

My Aged Care Workforce Learning Strategy 2023



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1. Introduction

My Aged Care is the main access point to the aged care system in Australia. My Aged Care aims to make it easier for older people, their families, and carers to access information on ageing and aged care, have their needs assessed and be supported to find and access government funded aged care services

My Aged Care is delivered by the My Aged Care workforce within a range of organisations nationally, including Healthdirect Australia, Services Australia, Regional Assessment Services, and State and Territory health departments. The Department of Health and Aged Care (the Department) is responsible for policy oversight and program management of these services.

The My Aged Care Learning Strategy 2023 (this Strategy) outlines the required capabilities and minimum training requirements for the My Aged Care workforce. This Strategy is underpinned by a Quality Learning Framework (QLF) which details the required training standards to achieve effective learning outcomes for the My Aged Care workforce.

The aim of the Learning Strategy and the QLF is to inform and guide provision of quality learning and training for the My Aged Care workforce so they can deliver consistent, reliable and high-quality information and services for older people.

This Strategy replaces the [2019 My Aged Care Screening and Assessment Workforce Training Strategy](#) and has been renamed as a learning strategy to reflect the blended approach to learning, including on-line training, on-the-job learning and appraisal by experienced workplace trainers and managers. This approach reflects that the My Aged Care workforce undertakes functions broader than just screening and assessment. This approach also acknowledges existing knowledge and skills of the workforce, and that learning is ongoing.

The Australian Government is currently delivering reforms to improve aged care. This Strategy (2023) is an interim Strategy and will be updated in 2024 to reflect relevant aged care reforms as they are implemented for My Aged Care.

2. Objective

This Strategy defines:

- the capabilities required by the workforce to undertake their role in My Aged Care
- the minimum training requirements for the My Aged Care workforce
- the training responsibilities of workforce organisations, the department's appointed Training Partner and the department.

3. Scope

The scope of this Strategy encompasses My Aged Care workforce roles within organisations delivering My Aged Care contracted by the department.

This includes the following workforce roles, though not limited to:

- Customer Solutions Specialists (CSS) in the My Aged Care Contact Centre
- Aged Care Specialist Officers (ACSO) in selected Services Australia service centres
- Home Support Assessors in Regional Assessment Services (RAS)
- Comprehensive Assessors in Aged Care Assessment Teams (ACAT).

Requirements for workplace trainers and Aged Care Assessment Team Education Officers are also included in the QLF.

Staff who provide information, administration or support roles working in organisations delivering My Aged Care can access the on-line learning without the need to undertake department mandated appraisal.

4. My Aged Care Workforce Roles and Functions

The My Aged Care workforce undertakes a range of distinct but interdependent functions. These functions are described in the table below.

Table 1: My Aged Care Workforce Roles

Workforce Role	Function
<ul style="list-style-type: none">• My Aged Care Contact Centre (CSS)• Aged Care face-to-face services (ACSO)	<ul style="list-style-type: none">• Over the phone (CSS) or in person (ACSO):<ul style="list-style-type: none">○ provide information about aged care○ registration with My Aged Care○ screening for eligibility for an aged care assessment○ referral to an appropriate assessment organisation○ connection to services.
<ul style="list-style-type: none">• Home support assessment (Regional Assessment Services)	<ul style="list-style-type: none">• Face-to-face assessment and referral for Commonwealth Home Support Programme (CHSP) services.
<ul style="list-style-type: none">• Comprehensive assessment (Aged Care Assessment Teams)	<ul style="list-style-type: none">• Face-to-face assessment and approval for Australian Government subsidised aged care services under the Aged Care Act 1997• This may also include referral for Commonwealth Home Support Programme services where appropriate.

5. Governance

The My Aged Care Training Reference Group (MACTRG) is the key forum for consultation and collaboration on learning and training needs across the My Aged Care workforce.

