

Assessor Portal User Guide 12 - Managing Delegate Roles

This user guide aims to support needs assessors, Team Leaders and Operational Managers to add, delete, or replace Delegate roles within the My Aged Care Assessor portal.

These Delegate roles include:

- Triage Delegate
- Clinical Assessment Delegates
- Non-clinical Assessment Delegates.

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Delegate Roles

Assessors, Team Leaders and Operational Managers can submit applications to add, cease and replace Delegate roles within the My Aged Care assessor portal.

The Delegate role they can apply for include:

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

The Triage Delegate and Assessment Delegate (Clinical and Non-Clinical) positions hold powers as the System Governor under the *Aged Care Act 2024* that is delegated by the Secretary of the Department within an assessment organisation.

An assessment organisation member can only hold a Delegate role if their application to occupy one of the delegate positions within the assessment organisation has been approved by the department.

! From 1 November 2025, there are changes to assessment delegations under the *Aged Care Act 2024*, for both Clinical and Non-clinical Assessment Delegates.

To understand **Assessment Delegate changes**, refer to 'Chapter 7: Delegations and Approvals under the Act' of [My Aged Care Assessment Manual](#).

For guidance on the interim process explaining **Manual Delegate Approval for CHSP only** for **comprehensive** and **home support assessments**, and how it impacts assessors, Clinical Assessment Delegates and Non-clinical Assessment Delegates from 1 November 2025, refer to *Manual Delegate Approval for CHSP – Standard Operating Procedure* and instructional videos for comprehensive and home support assessments.

Triage Delegates

The Triage Delegate role enables users to:

- view incoming, accepted, assigned and triaged referrals
- assign an accepted assessment referral
- complete triage
- assign assessment to an aged care needs assessor once triage is completed.

Users applying for a Triage Delegate role must:

- hold a clinical status
- have a tertiary qualification
- have completed the Triage Delegate Training and have recorded their completion date.

! Triage was previously completed by users with a Team Leader role, however users will now need to hold the Triage Delegate role to complete triage.

Clinical Assessment Delegate

The Clinical Assessment Delegate role enables users to:

- assign an item for Delegate decision
- record Delegate decisions
- agree or disagree with recommendations
- request and approve care extensions.

Users applying for a Clinical Assessment Delegate role must:

- hold a clinical status
- have a tertiary qualification
- have completed the Assessment Delegate Training and have recorded their completion date.

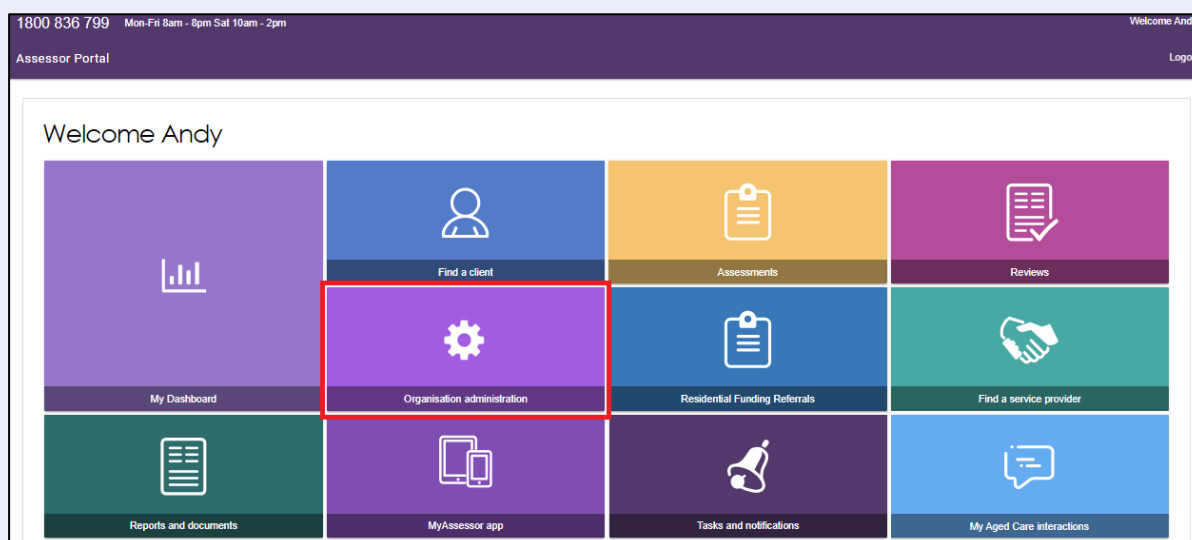
Non-clinical Assessment Delegate

Non-clinical Assessment Delegates are delegated the authority under the Act to approve entry-level home support services only, including Assistive technology or Home Modifications under CHSP. This means they are restricted to approving the following classification levels only:

- CHSP Class
- AT CHSP (assistive technology under CHSP)
- HM CHSP (home modifications under CHSP).

Viewing assessment delegates

1. To view staff who are currently assigned a Delegate role, select the **Organisation administration** tile from the homepage.



2. In the **Delegate Positions** tab, select the **VIEW DELEGATE POSITIONS**.

Organisation Administration

Outlets Staff **Delegate Positions**

All fields marked with an asterisk (*) are required.

Delegate Position Applications

VIEW DELEGATE POSITIONS ADD, CEASE OR REPLACE A DELEGATE

View application criteria information

Application ID: _____ Outlet: _____

Applicant name: _____ Status: _____ Date applied from: * 24/02/2025 Date applied to: * 27/05/2025

CLEAR FILTERS SEARCH

Application ID	Applicant name	Request type	Delegate name	Date applied	Last actioned by	Status	Assigned to
2-159353828340	AFRICA, Mawson	Cease Delegate	PRINCE, Matt	13/03/2025		Approved	
2-159344902273	BRINKLEY, John	Cease Delegate	BRINKLEY, John	12/03/2025	BRINKLEY, John	Submitted to Verifier	HOOD, Gideon
2-159344902157	BRINKLEY, John	Cease Delegate	BRINKLEY, John	12/03/2025	BRINKLEY, John	Submitted to Verifier	HINSON, Nadia

- The **Delegate Positions** pop-up will display. Select the Outlet from the drop-down menu which you wish to view delegates for and then click **SEARCH**.

