

# Verification Policy

Effective Date: 19 October 2021

Version Date: 1 July 2025

---

## 1- Background

Mable Technologies Pty Ltd (ACN 162 890 379) ("**Mable**") operates a safeguarded digital marketplace for connecting aged care and disability consumers with independent Support Workers in their local communities. As part of safeguarding the Mable platform and complying with applicable regulation, Mable conducts certain checks on all individuals who submit an application to create a Mable Account.

## 2 - Purpose

The purpose of this Verification Policy is to detail the information Mable requires 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**")

## 3 - Scope

From 1 July 2025, this Policy applies to:

- All Clients;
- All new Support Workers signing up to use the Mable Platform; and
- All existing Support Workers once their police check, obtained for the purposes of working on Mable, expires.

This Policy replaces the previous version of the Verification Policy and the Mable Police Check Policy. Where a Support Worker does not meet the criteria above, the previous Verification Policy and Mable Police Check policy applies, until such time that their police check expires.

#### **4 – 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.

#### **5 – 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.

**Verification** – refers to steps taken by Mable to sight, check or validate a qualification, licence, clearance check, certification or other type of documentation, including to ensure that the relevant documentation has not expired.

#### **6 – 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.

If a Support Worker provides services that they have not been authorised to provide by Mable under this Verification Policy, this will be treated by Mable as an 'incident'. Mable will investigate the incident in accordance with the [Incidents and Complaints Policy](#) and the investigation may result in a Platform Safety Measure being placed on a Mable account. This may have the effect of restricting access to, or closing, a Mable account.

If a Client requests that a Support Worker provides a service that the Support Worker is not authorised to provide under this Verification Policy, this will be treated by Mable as an 'incident'. Mable will investigate the incident in accordance with the [Incidents and Complaints Policy](#) and the investigation may result in a restriction being placed on the Client account. This may have the effect of restricting access to, or closing, a Mable account.

#### **d) Notification Requirements**

All Mable users must notify Mable as soon as practicable if they are charged with, or are convicted of, any criminal offence, by contacting Mable using the contact details in Part 10 of this Policy.

#### **e) Other platform considerations**

Mable aims to maintain a healthy balance between Support Workers and Clients on the platform, across all types of services and locations. As part of Mable exercising its discretion over account creation, there may be instances where Mable wishes to prevent, delay or promote the creation of:

- Accounts for account holders in certain areas; or
- Accounts for account holders looking to provide, or receive, certain types of services.

In this event, the person seeking to join Mable will be notified that their account creation has been paused, until such a time that the marketplace is balanced in a way that better caters for the type of account that the person is attempting to create.

#### **f) 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 Client or 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 may 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 can be applied to Client Members, which is Identity Verification. Identity verification for clients is at the discretion of Mable and may be implemented or mandated at any time to ensure safety of platform users.

**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 the National Disability Insurance Agency (NDIA) , as a component of the NDIS Worker Screening 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.
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. 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 from Client Members 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) The Reason for Support Worker Verification***

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 to perform Care Services to Clients via the Platform, in accordance with this Verification Policy; 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) Mandatory NDIS Worker Screening requirement***

As outlined in [Appendix B – Verification Checks for Support Workers](#), independent Support Workers in all service types on Mable require an NDIS Worker Screening Check clearance. An NDIS Worker Screening Check clearance is recognised across both aged care and disability sectors, and encompasses a police check. NDIS Worker Screening clearance 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.

### ***c) Renewals and Restrictions***

All Verification Checks must be renewed before they expire and must be kept current, where required. For example, to comply with the requirement to hold an NDIS Worker Screening Requirement outlined in [Appendix B – Verification Checks for Support Workers](#), Support Workers must renew their NDIS Worker Screening before it expires in five years time.

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. If a Verification Check is not renewed, the person may be prevented from providing a particular service on the Mable platform, or from continuing to hold a Mable account, until the Verification Check is renewed.

Mable sends a reminder to Support Workers before expiry for some checks, including Working With Children and NDIS Worker Screening checks

Where a clearance, check, licence or registration is restricted, suspended or cancelled, the Support Worker must notify Mable immediately.

A revoked, suspended or withdrawn Verification Check may result in a Support Worker being unable to continue holding a Mable account or their account being suspended. This decision may be reassessed by Mable where the relevant Verification Check is reinstated by the relevant authority.

#### **d) Reference Checks**

Reference Checks are conducted by Mable to gain insight into the background of a person seeking to set up a Support Worker account and to understand more about their suitability to provide support services via Mable.

Mable reserves the right to verify the reference using the referee's contact information that a person seeking to join Mable as a Support Worker provides to us.

Professional references typically include past or current employers or supervisors who have observed the applicant's work, particularly in roles related to; social support, domestic assistance, healthcare, childcare or community service. Referees should be able to attest to the applicant's reliability, performance, experience, and ability to work with people with disability or older Australians in an unsupervised environment.

Personal references should come from a person that knows the applicant well enough to accurately answer questions about the applicant's ability to assist people with disabilities or older Australians in an unsupervised environment. The personal referee ideally has witnessed the Support Worker in a position of responsibility or in an environment where they are providing support.



Mable does not accept references provided by family members, or current or former partners.