The MACTRG consists of representatives from:

- HealthDirect (responsible for the My Aged Care Contact Centre)
- Services Australia (responsible for My Aged Care face-to-face services)
- State and territory government's Aged Care Assessment Teams (ACATs)
- Regional Assessment Services (RAS) organisations
- The department's Training Partner
- Consumer group and peak bodies
- The department.

The MACTRG provide input and feedback to the department on:

- the strategic direction of the Learning Strategy into the future
- any training issues impacting the My Aged Care workforce
- any new or revised training resources that are developed.

6. Minimum Training

To deliver services in a My Aged Care organisation, minimum training is required. The minimum training requirements for the workforce are at Attachment A and detailed in the QLF.

The My Aged Care workforce minimum training requirements have been designed to:

- Ensure the My Aged Care workforce can develop and maintain the knowledge and skills to undertake their role within the My Aged Care operational environment;
- Ensure all CCSs, ACSOs, and RAS and ACAT assessors can demonstrate capability to undertake their role in My Aged Care; and
- Support the delivery of consistent, reliable, and high-quality My Aged Care services for older Australians, their carers/families, and representatives.

Minimum training requirements for the My Aged Care workforce are delivered through a blended learning model comprising:

- Completion of mandatory online learning, developed by the Department, on the My Aged Care Learning Management System (called MAClearning) (see Attachment A for details)
- Learning delivered in the workplace through workplace trainers and/or supervisors including:
 - induction training provided by the workforce organisation
 - training to use the online National Screening and Assessment Form (NSAF) and My Aged Care online systems; and
 - on the job shadowing and/or mentoring.

- Successful completion of appraisal activities in the workplace to validate learner capabilities endorsed by workplace manager in the learner's organisation.

This training provides the My Aged Care workforce with standardised skills and knowledge to complete their roles. It is acknowledged that people working in My Aged Care may have existing skills and qualifications, including ACAT assessors who must have nursing or allied health qualifications.

Each My Aged Care workforce member needs to complete their minimum training requirements within 20 weeks post commencement. The Department sets a recommended learning pathway. The implementation and delivery of the recommended learning pathway will be determined by the workforce organisation.

All My Aged Care workforce organisations are explicitly responsible for signing off their staff when they have completed the learning requirements and are work ready.

To support continuous improvement and provide quality assurance, the Department, through the Training Partner, will undertake periodic audits of assessments in My Aged Care and provide feedback to My Aged Care organisations.

The Department will support organisations to build the skills of their My Aged Care workforce by providing an annual train the trainer education program and establishing national networks for lead educators and workplace trainers.

After completion of all learning requirements, each learner will receive an aged care sector recognised certificate of completion. All members of the My Aged Care workforce are required to achieve the certificate to undertake their role.

In addition, once the My Aged Care workforce is registered on MAClearning, they can have continuous unlimited access to training including to new or updated training provided by the Department for when programs, policies or IT systems change.

Minimum training requirements – transition arrangements

Post 1 March 2023, My Aged Care Assessors will be considered to have met their minimum training requirements if they:

- Commence work prior to 1 March 2023 and have successfully completed the following My Aged Care standard training
 - Statement of Attainment 2 (RAS only)
 - Statement of Attainment 4 (ACAT only)
 - My Aged Care systems training
 - self-paced learning experiences
 - organisations induction training

OR

- Commenced work post 1 March 2023 and have successfully completed the minimum training requirements specified in the My Aged Care Workforce Learning Strategy.

7. Use of My Aged Care Capabilities within the Quality Learning Framework

My Aged Care Capability is defined as ‘the unique combination of respectful behaviours, attitudes and values, qualifications, experience and professional knowledge (know-how) and networks (know-who) of an individual to achieve their professional goals as well as those of My Aged Care’.

There are 12 My Aged Care capabilities which apply to all My Aged Care workforces in line with their role responsibilities except for capability six and eight that only apply to the assessment workforce (RAS and ACAT) and capability 12 which applies to those managing assessment staff or delivering training. Under each capability, indicators have been developed to articulate the practical application for the My Aged Care workforce.