Delegate Positions

All fields marked with an asterisk (*) are required.

Outlet * _____

SEARCH

CLOSE

- All those who hold a Delegate role within the outlet will then display.

Delegate Positions

All fields marked with an asterisk (*) are required.

Outlet * Gippsland ACAS

SEARCH

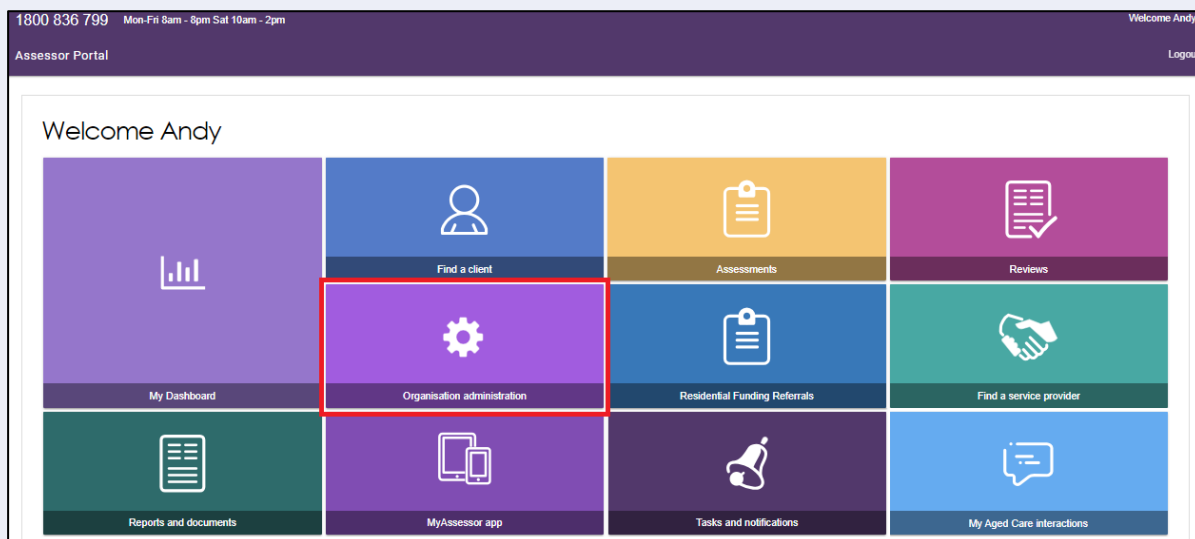
Delegate role ID	Delegate role	Name	Profession	Position start date	Position end date
2GL202	Clinical Assessment Delegate	RODRIGUEZ, Clarita	Registered Nurse	26/11/2018	
2GL204	Clinical Assessment Delegate	DANNER, Ariel	Registered Nurse	22/11/2023	
2GL306	Clinical Assessment Delegate	SCOGGINS, Kim	Social Worker	22/09/2023	
2GL209	Clinical Assessment Delegate	HINSON, Nadia	Registered Nurse	21/05/2019	
2GL208	Clinical Assessment Delegate	KENNEDY, Yandel	Registered Nurse	20/03/2018	
2GL207	Clinical Assessment Delegate	ADKINS, Lillian	Registered Nurse	19/03/2021	
2GL215	Clinical Assessment Delegate	PRENTICE, Bonita	Registered Nurse	18/09/2023	
2GL201	Clinical Assessment Delegate	MEANS, Zelma	Registered Nurse	18/07/2023	

CLOSE

Adding a Delegate role

Individuals can submit applications for themselves, whilst those with either the Team Leader or Operational Manager roles are able to submit applications on behalf of others.

- From the My Aged Care assessor portal home screen select the **Organisation administration** tile.



2. Select the **ADD, CEASE OR REPLACE A DELEGATE** button.

Application ID	Applicant name	Request type	Delegate name	Date applied	Last actioned by	Status	Assigned to
2-15935328340	AFRICA, Mawson	Cease Delegate	PRINCE, Matt	13/03/2025		Approved	
2-159344902273	BRINKLEY, John	Cease Delegate	BRINKLEY, John	12/03/2025	BRINKLEY, John	Submitted to Verifier	HOOD, Gideon
2-159344902157	BRINKLEY, John	Cease Delegate	BRINKLEY, John	12/03/2025	BRINKLEY, John	Submitted to Verifier	HINSON, Nadia

3. From the pop-up choose the applicant. Select **ADD A DELEGATE** and **CONTINUE**.

! If you hold a Team Leader or Operational Manager role, the option to submit an application for someone else will display within this pop-up.

4. Complete step **01 – Proposed Delegate Details** of the application process by completing the relevant fields and select the confirmation check box.

Home | Organisation administration | Application to Add Delegate

Delegate Application

Submit my delegate application

01
Proposed Delegate Details
Please choose the delegate role, profession and review details for accuracy.
Please note: Once you submit your application you will not be able to change delegate role.

All fields marked with an asterisk (*) are required.

Delegate role *

Name
Andy Flower

Proposed Delegate Details	
Title	First name Andy
Preferred name	Last name Flower
Work phone number	Email address andyflower@uattest.au
Clinical status Clinical	Occupation Allied Health Professional - Social Worker

Qualification	Qualification type	Completion date	Expiry date
Health related Degree or above	Other (Please specify)	04/06/2024	

Profession *

☐ I confirm that the details above are correct and I would like to proceed

SUBMIT CANCEL

! Banners will display if information is missing. If a red banner displays, you will not be able to progress the application.

