



Australian Government

Department of Health, Disability and Ageing

Aboriginal and Torres Strait Islander Persons, including Stolen Generations

Specialisation Verification Application Form

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Aboriginal and Torres Strait Islander persons, including Stolen Generations

How to apply

To complete this application:

1. Enter details of the outlet the application relates to.
2. Select the criteria you wish to apply for.
3. Provide required information for each selected criterion, including any necessary attachments.
4. Remove individual names from the responses and attachments unless specifically requested.
5. Leave sections for unselected criteria blank.
6. Submit the completed form and all attachments to MAC Specialisation inbox, MACspecialisation@health.gov.au

Purpose of the Form

The purpose of this application form is to demonstrate how an individual outlet meets the criteria under the [Specialisation Verification Framework](#). It provides opportunity for an aged care provider to demonstrate how their outlet tailors their service delivery for Aboriginal and Torres Strait Islander persons, including Stolen Generations. Strong, practical evidence in both operational service delivery and outlet governance and administration practices will be required to substantiate the delivery of specialised services.

An outlet refers to a specific service location or site where aged care services are delivered under the governance of the registered aged care provider.

Identification details

The Department of Health, Disability and Ageing will use the contact information provided below as the primary means of communication for all future updates, requests, and notifications related to this application.

Outlet ID	
	<i>Found on your Service and Support Portal</i>
Outlet name	
Organisation ID	
	<i>Found on your Service and Support Portal – this is not your NAPS ID</i>
Organisation name	

Contact details provided in this application will be used by the department for all future communications related to this application.

Please ensure details are accurate and keep them up to date by notifying us of any changes via email to MACspecialisation@health.gov.au.

Primary point of contact	
Phone number	
Email address	
Secondary point of contact	
Phone number	
Email address	

Criteria selection and completion checklist

You must meet **one Tier 1** criteria OR 4 of the **Tier 2** criteria listed below.

The table below serves as a completion checklist to help you:

- Track which criteria you have selected and addressed in your application
- Ensure your application is completed in full.

Tier 1 (you must meet a minimum of 1 criteria)

Criterion A1.1

The outlet is an Aboriginal and/or Torres Strait Islander community-controlled organisation.

Criterion A1.2

Provider is funded by the National Aboriginal and Torres Strait Islander Flexible Aged Care Program.

Tier 2 (you must meet a minimum of 4 criteria)

Criterion A2.3

At least 50% of aged care recipients identify as Aboriginal and/or Torres Strait Islander people.

Criterion A2.4

One or more staff members has an Aboriginal and/or Torres Strait Islander background and are resourced and supported by management to act as 'champions' within the outlet to support care recipients and other staff.

Criterion A2.5

There are established connections and regular engagement between the outlet and local Aboriginal and Torres Strait Islander community, including leaders and organisations.

Criterion A2.6

At least 90% of staff complete annual training on providing culturally appropriate, trauma-aware and healing informed care for Aboriginal and Torres Strait Islander peoples, including understanding the ongoing impacts of the Stolen Generations.

Criterion A2.7

The outlet offers services in Aboriginal and Torres Strait Islander language(s).

Criterion A2.8

The outlet works in partnership with a local Aboriginal and Torres Strait Islander community organisation or appropriate representative, including those representing or supporting Stolen Generation survivors, to ensure that services are culturally safe, trauma-aware and healing informed, and appropriate for the local Aboriginal and/or Torres Strait Islander community.

Criterion A2.9

At least one Aboriginal and/or Torres Strait Islander person sits on the governing body of the provider relevant to the outlet.

Criterion A2.10

An active and resourced Aboriginal and Torres Strait Islander advisory group contributes to the development, delivery and evaluation of specialised services.

Criterion A2.11

The outlet regularly recognises and participates in local cultural celebrations and/or days/ events of local cultural significance, including those that acknowledge and support Stolen Generations survivors (e.g. National Sorry Day or the Anniversary of the Apology).

Criterion A2.12

Policies and procedures are in place to support and promote the delivery of specialised aged care to Aboriginal and/or Torres Strait Islander aged care recipients, including support for Stolen Generations survivors through trauma-aware and healing informed care.

Disclaimer and Privacy Completed (p17)

Signature Given (p17)

Criterion evidence

Tier 1 *(you must meet a minimum of 1 criteria)*

Criterion A1.1

The outlet is an Aboriginal and/or Torres Strait Islander community-controlled organisation.

