MY AGED CARE
ASSESSMENT WORKFORCE
TRAINING STRATEGY

1 JULY 2016 to 1 JULY 2018

Revised July 2017

Prepared by:
Australian Government Department of Health
In consultation with:
My Aged Care Workforce Training Reference Group
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1. Introduction
The My Aged Care Assessment Workforce training approach, comprising training materials and delivery model, was established prior to the development and implementation of the aged care functions within My Aged Care.

The development and implementation phases of My Aged Care have involved refinements to workforce roles and operations as well as the implementation of enhanced system functionality. Modes and responsibilities for the delivery of training have evolved in response to demand during the development and national rollout of My Aged Care and a review of the core training materials has now been completed.

My Aged Care is continuing through a transition phase, with new programs such as Short Term Restorative Care and Increasing Choices in Home Care commencing from January and February 2017, respectively, and further enhancements will be made to systems and procedures as My Aged Care matures.

2. Aims
The My Aged Care Assessment Workforce Training Strategy (the Strategy) aims to:

- define the operational requirements for the My Aged Care Assessment Workforce (the Workforce)
- Set the minimum training requirements for Workforce roles
- Identify issues for future consideration

In the longer term the Strategy will be reviewed and updated on a six monthly basis to provide an overarching framework to promote better practice and consistency in competency based training for the Workforce.

3. My Aged Care Assessment Workforce
My Aged Care operates as an integrated assessment workforce across three elements:

- My Aged Care Contact Centre (Customer Solution Specialist (CSS)) (initial aged care needs screening)
- Regional Assessment Service (RAS) (including the Victorian HSA) (home support assessment)
- Aged Care Assessment Team (ACAT) (comprehensive assessment).

The Workforce undertakes three distinct, but interdependent assessment functions that build on the National Screening and Assessment Form (NSAF). From initial My Aged Care telephone screening through to face-to-face assessment and referral for Commonwealth Home Support services and face-to-face assessment and approval for Australian Government subsidised aged care.

4. Scope
The scope of the Strategy is limited to staff undertaking any aspect of the screening and assessment function, including the training of staff undertaking these roles (i.e. Workplace Trainers).

Staff undertaking non-assessor roles – such as information provision only, or support roles, are out of scope.
It is the responsibility of the jurisdiction or the assessment organisation to ensure that staff performing these non-assessor roles possesses the skills to perform their assisting or administrative tasks.

5. Current Environment
The Australian Government Department of Health (the Department) is accountable for ensuring the Workforce has access to appropriate training to undertake all aspects of aged care screening and assessment functions. However, the successful delivery of quality training and development, including the maintenance of training materials relies on the collaboration and involvement of its delivery partners (the Workforce and The Department’s Registered Training Organisation (RTO)). All delivery partners bring valuable expertise in the emerging needs of the Workforce and the practical delivery of effective training.

5.1 My Aged Care Workforce Training Reference Group
The key forum for collaboration on training needs across the Workforce is the My Aged Care Assessment Workforce Training Reference Group (AWTRG).

The AWTRG has been established and consists of nominated representatives from the Department, My Aged Care Contact Centre, RAS Organisations, ACATs and the Department’s Registered Training Organisation (RTO) partner.

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

- the development and effectiveness evaluation of the Strategy;
- the strategic direction of the strategy into the future (see future considerations); and
- any training issues impacting operations.

The AWTRG Terms of Reference are at Attachment A.

The nominated Members are expected to liaise and consult with their workforce counterparts in other states and territories or associated workforce organisations in order to bring consolidated representation to the meetings.

5.2 Responsibilities
During the development and national roll-out of aged care screening and assessment functions within My Aged Care, the Department worked with its delivery partners to ensure that the Workforce was trained to meet a set of Minimum Training Requirements.

5.2.1 The Department of Health
The Department will continue to maintain a sustainable, cost-effective, ongoing training model that:
provides a consistent and high quality suite of training products to the My Aged Care workforce by providing training materials and workplace trainer or facilitator-led training;

- enables workplace trainers or facilitators to be involved in the delivery of training;

- awards nationally recognised SoAs to successful participants in nationally accredited courses; and

- provides ongoing access to a range of training delivery formats.

The Department has a key responsibility to keep the Workforces informed of changes across the Department and Aged Care sector that would affect their ability to deliver effective and quality aged care screening and assessment services.

The Department will ensure updates, webinars and workshops occur as required to inform the Workforce of any significant changes that impact on the delivery of My Aged Care assessments.

