



Verification for specialised aged care services

Older people with diverse backgrounds and different life experiences want to find aged care services they can trust and that are best suited to their needs.



As an aged care provider, you can be recognised for the specialist care you offer to people with diverse backgrounds and help them find you. Specialist care means a specific approach to service delivery for a particular group of people that goes over and above the Aged Care Quality Standards to provide respectful and culturally appropriate care.

Once verified, your specialisation is displayed on your My Aged Care provider profile. This helps older people with diverse backgrounds, and their families and carers, find the right aged care service best suited to their needs. They can also search for specialised care on My Aged Care's 'find a provider' tool, helping them find service options in their local area.



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health.gov.au/aged-care-newsletter-subscribe



For more information and to apply:
health.gov.au/specialisation-verification

If you deliver specialised care for one or more of the following groups, you can apply to have this verified and displayed on My Aged Care:

- Aboriginal and/or Torres Strait Islander peoples and communities
- people from culturally and linguistically diverse backgrounds
- 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
- people who live in rural or remote areas.

Application process: Verification for specialised aged care services

- Check you meet the criteria outlined in the Specialisation Verification Framework:
health.gov.au/specialisation-verification-framework
- Check the evidence you'll need for your application:
health.gov.au/specialisation-verification-evidence
Note: Aboriginal and/or Torres Strait Islander community-controlled organisations automatically meet the requirements for verification.
- Prepare your application by following the instructions in the Specialisation Verification Guidance Manual:
health.gov.au/specialisation-verification-guide
- Submit your application on the My Aged Care Service and Support Portal:
health.gov.au/my-aged-care-service-and-support-portal
- Your application will be assessed and you will be contacted for further information if needed and supported through the application process.
- If your application is successful, your verified specialisation/s will be displayed on your My Aged Care provider profile.
- Verification lasts for 3 years. You will be reminded to re-apply for verification 3 months before the expiry date.



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