**Australian Government**

**Department of Health and Ageing**

# Aged Care Education and Training Incentive Program

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Aged care workers provide an invaluable service in the care of older Australians. An appropriately skilled and motivated workforce is crucial to providing high quality aged care that older Australians deserve.

The Aged Care Education and Training Incentive Program has been designed to assist eligible aged care workers undertake education and training programs by providing incentive payments.

This program builds on current workplace training programs that support people working in the aged care sector by providing financial assistance to existing aged care workers who undertake further studies to upgrade their qualifications and build their career in aged care.

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## 1 ▸ Who is eligible for incentive payments?

To be eligible to receive an incentive payment, you must meet all of the following criteria:

- Be an Australian citizen or permanent resident; and
- Be employed on a full time, part time or casual basis providing some direct care in and by an eligible aged care service:
  - at the commencement of your training (in order to receive the commencement payment);
  - at the successful completion of your training and during your training (in order to receive the completion payment);
- Have a commitment to working in the aged care sector; and
- Commence an eligible training course between 1 July 2010 and 30 June 2014.

## 2 ▸ How do I know if my employer is an eligible aged care service?

An eligible aged care service includes any of the following:

- Commonwealth funded residential aged care services;
- Commonwealth funded Aboriginal and Torres Strait Islander flexible aged care services;
- Services providing Commonwealth funded community care or flexible aged care services, including:
  - Community Aged Care Packages (CACP);
  - Extended Aged Care at Home (EACH);
  - Extended Aged Care at Home - Dementia (EACH-D).

Eligible aged care services are included in the list available on the Internet at http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-rescare-servlist-download.htm

## 3   What courses can I do to receive an incentive payment?

In order to be eligible to receive an incentive payment, you are required to undertake study with a training provider accredited as a registered training organisation/institution/university that is registered to provide the below listed certificates, diplomas or degree qualifications.

You must *commence* an eligible training course between 1 July 2010 and 30 June 2014. '*Commence*' means the official start date of the eligible training course, not the date of enrolment.

### Vocational Education and Training courses

| Course Code | Name of Course |
| --- | --- |
| CHC30208 | Certificate III in Aged Care |
| CHC30308 | Certificate III in Home and Community Care |
| CHC40108 | Certificate IV in Aged Care |
| CHC40208 | Certificate IV in Home and Community Care |
| CHC40608 | Certificate IV in Leisure and Health |
| BSB40807 | Certificate IV in Frontline Management |
| CHC52208 | Diploma of Community Services Coordination |

Eligible training courses are limited to the above courses which are part of the *CHC08 Community Services Training Package* and the *BSB07 Business Services Training Package.*

### Enrolled Nurse Training courses

| Course Code | Name of Course |
| --- | --- |
| HLT51607 | Diploma of Nursing (Enrolled/Division 2 nursing) |
| HLT43407 | Certificate IV in Nursing (Enrolled/Division 2 nursing) |

### Registered Nurse Training courses

| Course Code | Name of Course |
| --- | --- |
| BN | Undergraduate Bachelor of Nursing |

**4** ▸ **What if the course I am undertaking has a different name or code to that listed in the list of eligible courses?**

Please check with your training organisation before applying for an incentive payment to ensure that the course is an eligible training course.

Applicants undertaking eligible training courses and who meet all other eligibility requirements, are eligible to receive incentive payments.

If you have a genuine concern that the course you are undertaking is an eligible course but because of a naming/coding convention appears different, you should contact Medicare Australia in the first instance.

**5** ▸ **How much will I be paid?**

If you are eligible and successfully complete a course, you will receive two incentive payments.

Incentive payments are dependent on your level of study. Applicants undertaking eligible:

- **Vocational Education and Training** courses will receive:
    - $500 after commencement of the course; and
    - $500 on successful completion of the course.

- **Enrolled Nurse Training** courses will receive:
    - $1,000 after commencement of the course; and
    - $1,500 on successful completion of the course and registration with the Nursing and Midwifery Board of Australia as an Enrolled Nurse.

- **Registered Nurse Training** courses will receive:
    - $2,000 after commencement of the course; and
    - $3,000 on successful completion of the course and registration with the Nursing and Midwifery Board of Australia as a Registered Nurse.