An Aboriginal and/or Torres Strait Islander community-controlled organisation (ACCO) is an act of self-determination. To be recognised as an ACCO you must deliver services, including land and resource management, which builds the strength and empowerment of Aboriginal and Torres Strait Islander communities and people and is:

- a. incorporated under relevant legislation and not-for-profit
- b. controlled and operated by Aboriginal and/or Torres Strait Islander people
- c. connected to the community, or communities, in which they deliver the services
- d. governed by a majority Aboriginal and/or Torres Strait Islander governing body

Attach a letter from the CEO, Executive Officer or Chairperson stating the outlet is an ACCO.

Title of attachment(s) you are submitting as evidence for this criterion.

Criterion A1.2

Provider is funded by the National Aboriginal and Torres Strait Islander Flexible Aged Care Program.

Evidence not required. This criterion will be verified using data held by the Department of Health, Disability and Ageing.

Tier 2 *(you must meet a minimum of 4 criteria)*

Criterion A2.3

At least 50% of aged care recipients identify as Aboriginal and/or Torres Strait Islander people.

Evidence not required. This criterion will be verified using data held by the Department of Health, Disability and Ageing.

Criterion A2.4

One or more staff members has an Aboriginal and/or Torres Strait Islander background and are resourced and supported by management to act as 'champions' within the outlet to support care recipients and other staff.

A champion is an individual with cultural competence from an Aboriginal and/or Torres Strait Islander background within the outlet, who actively promotes and supports culturally safe, inclusive, and responsive practices for the Aboriginal and/or Torres Strait Islander community. They serve as internal leaders, advocates, and change agents, helping to embed cultural competence into all levels of care and services.

Provide the following:

- How many staff are in the champion role, and list their names and organisation positions.
- Evidence of their involvement and influence, including how they lead activities and support staff to improve care delivered to that community.
- How the outlet recognises, supports and documents the champion role (e.g. policies, role description, training, hours dedicated to the role).
- Attach evidence to support the above (e.g. meeting minutes, training records, planning documents, photos, policies, role descriptions).

Title of attachment(s) you are submitting as evidence for this criterion.

Criterion A2.5

There are established connections and regular engagement between the outlet and local Aboriginal and Torres Strait Islander community, including leaders and organisations.

Provide a description of the established connection and regular engagement with a local Aboriginal and/or Torres Strait Islander leader(s) and/or community organisation(s) that is Aboriginal and Torres Strait Islander-led or focused, and works to support the health, wellbeing, cultural, or social needs of the target community.

Examples of community organisations/leaders could include:

- Aboriginal Community-Controlled Organisations (ACCOs)
- land councils
- cultural centres
- health services
- community based groups with local connection and trust.

Provide the following:

- Attach evidence from an external community organisation(s), leader(s) or chair/leading organisation of a community of practice confirming the established connection. Evidence can include but is not limited to, a letter on official letterhead or Memorandum of Understanding.

If providing a letter, it must include:

- name of representative
 - name of service provider or community organisation
 - name of outlet seeking specialisation
 - nature of the connection and confirmation of regular engagement.
- Details of activities conducted in the past 12 months and/or planned for the next 12 months with the community organisation(s) or leader(s).

Note that involvement in a relevant community of practice meets this criterion.

Title of attachment(s) you are submitting as evidence for this criterion.

Criterion A2.6

At least 90% of staff complete annual training on providing culturally appropriate, trauma-aware and healing informed care for Aboriginal and Torres Strait Islander peoples, including understanding the ongoing impacts of the Stolen Generations.

Culturally appropriate care refers to the provision of services that respect and are responsive to the cultural identity, values, beliefs, practices, language, and needs of the older person and their community. This means delivering care that is person-centred, inclusive, and informed by the cultural background of the individual – this can include their language, generational experiences and cultural traditions.

Specify the training in culturally appropriate, trauma-aware and healing informed aged care delivery that has been provided to staff in the last 12 months. Training may be internal or external and may include online training modules, the training must be specific to the cultural needs of your aged care recipients.

Provide the following:

- Describe external training (include summary of content, name of training provider, date, training product title and attach communications with the training provider e.g. training records, attendance records, invoices etc.).
- Describe internal training (include summary of content, name of training, training records, attendance lists).
- Indicate what proportion of all staff (minimum 90% required) undertook this training in the past 12 months?
- How is annual training of 90% of staff ensured (e.g. part of induction policy, annual training plans etc.).

