

## Verification Policy

Effective Date: 19 October 2021

Version Date: 31 October 2024

### 1 - Purpose

The purpose of this Verification Policy is to detail the information Mable Technologies Pty Ltd (ACN 162 890 379) ("**Mable**") will require from:

- Support Workers to determine their eligibility to provide specific Care Services via the Mable Platform; and
- Client Members to receive or arrange for the provision of Care Services. ("**Clients**")

(" **User Verification**")

### 2 - Scope

This Policy applies to all new Support Workers and Clients signing up to use the Mable Platform.

This Policy also applies to existing Support Workers or Clients where:

- An accreditation, check or verification requirement expires and a renewed accreditation or check must be provided to Mable in accordance with this Policy; or
- Mable introduces a new Verification Check requirement for Support Workers or Clients.

### 3 - Navigating this Policy

Part 6 of the Policy applies to Clients using the Mable platform and sets out the verification process for Clients.

Part 7 of the Policy covers the minimum verification requirements for each Service Type for Support Workers.

## 4 - Definitions

All capitalised terms not defined in this Verification Policy are defined in the Terms of Use. If you are a Client, refer to the Client Terms of Use, and if you are a Support Worker, refer to the Support Worker Terms of Use.

**Coordinator Managed** means a Client Account that is managed by a Coordinator.

**Identification Document** has the meaning defined in Part 6(c) of this Policy.

**Service Type** - refers to the types of Care Services that independent Support Workers can provide on Mable

## 5 - Verification Policy Statements

### **a) Approval of accounts at Mable's discretion**

In accordance with its Support Worker and Client Terms of Use, Mable performs User Verification to promote safety between Support Workers and Clients on the Platform. Safety is especially important where Care Services occur in an unsupervised environment at a private residence. As a result, until the Verification Check requirements set out in this Policy have been met:

- A Support Worker will not be approved to provide Care Services on the Mable Platform; and
- A Client Member will not be approved to post a job or contact a Support Worker on the Mable Platform.

Approval of a Support Worker and a Client Member on the Mable Platform is at the sole discretion of Mable in accordance with this Policy and the Terms of Use.

### **b) Support Worker and Client Involvement in Verification Checks**

In addition to the Verification Checks that Mable conducts, Support Workers and Clients are encouraged to make their own inquiries and decisions about any documents, information or statements made by a Support Worker or Client that are not included in the documents that are verified by Mable and referred to in this Policy. Support Workers and Clients are ultimately responsible for making their own decisions regarding Care Services.

### **c) Unverified Services**

Support Workers can only provide Care Services via the Platform that they are verified by Mable to provide in accordance with this Policy.

### **d) Expiration of Verification Checks**

A Support Worker must renew an accreditation or check on their profile before it expires to continue providing the relevant Care Services via the Platform. The Support Worker must send a copy of the renewed accreditation or check to [info@mable.com.au](mailto:info@mable.com.au) before the expiry date of the accreditation or check. Mable sends a reminder to Support Workers before expiry of some checks including Working With Children and police checks.

### **e) Non-compliance with this Policy**

Failure to comply with the requirements in this Policy may be a breach of the Client or Support Worker [Terms of Use](#), or the [Support Worker Code of Conduct](#), and is addressed under the relevant Terms of Use or the [Incidents and Complaints Management Policy](#).

## **6 - Verification Checks for Client Members**

This Part outlines the verification steps that apply to setting up a Client account on Mable. The information required to satisfy the Verification Checks for Client Members is provided in [Appendix A](#).

There is currently one Verification Check that applies to Client Members, which is Identity Verification. Identity verification is a mandatory requirement for all Client accounts from 2 December 2024, *unless* the Client is Coordinator Managed and their Coordinator is an organisation.

Identity Verification is not required to continue performing Care Services under an Agreement that was created before **2 December 2024**. Identity Verification is a requirement of posting a job and engaging any new Support Workers from **2 December 2024**, onwards.

### **a) What is Identity Verification?**

Identity Verification is where a Client Member provides information from one form of identification which is verified by a third-party provider (**'Identity Verification'**).

The identity of Support Workers is also verified by a third-party provider, as a component of the Police Check requirement set out in Part 7 of this Verification Policy.

**b) Whose identity is verified during Identity Verification?**

Identity Verification applies to the identity of a Client Member, which means the person who creates an Account on the Platform for the purposes of that person engaging with Support Workers and entering into Care Services Agreements for the provision of Care Services.

