



Australian Government

Department of Health, Disability and Ageing

People from culturally, ethnically and linguistically diverse (CALD) backgrounds

Specialisation Verification Application Form

Contents

People from culturally, ethnically and linguistically diverse backgrounds	3
How to apply	3
Identification details	4
Criteria selection and completion checklist	5
Criterion evidence	6
Disclaimer and privacy	16
Submission	17
Need help?	17

People from culturally, ethnically and linguistically diverse backgrounds

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 people from culturally ethnically and linguistically diverse backgrounds. 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

Found on your Service and Support Portal

Outlet name

Organisation ID

Found on your Service and Support Portal – this is not your NAPS ID

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

Criterion C2.1

Provider is run by a recognised CALD community organisation (if applicable).

Criterion C2.2

One or more staff members is from a CALD background (reflecting the cultural, ethnic and linguistic background of aged care recipients) and are resourced and supported by management to act as 'champions' within the provider outlet to support care recipients and other staff.

Criterion C2.3

There are established connections and regular engagement with a community organisation which best represents the cultural, ethnic and linguistic demographic of aged care recipients.

Criterion C2.4

At least 90% of staff have completed annual training in culturally appropriate, cultural capability and trauma-aware and healing informed aged care delivery.

Criterion C2.5

Provider outlet offers services in languages other than English.

Criterion C2.6

The outlet offers services which are culturally appropriate for the target CALD community.

Criterion C2.7

At least one person from the ethnic, cultural and linguistic background of the target community sits on the governing body of the provider relevant to the outlet.

Criterion C2.8

An active and resourced cultural diversity advisory group (which reflects the cultural diversity of the provider's target community) contributes to the development, delivery and evaluation of specialised services.

Criterion C2.9

The outlet regularly recognises and supports participation in relevant local cultural celebrations and/or days/events of cultural significance.

Criterion C2.10

Policies and procedures are in place to support and promote the delivery of specialised aged care to CALD aged care recipients.

Disclaimer and Privacy Completed (p16)

Signature Given (p16)

Criterion evidence

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

Criterion C2.1

Provider is run by a recognised CALD community organisation (if applicable).

Provide details of the CALD community organisation's historical and current involvement, engagement and services to the community.

Provide the following:

- Attach at least one form of supporting evidence which demonstrates culturally specific material, that clearly shows your organisation is run by a recognised CALD community organisation, and identifies the specific cultural communities you serve.

Examples of this could include:

- website
- flyer
- poster
- social media
- advertising content
- culturally inclusive service provision in the organisation's strategic plan.

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

Criterion C2.2

One or more staff members is from a CALD background (reflecting the cultural, ethnic and linguistic background of aged care recipients) and are resourced and supported by management to act as 'champions' within the provider outlet to support care recipients and other staff.

A champion is an individual with cultural competence from a relevant CALD background within the provider outlet, who actively promotes and supports culturally safe, inclusive, and responsive practices for the CALD 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 C2.3

There are established connections and regular engagement with a community organisation which best represents the cultural, ethnic and linguistic demographic of aged care recipients.

Provide a description of the established connection and regular engagement with a community organisation which is led by, works with, or advocates for ethnically, culturally and linguistically diverse communities. Examples of community organisations could include:

- multicultural councils
- multicultural service providers
- ethno-specific associations
- migrant resource centres
- faith-based organisations
- refugee and settlement support services
- language interpreting services.

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 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 provider 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 C2.4

At least 90% of staff have completed annual training in culturally appropriate, cultural capability and trauma-aware and healing informed aged care delivery.

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 – including their ethnicity, language, religion, migration experience and cultural traditions.

Specify the training in culturally appropriate, cultural capability and 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 any 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 C2.5

The outlet offers services in languages other than English.

Provide details of the services conducted and/or planned in languages other than English. You must demonstrate that each identified language is relevant to your current or prospective CALD 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 (please connect the proportion of staff with the care service delivered).
- Attach at least one form of supporting evidence for each claimed language demonstrating that care and services have been adapted to reflect the ethnic, cultural and linguistic 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 C2.6

The outlet offers services which are culturally appropriate for the target CALD community.

Provide details of how services are provided for or adapted to meet the needs of the target CALD community at this outlet.

Examples of this may include:

- services are delivered at culturally appropriate locations i.e. social club, community group or society
- language of service delivery reflects that of the care recipients
- culturally appropriate activities i.e. meals 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:

- Attach evidence from an external CALD organisation(s) or aged care recipient(s) confirming the appropriateness of services:
 - feedback must be clearly authored by the care recipient and include name, date and signature
 - supporting documentation from a relevant CALD community organisation can be a letter or statement on an official letterhead.

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

Criterion C2.7

At least one person from the ethnic, cultural and linguistic background of the target community sits on the governing body of the provider relevant to the outlet.

Provide details of involvement and attendance by a CALD representative that reflects the ethnic, cultural and linguistic 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 CALD 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 C2.8

An active and resourced cultural diversity advisory group (which reflects the cultural diversity of the provider's target community) contributes to the development, delivery and evaluation of specialised services.

Please describe and/or attach evidence of an active and resourced cultural diversity advisory group which reflects the cultural diversity of the target CALD community.

Provide the following:

- Membership of the group including details of relevant connections and characteristics (e.g. CALD aged care recipients, representatives of relevant external organisations, management representatives) and affirm that this reflects the cultural diversity of your 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 C2.9

The outlet regularly recognises and supports participation in relevant local cultural celebrations and/or days/events of cultural significance.

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, faith groups or multicultural councils
 - communications to care recipients regarding the events
 - 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 C2.10

Policies and procedures are in place to support and promote the delivery of specialised aged care to CALD aged care recipients.

Attach at least one policy and one procedure that the outlet has in place which details how specialised care for people from CALD backgrounds is delivered or supported, such as adherence to the Aged Care Diversity Framework and Action Plan for people from culturally, ethnically and linguistically diverse communities.

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

- Trauma Aware and Healing Informed Care Policy and Procedure
- 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 about the policy and procedure describing how it helps you meet the needs of the target CALD 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