**Note:** Payments are contingent on the availability of funds. The Department and/or its agent may **at its discretion**, defer or not make a payment once funding has been exhausted.

**6** **Are payments taxable?**

The Department of Health and Ageing is not able to offer tax or financial advice. You should refer to Class Ruling CR 2011/69 for more information and seek your own tax advice on the application of this ruling to your own specific circumstances.

**7** **Do I have to work in an eligible aged care service in order to receive the commencement payment?**

Yes. You must be employed on a full time, part time or on a casual basis in and by an eligible aged care service providing some direct care in order to apply for your commencement payment.

You are deemed to be employed during approved leave.

**8** **Do I have to work in an eligible aged care service while undertaking my training in order to receive the completion payment?**

Yes. You must be employed on a full time, part time or on a casual basis in and by an eligible aged care service providing some direct care during the term of your study in order to be eligible to receive the completion payment.

You are deemed to be employed during approved leave.

**9** **What is direct care?**

Direct care is where you provide one or more of the following as part of your work duties:

- personal care to aged care recipients including assistance with showering, dressing, mobilising and eating; and/or
- assistance with self medication; and/or
- participation in the implementation of individual care plans; and/or
- assistance to devise care plans; and/or
- the delivery of care services as directed by an Enrolled or Registered Nurse; and/or
- recreational and diversional activities.

## 10  How do I confirm that I provide direct care?

You must complete the question in the application form which specifies:

**Do you provide some 'direct care' in your current role:** ☐ **Yes** ☐ **No**

Your employer must also sign the application form to confirm that you, the applicant, provide direct care.

Medicare Australia may contact your employer to confirm these details.

## 11  What is a 'commitment to working in the aged care sector'?

In order to be eligible to receive an incentive payment for commencing study, you are required to have '*a commitment to working in the aged care sector*'.

This commitment must be verified on the application form for the commencement payment by your employer or an authorised person within the eligible aged care service. The verification of employment section indicates that, *"I believe that the applicant demonstrates a commitment to working in the aged care sector."*

Your employer may use the following criteria as a guide:

• Applicant makes a valuable contribution to the workplace; and/or

• Applicant has indicated an interest in pursuing a career in aged care.

Medicare Australia may contact your employer to confirm the details entered in the application form.

## 12  How will my employment in the aged care sector be confirmed?

You must complete and sign the applicant declaration in the application form to confirm your employment in an eligible aged care service. Your employer must also sign the application form.

Medicare Australia may contact your employer to confirm the details entered in the application form.

**13** **When can I apply for the commencement payment?**

For applicants undertaking eligible:

- **Vocational Education and Training courses** – application forms can be submitted after continued attendance and/or participation in the eligible training course for **at least 28 calendar days** after the official start date of the course.

- **Enrolled Nurse Training courses –** application forms can be submitted after continued attendance and/or participation in the eligible training course for **at least 28 calendar days** after the official start date of the course.

**Note: 'Continued attendance and/or participation'** means that you have not withdrawn from the course and have undertaken study during the 28 day period.

- **Registered Nurse Training courses** – application forms can be submitted **the day after the 'Census Date'.**

**Note: 'Census Date**' is the last day to withdraw without incurring liability for student contributions or tuition fees. If you are unsure about this date, talk to your University administration centre for more information.

**14** **How do I demonstrate that I have commenced the course and undertaken it for the required time?**

You must provide documentation that you are enrolled in an eligible training course and have undertaken the course for the required time. When lodging the application for the commencement payment, you can either:

- Obtain documentation from your registered training organisation that shows you have met the eligibility requirements for this payment and attach this to the application form. You must ensure the **documentation from the registered training organisation** has the following details:
  - Student number;
  - Student name and address;
  - Name of registered training organisation or University;
  - Name of course and course code;
  - Official start date of course;
  - Date of issue.

- Or ask your course coordinator to complete the verification section in the application form.
  - The Course Coordinator must sign the 'Verification of Study' in the application form to confirm that you have attended and participated in the course for at least 28 days to receive your commencement payment.
- University students may be able to access their enrolment status online and provide a printout with your commencement application.

Medicare Australia may contact your registered training organisation to confirm these details.