The capabilities are:

1. **Managing the client journey** – contribute to the continuity of an older Australian’s aged care journey.
2. **Navigating My Aged Care** – help older Australians and their families/ representatives to navigate the My Aged Care system.
3. **Using technology** – competently use technology within the My Aged Care system to support the registration, screening, assessment, and referral process.
4. **Working ethically and legally** – apply an understanding of legislative frameworks and guidelines that inform their role for My Aged Care.
5. **Communicating** – communicate effectively with older people and their families/ representatives to build and maintain positive relationships.
6. **Supporting wellness and reablement** – take a wellness and reablement approach to assessment, planning and service delivery.
7. **Recording information** – accurately record clear and complete client information within the My Aged Care system, including during the screening and assessment process.
8. **Providing quality assessments** – apply knowledge, use judgement and decision making in relation to client needs, goals and recommendations or approvals for subsidised services.
9. **Responding to vulnerability** – identify and respond to vulnerability, traumatic experiences and complex needs - including memory and cognition issues - in a trauma informed way.
10. **Providing client-centred care** – provide and deliver a client-centred approach that is responsive to diversity consistent with the Aged Care Diversity Framework.
11. **Displaying resilience** – practise self-care and know where to get support to stay positive and overcome challenges.
12. **Managing and leading** – actively engage in own and/or others’ performance and development.

The QLF supports quality learning for the My Aged Care workforce by defining the My Aged Care capabilities required for each role. The capabilities are underpinned by capability indicators matched to job role.

The depth of knowledge and skills required under each capability, is reflected in the capability indicators, training requirements and appraisal activities outlined in the QLF.

The My Aged Care Capabilities are also mapped to relevant legislation, Department policies and procedures and workforce quality measures (i.e., contact centre/ACSO quality scorecards and the Aged Care Assessment Quality Framework and My Aged Care Assessment Manual).

The QLF underpins this Learning Strategy by outlining the relationship between the identified capabilities required by the workforce, the learning outcomes in the training elements, and the way the workforce will be independently appraised as having those capabilities.

The QLF sets the standards and guidelines that govern implementation of the blended model for learning and training. It outlines a suite of online learning pathways to build knowledge and how learner capabilities are further developed and verified through practical application of knowledge and skills in the workplace.

8. Roles and Responsibilities

The successful development and delivery of quality learning to achieve workforce capability, is dependent upon the involvement and collaboration between the department, the organisations that employ the My Aged Care workforce and the department's Training Partner.

An overview of the training roles and responsibilities is outlined in the table below.

Table 2: Roles and Responsibilities of Key Stakeholders

Role	Responsibility
The Department of Health and Aged Care	<ul style="list-style-type: none"> • Develop and manage this Strategy • Set training requirements including training standards specified within the QLF • Facilitate consultation with the My Aged Care workforce through the MACTRG • Maintain a current suite of training on MAClearning • Maintain support networks for workplace trainers • Develop and disseminate additional training to upskill the My Aged Care workforce on changes to aged care programs, legislation, or My Aged Care systems
Organisations delivering My Aged Care	<ul style="list-style-type: none"> • Ensure staff undertake relevant minimum training requirements, consistent with their contractual requirements • Employ staff with appropriate skills and qualifications (in line with program requirements) • Provide clinical governance for the workforce (where appropriate and in line with program requirements) • Maintain sound knowledge of aged care reforms and jurisdictional issues and communicate to their workforce

Role	Responsibility
	<ul style="list-style-type: none"> • Ensure any workplace trainers and managers are appropriately skilled to support a blended model of online training, on the job training and face-to-face learning, including successful assessment of learner appraisal activities to the agreed standard set by the department • Ensure that learners in their organisations have completed all the minimum training and appraisal activities, including advising the department/training partner when they are considered competent to perform their role • Ensure access to ongoing training and development opportunities to maintain, refresh and enhance specific professional and clinical skills
Training Partner	<ul style="list-style-type: none"> • Develop a quality assurance framework for the My Aged Care Learning system including: <ul style="list-style-type: none"> ○ Audit and analysis of process ○ suggestions for quality improvement • Report findings to the Department and the My Aged Care educator network •

9. MAClearning

Online learning is made available to the My Aged Care workforce through a Learning Management System called MAClearning. MAClearning is complementary to on-the-job training and provides the My Aged Care workforce with a single point of access to build knowledge and strengthen skills related to their role for My Aged Care.

