

# 2019 My Aged Care Screening and Assessment Workforce Training Strategy

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## 1. Introduction

My Aged Care is the main entry point to the aged care system in Australia. My Aged Care aims to make it easier for older people, their families, and carers to access information on ageing and aged care, have their needs assessed and be supported to find and access services.

The My Aged Care Screening and Assessment Workforce Training Strategy (the Strategy) outlines the operational and minimum training requirements; as well as the training responsibilities for the My Aged Care Screening and Assessment Workforce (the Workforce), the Registered Training Organisation (RTO) and the Department of Health (the Department).

## 2. Objectives

The Strategy defines:

- the minimum training requirements for the Workforce, and
- the operational and training responsibilities of the Department's RTO.

## 3. Scope

The scope of the Strategy is limited to staff undertaking any aspect of the screening and assessment function within My Aged Care as well as the training coordination and requirements of the RTO and the Department. This includes the following, though not limited to:

- Customer Solutions Specialists (CSS)
- Home Support Assessors;
- Comprehensive Assessors;
- Workplace Trainers; and
- Aged Care Assessment Team Education Officers.

Aged Care Assessment Team (ACAT) and Regional Assessment Service (RAS) non-assessing staff - such as staff who provide information only, administration or support roles, are out of scope.

It is the responsibility of the assessment organisation and the My Aged Care Contact Centre to ensure that staff performing these non-assessor roles acquire the skills to perform their roles.

## 4. Governance

The key forums for consultation and collaboration on training needs across the Workforce are the following:

- My Aged Care Assessment Workforce Training Reference Group (AWTRG);
- ACAT Managers Teleconference;
- RAS Managers Teleconference; and
- Assessment Workforce Workshops.

The AWTRG consists of nominated representatives from the Department, My Aged Care Contact Centre, ACAT, RAS and the Department's Registered Training Organisation (RTO) delivery partner.

The AWTRG have been tasked with providing advice to the Department on:

- the strategic future direction of the Strategy, and
- any training issues impacting operations.

## **5. My Aged Care Screening and Assessment Workforce (the Workforce)**

My Aged Care operates as an integrated assessment workforce across three elements:

- My Aged Care Contact Centre (CSS): initial aged care needs screening;
- RAS: home support assessment; and
- ACAT: comprehensive assessment.

The Workforce undertakes three distinct but interdependent assessment functions that use the National Screening and Assessment Form (NSAF), this includes:

- initial over the phone screening by the My Aged Care Contact Centre;
- face-to-face assessment and referral for Commonwealth Home Support services, and
- face-to-face assessment and approval for Australian Government subsidised aged care.

## **6. Roles and Responsibilities**

The Department is responsible for ensuring that access to appropriate training to undertake aged care screening and assessment function is made available to the Workforce.

The successful development and delivery of quality training, including the maintenance of training materials is dependent upon the collaboration and involvement of the Department's delivery partners which includes the Workforce and the Department's RTO. All delivery partners bring valuable expertise in the emerging needs of the Workforce and the practical delivery of effective training.

Role	Responsibility
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<b>The Department of Health</b>	<p>The Department will continue to maintain a training model that:</p> <ul style="list-style-type: none"> <li>➤ enables a pathway to ensure the Workforce is trained to meet a set of minimum training requirements; and</li> <li>➤ provides a consistent and high quality suite of training materials to the Workforce including workplace or facilitator-led training where appropriate.</li> </ul> <p>The Department is responsible for ensuring that the Workforce is informed of changes to the minimum training requirements.</p>
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<b>Screening and Assessment Workforce</b>	<p>Workforce organisations are responsible for:</p> <ul style="list-style-type: none"> <li>➤ ensuring their staff undertake relevant minimum training standards, including the achievement of the nationally recognised SoAs (identified in Section 7) consistent with their contractual requirements</li> <li>➤ maintaining sound knowledge of aged care developments and jurisdictional issues,</li> <li>➤ ensure any workplace trainers are appropriately qualified; and</li> <li>➤ ensuring access to ongoing training and development opportunities to maintain, refresh and enhance specific professional and clinical skills.</li> </ul>
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<b>Registered Training Organisation</b>	<p>The Department’s RTO is responsible for ensuring national consistency of My Aged Care Training via the following mechanisms:</p> <ul style="list-style-type: none"> <li>➤ maintain the scope of registration to include the My Aged Care SoAs, whilst adhering to the RTO Standards 2015 as regulated by the Australian Skills Quality Authority (ASQA);</li> <li>➤ assess and determine participants’ competency against the SoAs;</li> <li>➤ award nationally recognised SoAs;</li> <li>➤ support Workplace Trainers to deliver SoAs via a blended mode of delivery including the use of the My Aged Care Learning Environment, face-to-face and on-the-job training, including providing reports on participant progress;</li> <li>➤ support and progress participants undertaking the SoA delivery through the My Aged Care Learning Environment;</li> <li>➤ work closely with the Department to ensure the My Aged Care Learning Environment is operating at optimal performance (currency of content, currency of platform), and</li> <li>➤ maintain non-accredited workforce eLearning courses and issue associated certificates of completion.</li> </ul>
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## 7. Minimum Training Requirements

