Frequently Asked Questions

Elder Care Support Program

About the Elder Care Support program

The program (formerly known as the Trusted Indigenous Facilitators Program or TIF) aims to increase workforce capability and capacity in community-controlled aged care support and empower the community-controlled sector to coordinate place-based care needs. A workforce of 250 FTE across Australia will provide this support to Aboriginal and Torres Strait Islander people. We know that ACCHOs/ACCOs are best placed to recruit locally and are highly skilled at providing the wrap around support needed by new staff to ensure their successful transition into the care workforce.

The funding for **250 FTE nationally** within this program is delivered across three tranches (stages):

- Tranche 1 (closed): 66.5 FTE have been funded
- Tranche 2 (closed): 118.1 FTE have been funded
- Tranche 3: 65.4 FTE to be funded - *EOI to open Nov 2023*

Who is eligible?

ACCHOs or ACCOs who are currently delivering Aged Care programs in their communities or have an interest in delivering Aged Care programs.

Can I apply if I've already received support in previous Tranches?

Yes, you can apply for additional positions where your community's need is identified.

Are the Elder Care Support positions identified as Indigenous?

ECS positions are not identified as Indigenous, however participating organisations are encouraged to nominate these as Identified positions.

What are the selection criteria for this program funding?

Sites are assessed in accordance with the information provided in the EOI Form – Assessment Criteria - Part B.

What are our specific service obligations under the Elder Care Support program?

To support Elders and older Aboriginal and Torres Strait Islander people to:

➢ understand the aged care system, including identifying the level of care and services required.

➢ receive greater local support, linking services with local knowledge, access the right aged care services to meet their needs.

➢ engage with all components of the aged care system.

➢ Reduce barriers across the aged care journey experienced by Aboriginal and Torres Strait Islander people.

➢ Increase the number of Aboriginal and Torres Strait Islander people accessing aged care services.

➢ Increase the number of Aboriginal and Torres Strait Islander people receiving care on Country.

➢ Increase employment and career opportunities for Aboriginal and Torres Strait Islander people.

➢ Increase the level of understanding of the needs and experiences of Aboriginal and Torres Strait Islander people in aged care.

How many positions can we apply for?

There is no limit on the number of positions you may apply for, however, the application must clearly demonstrate both the need for the number of positions in accordance with the criteria, and the organisation's capacity to support the number of positions applied for.

How do I apply?

Applications must please be submitted through Expression of Interest (EOI) process.
EOI invitation packages are emailed by NACCHO to all ACCHO's and ACCO's nationally, currently delivering Aged Care programs:

➢ **Tranche 3:** 65.4 FTE – from Feb 2024 (EOI to open Nov 2023)

What is the Service Agreement period of this program?

The Service Agreement period will commence on the date of execution of the Service Agreement and will end on 30 June 2025.

When/How is the program funding distributed?

Funds are distributed to participating organisations in accordance with the Service Agreement - *Payment of Services Schedule* - comprising three funding distributions per financial year in accordance with achievement of the milestones as per the Service Agreement. The first payment is made within 14 days of execution of the Service Agreement.

What are the eligible uses of this funding?

Eligible activities can include, but are not limited to:
✓ staff salaries and on-costs
✓ program costs
✓ travel costs (e.g., domestic flights, accommodation, motor vehicle lease, insurance, maintenance)
✓ office expenses (stationary, IT support, Internet, printing, telephone)
✓ service provider management fee *(not exceeding 10 per cent of total costs)*

- ✓ staff training and development
- ✓ communications and health promotion specific to aged care

The following are *ineligible* activities:
- ▪ purchase of land
- ▪ major capital expenditure
- ▪ recovering of retrospective costs
- ▪ costs incurred in the preparation of an application or related documentation
- ▪ subsidy of general ongoing administration of a Service Provider such as electricity and rent
- ▪ overseas travel
- ▪ activities for which other Commonwealth, state, territory, or local government bodies have primary responsibility.

What program resources will NACCHO provide?

NACCHO will provide ECS staff with comprehensive onboarding resources and tools to support their success in their roles. Additionally, the program includes specialised training facilitated by our Jurisdictional program partners. Over the life of the program NACCHO will be creating and updating program resources designed specifically for staff.

What are our organisation's reporting obligations under this program?

If successful, your organisation is required to submit the following reports to NACCHO – reporting templates are provided within the Contract:

- ➢ Activity Work Plan - *a 12-month activity work plan covering each financial year of the Contract, with reviews if required by NACCHO.*

- ➢ Progress Report - *a six monthly progress report, and a final report based on the activities as specified and agreed in the Activity Work Plan.*

- ➢ Final Report - *overall evaluation of the project including a self-assessment, data to support the measurement of program impact, program sustainability and options for future program development.*

- ➢ Financial Acquittal Report - *a Financial Acquittal Report for each whole Financial Year, and part of a Financial Year, during which the Supplier is required to perform activities.*

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