5.2.2 Workforce Organisations

Workforce organisations are responsible for ensuring their staff undertake relevant training, including the achievement of the nationally recognised Statements of Attainment (SoA) (identified in Section 5.4); maintain sound knowledge of aged care developments and local issues; and have access to opportunities to maintain and enhance specific professional and clinical skills.

5.2.3 Registered Training Organisation

The RTO partner is responsible for ensuring national consistency of My Aged Care Training through the following mechanisms:

- Maintain the Scope of Registration to include the My Aged Care SoAs, whilst adhering to the TRO Standards 2015 as regulated by the Australian Skills Quality Authority (ASQA);

- Assess and deem participants competent against the SoAs;

- Award nationally recognised SoAs;

- Support Workplace Trainers to deliver SoAs via the Blended mode of delivery, including providing reports on participant progress;

- Support and progress participants undertaking the Online mode of delivery; and

- Maintain non-accredited workforce eLearning courses and issuing associated certificates of completion.

5.3 Training Roles

Specific training roles have been identified in the Strategy to assist in clarifying the responsibilities of the Department and its delivery partners. Performance of these roles is tailored to the operating environment of each delivery partner.
5.3.1 My Aged Care Department of Health Training Coordinator (Departmental Training Coordinator)

The Departmental Training Coordinator role is undertaken by a core group of staff within the Department. They have overall responsibility for the development and implementation of the Strategy. The Departmental Training Coordinator will also receive and analyse reports from Workforce organisations to monitor the effectiveness of the Strategy and the performance of delivery partners.¹

5.3.2 My Aged Care Workforce Training Coordinators (Training Coordinators)

Training Coordinators are responsible for the implementation and support of Workforce training in their organisation. The Training Coordinators are the communication conduit between each organisation and the Departmental Training Coordinator and report on their training to the Departmental Training Coordinator.¹

The Training Coordinator role for A CATs is generally performed by the State and Territory Training Coordinator.

For each RAS organisation and the My Aged Care Contact Centre, the role is performed by a nominated Learning and Development Co-ordinator.

These roles may be a person or a designated team.

5.3.3 Workplace Trainers (Statement of Attainment)

The role of Workplace Trainers in each Workforce organisation is to provide training to new and existing staff using the My Aged Care system and appropriate training resources. Workplace Trainers include:

- Customer Solution Specialist Workplace Trainers – Contact Centre managing organisation trainers who conduct facilitator-led training in combination with the organisation’s own induction program and supported by the RTO’s online assessment. Facilitators assist and support learners through the online content and encourage participation and collaboration through shared learning experiences.

- RAS Workplace Trainers – Trainers who have completed the train-the-trainer Blended Mode training and provide facilitator-led learning accompanied by RTO online assessment. RAS Workplace Trainers provide participants with coaching and mentoring on the job. They are able to monitor their Blended Mode participants’ progress online and assist in competency development.

- A CAT Education Officers (AEOs) – Designated A CAT members who have completed the train-the-trainer Blended Mode workshop and provide facilitator-led learning accompanied by RTO online assessment. AEOs may deliver face-to-face streamlined content and provide participants with coaching and mentoring on the job. AEOs are able to monitor their Blended Mode participants’ progress online and assist in competency development.

¹ Reporting requirements is under consideration by the Department in consultation with the AWTRG
5.4 Minimum Training Requirements

The My Aged Care Workforce Minimum Training Requirements have been designed to:

- Ensure all CSSs, RAS assessors and ACAT assessors can demonstrate their competency to undertake their assessor role in aged care needs assessment including diverse needs assessments;
- Align to aged care industry training approaches;
- Provide pathways into the My Aged Care workforce for aspiring personnel development within the aged care industry; and
- Ensure the assessment workforce can acquire the skills to undertake their role within the My Aged Care operational environment.

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

- Customer Solution Specialists (SoA 1);
- Home Support Assessor (SoA 2); and
- Comprehensive Assessor (SoA 3).

To be eligible to enrol in a particular SoA a person must be employed or seeking employment in that team member role.

Other Training:

- All members of the assessment workforce are required to successfully undertake training in the use of the My Aged Care ITC system and the NSAF; and
- ACAT members performing the role of Delegate are required to have successfully completed the ACAT Delegation training module.