The Workforce minimum training requirements have been designed to:

- ensure all CSSs, RAS assessors and ACAT assessors can demonstrate their competency to undertake their screening and assessment role in aged care needs assessment including diverse needs assessments; and
- ensure the Workforce can acquire and maintain the skills to undertake its role within the My Aged Care operational environment.

The My Aged Care Workforce Training Strategy provides the following mandatory accredited SoAs:

Workforce	Mandatory Statement of Attainment
My Aged Care Contact Centre Customer Solution Specialists	Statement of Attainment: Training in My Aged Care, Customer Solution Specialists; and Any mandatory designated Refresher Training
Regional Assessment Service – Home Support Assessor	Statement of Attainment: Training in My Aged Care, Home Support Assessor
Aged Care Assessment Teams – Comprehensive Assessor	Statement of Attainment: Training in My Aged Care, Advanced Assessment Practice

## 8. Continuous Professional Development

Pathways for continuous professional development will be considered in the 2020 review of this Strategy.

RAS assessors have the option to undertake the Statement of Attainment – Training in My Aged Care, Advanced Assessment Practice as a means of further learning after completing the Statement of Attainment – Training in My Aged Care, Home Support Assessor.

RAS assessors undertaking Advanced Assessment Practice who:

- wish to undertake the SoA must seek support and endorsement from their assessment organisation;
- demonstrate competency requirements of each unit in the Statement of Attainment will be awarded the Statement of Attainment: Training in My Aged Care, Advanced Assessment Practice.
- Meet the assessment criteria of the Statement of Attainment.

Undertaking this training by itself does not allow an assessor to perform the role of a comprehensive assessor. A person must be employed by a contracted partner to the Department to act in the role as a comprehensive assessor and meet all contractual and other requirements as identified at that point of time.

## Other Training:

- All members of the Workforce are required to successfully undertake training in the use of the My Aged Care system, this is to be delivered by the My Aged Care Contact Centre, RAS or ACATs;
- All members of the Workforce are required to successfully undertake training for required cultural competency and carer learning via Self-Paced Learning Experiences (SPLEs) including Culturally and Linguistically Diverse people, Aboriginal and Torres Strait Islanders Peoples and Carers; and
- ACAT members performing the role of a Delegate are required to have successfully completed the online ACAT Delegation training module via the RTO at least once every two years.

Workforce Training packages have been developed and made available to contracted partners through an online platform called the My Aged Care Learning Environment. Further detail on the My Aged Care Learning Environment is found in [Part 10](#) of this strategy.

All My Aged Care Workforce organisations will provide evidence to the Department that their workforce members have satisfactorily completed the training relevant to their roles and responsibilities.

The minimum training requirements for the Workforce are summarised in the table below. Detailed descriptions of the Statement of Attainments and other training units are at **Attachment A**.

