

Australian Government Department of Health and Aged Care

My Aged Care Provider Specialisation Verification

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 Straight 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?

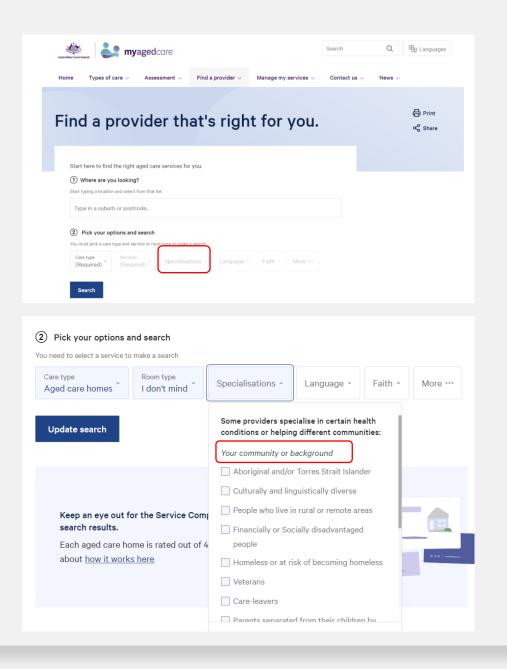
- Through an application and assessment process
- To verify claims made by aged care providers through My Aged Care
- To specialise in providing services to people with special needs defined by the Aged Care Act 1997.

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.



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 agedcareengagement.health.gov.au



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 peo as lesbian, gay, bisexual, transgender and/or inter	

Application process

Provider submits an application through the My Aged Care Service and Support portal Assessor (AHA) reviews the application and follows up with the provider (where required) Feedback from person receiving aged care services to AHA through email or phone (if applicable)

MAC notifies the provider that their application has been finalised Provider selects the verified specialisation via the Service and Support portal for publishing

Verified specialisation claims are published on the provider's My Aged Care profile

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

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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-	Address
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end 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	NSW 2251
rooms - deluxe single rooms with privete ensuite available. "Nutritious, home-style meals are freshly preparad in consultation with our Head Distician by our experienced team of chefs.	Contact
in opnonizion miniori nello pretorar by our experiences team of order.	Phone: 1800 287 786
Specialisations	Email an enquiry
	Visit provider's website
Aurrum Kincumber is a verified provider of specialised services for:	
Oulturally 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.	
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o Terminal illness	
Your community or background	
 Aboriginal and/or Torres Strait Islander 	
 Financially or Socielly disadvantaged people 	
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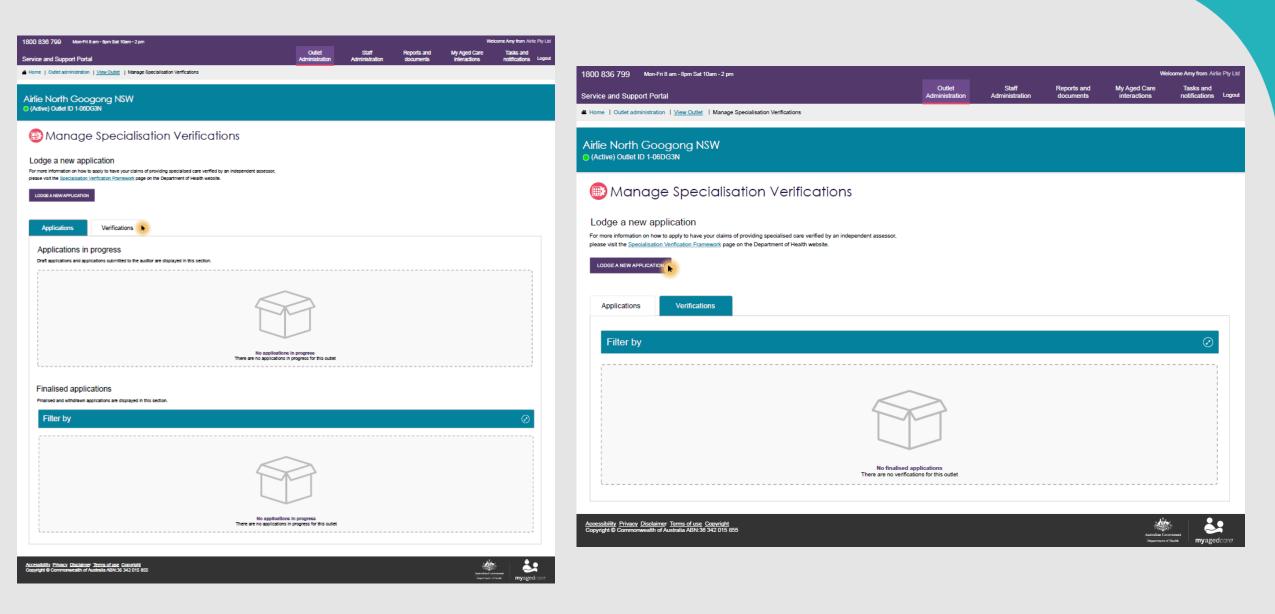
Application process via the My Aged Care Service and Support portal

