



Australian Government

FNSSUP414 Develop and apply knowledge of aged care

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 2.0.

Application

This unit describes the skills and knowledge required to provide assistance to clients in understanding aged care options and how they work.

It applies to individuals who have knowledge of aged care services and options. They have excellent communication skills to assist clients with ageing parents as well as clients planning for or requiring aged care services and seeking support in considering their aged care options. It involves the provision of general information relating to broad financial and family issues affecting a client. It does not include the provision of personal financial advice.

Work functions in the occupational areas where this unit may be used are subject to regulatory requirements. Refer to the FNS Implementation Guide Companion Volume or the relevant regulator for specific guidance on requirements.

Unit Sector

Superannuation

Elements and Performance Criteria

ELEMENT	PERFORMANCE CRITERIA
<i>Elements describe the essential outcomes.</i>	<i>Performance criteria describe the performance needed to demonstrate achievement of the element.</i>
1. Research the aged care system in Australia	1.1 Research the scope of the market for people entering into aged care accommodation 1.2 Analyse the types of aged care accommodation and services available in Australia 1.3 Determine the options for independent living services and the impact on an individual's expenses 1.4 Review the structure of the aged care system in Australia and the identify processes for gaining access to aged care services

ELEMENT	PERFORMANCE CRITERIA
2. Communicate effectively with clients about aged care	2.1 Communicate with clients in a respectful and professional manner appropriate to the relationship and purpose of interaction 2.2 Follow regulatory requirements and organisational procedures and protocols regarding the provision of information 2.3 Actively maintain currency of knowledge about aged care to ensure accuracy of information provided 2.4 Refer clients to sources of specialist information or advice to address specific personal needs
3. Provide an overview to clients of the types of fees that residents in aged care are asked to pay	3.1 Explain the user pays principles underlying aged care fees based on an individual's assets and income to clients 3.2 Identify the categories of fees and how they are calculated 3.3 Explain the options available to clients to pay their aged care fees and the considerations involved in the decision 3.4 Describe how the former home decision affects aged care fees 3.5 Outline the process to access government care subsidies 3.6 Identify some of the opportunities clients have to manage cash flow and reduce fees
4. Outline to clients how aged care affects social security payments and estate planning	4.1 Explain the Centrelink or Department of Veterans' Affairs (DVA) assessment of aged care fees and the impact on a client's Centrelink or DVA entitlements 4.2 Explain how the move to aged care can affect a client's Centrelink or DVA pension 4.3 Describe how the aged care system takes superannuation assets into account 4.4 Outline the treatment of superannuation and income streams in the means testing arrangements
5. Identify when aged care is required and implications to be considered	5.1 Describe the financial and emotional decisions that need to be made in relation to the former home and the impact this may have on Centrelink or DVA pension entitlements 5.2 Explain to clients the estate planning considerations affecting aged care decisions and funding the fees 5.3 Recognise the non-financial decisions including emotional and family considerations and the impact on the aged care decision-making process

Foundation Skills

This section describes language, literacy, numeracy and employment skills incorporated in the performance criteria that are required for competent performance.

Skill	Performance Criteria	Description
Learning	1.1, 1.2, 2.3	Maintains own knowledge and responsibly shares information gained from experience and research with others
Reading	1.1-1.3, 3.2	- Interprets written and numerical information from a range of sources and identifies relevant and key information - Synthesises information from multiple sources and integrates prior knowledge with new information
Writing	2.1, 3.3	Provides information clearly, succinctly and accurately and in a form that is appropriate to audience, cultural differences, context and purpose
Oral Communication	2.1, 2.4, 3.1, 3.3-3.5, 4.1-4.4, 5.2	- Clearly explains detailed information using language, tone and pace appropriate to audience - Uses strategies such as questioning, active listening and reading of non-verbal cues to support effective communication
Numeracy	3.2, 3.3, 4.1-4.4	Comprehends financial information relevant to aged care fees and income and applies accurately to different scenarios
Navigate the world of work	2.2	- Takes responsibility for adhering to regulatory and organisational requirements that relate to own work role - Ensures knowledge is current and is used in compliance with implicit and explicit organisational protocols
Interact with others	1.4, 2.1, 2.4, 3.1-3.6, 4.1-4.4, 5.1-5.3	- Considers communication strategies to achieve effective connection with a diverse range of clients encountered in the work context - Adapts personal communication style to show respect for the values, beliefs and cultural expectations of others
Get the work done	1.4, 2.1, 2.4, 3.1-3.6, 4.1-4.4, 5.1-5.3	- Systematically gathers and analyses information and evaluates relevance to address client needs - Tailors information to address client queries and issues and recognises when client requires specialist advice - Uses the main features and functions of digital tools to complete access and convey information

Unit Mapping Information

Code and title current version	Code and title previous version	Comments	Equivalence status
FNSSUP414 Develop and apply knowledge of aged care	Not Applicable	New unit	No equivalent unit

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>

Assessment Requirements for FNSSUP414 Develop and apply knowledge of aged care

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Performance Evidence

Evidence of the ability to:

- research current information about aged care services and apply in response to queries from clients
- convey and explain a range of information about aged care including calculations involved in aged care fees and Centrelink and/or Department of Veterans' Affairs (DVA) entitlements
- use effective and sensitive communication strategies appropriate to the client when providing general information on aged care
- refer clients to sources of further information on aged care issues.

Note: If a specific volume or frequency is not stated, then evidence must be provided at least once.

Knowledge Evidence

To complete the unit requirements safely and effectively, the individual must:

- explain how the aged care system in Australia is structured
- identify the process to gain access to aged care services
- provide an overview of the types of aged care accommodation and services available
- explain the estate planning considerations affecting aged care and its impact on retirement planning decisions
- describe the importance of the family home when accessing aged care services
- outline the general process of appointing a power of attorney and when this would be required
- explain the importance of non-financial and emotional decisions and their impact on family decision-making related to aged care
- outline the various independent living services available in retirement.

Assessment Conditions

Assessment must be conducted in a safe environment where evidence gathered demonstrates consistent performance of typical activities experienced in the superannuation field of work and include access to:

- office equipment, technology, software and consumables
- financial services and aged care information
- organisational policies and procedures.

Assessors of this unit must satisfy the requirements for assessors in applicable vocational education and training legislation, frameworks and/or standards.

Links

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<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=c7200cc8-0566-4f04-b76f-e89fd6f102fe>