

Understanding How to Become a Specialist CALD Provider

September 2024

OUR VISION

All aged care consumers in Australia experience inclusive and accessible care

OUR PURPOSE

To build the capacity and capabilities of Australian aged care providers to deliver services that are welcoming, inclusive and accessible

OUR SERVICE AREAS



Inclusive practice
training and
workshops



Capacity building to
promote cultural
inclusion and equity



Diversity advice and
consulting

The Centre for Cultural Diversity in Ageing is supported by Benetas & funded by the Australian Department of Health and Aged Care through the Partners in Culturally Appropriate Care (PICAC) program.

Susan Kean

Susan is the Acting Director of the Aged Care Diversity and Inclusion Section in the Australian Government Department of Health and Aged Care.

She has worked across the Department for over 20 years in various roles across residential and home aged care policy, compliance and program management, health workforce, and in the International Strategies Branch on various trade agreements and briefings for Australian delegations attending World Health Organisation (WHO) and Organisation for Economic Cooperation and Development (OECD) meetings.

Prior to working in the Department, Susan worked for ACT Health as a GP Liaison Officer and as the Project and Finance Officer in Women and Children's Health at Canberra Hospital. Her current role fulfils her passion to ensure people from diverse backgrounds with varied life experiences can access the person-centred care they need as they age.



My Aged Care Provider Specialisation Verification

Presenter

Susan Kean

A/g Director, Diversity and Inclusion

Department of Health and Aged Care



Specialisation Verification Timeline

October 2020 – June 2022

In response to Royal Commission recommendation 30, Australian Healthcare Associates (AHA) were engaged to develop a draft Specialisation Verification Framework, in consultation with the special needs groups and providers.

June 2022 – June 2024

AHA were subsequently engaged again to finalise and implement the Specialisation Verification Framework, which included the assessment of applications and a provider support function.

July 2024 – Present

Administration of Specialisation Verification transferred from AHA to the Department of Health and Aged Care. A review is being undertaken to evaluate the program, including changes required to accommodate the new Aged Care Act.

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 loved ones 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.



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 or 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 intersex people

Other specialisations published on My Aged Care including health conditions (end-of-life and dementia), faith and language are not part of the initiative.



Aged Care Bill 2024

community.affairs.sen@aph.gov.au.

The individual types defined in the Aged Care Bill 2024 are individuals who:

- are Aboriginal or Torres Strait Islander persons, *including those from stolen generations*
- are veterans *or war widows*
- are from culturally, *ethnically* and linguistically diverse backgrounds
- are financially and socially disadvantaged
- are experiencing homelessness or at risk of experiencing homelessness
- are parents *and children* who are separated by forced adoption or removal
- *are adult survivors of institutional child sexual abuse*
- are care-leavers, including Forgotten Australians and former child migrants placed in out of home care
- are lesbian, gay, bisexual, trans/transgender or intersex *or other sexual orientations or are gender diverse or bodily diverse*
- *are an individual with disability or mental-ill health*
- *are neurodivergent*
- *are deaf, deafblind, vision impaired or hard of hearing*
- live in rural, remote or very remote areas

Application Process

1

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

2

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

3

Feedback from person receiving aged care services to the Department 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)



Specialisation Verification Framework

A two-tiered approach to evidence requirements for specialisation in some 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.*

Criteria for the CALD specialisation

There are no Tier 1 criteria for the CALD specialisation. As such, 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. 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. 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. 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. Provider specifies the proportion of all staff who undertook this training (minimum 90%, excluding agency staff). 'Training' may be online training modules.
Provider offers services in languages other than English.	2	Details of services conducted and/or planned in languages other than English. 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.