In some instances, the Client Member may not be the person receiving Care Services. However, under the 'Eligibility to Use the Platform and Platform Services' in the [Client Terms of Use](#), and the [Client Code of Conduct](#), Client Members must provide information to Mable that is true and not misleading. This includes information about the identity of the participant that is receiving Care Services where the participant is not the account holder, including the participant's name, support needs or any other information about the participant that is required by Mable and communicated to Support Workers via the Platform.

**c) Which identification documents are required for Identity Verification?**

The types of identification documents required to complete Identity Verification are **ONE** of the following:

1. An Australian driver licence;
2. Medicare Card; or
3. Australian Passport.

**("Identification Documents")**

Once the requirement is mandated, if a person wishing to set up a Client account (Client Member) does not hold any of the Identification Documents, that person is ineligible to post a job or message a Support Worker on the Platform.

**d) What does Identity Verification involve?**

Identity Verification involves the following steps:

1. A Client Member is asked to verify their identity once they have access to their Mable account, before a Client Member can post a job or message a Support Worker.

2. The information provided from the identification document is cross-referenced by our third-party provider against the relevant official database, verifying that the Identification Document provided is a legitimate and valid proof of identity.
3. Mable is notified about the status of the identity verification by our third-party provider. If the Identity Verification is successful, the Client Member may proceed with posting a job or messaging a Support Worker. If the Identity Verification is unsuccessful, the Client Member is notified and given an opportunity to seek assistance from Mable support specialists regarding the Identity Verification.
4. After Identity Verification, the full name provided is linked to the Client profile on the Mable Platform. However, if the Client signed up on the Mable Platform using a preferred name, the preferred name displays on the Client profile on the Mable Platform.

***e) How does Mable handle the information provided during Identity Verification?***

Mable requests information that comes from an Identification Document, not the Identification Document itself. Mable does not require a copy of any Identification Document and does not store or sight Identification Documents. Mable stores the full name and date of birth from Identification Documents, but Mable does not store any further information from Identification Documents, such as a passport number, driver licence number, Medicare card number or Australian Visa Grant Number.

For more information about privacy, please refer to the Mable [Privacy Policy](#). Mable's current third-party provider is GreenID. For information about privacy at GreenID, please refer to the [GreenID Privacy Policy](#).

## **7 - Verification Checks for Support Workers**

This Part outlines the verification steps that apply to setting up a Support Worker account on Mable. [Appendix B](#) sets out the Verification Checks applicable to each Care Service that can be provided via the Platform.

***a) Why does Mable verify information about Support Workers?***

Support Worker Verification is performed to support the safety of Clients and Support Workers. It ensures that:

- Support Workers hold the relevant skills, training and experience in accordance with this Verification Policy to perform Care Services to Clients via the Platform; and
- Clients feel safe knowing that the Support Worker has passed identity and background checks.

The identity of Clients may also be verified as a component of the Identity Verification requirement set out in Part 6 of this Policy.

***b) Why does Mable require a Police Check?***

Some requirements apply to all service types, including the Police Check. The Police Check is required to promote Client safety as Care Services conducted via the Mable Platform involve supporting people with disabilities and older people in an unsupervised environment. For more information about how Police Checks are assessed by Mable, please refer to the [Police Check Policy](#).

***c) How is my information handled during the Police Check stage of the Support Worker verification process?***

Police Checks are carried out by a third-party provider. Mable only accepts police checks that are applied for directly through your Mable account, it does not accept existing police checks. This process involves both an identity check and a criminal history check. The identification documents required to conduct a police check are not stored or sighted by Mable; they are collected in the Checked Australia portal.

Mable receives a Nationally Coordinated Criminal History Check Certificate from the third party provider which is stored by Mable for the purposes of conducting a review of any disclosable court outcomes in accordance with its [Police Check Policy](#).

For more information about privacy, please refer to the [Privacy Policy](#). Please note that Support Workers applying to Mable can access a reduced rate for obtaining a police check through the third party provider and Mable does not generate any revenue from conducting police checks.

## **8 - Changes to this Policy**

We may update this Policy from time to time. We will post the updated Policy on our Site, so please check regularly for any updates. The updated Policy will take effect from the date of posting. Where Mable changes or introduces a new mandatory Verification Check for existing Users, we will provide 30 days notice before implementing this mandate.

## **9 - Contact Information**

Mable welcomes your comments or questions regarding the Site, our Platform, or this Policy.

Please by emailing [info@mable.com.au](mailto:info@mable.com.au); or through our live chat function on the Site.

