



24/7 registered nurse responsibility

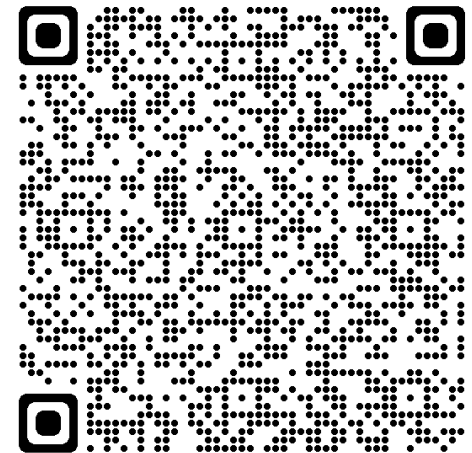
Mark Richardson – Assistant Secretary, Residential Care Funding Reform Branch

Stephanie Kaiser – A/g Assistant Secretary, Workforce Branch

Danaye Mylonas – Business Design Lead, Residential Care Funding Reform Branch

Department of Health and Aged Care

1 June 2023



24/7 RN responsibility: objectives

Improve residents' access to clinical care by ensuring appropriate levels of RN staffing are available at all times



Resident transfers from residential facilities to hospital emergency departments

- **Up to 40% potentially avoidable through the provision of quality clinical care at the aged care facility**
- **Almost 50% occur after hours – when RNs not available**

Reduce the risk of clinical deterioration and allows on-site RNs to manage some issues as first responders

Potentially prevents unplanned admissions to acute facilities or transfer to emergency departments



24/7 RN responsibility exemption



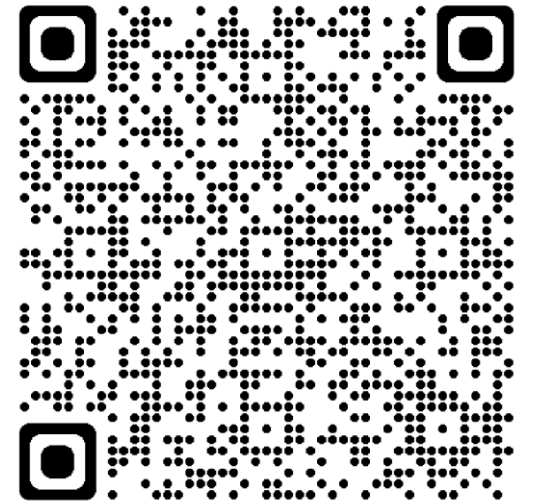
Information and application form

Website:

<https://www.health.gov.au/our-work/care-minutes-registered-nurses-aged-care/24-7-rns/exemption>

Enquiries:

exemptions@health.gov.au



24/7 RN responsibility: compliance

ACQSC regulation of 24/7 RN responsibility

Regulatory Bulletin, letter to providers, statement and webinar

<https://www.agedcarequality.gov.au/reforms/247-registered-nurse-cover-and-care-minutes>



FAQs

<https://www.agedcarequality.gov.au/resources/regulation-workforce-related-responsibilities-including-247-site-registered-nurse-and-care-minutes-webinar-qas>



Residential facility vs residential care service



Residential facility:

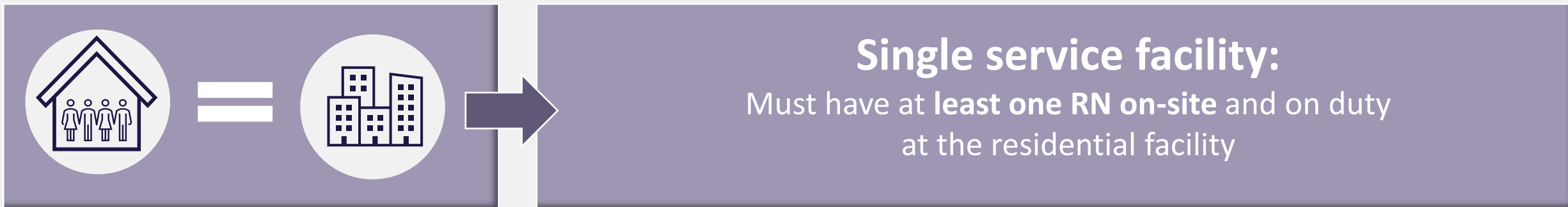
A building or complex of buildings, inclusive of their immediate surrounds, used for the purpose of delivering residential aged care.