## 15 ▸ When can I apply for the completion payment?

For applicants undertaking eligible:

- **Vocational Education and Training courses** – application forms can be submitted after you receive your completion certificate.

- **Enrolled Nurse Training courses**– application forms can be submitted after you receive your registration with the Nursing and Midwifery Board of Australia.

- **Registered Nurse Training courses** – application forms can be submitted after you receive your registration with the Nursing and Midwifery Board of Australia.

## 16 ▸ How do I demonstrate that I have completed the course?

When applying for the completion payment you must attach a certified copy of your certificate of completion to your application. For enrolled nursing studies and registered nursing studies, you must also attach a certified copy of your registration with the Nursing and Midwifery Board of Australia.

The Nursing and Midwifery Board of Australia may be asked to confirm details of applicants receiving the Enrolled Nurse and Registered Nurse course completion payment.

**17** **How long do I have to apply for an incentive payment?**

**Commencement Payment**

Applications for the commencement payment for all courses **must** be made before 30 June 2014 and within six (6) months of commencement of training[1].

- For example, if you undertake a Certificate III in Aged Care which commences on 1 January 2011 you must lodge the application form for the commencement payment by no later than 30 June 2011 (six months after commencement).

- You must lodge the application form for the commencement payment before you lodge the application form for the completion payment.

**Completion Payment**

Applications for the completion payment **must** be made within six (6) months[2] of:

- For *Vocational Education and Training courses* – successful completion of the training course.

- For *Enrolled Nurse Training courses* – registration with the Nursing and Midwifery Board of Australia.

- For *Registered Nurse Training courses* –registration with the Nursing and Midwifery Board of Australia.

**Note:** Payments are contingent on the availability of funds. The Department and/or its agent may **at its discretion**, defer or not make a payment once funding has been exhausted.

**18** **Is there a time limit on commencement of the course?**

Yes. You must *commence* an eligible training course between 1 July 2010 and 30 June 2014. '*Commence*' means the official start date of the eligible training course, not the date of enrolment.

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1 Students who commence training between 1 July 2010 and 30 November 2010 will have until 31 May 2011 to lodge their application for the commencement payment.

2 Students who complete their training prior to 30 November 2010 will have until 31 May 2011 to lodge their application for the completion payment.

## 19 ▸ What if I cannot get my employer or registered training organisation to sign an application form?

You should make every attempt to seek an authorised person from your workplace and/or registered training organisation to sign the application form where required. In some special circumstances this will not be possible (for example, distance education courses).

You can still lodge the form if your employer and/or registered training organisation is unable to sign/complete the form.

- In this instance Medicare Australia will contact the employer and may contact the registered training organisation to confirm the details specified in your application form.

This will delay processing of the application.

## 20 ▸ What if my employer does not know the NAPS (National Approved Provider System) number/name or the Service ID?

While the NAPS ID is not compulsory, the processing of application forms may be delayed without this information. You should talk to your employer to confirm these details.

## 21 ▸ How many courses of study can I undertake?

You may undertake and complete more than one eligible training course under the ACETI Program. You will be eligible to apply for incentive payments for each eligible training course undertaken.

You must however, receive a completion payment before being eligible to apply for another commencement payment.

For example:

- You cannot apply for a commencement payment for a training course in which you have already received a commencement payment.

  - **Example 1** – An applicant who meets all other eligibility requirements and undertakes a Certificate III in Aged Care is eligible for the commencement payment after undertaking the course for 28 days.
    - If the applicant then withdraws and/or completes this course and then enrols again in Certificate III in Aged Care, they will not be eligible for a second commencement payment.

- If you have already received a commencement payment, you cannot apply for another commencement payment in any eligible course unless you have received a completion payment.

  – **Example 2** – An applicant who meets all other eligibility requirements and enrols in Certificate IV in Aged Care is eligible for the commencement payment after undertaking the course for 28 days.

    – If the applicant withdraws from the course and then re-enrols in another eligible training course, they will not be eligible for a new commencement incentive payment. However, they may be eligible for a completion payment for the new course.

  – **Example 3** – An applicant who meets all other eligibility requirements and enrols in a number of concurrent courses, such as Certificate III in Aged Care, Certificate IV in Aged Care and Certificate IV in Leisure and Health is eligible for only **one** commencement payment after undertaking the course for 28 days.