<i>Role</i>	<i>Minimum Standards</i>	<i>Timeframe</i>	<i>Criteria</i>
<b>Customer Solution Specialist</b>	Statement of Attainment: Training in My Aged Care, Customer Solution Specialists Systems Training Organisation's induction program	All new CSSs will complete organisation's induction program, Use of My Aged Care Systems, <u>and</u> satisfy all practical assessments in the SoA* prior to active engagement of their role.	Participants will achieve the level of competency required to successfully complete their full SoA.  This includes satisfying all practical assessments (simulated and on the job) requirements for units of competency within SoA Customer Solution Specialist.  Participants must also complete their My Aged Care Systems and NSAF System training.

<b>Role</b>	<b>Minimum Standards</b>	<b>Timeframe</b>	<b>Criteria</b>
<b>Home Support Assessor</b>	<p>Statement of Attainment: Training in My Aged Care, Home Support Assessor</p> <p>Home Support Assessors may also choose to complete the Statement of Attainment: Training in My Aged Care, Advanced Assessment Practice , however this does not negate the need to have undertaken Statement of Attainment: Training in My Aged Care, Home Support Assessor</p> <p>Systems Training</p> <p>Organisation specific training</p>	<p>All new assessors will complete organisational training on the Use of My Aged Care Systems prior to accessing the system and enrol in the SoA* prior to active engagement of their role.</p>	<p>Participants will achieve the level of competency required to successfully complete their full SoA.</p> <p>This includes satisfying all practical assessments (simulated and on the job) requirements for units of competency within SoA Home Support Assessor).</p> <p>Participants must also complete their My Aged Care Systems and NSAF System training.</p>
<b>Comprehensive Assessor</b>	<p>Statement of Attainment in My Aged Care Training, Advanced Assessment Practice</p> <p>Bachelor degree or equivalent in clinical/allied health area.</p> <p>Systems Training</p> <p>The Department recommends that all new ACAT Assessors complete the My Aged Care Delegate Training to become familiar with the relevant legislation**.</p>	<p>All new ACAT assessors will complete organisational training on the Use of My Aged Care Systems prior to accessing the system and enrol in the SoA* prior to active engagement of their role. ACAT assessors must also have a Bachelor degree in clinical/allied health area.</p> <p>It is recommended that they also complete ACAT Delegation Training within 18 months of becoming a Comprehensive Assessor.</p>	<p>Participants will achieve the level of competency required to successfully complete their full SoA.</p> <p>This includes satisfying all practical assessments (simulated and on the job) requirements for units of competency within SoA Advanced Assessment Practice.</p> <p>Participants must have a Bachelor degree in clinical/allied area and also complete their My Aged Care Systems and NSAF System training.</p>
<b>ACAT Delegate</b>	<p>My Aged Care Delegate Training</p>	<p>Potential Delegates must successfully complete the online Delegate Training module prior to applying to be a Delegate.</p> <p>Delegates must complete the Delegate training every two years.</p>	<p>Participants must achieve 100% in the relevant training assessments.</p> <p>Potential ACAT Delegates must also satisfy the selection criteria specified in the ACAT Delegation Policy.</p>

\* All SoAs have a sixteen week completion timeframe from enrolment. Extensions may be sought through the RTO in exceptional circumstances

\*\* For further information refer to the 2018-2020 ACAT Funding Agreement, Clause A6, A7, A8 and A9

## 9. Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) may be granted for the learning products outlined within this strategy. RPL and related course fee are at the sole discretion of the Department in consultation with the Registered Training Organisation.

## 10. Training Delivery

The Statement of Attainments and the Delegate training material is delivered to the Workforce through the My Aged Care Learning Environment (MACLE).

MACLE provides the Workforce with a single point of access to strengthen its skills and knowledge, and build on capabilities related to its My Aged Care role. It also provides the Workforce the ability to undertake accredited and non-accredited training and is designed to provide My Aged Care workforce trainers with an enhanced training platform and the ability to deliver blended training sessions.

MACLE was developed in consultation with the Workforce as a result of recommendations made in the 2017 Department commissioned

My Aged Care Personal Capability Development Project which set out to better understand the capability development requirements of My Aged Care participants.

Applying a conceptual framework for My Aged Care effectiveness, this project provided recommendations for addressing personal capability gaps in the Workforce, where the improvement was shown to increase the effectiveness of My Aged Care screening and assessment delivery. One of the recommended mechanisms was the creation of a single platform for all My Aged Care training resulting in the design of the MACLE.

