active) Agent - Care Finder (Active) Agent - Indigenous Facilitator (Active)	Outlet ID: 1-12943548543 Contact: Amanda Banks Phone: 0439 293 204 Email: outlet@gmail.com Support types: Representative (Active) Agent - Advocate (Active) Agent - Care Finder (Active) Agent - Indigenous Facilitator (Active)
Active	Active	Active	Active

## Airle North Googong NSW

(Active) Outlet ID 1-06DG3N

DEACTIVATE OUTLET

## View Outlet

### About Airle North Googong NSW

#### Address

195 Gorman Drive  
GOOGONG NSW 2620

#### Organisation Philosophy

Cultural specialisations

Cultural specialisations

### Current Specialisation Verifications



No current verifications  
There are no current specialisation verifications for this outlet.  
select 'Manage verifications' option below to lodge specialisation verification application.

For more information on specialisation verification, please consult the Aged Care [Specialisation Verification Framework](#) page on the Department of Health website.

MANAGE VERIFICATIONS

VIEW SERVICE ITEMS

#### Contact Details

Name: John McCawley  
Phone: 0421 548 359  
Fax: 238403503  
Email: j.mccawley@airle.com.au  
Website: https://airle.com.au

#### ACFI Contact

Name: John McBook  
Phone: 0421 548 359  
Fax: 238403503  
Email: j.mcbook@airle.com.au  
Website: https://airle.com.au

### IPC Lead Contacts

ADD IPC LEAD CONTACT

ADD/VIEW OUTLET COVID-19 VACCINATIONS

COVID-19 SUPPORT PORTAL





1800 836 799

Mon-Fri 8 am - 8pm Sat 10am - 2 pm

Welcome Amy from Airlie Pty Ltd

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Manage Specialisation Verifications

Airlie North Googong NSW

(Active) Outlet ID 1-06DG3N

Manage Specialisation Verifications

Lodge a new application

For more information on how to apply to have your claims of providing specialised care verified by an independent assessor, please visit the [Specialisation Verification Framework](#) page on the Department of Health website.

Lodge a new application

Applications

Verifications

Applications in progress

Draft applications and applications submitted to the auditor are displayed in this section.

No applications in progress

There are no applications in progress for this outlet

Finalised applications

Finalised and withdrawn applications are displayed in this section.

Filter by

No applications in progress

There are no applications in progress for this outlet

Accessibility

Privacy

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Department of Health

myagedcare

1800 836 799

Mon-Fri 8 am - 8pm Sat 10am - 2 pm

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Manage Specialisation Verifications

Airlie North Googong NSW

(Active) Outlet ID 1-06DG3N

Manage Specialisation Verifications

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Lodge a new application

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Verifications

Filter by

No finalised applications

There are no verifications for this outlet

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Department of Health

myagedcare



## Airtie North Gosport NSW

Active Outlet ID 1-050204

## Verification of Specialisations application

Status: New



## 01

## Information

This step provides information on how to proceed with your application.

For more information on how to apply to have your claims of providing specialised care verified by an independent assessor, please visit the [Specialisation Verification](#) page on the Department of Health and Aged Care website.

## Purpose of this form

This form is for aged care service providers to apply to have their specialisation(s) verified under the My Aged Care Provider Specialisation Verification Framework.

While claiming a specialisation is voluntary, if Aged care providers wish to continue to claim to specialise, they will need to apply and meet relevant Framework criteria, assessed by an independent assessor - Australian Healthcare Associates - which has been engaged by the Department of Health and Aged Care.

For more information about Specialisation Verification, visit the [Specialisation Verification](#) page on the Department of Health and Aged Care website.

## What do I need to do to apply for specialisation?

Complete this form if you wish to be identified in My Aged Care that you specialise in providing care to one or more of the Special Needs Groups in the Aged Care Act, providing more than the minimum standard of inclusive, person-centred care required under the Aged Care Quality Standards and Charter of Aged Care Rights.

An independent assessor will verify applications and successful outcomes will be published on your My Aged Care Provider Profile from October 2022. Verified specialisations will remain valid for three years.

## Privacy

Your aged care provider's personal information is protected by law, including the Privacy Act 1988 and the Australian Privacy Principles. Your personal information, including outlet administrator name and email address, is being collected by Australian Healthcare Associates on behalf of the Department of Health and Aged Care (the department). Australian Healthcare Associates collects personal information for the primary purpose of verifying the eligibility of aged care providers against the criteria set out in the Specialisation Verification Framework to ensure that aged care provider profiles on My Aged Care reflect information which is accurate and relevant, for the purposes of providing aged care recipients and their representatives with specialised healthcare services. Your aged care provider's personal information may also be used and disclosed for secondary purposes such as delivering and evaluating the initiative and/or statistical, performance, policy development and research purposes.

If you do not provide this information, Australian Healthcare Associates will not be able to assess your application to provide specialised care to aged care recipients with diverse backgrounds. Your personal information is disclosed to Australian Healthcare Associates on behalf of the department and employees of contracted services for the secondary purposes described above, but only those employees or contractors who need to have access.

By submitting this form on behalf of the Outlet or Organisation, you consent to Australian Healthcare Associates collecting information about you and the Outlet/Organisation for the purposes indicated above.

More information about the collection of your personal information by Australian Healthcare Associates on behalf of the department can be found at: [www.austlii.edu.au/au/other/dfat/privacy/act1888.html](#)

## More information

More information about the My Aged Care Provider Specialisation Verification program can be found by searching "specialisation verification" on the [Department of Health and Aged Care website](#).

