

Worker Verification

Document Requirements

To assist you through the Brokerage Partner Audit process we have provided a summary of the types of documents that need to be viewed by Trilogy Care to assist you through the Brokerage Partner Audit process. We have provided a summary of the types of documents that need to be viewed by Trilogy Care as part of the audit. This is to ensure we are safeguarding the rights and wellbeing of older people receiving in-home support services. The relevant documents are minimum requirements to ensure that individuals providing support in the Aged Care sector, have the necessary skills, qualifications, and experience for their role.

The documents required vary by role and have been summarised below. These documents only need to be verified or sighted by Trilogy Care – we don't need them on file. They can be sent via a share folder or viewed during the audit meeting.

Please note that service agreements are now required for all consumers, regardless of services provided.

- Domestic Care Services
- General Personal Care Services
- High-Level Personal Care Services
- Nursing Care Services
- Allied Health Services
- Trades Services
- Additional Documents

Domestic Care Services

Domestic care services may include assistance with daily living activities such as meal preparation, personal care, household cleaning and maintenance, transportation, mowing and other essential tasks.

Supporting Evidence Requirements include:

- National Police Check or NDIS Worker Screening Clearance
- Infection Control Certificate of completion
- Public Liability, Personal Accident / WorkCover (Organisation) Insurance

Where transportation services are provided, supporting documents required include:

- A valid driver's licence,
- Motor vehicle registration, and
- Comprehensive motor vehicle insurance covering all occupants of the car.

General Personal Care Services

General personal services in aged care may include assistance with eating, bathing, grooming, dressing, toileting, and mobility. Other services may include monitoring conditions and communicating changes to the Care Team or Palliative Care excluding Nursing.

To provide these services, Certificate in First Aid (including CPR) or Certificate III or IV in Aged Care, In Home and Community Care, Disability Services or equivalent are preferred but not mandatory.

Supporting Evidence Requirements include:

- National Police Check or NDIS Worker Screening Clearance.
- Infection Control Certificate of completion.
- Professional Indemnity, Public Liability, Personal Accident / WorkCover (Organisation) Insurance
- Qualifications where available or required for the support provided.

High-Level Personal Care services

High-level personal care services include assistance with bathing, dressing, grooming, toileting, mobility, wound care, continence management, and hoist and transfer, medication prompting, daily catheter maintenance, and palliative care support work.

To provide these services, a minimum Certificate III, IV or Diploma in Aged Care, In Home and Community Care, Disability Services level qualification is required, as well as relevant experience.

Supporting Evidence Requirements include:

- National Police Check or NDIS Worker Screening Clearance.
- Infection Control Certificate of completion.
- Professional Indemnity, Public Liability, Personal Accident / WorkCover (Organisation) Insurance
- Qualifications (Certificate III or IV in Aged Care, In Home and Community Care, Disability Services).

Nursing Care Services

Nursing Care services includes specialised care support including medication management and administration of medication by injection, wound care, palliative care, vital sign monitoring and management, rehabilitation services, health assessments, chronic disease management such as diabetes support, heart disease and COPD, continence assessment and management, stoma care and support, catheter care and support, bowel and bladder management, respirator and ventilator care.

To provide these services, the worker must be a Registered Nurse with more than two years nursing and clinical experience.

Supporting Evidence Requirements include:

- National Police Check or NDIS Worker Screening Clearance.
- Infection Control Certificate of completion.
- Professional Indemnity, Public Liability, Personal Accident / WorkCover (Organisation) Insurance
- Qualifications – Diploma of Nursing (Enrolled Nurse – no medication) and Bachelor of Nursing (Registered Nurse) plus professional membership (AHPRA) for both EN and RN's.

Allied Health Services

Allied Health Services refer to a range of health care services provided by professionals who provide therapeutic care to patients. Allied Health Services can include a variety of therapies and treatments to help maintain or improve their physical, mental, and emotional wellbeing.

Some common examples of Allied Health Services for older Australians include physiotherapy, occupational therapy, speech therapy, podiatry, dietetics, social work, and psychology services.

Supporting Evidence Requirements include:

- National Police Check or NDIS Worker Screening Clearance
- Infection Control Certificate of completion
- Professional Indemnity, Public Liability, Personal Accident / WorkCover (Organisation) Insurance
- Qualifications* – Bachelor's Degree or higher in their relevant field, and professional memberships (AHPRA).

* Remedial Massage requires a minimum Certificate IV in Remedial Massage.

Trades Services

Trades services provide home maintenance and repairs, such as plumbing, pest control, carpentry, and electrical work. Providers must have a trade certification and professional membership to an associated board and specific insurances and may be required to complete contracts prior to services.

It's important to note that some services, can only be performed by licensed trades people.

Supporting Evidence Requirements include:

- National Police Check or NDIS Worker Screening Clearance.
- Infection Control Certificate of completion.
- Public Liability, Personal Accident / WorkCover (Organisation) Insurance
- Trade Certification and professional membership.

Additional Documents

Additional documents that may be requested during the Audit meeting.

- Service Agreements
- Conflict of Interest Agreements
- Incidents and Accidents Register for Trilogy Clients
- Comments, Complaints and Feedback Register for Trilogy Clients
- Risk Assessments for Trilogy Clients
- Training Registers

For any questions, please feel free to contact us directly.