Aged Care Education and Training Incentive Program
Information for Applicants
Aged Care Education and Training Incentive Program

The Aged Care Education and Training Incentive Program was designed to assist eligible aged care workers undertaking education and training programs by providing incentive payments to individual aged care workers.

Important information for applicants

The ACETI Program is ceasing. Applications for commencement payments have now closed. Students currently on the Program will receive completion payments if they meet current requirements including receipt of a commencement payment, completed their studies and submitted the completion application form by 30 June 2020.

Incentive payments are dependent on your level of study and depend on the availability of funds. The department and/or its agent may at its discretion, defer or not make a payment once funds have been exhausted.

The ‘Information for Applicants’ provides information on eligibility criteria and application requirements. Please read ‘Information for Applicants’ and the application form carefully before completing and submitting your application to the Department of Human Services for processing.

Payment related questions (including updates on the status of your application) should be directed to the Department of Human Services Medicare Program Aged Care Enquiries Line on 1800 195 206 (Option 3). Call charges may apply from public and mobile telephones.
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1. How much will I be paid?

If you are eligible and successfully complete a course, you may receive a completion incentive payment.

Incentive payments are dependent on your level of study and are contingent on the availability of funds. Applicants undertaking eligible:

- **Vocational Education and Training** courses may receive:
  - $500 on successful completion of the course.

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

**Note:** Payments depend 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.

2. Are payments taxable?

The Department of Health and the Department of Human Services are not able to offer tax or financial advice.


and seek your own tax advice on the application of this ruling.

3. 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 casual basis (minimum of one shift per week) in and by an eligible aged care service providing some direct care at the commencement, during the term of, and at the successful completion of your study in order to be eligible to receive the completion payment.

You are deemed to be employed during approved leave.
4. 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 grooming, showering, dressing, mobility strategies and eating; and/or
- assistance with medication; and/or
- participation in the development and/or implementation of individual care plans*; and/or
- the delivery of care services as directed by an Enrolled or Registered Nurse; and/or
- recreational and social/diversionsal activities.

* An individual care plan is a document that contains details of the individualised care and services to be provided to an aged care recipient. For example, a care plan may specify that the aged care recipient requires assistance with personal hygiene and includes details on how the personal hygiene should be provided to that care recipient. If the aged care worker undertakes this task in accordance with the individual's care plan, working directly with the aged care recipient, then they are participating in the implementation of an individual care plan.

5. How do I confirm that I provide direct care?

This is confirmed by you and your employer when completing the question in the application form which specifies:

Do you provide some ‘direct care’ in your current role?: Yes ☐ No ☐

Date you commenced providing ‘direct care’ in your current role:
(dd/mm/yyyy)

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

The Department of Human Services may contact your employer to confirm these details.

6. 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.
The Department of Human Services or the Department of Health may contact your employer/registered training organisation to confirm the details entered in the application form.

7. When can I apply for the completion payment?

NOTE: In line with the cessation of the ACETI Program, completion applications must be submitted to DHS on or before 30 June 2020.

For applicants undertaking eligible:

- **Vocational Education and Training courses** – application forms for a completion payment can be submitted after you receive your completion certificate. Please note time limit to apply.

- **Enrolled Nurse Training courses** – application forms for a completion payment can be submitted after you receive registration with the Nursing and Midwifery Board of Australia. Please note time limit to apply.

- **Registered Nurse Training courses** – application forms for a completion payment can be submitted after you receive registration with the Nursing and Midwifery Board of Australia. Please note time limit to apply.

**Note:** You will not be eligible for a completion payment unless you have received a commencement payment. However, there are provisions for changing eligible courses during your study.

**Note:** Payments depend 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.

8. Can I just apply for a completion payment without a commencement payment?

No. In order to receive a completion payment, you must already have received a commencement payment.

9. 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.