Residential care service:

The legal entity, through which aged care subsidy is paid.

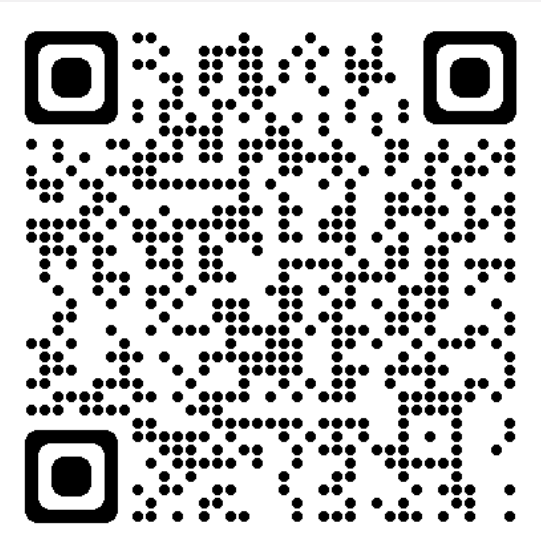
How residential facility applies to different service models



24/7 RN reporting - overview

All providers must submit a monthly 24/7 RN report for each residential facility (including ones with an exemption in place) using the Government Provider Management Portal (GPMS) by the 7th calendar day of the month

GPMS information



<https://www.health.gov.au/our-work/government-provider-management-system-gpms>

24/7 RN reporting is a legislated requirement

Data will inform extent of 24/7 RN coverage and support ACQSC's regulatory activities

Help determine eligibility for the payment of 24/7 RN supplement to eligible residential facilities

Help inform refinements to 24/7 RN policy to better target future workforce supports



24/7 RN reporting - GPMS

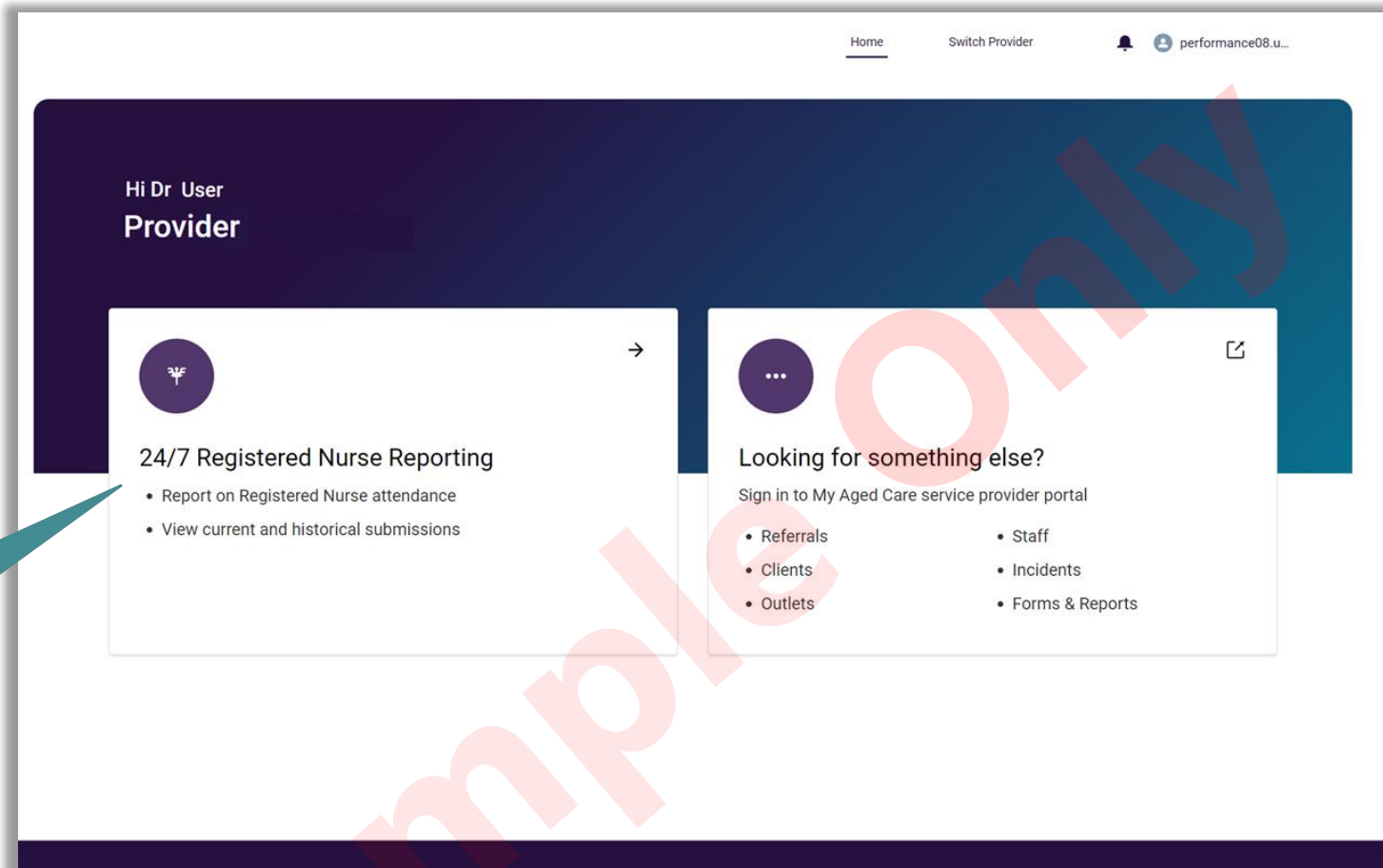
Confirm for each day of the reporting month 24/7 RN coverage (an RN on-site and on duty at all times) at each residential facility