× To apply for Clinical Assessment Delegate or Triage delegate position, the proposed delegate must have Clinical status. To update Clinical status please contact your Outlet/Org Admin staff member. Alternatively, you can apply for a Non-Clinical Assessment Delegate position.

If an amber banner displays, you will still be able to progress your application but additional information will be required later.

! Proposed delegate does not have a valid My Aged Care Assessor Training recorded, please:

- Contact Outlet/Org Admin staff to update My Aged Care Assessor Training with Completion and Expiry dates in the proposed delegate's user profile before submitting

Alternatively, move forward with the application. Keep in mind that Team Leader verification is required.
Please attach any supporting documentation before submitting.
To consult application criteria [click here](#) or go to Organisation administration > Delegate Positions

5. Step 02 – Delegate Position/s will then display. Select **ADD OUTLET POSITION**.

02
Delegate Position/s
Select the outlets to appoint the proposed delegate.
Select up to 5 outlets in one application.

All fields marked with an asterisk (*) are required.

ADD OUTLET POSITION

☐ I confirm the request in the specified outlets.

SUBMIT CANCEL

The Outlet position details will then display. Select the outlets the Delegate position will relate to from the drop-down list of Outlets. Applicants can select up to twenty Outlets per application.

Select the confirmation checkbox to progress to the next step.



02

Delegate Position/s
Select the outlets to appoint the proposed delegate.
Select up to 5 outlets in one application.

All fields marked with an asterisk (*) are required.

Outlet position details

Outlet * State

From To

(e.g. dd/mm/yyyy) (e.g. dd/mm/yyyy)

ADD OUTLET POSITION

☐ I confirm the request in the specified outlets.

SUBMIT CANCEL

6. In step **03 – Application Verifier Details** select the Team Leader who will verify your application from the drop-down menu.

03

Application Verifier Details
Choose the team leader from your assessment organisation who will verify your application. After team leader approval, the application proceeds to the application supporter for the next level of approval.

Team lead name *

7. In step **04 – Application supporter details** select the Operational Manager who will be supporting your application from the drop-down menu.

Please note if an Operational Manager is not present you will not be able to progress with your application. If this is the case, contact your Organisation.

04

Application supporter details
Choose the operational manager from your assessment organisation who will support your application.

Operational manager name *

8. Finally, submit any support documentation by selecting **UPLOAD SUPPORTING DOCUMENTATION** in step **05 – Attachments**.

Then select **SUBMIT**. Your application will then be sent to the nominated Team Leader for reviewing and actioning.

05

Attachments
Submit supporting documentation for the application.

UPLOAD SUPPORTING DOCUMENTATION

Upload up to 5 files (10MB total, 5MB max each) in .jpeg, .jpg, .bmp, .png, .xlsx, .pdf, or .txt format.

SUBMIT CANCEL

↑

Once the application is submitted, a green pop-up will display that contains the application ID.

✓ Your application to Add Delegate has been submitted for approval. Application ID: 2-158976072826.

Ceasing a Delegate role

1. From the **Organisation Administration** page select **ADD, CEASE OR REPLACE A DELEGATE**.

The screenshot shows the 'Organisation Administration' page. At the top, there's a breadcrumb 'Home | Organisation administration'. Below it, the page title is 'Organisation Administration'. A sub-header 'Delegate Positions' is visible. A message states: 'All fields marked with an asterisk (*) are required. Delegate Position Applications'. There are two buttons: 'VIEW DELEGATE POSITIONS' and 'ADD, CEASE OR REPLACE A DELEGATE', with the latter highlighted by a red box. Below these are search filters for 'Application ID', 'Outlet', 'Applicant name', 'Status', 'Date applied from' (15/01/2024), and 'Date applied to' (14/01/2025). A 'SEARCH' button is present. A table header is shown with columns: Application ID, Applicant name, Request type, Delegate name, Date applied, Last actioned by, Status, and Assigned to. The table currently shows 'No applications found.'

2. Select **Cease a Delegate** and continue.

Please note if you hold a Team Leader or Operational Manager role, the option to submit an application for someone else will display within this pop-up.

The screenshot shows a pop-up titled 'Add, Cease or Replace a Delegate'. It contains the same message about required fields. The form asks 'Who is this application for?' with options 'Myself' and 'Someone else'. It then asks 'Application type*' with options 'Add a delegate', 'Cease a delegate' (highlighted with a red box), and 'Replace a delegate'. At the bottom are 'CONTINUE' and 'CANCEL' buttons.

3. In step **01 – Current Delegate** select the Delegate role from the drop-down menu you wish to cease, then select the confirmation checkbox to progress.

The screenshot shows the 'Cease my delegate status' page. It has a breadcrumb 'Home | Organisation administration | Application to Cease Delegate'. The title is 'Cease my delegate status'. Below it, '01 Current Delegate' is shown. A message says: 'Please choose the delegate role and review details for accuracy. Please note: Once you submit your application you will not be able to change delegate role.' The form has a 'Delegate role *' dropdown menu highlighted with a red box. Below it is a 'Name' section with fields for 'Title', 'First name', 'Preferred name', and 'Last name'. There are also fields for 'Work phone number', 'Email address', 'Clinical status', and 'Occupation'. At the bottom, there is a confirmation checkbox 'I confirm that the details above are correct and I would like to proceed' highlighted with a red box. 'SUBMIT' and 'CANCEL' buttons are at the bottom left, and an upward arrow icon is at the bottom right.

4. Step **02 – Delegate Position/s** will then display. Select the outlets you wish the Delegate role to be ceased for and add the relevant start date. Select the confirmation checkbox to continue.

02

Delegate Position/s

Choose outlets where the current delegate will be ceased.
Select up to 5 outlets in one application.

Please select outlets where the delegate will be ceased *

☐ Select all

Outlet	Profession	Delegate position	State/Territory
☐ AGED CARE Outlet	No Profession	TD438ZZ0	ACT

☐ I confirm the request in the specified outlets.

