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My Aged Care Workforce Learning Strategy 2025

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Executive Summary

The My Aged Care Learning Strategy 2025 (Strategy) outlines the required My Aged Care capabilities, qualifications and minimum mandatory training requirements for the My Aged Care workforce (MAC workforce) set and supported by the Department of Health and Aged Care (the department).

The MAC workforce consists of:

- Screening workforce:
  - Customer Solutions Specialists (CSS) in the My Aged Care Contact Centre
  - Aged Care Specialist Officers (ACSO) in selected Services Australia service centres
- Single Assessment System workforce:
  - Non-clinical aged care needs assessors undertaking home support assessments (Non-clinical Assessor)
  - Clinical aged care needs assessors undertaking home support and/or comprehensive assessments (Clinical Assessor)
  - Team leaders, workplace trainers, triage delegates and assessment delegates supporting the triage, delivery and approval of assessments in assessment organisations
  - Residential Aged Care Funding Assessors undertaking residential aged care funding assessments (RAC Funding Assessors).

The Strategy is underpinned by the My Aged Care Quality Learning Framework (QLF) which details the required training standards to achieve effective learning outcomes for the MAC workforce.

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

Training for the MAC workforce is delivered through a blended model comprising:

- completion of minimum mandatory online learning provided through the MAClearning Learning Management System (excluding RAC Funding Assessors training)
- completion of mandatory face to face training workshops for RAC Funding Assessor only.
- training delivered in the workplace through workplace trainers and/or supervisors
- successful completion of appraisal activities to validate learner capabilities endorsed by a suitably qualified and experienced needs assessor, workplace trainer or manager in the learner's assessment organisation, or by departmental officials for RAC Funding Assessors.

Access to non-mandatory learning is also available to all workers within assessment organisations to support professional development.

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 MAC workforce and the department's Learning Partner. The Learning partner provides quality assurance and training support to the department through review of appraisals, data analysis and provision of continuous improvement enhancements.

Training requirements under the Strategy were developed through consultation and collaboration with Lead Educatory Network (LEN) whose members are the lead education/training staff within each assessment organisation.

Inclusion of RAC Funding Assessors as part of the MAC workforce occurred from December 2024 with the implementation of the Single Assessment System workforce. Training processes and records for RAC Funding Assessors will remain separate from MAClearning.

Inclusion of First Nations Assessment Organisations and First Nations Assessors will commence from July 2025. More detailed advice about their training requirements will be provided in the next edition of the Strategy.

1. Workforce strategy objective and scope

Objective

This Strategy defines:

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

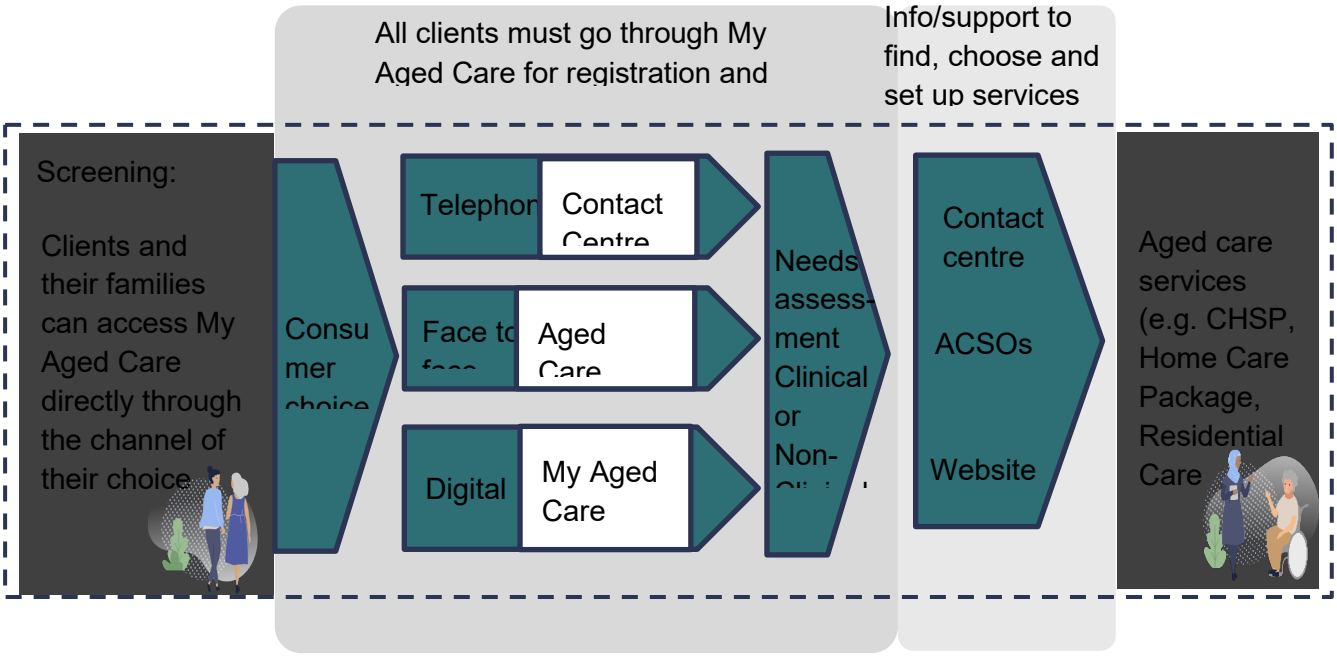
Training provided by the department is unique and regularly updated to reflect ongoing reform to the aged care system. The department does not recognise any other training (through the tertiary education system or vocational education and training system) as equivalent and so does not provide any recognition of prior learning for mandatory training requirements.

Context

The Australian Government is improving the wellbeing of older Australians through targeted support, access to appropriate high-quality care, and related information services.

My Aged Care is the entry point to the aged care system in Australia. Everyone must register and have their needs assessed through My Aged Care if they want to access Government-funded aged care services.

The department's vision is that My Aged Care empowers people with the information and support they need – online, on the phone, or in person – to understand, access and navigate the aged care system.



My Aged Care is delivered nationally via a geographically dispersed workforce across multiple organisations. These include Healthdirect Australia, Services Australia and independent assessment organisations, which includes a mix of private and public (state and territory government) organisations. Older people, the MAC workforce and health workforce also have access to a digital channel to access Government-funded aged care services.

Different parts of the MAC workforce undertake different roles at different points in an older person's journey different points in an older person's aged care journey. The department is responsible for ensuring the MAC workforce delivers a reliable, inclusive and helpful service, providing easy to access information and assessment for entry into aged care services.

To ensure consistency of information and processes, the department maintains policy oversight and program management of My Aged Care. The department sets the training requirements, approach and content for the MAC workforce to ensure that the MAC workforce has the capabilities to provide accurate and up to date advice and assessment services.

Scope

The scope of the Strategy encompasses the MAC workforce which consists of:

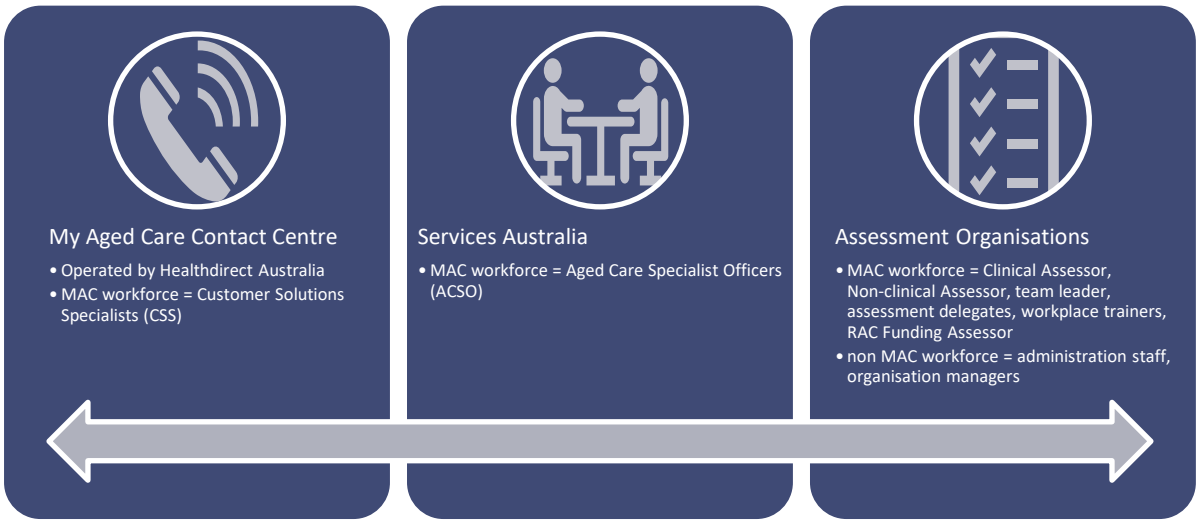
Screening workforce

- Customer Solutions Specialists (CSS) in the My Aged Care Contact Centre
- Aged Care Specialist Officers (ACSO) in selected Services Australia service centres

Assessment workforce

- Non-clinical Assessors undertaking home support assessments who work for assessment organisations
- Clinical Assessors undertaking comprehensive assessments who work for assessment organisations
- RAC Funding Assessors undertaking RAC funding assessments who work for assessment organsiations
- Team leaders, triage delegates and assessment delegates supporting the triage, delivery and approval of assessments, and workplace trainers, in assessment organisations

The MAC workforce is dispersed across multiple organisations nationally:



Learning resources such as training modules in MAClearning are available to the non-MAC workforce to assist with professional development and support for the MAC workforce. It is not currently a mandatory requirement for non-MAC workforce to undertake any of training under the QLF.

The Strategy does not address management of non-compliance with mandatory training requirements. Non-compliance is managed through contract management with each organisation.

Training Roles and Responsibilities under this Strategy

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 MAC workforce and the department's Learning Partner.

An overview of the training roles and responsibilities is outlined in Table 3.