For more information on how to apply for verification, visit the [Aged Care Provider Guidance Hub](#) published on the Department of Health and Aged Care website.

To talk to a help desk operator about your application, please call Australian Healthcare Associates on 1300 188 711 Monday to Friday, between 9:00am and 5:00pm AEST/AEDT.

Please note the operator can provide you with information on applying to have your specialisation claims verified, however they are unable to provide you with tailored advice about your application.

## Next steps

Australian Healthcare Associates will review your application and contact you seeking additional information and supporting evidence to complete your application. To learn more about the evidence that can be used to support your application, go to the [Specialisation Verification Framework - detailed evidence requirements for providers](#) document published on the Department of Health and Aged Care website.

Australian Healthcare Associates will contact you with the outcome of your application.

From October 2022, all verified specialisation claims will be displayed on your My Aged Care provider profile for 3 years from date of verification.

Your organisation will be notified 3 months prior to the expiry of your verified specialisations. Your organisation will then need to apply for re-verification of specialisations.

## Appeals

Should your application for verification of specialisations be unsuccessful, you are entitled to appeal the decision. An initial review will be conducted by Australian Healthcare Associates, and communicated to you.

If you are not satisfied with the outcome of that review, this can be escalated by Australian Healthcare Associates to the Department of Health and Aged Care.

Please contact Australian Healthcare Associates via email to: [WACspecialisation@health.gov.au](mailto:WACspecialisation@health.gov.au) if you wish to initiate a review.

Aged care providers' claims of providing specialised care will be reviewed and verified based on the information submitted against the Specialisation Verification Framework. If a provider makes an application to be verified as providing specialised care and it is determined that they do not meet the criteria set out in the Framework, it does not necessarily mean they do not provide the specialised care. It means the provider has not met our specialisation requirements.

[Close](#)[Next](#)

1800 836 799
Mon-Fri 8 am - 8 pm Sat 10 am - 2 pm
Welcome Amy from Airlie Pty Ltd

Service and Support Portal
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Staff Administration
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My Aged Care Interactions
Tasks and notifications
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Outlet administration
View Outlet
Manage Specialisation Verifications

Airlie North Googong NSW
(Active) Outlet ID 1-06DG3N

Verification of Specialisations application
Status: New

01 Information
02 Choose Specialisation
03 Application
04 Declaration

## 02 Choose specialisations

Please choose the specialisation(s) you wish to have verified for this outlet. Each specialisation listed on this page shows the current state of its verification for this outlet, you will not be able to add a specialisation to this application when:

- There is already a current verification for that specialisation at this outlet. (Unless the specialisation verification is about to expire within the next 3 months.)
- An application for that same specialisation and same outlet is currently being assessed by the auditor.
- The specialisation is already included in this application.

You must add at least one specialisation to your application before proceeding to the next step.

For more information on how to apply to have your claims of providing specialised care verified by an independent assessor, please visit the [About Specialisation Verification](#) page on the Department of Health and Aged Care website.

All fields marked with an asterisk (\*) are required.

Specialisations you can apply for

☐ Care-leavers

Expired

☐ Financially or Socially disadvantaged people

Current

☐ Parents separated from their children by forced adoption or removal

Not verified

☐ Homeless or at risk of becoming homeless

Expiring soon

☐ People who live in rural or remote areas

Verification in progress

☒ Aboriginal and Torres Strait Islander people

Not verified

☐ Lesbian, gay, bisexual, transgender and intersex people

Not verified

☐ Culturally and linguistically diverse

Current

☐ Veterans

Incoming

CLOSE
SAVE
PREVIOUS
NEXT

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Airlie North Googong NSW
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Status: Draft

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☐ Veterans

Incoming

CLOSE
SAVE
PREVIOUS
NEXT

Airlie North Goongong NSW

(Active) Outlet ID 1-06DG3N

Verification of Specialisations application

Status: Draft



03

**Application**

For each specialisation, you will need to provide evidence to satisfy one Tier 1 criterion or at least four Tier 2 criteria. Where a particular specialisation does not have 4 tier 2 criteria you will need to satisfy all Tier 2 criteria.

Please identify the criteria against which you are applying and attach the required evidence documents. Documents must be in PDF file format and not exceed 10MB in size.

You can also provide additional information against each specialisation to further support your application.

For a full list of the criteria and evidence requirements, please visit the [About Specialisation Verification](#) page on the Department of Health and Aged Care website.

Aboriginal and/or Torres Strait Islander

Specialisation Criteria

Select the criteria that you meet for this specialisation and provide supporting evidence. To achieve specialisation, you must meet one Tier 1 criterion OR 4 Tier 2 criteria. For some special needs groups, less than 4 criteria are specified. In these cases, all relevant Tier 2 criteria need to be met. (For details about the evidence requirements for specialisation, see the [Detailed evidence requirements for providers](#))

PROVIDE EVIDENCE

Additional information

Use this section to communicate any additional information to support your application to the independent assessor.

P

23 / 1000

CLOSESAVEPREVIOUSNEXT

Evidence of specialisation

All fields marked with an asterisk (\*) are required

Select specialisation criterion \*

SUBMITCANCEL

Evidence of specialisation

All fields marked with an asterisk (\*) are required

Select specialisation criterion \*

Tier 1: The provider is an Aboriginal and/or Torres Strait Islander community-controlled organisation.