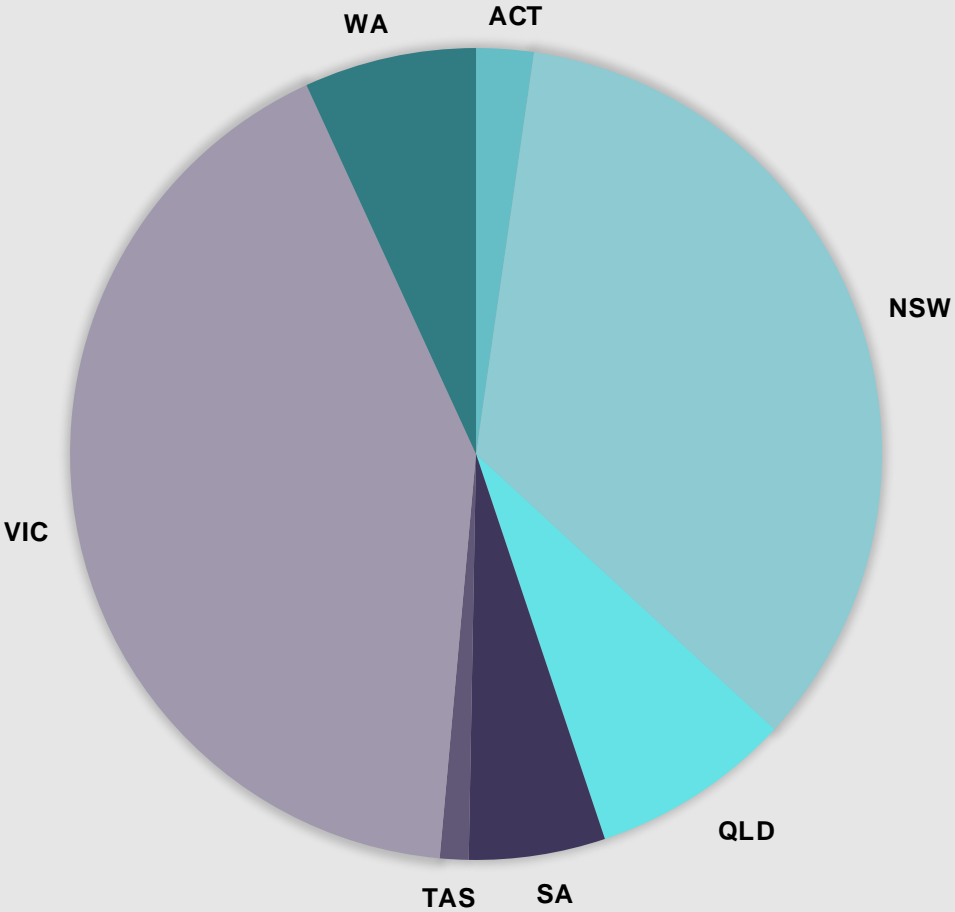
Criteria for the CALD specialisation cont.

Criterion	Tier	Evidence required
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).
At least one person from the cultural and linguistic background of the target community sits on the governing body (e.g. board of the provider at the outlet level.	2	Details of governing body involvement and attendance by a CALD representative relevant to the cultural and linguistic background of the target community.
An active and resourced cultural diversity advisory group (which reflects the cultural mix of the provider's target community) contributes to the development, delivery and evaluation of specialised services.	2	<p>Details of the membership of the group, actions taken, provider supports, and frequency of meetings.</p> <p>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.</p>
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.
Policies and procedures are in place to support and promote the delivery of specialised aged care to CALD aged care recipients.	2	<p>Policies and procedures that detail how specialised care for people from CALD backgrounds is delivered or supported, such as adherence to the Aged Care Diversity Framework and Action Plan for people from culturally and linguistically diverse communities.</p> <p>Examples of how these policies and procedures promote the delivery of specialised care.</p>
CALD aged care recipients report the care received is appropriate and meets their unique needs.	2	CALD aged care recipients provide positive written or verbal feedback through a feedback form provided to you by an assessor. You will need to promote this feedback opportunity to the relevant aged care recipients.

Verified CALD Specialisations

State	Verified CALD Specialisations
ACT	8
NSW	121
QLD	28
SA	19
TAS	4
VIC	146
WA	24
NT	0
TOTAL	350

- As at 1 September 2024, 350 aged care outlets have been verified for the CALD specialisation.