Table 3: Roles and Responsibilities of Key Stakeholders

Role	
The department	• Develop and maintain the Strategy. • Set training requirements including training standards specified within the QLF. • Facilitate consultation with the MAC workforce through the LEN, Healthdirect Australia and Services Australia. • Maintain a current suite of training for aged care needs assessors and RAC Funding Assessors on MAClearning. • Deliver training to RAC Funding Assessors. • Provide ongoing mentoring and support to RAC Funding Assessors to promote continuous improvement and best practice delivery of RAC funding assessments • Approve appraisal activities and provide evidence of completion of training through transcripts or training completion certificates. • Develop and disseminate additional transition training to upskill the MAC workforce on changes to aged care programs, legislation, and My Aged Care systems.
Assessment Organisations	• Ensure staff undertake relevant minimum training requirements, consistent with their contractual requirements. • Employ staff with appropriate skills and qualifications (in line with program and contractual requirements). • Maintain sound knowledge of aged care reforms and jurisdictional issues, and ensure their workforce is informed. • Ensure 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 assessment of learner appraisal activities to standards set by the department. • Ensure that learners in their organisations have completed all the minimum training and appraisal activities, including advising the department/ learning partner when they are considered competent to perform their role.

Role	
	• Ensure staff have access to ongoing training and development opportunities to maintain, refresh and enhance professional and clinical skills.

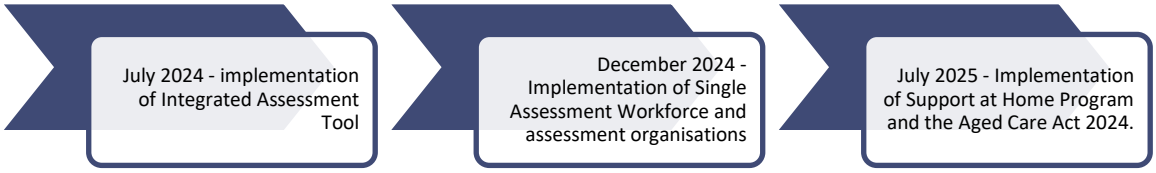
Learning Partner	• Support development of additional training linked to the implementation of reforms.
	• Provide advice on the development and delivery of training for the MAC workforce:
	  ○ to support the audit and analysis of processes.
	  ○ to support continuous improvement of quality services in My Aged Care.

Impact of reform

Implementation of reforms to improve the aged care system is ongoing, informed by recommendations of the Royal Commission into Aged Care Quality and Safety and the Government's response to those recommendations.

Training for the MAC workforce needs to evolve to reflect changes to the assessment process, the needs of older people and the roles of the MAC workforce. Training pathways, training content and resources will be adapted to ensure the workforce can successfully undertake their roles to continue to support older Australians.

Updates to training occurs in line with the implementation of reforms:



The department has released mandatory transition training to educate the MAC workforce on the Integrated Assessment Tool (IAT)and the Single Assessment System (SAS) workforce. Additional mandatory transition training was held in May 2025 prior to the implementation of Support at Home and introduction of the *Aged Care Act 2024* from 1 July 2025.

To support the implementation of the Assessment workforce (excluding RAC Funding Assessors), the department also introduced temporary training arrangements (bridging training) between October 2024 and April 2025. Details of these training arrangements is provided at Attachment E.

Document currency

This Strategy replaces the My Aged Care Workforce Learning Strategy 2023 (MAC Learning Strategy 2023) and retains the title as a learning strategy to reflect the blended approach to learning including on-line training, on-the-job learning and appraisal for the MAC Workforce by experienced workplace trainers and managers.

The Strategy will be reviewed as needed, or annually by the department to ensure alignment with the needs of the MAC workforce. Where material changes are expected, key stakeholders including the Lead Educator Network (LEN) will be consulted ahead of finalisation and implementation of any future Strategy.

My Aged Care Workforce Roles: qualification and training requirements

Overview

The MAC workforce engages in a range of distinct but interdependent roles. These include:

- providing information on the different types of aged care services available
- screening to an assessment of needs to identify eligibility and the right type of care
- undertaking aged care needs assessment to determine service type
- undertaking residential aged care funding assessments which determine the appropriate subsidy level for each client
- with the consent of the older person, appointing a representative to support them in their dealings with My Aged Care
- providing referrals and support to find service providers that can best meet the client's needs
- providing high-level information about costs and pointing to available resources on the department's website for further information.

To deliver these services, the MAC workforce must successfully complete mandatory minimum training requirements.

Changes to the mandatory minimum training requirements may occur as aged care reforms and new legislation are implemented. My Aged Care organisations must ensure that their workforce complete all additional mandatory training as required.

The MAC workforce minimum training requirements have been designed to:

- ensure the MAC workforce can develop and maintain the knowledge and skills to undertake their role within the My Aged Care operational environment
- ensure all CSSs, ACSOs, and assessors can demonstrate the capabilities necessary to undertake their role in My Aged Care
- support the delivery of consistent, reliable, and high-quality MAC services for older Australians, their carers/families, and representatives.

This approach reflects that the MAC workforce undertakes functions broader than just screening and assessment. This approach also acknowledges the existing qualifications, knowledge and skills of the workforce, and that learning is ongoing.

Summary of roles, qualifications and minimum mandatory training

A brief description of each role and the associated qualification/s and mandatory training for that role is provided in Tables 1 and 2.

Table 1. Screening workforce

Workforce role	Function	Qualifications	Training
My Aged Care Contact Centre Specialists (CSS)	• Over the phone (CSS) or in person (ACSO): ○ 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.	Nil specified	• Mandatory: as detailed in Attachment A
Aged Care face-to-face Services Officers (ACSO)		Nil specified	• Mandatory: as detailed in Attachment A

Table 2 Single Assessment System workforce

Workforce role	Function	Qualifications	Training
• Non-clinical Aged Care Needs Assessor	• A non-clinical assessor: • Undertakes assessments using the Integrated Assessment Tool (IAT) of older people which do not require clinical judgement. • Delivers assessment services according to their agreement with the Commonwealth. • Non-Clinical Assessors are limited to being assigned home support assessments.	• No minimum qualification. • Previous knowledge or work experience in the aged care system preferred.	• Mandatory: as detailed in Attachment B
• Clinical Aged Care Needs Assessor	• A clinical assessor: • Undertakes assessments using the Integrated Assessment Tool (IAT) with older	• Tertiary qualification in a health-related discipline directly related to health, aged care or related specialist area. • Note: From 17 February 2025, approval for Enrolled Nurses to	• Mandatory: as detailed in Attachment B

Workforce role	Function	Qualifications	Training
	people that requires clinical judgement. • Delivers assessment services according to their agreement with the Commonwealth. This may also include undertaking home support assessments when required. • Clinical assessors can deliver comprehensive and home support assessments.	complete comprehensive assessments can be obtained upon approval of a business case submission. More information is available from myagedcare. assessment@health.gov.au • Current unrestricted registration with the Australian Health Practitioners Regulation Agency (AHPRA) or part of/eligible to be part of a relevant professional association. • Minimum of one year demonstrated experience in Australia or overseas directly delivering services in aged care settings and/or to aged persons (such as geriatric evaluation, rehabilitation, palliative care, community nursing), including to people living with dementia.	
• RAC Funding Assessor	• A RAC funding assessor: • Uses the Australian National-Aged Care Classification (AN-ACC) Assessment Tool to assess the care needs of a permanent or respite resident of an residential aged care facility and assign the resident an AN-ACC classification.	• Tertiary – must be a fully qualified Registered Nurse, Occupational Therapist or Physiotherapist with a minimum of five years qualified. • Minimum of five years demonstrated experience in Australia or overseas directly delivering services in aged care settings and/or to aged persons (such as geriatric evaluation, rehabilitation, palliative care, community nursing), including to people living with dementia. • Current unrestricted registration with AHPRA or other relevant professional association.	• Mandatory: as detailed in Attachment D
• Clinical Assessment Delegate	• A clinical assessment delegate: • Approves a person as eligible to receive different types of aged care. • Determines eligibility for care under the Aged Care Act 1997. • Performs and records delegate functions and	• Tertiary qualification in a health-related discipline directly related to health, aged care or related specialist area. • Current unrestricted registration with the Australian Health Practitioners Regulation Agency (AHPRA) or part of/eligible to be part of a relevant professional association. • At least one year's Aged Care Needs Assessment experience	• Mandatory: as detailed in Attachment C

Workforce role	Function	Qualifications	Training
	decisions in the My Aged Care assessor portal. • While clinical delegates are exercising the powers of the Secretary, they are accountable in their own right for decisions they make under the Aged Care Act 1997.		
• Aged Care Assessment Team Leader (Clinical)	• Clinical team leaders: • Manage and oversee the activities of aged care assessors and undertake a regular review of quality management processes to support continuous improvement of assessment related services. • Regularly engage with triage delegates, assessment delegates and assessors in peer review processes. • Provide ongoing support for assessors in the field. Ongoing support is provided through various communication channels via the assessment organisation's standard operating procedures. • Manage and assign, un-assign and reassign referrals or transfer referrals for triage and assessment(s) and assign SPRs to the assessor. While	• Tertiary qualification in a health-related discipline directly related to health, aged care or related specialist area. • Current unrestricted registration with the Australian Health Practitioners Regulation Agency (AHPRA) or part of/eligible to be part of a relevant professional association. • At least one year's Aged Care Needs Assessment experience	• Mandatory: as detailed in Attachment C

Workforce role	Function	Qualifications	Training
	accepting the referral, team leaders can change the priority of assessment referrals. • The assessment organisation must ensure that a sufficient number of Aged Care Assessment Team Leaders are provided to adequately support and oversee the activities of aged care needs assessors.		

