



Supports for Providers of Aged Care: Expertise Directory (SPACED) – Frequently asked questions

1. What is the SPACED trial?

SPACED is a centralised hub for CHSP providers to find and access a range of supports, including individualised services, resources, training, webinars and collaborative and networking opportunities offered by SSD providers.

It will be trialled for a two-year period followed by an evaluation to determine its overall usefulness and effectiveness.

SSD providers may also use SPACED to:

- refer Commonwealth Home Support Programme (CHSP) providers to alternative supports if you have completed an activity, do not deliver the services they are looking for, or are unable to meet demand
- assist if you have had difficulty generating interest for some activities
- gain further insight into the activities and supports other providers deliver, which may help establish further networking and collaboration.

2. When will the SPACED trial run?

The SPACED trial will run from 1 July 2024 to 1 July 2026.

3. Is SPACED the same as the SSD Service Directory?

Yes, SPACED was previously referred to as the SSD Service Directory.

4. Who can use SPACED?

SPACED is available for use for CHSP providers. To determine which supports best suit your organisation, please use the eligibility filter. Note that some SSD activities are also available to aged care volunteers, and aged care consumers, including clients, families and carers.

5. I am a CHSP provider - which SSD providers can I seek support from?

If you are a current CHSP provider, you can seek support from multiple providers and are not limited to the provider/s that are closest to you.

For example, you could seek online volunteering support from one provider and local in-person business practices support from another.

If multiple providers offer the support you are looking for, it is recommended that you contact more than one to determine which one is best for your organisation.

6. Why isn't my nearby SSD provider on the SPACED tool?

SPACED is an opt-in tool. Your nearest SSD provider may not have submitted an entry.

7. What do the different categories in the tool refer to?

We have created preset categories for SPACED that group together similar types of support activities.

See the table below for further information on the categories available.

Category	Description	Examples
Wellness and reablement	Activities that support aged care providers to embed wellness and reablement in their service delivery, including best practice discussions and innovative approaches	<ul style="list-style-type: none"> • Capacity-building activities • Disseminating resources through alliances, networks, and distribution lists • Training, webinars, and workshops
Recruitment and workforce enhancements	Activities designed to ensure assist with workforce planning; strategies for staff recruitment, support, and retention; and understanding workforce needs	<ul style="list-style-type: none"> • Designing and delivering training sessions, workshops, webinars, and resources on workforce planning and organisation
Engagement on aged care reforms	Activities that support the sector to implement aged care reforms and embed them into service delivery	<ul style="list-style-type: none"> • Support sessions and consultations with providers on reform readiness • Information sessions and resources • Coordinating submissions for consultations
Networking and partnerships	Networking activities designed to facilitate collaboration and coordination across aged care providers and foster partnerships and working groups. Some may focus on a specific topic or location. Some may be open to all CHSP providers, or just SSD providers	<ul style="list-style-type: none"> • Coordinate and attend network meetings, forums, and conferences • Establishing workgroups and collaboratives across the aged care sector

Compliance under the Aged Care Quality Standards	Activities designed to support the maintenance, understanding, and compliance under the Aged Care Quality Standards, including embedding these into service delivery	<ul style="list-style-type: none"> • Training and information sessions, workshops, webinars, and resources
Reporting, business transformation and operational procedures	Activities such as training, guides, resources, and workshops which aim to continuously improve and enhance business practices, policy, and service delivery	<ul style="list-style-type: none"> • Business practice workshops • Designing and delivering training sessions, webinars, toolkits, and resources
Resources and training	Activities that support the collaborative development and circulation of aged care resources. These include ongoing training opportunities and targeted resources	<ul style="list-style-type: none"> • Designing and delivering training sessions, workshops, webinars, and resources • Target audiences vary from general workforce to upper management
General information sharing	Activities that support the dissemination of general aged care sector news and reform updates	<ul style="list-style-type: none"> • Disseminating existing resources with other aged care providers through alliances, networks, and communications • Create and share relevant information through newsletters, communication lists, podcasts, etc.
Volunteer workforce	Activities that support aged care providers in the recruitment, management, and retention of their volunteer workforce, as well as activities designed to increase the capability of the aged care volunteer workforce. Some services are designed to support providers and others are specifically for volunteers	<ul style="list-style-type: none"> • Volunteer training and resources • Volunteer networking • Joint recruitment and induction sessions • Volunteer events, such as expos
Diversity and inclusion	Activities designed to increase workforce inclusivity and diversity, including strategies to embed these	<ul style="list-style-type: none"> • Cultural awareness training • Resources and training • Individualised support

	into service delivery. Some supports are generalised and others are tailored for specific diverse groups	<ul style="list-style-type: none"> • Specialisation verification
Mainstream navigation services	Activities that provide support and information for aged care clients and consumers on navigating aged care. These are often a first point of entry to aged care and assist with an overview of how to start, where to go next and what is available in the aged care system	<ul style="list-style-type: none"> • Information and resource sharing with aged care clients and consumers • Supports may be individualised or delivered in group sessions
Translation/interpreting	Activities which include translation and interpreting aged care information into other languages (including First Nations languages)	<ul style="list-style-type: none"> • Provide or facilitate translation and interpretation services. See listed information on the entry for eligibility and target audience
Public events	Planning and participation in events targeted at older people, their families and carers	<ul style="list-style-type: none"> • Public or semi-public event such as an aged care expo, seniors festival, or community forum

8. Who can I contact for further information?

To provide feedback or ask a question not covered by these FAQs, please email SPACED@health.gov.au