

# Culturally Appropriate Care Forum

Advocating for a more inclusive aged care system

6 March 2024

11am - 2:30pm



Centre for  
Cultural Diversity  
in Ageing

# Specialisation Verification Framework from a CALD Perspective

**Isolde Kauffman**

Director

Aged Care Diversity and Inclusion Section

Department of Health and Aged Care



# Royal Commission into Aged Care Quality and Safety

“As a condition of approval or continued approval, providers verify to the satisfaction of the System Governor that the provider has proper grounds for making any representation of being able to provide specialised services for groups of people with diverse backgrounds and life experiences”

Recommendation 30 a(iii)



# Special Needs Groups as defined in the *Aged Care Act 1997*

- ❖ People from Aboriginal and/or Torres Strait Islander communities
- ❖ People from culturally and linguistically diverse backgrounds
- ❖ People who live in rural and remote areas
- ❖ People who are financially or socially disadvantaged
- ❖ Veterans
- ❖ People who are homeless or at risk of becoming homeless
- ❖ Care leavers
- ❖ Parents separated from their children by forced adoption or removal
- ❖ Lesbian, gay, bisexual, transgender and/or intersex people.



# My Aged Care Provider Specialisation Verification

## Objective

Ensure more reliable information is available to older people with diverse backgrounds and life experiences, as well as their family and representatives, when they are making decisions about their aged care providers.

## How?

Through an application and assessment process to verify claims made by aged care providers to specialise in providing services to people identifying with the Special Needs Groups set out in the *Aged Care Act 1997*.



# Eligibility

- Aged care providers may choose to offer specialised services for people:
  - with diverse experiences, backgrounds, and characteristics
  - who identify with one or more of the groups defined as having special needs in the *Aged Care Act 1997*.
- To claim specialisation on My Aged Care, providers must deliver care that:
  - is sensitive to the needs of these individuals
  - goes beyond the standard obligations of the Aged Care Quality Standards.
- Applying is voluntary, however if an aged care provider wishes to claim on My Aged Care to specialise in providing care to one or more diverse needs groups, they need to satisfy the criteria set out in the Specialisation Verification Framework.
- Having specialisation verified claims published on My Aged Care will make it easier for older people to find services that meet their needs.



# Specialisation Verification Framework

A two-tiered approach to evidence requirements for specialisation in each of the diverse needs groups has been applied.

Tier One  
criterion

- Tier One criterion would qualify the provider to deliver specialised care for diverse needs group.

Tier Two  
criteria

- If a provider is unable to meet a Tier One criterion, they must meet four\* Tier Two criteria to specialise in the care of individuals from a diverse needs group.



*\*For some groups, less than 4 tier two criteria are specified in the Framework. In these cases, all tier two criteria will need to be met, such as the case for the financially or socially disadvantaged specialisation.*

# Specialisation Verification Framework – criteria for the CALD specialisation

An aged care provider must meet 4 out of the 11 Tier 2 criteria under the CALD specialisation

## 1.2 People from culturally and linguistically diverse (CALD) backgrounds

Your outlet is required to meet 4 Tier Two criteria to attain verification in providing specialised care to aged care recipients that identify as having a culturally and linguistically diverse background. These criteria are listed in Table 2:

Table 2: CALD Specialisation Verification Framework

| Criterion  | Tier | Evidence required   |
|--|------|---|
| Provider is run by a recognised CALD community organisation.   | 2    | Details of the CALD community organisation's historical and current involvement, engagement and services to the community are provided.<br>At least one form of supporting evidence is supplied, such as website or advertising content, or the inclusion of culturally inclusive service provision in the organisation's strategic plan.                                       |
| One or more staff members is from a CALD background (reflecting the cultural and linguistic background of aged care recipients) and are well resourced and supported by management to act as 'champions' within the organisation to support care recipients and other staff. | 2    | Details of the number, combined full-time equivalent (FTE) and specific role the staff member(s) play(s) in championing specialised aged care for people from CALD backgrounds, supporting other staff in professional development and learning opportunities.<br>Description of relevant activities undertaken by champion(s) and resourcing/support provided (e.g. training). |
| There are established connections and regular engagement between the provider and a community organisation which best represents the cultural and linguistic demographic of target aged care recipients.   | 2    | Details of the established connection and engagement with a relevant CALD community organisation (e.g. Chung Wah Association or Co.As.It.), including any recent and/or planned activities.<br>The CALD community organisation confirms this connection. Evidence may include a Memorandum of Understanding.  |
| At least 90% of staff have completed annual training in culturally appropriate aged care delivery and cultural capability.   | 2    | Details of training provided to staff over the past 12 months in culturally appropriate aged care delivery and cultural capability.<br>Provider specifies the proportion of all staff who undertook this training (minimum 90%, excluding agency staff). 'Training' may be online training modules.   |