Report only gaps in 24/7 RN coverage each day at the residential facility

Every period of 30 minutes or more an RN was not on-site and on duty at the residential facility

Reason an RN was not on-site and on duty for each period

Alternate arrangements made to ensure clinical care needs were met while an RN was not on-site and on duty (or that alternate arrangements were not made) for each period



Select 24/7 Registered Nurse Reporting

The 24/7 Registered Nurse Reporting functionality will be available from the 3rd of July 2023 in the Government Provider Management System (GPMS).

To access 24/7 Registered Nurse Reporting, Organisation Administrators will be required to assign staff the 'RN Submission – Service' role in GPMS.

24/7 Registered Nurse Reporting

Provider
Service ID: PRV-12588

Serv01
Service ID: SRV-15061 >

Select a service

Select a service from the menu on the left to get started with 24/7 Registered Nurse Reporting for your facility.

Select service

Home Switch Provider performance08.u...

24/7 Registered Nurse Reporting

Provider
Service ID: PRV-12588

Serv01
Service ID: SRV-15061 >

Open report submissions

July 2023
In progress - Report due 7 August 2023 [Edit](#)

Completed report submissions

No completed submissions available for this service.


Select Edit next to the reporting period

Using this website

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Links and resources

- Department of Health and Aged Care website
- My Aged Care service and support portal
- Aged Care Quality and Safety Commission website
- Contact us

 Australian Government


We acknowledge the Traditional Custodians of the land respects to all Elders, past and present, of all Aboriginal nations.

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We acknowledge the Traditional Custodians of the lands we live on. We pay our respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations.

24/7 Registered Nurse Reporting, January 2023

Reporting - In progress

Reporting on Registered Nurses

- You can add entries at any time during the reporting month.
- Any completed entries will be saved automatically.
- You can not submit the report until after the end of the reporting month.
- You have between the 1st and the 7th of the following month to submit the report.
- If you have any overdue reports, you need to submit them prior to the submission of the current report.

How to submit information

For each day you had a registered nurse on-site and on duty for the whole day tick 'always on-site'

If you did not have a registered nurse on-site and on duty for the whole day select 'not on-site'

For each period of 30 minutes or more for which a registered nurse was not on-site and on duty.

