



Australian Government

FNSSUP434 Develop and provide knowledge of aged care to superannuation clients

Release: 1

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Modification History

Release	Comments
Release 1	This version first released with FNS Financial Services Training Package Version 5.0.

Application

This unit describes the skills and knowledge required to provide assistance to superannuation clients in understanding aged care options and how they work. It involves the provision of general information relating to broad financial and family issues affecting clients.

The unit applies to those who use knowledge of aged care services and options to manage communications with clients or relatives of clients in planning for or requiring the use of aged care services. It does not include the provision of personal financial advice.

No licensing, legislative or certification requirements apply to this unit at the time of publication.

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 scope of market for aged care accommodation services 1.2 Analyse types of aged care accommodation and services available in Australia 1.3 Determine options for independent living services and impact on individual's expenses 1.4 Review structure of aged care system in Australia and identify processes for gaining access to aged care services
2. Provide information about aged care to clients	2.1 Communicate with client regarding aged care according to professional protocols, regulatory requirements, and organisational policies and procedures

ELEMENT	PERFORMANCE CRITERIA
	2.2 Explain to client the user pays principles underlying aged care fees based on an individual's assets and income 2.3 Identify relevant categories of fees and how they are calculated 2.4 Communicate options available to client in paying aged care fees and considerations involved in the decision 2.5 Describe how the former home decision affects aged care fees 2.6 Outline process to access government care subsidies 2.7 Describe opportunities to manage cash flow and reduce fees 2.8 Refer client to sources of specialist information or advice to address specific personal needs
3. Outline the effect of aged care on social security payments and estate planning in a superannuation context	3.1 Explain Centrelink or Department of Veterans' Affairs (DVA) assessment of aged care fees and the impact on a client's Centrelink and DVA entitlements 3.2 Explain process of moving to aged care accommodation and the impacts on a client's Centrelink or DVA pension 3.3 Describe the effect of moving into aged care on superannuation assets 3.4 Outline treatment of superannuation and income streams in the means testing arrangements 3.5 Describe 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 3.6 Explain to client estate planning considerations affecting aged care decisions and funding the fees

Foundation Skills

This section describes those language, literacy, numeracy and employment skills that are essential to performance but not explicit in the performance criteria.

SKILL	DESCRIPTION
Learning	- Maintains accurate and current knowledge relevant to role and responsibly shares information gained from experience and research with others - Synthesises information from multiple sources and integrates prior knowledge with new information
Numeracy	Comprehends financial information relevant to aged care fees and income and applies accurately to different scenarios
Oral communication	Explains detailed information using language, tone and pace appropriate to audience

SKILL	DESCRIPTION
	• Uses strategies such as questioning, active listening and reading of non-verbal cues to support effective communication
Reading	• Interprets information from a range of sources and identifies key information
Writing	• Provides information in a form appropriate to audience, cultural differences, context and purpose
Planning and organising	• Systematically gathers and analyses information and evaluates relevance to address client needs
Problem solving	• Tailors information to address client queries and issues, and identifies when client requires specialist advice
Self-management	• Takes responsibility for adhering to regulatory and organisational requirements that relate to own work role • Ensures knowledge is used in compliance with organisational policies and procedures
Teamwork	• Considers communication strategies to achieve effective connection with a diverse range of clients • Adapts personal communication style to show respect for the values, beliefs and cultural expectations of others
Technology	• Uses the main features and functions of digital tools to complete access and convey information

Unit Mapping Information

Supersedes and is equivalent to FNSSUP414 Develop and apply knowledge of aged care.

Links

Companion Volume Implementation Guide is found on VETNet -

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

Assessment Requirements for FNSSUP434 Develop and provide knowledge of aged care to superannuation clients

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Performance Evidence

The candidate must demonstrate the ability to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including evidence of the ability to:

- develop and provide information of aged care options to at least three different superannuation clients; at least two of whom must be referred to sources of further information on aged care issues.

In the course of the above, the candidate must:

- convey and explain calculations involved in aged care fees and Centrelink and/or Department of Veterans' Affairs (DVA) entitlements
- use effective communication strategies appropriate to client when providing information.

Knowledge Evidence

The candidate must be able to demonstrate knowledge to complete the tasks outlined in the elements, performance criteria and foundation skills of this unit, including knowledge of:

- legislative and regulatory requirements required to be followed when providing factual information or general aged care advice to superannuation clients
- organisational policies and procedures relating to providing information on aged care to clients
- structure of aged care system in Australia
- process to gain access to aged care services
- difference between providing factual information, general advice and personal advice in superannuation
- overview of the types of aged care accommodation and services available
- estate planning considerations affecting aged care and their impact on retirement planning decisions
- process of appointing a power of attorney and when this would be required
- importance of non-financial and emotional decisions and their impact on family decision-making relating to aged care

- impact on client's entitlements from Centrelink and/or the Department of Veterans' Affairs (DVA) of obtaining aged care services
- various independent living services available in retirement.

Assessment Conditions

Skills in this unit must be demonstrated in a workplace or simulated environment where the conditions are typical of those in a working environment in this industry.

This includes access to:

- organisational equipment, technology, software and consumables
- financial services product information 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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