5. In step **03 – Application Verifier Details** select the Team Leader who will verify your application from the drop-down menu.

03

Application Verifier Details

Choose the team leader from your assessment organisation who will verify your application. After team leader approval, the application proceeds to the application supporter for the next level of approval.

Team lead name *

6. In step **04 – Application supporter details** select the Operational Manager who will be supporting your application from the drop-down menu.

Please note if an Operational Manager is not present you will not be able to progress with your application. If this is the case contact your Organisation.

04

Application supporter details

Choose the operational manager from your assessment organisation who will support your application.

Operational manager name *

7. Finally, submit any support documentation by selecting **UPLOAD SUPPORTING DOCUMENTATION** in step **05 – Attachments**.

Then select **SUBMIT**. Your application will then be sent to the nominated Team Leader for reviewing and actioning.

05

Attachments

Submit supporting documentation for the application.

 **UPLOAD SUPPORTING DOCUMENTATION**

Upload up to 5 files (10MB total, 5MB max each) in .jpeg, .jpg, .bmp, .png, .xlsx, .pdf, or .txt format.

SUBMIT **CANCEL**

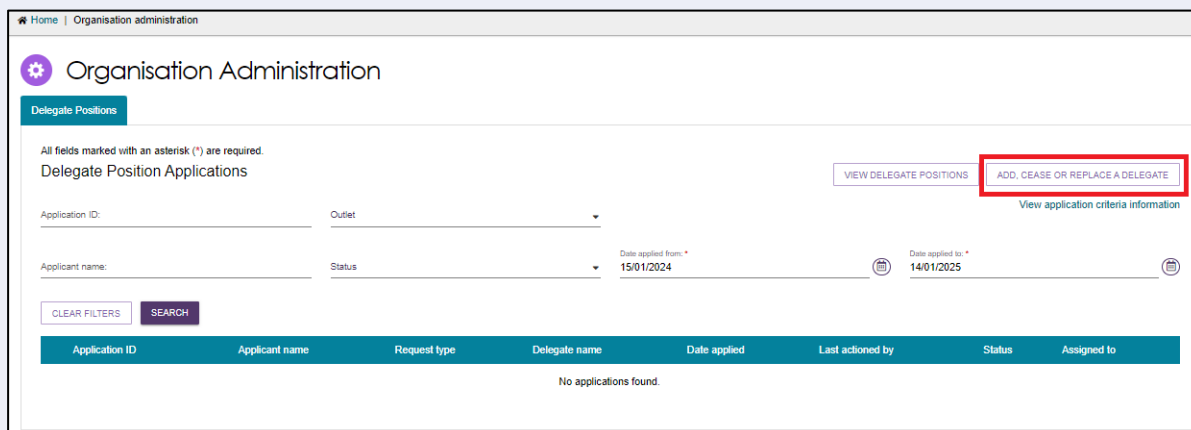


A green banner will display confirming the application to cease has been submitted and an Application ID provided.

 Your application to Cease Delegate has been submitted for approval. Application ID: 2-158976144059. 

Replacing a Delegate role

1. From the **Organisation Administration** page select **ADD, CEASE OR REPLACE A DELEGATE**.

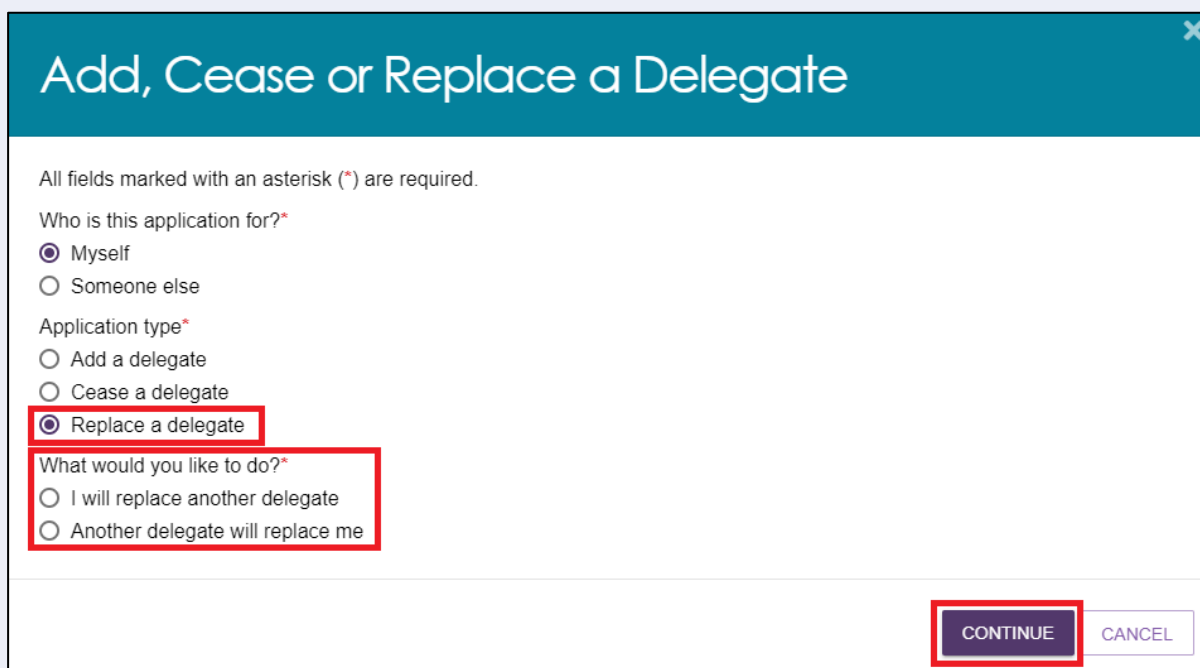


The screenshot shows the 'Organisation Administration' page. At the top, there's a navigation bar with 'Home' and 'Organisation administration'. Below it, the page title is 'Organisation Administration'. A sub-header 'Delegate Positions' is visible. The main content area has a form for 'Delegate Position Applications'. It includes fields for 'Application ID', 'Outlet', 'Applicant name', and 'Status'. There are also date fields for 'Date applied from' (15/01/2024) and 'Date applied to' (14/01/2025). A table at the bottom lists columns: Application ID, Applicant name, Request type, Delegate name, Date applied, Last actioned by, Status, and Assigned to. The text 'No applications found.' is displayed below the table. A red box highlights the 'ADD, CEASE OR REPLACE A DELEGATE' button in the top right corner.