Mable may request that a Support Worker provides an additional professional or personal reference at its discretion.

In relation to an applicant's suitability, where concerns are raised via the reference checking process, Mable may prevent the progression of the Support Worker's account set-up.

#### ***e) Mandatory training requirements***

From time to time, Mable may require the completion of mandatory training for Support Workers, where required under NDIS and Aged Care regulations that apply to Mable or to independent support workers operating their own support businesses on Mable. When a Support Worker is notified of any mandatory training requirements, the mandatory training must be completed by the independent Support Worker, in accordance with any stipulated deadlines, to enable them to continue accessing the Mable platform.

### **8- Confidentiality**

Mable will protect applicant information in accordance with our [Privacy Policy](#)

As outlined in our Privacy Policy:

- We may engage the services of a third-party service provider to assist with performing Verification Checks, including verification of Identification Documents, Working with Children Checks or an NDIS Worker Screening Check result; and/or
- We may provide a copy of a Support Worker's NDIS Worker Screening Check result and/or Working with Children Check, to any Clients or Approved Providers who engage the Support Worker, or are connected to their engagement on Mable.

### **9 - 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.

## **10 – Contact Information**

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

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

*Verification Policy last updated on 1 June 2025*

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

Identity Verification – Client Account Holders (if mandated or required 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](#)

<b>1. All Services</b> <i>All Support Workers are required to complete the following steps prior to approval of the profile.</i>	
<b>Verification Check Requirements</b>	<b>Mable's Verification Steps</b>
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 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. For Support Workers that joined Mable on or after 1 July 2025, Support Workers must obtain and hold a valid NDIS Worker Screening Check . All existing Support Workers will also be required to hold an NDIS Worker Screening once the police check connected to their Mable account expires on or after 1 July 2025.	Mable collects the NDIS Worker Screening clearance number and verifies it against official government records. This process is conducted through a trusted third-party to ensure the clearance remains valid while a Support Worker holds a Mable account.
4. Australian Business Number (ABN)	Verifies that a valid ABN has been provided using an Australian Business Search. 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.

<b>3. Personal Care</b> <i>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 <a href="#">here</a>.</i>	
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 <i>within the last 5 years</i> . 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>
<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.  <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>	<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 references	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 references	<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 or character professional references	<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>

<b>6. Medication Assistance (Add-on)</b> <i>Medication assistance (excludes medication management)</i>	
Verification Check Requirements	Mable's Verification Steps
1. Information from the <u>All Services</u> section	See All Services section
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.  <b>Note:</b> <ul style="list-style-type: none"> <li>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.</li> <li>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.</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 (Add-on)

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

Verification Check Requirements	Mable's Verification Steps
1. Information from the <u>All Services</u> 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.</i></li><li>• <i>The online manual handling course offered as a micro-credential through Mable Learning Hub satisfies this requirement.</i></li></ul>	<ul style="list-style-type: none"><li>• Copy of official certification to be provided</li></ul>

## 8. Services for Children (Add-on)

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

Verification Check Requirements	Mable's Verification Steps
1. Information from the <u>All Services</u> section	See All Services section
2. Working with Children Check (Paid Work or Employee) a. Depending on the State, the check may be called: i. 'Blue Card' ( <i>Queensland</i> ); ii. DCSI check ( <i>South Australia</i> ); or iii. 'Working With Vulnerable People' Card ( <i>ACT and Tasmania</i> ). b. 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.	<p>Mable verifies information on a Working with Children Check using a trusted third-party provider. This also includes continuously checking that the Working with Children Check remains valid when a Support Work in an agreement that involves working with children or Services for Children is listed on their profile. This may also involve Mable linking the WWCC to Mable through a State-based digital portal.</p> <p><b>Note:</b></p> <ul style="list-style-type: none"><li>• <i>Valid Teacher's registration accepted for Victoria;</i></li><li>• <i>Valid Exemption Blue Card accepted for Qld. This must be a completed check; application letters not accepted.</i></li><li>• <i>Platform Eligibility is subject to any change in status or restrictions placed on the Working With Children Check registration.</i></li></ul>

## 9. Provide Transport (Add-on)

*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 <u>All Services</u> section	See All Services section
<p>2. A valid Australian driver licence. 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.</p> <p><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></p>	<ul style="list-style-type: none"><li>• A copy of the licence must be provided. Mable checks that the licence has not expired prior to approving the Support Worker to provide transport services, as a point in time check.</li><li>• Mable may request a self-declaration from Support Workers indicating that the licence they have provided is a valid driver licence, and that they will notify Mable immediately if the status of their licence changes or conditions are applied.</li><li>• Mable may use its discretion to preclude Support Workers from providing transport services in response to any traffic-related incidents or complaints, or upon becoming aware of traffic offences.</li></ul>

## 10. First Aid and CPR – Badge (Add-on)

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 valid First Aid module on their transcript can display a First Aid badge, as long as the issue date is indicated.</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 you are 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>

11. Immunisation	
Verification Check Requirements	Mable's Verification Steps
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.	Collect Self Declaration from Support Workers in relation to complying with any State or Territory immunisation requirements for providing Care Services

**Policy updated: 1 July 2025**