

People who are financially or socially disadvantaged

Specialisation Verification Evidence Form

How to complete this form:

- Section 1: Provide details of the outlet and the contact details of the applicant.
- Section 2: Read, accept and sign the privacy declaration.
- Section 3: Select the criteria you wish to demonstrate to support your application.
- Section 4: Provide the required information for your selected criteria and attach supporting evidence in the Service and Support Portal.

Attaching Evidence in the Service and Support Portal

- On page 3 of the application, click 'Provide Evidence'. From the drop-down menu:
 - Select 'Specialisation Evidence Form', to attach the Evidence Form,
 - Select the relevant criteria to attach the supporting evidence.
- All attachment files must be:
 - renamed and not exceed **135 characters**,
 - clearly identify the relevant criterion (for example: *People who are financially or socially disadvantaged Criterion F2.1*),
 - submitted in PDF format and no more than **10 MB**.

Section 1: Application details

Outlet ID

Enter your Outlet ID

Found on your Service and Support Portal

Outlet name

Enter your Outlet name

The Department of Health, Disability and Ageing will provide updates on this application through the Service and Support Portal. Contact details provided in this application will be used by the department where additional communication is required to assess this application.

Name of applicant

Enter applicant name

Phone number

Enter phone number

Email address

Enter email address

Section 2: 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 declare that the information provided as part of this application is true and correct to the best of my knowledge.
- ☐ 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

Enter your full name

Date

Section 3: Criteria selection

You must meet **all three Tier 2** criteria below.

If your outlet does not provide residential aged care services, criterion F2.1 does not apply. You must still include this criterion in your application form on the Service and Support Portal, however you are not required to provide evidence for this criterion.

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 select a minimum of 3 criteria)

Criterion F2.1

*The outlet supports residents to access the same activities as those residents who are able to pay. **Applies to residential aged care only.***

☐

Criterion F2.2

Policies and procedures are in place to support and promote the delivery of specialised aged care to financially or socially disadvantaged aged care recipients.

☐

Criterion F2.3

The outlet offers services which are specifically targeted towards financially or socially disadvantaged people.

☐

Section 4: Criterion evidence

Tier 2 *(you must select a minimum of 3 criteria)*

Criterion F2.1

The outlet supports residents to access the same activities as those residents who are able to pay.
Applies to residential aged care only.

Describe how the outlet approaches supporting and enabling residents who are financially or socially disadvantaged to access the same activities as those residents who are able to pay (this applies to residential aged care recipients only).

This may include:

- waivers
- subsidies
- inclusive planning strategies.

Further, provide general information on how activity-related costs are managed, and how cost does not become a barrier to participation for residents.

Provide any additional supporting information below

Please provide any additional supporting information in this field

Criterion F2.2

Policies and procedures are in place to support and promote the delivery of specialised aged care to financially or socially disadvantaged aged care recipients.

Attach at least one policy and one procedure that the outlet has in place which details how specialised care for financially or socially disadvantaged individuals is delivered or supported. Examples of policies and procedures which promote the delivery of specialised care may include:

- Trauma-Aware and Healing Informed Care Policy and Procedure
- Access and Equity Policy
- Fee Management and Financial Hardship Procedure
- Assessment and Care Planning Procedure
- Staff Training and Development Procedure.

If the evidence does not clearly demonstrate how the policy or procedure relates to the specialised care you provide at the outlet, include a short explanation describing how it helps you meet the needs of financially or socially disadvantaged people.

Provide any additional supporting information below

Please provide any additional supporting information in this field

Supporting Evidence

Please check the below boxes to confirm you have attached the required evidence to meet this criterion:

- ☐ At least one policy and one procedure that the outlet has in place which details how specialised care for financially or socially disadvantaged individuals is delivered or supported

Criterion F2.3

The outlet offers services which are specifically targeted towards financially or socially disadvantaged people.

Describe the services offered which are specifically targeted towards financially or socially disadvantaged people by the outlet. Examples of this may include:

- connecting care recipients with other service providers (e.g. mental health supports)
- being a point of contact for a care recipient during a crisis
- providing welfare checks
- offering technology packages.

Provide the following:

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

Provide any additional supporting information below

Please provide any additional supporting information in this field

Supporting Evidence

Please check the below boxes to confirm you have attached the required evidence to meet this criterion:

- ☐ Evidence from an external organisation(s) or aged care recipient(s) confirming the appropriateness of services

Need help?

For queries about the Specialisation Verification Framework or your application, please contact the Specialisation Verification assessment team.

Email: MACspecialisation@health.gov.au