2. Select **Replace a Delegate** and continue. Please note if you hold a Team Leader or Operational Manager role, the option to submit an application for someone else will display within this pop-up.

When applying to replace a Delegate for yourself, you will also be required to select whether you will replace another Delegate or if another Delegate will replace you.

Select **CONTINUE**.



The screenshot shows a pop-up window titled 'Add, Cease or Replace a Delegate'. It contains a form with the following sections:

- Who is this application for?***
 - ☒ Myself
 - ☐ Someone else
- Application type***
 - ☐ Add a delegate
 - ☐ Cease a delegate
 - ☒ Replace a delegate
- What would you like to do?***
 - ☐ I will replace another delegate
 - ☐ Another delegate will replace me

At the bottom right, there are two buttons: 'CONTINUE' (highlighted in a red box) and 'CANCEL'.

3. Step **01 – Proposed Delegate Details** will display. From the drop-down menu select the **Delegate role** you wish to replace, ensure your details are correct and then select your relevant profession.

Confirm the details via selecting the checkbox and then select **SUBMIT** to continue.

Home | Organisation administration | Application to Replace Delegate

Delegate Application

I will replace another delegate

01

Proposed Delegate Details
Please choose the delegate role, profession and review details for accuracy.
Please note: Once you submit your application you will not be able to change delegate role.

All fields marked with an asterisk (*) are required.

Delegate role *

Name

Proposed Delegate Details

Title	First name
Preferred name	Last name
Work phone number	Email address
Clinical status	Occupation

Profession

☐ I confirm that the details above are correct and I would like to proceed.

SUBMIT CANCEL

4. In Step **02 – Current Delegate** enter the name of the Delegate you are applying to replace. Note, the system will display the current Delegates in a drop-down menu as you type their name in.

02

Current Delegate
The delegate that will be replaced. Remember that you can only replace a delegate within the same Delegate role.

All fields marked with an asterisk (*) are required.

Delegate role
Clinical Assessment Delegate

Name *

af
Africa GREEN

I would like to proceed

SUBMIT CANCEL

↑

The Delegates details will then display. Select the checkbox to confirm the details are correct to continue.

5. In step **03 – Delegate Position/s** select the outlets where the current Delegate will be replaced. You may also enter a start and end date.
Select the confirmation checkbox to continue.

03

Delegate Position/s

Choose outlets to appoint the proposed replacement delegate.
Select up to 5 outlets in one application.
'From' and 'To' dates are optional. 'From' is the replacement start date and 'To' is replacement end date.

Please select outlets where the current delegate will be replaced by the proposed delegate *

Outlet	Profession	Delegate position	State/Territory
☒ AGED CARE Outlet	Registered Nurse	8AC23	ACT

From To
(e.g. dd/mm/yyyy) (e.g. dd/mm/yyyy)

Current Delegate will be replaced in the following Outlets
GRAZIER AGED CARE Outlet ACAT-RAS

☒ I confirm the request in the specified outlets. *

6. In step **04 – Application Verifier Details** select the Team Leader who will verify your application from the drop-down menu.

04

Application Verifier Details

Choose the team leader from your assessment organisation who will verify your application. After team leader approval, the application proceeds to the application supporter for the next level of approval.

Team lead name *

7. In step **05 – Application Supporter Details** select the Operational Manager who will be supporting your application from the drop-down menu.

Please note if an Operational Manager is not present you will not be able to progress with your application. If this is the case contact your Organisation.

05

Application supporter details

Choose the operational manager from your assessment organisation who will support your application.

Operational manager name *

8. Finally, submit any support documentation by selecting **UPLOAD SUPPORTING DOCUMENTATION** in step **06 – Attachments**.

Then select **SUBMIT**. Your application will then be sent to the nominated Team Leader for reviewing and actioning.

06

Attachments

Submit supporting documentation for the application.

UPLOAD SUPPORTING DOCUMENTATION

Upload up to 5 files (10MB total, 5MB max each) in .jpeg, .jpg, .bmp, .png, .xlsx, .pdf, or .txt format.

SUBMIT **CANCEL**

A green banner will then display confirming the application has been submitted and outlining the application ID.

 Your application to Replace Delegate has been submitted for approval. Application ID: 2-158976423805.