• Triage delegate (clinically trained)	• Triage delegates will:
	• Be the initial contact with an older person and their support people by performing an initial needs assessment as part of the triage process.
	• Utilise their clinical judgement to determine the assessment type and the priority/urgency in which care can be provided.
	• Undertake the triage process to confirm:
	  ○ eligibility for an assessment
	  ○ directing the assessment pathway by determining the assessment type and assigning a clinical or non-clinical assessor
	  ○ assessment priority –
		• Tertiary qualification in a health-related discipline directly related to health, aged care or related specialist area.
		• Current unrestricted registration with the Australian Health Practitioners Regulation Agency (AHPRA) or part of/eligible to be part of a relevant professional association.
		• At least one year's Aged Care Needs Assessment experience
			• Mandatory: as detailed in Attachment C

Workforce role	Function	Qualifications	Training
	including whether the client urgently requires aged care services.		
• Workplace Trainer	• Provides and coordinates the mandatory training that is required to be undertaken by staff within the assessment organisation. Provide training to assessment staff through a train-the-trainer model.	• Current experience as an Aged Care Needs Assessor and as listed in the MAC Learning Strategy 2023; and/or • Qualifications (such as a Cert IV or higher in training and assessment) or Bachelor degree in education, or higher)	• Mandatory: as detailed in Attachment C

Training approach for Screening workforce The Screening workforce consists of:

- Customer Solutions Specialists (CSS) in the My Aged Care Contact Centre
- Aged Care Specialist Officers in selected Service Australia service centres.

Minimum training requirements for the Screening workforce are delivered through a blended learning model comprising:

- Completion of mandatory online learning (specified in Attachment A) on the My Aged Care Learning Management System (called MAClearning).
- Training delivered in the workplace through workplace trainers and/or supervisors including:
- induction training provided by the workforce organisation
  - delivery of any mandatory training set by the department
  - on the job shadowing and/or mentoring.
- Successful completion of appraisal activities in the workplace to validate learner capabilities for endorsement by workplace manager in the learner's organisation.

This approach to training provides the Screening workforce with standardised skills and knowledge necessary to complete their roles.

After completion of all learning requirements, each learner will receive an aged care sector recognised certificate. All Screening workforce members are required to obtain a certificate to perform their role.

Training approach for Aged Care Needs Assessors (clinical and non-clinical), Delegates, Team Leaders, Triage Delegates and Workplace Trainers

Minimum training requirements for the MAC workforce are delivered through a blended learning model comprising:

- Completion of mandatory online learning (specified in Attachment B) on MAClearning.
- Training delivered in the workplace by through workplace trainers and/or supervisors including:
  - induction training provided by the workforce organisation.
- Delivery of any mandatory training set by the department (for example, in 2024, training in the use of the new online Integrated Assessment Tool (IAT) was delivered by workplace trainers
  - on the job shadowing and/or mentoring.
- Successful completion of appraisal activities in the workplace to validate learner capabilities for endorsement by workplace manager in the learner's organisation.

This approach to training provides the MAC workforce with standardised skills and knowledge necessary to complete assessor roles, and any other specialised workplace training to support their roles.

After completion of all learning requirements, each learner will receive an aged care sector recognised certificate or access to transcripts for evidence of completion. All aged care needs assessors (clinical and non-clinical), Team Leaders, Triage Delegates and Workplace Trainers are required to successfully complete all mandatory training applicable to their position before undertaking their role.

Learning Management System – MAClearning

Online learning is made available to the MAC workforce through the Learning Management System (LMS) MAClearning. MAClearning is complementary to on-the-job training and provides the MAC workforce with a single source of resources 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 additional learning content in an interactive online experience. Each MAC workforce organisation is responsible for registering their new staff on MAClearning into the appropriate job position/s and ensuring they complete the required mandatory training linked to all assigned job positions.

Costs associated with participant time to undertake MAClearning are the responsibility of the participant's MAC workforce organisation. Access to the MAClearning system and the appraisal process is free of charge for the MAC 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.

Training approach for RAC Funding Assessors

Minimum training requirements for the RAC Funding Assessors are delivered through a blended learning model comprising:

- completion of mandatory initial training (specified in Attachment D)
- adherence to any supervision requirements linked to assessor status
- completion of any mandatory refresher training requirements
- attendance at Community of Practices sessions.

This training provides RAC Funding Assessors in the MAC workforce with standardised skills and knowledge to complete their roles. After completion of all training requirements and attainment of unrestricted status, each learner will receive an aged care sector recognised certificate of completion. All RAC Funding Assessors in the MAC workforce are required to achieve the certificate to undertake their job role.

Training approach and learning pathways

Learning pathway for new MAC workforce (induction training)

Full details of the MAC workforce learning pathways and training requirements are in:

- Attachment A (CSS and ACSO).
- Attachment B (clinical and non-clinical needs assessor workforce).
- Attachment C (team leader, triage delegate, workplace trainer and assessment delegates).
- Attachment D (RAC Funding Assessors).

The learning modules provide unique training appropriate to the aged care sector. As such, the department does not recognise any existing skills or qualifications (through the tertiary education system or vocational education and training system) as being transferrable to meet the minimum training requirements for the MAC screening and assessor workforce.

Healthdirect Australia (for CSS), Services Australia (for ACSO) and each assessor's organisation is explicitly responsible for ensuring staff have completed all mandatory training requirements and can competently meet all operational standards within the organisation.

Screening workforce – CSS and ACSO

CSS and ACSO have different induction training requirements reflecting their different roles in the older person's access journey, the large number of staff requiring training and the training provided by their organisations (refer to Table 1).

Each new CSS and ACSO must complete their induction training requirements provided at Attachment A within 65 and 90 days respectively.

Assessor workforce – Aged Care Needs Assessors

Each new aged care needs assessor must complete the induction training detailed in Attachment B within 20 weeks post commencement of employment with an approved assessment organisation.

Clinical assessors must hold the qualifications detailed in Table 2. There are no minimum qualification requirements for non-clinical needs assessors who conduct home support assessments, but it is preferred that they have previous knowledge or work experience in the aged care system preferred.

Assessor workforce – Team Leaders, Triage Delegates, Workplace Trainers & Assessment Delegates

Each new team leader, triage delegate and workplace trainer must complete the induction training detailed in Attachment C within 20 weeks post commencement of employment with an approved assessment organisation. If they are also an aged care needs assessor, they are exempt from completing the induction training for these roles. People holding these job positions must hold the qualifications detailed in Table 2.

Assessment delegates must complete any mandatory training detailed in Attachment C before they occupy a delegate position. To be eligible to be an assessment delegate, they must be first? certified as an assessor.

Assessor Workforce – RAC Funding Assessors

Each new RAC Funding Assessor must complete the initial training detailed in Attachment D as soon as possible following commencement of employment, noting that initial training is delivered by the department. RAC Funding Assessors must hold the qualifications detailed in Table 2.

Learning Pathway for previously trained MAC workforce

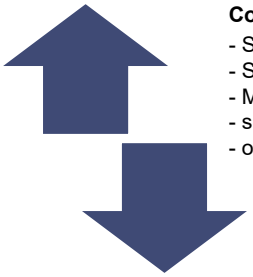
On 1 March 2023, the department resumed responsibility for providing training for the MAC workforce. At that time, the department recognised previous training of the existing MAC workforce.

The department continues to recognise MAC workforce training completed since 1 March 2023 and recorded in the MAClearning system following validation by the assessment organisation.

Details of all pre-1 March 2023 recognised training are provided below. No other training is recognised as being transferable to meet the minimum training requirements for the MAC workforce.

CSS and ACSO – existing training for workforce

Post implementation of MAClearning on 1 March 2023, CSS and ACSO are considered to have met their minimum training requirements if they:



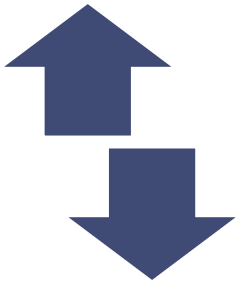
Commenced work prior to 1 March 2023 and completed

- Statement of Attainment 1 (CSS only)
- Statement of Attainment 3 (ACSO only)
- My Aged Care systems training
- self-paced learning experiences
- organisations induction training

Commenced work post 1 March 2023 and successfully completed the minimum training requirements specified in the My Aged Care Workforce Learning Strategy 2023 (or subsequent versions).

Aged Care Needs Assessors – existing training for workforce

Post implementation of MAClearning on 1 March 2023, MAC assessors are considered to have met their minimum training requirements if they:



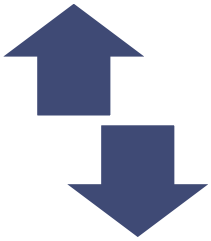
Commence work prior to 1 March 2023 and completed

- Statement of Attainment 2 (RAS only)
- Statement of Attainment 4 (ACAT only)
- My Aged Care systems training
- self-paced learning experiences
- organisations induction training

Commenced work post 1 March 2023 and have successfully completed the minimum training requirements specified in the My Aged Care Workforce Learning Strategy 2023 (or subsequent versions).

RAC Funding Assessors – existing training for workforce

Post implementation of the Single Assessment System in December 2024, RAC Funding Assessors will be considered to have met their minimum training requirements if they:



Commence work prior to December 2024 and completed their initial training and have been awarded un-restricted assessor status and actively conducted RAC Funding Assessments without a break.

Commenced work post December 2024 and have successfully completed the minimum training requirements specified in the My Aged Care Workforce Learning Strategy 2025.

Additional training requirements for existing MAC workforce

The department may require the MAC workforce to undertake additional mandatory training. Instances for issuing additional mandatory training include, but are not limited to:

- Training to facilitate additional roles within the organisation. This includes being assigned to an Assessment delegate, a triage delegate or workplace trainer job position. All additional mandatory training must be completed prior to the organisation requesting registration for additional roles within the organisations.
- Implementation of reforms to the aged care sector that directly impact the assessment process.
- Changes to the My Aged Care assessment system, including changes to the My Aged Care assessor portal, mobile applications and/or the IAT.
- Completion of refresher training at specified intervals or after periods of absences from conducting assessments.

