

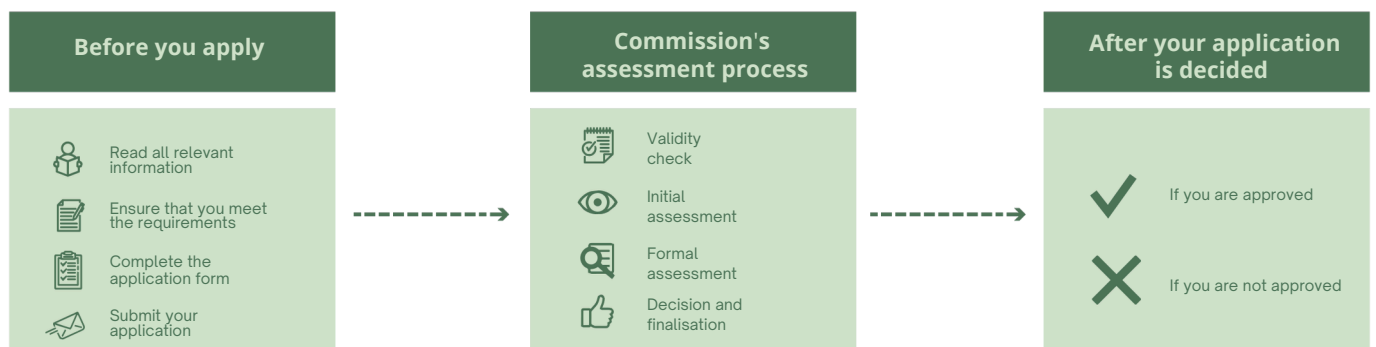
How to Become a Verified Aged Care Provider for Care Leavers

The **National Aged and Community Care Roundtable for Forgotten Australians (National Roundtable)** has had a keen interest in the Department of Health and Aged Care's Specialisation Verification Framework (SVF) Initiative with the hopes of being able to identify aged and community care providers that can offer specialised services to Forgotten Australians/Care Leavers. It is very important that any providers who claim they provide tailored services to this group are verified, avoiding the possibility that Forgotten Australians/Care Leavers who have sought out specific providers being under the impression of tailored services being on offer when they are indeed not available.

Forgotten Australians/Care Leavers were recognised as a special needs group under the Aged Care Act 1997 since 2009 (Find & Connect, 2023). Effectively this has not to date been translated into any positive outcomes for accessibility and specialist service delivery to individuals and this is evidenced from the results of the Specification Verification Framework initiative. Currently there are no verified providers in Australia that offer services to Care Leavers, it is essential that this does not continue to be the case going forward. There are an estimated 500,000 Forgotten Australians/Care Leavers in Australia, many of who are ageing or ageing prematurely and will need to access the aged care system in the near future or have already tried to access it. It is essential that Forgotten Australians/Care Leavers are able to access services tailored to their needs as a special needs group.

How to Apply to Become a Verified Provider (Department of Health and Aged Care, 2024)

- Approved providers can receive an Australian Government subsidy under the Aged Care Act 1997 (the Act). This subsidy helps approved providers to give more affordable and accessible care and services to eligible care recipients
- Application fees may be waived for certain applicants. There are 3 different application forms. The one you select will depend on your organisation type:
 - Providers of aged care who aren't yet approved
 - Existing approved providers who want to add or change care types
 - Government organisations
- Visit <https://www.agedcarequality.gov.au/providers/approval-accreditation/becoming-approved-aged-care-provider> for more information and to access the application forms



Criteria to Become a Verified Provider of Services for Care Leavers (Department of Health and Aged Care, 2023)

1. Care Leavers

The outlet is required to meet 4 Tier Two criteria to attain verification in providing specialised care to aged care recipients that identify as Care leavers.