*Verification Policy last updated on 31 October 2024.*

## Appendix A – Verification Checks for Clients: Identity Verification

Identity Verification – All Client Account Holders (once mandated by Mable)	
Client Member Requirements	Mable's Verification Steps
<p>The below information from <b>ONE</b> of the Identification Documents listed below:</p> <p><b>Australian Driver Licence</b></p> <ul style="list-style-type: none"><li>• Full name</li><li>• Date of birth</li><li>• Driver licence number</li><li>• Card number</li></ul> <p><b>Medicare Card</b></p> <ul style="list-style-type: none"><li>• Full name</li><li>• Date of birth</li><li>• Medicare Card number</li><li>• Medicare Card expiry date</li></ul> <p><b>Australian Passport</b></p> <ul style="list-style-type: none"><li>• Full name</li><li>• Date of birth</li><li>• Passport number</li></ul>	<p>The information from the Identification Document is sent to our third-party provider for the purposes of verifying the Identification Document.</p>



## Appendix B – Verification Checks for Support Workers

The Verification Checks for Support Workers differ according to the type of service that the Support Worker wishes to offer via the Mable Platform. The service types are listed below. A Support Worker must satisfy all the requirements listed under each service type to provide Care Services of that type through the Mable Platform. The Verification Checks applicable to all services are provided in *Part 1 – All Services*. Click on a service type below to navigate to the relevant Verification Checks.

1. [All Services](#)
2. [Social and Domestic Assistance](#)
3. [Personal Care](#)
4. [Nursing](#)
5. [Allied Health](#)
6. [Medication Assistance](#)
7. [Manual Handling](#)
8. [Services for Children](#)
9. [First Aid & CPR Badge on Profile](#)
10. [Transport](#)
11. [Immunisation](#)

## 1. All Services

All Support Workers are required to complete the following steps prior to approval of the profile.

Verification Check Requirements	Mable's Verification Steps
1. Complete profile	Mable ensures all mandatory profile fields are completed
2. Support Workers must be 18 years of age or over	The identification document (e.g. driver's licence, passport, birth certificate) will be verified as part of the Police Check. This is more fully set out in the Police Check / Probity check policy on the Mable website, available by clicking <a href="#">here</a> .
3. Police Check obtained via the unique link in your account set-up	Refer to the process set out in Police Check Policy, available by clicking <a href="#">here</a> .
4. ABN	Ensure valid ABN. For more information on obtaining an ABN, click <a href="#">here</a> .
5. Completion of Infection Control Training module	Mable confirms that the Support Worker has completed 100% of the in-platform infection control training module
6. If providing services in the Australian Capital Territory or Tasmania, a Working with Vulnerable People check	Obtain a copy of the Working with Vulnerable People clearance.

**2. Social Support and Domestic Assistance**

*Companionship, social outings, activities, transport, meal preparation, shopping assistance, cleaning, laundry, light housework, light gardening, etc.*

<b>Verification Check Requirements</b>	<b>Mable's Verification Steps</b>
1. Information from the <u>All Services</u> section	See All Services section
2. 2 professional or character references	Mable will contact the referees by phone and / or request answers in writing to nominated questions.

### 3. Personal Care

*Hands-on support services that help a person perform their day to day activities and maintain their independence, such as shower and dressing, grooming and toileting. For more information on personal care, see the 'What is Personal Care?' guide, by clicking [here](#).*

Verification Check Requirements	Mable's Verification Steps
1. Information from the <a href="#">All Services</a> section	See All Services section
2. Certificate 3 or 4 in Aged Care or Disability Support, a similar qualification or a minimum of 2 years' equivalent experience; <b>OR</b> Nursing qualification attained in NZ, the Philippines, USA, Canada, UK, EU member country, Singapore, Hong Kong, and the UAE (but not for nursing services or "assist with medication").	Copy of the official certificate of completion will be requested
3. 2 professional references from a supervisor or colleague who can verify that they have performed the personal care services being offered. If your professional experience is from a work placement, the reference must be from your supervisor or trainer. The references must relate to experience within an aged care or disability organisation within the last 5 years. If a service cannot be confirmed by a reference, it will be removed from the profile.	<ul style="list-style-type: none"><li>• Mable will contact the referees by phone and / or request answers in writing to nominated questions.</li><li>• User reference – verbal or in written form – verifying competency of Support Worker in chosen service</li><li>• Copy of assessment or certification</li></ul>
<p><b>4. If no qualification</b>, 2 years paid experience and 2 professional references are required. The references must relate to experience within an aged care or disability organisation within the last 5 years.</p> <p><b>Note:</b> <i>If the Support Worker has only worked for one organisation over two years, these references can be from the same organisation, however, 2 professional references are still required.</i></p>	<ul style="list-style-type: none"><li>• Mable will contact the referees by phone and / or request answers in writing to nominated questions.</li></ul>

#### 4. Nursing

Wound care, medication management, continence management, catheter care, PEG feeding etc. For more on the types of services that nurses can offer on Mable, refer to the Nursing page by clicking [here](#).