In most instances, any additional mandatory training delivered to the existing MAC workforce will be incorporated into future versions of induction training. For example, training on the operation of the IAT was incorporated into MAC assessor induction training from 1 July 2024.

The department will support the delivery of any additional mandatory training to the MAC workforce and includes:

- Engagement with the LEN, Healthdirect Australia and Services Australia on the development and delivery of training
- Provision of learning content through MAClearning
- Provision of training resources to support assessment organisations (if required).

Mandatory refresher training

From 1 May 2025, the department will require any clinical or non-clinical assessor returning from continuous leave with 12 months (or more) duration to complete mandatory refresher training prior to undertaking assessments. This training will consist of completion of the following online goals from the mandatory assessor induction pathway:

- Goal 1 – Work effectively in My Aged Care
- Goal 3 – Provision of quality screening and assessments
- Goal 4 – working with Aged Care Programs

The Assessor or their Workplace Trainer can self-register for this training through the MAClearning goal catalogue. Evidence of completion of this refresher training will be available in the assessor's transcript on MAClearning. Assessment organisations may also require their staff to complete refresher training specific to their organisation.

People occupying the position of Clinical Assessment Delegate and Triage Delegate on the MAC Assessor Portal are required to complete the Assessment Delegate or Triage Delegate online training every two years. People applying for appointment as an Assessment Delegate or Triage Delegate must ensure the currency of their delegate training.

RAC Funding Assessors have specific refresher training requirements which are detailed in Attachment D.

Evidence of training completion: certificates and transcripts

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

Certificates for the following training courses are issued by MAClearning:

- Non-clinical Aged Care Needs Assessors.
- Clinical Aged Care Needs Assessors.
- Assessment Delegates and Triage Delegates.
- IAT and Single Assessment System transition training.

All people registered on MAClearning can access and download a transcript of their completed training. Evidence of completion of additional mandatory training will be provided through transcripts available from MAClearning. The transcript will specify each goal and element completed by each assessor.

Certificates for RAC Funding Assessors are issued by the department.

2. Learning foundations

My Aged Care Capability and My Aged Care Workforce Quality Learning Framework

My Aged Care Capability

My Aged Care Capability (MAC 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 MAC capabilities that apply to the MAC workforce. Under each capability, indicators have been developed to articulate the practical application for the MAC 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** – identity 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.

My Aged Care Workforce Quality Learning Framework

The QLF supports quality learning for the MAC workforce by defining the MAC 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 as outlined in the QLF.

The MAC capabilities are also mapped to relevant legislation, departmental policies and procedures and workforce quality measures (i.e., contact centre/ACSO quality scorecards, the QLF and My Aged Care Assessment Manual).

The QLF underpins the 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 defines how learner capabilities are further developed and verified, through practical application of knowledge and skills in the workplace.

Links to continuous improvement and quality assurance

The department continues to improve learner training and the MAC workforce overarching governance. The department seeks feedback from learners on their experience of training and regularly seeks feedback from key stakeholders on all aspects of the training approach.

The department supports assessment organisations to build the training skills by regularly engaging on their training experience and providing an annual train the trainer education program.

In addition, once a member of the MAC workforce is registered on MAClearning, they have continuous unlimited access to training including additional and updated training as and when programs, polices or IT systems change.

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

To support the quality assurance of the My Aged Care Assessment Program, as detailed in the Aged Care Assessment Assurance Plan, the MAC Capability team will engage regularly with the Assessments Assurance team to provide feedback on any issues raised during the training process or with key stakeholders.

Engagement

My Aged Care Lead Educator Network – 2023 to current

The department convened the LEN as a forum for staff responsible for workplace training for the Assessment Workforce to engage with the department on the development and delivery of training. The LEN does not include RAC Funding Assessors.

The department engaged regularly with the LEN on the development and delivery of IAT training. This engagement will continue as training for future reforms is developed.

Engagement with Healthdirect Australia and Services Australia 2023 to current

Bilateral engagement with Healthdirect Australia and Services Australia regarding training requirements for CSS and ACSO occurs regularly. This reflects the more centralised management of each workforce.

My Aged Care Training Reference Group – Aug 2022 to Jun 2024

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

The MACTRG comprised 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 Learning Partner
- Consumer group and peak bodies
- The department.

The MACTRG provided input and feedback to the department on the strategic direction of the Strategy into the future, including training issues impacting the MAC workforce and any new or revised training resources that are developed.

The MACTRG played an important role in the development of the MAC Learning Strategy 2023 and the transition of training responsibility back to the department.

Engagement with the MACTRG in 2024 was limited due to probity requirements linked to the procurement of organisations to deliver the Single Assessment System workforce.

In June 2024, a decision was made to not renew the appointment of the MACTRG but instead use different forums to engage with the key MAC workforce stakeholders.

Attachment A Learning pathway for Screening workforce

Table A1: 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	• 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	• Aged Care in Australia • My Aged Care • My Aged Care Workforce • Aged Care Funded Programs • Aged Care Support Networks • Introduction to Legal and Ethical Responsibilities Goal 1 Quiz	• Positive Ageing, Wellness and Reablement • Working with Carers • Diversity in Aged Care • An Introduction to Cultural Safety Goal 2 Quiz	• Knowledge Management System – Contact Centre • Introduction to Siebel • Supporting Initial Engagement in Siebel • Navigating Enquiries in Siebel • Handling Complaints and Escalations • Mastering Interactions – a guide to positive relationships • 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	• 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	• 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	• 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

Table A2: CSS – mandatory transition training

Learning Goals	Transition to the Single Assessment System
Learning Elements	Single Assessment System Workforce

Table A3: CSS non-mandatory training

Non-mandatory training - to be discussed with workplace managers/supervisors	
Learning Goals	GOAL Release Training
Learning Elements	Release training
Learning Goals	GOAL My Aged Care Contact Centre Specialised Training' Goal
Learning Elements	My Aged Care Contact Centre Specialised Training' Goal
Learning Goals	GOAL Huddle Pack Learning
Learning Elements	Huddle [date]

Diagram A1: CSS learning pathway

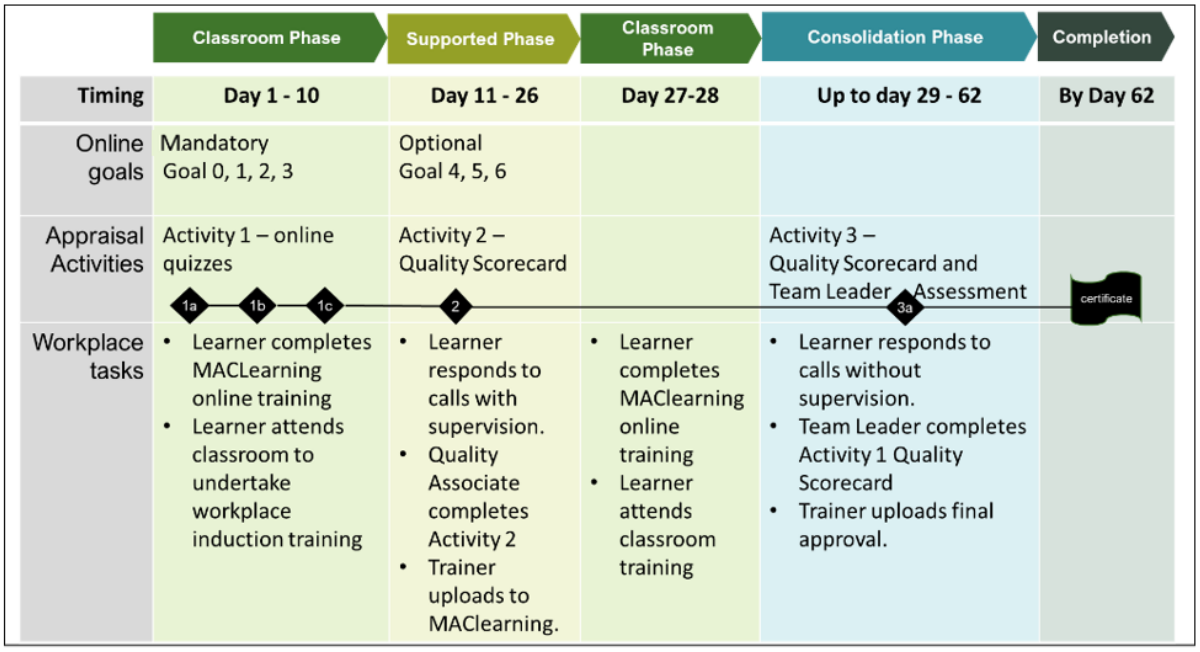


Table A4: ACSO learning pathway and mandatory training

Learners will complete the below four mandatory learning goals within Day 1 to 6			
Learning Goal	GOAL 0 MAClearning		
Learning Element	• 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	• Aged Care in Australia • My Aged Care • My Aged Care Workforce • Aged Care Funded Programs • Aged Care Support Networks	• Positive Ageing, Wellness and Reablement • Working with Carers • Diversity in Aged Care • An Introduction to Cultural Safety Goal 2 Quiz	• Knowledge Management System - ACSO • Introduction to Siebel • Supporting Initial Engagement in Siebel • Navigating Enquiries in Siebel • Handling Complaints and Escalations Goal 3 Quiz

Learners will complete the below four mandatory learning goals within Day 1 to 6			
Learning Goal	GOAL 0 MAClearning		
	• Introduction to Legal and Ethical Responsibilities Goal 1 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	• Residential Care • 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	• 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	• 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