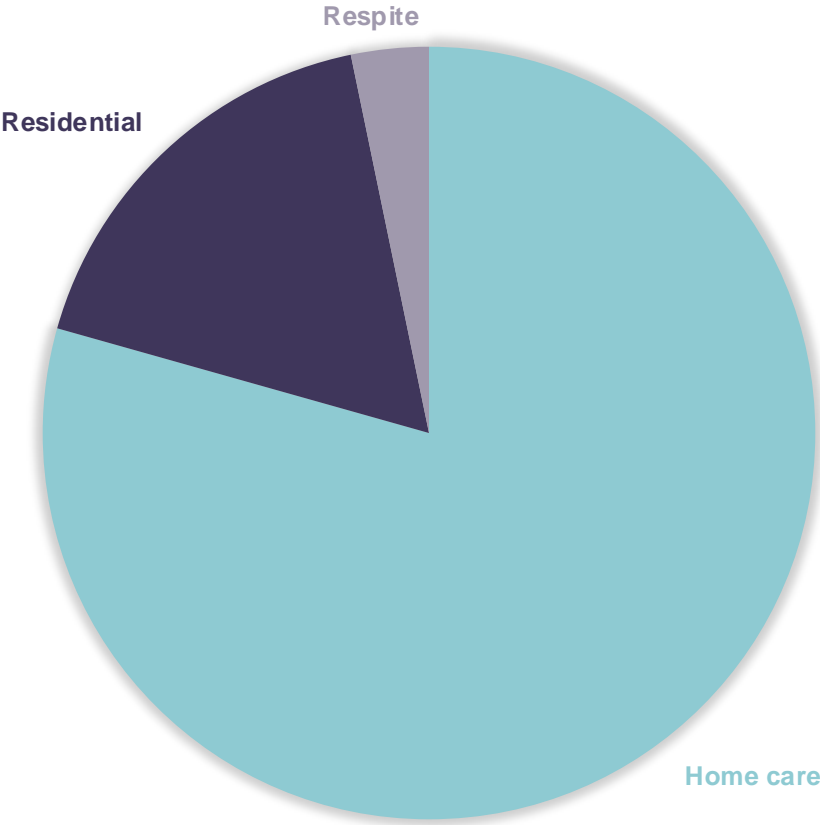


Overall Verifications

Special Needs Group	Verified Specialisations
Aboriginal and Torres Strait Islander Communities	90
Culturally and Linguistically Diverse Backgrounds	350
Live in Rural and Remote Areas	279
Financially and Socially Disadvantaged	110
Veterans	37
Homeless or at Risk of Becoming Homeless	103
Lesbian, Gay, Bisexual, Transgender and Intersex People	77
TOTAL	1046

- As at 1 September 2024, there have been 1046 verified specialisations.
- No aged care outlets have been verified for care-leavers and parents separated from their children by forced adoption or removal.

Verifications by Service Type



How specialisation claims appear on My Aged Care

Find a provider

Search for a provider that can help me

Where are you looking?

Start typing a location and select from that list

[suburb and postcode]

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

Culturally and linguistically di...

Health support

Rating

Show 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

Specialised Care

[provider outlet name] is a verified provider of specialised services for:



Culturally and linguistically diverse

[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 >](#)



Benefits of Specialisation Verification

- Helps people make informed decisions about care by improving the information about providers on My Aged Care
- **CALD community members can find you**
- Recognises providers who are going over and above to specialise in meeting the needs of specific diverse groups of older people
- Provides a marketing advantage
- Sets a standardised benchmark for specialised care
- Helps attract workers with diverse backgrounds and life experiences by recognising their skills and qualifications

Find More Information



Where to find more information:
health.gov.au/specialisation-verification-framework



[The Specialisation Verification Framework](#)



[Detailed evidence requirements](#)



[Provider guidance manual](#)



Department of Health and Aged Care:
macspecialisation@health.gov.au

Contact

If you have any questions about Specialisation Verification, [complete our enquiry form](#).