Tier 1: Provider is funded by the National Aboriginal and Torres Strait Islander Flexible Aged Care Program (applies to home care package providers and residential aged care only).

Tier 2: At least 50% of aged care recipients identify as Aboriginal and/or Torres Strait Islander people.

Tier 2: Staff members proportionate to the general population identify as Aboriginal and/or Torres Strait Islander, and are well resourced and supported by management to act as 'champions' within the organisation to support care recipients and other staff.

Tier 2: There are established connections and regular engagement between the provider and local Aboriginal and Torres Strait Islander community, including leaders and organisations.

Tier 2: At least 90% of staff have completed annual training in the aged care needs of local/regional Aboriginal and Torres Strait Islander peoples, including cultural safety and trauma-informed care delivery.

Tier 2: Provider offers services in local Indigenous language(s).

Tier 2: Provider works in partnership with a local Aboriginal and Torres Strait Islander community organisation or appropriate representative to ensure that services are culturally safe and appropriate for the local Aboriginal and/or Torres Strait Islander community.

Tier 2: At least one Aboriginal and/or Torres Strait Islander person sits on the governing body (e.g. board) of the provider at the outlet level.

Tier 2: An active and resourced Aboriginal and Torres Strait Islander advisory group contributes to the development, delivery and evaluation of specialised services.

Tier 2: Provider regularly recognises and participates in local cultural celebrations and/or days or events of local cultural significance.

Tier 2: Policies and procedures are in place to support and promote the delivery of specialised aged care to Aboriginal and/or Torres Strait Islander aged care recipients.

Tier 2: Aboriginal and Torres Strait Islander aged care recipients report the care received is appropriate for and meets their unique needs.



## Evidence of specialisation

All fields marked with an asterisk (\*) are required

Select specialisation criterion \*

Tier 1: The provider is an Aboriginal and/or Torres Strait Islander community-controlled organisation.



The following evidence is required to support this criterion:

A letter from the CEO, Executive Officer or Chairperson of the service stating the provider is an Aboriginal and/or Torres Strait Islander community-controlled organisation.

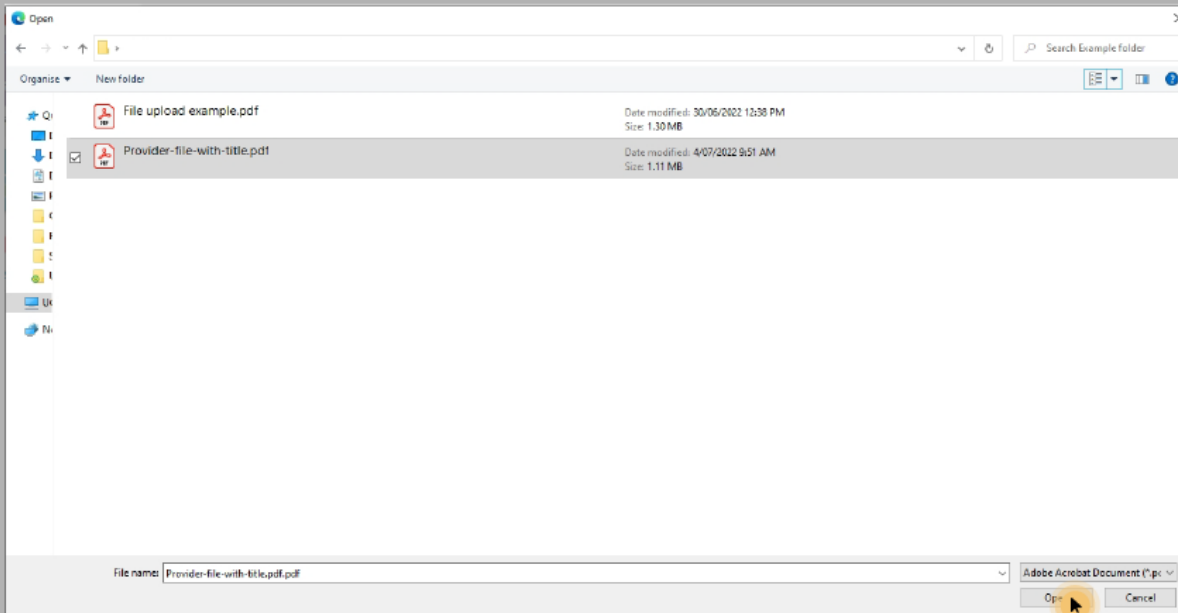
Evidence document(s)\*

Documents must be in PDF file format and not exceed 10MB in size.

Choose File No file chosen

SUBMIT

CANCEL



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Choose Files Provider-file-with-title.pdf

SUBMIT

CANCEL

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Airlie North Googong NSW

(Active) Outlet ID 1-08DG3N

Verification of Specialisations application

Status: Draft

01

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Aboriginal and/or Torres Strait Islander

Specialisation Criteria

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Evidence document(s)

Tier 1: The provider is an Aboriginal and/or Torres Strait Islander community-controlled organisation.

Evidence required to support this criterion

ProviderFile-with-Title-22220522-590345.pdf

PROVIDE EVIDENCE

Additional information

Use this section to communicate any additional information to support your application to the Independent assessor.

P

23 / 1000

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myagedcare

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Mon-Fri 9 am - 8pm Sat 10am - 2 pm

Welcome Amy from Airlie Pty Ltd

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P

Text provided by the Provider.