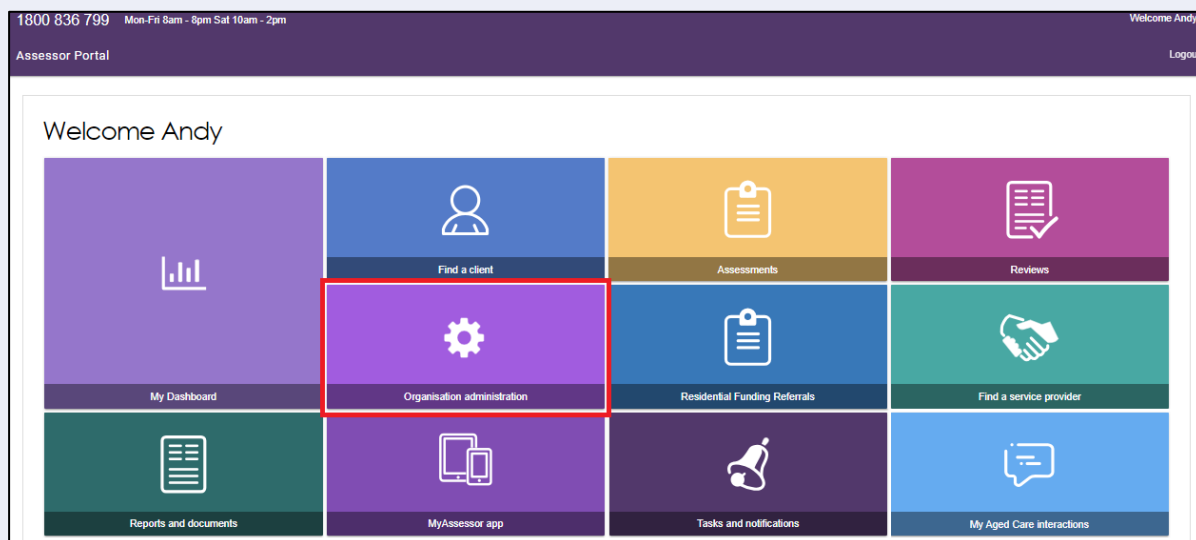
Approving Delegate roles

Once an application to add, cease or replace a Delegate has been submitted, a Team Leader and Operational Manager will be required to verify and support the application.

Team Leader verification of application

For a Team Leader to verify a Delegate's application follow the steps below.

1. From the homepage, select the **Organisation administration** tile.



2. From the **Delegate Positions** tab, Team Leaders will be able to view all Delegate applications and their current status. The nature of the request (adding, ceasing or replacing a Delegate) will display in the **Request type** column.

Expand the application you wish to verify by selecting the arrow icon and then select **VERIFY APPLICATION**.

Please note, applications that require verifying will be marked with a red exclamation mark next to the Application ID.

The screenshot shows the 'Organisation Administration' page with the 'Delegate Positions' tab selected. It includes a search bar with filters for 'Application ID', 'Applicant name', 'Status', 'Date applied from', and 'Date applied to'. Below the search bar is a table of Delegate Position Applications. The table has columns for Application ID, Applicant name, Request type, Delegate name, Date applied, Last actioned by, and Status. The first four rows of data are visible. The last row, with Application ID 2-159344902157, has a red exclamation mark next to the ID. Below the table, there are buttons for 'VIEW APPLICATION', 'VERIFY APPLICATION' (highlighted with a red box), and 'REASSIGN APPLICATION'. There are also links for 'Delegate role', 'Triage Delegate', 'Ceasing Delegate name', and 'Outlets'.

Application ID	Applicant name	Request type	Delegate name	Date applied	Last actioned by	Status
2-160157889893	ENGLISH, Yi	Cease Delegate	ENGLISH, Yi	27/05/2025	ENGLISH, Yi	Submitted to Ve
2-159353828340	AFRICA, Mawson	Cease Delegate	PRINCE, Matt	13/03/2025		Approved
2-159344902273	BRINKLEY, John	Cease Delegate	BRINKLEY, John	12/03/2025	BRINKLEY, John	Submitted to Ve
2-159344902157	BRINKLEY, John	Cease Delegate	BRINKLEY, John	12/03/2025	BRINKLEY, John	Submitted to Ve

- ! You can also reassign the application to another Team Leader to verify by selecting **REASSIGN APPLICATION**. A pop-up will display asking you to select the Team Leader you wish to reassign the application to before selecting the **RE-ASSIGN** button.

Re-assign application

All fields marked with an asterisk (*) are required.

Re-assign to*

☐ Concelt AFRICA

☐ Jasmin FLOWER

☐ Mesh FREE

☐ Mawson PHILIP

☐ Den PROSPECT

☐ Temple PROSPECT

☐ Adelaide ROSE

☐ Curtin VELLACOT

☐ Simon WALLEY

☐ Smith WALTER

☐ Jio WELL

RE-ASSIGN

CANCEL

3. The Delegates application will then display.

If verifying an application to cease a Delegate review the application in full then continue to the next step.

If verifying an application to add a Delegate or replace a Delegate, review the application in full before completing the **Complete Verification** section (step 05 for adding a Delegate and step 06 for replacing a Delegate).

05

Complete Verification

Please review these options carefully, as they will impact how the application is assessed.

All fields marked with an asterisk (*) are required.

Proposed Delegate has no occupation recorded that matches the profession selected.

Proposed delegate does not have a valid National Delegation Training recorded.

Please provide a Delegate Circumstances letter outlining special circumstances and/or business reasons to verify the application.

Does the proposed delegate hold a tertiary qualification in a health-related discipline directly related to health, aged care, or related specialist area? e.g. registered nurse, medical officer, occupational therapist, physiotherapist and social work *

☐ No

☐ Yes

Qualification	Qualification type	Completion date	Expiry date
Diplomas and Certificates	My Aged Care Assessor Training	02/01/2025	

Does the proposed delegate hold a current unrestricted registration with the Australian Health Practitioners Regulation Agency (AHPRA) or is eligible to be part of another relevant professional organisation? *

☐ No

☐ Yes

Has the proposed delegate completed the mandatory My Aged Care Assessor Training and have their completion date recorded? *

☐ No

☐ Yes

My Aged Care Assessor Training completion date

(e.g. dd/mm/yyyy)

Has the proposed delegate completed the mandatory National Delegation Training and have their completion date recorded? *

☒ No

☐ Yes

National Delegation Training completion date

(e.g. dd/mm/yyyy)

Does the proposed delegate have at least one years' experience in aged care assessment? *

☐ No

☐ Yes

Is the proposed delegate routinely engaged in the full spectrum of aged care assessment work including community-based assessments? *

☐ No

☐ Yes

Is the proposed delegate qualified in one of the core disciplines (professions) for the assessment organisation? *

☐ No

☐ Yes

In the **Attachments** section (step 06 for adding a Delegate and step 07 for replacing a Delegate) upload the Delegate circumstances letter by selecting the **UPLOAD DELEGATE CIRCUMSTANCES LETTER**. You can also upload additional support documentation as part of this step.