Using MACLE, enrolled workforce members have access to up-to-date and new content in an interactive online experience. Defined learning pathways such as SoAs, SPLEs and Delegate training require individual assessment of competency. As such, while some materials may be accessed through MACLE, access to the platform does not complete the competency assessment. The assessment process is conducted via the Department's nominated RTO. The costs to enrol in an SoA also include a 12 month subscription to the Learning Environment. The enrolment fees and charges to undertake an SoA, SPLEs and Delegate Training remain unchanged.

Costs associated with undertaking mandatory training requirements are the responsibility of the organisation or Jurisdiction responsible for the staff member. Should there be any additional cost implications for assessment organisations subsequent to the delivery of training through the My Aged Care Learning Environment, then assessment organisations will be advised of this.

## **11. Training Strategy Review**

The My Aged Care Workforce Training Strategy will be reviewed as needed, or at least annually by the Department to ensure alignment with the needs of the Workforce. Where material changes are foreshadowed then assessment organisations and the Contact Centre vendor will be consulted ahead of finalisation and implementation.

Next scheduled review of this Strategy is early 2020.

## Attachment A: Minimum Training Requirements – Detailed Descriptions

Units of Competency for each Statement of Attainment:

**Statement of Attainment: Training in My Aged Care, Customer Solution Specialists**

Target Audience	Unit of Competency
Customer Solution Specialists	CHCAGE001 Facilitate the empowerment of older people
	CHCCOM001 Provide first point of contact
	CHCCCS016 Respond to client needs

**Statement of Attainment: Training in My Aged Care, Home Support Assessor**

Target Audience	Unit of Competency
Home Support Assessors	CHCAGE001 Facilitate the empowerment of older people
	CHCCCS005 Conduct individual assessments
	CHCCCS016 Respond to client needs

**Statement of Attainment in My Aged Care Training, Advanced Assessment Practice**

Target Audience	Unit of Competency
Comprehensive Assessors	CHCCSM001 Facilitate goal directed planning
	CHCCSM008 Undertake advanced client assessment

**Other Training Units**

Units of Training
My Aged Care Delegate Training
Working appropriately with Aboriginal and Torres Strait Islander Peoples in My Aged Care Self-Paced Learning Experience
Working with Culturally and Linguistically Diverse People Self-Paced Learning Experience
Working with Carers and the Care Relationship Self-Paced Learning Experience

## **My Aged Care Assessment Workforce Units of Competency Descriptions (November 2018)**

### **Facilitate the empowerment of older people (CHCAGE001)**

This unit of competency provides the essential knowledge and skills to perform effectively in the aged care sector. It provides an understanding of the policy and philosophy shaping the aged care system and changes to the ways in which older people are supported. It describes the different people involved in delivering My Aged Care services. It introduces the concepts of:

- Wellness and reablement;
- Client and carer led decision making; and
- Providing opportunities for individuals to take greater responsibility for their own needs and care into later life.

This unit of competency is required to be undertaken by the My Aged Care Contact Centre Customer Solutions Specialists and the Home Support Assessors in the Regional Assessment Services.

### **Respond to client needs (CHCCCS016)**

This unit provides a review of the role played in assessing and referring clients for support that allows them to maximise their independence. It presents the different entry points into My Aged Care and the improved opportunities to access and use information to support clients and their decisions. It offers tips on terms and concepts used while working with older people.

This unit of competency is required to be undertaken by the My Aged Care Contact Centre Customer Solutions Specialists and the Home Support Assessors in the Regional Assessment Services.

### **Provide first point of contact (CHCCOM001)**

This unit of competency describes the skills and knowledge required to conduct a telephone based assessment of callers' needs using effective communication/interpersonal skills. It builds on knowledge developed in *Facilitate the empowerment of older people*. The skills covered are pivotal to performing the role of Customer Solution Specialist in the My Aged Care Contact Centre. Customer Solution Specialists develop skills in asking a broad and shallow set of questions, and then facilitate the appropriate client pathway – to Home Support Assessment, Comprehensive Assessment or direct to services.