23 / 1000

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Welcome Amy from Airlie Pty Ltd

Service and Support Portal

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Staff Administration

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My Aged Care interactions

Tasks and notifications

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Manage Specialisation Verifications

Airlie North Googong NSW

(Active) Outlet ID 1-06DG3N

Verification of Specialisations application

Status: Draft

01

Information

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Choose specialisation

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Declaration

04

Declaration

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All fields marked with an asterisk (\*) are required.

Declaration \*

Liz Harvey:

declare that the information provided as part of this application is true and correct to the best of my knowledge.

- I understand that once the claims to specialisation in the delivery of care made in this form have been verified by the assessor (Australian Healthcare Associates) my organisation will make best efforts to maintain the specialisations through adherence to the requirements set out by the My Aged Care Provider Specialisation Verification Framework. In the event that this specialisation/s cannot be maintained, a representative of my organisation will remove this specialisation/s through the My Aged Care Service and Support Portal.
- I understand that if I wish to reinstate this specialisation/s, I will need to re-apply for verification by the assessor.
- I understand the steps outlined above at 'Next Steps' and 'Appeals'.
- I understand that I will be required to submit evidence to support my organisation's specialisation claims, and I have viewed the criteria set out in the My Aged Care Specialisation Verification Framework..
- I understand that if my organisation is not able to produce the required criteria, my organisation will not be able to continue to claim to provide specialised services on its My Aged Care Provider profile.

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Status: Draft

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Home | Outlet administration | Manage Specialisation Verifications

## Airlie North Googong NSW

(Active) Outlet ID 1-060G3N

### Manage Specialisation Verifications

Lodge a new application

For more information on how to apply to have your claims of providing specialised care verified by an independent assessor, please visit the [Specialisation Verification Frameworks](#) page on the Department of Health website.

LOG A NEW APPLICATION

✓ You have successfully submitted your application.

Applications Verifications

#### Applications in progress

Application 2340239434

Submitted date: 22 May 2022  
Submitted by: Liz Harvey

Specialisations applied for:

- Aboriginal and Torres Strait Islander people
- Culturally and linguistically diverse

Submitted

#### Finalised applications

Finalised and withdrawn applications are displayed in this section.

Filter by

No applications in progress  
There are no applications in progress for this outlet

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File Message Help Tell me what you want to do

UX\_Specialis... Mark Unread Find Zoom

### My Aged Care – (Notification – Application Awaiting Assmnt)

Department of Health, Myagedcare  
To: AirlieGoogongNSW@Arlie.com.au

Reply Reply All Forward

Fri 23/09/2022 1:28 PM

Australian Government Department of Health myagedcare

02/07/2022 10:59:53 AM

Dear My Aged Care User,

This email is in relation to notification: Activity ID 2340239434 for Airlie North Googong NSW.

The application for specialisation verification reference 2340239434 lodged by Airlie North Googong NSW on 02/07/2022 has been assigned to an assessor for processing. You will be notified by the independent assessor once your application is finalised.

The independent assessor may also contact you if they require more information to assess your application.

If you have any further questions please contact My Aged Care between 8am and 8pm Monday to Friday and Saturday 10am to 2pm on 1800 836 799.

To manage your email notification preferences, please login to the My Aged Care portal or contact your Administrator.

Please DO NOT REPLY to this email.

Regards,  
My Aged Care

\*\*\*\*\*

IMPORTANT: This email is for the use of the intended recipient only and may contain information that is confidential, commercially valuable and/or subject to legal or parliamentary privilege. If you are not the intended recipient you are notified that any review, re-transmission, disclosure, dissemination or other use of, or taking of any action in reliance upon, this information is prohibited and may result in severe penalties. If you have received this email in error please notify the sender by contacting My Aged Care on 1800 200 422 and delete all electronic and hard copies of this transmission together with any attachments. Please consider the environment before printing this email.

\*\*\*\*\*



# More information required from assessor – editing an application

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Airlie Pty Ltd  
Organisation ID 1-WR-932

Outlet Administration

About Airlie Pty Ltd

Contact details  
22 HENLEY BEACH RD  
MILE END, SA 5031

Organisation philosophy  
Cultural specialisations  
Religious specialisations

ENTER MAXIMUM EXIT AMOUNT  
(FOR HOME CARE PACKAGE SERVICES)

Outlets (10)  
ADD NEW OUTLET

Filter by

Outlet  
OUTLET STATUS  
Support type

ADVANCED SEARCH  
CLEAR FILTERS  
FILTER  
CLEAR

Not color  
A-Z  
Current sort criteria A-Z  
GO

Airlie North Googong NSW

Outlet Name 2

Outlet Name 3

Outlet Name 4

Outlet ID: 1-12943548543  
Contact: Amanda Banks  
Phone: 0430 293 204  
Email: outlet@email.com  
Support types: Representative (Active)  
Agent - Advocate (Active)  
Agent - Care finder (Active)  
Agent - Indigenous facilitator (Suspended)  
Agent - Other (Active)

Outlet ID: 1-12943548543  
Contact: Amanda Banks  
Phone: 0430 293 204  
Email: outlet@email.com  
Support types: Representative (Active)  
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Agent - Care finder (Active)  
Agent - Indigenous facilitator (Active)

✓ Active

✓ Active

✓ Active

✓ Active

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Airlie North Googong NSW  
(Active) Outlet ID 1-06DG3N

DEACTIVATE OUTLET

View Outlet

About Airlie North Googong NSW

Address  
195 Gorman Drive  
GOOGONG NSW 2620

Organisation Philosophy  
Cultural specialisations

Contact Details  
Name: John McCawley  
Phone: 0421 548 359  
Fax: 238403503  
Email: j.mccawley@airlie.com.au  
Website: https://airlie.com.au