Criterion	Evidence required
One or more staff members identify as being a care leaver and are well resourced and supported by management to act as 'champions' within the organisation to support care recipients and other staff.	Description of the number, combined full-time equivalent (FTE) and specific role the staff member(s) play(s) in championing specialised aged care for people who are care leavers and supporting other staff in professional development and learning opportunities. 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 care leaver service or community organisation.	Details of the established connection and engagement with a care leaver community organisation (e.g. Find and Connect service, the Alliance for Forgotten Australians, Link-Up, Coota Girls Aboriginal Corporation), including any recent and/or planned activities. The care leaver community organisation confirms this connection. Evidence may include a Memorandum of Understanding.
At least 90% of staff have completed annual training in the aged care needs of care leavers including trauma-informed care.	Details of training provided to staff over the past 12 months about the aged care needs of care leavers, including trauma-informed care. Provider specifies the proportion of all staff who undertook this training (minimum 90%, excluding agency staff). 'Training' may be online training modules.
A safe and appropriate physical environment is created for care leavers.	Details of how the physical environment is set up or adapted for care leavers, with supporting evidence of appropriateness (e.g. feedback from aged care recipients or a relevant community organisation).
At least one care leaver sits on the governance body (e.g. board) of the provider at the outlet level.	Description of governance body involvement/attendance by a care leaver representative.
An active and resourced care leaver advisory group contributes to the development, delivery and evaluation of specialised services.	Details of the membership of the group, actions taken, provider supports, and frequency of meetings. Details of how aged care recipients and staff can contact/interact with the advisory group (e.g. to provide feedback or raise concerns) and how the group is linked to the provider's governance body and/or management.
Policies and procedures are in place to support and promote the delivery of specialised aged care to care leavers.	Policies and procedures that detail how specialised care for care leavers is delivered or supported are provided. Examples of how these policies and procedures promote the delivery of specialised care, e.g. on intake care recipients are asked, 'what is important to you?'
Aged care recipients who identify as care leavers report the care received is appropriate for care leavers and meets their unique needs.	Aged care recipients who identify as care leavers provide positive written or verbal feedback through AHA's independent process.

2. Parents separated from children by forced adoption/removal

The outlet is required to meet 4 Tier Two criteria to attain verification in providing specialised care to aged care recipients that identify as a parent separated from children by forced adoption/removal. These criteria are listed in Table 7:

Criterion	Evidence required
One or more staff members is a parent separated from a child by forced adoption/removal and are well resourced and supported by management to act as 'champions' within the organisation to support care recipients and other staff.	Description of the number, combined full-time equivalent (FTE) and specific role the staff member(s) play(s) in championing specialised aged care for parents separated from children by forced adoption/removal, and supporting other staff in professional development and learning opportunities. 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 forced adoption support service or community organisation.	Details of the established connection and engagement with a forced adoption support service or community organisation (e.g. Forced Adoption Support Service), including any previously conducted activities (in the past 12 months) and/or planned activities. The forced adoption support service or community organisation confirms this connection. Evidence may include a Memorandum of Understanding.
At least 90% of staff have completed annual training in the aged care needs of parents separated from their children by forced adoption or removal and trauma-informed care delivery.	Details of training provided to staff over the past 12 months in the aged care needs of parents separated from children by forced adoption/removal and trauma-informed care delivery. Provider specifies the proportion of all staff who undertook this training (minimum 90%, excluding agency staff). 'Training' may be online training modules.
A safe and appropriate physical environment is created for parents separated from children by forced adoption or removal.	Details of how the physical environment is set up or adapted for parents separated from children by forced adoption/removal, with supporting evidence of appropriateness (e.g. feedback from aged care recipients or a relevant community organisation).
There are established connections between the provider and local dental and medical facilities so that support can be provided to aged care recipients who are triggered by accessing these services.	Description of an established connection with local dental and medical facilities, including details of any recent contact to support aged care recipients. Local dental and medical facilities confirm this connection.
At least one parent separated from a child by forced adoption or removal sits on the governance body (e.g. board) of the provider at the outlet level.	Description of governance body involvement/attendance by a parent separated from a child by forced adoption/removal.
An active and resourced forced adoption advisory group contributes to the development, delivery and evaluation of specialised services.	Details of the membership of the group, actions taken, provider supports, and frequency of meetings. Details of how aged care recipients and staff can contact/interact with the advisory group (e.g. to provide feedback or raise concerns) and how the group is linked to the provider's governance body and/or management.
Policies and procedures are in place to support and promote the delivery of specialised aged care to people who have experienced forced adoption.	Policies and procedures that detail how specialised care for parents separated from children by forced adoption/removal is delivered or supported. Examples of how these policies and procedures promote the delivery of specialised care.
Aged care recipients who are parents separated from their children by forced adoption or removal report the care received is appropriate and meets their unique needs.	Aged care recipients who are parents separated from children by forced adoption or removal provide positive written or verbal feedback through AHA's independent process.