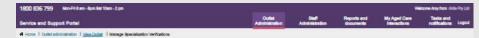
Provider application process

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Airlie North Googong NSW (Adw) Outer ID 1-00000N

Verification of Specialisations application

Status: New



Purpose of this form

01 Information

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Privacy

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on the Department of Health and Aged Carle website

To talk to a help deek operator about your application, peede cell Australian Healthoure Associates on 1200 185 This Monday to Priday, between Schlam and Schlam AEDTIAGNI

Please note the operator can provide you with information or applying to have your applicationation datum vertified, however they are unable to provide you with balanced advice about your application.

Next steps

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Australian Healthcare Associates will contact you with the cultures of your application

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Appeals

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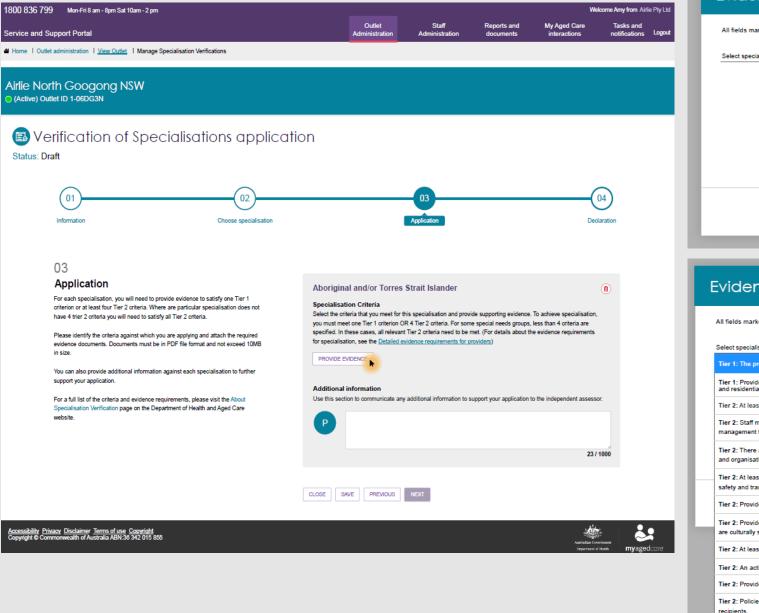
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Evidence of specialisation

All fields marked with an asterisk (*) are required

Select specialisation oriterion *		<u>•</u>
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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.

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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.
 - P 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)*

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

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

Verification of Specialisations application
 Status: Draft



04

Declaration

You must have at least one evidence document uploaded against each specialisation in your application and complete the declaration on this page before you can submit 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 <u>About</u> <u>Specialisation Verification</u> page on the Department of Health and Aged Care website.