The My Aged Care Workforce Training packages have been developed in a variety of delivery modalities including:

- Face-to-face mode;
- Online mode - combination of online training with online assessment and on-the-job assessment; and
- Blended mode - combination of workplace trainer-led face-to-face training with online assessment and on-the-job assessment.
All My Aged Care Workforce organisations will provide evidence to the Department of Health that their workforce members have satisfactorily completed the training relevant to their roles and responsibilities. Reporting requirements will be progressed by the AWTRG.

The Minimum Training Requirements for the Workforce are summarised in the table below. Detailed descriptions of the SoAs and other training units are at Attachment B.
<table>
<thead>
<tr>
<th>Standard</th>
<th>Timeframe</th>
<th>Criteria</th>
<th>Refresher</th>
<th>Recognition Prior Learning</th>
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<tbody>
<tr>
<td><strong>Customer Solution Specialist</strong>&lt;br&gt;Statement of Attainment 1 (SoA 1)&lt;br&gt;Organisation’s induction program</td>
<td>All new CSSs will complete organisation’s induction program and enrol in SoA 1* prior to active engagement of their role.</td>
<td>Participants will achieve the level of competency required to successfully complete their full SoA 1. This includes satisfying all practical assessments (simulated and on the job) requirements for units of competency within SoA 1.</td>
<td>Not required</td>
<td>Not offered</td>
</tr>
<tr>
<td><strong>Home Support Assessor</strong>&lt;br&gt;Statement of Attainment 2 (SoA 2)&lt;br&gt;NSAF and Systems Training&lt;br&gt;Organisation specific training</td>
<td>All new assessors will complete the NSAF and Systems Training prior to accessing the system and enrol in SoA 2* prior to active engagement of their role.</td>
<td>Participants will achieve the level of competency required to successfully complete their full SoA 2. This includes satisfying all practical assessments (simulated and on the job) requirements for units of competency within SoA 2. Participants must also complete their NSAF and Systems Training.</td>
<td>Not Required</td>
<td>Not currently available</td>
</tr>
<tr>
<td>Standard</td>
<td>Timeframe</td>
<td>Criteria</td>
<td>Refresher</td>
<td>Recognition Prior Learning</td>
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<tr>
<td>Comprehensive Assessor</td>
<td>Statement of Attainment 3 (SoA 3)</td>
<td>All new ACAT assessors will complete the NSAF and Systems Training prior to accessing the system and enrol in SoA 3* prior to active engagement of their role. It is recommended that they also complete ACAT Delegation Training within 18 months of becoming a Comprehensive Assessor.</td>
<td>Not Required</td>
<td>Not currently available</td>
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<tr>
<td></td>
<td>NSAF &amp; Systems Training</td>
<td>Participants will achieve the level of competency required to successfully complete their full SoA 3. This includes satisfying all practical assessments (simulated and on the job) requirements for units of competency within SoA 3. Participants must also complete their NSAF and Systems Training.</td>
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<td></td>
<td>The Department recommends that all new ACAT Assessors complete the My Aged Care ACAT Delegation Training to become familiar with the relevant legislation.</td>
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<tr>
<td>ACAT Delegate</td>
<td>My Aged Care ACAT Delegation Training</td>
<td>Potential Delegates must successfully complete the online Delegation Training module prior to applying to be a Delegate. Participants must achieve 100% in the relevant training assessments. Potential ACAT Delegates must also satisfy the selection criteria specified in the ACAT Delegation Policy.</td>
<td>Every 2 years. (Refresher training consists of undertaking the Delegation Training module again)#</td>
<td>Not Offered</td>
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* All SoAs have a sixteen week completion timeframe from enrolment. Extensions may be sought through the RTO in exceptional circumstances

# As no refresher training is currently developed; refresher training consists of undertaking the full Delegation Training module again
5.4.1 Workforce Trainer Requirements

Workplace Trainers, as a function of their role, are expected to have the training development skill to prepare appropriate My Aged Care training targeted for the particular staff role.

The Department encourages all delivery partners to support the consistent and quality delivery of training to the Workforce. Workplace Trainers delivering the SOAs must have undertaken a train the trainer session on how to deliver the Blended mode of My Aged Care training, or have been trained by a Workplace Trainer who has attended one.

Workplace Trainers are strongly encouraged to hold a Certificate IV in Training and Assessment qualification. The Registered Training Organisation retains the responsibility for the assessment of participants across all modes of delivery and only grants Workplace Trainer rights in the Blended Mode platform when workplace trainers have achieved this requirement.