MAClearning was launched in 2023 and replaced the previous MACLE system. Using MAClearning, registered workforce members can access up-to-date and new learning content in an interactive online experience.

Costs associated with participant time to undertake MAClearning are the responsibility of the participant's My Aged Care workforce organisation. Access to the MAClearning system and the appraisal process is free of charge for the My Aged Care workforce. Should there be any additional cost implications to access training, workforce organisations will be advised through consultation.

Registration enquires for the MAClearning platform are supported through email to MAClearninghelp@health.gov.au.

10. Learning Strategy Review

The Strategy will be reviewed as needed, or annually by the department to ensure alignment with the needs of the My Aged Care workforce. Where material changes are foreshadowed, the MACTRG will be consulted ahead of finalisation and implementation of any future Strategy.

Next scheduled review of the Strategy is early 2024.

Attachment A

Learning pathways and mandatory training

Table 3: RAS and ACAT Learning and Mandatory Training

Learners will complete the below three mandatory learning goals within the first 4 weeks			
Learning Goals	GOAL 1 Working effectively in My Aged Care	GOAL 2 Supporting client centred aged care	GOAL 3 Provision of quality screening and assessments
Learning Elements	<ul style="list-style-type: none"> Aged Care in Australia Aged care funded programs My Aged Care The My Aged Care workforce Aged care support networks Introduction to legal and ethical responsibilities Goal 1 Quiz	<ul style="list-style-type: none"> Positive ageing, wellness and reablement Working with carers Diversity in aged care An introduction to cultural safety Goal 2 Quiz	<ul style="list-style-type: none"> National Screening and Assessment Form Prepare and Conduct Assessments Goal setting Develop and review client support plan Goal 3 Quiz
Learners will complete the below three mandatory learning goals within the first 20 weeks			
Learning Goals	GOAL 4 Work with aged care programs	GOAL 5 Understanding Diversity	GOAL 6 Responding to individual needs
Learning Elements	<ul style="list-style-type: none"> Residential Care National Aboriginal and Torres Strait Islander Flexible Aged Care Program Home Care Packages Flexible Care Commonwealth Home Support Programme extension: legal and Ethical responsibilities Goal 4 Quiz	<ul style="list-style-type: none"> Building a culturally safe aged care workforce Working with Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) people Working with Culturally and Linguistically Diverse (CALD) people Working with Forgotten Australians / Care Leavers Goal 5 Quiz	<ul style="list-style-type: none"> Trauma informed person-centred practice Mental health Dementia Abuse of an older person Hoarding and squalor Identify and respond to vulnerable Clients with complex needs Older people in rural and remote areas Goal 6 Quiz

Table 4: RAS / ACAT Non-Mandatory Training

Learners may also complete the following optional learning goals (no time limit) To be discussed with Workplace Managers/Supervisors		
Learning Goals	GOAL 0 MAClearning	GOAL 8 Optional Learning (available to all learners for professional development)
Learning Elements	<ul style="list-style-type: none"> Welcome to MAClearning 	<ul style="list-style-type: none"> Active Listening and Motivational interviewing Resilience in Professional Practice Supplementary Assessment Tools in Practice Supporting older Australians, people with disability and Veterans

Table 5: ACAT Non-Mandatory Training

ACAT Delegate Mandatory Learning To be discussed with Workplace Managers/Supervisors		
Learning Goals	GOAL 7 ACAT Delegate Note: This training is mandatory for proposed new delegates and as 2 yearly refresher training for existing delegates.	
Learning Elements	<ul style="list-style-type: none"> ACAT Delegate Training Goal 7 Quiz. 	