Note, a Delegate Circumstances Letter must be uploaded if there are any amber warnings against the application.

06
Attachments
Submit supporting documentation for the application.

All fields marked with an asterisk (*) are required.
Delegate circumstances letter required below. (?) *

Please provide a Delegate Circumstances letter outlining special circumstances and/or business reasons to verify the application.

UPLOAD DELEGATE CIRCUMSTANCES LETTER

UPLOAD SUPPORTING DOCUMENTATION

Upload up to 5 files (10MB total, 5MB max each) in .jpeg, .jpg, .bmp, .png, .docx, .xlsx, .pdf, or .txt format.

- To verify the application, select the relevant acknowledgement tick boxes and then click **VERIFY APPLICATION**.

Please note, the acknowledgements displayed differ depending on the type of application as well as the individual's circumstances (e.g. if the proposed Delegate does or does not meet the criteria).

06
Attachments
Submit supporting documentation for the application.

All fields marked with an asterisk (*) are required.
Delegate circumstances letter required below. (?) *

Please provide a Delegate Circumstances letter outlining special circumstances and/or business reasons to verify the application.

UPLOAD DELEGATE CIRCUMSTANCES LETTER

UPLOAD SUPPORTING DOCUMENTATION

Upload up to 5 files (10MB total, 5MB max each) in .jpeg, .jpg, .bmp, .png, .docx, .xlsx, .pdf, or .txt format.

☒ I hereby verify that the information in this form is true and correct. *

☒ I acknowledge that the proposed delegate does not meet the required criteria. I verify the nomination of the new delegate. *

VERIFY APPLICATION RETURN APPLICATION TO APPLICANT REJECT APPLICATION CANCEL

A green banner will then display confirming the application has been submitted to the Supporter.

✓ Application Submitted to Supporter.

- ! If you wish to reject the application select **REJECT APPLICATION**. Enter the reason for rejection and select **REJECT**.

Reject Application

Please add a reason for rejecting this application.

Reason for rejecting this application *

0 / 1000

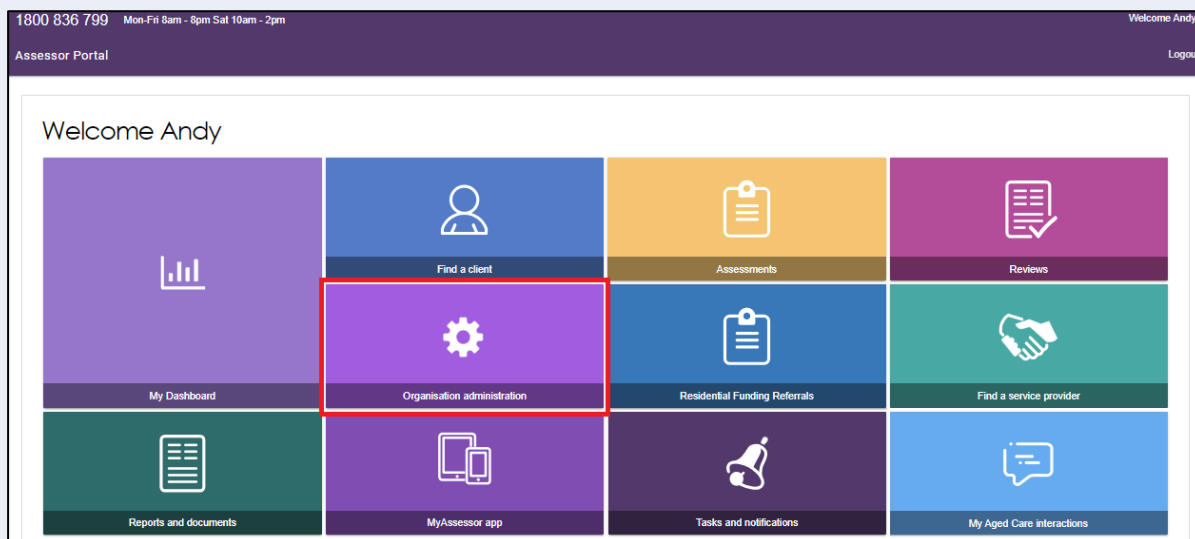
REJECT CANCEL

Operational Manager support of application

For an Operational Manager to support a Delegate's application follow the steps below.

- From the homepage, select the **Organisation administration** tile.





- From the **Delegate Positions** tab Operational Managers will be able to view all Delegate applications and their current status.

Expand the application you wish to verify by selecting the arrow icon and then select **SUPPORT APPLICATION**.

Applications that require verifying will be marked with a red exclamation mark next to the Application ID.

Application ID	Applicant name	Request type	Delegate name	Date applied	Last actioned by	Status	Assigned to
2-158976073581	MYER, Green	Add Delegate	MYER, Green	29/01/2025		Approved	
2-158976072826	MELBOURNE, Lora	Add Delegate	GILL, Jason	29/01/2025	PHILIL, Curtis	Submitted to Supporter	MELBOURNE, Lora

- ! You can also reassign the application to another Operational Manager to support by selecting **REASSIGN APPLICATION**. A pop-up will display asking you to select the Operational Manager you wish to reassign the application to before selecting the **RE-ASSIGN** button.

3. The Delegate's application will then display. Review the application in full.

You have the option to upload additional supporting documentation in step **06 – Attachments**.

4. At the bottom of the page, select the acknowledgement tick boxes and then click **SUPPORT APPLICATION**.

The acknowledgements displayed differ depending on the type of application as well as the individual's circumstances (e.g if the proposed Delegate does or does not meet the criteria).

06
Attachments
Submit supporting documentation for the application.

All fields marked with an asterisk (*) are required.