Liz Harvey:

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

- 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 trough 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 oriteria 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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Declaration *

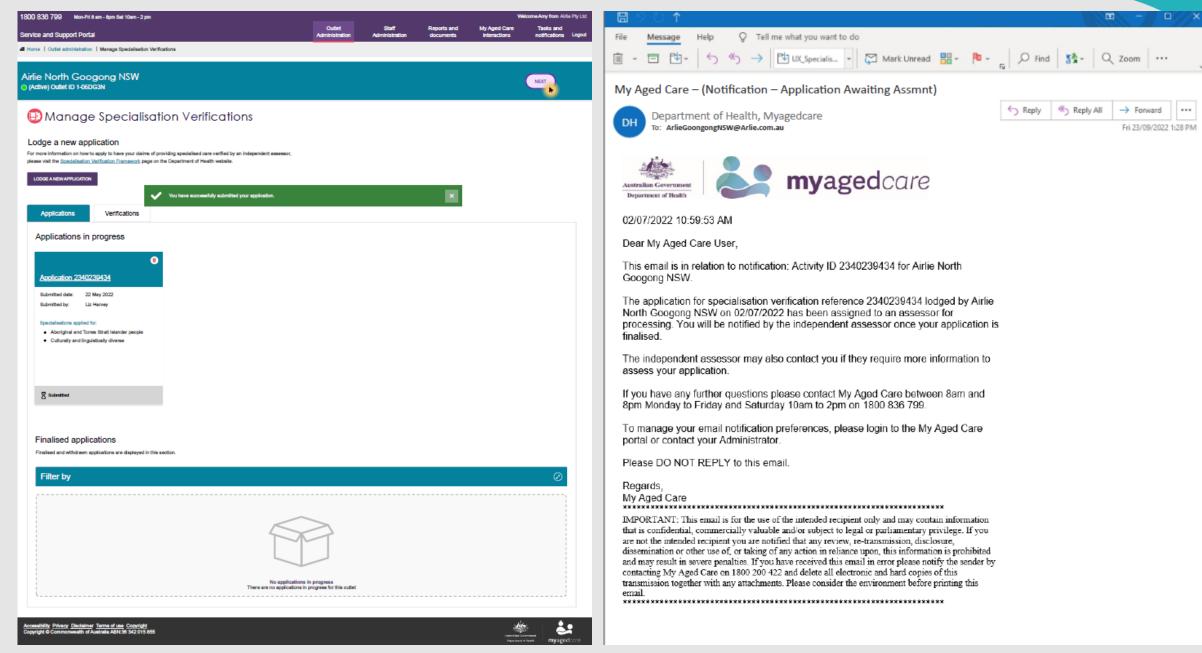
I, Liz Harvey:

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

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- 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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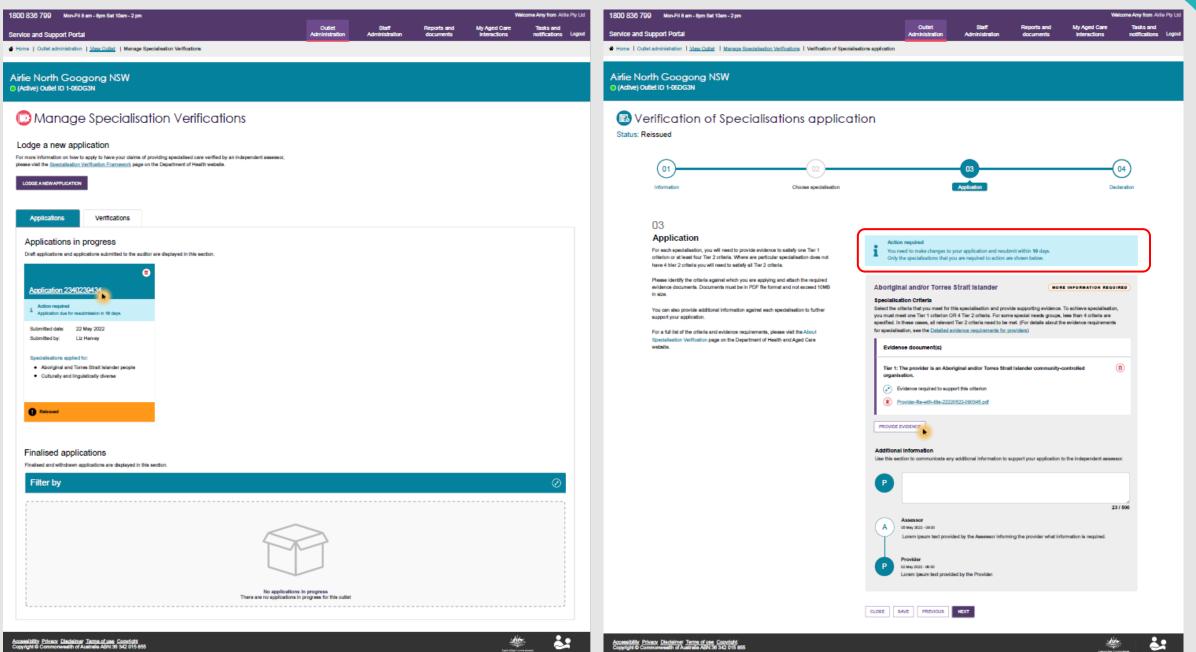
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More information required from assessor – editing an application