ACFI Contact  
Name: John McBook  
Phone: 0421 548 359  
Fax: 238403503  
Email: j.mcbook@airlie.com.au  
Website: https://airlie.com.au

IPC Lead Contacts  
ADD IPC LEAD CONTACT  
ADD/VIEW OUTLET COVID-19 VACCINATIONS  
COVID-19 SUPPORT PORTAL

Current Specialisation Verifications  
No current verifications  
There are no current specialisation verifications for this outlet.  
select 'Manage verifications' option below to lodge specialisation verification application.  
MANAGE VERIFICATIONS  
VIEW SERVICE ITEMS

For more information on specialisation verification, please consult the Aged Care [Specialisation Verification Framework](#) page on the Department of Health website.

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## Evidence of specialisation

All fields marked with an asterisk (\*) are required

Select specialisation criterion \*

SUBMIT

CANCEL

## Evidence of specialisation

All fields marked with an asterisk (\*) are required

Select specialisation criterion \*

**Tier 1: The provider is an Aboriginal and/or Torres Strait Islander community-controlled organisation.**

**Tier 1:** Provider is funded by the National Aboriginal and Torres Strait Islander Flexible Aged Care Program (applies to home care package providers and residential aged care only).

**Tier 2:** At least 50% of aged care recipients identify as Aboriginal and/or Torres Strait Islander people.

**Tier 2:** Staff members proportionate to the general population identify as Aboriginal and/or Torres Strait Islander, and are well resourced and supported by management to act as 'champions' within the organisation to support care recipients and other staff.

**Tier 2:** There are established connections and regular engagement between the provider and local Aboriginal and Torres Strait Islander community, including leaders and organisations.

**Tier 2:** At least 90% of staff have completed annual training in the aged care needs of local/regional Aboriginal and Torres Strait Islander peoples, including cultural safety and trauma-informed care delivery.

**Tier 2:** Provider offers services in local Indigenous language(s).

**Tier 2:** Provider works in partnership with a local Aboriginal and Torres Strait Islander community organisation or appropriate representative to ensure that services are culturally safe and appropriate for the local Aboriginal and/or Torres Strait Islander community.

**Tier 2:** At least one Aboriginal and/or Torres Strait Islander person sits on the governing body (e.g. board) of the provider at the outlet level.

**Tier 2:** An active and resourced Aboriginal and Torres Strait Islander advisory group contributes to the development, delivery and evaluation of specialised services.

**Tier 2:** Provider regularly recognises and participates in local cultural celebrations and/or days or events of local cultural significance.

**Tier 2:** Policies and procedures are in place to support and promote the delivery of specialised aged care to Aboriginal and/or Torres Strait Islander aged care recipients.

**Tier 2:** Aboriginal and Torres Strait Islander aged care recipients report the care received is appropriate for and meets their unique needs.



## Evidence of specialisation

All fields marked with an asterisk (\*) are required

Select specialisation criterion \*

Tier 1: The provider is an Aboriginal and/or Torres Strait Islander community-controlled organisation.

**i** The following evidence is required to support this criterion:  
A letter from the CEO, Executive Officer or Chairperson of the service stating the provider is an Aboriginal and/or Torres Strait Islander community-controlled organisation.

Evidence document(s)\*

Documents must be in PDF file format and not exceed 10MB in size.

Choose Files No file chosen

SUBMIT

CANCEL

## Evidence of specialisation

All fields marked with an asterisk (\*) are required

Select specialisation criterion \*

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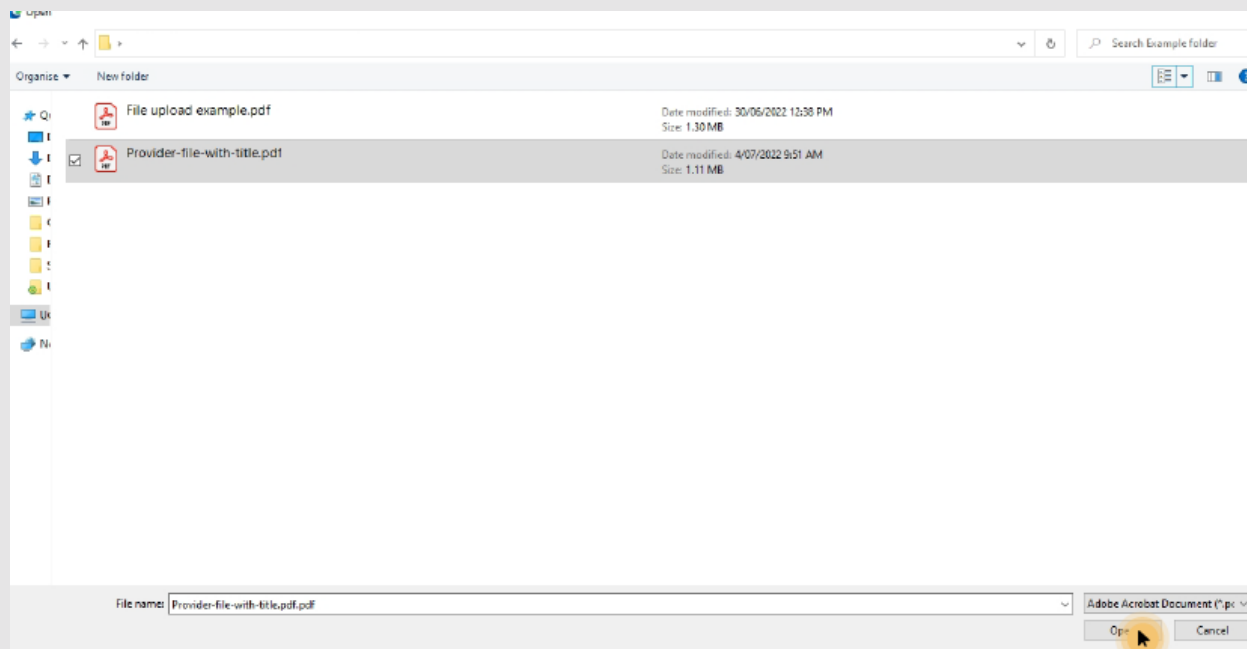
Evidence document(s)\*