Diagram 1: RAS/ACAT Learning Pathway

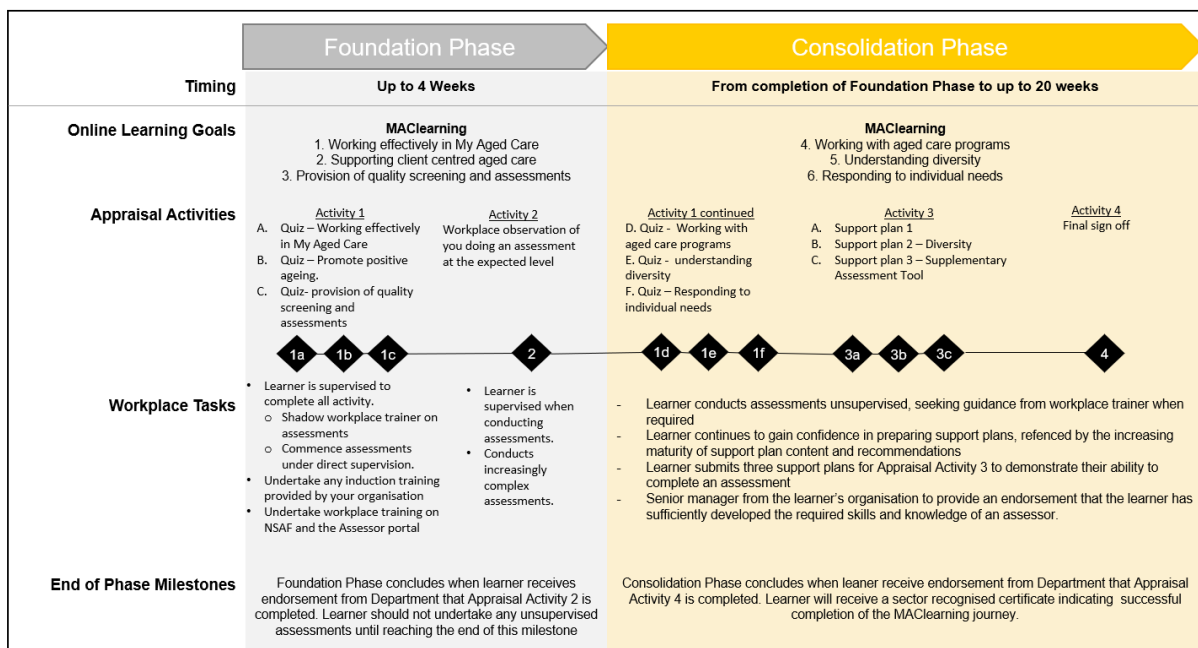


Table 6: ACSO Learning Pathway and Mandatory Training

Learners will complete the below four mandatory learning goals within Day 1 to 6			
Learning Goal	GOAL 0 MAClearning		
Learning Element	<ul style="list-style-type: none"> Welcome to MAClearning 		
Learning Goals	GOAL 1 Work effectively in My Aged Care	GOAL 2 Supporting client centred aged care	GOAL 3 Provision of quality screening and referral for assessment
Learning Elements	<ul style="list-style-type: none"> Aged Care in Australia Aged Care Funded Programs My Aged Care The My Aged Care Workforce Aged Care Support Networks Introduction to Legal and Ethical Responsibilities Goal 1 Quiz	<ul style="list-style-type: none"> Positive Ageing, Wellness and Reablement Working with Carers Diversity in Aged Care An Introduction to Cultural Safety Goal 2 Quiz	<ul style="list-style-type: none"> Your Learning Journey Knowledge Base Introduction to Siebel Supporting Initial Engagement in Siebel Navigating Enquiries in Siebel Handling Complaints and Escalations Mastering Interactions Displaying resilience in the Workplace Goal 3 Quiz
Learners may also complete the following learning goals for professional development (no time limit) – from Day 13			
Learning Goals	GOAL 4 Work with aged care programs	GOAL 5 Understanding Diversity	GOAL 6 Responding to individual needs
Learning Elements	<ul style="list-style-type: none"> Residential Care (including respite) National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP) Home Care Packages Flexible Care Commonwealth Home Support Programme Extension: legal and Ethical responsibilities Goal 4 Quiz	<ul style="list-style-type: none"> Building a culturally safe aged care workforce Working with Lesbian, Gay, Bisexual, Transgender and Intersex (LGBTI) people Working with Culturally and Linguistically Diverse (CALD) people Working with Forgotten Australians / Care Leavers Goal 5 Quiz	<ul style="list-style-type: none"> Trauma informed person-centred practice Mental health Dementia Abuse of an older person Hoarding and squalor Identify and respond to vulnerable Clients with complex needs Older people in rural and remote areas Goal 6 Quiz