Verification Check Requirements	Mable's Verification Steps
1. Information from the <a href="#">All Services</a> section	See All Services section
2. Current nursing registration with Australian Health Practitioners Regulation Agency (AHPRA) that has been active for at least 12 months prior as an RN or EN only.  <b>Note:</b> Nurses are responsible for ensuring their registration is renewed each year.	Mable conducts AHPRA database search. Mable re-verifies registration on an annual basis.  <b>Note:</b> Eligibility is subject to any conditions/restrictions/reprimands on the AHPRA registration. Provisional registration not accepted as that requires supervised practice. Non-practising status not accepted.
3. 2 professional or character reference	Mable contacts the referees by phone and / or request answers in writing to nominated questions
4. 1 year experience in nursing as confirmed by 12 months registration with AHPRA (cannot be confirmed only by reference).  <b>Note:</b> If a nurse has less than 1 year registration then they cannot offer Nursing services, but can still offer Personal Care if they meet the personal care criteria.	Mable conducts AHPRA database search.  <b>Note:</b> Eligibility is subject to any conditions/restrictions/reprimands on the AHPRA registration. Provisional registration not accepted as that requires supervised practice. Non-practising status not accepted.
5. For PEG feeding, written permission from Mable's insurer is also required. This involves the Support Worker sending an email to <a href="mailto:info@mable.com.au">info@mable.com.au</a> requesting permission to provide PEG feeding. Mable responds back to the Support Worker's email with a decision, following discussion with the insurer.	Mable requests a copy of the written permission from the insurer.

## 5. Allied Health

Allied health refers to a wide range of health care professionals who are qualified to treat various illnesses and conditions, such as Physiotherapy, Occupational Therapy, Psychological services and Speech Pathology. For more information on Allied Health, see the 'What is Allied Health?' guide, by clicking [here](#).

Verification Check Requirements	Mable's Verification Steps
1. Information from the <a href="#">All Services</a> section	See All Services section
For <b>Physiotherapy, Occupational Therapy and Psychological Services:</b> 2. AHPRA registration for a minimum of 12 months 3. 2 professional or character reference	<ul style="list-style-type: none"><li>• Mable conducts an AHPRA database search</li><li>• Mable will contact the referee by phone and / or request answers in writing to nominated questions</li></ul> <p><b>Note:</b> Eligibility is subject to any conditions/restrictions/reprimands on the AHPRA registration. Provisional registration not accepted as that requires supervised practice. Non-practising status not accepted.</p>
For <b>Speech Pathology:</b> 1. Registration with Speech Pathology Australia for a minimum of 12 months. Student or provisional registration is not accepted. 2. 2 professional or character reference	<ul style="list-style-type: none"><li>• Mable conducts a database search with Speech Pathology Australia</li><li>• Mable will contact the referee by phone and / or request answers in writing to nominated questions</li></ul>

## 6. Medication Assistance

*Medication assistance (excludes medication management)*

Verification Check Requirements	Mable's Verification Steps
1. Information from the <u>All Services</u> section	See All Services section
<p>2. Medication Assistance certificate or a transcript from RTO, TAFE, registered Disability or Aged Care provider. The course must have included a practical/face-to-face component and must have been awarded within the last five years.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"><li>• <i>Other medication assistance modules may be acceptable if they can be verified as equivalent to HLTHPS006 on <a href="http://training.gov.au">training.gov.au</a> and have been awarded in the last 5 years.</i></li><li>• <i>Exceptions can be made for Registered and Enrolled Nurses and Registered Paramedics only due to their AHPRA registration, as long as there are no restrictions listed on their registration.</i></li></ul>	<ul style="list-style-type: none"><li>• Copy of official transcript or certificate of completion to be provided</li><li>• AHPRA database search</li></ul> <p><b>Note:</b> <i>Eligibility is subject to any conditions/restrictions/reprimands on the AHPRA registration. Provisional registration not accepted as that requires supervised practice. Non-practising status not accepted.</i></p>

## 7. Manual Handling

Manual handling is activity to lift, lower, push, pull, hold or restrain something.