Documents must be in PDF file format and not exceed 10MB in size.

Choose Files Provider-file-with-title.pdf

SUBMIT

CANCEL





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Verification of Specialisations application

Airline North Googong NSW

(Active) Outlet ID 1-06DGSN

Verification of Specialisations application

Status: Reissued

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For each specialisation, you will need to provide evidence to satisfy one Tier 1 criterion or at least four Tier 2 criteria. Where a particular specialisation does not have 4 tier 2 criteria you will need to satisfy all Tier 2 criteria.

Please identify the criteria against which you are applying and attach the required evidence documents. Documents must be in PDF file format and not exceed 10MB in size.

You can also provide additional information against each specialisation to further support your application.

For a full list of the criteria and evidence requirements, please visit the About Specialisation Verification page on the Department of Health and Aged Care website.

Action required

You need to make changes to your application and resubmit within 10 days. Only the specialisations that you are required to action are shown below.

Culturally and linguistically diverse

MORE INFORMATION REQUIRED

Specialisation Criteria

Select the criteria that you meet for this specialisation and provide supporting evidence. To achieve specialisation, you must meet one Tier 1 criterion OR 4 Tier 2 criteria. For some special needs groups, less than 4 criteria are specified. In these cases, all relevant Tier 2 criteria need to be met. (For details about the evidence requirements for specialisation, see the Detailed evidence requirements for providers)

Evidence document(s)

Tier 1: The provider is an Aboriginal and/or Torres Strait Islander community-controlled organisation.

Evidence required to support this criterion

Provide-file-with-file-22220522-090345.pdf

Provide-file-with-file-22220522-090345.pdf

PROVIDE EVIDENCE

Additional Information

Use this section to communicate any additional information to support your application to the independent assessor.

P

23 / 500

A

Assessor

03 May 2022 - 09:30

Text provided by the Assessor informing the provider what information is required.

P

Provider

03 May 2022 - 09:30

Text provided by the Provider.

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Additional text provided by the Provider.

23 / 500

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03 May 2022 - 09:30

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Provider

03 May 2022 - 09:30

Text provided by the Provider.