6. Future Consideration

As My Aged Care is continuing through a transition phase there are still key decisions and issues to be resolved to improve screening and assessment practice and maintain an informed and competent workforce.

6.1 Continuing Professional Development (CPD)

Continuing professional development is an ongoing part of nationally consistent competency based training. Changes to how professional peak bodies recognise CPD has changed in recent times.

The Department will continue to investigate how CPD recognition of the My Aged Care training requirements can be obtained for staff within the relevant professions (nurses, physiotherapists, occupational therapists, social workers).

6.2 Recognition of Prior Learning (RPL)

The RPL is an important training component that is currently unavailable. To acknowledge that the Workforce includes highly educated staff the Department and its RTO partner will investigate options for RPL.

6.3 Refresher Training/Training Updates

The frequency and structure of refresher training or performance auditing is being progressed by the AWTRG. The Department has an ongoing responsibility to ensure supplementary training is offered to support major changes to the roles of the Workforce such as the introduction of new programs and reform initiatives.
6.4 **Non-assessor Training**
Several non-assessor support roles have been identified since the national rollout of My Aged Care. These roles currently sit outside the scope of the Strategy.

The AWTRG will consider the training requirements of these roles going forward and if any minimum mandatory training is required. A future needs analysis process could also inform these issues.

In the interim, certain units of competency, such as Facilitate the empowerment of older people, and the My Aged Care and National Screening and Assessment Form Systems training material and a variety of other applicable guides, fact sheets and other My Aged Care information are available on the Department of Health website for extraction, adaption and implementation into training material to suit the staff requirements.

6.5 **Specialist and Cultural Learning Experiences**
In the lead up to the nationwide implementation of My Aged Care, the Department developed 5 elective units:

- Use Communication to build relationships;
- Develop, facilitate and review all aspects of case management;
- Work with carers and/or families in complex situations;
- Work with diverse people; and
- Promote Aboriginal and Torres Strait Islander cultural safety.

These electives are now expired.

As an interim measure three non-accredited online learning experiences are expected to be developed:

- Aboriginal and Torres Strait Islander People,
- Culturally and Linguistically Diverse People; and
- Carers and / or families in complex situations.

The Department will continue to work with the RTO partner, the AWTRG and other key stakeholder groups to ensure these experiences are tested and successful approached are imbedded into the SoAs and are fit for purpose.

7. **Training Infrastructure and Supports**

7.1 **Training Environment**
An online training environment for the My Aged Care Assessor Portals is available to the Workforce to assist in training activities, and is customised for specific Workforce roles.

The Department will provide training environment updates and any necessary logins to correspond with My Aged Care system upgrade release updates. System upgrade releases will be accompanied by explanations of the policy and business or other issues it is addressing.
7.2 Community of Practice (forthcoming)

The My Aged Care Workforce Community of Practice (CoP) will encourage the development of working relationships amongst the My Aged Care contact centres, RAS organisations and ACATs. As such, the CoP will be an important mechanism for the Department to receive feedback and suggestions for the ongoing development of My Aged Care workforce capability.

A focal point of the CoP will be My Aged Care Workforce CoP Advisory Committee, which will have a role in monitoring screening and assessment practice and providing feedback to the Department on the process, systems and tools involved in My Aged Care screening and assessment. The committee would work towards developing a quality management framework and ensuring workforce capability, particularly through learning and development.

A reporting relationship between the CoP Advisory Committee and the AWTRG would also be established for consolidating advice and feedback provided to the Department.

7.3 Logistics and distributions

This is an important consideration for the workforce and is a process that the RTO partner will specify.

Currently the SoA training material and a range of suggested website locations and other potentially suitable overview information are provided on Dropbox/Govdex for adaptation for training needs.
**Attachment A: Terms of Reference**