Title of attachment(s) you are submitting as evidence for this criterion.

Criterion A2.7

The outlet offers services in Aboriginal and Torres Strait Islander language(s).

Provide details of the services conducted and/or planned in local Aboriginal or Torres Strait Islander language(s). You must demonstrate that each identified language is relevant to your current or prospective Aboriginal and Torres Strait Islander aged care recipients and is actively used in care delivery.

Provide the following:

- What languages care services are delivered in.
- Describe the type of services delivered in those languages (e.g. personal care, clinical care, social groups/events/outings, hotel services, catering/dietary, etc.).
- Describe how the services are adapted to meet the needs of that individual (e.g. verbal communication, interpreter services, written material i.e. care plans, consent forms, and informational brochures etc.).
- What proportion of staff are bilingual/bicultural and provide services in these languages.

Provide at least one form of supporting evidence for each claimed language demonstrating that care and services have been adapted to reflect the needs of care recipients, any evidence provided in language should include a short description in English to support the evidence provided.

- Examples include:
 - bilingual/bicultural staff register including languages spoken, roles and frequency of language use with clients
 - interpreters use logs
 - translated materials
 - multilingual signage or posters at the outlet
 - feedback (must be clearly authored by care recipient and/or their representative(s)).

Title of attachment(s) you are submitting as evidence for this criterion.

Criterion A2.8

The outlet works in partnership with a local Aboriginal and Torres Strait Islander community organisation or appropriate representative, including those representing or supporting Stolen Generation survivors, to ensure that services are culturally safe, trauma-aware and healing informed, and appropriate for the local Aboriginal and/or Torres Strait Islander community.

Describe the partnership with an external local Aboriginal and/or Torres Strait Islander community organisation, including those representing or supporting Stolen Generation survivors, and how this partnership informs the design or delivery of care in ways that directly benefit aged care recipients.

Examples of this may include:

- services are delivered at culturally appropriate locations i.e. community groups, councils
- language of service delivery reflects that of the care recipients
- culturally appropriate activities i.e. storytelling, arts, yarning circles etc
- assistance with care planning to incorporate culturally appropriate care
- co-deliver services which are culturally appropriate, trauma-aware and healing informed
- advertising material/website content in language.

Provide the following:

- Evidence from the external organisation or appropriate representative confirming the partnership and appropriateness of services as a letter on official letterhead. If providing a letter, it must include:
 - name of representative
 - name of outlet seeking specialisation
 - nature of the connection and confirmation of partnership.

Title of attachment(s) you are submitting as evidence for this criterion.

Criterion A2.9

At least one Aboriginal and/or Torres Strait Islander person sits on the governing body of the provider relevant to the outlet.

Provide details of involvement and attendance by an Aboriginal and/or Torres Strait Islander representative that reflects the cultural background of the target community. This can be at the outlet or provider level, and must outline how decisions, engagements and communication is understood and applied to the outlet.

Provide the following:

- Number of relevant target community representative(s) involved in the governing body relating to the outlet, (minimum one).
- Confirmation that each relevant representative has attended at least 50% of meetings over the past 12 months.
- Attach a letter(s) from the member(s) confirming their role on the governing body in representing the perspectives of Aboriginal and Torres Strait Islander care recipients, including confirmation of their attendance at 50% of meetings over the past 12 months.

Title of attachment(s) you are submitting as evidence for this criterion.

Criterion A2.10

An active and resourced Aboriginal and Torres Strait Islander advisory group contributes to the development, delivery and evaluation of specialised services.

Please describe or attach evidence of an active and resourced Aboriginal and Torres Strait Islander advisory group which reflects the cultural diversity of the target community.

Provide the following:

- Membership of the group including details of relevant connections and characteristics (e.g. Aboriginal and Torres Strait Islander aged care recipients, representatives of relevant external organisations, management representatives) and affirm that this reflects the cultural diversity of the target community.
- Action items or plans from minutes of meetings held in the past 12 months OR describe the actions taken by the group in the past 12 months.
- Description of how the advisory group is supported/resourced.
- Description of how aged care recipients and staff can contact/interact with the advisory group (e.g. to seek support, provide feedback or raise concerns).
- Description of how the group is linked to the provider's governance body and/or management.
- Details of how many times the advisory group has met in the past 12 months (minimum twice).

Title of attachment(s) you are submitting as evidence for this criterion.

