Australian Government

Department of Health, Disability and Ageing

Rural, Remote and First Nations Aged Care Service Development Assistance Panel (SDAP) Application Form

Registered Provider	
ABN	
Service(s) name	
Contact Name	
Email Address	
Telephone Number	

Form Instructions

There are 2 parts to the SDAP application that are required to be completed before assistance to be considered through the program:

- Part A –Endorsement of Application and Aged Care Service Details
- Part B – Application for Assistance

Please note: this application form requires handwritten signatures and therefore is intended to be paper based.

Questions and Completed Applications can be submitted via email to the Department of Health, Disability and Ageing at: SDAP@health.gov.au

Part A – Endorsement of Application and Aged Care Service Details

Endorsement

This application must be signed by persons who are empowered to give assurances and commitments on behalf of the organisation.

In signing this endorsement, you are affirming that this application has the full consent and support of your organisation's Board of Directors, or other equivalent relevant authority.

Name:	
Signature:	
Position held in the organisation:	
Date:	

Aged Care Service Information

Please provide the following information for each aged care service requiring assistance.

Name of Service:	
Location / Address:	
Contact Name and Position:	
Email Address:	
Telephone Number:	
Alternative Contact Name and Position:	
Email Address:	
Telephone Number:	

Aged Care Service Profile

Service Name	Support at Home Classifications (please select the classifications you provide)							Commonwealth Home Support Programme (CHSP) Total client numbers	Residential Care Total Resident numbers	National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFAC) Total Places
	Total no. of clients	1-3 Y or N/A	4 Y or N/A	5 Y or N/A	6 Y or N/A	7 Y or N/A	8 Y or N/A			

Aged Care Service Staff Profile

Please provide the following information for each aged care service included above.

Name of Service:	
Name of Chief Executive Officer (or Equivalent):	
Name of Aged Care Services Manager:	
Name of Aged Care Services Coordinator:	
Number of Clinical Staff (RNs, ENs)	
Number of Care Workers:	
Total Number of Support Staff: (Cooks, drivers, cleaners, management, administration staff, maintenance etc)	
Total Number of Staff	

Part B – Application for Assistance

B.1. Have you discussed the need for assistance with your Department of Health, Disability and Ageing's Local Network office?

☐ **Yes** ☐ **No**

If you have selected Yes please provide details on assistance provided

Click to write here

B.2. Provide a detailed description of the assistance you are requesting and the reason for the assistance if relevant. For example, an upcoming Aged Care Quality and Safety Commission visit or audit.

For examples of the type of assistance available through SDAP, view our SDAP Factsheet
You can also review Audits | Aged Care Quality and Safety Commission

B.3. In addition to this application, is your organisation currently taking any other action to address these issues? For example, receiving assistance from another program or organisation.

Click to write here

B.4. Has your organisation engaged a contractor **directly** to provide assistance with aged care services?

☐   **Yes**   ☐   **No**

In the last 12 months   ☐

In the last 2 years   ☐

Unknown   ☐

B.5. If yes, what services did the contractor provide, and when? For example, staff handbooks, operations manual, policies or procedures, etc.

Click to write here

B.6. If the application for assistance is a result of a visit from the Aged Care Quality and Safety Commission:

Do you have a copy of the Report?

☐   **Yes**   ☐   **No**

If you have a copy of the Quality Review Report, please attach it to the application form.

B.7. Do you receive additional funding for aged care services? For example, Indigenous Employment Incentives.

☐   **Yes**   ☐   **No**

If Yes, please list here

B.8. Is there anything else you would like to add to support the application?

☐   **Yes**   ☐   **No**

If yes, please detail here.

B.9. Is accommodation available on site (or within your organisation) for use by the Panel Member during the project?

☐   **Yes**   ☐   **No**

B.10. Are there any local issues or events that the Panel Member should be aware of?
For example: community celebrations, cultural events, wet season and other access issues.

☐   **Yes**   ☐   **No**

Event /Issue/Consideration	Date	Comments

Frequently Asked Questions

What type of help does SDAP provide?

SDAP provides a broad range of assistance and support. Assistance can range from developing unit costing to reviewing care plans to delivering training on the Aged Care Quality Standards or updating policies and procedures. If it relates to service delivery, business or financial management of aged care services SDAP generally provides assistance and support.

Who provides the assistance and support?

These services are provided by a team of professionals who have experience in delivering aged care in remote locations, including culturally appropriate care for Aboriginal and Torres Strait Islander people.

What does a project involve?

Depending on the amount of assistance and support your organisation requires, projects are generally conducted over a 12 to 18 month period. The bulk of the project is delivered offsite, however throughout the project the panel member will visit your service often for a period of 2-4 days.

How much does SDAP assistance cost?

SDAP assistance is free to eligible aged care service providers, however you will be required to make staff and resources available to SDAP panel members throughout the project and have a willingness to receive the support and respond to the suggested changes in a timely manner to ensure there are limited delays to the project.

How do I know if our organisation needs assistance?

If you are unsure if your organisation needs SDAP assistance, consider the following questions:

- Does your organisation have sufficient examples and evidence to demonstrate that it is meeting the Aged Care Quality Standards?
- Does your organisation's policies and procedures assist you to deliver quality aged care services or are there gaps?
- Does your organisation's financial management policies and procedures assist you to manage the financial aspects of delivering aged care or claim appropriately for the services that are delivered?
- Does the senior executive or the Board fully understand their obligations and responsibilities as an aged care registered provider?
- Does your organisation have its staff ratio and skills mix right?
- Is the new or existing Aged Care Manager/Director of Nursing feeling overwhelmed and in need of assistance and support?
- Are there any aged care reforms that have not been fully implemented or understood in your organisation?

If you have answered yes to any of questions above, then an SDAP project may be of assistance to your organisation.

How do I know what type of assistance our organisation needs?

We understand that you may not know what type of assistance your organisation needs, to help us determine what that is, in your application include information on the challenges or issues your organisation is currently facing. For example - identified gaps in service delivery or policies/procedures; financial viability issues; inability to implement recent aged care reforms; or the lack of organisational governance or reviewing care plans. Where possible provide information of how the issue was identified and, if any, what steps your organisation has taken to rectify them.

If your request is because of an Aged Care Quality and Safety Commission Report or a Compliance Notice, the issues raised in the Report or Notice should be listed in your application, or simply reference the Report/Notice and attach it to the application form.

What if I need assistance in completing this application?

The SDAP team (sdap@health.gov.au) or your Department of Health, Disability and Ageing's Local Network office can help you complete the application form. Local Network office details for each state and territory can be found at: Local Network contacts

Following the submission of this application, a Department of Health, Disability and Ageing Local office representative or an SDAP team member will contact you to discuss your application and ensure all of your needs have been considered.