If you cannot obtain your certificate of completion within the required timeframe, you can attach a copy of your result transcript with formal written evidence from your
training organisation confirming that you have successfully completed the course. Once you receive your certificate of completion, a certified copy should be forwarded to the Department of Human Services.

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.

10. **Do I have to apply for the incentive payment within a certain time?**

**Completion Payment**

Yes. Application forms for the completion payment must reach the Department of Human Services by 30 June 2020.

**Note:** You will not be eligible for a completion payment unless you have received a commencement payment. However, there are provisions for changing eligible courses during your study.

**Note:** Payments depend 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.

11. **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.

The Department of Human Services will contact your employer and may also contact the registered training organisation to confirm the details specified in your application form.
12. **What if I finish a different course to the course I commenced, or with a different training organisation?**

As long as you received a commencement payment for a 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, and you meet all other eligibility requirements, then you may receive a completion payment.

**Note:** Payments depend 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.

13. **What if I change employers during the course of my study?**

You are still eligible to apply for a completion payment if you change employers during the course of your study, provided you have continued to provide direct care from the commencement of your training, during your training and at the successful completion of your training. You will be required to provide details of your employment in the completion application form.

**Note:** You will not be eligible for a completion payment unless you have received a commencement payment. However, there are provisions for changing eligible courses during your study.

**Note:** Payments depend 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.

14. **What if I finish my course after 30 June 2020?**

Application forms for the completion payment must be lodged by 30 June 2020. Application forms will not be accepted after this date. Payments depend on the availability of funds.
15. **Where do I submit my completed application forms?**

Completed application forms (hard copy only) must be sent to:

Department of Human Services  
ACETI Program  
GPO Box 9923  
PERTH WA 6001

16. **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;
- in all instances where the Commonwealth has paid a person outside the scope of ‘Information for Applicants’ (i.e. made a mistake and paid the incorrect amount and/or to the incorrect person and/or made a payment for an ineligible training course/aged care service).

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

17. **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 the Department of Human Services.

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

18. **Can I request an update on the status of my application after I have submitted it?**

Yes. Payment related questions (including updates on the status of your application) should be directed to the Department of Human Services Medicare Program Aged Care Enquiries Line on **1800 195 206** (option 3). Call charges may apply from public and mobile telephones.
19. **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:

<table>
<thead>
<tr>
<th>Primary Group (Only ONE must be used):</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Birth Certificate</td>
<td>70</td>
</tr>
<tr>
<td>• Citizenship Certificate</td>
<td>70</td>
</tr>
<tr>
<td>• Current Passport</td>
<td>70</td>
</tr>
<tr>
<td>• Expired passport (not cancelled and not expired for longer than 2 years from date of application)</td>
<td>70</td>
</tr>
<tr>
<td>• Other documentation of identity having the same characteristics as a passport</td>
<td>70</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Second Group (Combination required to make up the remaining 30 points must be provided):</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>• Current Australian driver’s licence</td>
<td>40</td>
</tr>
<tr>
<td>• Identification Card issued to a Commonwealth or State/Territory Government employee, contractor or other personnel</td>
<td>40</td>
</tr>
<tr>
<td>• Lands Titles Office records</td>
<td>35</td>
</tr>
<tr>
<td>• A rating authority (lands rates document)</td>
<td>35</td>
</tr>
<tr>
<td>• Reference to the latest telephone directory published by Telstra, and the telephone contact with the signatory of the person named on this number</td>
<td>25</td>
</tr>
<tr>
<td>• Credit card tax invoice (two or more credit card tax invoices from the same financial institution will only be counted as one)</td>
<td>25</td>
</tr>
<tr>
<td>• Council rates notice</td>
<td>25</td>
</tr>
<tr>
<td>• Record of a public utility (eg utilities accounts – telephone, gas, electricity, ISP provider)</td>
<td>25</td>
</tr>
<tr>
<td>• Record held under law (other than a law relating to Land Titles)</td>
<td>25</td>
</tr>
</tbody>
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20. **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:
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