    **Note:** If you intend to enrol in concurrent courses the time limits to submit an application as outlined in **Q17 How long do I have to apply for an incentive payment** still apply.

## 22  Can I apply for incentive payments in an eligible qualification that I had previously attempted prior to 1 July 2010 but did not complete?

Yes, subject to the above eligibility criteria. However, you must 'commence' or 're-commence' the course on or after 1 July 2010.

## 23  What if I enrolled in the training course prior to 1 July 2010, but commenced training after 1 July 2010? Can I still receive an incentive payment?

Yes. Incentive payments **can only be paid** where the eligible training course commenced on or after 1 July 2010.

**24** **What if I commenced training before 1 July 2010? Can I still receive an incentive payment?**

No. Incentive payments **cannot** be paid where training commenced prior to 1 July 2010.

- For example, if the course commenced on 21 June 2010, the course is not considered to be eligible as the training commenced prior to 1 July 2010.

**25** **What if I finish a different course to the course I commenced, or with a different training organisation?**

As long as you commenced an eligible training course on or after 1 July 2010 and received a commencement payment for this course then you are eligible to receive a completion payment for a different course (subject to the other eligibility requirements).

For example:

- You are still eligible to receive a completion payment if you commenced Certificate III in Aged Care and completed Certificate III in Home and Community Care.

- You are still eligible to receive a completion payment if you commenced an eligible training course with a different registered training organisation to the one where the course was completed.

As long as both courses are an eligible training course then you will receive your completion payment.

The completion payment can only be made where a commencement payment has been made, but not necessarily for the same course, or at the same training organisation.

**26** **What if I finish my course after 30 June 2014?**

Application forms for the commencement payment must be lodged by 30 June 2014. Application forms for the completion payment can be lodged after this date, whilst noting that payments are contingent on the availability of funds.

**27** **Will I ever have to return the incentive payment to the Commonwealth?**

Funding will be recoverable from you in all instances of demonstrated and proven fraud.

Funding will also be recoverable from you in all instances where the Commonwealth has paid a person outside the scope of the guidelines (i.e. made a mistake and paid the incorrect amount and/or the incorrect person and/or made a payment for an ineligible training course).

In some instances the Commonwealth acknowledges that after receiving a commencement payment, an applicant may have a legitimate reason to either withdrawn from a course, or to leave the employment of the aged care sector. In this case, the incentive payment will not be recovered by the Commonwealth.

**28** **If I lose my employment while studying, do I have to return the commencement payment to the Commonwealth?**

No. In some instances students will no longer be employed with an eligible aged care service when they finish their course. In this instance you will not be eligible for the completion payment. However, you will **not** have to return your commencement payment to the Commonwealth.

**29** **Are decisions reviewable?**

Yes. Applicants who are deemed to be ineligible for an incentive payment under the program will be advised in writing of this outcome by Medicare Australia.

If you consider that this decision was made in error and/or inconsistent with these guidelines, applicants should write to Medicare Australia at GPO Box 9923 Perth WA 6001 seeking a review of the decision.

## 30  How can I verify my identity?

If you do not provide your Medicare card number on the application forms, you must provide certified copies of evidence of identity.

A combination of the following groups of documents is considered to be appropriate to validate an individual's identity. You must provide ONE certified copy of a document from the Primary Group and certified copies of a combination enough to make up the remaining points from the Secondary Group. At least one document must contain your current residential address. Please include a change of name or marriage certificate if there is a difference in name in these documents. The total number of points must be at least 100:

**Primary Group (Only ONE must be used):**

| | |
|---|---|
| • Birth Certificate | 70 |
| • Citizenship Certificate | 70 |
| • Current Passport | 70 |
| • Expired passport (not cancelled and not expired for longer than 2 years from date of application) | 70 |
| • Other documentation of identity having the same characteristics as a passport | 70 |

**Second Group (Combination required to make up the remaining 30 points must be provided):**

| | |
|---|---|
| • Current Australian driver's licence | 40 |
| • Identification Card issued to a Commonwealth or State/Territory Government employee, contractor or other personnel | 40 |
| • Lands Titles Office records | 35 |
| • A rating authority (lands rates document) | 35 |
| • Reference to the latest telephone directory published by Telstra, and the telephone contact with the signatory of the person named on this number | 25 |
| • Credit card tax invoice (two or more credit card tax invoices from the same financial institution will only be counted as one) | 25 |
| • Council rates notice | 25 |
| • Record of a public utility (eg. utilities accounts – telephone, gas, electricity, ISP provider) | 25 |
| • Record held under law (other than a law relating to Land Titles) | 25 |