**My Aged Care Assessment Workforce Training Reference Group**

| Purpose | To contribute to improving and strengthening the consistency of aged care services provided by the aged care workforce by providing advice to the Australian Government Department of Health (the Department) on the ongoing development of the My Aged Care workforce capability.  
To review the effectiveness of the My Aged Care Assessment Training Strategy and training resources and provide feedback and advice to the Department.  
Respond to and anticipate changing My Aged Care workforce education and training needs in light of ongoing aged care reforms.  
The Department and AWTRG may seek specific advice separately from each workforce as required. |
|---|---|
| Membership | Nominated representatives from:  
- The Department;  
- Two representatives from Health Direct Australia and Two representatives from My Aged Care Contact Centres (Workplace Trainers);  
- Four representatives from State & Territory Governments (State and Territory Training Managers); and  
- Four representatives from RAS organisations (Learning and Development Co-ordinators);  
- One RTO Representative  
Other sector members may be invited to contribute their expertise, as necessary.  
Nominated representatives are expected to liaise and consult with their workforce counterparts in other states and territories or associated workforce organisations in order to bring consolidated representation to the meetings and a broader range of views. |
| Chair | The Department will act as Chair of meetings. |
| Responsibilities | Members to provide advice and feedback to the Department and relevant forums (Aged and Community Care Officials (ACCO); Gateway Consultation Forum) on the development assessment workforce training issues as requested by the Department. |
| Secretariat | Secretariat duties provided by the Department. |
| Meeting Arrangements | My Aged Care Workforce Training Reference Group members to meet via videoconference or teleconference or face-to-face as determined by the group. |
| Reporting Requirements | The My Aged Care Workforce Training Reference Group will report to the Department (The Departmental Training Coordinator). |

The Department in consultation with members will review the Terms of Reference annually.
# Statements of Attainment and Components

## Units of Competency for each Statement of Attainment

### Statement of Attainment 1 - Customer Solution Specialist

<table>
<thead>
<tr>
<th>Target Audience</th>
<th>Unit of Competency</th>
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</thead>
<tbody>
<tr>
<td>Customer Solutions Specialists</td>
<td>Facilitate the empowerment of older people (CHCAGE001)</td>
</tr>
<tr>
<td></td>
<td>Respond to client needs (CHCCS016)</td>
</tr>
<tr>
<td></td>
<td>Provide first point of contact (CHCCOM 001)</td>
</tr>
</tbody>
</table>

### Statement of Attainment 2: Home Support Assessor (RAS)

<table>
<thead>
<tr>
<th>Target Audience</th>
<th>Unit of Competency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Home Support Assessors</td>
<td>Facilitate the empowerment of older people (CHCAGE001)</td>
</tr>
<tr>
<td></td>
<td>Respond to client needs (CHCCS016)</td>
</tr>
<tr>
<td></td>
<td>Conduct individual assessments (CHCCS005)</td>
</tr>
</tbody>
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### Statement of Attainment 3: Comprehensive Assessor (ACAT)

<table>
<thead>
<tr>
<th>Target Audience</th>
<th>Unit of Competency</th>
</tr>
</thead>
<tbody>
<tr>
<td>Comprehensive Assessors</td>
<td>Facilitate the empowerment of older people (CHCAGE001)</td>
</tr>
<tr>
<td></td>
<td>Respond to client needs (CHCCS016)*</td>
</tr>
<tr>
<td></td>
<td>Undertake advance client assessments (CHCCSM 008)</td>
</tr>
<tr>
<td></td>
<td>Facilitate goal directed planning (CHCCSM 001)</td>
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* Please note: This unit is combined in the delivery of Undertake advance client assessments (CHCCSM 008)
My Aged Care Assessment Workforce Training Module Descriptions (April 2016)

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 all levels of the My Aged Care Workforce.

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 all levels of the My Aged Care Workforce. Please note: This unit is combined in the delivery of Undertake advance client assessments (CHCCSM 008)

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 an assessment 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.

This Unit of competency is required to be undertaken by the Comprehensive Assessors in the Aged Care Assessment Teams only.
My Aged Care and National Screening and Assessment Form (NSAF) Systems Training

The My Aged Care and NSAF Systems Training module is a non-accredited module developed by the Department of Health. The Systems Training provides participants with an introduction to the technology system they will be using to manage the My Aged Care activities.

The Department has developed Systems Training materials tailored to each My Aged Care Assessment Workforce. All My Aged Care Assessment Workforce staff must complete the Systems Training. Participants learn:

- An overview of the technology system they will be using and where it fits in the suite of My Aged Care systems;
- An understanding of the key features and processes available in the system and how to operate in the environment;
- An understanding of the core components of the NSAF; and
- Tips on how best to manage tasks, important considerations when entering data and the impact their work can have on other system users.

Delegation Training

The My Aged Care ACAT Delegation Training module is a non-accredited course developed by the Department of Health. All ACAT Delegates must undertake ACAT Delegation 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.

The ACAT Delegation Training module is available online through the RTO eLearning website.

Note: It is a requirement that Delegates undertake refresher training every 2 years. As no refresher training has currently been developed refresher training consists of undertaking the Delegation Training module again.