1. Select a start time from the drop down list

SAT 1 APR - Registered Nurse not on Site

Enter the time period a Registered Nurse was not on-site and on duty in the boxes below. Choose the Reason why the Registered Nurse was not on-site and on duty and the alternate arrangement you had in place for the time period.

* Time from

3:00 am
3:15 am
3:30 am
3:45 am
4:00 am

* Time to

+ -

Cancel Save

2. If necessary edit the start time to the correct time

* Time from

1:10 am

* Reason

3. Select a finish time from the drop down list
4. If necessary edit the finish time to the correct time

You will also be prompted to select the reason a registered nurse was not on site and on duty, and the alternate arrangement for each period.

To enter more than one time period use the plus button. If you want to remove select the trash can icon. You may also copy and paste a previously entered time period and edit it.

Time from

Time to

Add another line Delete a line

+ -

Copy a line

Reason

Select a reason nurse was not on site

Alternate arrangements

Select an arrangement

Back

Continue

Select continue



Home Switch Provider performance08.u...

Steps

- Preparing submission
- Confirm and submit
- Completed

15061 - Perf08Serv01

Registered Nurses Reporting, May 2023

Reporting - In progress

MON 1 MAY	Registered Nurse always on site	<input checked="" type="checkbox"/> Always on site	<input type="checkbox"/> Not on site
TUE 2 MAY	Registered Nurse always on site	<input checked="" type="checkbox"/> Always on site	<input type="checkbox"/> Not on site
WED 3 MAY	Registered Nurse always on site	<input checked="" type="checkbox"/> Always on site	<input type="checkbox"/> Not on site
THU 4 MAY	Registered Nurse always on site	<input checked="" type="checkbox"/> Always on site	<input type="checkbox"/> Not on site
FRI 5 MAY	Registered Nurse always on site	<input checked="" type="checkbox"/> Always on site	<input type="checkbox"/> Not on site
SAT 6 MAY	Was a Registered Nurse always on site	<input checked="" type="checkbox"/> Always on site	<input type="checkbox"/> Not on site
SUN 7 MAY	Was a Registered Nurse always on site	<input checked="" type="checkbox"/> Always on site	<input type="checkbox"/> Not on site
MON 8 MAY	Was a Registered Nurse always on site	<input checked="" type="checkbox"/> Always on site	<input type="checkbox"/> Not on site

Select always on-site where a nurse is on-site for the entirety of the day.

Select not on-site where a nurse is not on-site for period of more than 30 minutes.

- For each period of 30 minutes or more, where a nurse was not available select the 'Time from' and 'Time to' using either the picklist or typing in the time with your keyboard.
- Select a reason why the registered nurse was not on-site and an alternate arrangement that was in place from the picklist.

MON 1 MAY - Registered Nurse not on Site

Enter the time period a Registered Nurse was not on-site and on duty in the boxes below. Choose the Reason why the Registered Nurse was not on-site and on duty and the alternate arrangement you had in place for the time period.

* Time from: 12:15 am

* Time to: 12:55 am

* Reason: Select a reason

* Alternate arrangement: Select an alternate arrangement

12:00 am

12:15 am

12:30 am

12:45 am

✓ 1:00 am

1:15 am

+ [Copy] [Delete]

Cancel Save

- To add more periods select the add icon, to copy your entry select the copy icon, to delete select the delete icon.
- Once you have completed recording all periods that a nurse was **not on site** for the chosen day, select 'save' to save the record.

MON 1 MAY - Registered Nurse not on Site

Enter the time period a Registered Nurse was not on-site and on duty in the boxes below. Choose the Reason why the Registered Nurse was not on-site and on duty and the alternate arrangement you had in place for the time period.