# Detailed Evidence Requirements – criteria for the CALD specialisation

| Criterion   | Tier | Evidence required  | Provider guidance  |
|---|------|--|--|
| Provider regularly recognises and supports participation in relevant cultural celebrations and/or days/events of cultural significance. | 2    | Description of provider's recognition of/participation in/support for relevant events in the past 12 months, with supporting evidence.   | <p>Provide details of the cultural celebrations and/or days/events of cultural significance, and description of your recognition/support/nature of participation/number or proportion of care recipients participating.</p> <p>Provide supporting evidence, e.g:</p> <ul style="list-style-type: none"> <li>communications to care recipients regarding the events (either pre-event promotions/invitations, or post-event information, such as newsletter articles)</li> <li>acknowledgement of support or participation by an external organiser/organisation</li> <li>care recipient (or care recipient representative) feedback regarding the celebrations and/or days/events (e.g. excerpts from feedback register).</li> </ul> |
| Provider offers services in languages other than English.   | 2    | <p>Details of services conducted and/or planned in languages other than English.</p> <p>Proportion of staff who are bilingual and bicultural is specified, and provider affirms that this reflects the cultural and linguistic background of aged care recipients.</p> | <p>Describe the services delivered in languages other than English, e.g:</p> <ul style="list-style-type: none"> <li>personal care</li> <li>clinical care</li> <li>social groups/events/outings</li> <li>hotel services</li> <li>catering</li> <li>other (please specify).</li> </ul> <p>What languages are these services delivered in?</p> <p>What proportion of staff are bilingual/bicultural and provide services in these languages (for each service type)?</p> <p>Affirm that this language/culture reflects the cultural and linguistic background of care recipients.</p> <p>Provide at least one form of supporting evidence – e.g. advertising material/website content, feedback register excerpts.</p>                  |
| Provider offers services which are culturally appropriate for the target CALD community.  | 2    | Details of how services are provided for or adapted to the target CALD community, with supporting evidence of services' appropriateness (e.g. feedback from aged care recipients or a relevant community organisation).  | <p>Describe how services are being provided or adapted, e.g.:</p> <ul style="list-style-type: none"> <li>new location of service delivery</li> <li>language of service delivery reflects that of the care recipients</li> <li>services are delivered by staff who are members of the target CALD community.</li> </ul> <p>Provide evidence from an external CALD organisation or aged care recipients confirming the appropriateness of services (i.e. letter on official letterhead).</p>   |

The 'detailed evidence requirements' outlines the questions that aged care providers need to consider with their application, and what evidence they will need to provide.

# Find a provider

## Search for a provider that can help me

### Where are you looking?

Start typing a location and select from that list

Phillip ACT 2606

### What type of care are you looking for?

Select a care type and service or room type to make a search

Care type

Aged care homes

Room type

I don't mind

Refine your results by the things that are important to you

Specialised care

Health support

Rating

Language

#### Show only providers that offer verified specialised care for:

- Aboriginal and/or Torres Strait Islander peoples and communities
- Culturally and linguistically diverse
- People who live in rural or remote areas
- Financially or Socially

# How specialisation claims appear on My Aged Care

## Specialised Care

[insert provider] is a verified provider of specialised services for:

- Culturally and linguistically diverse
- Lesbian, gay, bisexual, transgender and intersex people