Verification Check Requirements	Mable's Verification Steps
1. Information from the <a href="#">All Services</a> section	See All Services section
<p>2. Manual handling certificate or official transcript from a Registered Training Organisation (RTO), TAFE or a registered disability or aged care provider. The transcript should contain a component which states "manual handling" or "HLTWH002 - Follow Safe Work practices for direct Client care", "HLTWH005 - Conduct manual tasks safely".</p> <p><b>Note:</b></p> <ul style="list-style-type: none"><li>• <i>The certificate must have been obtained in the last five years. If the certificate is older than five years, manual handling can be offered as a service if confirmed via a referee, but the certificate shouldn't be displayed as an 'Other Qualification'.</i></li><li>• <i>The online manual handling course offered as a micro-credential through Mable Learning Hub satisfies this requirement.</i></li><li>• <i>A Support Worker may still be able to offer Manual Transfer and Mobility, and Hoist and Transfer as a Service, provided a relevant referee has verified the Service</i></li></ul>	<ul style="list-style-type: none"><li>• Copy of official certification to be provided</li><li>• Mable will contact referee by phone or request written confirmation</li></ul>



## 8. Services for Children

*Any Care Services for Clients under 18 years of age.*

Verification Check Requirements	Mable's Verification Steps
1. Information from the <a href="#">All Services</a> section	See All Services section
2. Working with Children Check (Paid Work or Employee) <ol style="list-style-type: none"><li>Depending on the State, the check may be called:<ol style="list-style-type: none"><li>'Blue Card' (<i>Queensland</i>);</li><li>DCSI check (<i>South Australia</i>); or</li><li>'Working With Vulnerable People' Card (<i>ACT and Tasmania</i>).</li></ol></li><li>If the Support Worker is on the border between States (eg. Tweed Heads, Albury, Wodonga), a Support Worker must as a minimum have the WWCC for the State in which they reside as per their Driver Licence. If a Support Worker will be working on both sides of the border, they must have a WWCC for both States. A Support Worker cannot only have the WWCC for the other side of the border to where they live.</li></ol>	Refer to the Working with Children Check process set out in Police Check / Probity check <a href="https://mable.com.au/police-check-policy/">https://mable.com.au/police-check-policy/</a> .  <b>Note:</b> <ul style="list-style-type: none"><li>Valid Teacher's registration accepted for Victoria;</li><li>Valid Exemption Blue Card accepted for Qld. This must be a completed check; application letters not accepted.</li></ul>

## 9. Provide Transport

*Providing transport in a motor vehicle as a Care Service or during a Care Service*

Verification Check Requirements	Mable's Verification Steps
1. Information from the <a href="#">All Services</a> section	See All Services section
2. The driver licence needs to display the full name, photo and date of birth of the Support Worker, and the expiration date. The driver licence must be issued in Australia.  <b>Note:</b> <i>Overseas driver licences are not accepted. Provisional licences are acceptable, but drivers must obey the restrictions. Mable does not accept learner licences.</i>	Refer to the process set out in Police Check / Probity check, accessible <a href="#">here</a> .  If the driver licence is not checked as part of this process, a copy of licence must be provided.

## 10. First Aid and CPR - Badge

To receive First Aid/CPR badge displayed on a Support Worker profile

Verification Check Requirements	Mable's Verification Steps
<p>The Support Worker must provide a current First Aid and/or CPR certificate from Australia. Overseas First Aid or CPR certificates will not be accepted.</p> <p>Registered nurses must submit a separate First Aid and CPR certificate to tick the First Aid and CPR badge.</p> <p>Personal Care Support Workers who have a First Aid module on their transcript can display a First Aid badge.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"><li>• It is the responsibility of the Support Worker to renew the certificate</li><li>• You are required to have a First Aid Certificate if servicing Clients under the Commonwealth Home Support Program (CHSP).</li></ul>	<p>Copy of official transcript to be provided.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"><li>• First Aid must be completed as part of a course. Support Workers must provide a copy of the Statement of Attainment Certificate which shows the Course Name and National Codes for the unit/s completed. The certificate must be issued by a Nationally Recognised Training Organisation (training.gov.au).</li><li>• Valid First Aid Certificate (via a registered RTO) that has been valid for three years from the date of issue. HLTAID0011 (formerly HLTAID003).</li><li>• CPR is considered current if it has course competency HLTAID009 (formerly HLTAID001) and has been completed in the last 12 months.</li><li>• HLTAID004 certificates also contain components covering CPR training - allowing this course competency to be uploaded to cover CPR qualification and also covers HLTAID003 - Provide First Aid</li></ul>

<b>11. Immunisation</b>	
<b>Verification Check Requirements</b>	<b>Mable's Verification Steps</b>
<p>1. The Support Worker must self-declare their compliance with any applicable State or Territory requirements relating to immunisation as a Support Worker, such as COVID-19 requirements.</p>	<p>Collect Self Declaration from Support Workers in relation to complying with any State or Territory immunisation requirements for providing Care Services</p>

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