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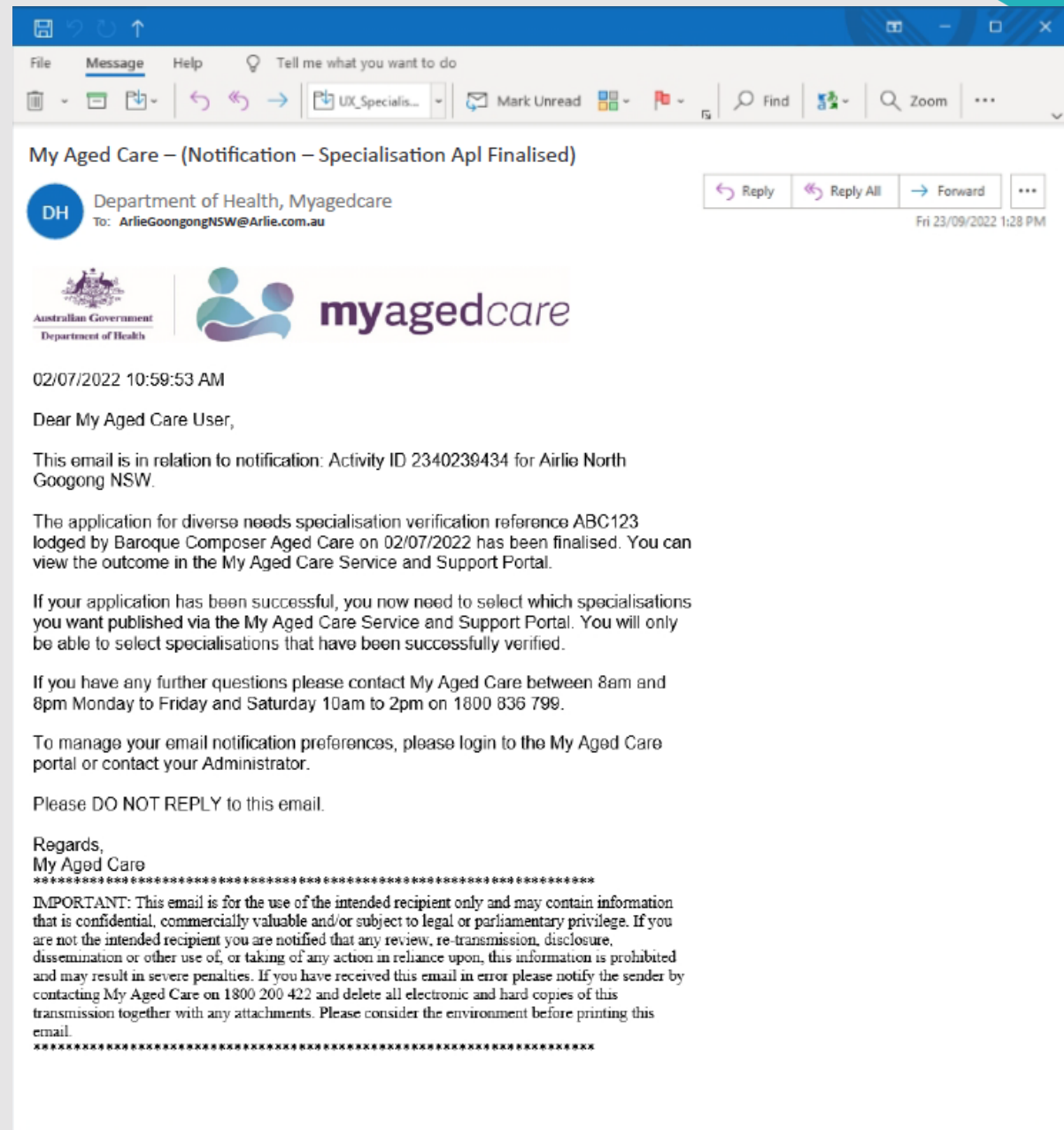
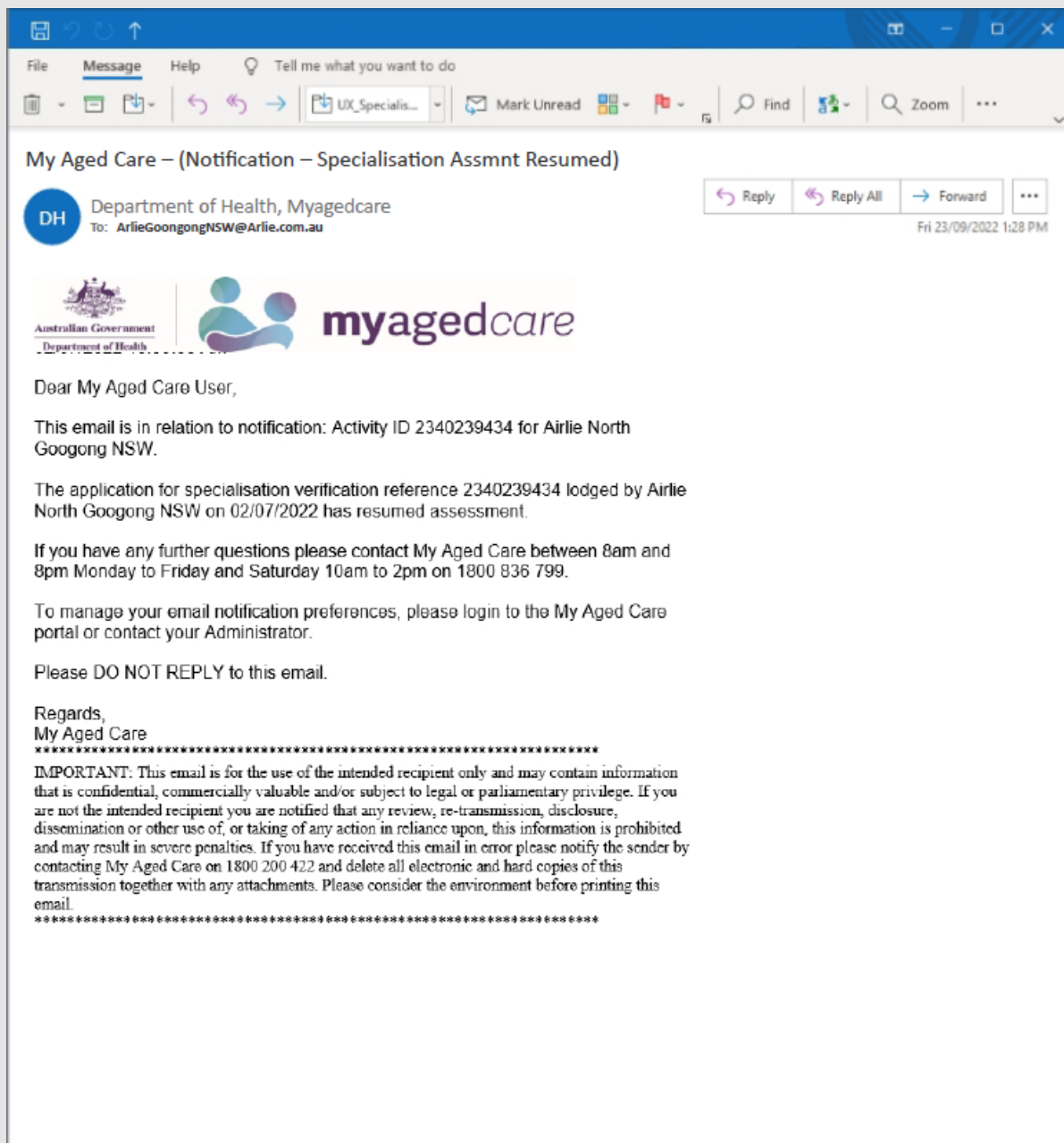
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# Publish verified specialisation/s to provider profile