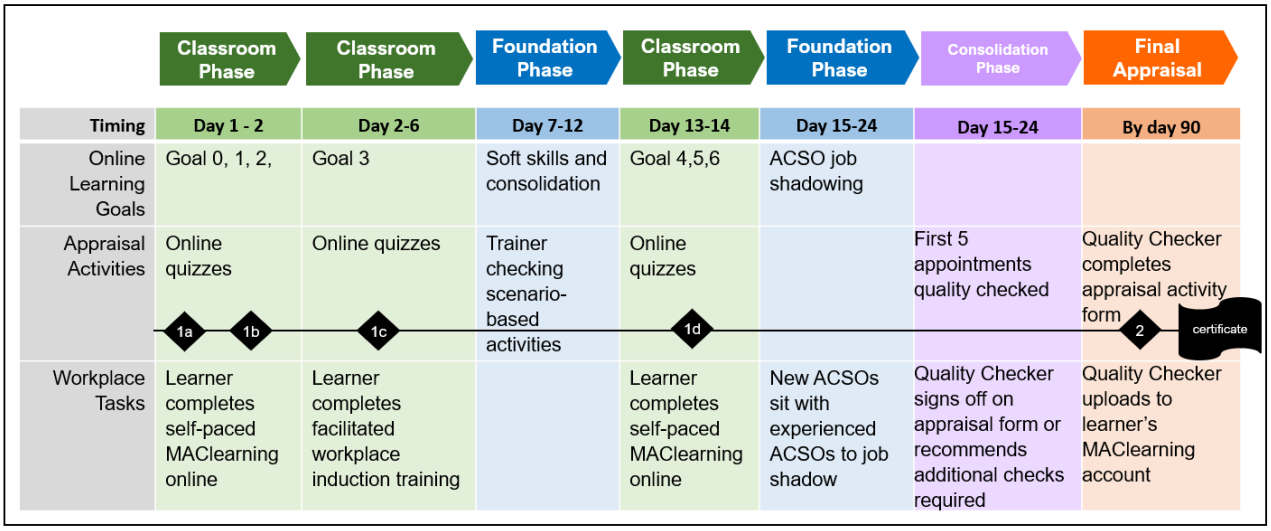
Table A5: ACSO – mandatory transition training

Learning Goals	Transition to the Single Assessment System
Learning Elements	Single Assessment System Workforce

Table A6: ACSO non-mandatory training

Non-mandatory training - to be discussed with workplace managers/supervisors	
Learning Goals	8. Optional Learning
Learning Elements	Active Listening and motivational interviewing Building a culture of professional practice Supporting older Australians, people with a disability and Veterans Homelessness and older people
Learning Goals	GOAL Release Training
Learning Elements	Release training
Learning Goals	GOAL Huddle Pack Learning
Learning Elements	Huddle [date]

Diagram A2: ACSO Learning Pathway



Attachment B Learning pathways and mandatory training for assessor workforce

Table B1: Clinical and non-clinical aged care needs assessor – mandatory induction training

Learners will complete the below three mandatory learning goals within the first 6 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	• Aged Care in Australia • My Aged Care • My Aged Care workforce • Aged Care Funded Programs • Aged care support setworks • Introduction to legal and ethical responsibilities • Goal 1 Quiz	• Positive ageing, wellness and reablement • Working with carers • Diversity in aged care • An introduction to cultural safety • Goal 2 Quiz	• Prepare and Conduct Assessments • Conducting Triage • Navigating the IAT • Using Validated Assessment Tools • Develop and review client support plan • Goal setting • 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	• 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	• 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	• 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
Evidence	• MAClearning Certificate		

Table B2: Clinical and non-clinical aged care needs assessor – mandatory transition training

All assessors must complete mandatory transition training. This training will be released at specific times to support the My Aged Care Workforce to transition to the implementation of new reforms. The requirement to complete mandatory transition training is time limited. Any new assessor commencing training after the release of transition training, will have the content included in their induction training.	
Learning Goal	GOAL Integrated Assessment Tool (IAT) transition learning
• Timeframe	• Mandatory for all assessors (new and existing) up to 30 June 2024
• Learning Elements •	• Triage • Integrated Assessment Tool (IAT) • Validated Assessment Tools in Practice • IAT Support Plan • IAT Goal Quiz
• Evidence	• MAClearning Certificate
• Timeframe	• Mandatory for all assessors (new and existing) up to 30 June 2024
• Learning Goal	• GOAL Transition to the Single Assessment System
• Timeframe	• Mandatory for all assessors (new and existing) up to 13 January 2025
• Learning Elements	• Transition to the Single Assessment System
• Evidence	• MAClearning Certificate

Table B3: Clinical and non-clinical aged care needs assessor – optional training

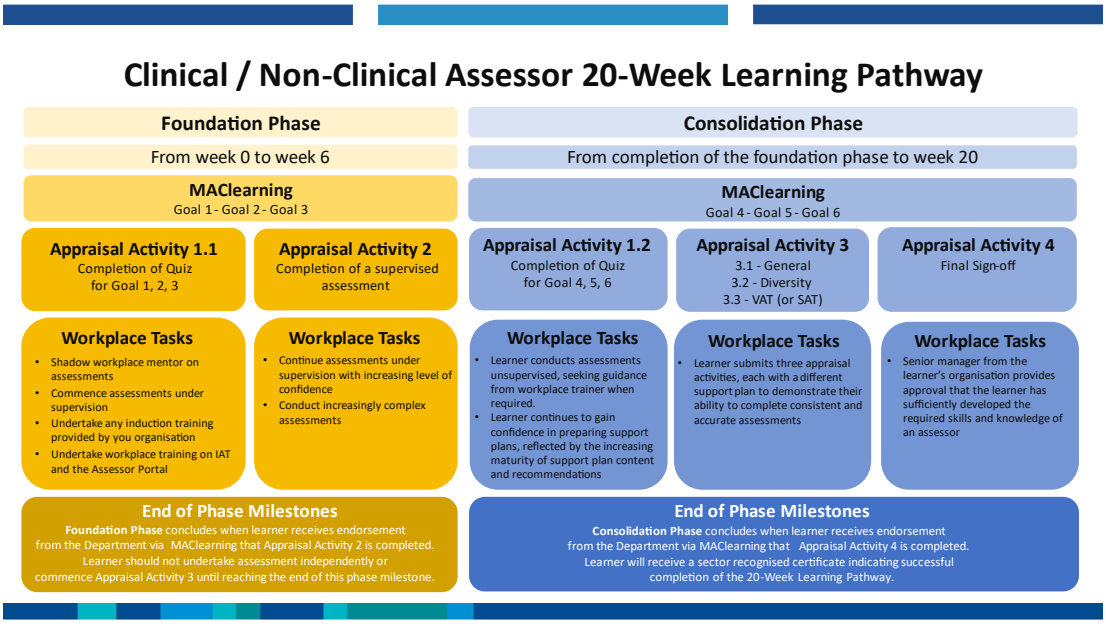
Learners may also complete the following non-mandatory learning goals (no time limit) To be discussed with workplace managers/supervisors		
Learning Goal	GOAL 0 MAClearning	GOAL 8 Optional Learning (available to all learners for professional development)
Learning Elements	• Welcome to MAClearning	• Active Listening and Motivational interviewing • Resilience in Professional Practice • Supplementary Assessment Tools in Practice • Supporting older Australians, people with disability and Veterans • National Screening and Assessment Form (NSAF) • Homelessness and older people

Table B4: Clinical and non-clinical aged care needs assessor – mandatory fresher training following continuous leave of 12 months (or more) duration

Existing assessors must complete this mandator refresher training on MAClearning prior to undertaking assessments. Prerequisite: Assessors must have successfully completed clinical assessor induction training.	
Induction Assessor Learning Goals and elements	GOAL 1 Working effectively in My Aged Care • Aged Care in Australia • My Aged Care • My Aged Care workforce • Aged Care Funded Programs • Aged care support setworks • Introduction to legal and ethical responsibilities • Goal 1 Quiz

Existing assessors must complete this mandator refresher training on MAClearning prior to undertaking assessments. Prerequisite: Assessors must have successfully completed clinical assessor induction training.	
	GOAL 3 Provision of quality screening and assessments • Prepare and Conduct Assessments • Conducting Triage • Navigating the IAT • Using Validated Assessment Tools • Develop and review client support plan • Goal setting Goal 3 Quiz
	GOAL 4 Work with aged care programs • 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
Evidence	• MAClearning Transcript.

Diagram B3: Clinical and non-clinical aged care needs assessor training pathway



Attachment C Learning pathways and mandatory training for team leaders, triage delegates, workplace trainers and assessment delegates

Team Leader, Triage Delegate and Workplace Trainer Training requirements

People holding only the team leader, triage delegate or workplace trainer job position must complete this training. If the person also holds the job position of assessor (either clinical or non-clinical), they are exempt from completing the induction training for these positions.

Table C1: Team Leader, Triage Delegate and Workplace Trainer – mandatory induction training

Learners will complete the below three mandatory learning goals within the first 20 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	• Aged Care in Australia • My Aged Care • My Aged Care workforce • Aged Care Funded Programs • Aged care support setworks • Introduction to legal and ethical responsibilities • Goal 1 Quiz	• Positive ageing, wellness and reablement • Working with carers • Diversity in aged care • An introduction to cultural safety • Goal 2 Quiz	• Prepare and Conduct Assessments • Conducting Triage • Navigating the IAT • Using Validated Assessment Tools • Develop and review client support plan • Goal setting • Goal 3 Quiz
Learning Goals	GOAL 4 Work with aged care programs	GOAL 5 Understanding Diversity	GOAL 6 Responding to individual needs
Learning Elements	• 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	• 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	• 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 C2: Team Leader, Triage Delegate and Workplace Trainer – mandatory transition training

All team leaders, triage delegates and workplace trainers must complete mandatory transition training. This training will be released at specific times to support the My Aged Care Workforce to transition to the implementation of new reforms. The requirement to complete mandatory transition training is time limited. Any person commencing training after the release of transition training, will have the content included in their induction training.	
Learning Goal	• GOAL Transition to the Single Assessment System
Timeframe	• Mandatory for all assessors (new and existing) up to 13 January 2025
Learning Elements	• Transition to the Single Assessment System
Evidence	• MAClearning Certificate

Delegate Training requirements

There are three delegate job positions:

- Clinical Assessment Delegate
- Non-Clinical Assessment Delegate
- Triage Delegate

Table C3: Assessment Delegate training

Clinical Assessment Delegate mandatory learning – To be discussed with workplace managers/supervisors Prerequisite: Clinical Assessment Delegates must have successfully completed clinical assessor induction training.	
Learning Goal	GOAL 7 Delegate Note: This training is mandatory for proposed new delegates and as 2 yearly refresher training for existing delegates.
Learning Elements	• Assessment Delegate Training Goal 7 Quiz.
Evidence	• MAClearning Certificate

There are no mandatory certification or delegate training requirements for non-clinical delegates.