[Hide details](#) ^

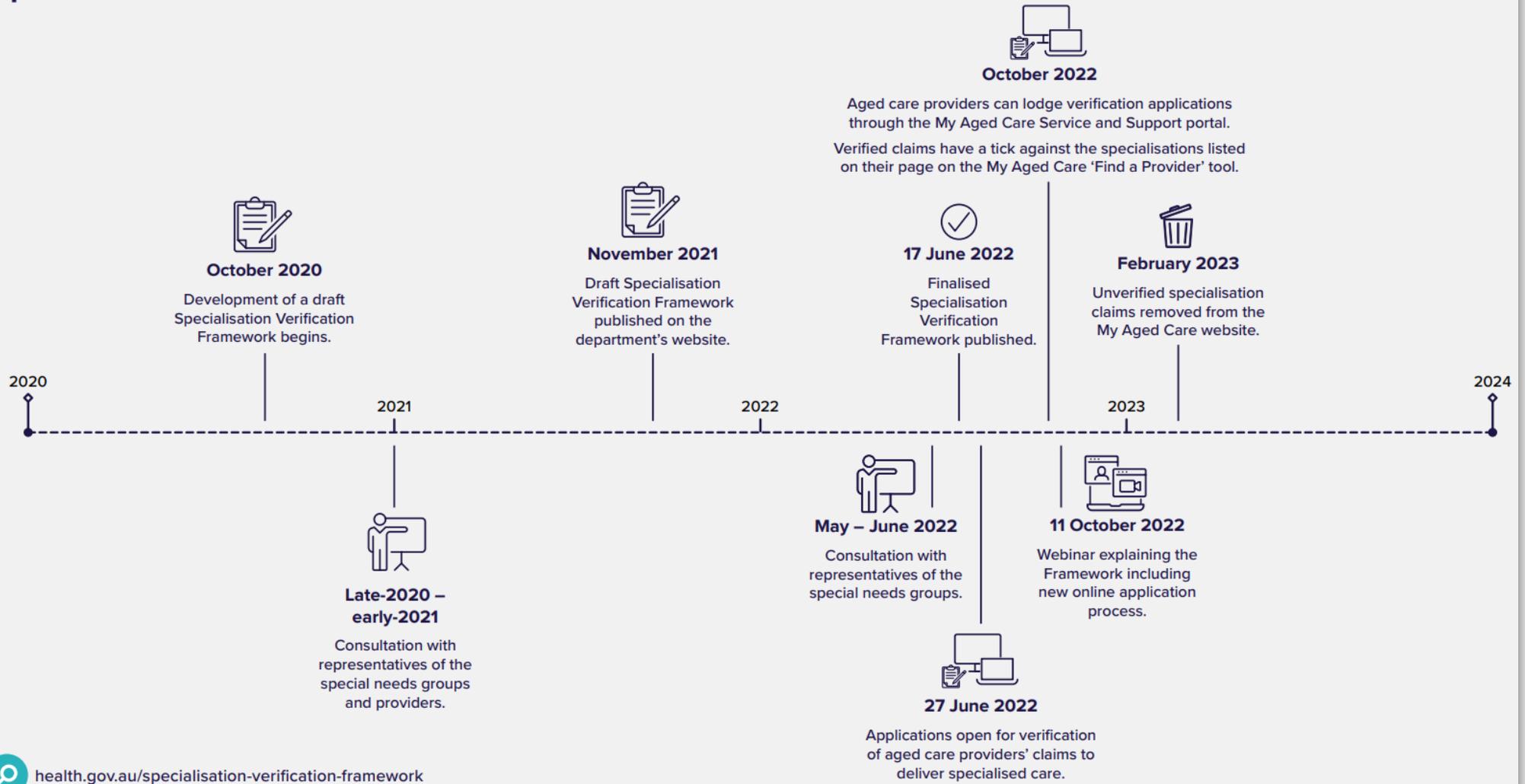
### What does the specialisations mark mean?

This symbol shows that a provider's specialised services for a specific diverse needs group have received independent verification.

