

## Validation Type

- ✓ Full Validation
- ✓ E-Validation

## Prepare

Preparation begins well before the call from the Department

- ✓ Conduct Regular audits of packs & care plans
- ✓ Solid procedures
- ✓ Maintain supporting evidence packs
- ✓ Inform & train your team
- ✓ Prepare them with expectations

## Preparation

### Documentation



Review a sample of ACFI packs & other documents to ensure accuracy and congruency

### ACFI Packs

Check:  
Dates  
Signature  
Diagnoses  
Charting  
Records

### Team



Care Plans  
Is the care plan congruent with assessments  
Are staff following the care plan?  
Resident wellbeing  
ACFI Claim

### Interview

Select the most appropriate person for the validators to interview  
i.e. Someone that knows the resident well

### Prepare the team

On what to Expect

### Visit



## Visit

Be friendly & professional.  
They are just doing their jobs

# Validation Success

Provider Assist

### On site Validation

Clarify:

Dates?  
—  
How many Residents?  
—  
Name of Review Officers?

### E - Validation

Clarify:

Which Residents?

### Notified of Validation

Clarify:

What type of validation?  
Full 1 space  
E-val 2 space

## START

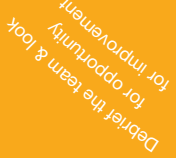


### Reconsideration

If you decide reconsideration:  
It must be within 28 days  
Ask for help  
—  
Complete review and reconsideration process in the My Aged Care portal & submit

### The report

Note downgrades & financial impact  
Assess report & decide on action  
Discuss options with your RA Executive



Debrief the team & look for improvement

### Post Validation

Interviews & observations  
Always monitor  
— stop immediately & discuss alternatives  
If Resident becomes distressed  
Leave a Resident alone with a Review Officer

Advocate

Stay calm & professional

Provide a place to work

Meet & introduce

Visit

Prepare the team

Interview

ACFI Packs

Documentation

Preparation

Validation Type

Post Visit

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