[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



Becoming an Aged Care Provider

The screenshot shows the homepage of the Australian Government Aged Care Quality and Safety Commission. The header includes the Australian Government logo, contact information (Complaints & concerns 1800 951 822, Food, Nutrition & Dining Hotline 1800 844 044, and a Contact us link), and a search icon. A navigation bar lists: About us, For older Australians, For workers, For providers, News & publications, and Get involved. A prominent 'Make a complaint' button is also present. The main content area has a dark blue header with the breadcrumb 'Home > For providers > Approval & accreditation > Becoming an approved aged care provider' and the title 'Becoming an approved aged care provider'. Below this are five cards, each with a title, a brief description, and a right-pointing arrow:

- About approved aged care providers**: Find out what's involved in becoming an approved provider.
- How to apply**: Read about the application process.
- Completing the application form**: Tips on completing the form for the best chance of success.
- Application fees**: Find out the costs involved in becoming a provider.
- Our 4-stage approval process**: Learn about our approval process and what to expect once you've applied.

- Visit the Aged Care Quality and Safety Commission's website: [Becoming an approved aged care provider | Aged Care Quality and Safety Commission](#)

Diversity Support Programs

- **Planning for Diversity workshop series**
open.org.au/education/education-for-professionals/diversity-education/
- **Silver Rainbow: LGBTI aged care awareness training**
lgbtiqhealth.org.au/silver-rainbow-training
- **Partners in Culturally Appropriate Care**
health.gov.au/our-work/partners-in-culturally-appropriate-care-picac
- **Free Aged Care Translation Service**
diversityagedcare.health.gov.au
- **TIS National – free interpreting services**
health.gov.au/tis-aged-care-providers



agedcareengagement.health.gov.au



Phone **1800 200 422**
(My Aged Care's free call phone line)

Resources > Practice Guides

Practice guide

Specialisation Verification – People from Culturally and Linguistically Diverse Backgrounds

This practice guide aims to support providers who wish to apply to become a Culturally and Linguistically Diverse (CALD) background Specialisation Verification provider. Specialisation Verification helps older people find verified providers on My Aged Care who offer specialised care for people with diverse backgrounds. This means they have met the criteria in the [Specialisation Verification Framework](#) and shown they have expertise in serving specific diversity groups.

The Aged Care Act 1997 identifies nine special groups with specific needs below.

- Aboriginal and/or Torres Strait Islander peoples and communities
- People from culturally and linguistically diverse backgrounds
- 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
- People who live in rural or remote areas.

If aged care providers want to make claims on My Aged Care that they offer specialised services for these groups, they need to undergo a verification process called Specialisation Verification.

Once the assessor has verified the specialisation claims, it will be published on the **My Aged Care** > **Find a Provider** profile.

Key considerations

To apply, providers must log in to the My Aged Care Service and Support Portal to complete an application. An application must be submitted for each outlet that the aged care provider wishes to have verified and can include one or more specialisations for assessment by the independent assessor.

www.culturaldiversity.com.au/resources/practice-guides

Additional resources

Specialisation Verification Framework

Australian Government Department of Health and Aged Care

<https://www.health.gov.au/resources/publications/specialisation-verification-final-framework>

Aged care provider guidance manual

Australian Government Department of Health and Aged Care

<https://www.health.gov.au/resources/publications/my-aged-care-provider-specialisation-verification-aged-care-provider-guidance-manual?language=en>

Specialisation Verification Framework – detailed evidence requirements for providers

Australian Government Department of Health and Aged Care

<https://www.health.gov.au/resources/collections/my-aged-care-provider-specialisation-verification-resources?language=en>

Specialisation Verification YouTube channel “Towards Specialisation”

Eastern SSD Partnership, SSD Connect Alliance & Bayside City Council SSD

<https://www.youtube.com/@TowardsSpecialisation>

Where to go for support

Cultural Diversity in Ageing Webinar Series 2024-25



July - The Centre's Resources to Support Aged Care Organisations

Aug - Culturally Appropriate Responses to Elder Abuse

Sep - Understanding How to Become a Specialist CALD Provider

Oct - Delivering Culturally Inclusive Home Care

Nov - Addressing Racism and Discrimination Experienced by the Culturally and Linguistically Diverse Workforce

Jan - Good Practice, Assertive Outreach and Navigation to Support Culturally and Linguistically Diverse Seniors Falling through the Gaps

Feb - The Right to Communicate - Supporting Linguistic Diversity as a Right in Aged Care

Mar - Supporting Carers from Culturally and Linguistically Diverse Backgrounds

Apr - Providing a Culturally Inclusive Lens to the Strengthened Aged Care Quality Standards

May - New and Emerging Communities and their Aged Care Needs

June - Intergenerational Intercultural Initiatives

Book at bit.ly/DWS-24-25



Aged Care Diversity Framework

The Framework works to embed diversity in the design and delivery of aged care services.