Diagram 2: ACSO Learning Pathway

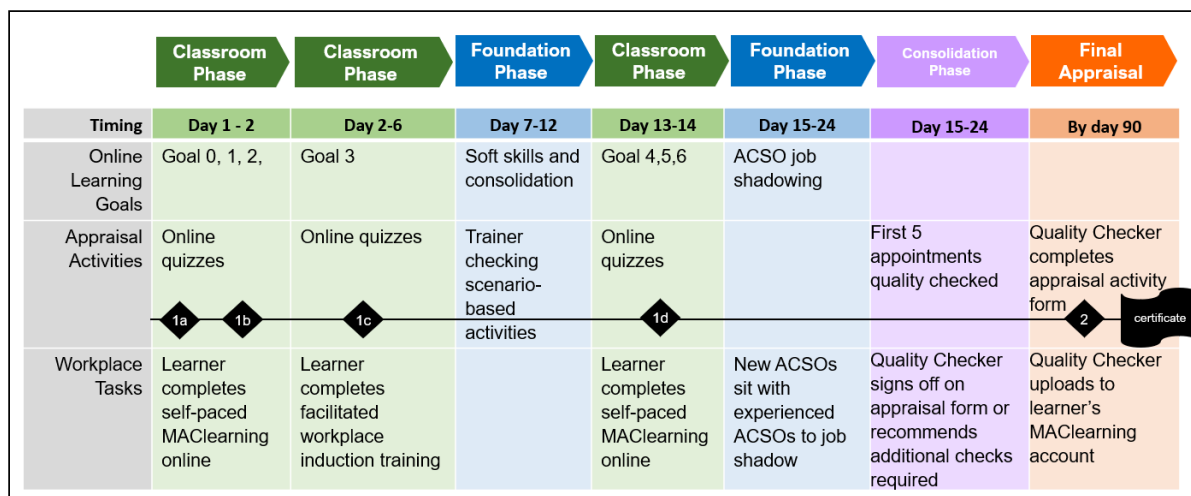
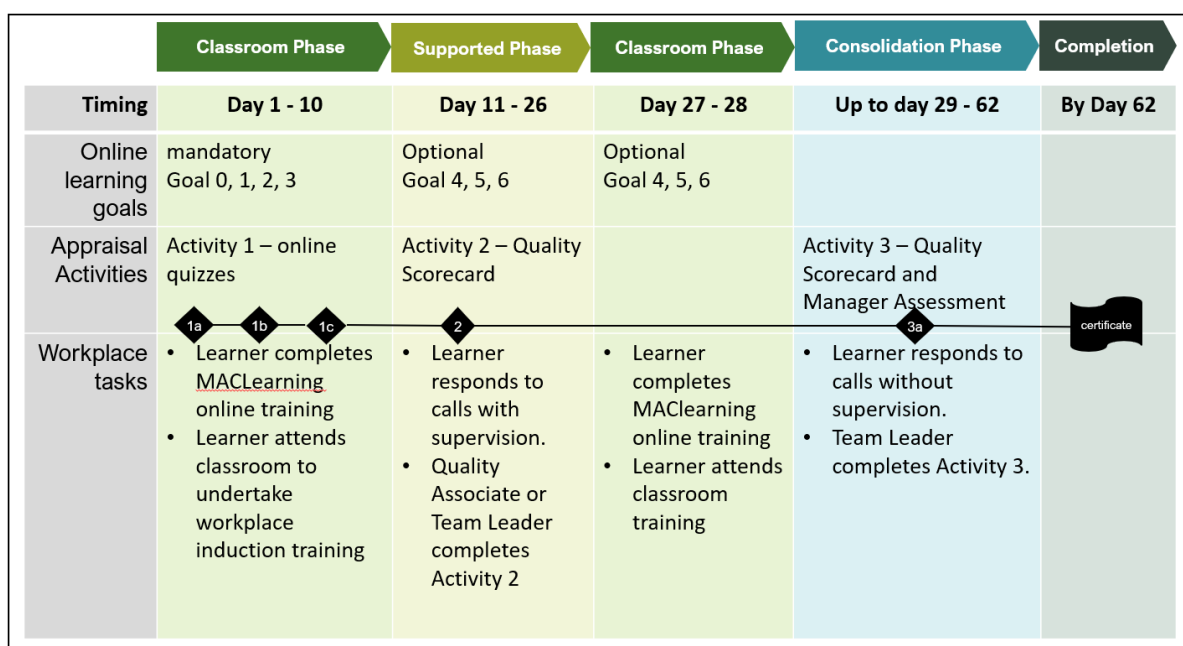