Table C4: Triage Delegate training

*** Triage Delegate training will be released in May 2025 prior to the implementation of the *Aged Care Act 2024*. The training requirements below will not be required until the training is implemented. ***

Clinical Assessment Delegate mandatory learning – To be discussed with workplace managers/supervisors Prerequisite: Must have successfully completed Triage Delegate induction training.	
Learning Goals	GOAL – Triage Delegate Note: This training is mandatory for proposed new Triage Delegates and as 2 yearly refresher training for ongoing Triage Delegates.
Learning Elements	• Triage Delegate Training Goal – Quiz.
Timing	• Triage Delegate training should be completed within 8 weeks of implementation of training, and within 8 weeks of new staff commencing the role.
Evidence	• MAClearning Certificate

Attachment D Training requirements for Residential Aged Care Funding Assessors

Summary

The AN-ACC funding model provides equitable funding to approved providers to deliver care to residents living in residential aged care services.

RAC Funding Assessors use the AN-ACC Assessment Tool to assess residents' care needs for funding purposes. Information from the assessments is used to assign residents an AN-ACC classification. The amount of variable funding given to providers is be based on the resident's AN-ACC classification.

Since commencement of the AN-ACC system in October 2022, the department has provided training for RAC Assessors. This has continued with the commencement of the Single Assessment System.

Training requirements

Eligibility and Qualifications

A RAC Funding Assessor, Senior RAC Funding Assessor and Clinical Advisor must be employed by a RAC Funding assessment organisation in order to attend and complete the training.

Minimum qualification requirements for RAC funding assessors are listed below.

Table D1 – Minimum qualifications required for RAC Funding Assessors

Role	Minimum Qualification Requirements
RAC Funding Assessors	• Tertiary – must be a fully qualified Registered Nurse, Occupational Therapist or Physiotherapist with a minimum of five years qualified. • Minimum of five years demonstrated experience in Australia or overseas directly delivering services in aged care settings and/or to aged persons (such as geriatric assessment, rehabilitation, palliative care, community nursing), including to people living with dementia; • Retain current unrestricted registration with the Australian Health Practitioners Regulation Agency (AHPRA).
Senior RAC Funding Assessors	• Requires qualifications held by a RAC Funding Assessor. • The assessment organisation should reserve the role for those of its RAC Assessors who have the most exceptional and experienced clinical expertise and professional judgment in the Assessment Organisation's opinion
Clinical Advisor	• Requires qualifications held by a RAC Funding Assessor. • The assessment organisation should reserve the role for those who have the most exceptional and experienced clinical expertise and professional judgment in the assessment organisation's opinion

Role	Minimum Qualification Requirements
	• Relevant experience to support and manage the Clinical Support Framework for the assessment organisation.

Minimum training requirements

To maintain their active assessor status, each RAC Funding Assessor, Senior RAC Funding Assessor and Clinical Advisor needs to complete mandatory:

- Initial training
- ongoing training – see diagram below.

Figure D1 – learning pathway for RAC Funding Assessors

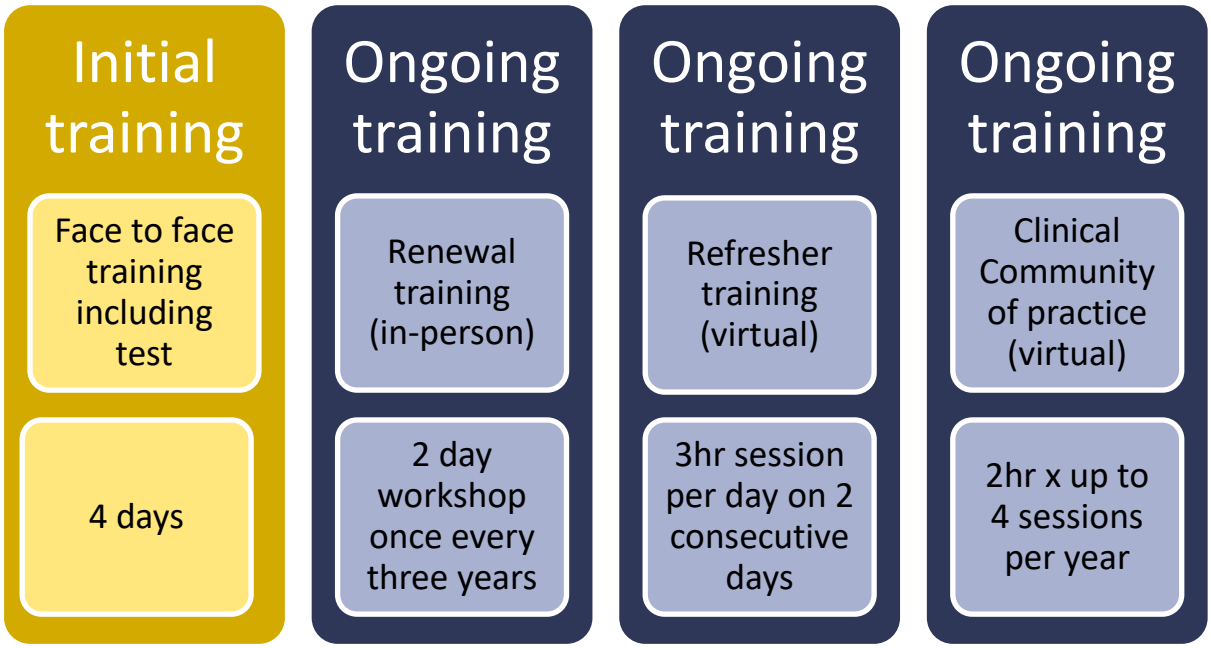
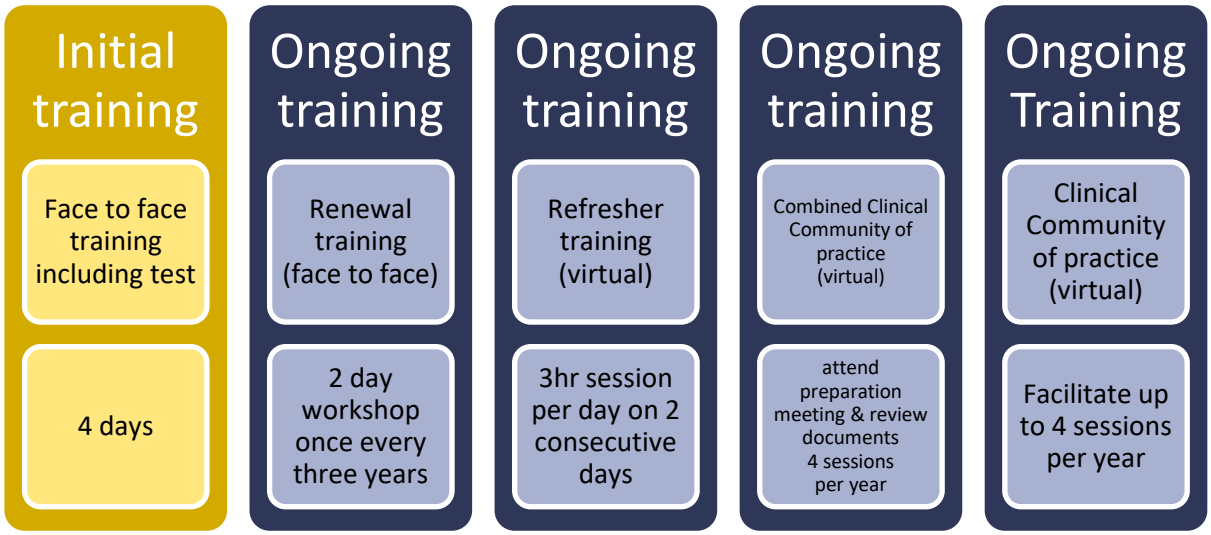


Figure D2 – learning pathway for Senior RAS Funding Assessor / Clinical Advisor



Training approach – Initial Training

To commence the role to provide RAC Funding Assessments, RAC Funding Assessors and Senior RAC Funding Assessors must undertake an Initial Training workshop and pass a subsequent test. Clinical Advisors are also required to participate in the Initial Training workshop and pass the test.

The Initial Training workshop will be delivered by the department and is mandatory for all new and returning RAC Funding Assessors, Senior RAC Funding Assessors and Clinical Advisors, depending on the period of absence or irregular assessments (see Table D3).

Initial training may also be offered to RAC Funding Assessors that have been identified as requiring additional support through Quality Assurance activities.

The assessment organisation must ensure all RAC Funding Assessors, Senior RAC Funding Assessors and Clinical Advisors:

a) attend the mandatory Initial training workshop; and

b) complete pre-reading and a short survey about prior relevant experience before attending an Initial training workshop to ensure compliance with eligibility.