Linked to the Diversity Framework are different action plans for diverse groups, including a CALD Action Plan.

For more information please visit:

<https://www.health.gov.au/our-work/aged-care-diversity-framework-initiative>



Inclusive Services Standards and Aged Care Quality Standards



The Australian Aged Care Quality and Safety Commission references the Inclusive Service Standards as a key resource in assisting providers to comply with the Aged Care Quality Standards.

Meeting the performance measures in the Inclusive Service Standards provides evidence that an organisation is working to embed an inclusive non-discriminatory approach to its delivery of care and services.

For more information about the Inclusive Services Standards, visit www.culturaldiversity.com.au/resources/inclusive-service-standards

Everyone has a story – free learning module



Everyone has a story

Delivering culturally inclusive care



Everyone has a story: Delivering culturally inclusive care module by the Aged Care Quality and Safety Commission was created in partnership with the **Centre for Cultural Diversity in Ageing**.

To learn more visit:

culturaldiversity.com.au/training-development/everyone-has-a-story

Communication Cards & Aged Care Signage

Bilingual Communication Cards, Phrases & Signage depict a wide range of daily activities & situations. They can be used to prompt discussion, assist with directions & clarify a client's needs.

The Cards cover themes such as:

- Food, Drink
- Personal Care
- Feelings, Pain
- Religion, Spirituality
- Medical & Health Specialists.

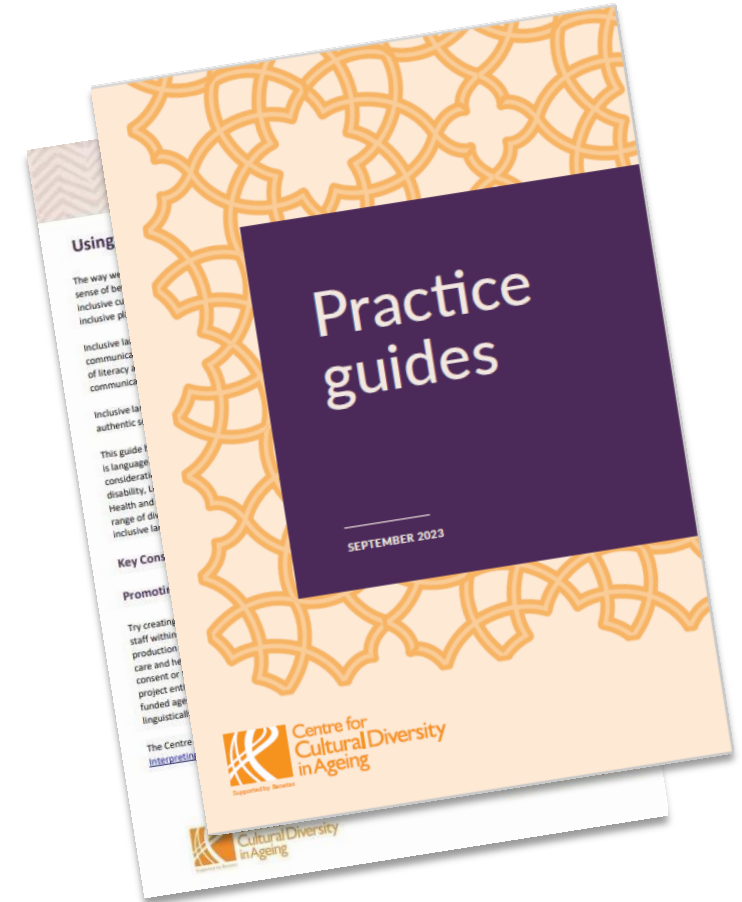
They're available in approx. 70 languages & free to download from our website.