Table 6: CSS Learning Pathway and Mandatory Training

Learners will complete the below four mandatory learning goals within Day 1 to 10			
Learning Goal	GOAL 0 MAClearning		
Learning Element	<ul style="list-style-type: none"> Welcome to MAClearning 		
Learning Goals	GOAL 1 Work effectively in My Aged Care	GOAL 2 Supporting client centred aged care	GOAL 3 Provision of quality screening and referral for assessment
Learning Elements	<ul style="list-style-type: none"> Aged Care in Australia Aged Care Funded Programs My Aged Care The My Aged Care Workforce Aged Care Support Networks Introduction to Legal and Ethical Responsibilities Goal 1 Quiz	<ul style="list-style-type: none"> Positive Ageing, Wellness and Reablement Working with Carers Diversity in Aged Care An Introduction to Cultural Safety Goal 2 Quiz	<ul style="list-style-type: none"> Your Learning Journey Knowledge Base Introduction to Siebel Supporting Initial Engagement in Siebel Navigating Enquiries in Siebel Handling Complaints and Escalations Mastering Interactions Displaying resilience in the Workplace Goal 3 Quiz
Learners may also complete the following learning goals for professional development (no time limit) – from Day 11			
Learning Goals	GOAL 4 Work with aged care programs	GOAL 5 Understanding Diversity	GOAL 6 Responding to individual needs
Learning Elements	<ul style="list-style-type: none"> Residential Care (including respite) National Aboriginal and Torres Strait Islander 	<ul style="list-style-type: none"> Building a culturally safe aged care workforce Working with Lesbian, Gay, Bisexual, Transgender and 	<ul style="list-style-type: none"> Trauma informed person-centred practice Mental health Dementia

	Flexible Aged Care Program (NATSIFACP) <ul style="list-style-type: none"> Home Care Packages Flexible Care Commonwealth Home Support Programme Extension: legal and Ethical responsibilities Goal 4 Quiz	Intersex (LGBTI) people <ul style="list-style-type: none"> Working with Culturally and Linguistically Diverse (CALD) people Working with Forgotten Australians / Care Leavers Goal 5 Quiz	<ul style="list-style-type: none"> Abuse of an older person Hoarding and squalor Identify and respond to vulnerable Clients with complex needs Older people in rural and remote areas Goal 6 Quiz
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Diagram 3: CSS Learning Pathway





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All information in this publication is correct as at December 2023