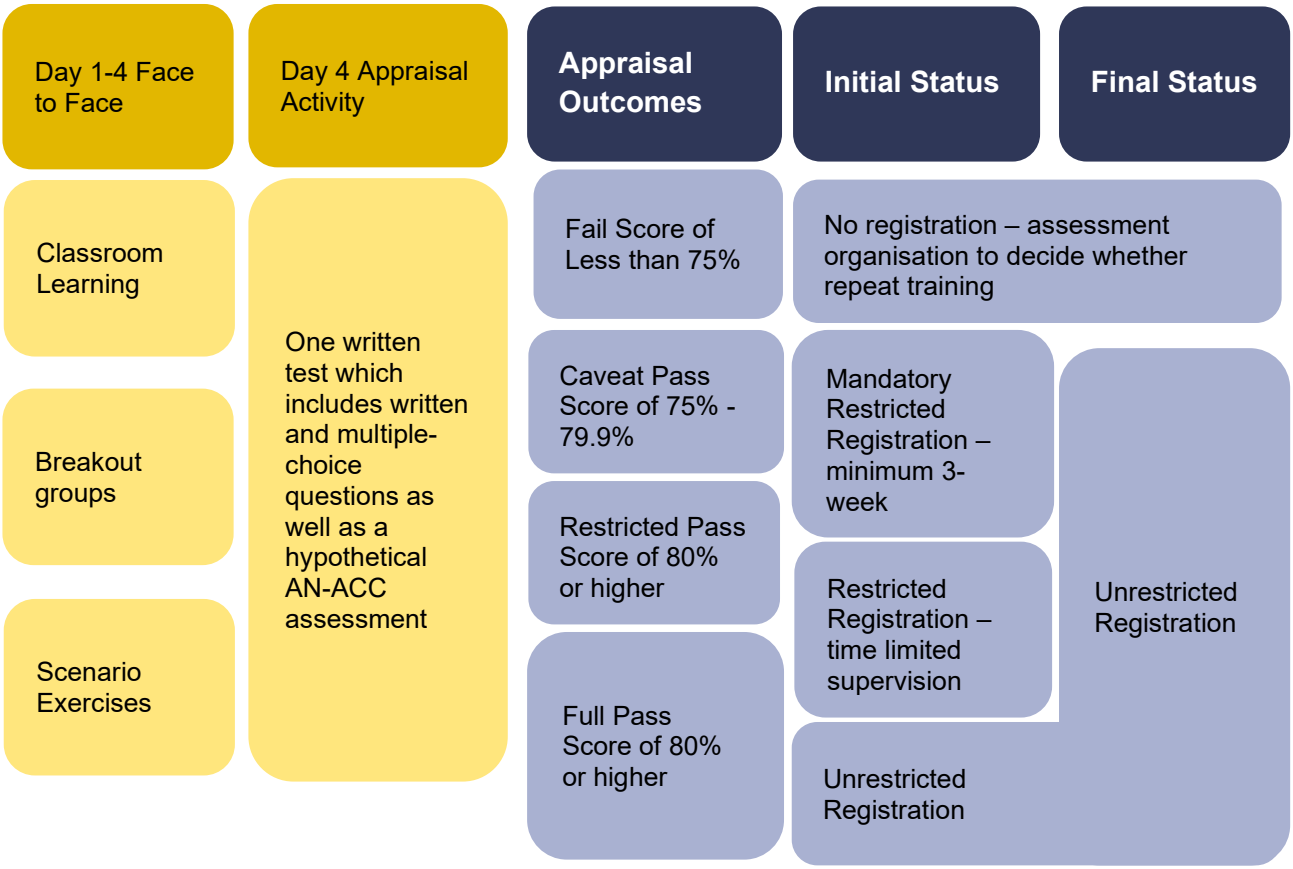
The department will provide, at no cost to the assessment organisation, training personnel, venue, catering, training materials and administration and marking of the test.

Assessment organisations are responsible for all other costs associated with attending an Initial Training workshop, including transport and accommodation for its staff

Learning Pathway – Initial Training

The learning pathway for Initial Training for RAC funding assessors consists of a 4 day face to face Initial Training workshop and written test.

Figure D3 – Initial Training workshop Learning Pathway



Appraisal Activities – Initial Training

The department determines the learners' training outcome after considering the outcomes of the following appraisal activities:

- the learner's participation in the four days of classroom training; and
- the learners' result from completing a pass/fail test.

The RAC Funding Assessor's outcome is based on their demonstrated readiness to perform RAC funding assessments either under direct supervision (restricted) or independently (unrestricted).

Assessor Status – Initial training

Based on the learner's appraisal outcome, the learner will be awarded specific registration type. This table details the different categories of registration.

Table D2 – registration categories

Appraisal Outcome	Registration
Full pass The learner achieves a score of 80% or higher in the test and displays effective and efficient application of the training.	Unrestricted Registration
Restricted pass	Restricted Registration

The learner achieves a score of 80% or higher in the test however interacts with less efficient and less effective in the application of the training.	(undertakes Trainee RAC funding assessments)
Caveat pass The learner achieves a score of between 75 – 79.9 % in the test.	Mandatory Restricted Registration (undertakes Trainee RAC funding assessments)
Fail The learner achieves a score of less than 75 %	No Registration – at the discretion of the Assessment Organisation, the learner can repeat training

Unrestricted registration status:

A RAC Funding Assessor with unrestricted registration status may perform RAC funding assessments of care recipients independently. They may also perform an assessment with a RAC Funding Assessor with restricted registration status or perform Quality Assurance Assessments with another RAC Funding Assessor with unrestricted registration status. New assessors are to follow a comprehensive onboarding process.

Restricted Registration Status:

A RAC Funding Assessor with restricted registration status may only perform a Trainee RAC funding assessment in the presence of a RAC Funding Assessor who has unrestricted registration status. Additionally, a RAC funding assessment performed by a RAC Funding Assessor with restricted registration status will not be used by the department to calculate a care recipient's AN-ACC classification.

A RAC Funding Assessor with restricted registration status can gain unrestricted registration status when a Senior RAC Funding Assessor is satisfied that their knowledge and skill meets the performance criteria. The criteria includes satisfactory performance of a sufficient number of Trainee RAC assessments (minimum of six), consistent demonstration of professional behaviour and effective RAC assessment methods and ratings. A Senior RAC Funding Assessor's decision to approve a RAC Funding Assessor's unrestricted registration status may be undertaken in consultation with the department.

The department at any time may, and at its sole and absolute discretion, change a RAC Funding Assessor's status from unrestricted to restricted and require the RAC Funding Assessors to be supervised by a different Senior RAC Funding Assessor.

To inform a change in restricted registration status, the Senior RAC Funding Assessor must:

a) gather evidence as appropriate from others who have performed the following Trainee RAC funding assessments with the RAC Funding Assessor in question
    i. have undertaken at least two RAC funding assessments with the trainee observing the tasks undertaken
    ii. have undertaken at least two RAC funding assessments jointly and in discussion with the trainee

iii. have undertaken at least two RAC funding assessments completing the assessment but having the trainee lead the assessment

b) in writing, and including a summary of evidence, advise the Clinical Advisor to confirm with the assessment organisation's IT Administrator(s) to change the registration status of the RAC Funding Assessor in the system to unrestricted status and advise the department of the outcome in writing.in writing, and including a summary of evidence, advise the Clinical Advisor to confirm with the assessment organisation's IT Administrator(s) to change the registration status of the RAC Funding Assessor in the system to unrestricted status. and advise the department of the outcome in writing.

Mandatory Restricted Registration

A RAC Funding Assessor with mandatory restricted registration status can gain unrestricted registration status after a minimum of three weeks (15 working days). This can occur when a Senior RAC Funding Assessor is satisfied that the RAC Funding Assessor with restricted registration status has satisfactorily met the performance criteria.

This includes satisfactory performance of a sufficient number of Trainee RAC funding assessments, consistent demonstration of professional behaviour and effective RAC funding assessment methods to achieve accurate ratings independently. A minimum of 25 Trainee RAC funding assessments must be completed over a 3-week period, unless otherwise agreed by the department prior to commencement of the restriction program. The number of Trainee RAC funding assessments will not be adjusted on a pro rata basis for part time working arrangements. The outcome report must be approved by the department prior to transferring to unrestricted status.

To inform a change in registration status, the Clinical Advisor must:

a) have had a Senior RAC Funding Assessor undertake a minimum of 10 working days of supporting and undertaking Trainee RAC funding assessments, providing evidence for that opinion (as detailed above)

b) have an unrestricted RAC Funding Assessor undertake assessments with the trainee (in addition to the above) for a minimum of 5 working days

c) in writing, and including a summary of evidence, provide a report to the department requesting agreeance with the movement to unrestricted registration and

d) once agreed, advise the assessment organisation's IT Administrator(s) to change the registration status of the RAC Funding Assessor in the system to unrestricted accreditation.

The department will award each RAC Funding Assessor who is granted unrestricted registration status a formal certificate of completion of RAC Funding Assessor training signed by the department so that this can go towards supporting Continual Professional Development points.

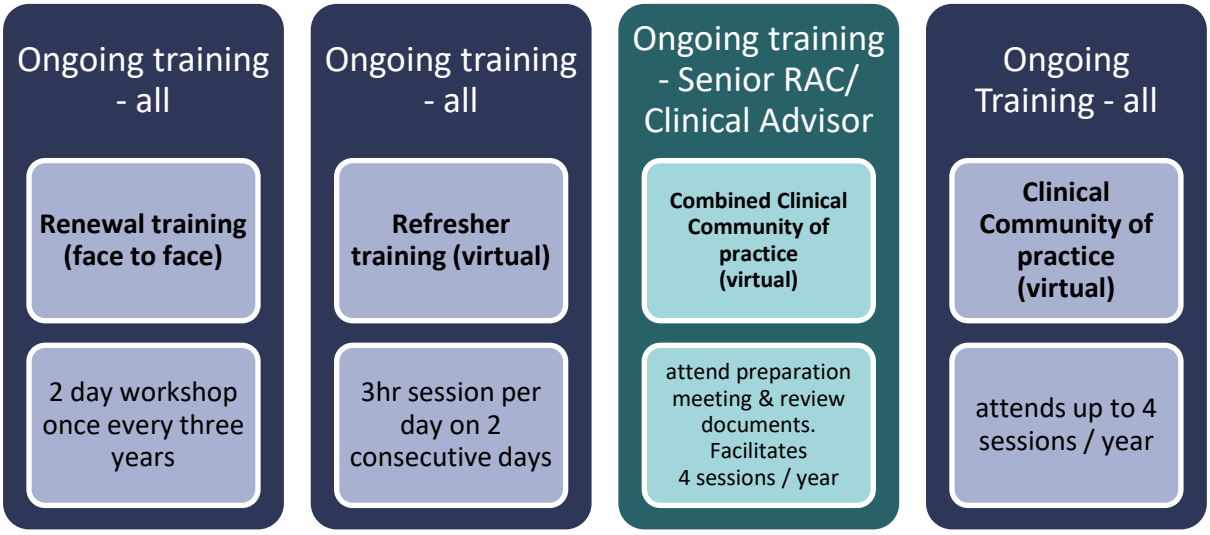
The department at any time may, and at its sole and absolute discretion, change a RAC Funding Assessor's registration status from unrestricted to restricted and require the RAC Funding Assessors to be supervised by a different Senior RAC Funding Assessor.