[UPLOAD SUPPORTING DOCUMENTATION](#)

Upload up to 5 files (10MB total, 5MB max each) in .jpeg, .jpg, .bmp, .png, .docx, .xlsx, .pdf, or .txt format.

[Delegate circumstances letter.docx \(Delegate Circumstances\) \[docx 13.05KB\]](#) 29 January 2025
[Delegate circumstances letter](#)

☒ I hereby verify that the information in this form is true and correct. *

☐ Verifier acknowledges the proposed delegate does not meet the required criteria. Verifier confirms the nomination of the new delegate

☒ I acknowledge that the proposed delegate does not meet the required criteria. I support the nomination of the new delegate. *

[SUPPORT APPLICATION](#) [RETURN APPLICATION TO APPLICANT](#) [REJECT APPLICATION](#) [CANCEL](#)

A green banner will then display confirming the application has been submitted to the department.



- ! If you wish to reject the application select **REJECT APPLICATION**. Enter the reason for rejection and select **REJECT**.

Reject Application

Please add a reason for rejecting this application.

Reason for rejecting this application *

0 / 1000

[REJECT](#) [CANCEL](#)

Once the department has actioned the application an email will be sent to the Operational Manager. Application outcomes will also display in the **Tasks and Notifications** tile as well as displaying in the **Delegate Positions** page under **Status**.

Delegate Positions

All fields marked with an asterisk (*) are required.

Delegate Position Applications

[VIEW DELEGATE POSITIONS](#) [ADD, CEASE OR REPLACE A DELEGATE](#) [View application criteria information](#)

Application ID: _____ Outlet: _____

Applicant name: _____ Status: _____ Date applied from: 30/01/2024 Date applied to: 29/01/2025

[CLEAR FILTERS](#) [SEARCH](#)

Application ID	Applicant name	Request type	Delegate name	Date applied	Last actioned by	Status	Assigned to
2-158976073581	MYER, Green	Add Delegate	MYER, Green	29/01/2025		Approved	
2-158976072826	MELBOURNE, Lora	Add Delegate	GILL, Jason	29/01/2025	MELBOURNE, Lora	Submitted to Department	
2-158967849121	WALLEY, Simon	Replace Delegate	MAWSON, Viva	28/01/2025		Approved	
2-158968110847	WALLEY, Simon	Replace Delegate	MAWSON, Viva	28/01/2025		Rejected by Department	



If an application is rejected by the department, the reason will be displayed in the **View application** page.

The screenshot shows the 'Assessor Portal' header with a 'Logout' link. The breadcrumb trail is 'Home | Organisation administration | View Delegate Position Application'. The main heading is 'Delegate Application' with a gear icon. Below it is a 'View application' section. On the left, under '01', is the 'Reject Application Reason' with the text: 'Application has been rejected due to the following reason. This application cannot be resubmitted.' On the right, a grey box displays the rejection reason: 'Rejected by Department Does not meet the criteria'.

Returning Delegate applications

Operational Managers and Team Leaders are able to return applications to the applicant if needed.

1. From **the Delegate positions** page open the application you wish to view. If you need to return the application select **RETURN APPLICATION TO APPLICANT** at the bottom of the page.

The screenshot shows the '05 Attachments' section with the instruction 'Submit supporting documentation for the application.' There is an 'UPLOAD SUPPORTING DOCUMENTATION' button and a note: 'Upload up to 5 files (10MB total, 5MB max each) in .jpeg, .jpg, .bmp, .png, .docx, .xlsx, .pdf, or .txt format.' Below this are two checkboxes: 'I hereby verify that the information in this form is true and correct. *' and 'I support the current delegate to be ceased *'. At the bottom, there are four buttons: 'SUPPORT APPLICATION', 'RETURN APPLICATION TO APPLICANT' (highlighted with a red box), 'REJECT APPLICATION', and 'CANCEL'.

2. A pop-up will display. Enter the reason for returning the application then select **RETURN APPLICATION**.

The screenshot shows a 'Return Application' pop-up. It has a teal header with the title 'Return Application'. The main text says 'Please add a reason for returning this application to the applicant.' Below this is a large text area labeled 'Reason for returning this application *' with a character count '32 / 1000' at the bottom right. At the bottom of the pop-up are two buttons: 'RETURN APPLICATION' (highlighted with a red box) and 'CANCEL'.

3. The application will then return to the staff member who submitted the application for resubmission.
To resubmit the application, select **RESUBMIT APPLICATION** from the Delegate Positions page.

Home | Organisation administration

Organisation Administration

Delegate Positions

All fields marked with an asterisk (*) are required.

Delegate Position Applications

VIEW DELEGATE POSITIONS ADD, CEASE OR REPLACE A DELEGATE

View application criteria information

Application ID: _____ Outlet: _____

Applicant name: _____ Status: _____ Date applied from: * 30/01/2024 Date applied to: * 29/01/2025

CLEAR FILTERS SEARCH

Application ID	Applicant name	Request type	Delegate name	Date applied	Last actioned by	Status	Assigned to
2-158976144059	MELBOURNE, Lora	Cease Delegate	GILL, Jason	29/01/2025	MELBOURNE, Lora	Returned by Supporter	MELBOURNE, Lora

Delegate role: Clinical Assessment Delegate Outlets: Sirius Outlet

VIEW APPLICATION RESUBMIT APPLICATION

4. Update the application as required then select the tick box verifying the information is correct and click **RE-SUBMIT**.

06

Attachments

Submit supporting documentation for the application.

06

All fields marked with an asterisk (*) are required.

UPLOAD SUPPORTING DOCUMENTATION

Upload up to 5 files (10MB total, 5MB max each) in .jpeg, .jpg, .bmp, .png, .docx, .xlsx, .pdf, or .txt format.

☒ I hereby verify that the information in this form is true and correct. *

RE-SUBMIT CANCEL

The application will then be submitted to be verified.