## 31 What are certified documents?

A certified document is one that has been sworn to be a true and correct copy of an original document. You will need to attach certified copies of your original documents to your application. When certifying a document make sure the following words are used:

*This is a true copy of the original document, sighted by me [name], [signature], [date], [qualification to certify documents]"*

Copies of original documents must be certified under the *Statutory Declarations Act 1959* by a person from the below designated list of occupations:

(1) a person who is currently licensed or registered under a law to practise in one of the following occupations:
   - Chiropractor
   - Dentist
   - Legal practitioner
   - Medical practitioner
   - Nurse
   - Optometrist
   - Patent attorney
   - Pharmacist
   - Physiotherapist
   - Psychologist
   - Trade marks attorney
   - Veterinary surgeon

(2) a person who is enrolled on the roll of the Supreme Court of a State or Territory, or the High Court of Australia, as a legal practitioner (however described); or

(3) a person who is in the following list:
   - Agent of the Australian Postal Corporation who is in charge of an office supplying postal services to the public
   - Australian Consular Officer or Australian Diplomatic Officer (within the meaning of the Consular Fees Act 1955)
   - Bailiff
   - Bank officer with 5 or more continuous years of service
   - Building society officer with 5 or more years of continuous service
   - Chief executive officer of a Commonwealth court

- Clerk of a court
- Commissioner for Affidavits
- Commissioner for Declarations
- Credit union officer with 5 or more years of continuous service
- Employee of the Australian Trade Commission who is:

    - (a)  in a country or place outside Australia; and

    - (b)  authorised under paragraph 3(d) of the Consular Fees Act 1955; and

    - (c)  exercising his or her function in that place

- Employee of the Commonwealth who is:

    - (a)  in a country or place outside Australia; and

    - (b)  authorised under paragraph 3(c) of the Consular Fees Act 1955; and

    - (c)  exercising his or her function in that place

- Fellow of the National Tax Accountants' Association
- Finance company officer with 5 or more years of continuous service
- Holder of a statutory office not specified in another item in this list
- Judge of a court
- Justice of the Peace
- Magistrate
- Marriage celebrant registered under Subdivision C of Division 1 of Part IV of the Marriage Act 1961
- Master of a court
- Member of Chartered Secretaries Australia
- Member of Engineers Australia, other than at the grade of student
- Member of the Association of Taxation and Management Accountants
- Member of the Australasian Institute of Mining and Metallurgy
- Member of the Australian Defence Force who is:

    - (a)  an officer; or

    - (b)  a non-commissioned officer within the meaning of the Defence Force Discipline Act 1982 with 5 or more years of continuous service; or

    - (c) a warrant officer within the meaning of that Act

- Member of the Institute of Chartered Accountants in Australia, the Australian Society of Certified Practising Accountants or the National Institute of Accountants

- Member of:
    - (a) the Parliament of the Commonwealth; or
    - (b) the Parliament of a State; or
    - (c) a Territory legislature; or
    - (d) a local government authority of a State or Territory
- Minister of religion registered under Subdivision A of Division 1 of Part IV of the Marriage Act 1961
- Notary public
- Permanent employee of the Australian Postal Corporation with 5 or more years of continuous service who is employed in an office supplying postal services to the public
- Permanent employee of:
    - (a) the Commonwealth or a Commonwealth authority; or
    - (b) a State or Territory or a State or Territory authority; or
    - (c) a local government authority; with 5 or more years of continuous service who is not specified in another item in this list
- Person before whom a statutory declaration may be made under the law of the State or Territory in which the declaration is made
- Police officer
- Registrar, or Deputy Registrar, of a court
- Senior Executive Service employee of:
    - (a) the Commonwealth or a Commonwealth authority; or
    - (b) a State or Territory or a State or Territory authority
- Sheriff
- Sheriff's officer
- Teacher employed on a full-time basis at a school or tertiary education institution