* Time from: 12:15 am

* Time to: 12:55 am

* Reason: Temporary absence - unplanned

* Alternate arrangement: GP/NP/RN on-call can attend in less than 15 mins

+ [Copy] [Delete]

Add

Delete

Cancel Save

- Steps
- **Preparing submission**
 - Confirm and submit
 - Completed

15061 - Perf08Serv01

Registered Nurses Reporting, May 2023

Reporting - In progress

MON 1 MAY	Registered Nurse not on site 12:15 am – 12:15 am Reason: Temporary absence – unplanned Alternative Arrangement: GP/NP/RN on-call can attend in less than 15 mins	<input checked="" type="checkbox"/> Always on site	<input type="checkbox"/> Not on site
TUE 2 MAY	Registered Nurse always on site	<input checked="" type="checkbox"/> Always on site	<input type="checkbox"/> Not on site
WED 3 MAY	Registered Nurse always on site	<input checked="" type="checkbox"/> Always on site	<input type="checkbox"/> Not on site
THU 4 MAY	Registered Nurse always on site	<input checked="" type="checkbox"/> Always on site	<input type="checkbox"/> Not on site
FRI 5 MAY	Registered Nurse always on site	<input checked="" type="checkbox"/> Always on site	<input type="checkbox"/> Not on site

Back Continue

Select continue to proceed to uploading the report.

Once all days are reported for the month, the day will be coloured blue and the continue icon at the bottom of the page will become selectable.

- Before you start
- Preparing submission
- Agree and submit**
- Completed

1-YHP9H37 - Big Bang Aged Care

24/7 Registered Nurse Reporting, January 2023

Reporting - In progress

January submission overview

98%

Percentage of Registered Nurse coverage

744

Hours during the submission period

83

Hours a registered nurse was not on site

Declaration

I declare that the information provided in this report has been reviewed and approved by authorised personnel (if the provider is a State, a Territory, an authority of a State or Territory or a local government) a director of the body corporate (if the provider is a body corporate that is incorporated), or a member of the provider's governing body.

Note to individuals signing this form Giving false or misleading information or documents is an offence under Division 137 of the Criminal Code Act 1995 (Cth) with a maximum penalty of 12 months imprisonment.

Back

Agree and submit

Select Agree and Submit

Once the report is complete and the information provided is true and correct, read the declaration and select Agree and Submit.

Only when the report is submitted and finalised, and you have received the green confirmation pop up, will the report be submitted and eligibility be calculated.



Report was successfully submitted on time.

1-YHP9H37 - Big Bang Aged Care

24/7 Registered Nurse Reporting, January 2023

Reporting - Submitted

Thanks for submitting your 24/7 registered nurse report

This assessment will be confirmed and your submission marked completed.

January submission overview

98%

Percentage of registered nurse coverage

744

Hours during the submission period

83

Hours a registered nurse was not on site

Report was submitted by Penny Teller on 3 February 2023.

Return to submissions

Remember, you can view previous submissions from the submissions list.

Need assistance or have questions about the result

Call us during business hours or send an email.

On-site and on duty

On-site

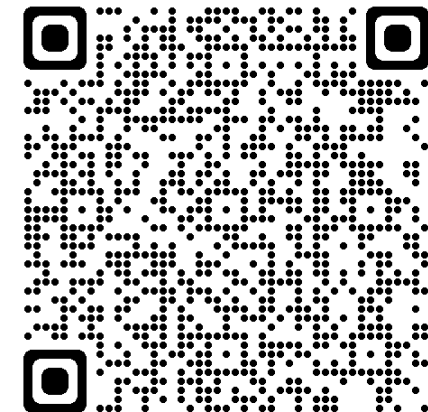
An RN is considered on-site when they are within the confines of the residential facility or the immediate surrounds.

On duty

On duty means the RN must be available to provide care to residents and clinical oversight of the care provided by other care staff as needed.

Scenarios – care minutes and 24/7 RN guide

Contact – ANACCOoperations@health.gov.au



24/7 RN supplement

\$801 million over four years from 2023-24 to fund the supplement to help residential facilities meet the cost of delivering 24/7 RN care to residents

Eligibility for supplement

Up to 60 residents per day on average over the month

Submit correctly completed 24/7 RN report by 7th calendar day of following month

Meet specified average level of RN coverage for each day over the month

Payment of supplement

If the 24/7 RN reporting is received prior to the service submitting the monthly claim, the supplement will be calculated and paid with the current month's claim.

If the 24/7 RN reporting is received after the service submits the monthly claim, the supplement will be calculated and paid with the next month's claim.