Go to Multilingual Resources on the home page
culturaldiversity.com.au



Practice Guides

- Culturally Inclusive Feedback
- Communication
- End-of-Life Care
- Food and Nutrition
- Living Environment
- Ten Steps to Developing a Diversity, Equity and Inclusion Plan in Aged Care
- Spiritual Support
- Working with Bilingual Staff
- Interpreters Policies
- Accessing Diverse Media
- Digital Inclusion
- Accessing Interpreter Services
- Effective Co-design with Consumers from Culturally and Linguistically Diverse Backgrounds



Download from
culturaldiversity.com.au

Podcast

**One size
does not
fit all**

The Centre for
Cultural Diversity
in Ageing Podcast

To listen visit:

culturaldiversity.com.au/news-and-events/podcasts



Listen on Spotify



Listen on Google



Listen on Apple

Poster



Download from

culturaldiversity.com.au/about/promotional-posters

Resources Partnership Program

The Resources Partnership Program supports aged care organisations to embed key diversity resources into their learning management systems, learning and development programs, and internal communication campaigns.

How to join the program:

- Review the 10 resources.
- Use the form on our website to select the resources you'd like to use.
- Complete the form and agree to our terms and conditions.
- We'll contact you to discuss your needs.
- We'll supply you with links, images, text and SCORM files.

The Resources Partnership Program is open to Australian Government funded and subsidised aged care organisations.

Visit: culturaldiversity.com.au/resources/resources-partnership-program

Different languages, same aged care

One of the 2021 Aged Care Royal Commission's key recommendations was to ensure that diversity is core business in aged care. **Different languages, same aged care** is funded by the Department of Health and Aged Care in partnership with Think HQ and aims to:

- Enhance the ability of senior Australians to access information through the timely and targeted provision of translating and interpreting services
- Produce and translate information to allow aged care providers to communicate key written messages to their care recipients in languages other than English and other accessible formats

Aged care providers can request in-language materials for free through a dedicated website by registering their request + any additional materials they want translated at diversityagedcare.health.gov.au

My Aged Care Provider Specialisation Verification


- The Royal Commission into Aged Care Quality and Safety recommended that providers' diverse needs specialisation claims are verified to improve accuracy and reliability of providers' profiles on My Aged Care.
- As part of its response to Recommendation 30 a(iii) – Designing for diversity, difference, complexity and individuality, the Government implemented the My Aged Care Provider Specialisation Verification initiative on 27 June 2022.
 - The initiative puts in place a mechanism to check the accuracy of claims made by providers to deliver specialist care for older people with diverse backgrounds and life experiences.
- Prior to this date, providers could indicate that they provide specialised care without verification of these claims.

Objective

- Ensure more reliable information is available to older people with diverse backgrounds and life experiences, as well as their loved ones and representatives, when they are making decisions about their care providers.
 - The initiative helps people find the care that is right for them on My Aged Care and identify providers that are going above and beyond to specialise in the care of specific groups.

Verifying specialisation claims on My Aged Care

Resources

-  Where to find more information
-  The Specialisation Verification Framework
-  Detailed evidence requirements
-  Provider guidance manual
-  Independent assessor – Australian Healthcare Associates:
macspecialisation@health.gov.au
[1300 186 711](tel:1300186711)

- 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 through My Aged Care, providers must deliver care that:
 - is sensitive to the needs of these individuals
 - goes beyond the baseline obligations of the Aged Care Quality Standards.
- Applying to have specialisation claims verified is voluntary, however if a 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.
- Only claims that have been verified through this initiative are visible to consumer My Aged Care.
 - Other specialisations are also published on My Aged Care, such as languages and health conditions. These are not a part of this initiative, and at present there is no plan to verify these.



Partners in Culturally Appropriate Care program

The Centre for Cultural Diversity in Ageing is funded through the Department of Health and Aged Care, PICAC program.

The Centre forms part of the PICAC Alliance, a national body comprising PICAC funded organisations across Australia.

The Alliance aims to be a voice and discussion conduit into information, training and resources to inform aged and community care services.

picacalliance.org



For more information, good practice stories and resources visit



culturaldiversity.com.au



[Centre for Cultural Diversity in Ageing](#)



[CCDAAUS](#)

Feel free to contact us at info@culturaldiversity.com.au