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Welcome Amy




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Airle Pty Ltd

Organisation ID 1-WR-932

Outlet Administration

About Airle Pty Ltd

Contact details

22 HENLEY BEACH RD  
MILE END, SA 5031

ENTER MAXIMUM EXIT AMOUNT  
(FOR HOME CARE PACKAGE SERVICES)

Organisation philosophy

Cultural specialisations

Religious specialisations

Outlets (10)

ADD NEW OUTLET

Filter by

Outlet

Outlet status

Support type

ADVANCED SEARCH

CLEAR FILTERS

FILTER

CLEAR

Sort order

A-Z

Current sort order is A-Z

Airle North Googong NSW

Outlet Name 2

Outlet Name 3

Outlet Name 4

Outlet ID: 1-12943546543  
Contact: Amanda Banks  
Phone: 0439 293 204  
Email: outlet@email.com  
Support types: Representative (Active)  
Agent - Advocate (Active)  
Agent - Care Finder (Active)  
Agent - Indigenous facilitator (Suspended)  
Agent - Other (Active)

Outlet ID: 1-12943546543  
Contact: Amanda Banks  
Phone: 0439 293 204  
Email: outlet@email.com  
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Agent - Indigenous facilitator (Active)

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Agent - Indigenous Facilitator (Active)

Active

Active

Active

Active

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Airle North Googong NSW

(Active) Outlet ID 1-06DG3N

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About Airle North Googong NSW

Address

195 Gorman Drive  
GOOGONG NSW 2620

Organisation Philosophy

Cultural specialisations

Cultural specialisations

Current Specialisation Verifications

Specialisation	Verification date	Valid from	Valid to
Aboriginal and/or Torres Strait Islander	22 Nov 2022	22 Dec 2022	22 Dec 2025

For more information on specialisation verification, please consult the Aged Care [Specialisation Verification Framework](#) page on the Department of Health website.

MANAGE VERIFICATIONS

VIEW SERVICE ITEMS

Contact Details

Name: John McCawley  
Phone: 0421 548 359  
Fax: 238403503  
Email: j.mccawley@airle.com.au  
Website: https://airle.com.au

ACFI Contact

Name: John McBook  
Phone: 0421 548 359  
Fax: 238403503  
Email: j.mcbook@airle.com.au  
Website: https://airle.com.au

IPC Lead Contacts

ADD IPC LEAD CONTACT

ADDVIEW OUTLET COVID-19 VACCINATIONS

COVID-19 SUPPORT PORTAL

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# Australian Healthcare Associates (AHA)

# Assessment of applications

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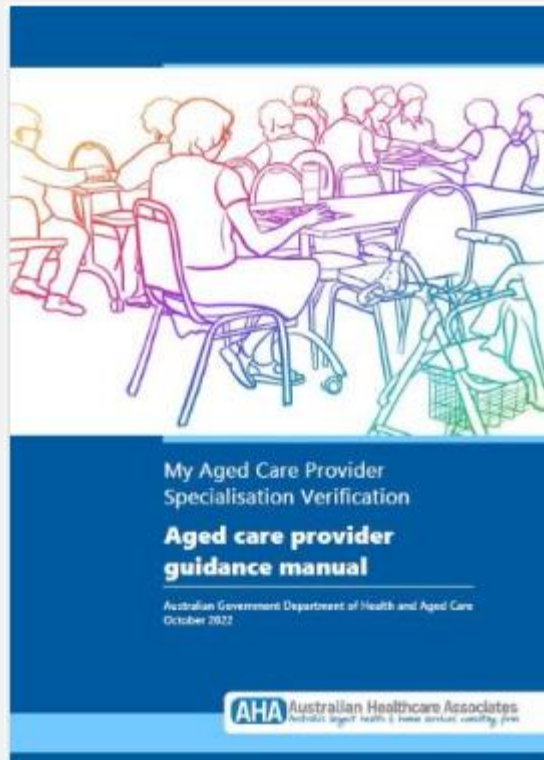
- We have been performing assessments since June through an off-line (email) process.
- We assess applications against the Specialisation Verification Framework.
- Please check the evidence requirements in the Framework carefully before submitting an application.
- If required, we may reissue an application to the provider if additional information is needed.
- Assessments take up to 20 business days to complete from when we receive all evidence documents.



# Helpful information

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## Aged care provider guidance manual



## Detailed evidence requirements for providers

### **Specialisation Verification Framework – detailed evidence requirements for providers**

This document supports My Aged Care provider specialisation verification by giving aged care providers information about what questions they will need to answer, and what evidence they will need to provide, to support their specialisation verification application.

The pages below outline the evidence requirements for each criterion under each special needs group.

For more information on the process of verification, see the My Aged Care provider specialisation verification: aged care provider guidance manual.

June 2022



# Recap

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The key takeaways from today's webinar:

- Applications are open for providers to apply to have their specialisation claims verified by Australian Healthcare Associates.
- Resources are available on the Department of Health and Aged Care website. We recommend you review these resources before commencing the application process.
- Verified specialisation claims will become visible on provider My Aged Care profiles throughout this month.
- Specialisation claims that have not been verified by early 2023 will be removed from your service's My Aged Care profile.



# Thank you

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For more information about My Aged Care Provider Specialisation Verification please refer to the Department's website and search for **Specialisation Verification**, or contact:

- The Department of Health and Aged Care: [ageing.and.diversity@health.gov.au](mailto:ageing.and.diversity@health.gov.au)
- Australian Healthcare Associates: [macspecialisation@health.gov.au](mailto:macspecialisation@health.gov.au) or 1300 186 711.