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MILE END, SA 5031		Religious specialisations 🧿 🖉			GOOGONG NSW 2620	Phone: 0421 548 359 Fax: 238403503			
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Evidence of specialisation

All fields marked with an asterisk (*) are required

Evidence of specialisation Select specialisation criterion * Tier 1: The provider is an Aboriginal and/or Torres Strait Islander community-controlled organisation. All fields marked with an asterisk (*) are required 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). **N** T 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. CANCEL 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.

Select specialisation criterion

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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.

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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.

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Specialization Criteria

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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)

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





| Outlet administration | <u>View Outlet</u> | <u>Manage Specialisation Verifications</u> | Verification of Specialisations application

North Googong NSW

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Action required

Specialization Criteria

Culturally and linguistically diverse

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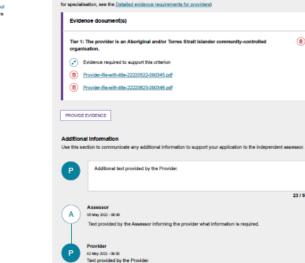
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For each specialisation, you will need to provide evidence to satisfy one Tier 1 criterion or at least four Tier 2 criteria. Where are particular specialisation does not have 4 trier 2 criteria you will need to satisfy all Tier 2 criteria.

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.



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.

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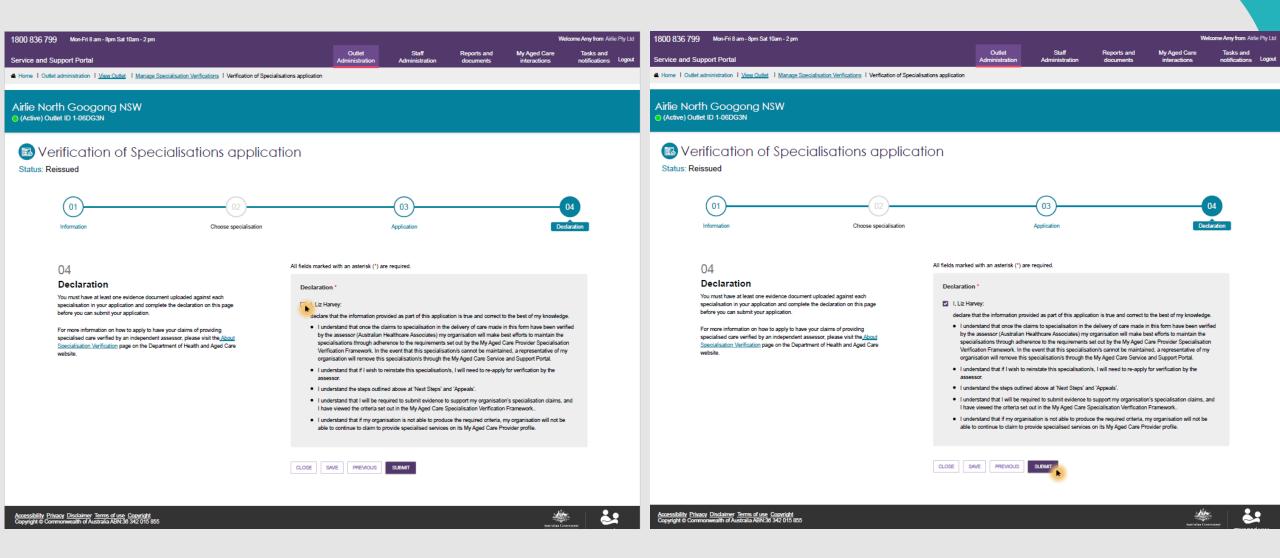
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You can also provide additional information against each specialisation to further