Criterion A2.11

The outlet regularly recognises and participates in local cultural celebrations and/or days/events of local cultural significance, including those that acknowledge and support Stolen Generations survivors (e.g. National Sorry Day or the Anniversary of the Apology)

Description of the recognition of/participation in/support for relevant and local cultural celebrations and/or days/events of cultural significance in the past 12 months, with supporting evidence.

Provide the following:

- Name and description of relevant local cultural celebrations and/or days/events of cultural significance, and description of your recognition/support/nature of participation over the past 12 months.
- Number or proportion of care recipients who participated for each event.
- Attach supporting evidence.
Examples include:
 - event calendars or schedules
 - photos of events (context providing relevance to the criterion must be provided with the photos)
 - flyers, invitations or posters advertising events
 - newsletters highlighting past or upcoming events
 - evidence of collaboration, co-hosting and/or support with community organisations
 - communications to care recipients regarding the events
 - Feedback must be clearly authored by care recipient and/or their representative(s).

Please ensure any evidence provided in language includes a short description in English to support the evidence provided.

Title of attachment(s) you are submitting as evidence for this criterion.

Criterion A2.12

Policies and procedures are in place to support and promote the delivery of specialised aged care to Aboriginal and/or Torres Strait Islander aged care recipients, including support for Stolen Generations survivors through trauma-aware and healing informed care.

Attach at least one policy and one procedure that the outlet has in place which details how specialised care for Aboriginal and/or Torres Strait Islander people is delivered or supported.

Examples of policies and procedures which promote the delivery of specialised care may include:

- Diversity, Equity and Inclusion Policy
- Culturally Responsive Care Procedure
- Language Services Policy
- Assessment and Care Planning Procedure
- Cultural Events and Community Engagement Policy
- Staff Training and Development Procedure.

If it's not clear in the policy or procedure how it relates to the specialised care you provide at the outlet, include a short explanation for the policy and procedure describing how it helps you meet the needs of the target Aboriginal and/or Torres Strait Islander community.

Title of attachment(s) you are submitting as evidence for this criterion.

Disclaimer and privacy

Privacy Obligation and Consent for Collection of Information

Your personal information is protected by law, including the *Privacy Act 1988* and the Australian Privacy Principles. It is being collected by the Department of Health, Disability and Ageing (the department) for the primary purpose of verifying the eligibility of aged care providers against the criteria set out in the [Specialisation Verification Framework](#). This ensures that aged care provider profiles on My Aged Care reflect information, which is accurate and relevant, for the purposes of providing aged care recipients and their representatives with specialised healthcare services. Your information may also be used and disclosed for other purposes such as delivering and evaluating the initiative and for statistical, performance, policy development and research purposes.

The department will not disclose your personal information to any overseas recipients. If you do not provide this information the department will be unable to verify the eligibility of your application.

You can get more information about the way in which the department will manage your personal information, including our privacy policy found in the [Specialisation Verification Framework](#).

I accept and consent to all privacy requirements and information that needs to be collected.

I confirm that the information provided is accurate to the best of my knowledge.

I declare that the information provided as part of this application is true and correct to the best of my knowledge.

I understand that once the claims to specialisation in the delivery of care made in this form have been verified by the assessor my organisation will make best efforts to maintain the specialisations through adherence to the requirements set out by the [Specialisation Verification Framework](#).

I understand that if my organisation is not able to produce the required evidence, my organisation will not be able to claim to provide specialised services on its My Aged Care provider profile.

In the event that this specialisation cannot be maintained, a representative of my organisation will inform the department (via email to MACspecialisation@health.gov.au) to remove the specialisation from My Aged Care. I understand that if I wish to reinstate this specialisation, I will need to re-apply for verification by the assessor.

I understand that representative contact information may be used by the department where further evidence or clarifications are required to progress the application.

Signature - The Department accepts digital signatures

Full Name

Date

Submission

Instructions on how to submit this form via email

1. The subject for the email must be as follows:
Outlet Name – Outlet ID – Specialisation Type
2. This form **must** be attached to the email.
3. All attachments listed in this form **must** be attached individually to the email.
4. Email to MACspecialisation@health.gov.au

Please note, emails received missing relevant attachments cannot be assessed. You will be informed of this and asked to resubmit the required information.

Need help?

For queries about the framework or the application process, please contact the Specialisation Verification assessment team.

Email: MACspecialisation@health.gov.au