



Verification for specialised aged care services applying for the Support at Home Thin Markets Grant Opportunity

If you deliver specialised care to people with diverse backgrounds and intend to apply for the Support at Home Thin Markets Grant (GO7600), you may need to hold a valid Specialisation Verification for aged care services or have submitted an application for Specialisation Verification that is pending approval.

The grant opportunity is open for applications on [GrantConnect](#) until 2pm (Canberra time) 23 April 2025.

Specialisation Verification

Specialisation Verification helps older people with diverse backgrounds, and their families and carers, find verified providers who offer specialised care best suited to their needs.

This means the provider has met the criteria in the Specialisation Verification Framework and demonstrated they specialise in the care of older Australians from one or more of the following nine groups, as defined in the *Aged Care Act 1997*:

- Aboriginal and/or Torres Strait Island 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.

To be verified, you must show you give care that is sensitive to the needs of these individuals and goes above and beyond the standard obligations of the Aged Care Quality Standards. You must apply for each outlet you wish to have verified, and can apply for one or more specialisations per outlet.

Once verified, the specialisation is displayed in your My Aged Care provider profile. It is valid for 3 years from the date of issue. Older Australians, and their families and carers, can also search for specialised care through the My Aged Care 'Find a Provider' tool, helping them find service options in their local area.

Application process

- Check the criteria and 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 Aged Care Provider Manual: **health.gov.au/specialisation-verification-guide**
- Complete the application checklist at the end of this document.
- 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. Ensure you are monitoring the My Aged Care Service and Support Portal for any requests for information.
- If your Specialisation Verification application is successful, you will be notified through the My Aged Care Service and Support Portal. Your verified specialisation/s will be displayed on

your My Aged Care provider profile. This may occur at a later date than your verification notification.

- Verification lasts for 3 years from the date of issue. You will be reminded to re-apply for verification 3 months before the expiry date.

Application checklist

To ensure your Specialisation Verification application process is as smooth as possible, use the below checklist.

- ☐ **I have completed and attached the relevant Specialisation Evidence Form/s to my application.**
 - If your Specialisation Evidence Form/s are incomplete or missing, your application will be returned to you for amendment and resubmission. This can impact timeframes.
 - Specialisation Evidence Form/s are downloaded from the My Aged Care Service and Support Portal during the application process. You can view and prepare the Specialisation Evidence Form/s prior to applying:
health.gov.au/resources/collections/my-aged-care-provider-specialisation-verification-resources
- ☐ **I have included direct contact details for the outlet representative and for a secondary contact person in my Specialisation Evidence Form/s.**
 - This ensures we can reach the right person if we require further evidence or clarification. If we are unable to reach you, your application will be placed on hold and may not be finalised in time to ensure that you are eligible to receive relevant funding under the Support at Home Thin Markets Grant Opportunity.
- ☐ **I have nominated the criteria my application is to be assessed against.**
 - When considering which criteria to select, consider whether the evidence type can be collected and assessed within the required timeframes under the Support at Home Thin Markets Grant Opportunity.
 - You will only be eligible for grant funding if you are successfully verified for the associated specialised care recipient claim by the time assessment of grant applications has concluded.

The end of the assessment period for this grant opportunity is 20 May 2025.
 - Some evidence can take more time to prepare and may impact on timeframes for your verification, for example aged care recipient feedback.
- ☐ **I have supplied evidence that meets the requirements of each nominated criteria.**
 - Your evidence must align with the detailed evidence requirements:
health.gov.au/specialisation-verification-evidence.
 - If nominating aged care recipient feedback as a criterion:

- Follow the steps in Section 3 of the Specialisation Verification Aged Care Provider Manual: health.gov.au/specialisation-verification-guide
- Do not include evidence for this criterion in your application. Your involvement in the process should end with you providing the recipient/s with information about how to provide their feedback to the assessor.
- If the recipient/s are providing written feedback, they will need to complete the Aged Care Recipient Feedback Form/s in its entirety and send it to macspecialisation@health.gov.au or postal address detailed in the form. The form/s can be found here: health.gov.au/resources/collections/my-aged-care-provider-specialisation-verification-resources

☐ **I am checking the My Aged Care Service and Support Portal to respond to any requests for further information.**

- We may contact you via your nominated emails and the My Aged Care Service and Support Portal to seek additional evidence or clarification. Regular monitoring ensures you are able to respond quickly so we can continue assessing your application.
- We ask that you respond with additional evidence or contact us to discuss the request further information within three business days, to ensure we can progress the assessment of your application.

Frequently Asked Questions

Below are frequently asked questions on Specialisation Verification as it relates to the Support at Home Thin Markets Grant Opportunity. Refer to the Specialisation Verification Aged Care Provider Manual for further frequently asked questions: health.gov.au/specialisation-verification-guide

Will you contact me to request additional information if this is required?

Yes. If we require further evidence or clarification, an assessor will contact you via your nominated emails and associated contact in the My Aged Care Service and Support Portal.

If you do not respond to the request for additional information within three business days, the assessor will email and phone you. If no action is taken after three contact attempts, your application will be placed on hold until we have received a response. This could mean that your Specialisation Verification application is not finalised in time to ensure that you are eligible to receive relevant funding under the Support at Home Thin Markets Grant Opportunity.

What happens if I have applied for more than the minimum criteria required under the Specialisation Verification Framework for my nominated specialisation/s?

To ensure applicants under the Support at Home Thin Markets Grant Opportunity are best placed to meet any Specialisation Verification eligibility requirements, priority will be directed towards verifying that minimum requirements under the Specialisation Verification Framework are met by providers who have applied for the Support at Home Thin Markets Grant Opportunity.

You will be notified via your nominated emails once the assessor has verified that you have met the minimum requirements under the Specialisation Verification Framework for your nominated specialisation/s. Your verification status is known to the Department for your grant application. However, you may still be contacted at a later date to provide additional information required to complete an assessment of your application in its entirety. Your verification will not be visible in the My Aged Care Service and Support Portal and published on your My Aged Care provider profile until your application has been finalised.

Your 3-year verification period will not commence until your application has been finalised and the verification/s published on My Aged Care.

I applied for Specialisation Verification but do not have an outcome, how do I follow up?

Check the My Aged Care Service and Support Portal and your nominated email address for any correspondence. For queries about the application process, please contact the Specialisation Verification assessment team via email at **macspecialisation@health.gov.au**.

Refer to the Grant Opportunity Guidelines and frequently asked questions on Grant Connect for further information on the Support at Home Thin Markets Grant Opportunity.

Let's change aged care together

We invite Australians to continue to have their say about the aged care reforms.



Visit **agedcareengagement.health.gov.au**



Phone **1800 318 209** (Aged care reform free-call phone line)

For translating and interpreting services, call 131 450 and ask for 1800 318 209.

To use the National Relay Service, visit nrschat.nrscall.gov.au/nrs to choose your preferred access point on their website, or call the NRS Helpdesk on 1800 555 660.