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



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My Aged Care - (Notification - Specialisation Assmnt Resumed)

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

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		Fri 23/09/2022 1	:28 PM



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 resumed assessment.

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.

My Aged Care - (Notification - Specialisation Apl Finalised)

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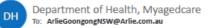
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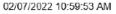
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Help

Australian Government Department of Health



File

Message

Dear My Aged Care User,

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

The application for diverse needs specialisation verification reference ABC123 lodged by Baroque Composer Aged Care on 02/07/2022 has been finalised. You can view the outcome in the My Aged Care Service and Support Portal.

If your application has been successful, you now need to select which specialisations you want published via the My Aged Care Service and Support Portal. You will only be able to select specialisations that have been successfully verified.

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.

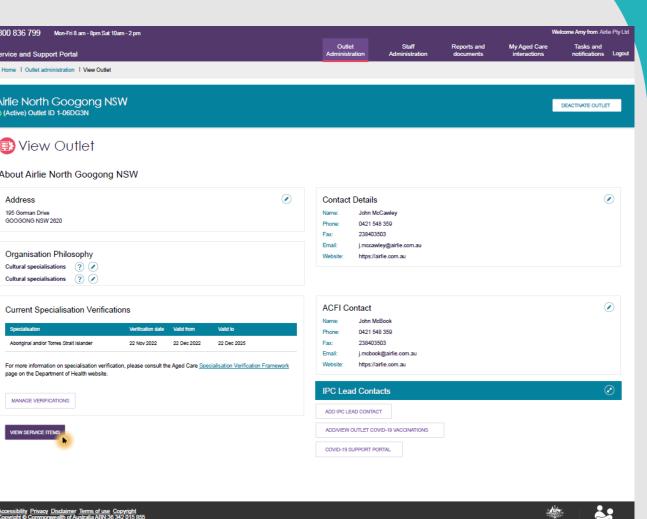
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Publish verified specialisation/s to provider profile

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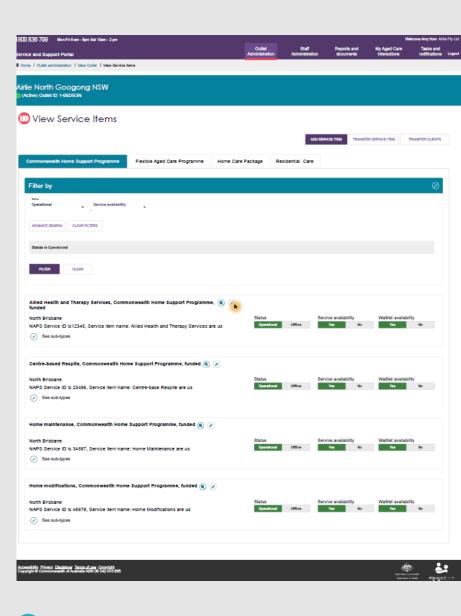
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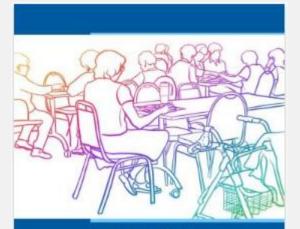
Australian Healthcare Associates (AHA)

Assessment of applications

- 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

Aged care provider guidance manual



My Aged Care Provider Specialisation Verification

Aged care provider guidance manual

Activation Government Department of Health and Aged Care October 2022

AHA Australian Healthcare Associates

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



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.



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
- Australian Healthcare Associates: <u>macspecialisation@health.gov.au</u> or 1300 186 711.