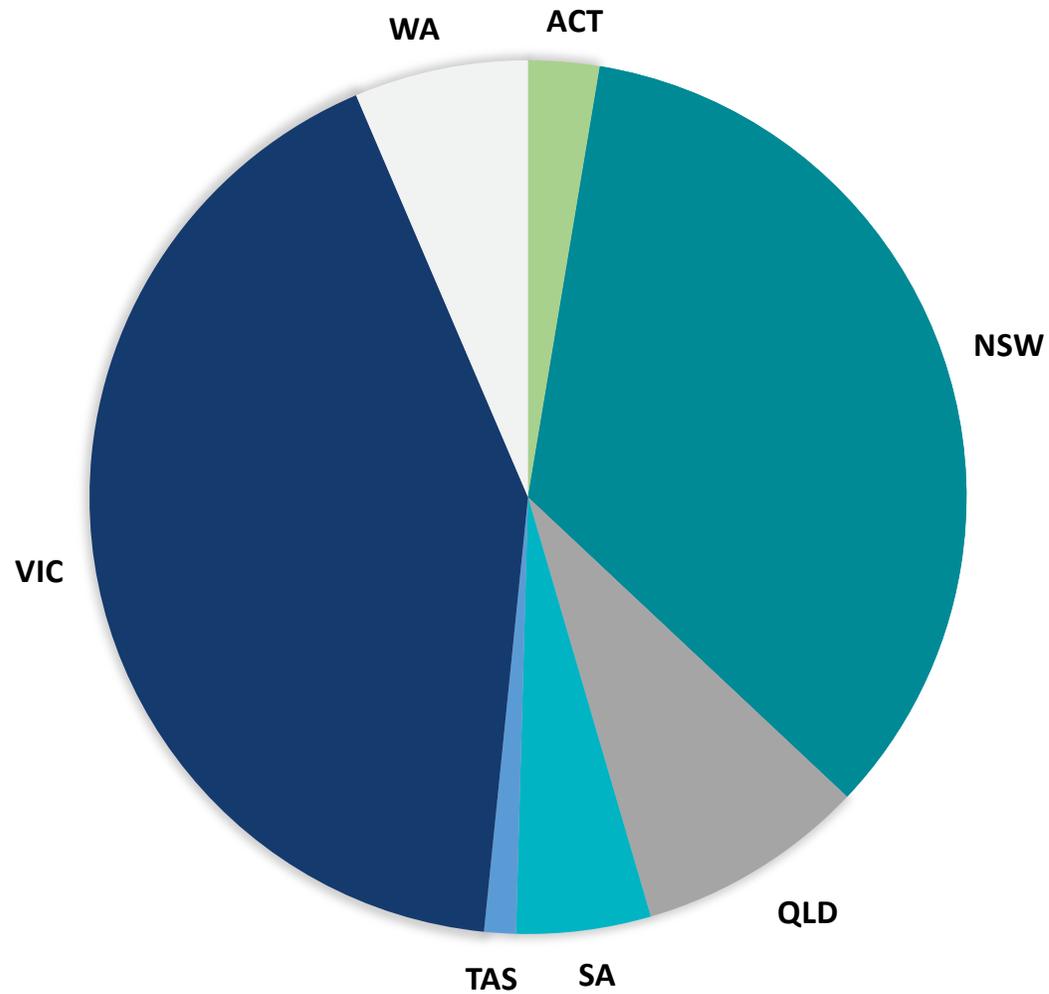
[Read more about what this means](#) >



# Specialisation Verification – timeline



# VERIFIED CALD SPECIALISATIONS



- *As at 1 March 2024, 343 applications have been verified for the CALD specialisation*
- *No applications have been verified for the NT*

# Application process

1

Provider submits an application through the My Aged Care Service and Support portal

2

Assessor (Australian Healthcare Associates) reviews the application and follows up with the provider (where required)

3

Feedback from person receiving aged care services to AHA through email or phone (if applicable)

4

Autogenerated email sent to provider notifying finalisation of application

5

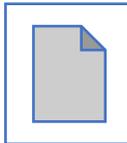
Verified specialisation claims are published on the provider's My Aged Care profile within 24 hours (weekday)



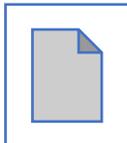
# Find more information



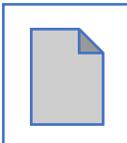
Where to find more information:  
[health.gov.au/specialisation-verification-framework](https://health.gov.au/specialisation-verification-framework)



The Specialisation  
Verification Framework



Detailed evidence requirements



Provider guidance manual



Independent assessor – Australian  
Healthcare Associates:

[macspecialisation@health.gov.au](mailto:macspecialisation@health.gov.au)  
[1300 186 711](tel:1300186711)



Australian Government



Australian Government

## **Independent assessor contact**

Email the independent assessor, Australian Healthcare Associates, if you have questions about your Specialisation Verification application.

✉ [macspecialisation@health.gov.au](mailto:macspecialisation@health.gov.au)

☎ [1300 186 711](tel:1300186711)

## **Ageing and diversity contact**

Email us if you have questions about diversity in ageing, Partners in Culturally Appropriate Care (PICAC), the Aged Care Diversity Framework or the Specialisation Verification Framework.

✉ [ageing.and.diversity@health.gov.au](mailto:ageing.and.diversity@health.gov.au)



Australian Government

Department of Health and Aged Care