This unit of competency is required to be undertaken by the My Aged Care Contact Centre Customer Solutions Specialists only.

### Conduct Individual Assessments (CHCCCS005)

This unit of competency describes the skills and knowledge required to conduct home support assessments and use the information to support clients and their decisions. It describes assessment processes that increase the level of control people have over the services they receive and ensures that services are based on a holistic, consistent assessment of need. A key feature of the new standardised national assessment process is adopting a person-centred, goal-oriented approach to support planning. Home Support Assessors develop the skills and knowledge to use completed screenings and registration and refer them for services and for Comprehensive Assessments.

This unit of competency is required to be undertaken by the Home Support Assessors in the Regional Assessment Services only.

### Undertake Advanced Client Assessment (CHCCSM008) and Facilitate goal directed planning (CHCCSM001)

This combination of units of competency describes the skills and knowledge required for the role of the Comprehensive Assessor and the assessment process. The principles that underpin comprehensive assessments as an interdisciplinary, multi-dimensional and collaborative process are presented. The critical, collaborative information-gathering process and the associated tools and skills are described. Comprehensive Assessors develop the skills and knowledge to identify care needs and develop and implement individualised goals leading to a support plan. Comprehensive Assessors determine eligibility for services under the *Aged Care Act 1997* and the ability to match and refer for approved services.

These units of competency are required to be undertaken by the Comprehensive Assessors in the Aged Care Assessment Teams only.

### The National Screening and Assessment Form (NSAF) and My Aged Care system training

The National Screening and Assessment Form (NSAF) and My Aged Care system training is a non-accredited module developed by the Department of Health. The training is a requirement for Home Support Assessors and Comprehensive Assessors and needs to be completed prior to conducting home support assessments and comprehensive assessments in the My Aged Care System.

The aim of this training is to embed the learning from the Statement of Attainments and to provide participants an introduction to the My Aged Care portal and the functions they undertake in the portal.

The Department has developed system training materials tailored to each Workforce. All Workforce staff must complete the system training. Participants learn:

- An overview of the NSAF, its development and core elements;
- the guiding principles and best practice of the participant's key My Aged Care activity (screening, home support assessment or comprehensive assessment);
- elements of the My Aged Care portal relevant to the participant's role and link to relevant resources; and
- Allow the participant to undertake practical exercises in the My Aged Care portal relating to their role.

### Delegate Training

The My Aged Care Delegate Training module is a non-accredited course developed by the Department. All ACAT Delegates must undertake Delegate Training in order to meet the:

- selection criteria required for all Delegates as specified in the ACAT Delegation Policy; and
- My Aged Care Assessment Workforce minimum training standards.

This module provides participants with a sound understanding of the ACAT Delegate's role and responsibilities under the *Aged Care Act 1997*. Building on their skills and knowledge as Comprehensive Assessors, participants develop an understanding of the Delegations Policy, the principles of good decision-making and the legal and administrative framework in which decisions should be made. Participants' understanding of the eligibility criteria for approval of Australian Government subsidised aged care services is improved. The Delegate role in ensuring that approvals have been conducted in accordance with relevant legislation, policy and guidelines is explained.

Note: It is a requirement that Delegates undertake refresher training every 2 years by undertaking the Delegate Training module again.

### **Self-Paced Learning Experiences**

#### Working Appropriately with Aboriginal and Torres Strait Islander Peoples in My Aged Care

The purpose of this experience is to develop the knowledge and skills of the Workforce to ensure a culturally safe and respectful experience is provided to the Aboriginal and Torres Strait Islander consumers, clients and carers of My Aged Care.

#### Working with Carers and the Care Relationship

The purpose of this experience is to develop and upskill people in the Workforce on the importance and dimensions of the carer and care relationship so as to improve positive outcomes for carers, consumers and clients in their My Aged Care journey.



## Working with Culturally and Linguistically Diverse People

The purpose of this learning experience is to increase the capability of the Workforce in their My Aged Care assessment roles to effectively interact and respect culturally and linguistically diverse consumers, clients and their carers.