Training approach – Ongoing Training

To maintain their registration, RAC Funding Assessors must complete ongoing training.

This ongoing training is linked to the RAC Funding Assessor's position – see diagram below.

Figure D4 – Ongoing Training Learning Pathway



Ongoing training approach – Renewal Training

RAC Funding Assessors, Senior RAC Funding Assessors and Clinical Advisors must undertake a 2-day face to face Renewal Training workshop at least every three years of employment, after an extended break from the workforce or irregular assessments.

Renewal Training workshops are delivered by the department and are mandatory for all current and returning RAC Funding Assessors, Senior RAC Funding Assessors and Clinical Advisors.

If a RAC Funding Assessor, Senior RAC Funding Assessor or Clinical Advisor has either had an extended break from undertaking assessments, or not undertaken regular assessments, they must complete the requirements in table D3

Renewal Training may also be offered to RAC Funding Assessors that have been identified as requiring additional support through Quality Assurance activities.

The assessment organisation must ensure all RAC Funding Assessors, Senior RAC Funding Assessors and Clinical Advisors:

a) attend the mandatory Renewal Training workshop at least every three years

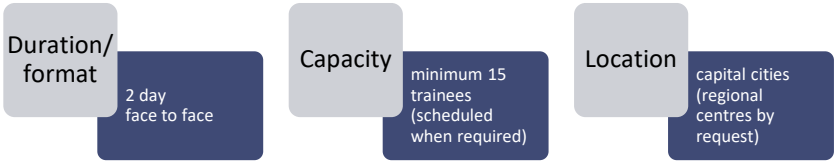
b) complete pre-reading (if required) and a short survey, with these materials to be supplied by the department and

c) Have passed the knowledge test to maintain assessor status and continue performing RAC Funding Assessments.

The department will provide, at no cost to the assessment organisation, training personnel, venue, catering, training materials and administration.

Assessment organisations are responsible for all other costs associated with attending the Renewal Training workshop, including transport and accommodation for its staff.

The learning pathway for Renewal Training workshop consists of:



Ongoing training approach – Refresher Training

To maintain their roles, RAC Funding Assessors, Senior RAC Funding Assessors and Clinical Advisors must maintain continuity and consistency in undertaking RAC funding assessments by completing Refresher Training.

If a RAC Funding Assessor, Senior RAC Funding Assessor or Clinical Advisor has either had an extended break from undertaking assessments, or not undertaken regular assessments, they must complete the requirements in table D3.

Refresher Training may also be offered to RAC Funding Assessors that have been identified as requiring additional support through Quality Assurance activities.

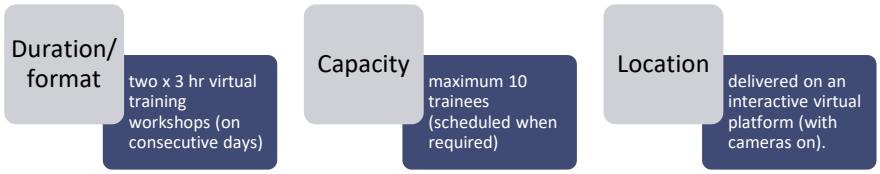
The department will provide, at no cost to the assessment organisation, training personnel, virtual platform, training materials and administration. Other than the costs and materials covered by the department, the assessment organisation is responsible for all other costs associated with attending the Refresher Training.

The assessment organisation must ensure all required Assessors and Clinical Advisors:

a) attend the mandatory Refresher Training, including in response to quality assurance findings and

b) complete pre-reading (if required) and a short survey, with these materials to be supplied by the department.

The learning pathway for refresher training consists of:



Ongoing training approach – Combined Clinical Communities of Practice Program

To support maintaining the clinical consistency of RAC Funding Assessor, Senior RAC Funding Assessors and Clinical Advisors, Combined Clinical Communities of Practice activities are rolled out at approximately three to four month intervals.

The Combined Clinical Communities of Practice program is provided by the department to Senior RAC Funding Assessors and Clinical Advisors in a train-the-trainer model and is mandatory for all Senior RAC Funding Assessors and Clinical Advisors.

Senior RAC Funding Assessors and Clinical Advisors must then deliver the Combined Clinical Communities of Practice program to all RAC Funding Assessors in their assessment organisations. This is a mandatory program.

The department will provide, at no cost to the assessment organisation, training personnel, virtual platform and training materials for the train-the-trainer Combined Clinical Communities of Practice.

The assessment organisation must ensure all Senior RAC Funding Assessors and Clinical Advisors:

a) attend pre-meeting briefings and feedback sessions including pre-reading

b) attend the essential Combined Clinical Communities of Practice activities conducted by the department

c) lead the essential Combined Clinical Communities of Practice activities across their organisation on behalf of the department within 4 to 8 weeks of the meeting

d) collect and submit data quality assurance program log as an outcome of the rolled-out sessions to the department after all activities have been completed and

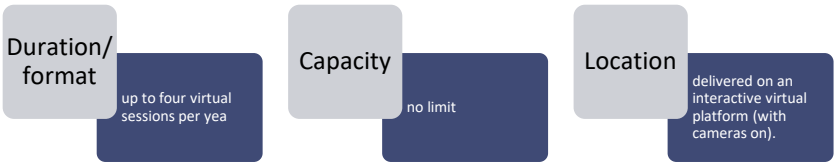
e) complete any follow up feedback meeting and a short survey, with these materials to be supplied by the department.

The assessment organisation must ensure all RAC Funding Assessors:

a) attend the essential Combined Clinical Communities of Practice program conducted in their organisation on behalf of the department and

b) complete the Combined Clinical Communities of Practice activity tasks, with these materials to be supplied by the department.

The learning pathway for the Combined Clinical Communities of Practice consists of:



Mandatory refresher training following extended absence or not undertaken regular assessments

If a RAC funding assessor, Senior RAC funding assessor or Clinical Advisor has an extended absence from assessing in the field (or not undertaken regular assessments) the following additional training will be required:

Table D3 – refresher training requirements

Time period for break in assessments	Training	Test	Restricted status
>12 months Break, or less than an average of 6 assessments per fortnight	AN-ACC 4-day face to face initial training workshop	Yes	Decision at training
6 – 12 months Break, or less than an average	AN-ACC 4-day face to face initial training workshop (in full or partial) OR AN-ACC 2-day face to face renewal training workshop	Yes No	At department discretion

of 6 assessments per fortnight			
3 – 6 months Break, or less than an average of 6 assessments per fortnight	AN-ACC refresher workshop (2 x 3-hour virtual sessions over 2 consecutive days	No	At department discretion
1 – 3 months Break, or less than an average of 6 assessments per fortnight	Extra Senior Assessor or Clinical Advisor support in the field week 1 of return	No	At assessment organisation discretion

Attachment E Bridging training for Assessors – October 2024 to April 2025

To support assessment organisations adapt to a Single Assessment System Workforce, the department provided short term training to assist existing eligible clinical or non-clinical assessors become certified in undertaking non-clinical or clinical assessments respectively.

The department released two bridging training courses in October 2024:

- Conducting Comprehensive Assessment – for existing non-clinical assessors to become certified as clinical assessors.
- Conducting Home Support Assessment – for existing clinical assessors to better understand how to undertake a home support assessment.

Details of the eligibility and training requirements for each course are listed below

Conducting Comprehensive Assessment

- Eligibility: Must be an existing non-clinical assessor (either with Pre-MACLE or SOA2 certification) or must have completed non-clinical induction training through MAClearning
- Registration: Organisation Manager must nominate eligible staff to complete and support them to complete their training requirements
- Evidence of Completion: Record in Assessors Transcript on MAClearning and addition of Clinical Assessor job position to MAClearning profile
- Online Learning: Successful completion of one online learning element
- Appraisal Activities: Appraisal Activity 2: Comprehensive Support Plan (approved by a delegate) and Appraisal Activity 3: Manager Approval

Conducting Home Support Assessment

- Eligibility: Must be an existing clinical assessor (either with Pre-MACLE or SOA3/4 certification) or must have completed clinical induction training through MAClearning
- Registration: Assessor or workplace traininer can regiser using the Goal Search Function on MAClearning
- Evidence of Completion: Record in Assessors Transcript on MAClearning and addition of Non-Clinical Assessor job position to MAClearning profile
- Online Learning: Successful completion of one online learning element
- Appraisal Activities: Nil

Access to bridging training was planned to cease on 31 March 2025. On 13 March 2025, the department extended the end date of bridging training to 17 April 2025 (prior to Easter break).

Following conclusion of bridging training, from 22 April 2025, existing non-clinical assessors who wish to train as a clinical assessor must complete clinical induction training to become a clinical assessor. Clinical assessors can complete non-clinical assessments without needing to complete induction training.

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All information in this publication is correct as at 16 April 2025.