Co-located services must have no more than a combined average of 60 residents a day

If eligible, supplement will be paid as a proportion to each service based on number of occupied beds



Eligibility – RN coverage threshold

From 1 July 2023, a residential facility must deliver an average of 20 hours (minimum) of RN coverage to be eligible for the 24/7 RN supplement

- To account for unplanned absences and avoid financial penalty for facilities close to delivering 24/7 RN coverage

- Interim threshold only – consideration to review in 3 months from commencement and then ongoing to ensure it is reasonable

- Meeting threshold **is not an** indicator of compliance with 24/7 RN responsibility – data will be shared with ASQSC

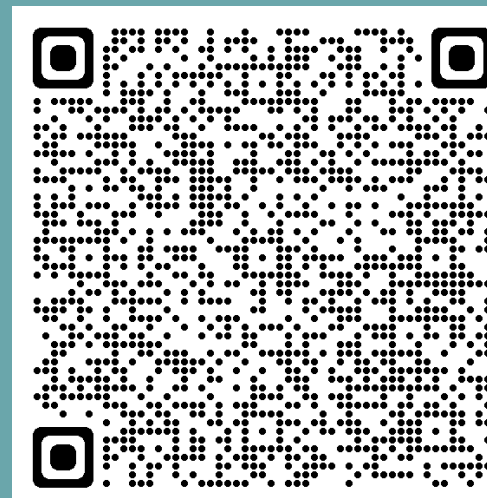


24/7 RN supplement rates

24/7 RN supplement rates payable to eligible residential facilities effective 1 July 2023, based on occupied bed days per month

Avg. residents per day in calendar month	Occupied bed days (28 calendar day month)	Occupied bed days (29 calendar day month)	Occupied bed days (30 calendar day month)	Occupied bed days (31 calendar day month)	and facility is in 2019 MMM 1-4	and facility is in 2019 MMM 5-7
>0-5	1-140	1-145	1-150	1-155	\$27,667.00	\$77,083.00
>5-10	141-280	146-290	151-300	156-310	\$27,667.00	\$69,000.00
>10-15	281-420	291-435	301-450	311-465	\$27,667.00	\$63,500.00
>15-20	421-560	436-580	451-600	466-620	\$27,667.00	\$53,250.00
>20-25	561-700	581-725	601-750	621-775	\$27,667.00	\$42,250.00
>25-30	701-840	726-870	751-900	776-930	\$27,667.00	\$32,083.00
>30-35	841-980	871-1015	901-1,050	931-1,085	\$19,167.00	\$23,833.00
>35-40	981-1,120	1,016-1,160	1,051-1,200	1,086-1,240	\$14,750.00	\$17,750.00
>40-45	1,121-1,260	1,161-1,305	1,201-1,350	1,241-1,395	\$13,167.00	\$15,750.00
>45-50	1,261-1,400	1,306-1,450	1,351-1,500	1,396-1,550	\$11,750.00	\$13,583.00
>50-55	1,401-1,540	1,451-1,595	1,501-1,650	1,551-1,705	\$9,833.00	\$11,250.00
>55-60	1,541-1,680	1,596 -1,740	1,651-1,800	1,706-1,860	\$7,917.00	\$8,917.00
>60 residents	Above 1,680	Above 1,740	Above 1,800	Above 1,860	N/A	N/A

More information on 24/7 RN supplement



<https://www.health.gov.au/topics/aged-care/providing-aged-care-services/funding-for-aged-care-service-providers/247-registered-nurse-supplement>

Data quality and reviews

A **compliance program** will be established to ensure the data on the 24/7 RN responsibility submitted in the GPMS portal and care minutes submitted in the Quarterly Financial Reports is validated against other information sources

Inspections activity will commence from:

- **July 2023** - 24/7 RN responsibility
- **October 2023** – care minutes

Facilities will be selected using the **Assessment Site Identification Tool** to produce a mix of risk-based and periodic inspection targets

Report with findings and recommendations.

- Action plan for providers without adequate procedures in place in agreement with management to remedy the deficiency.
- Support through educational materials about care time responsibilities.



Aged Care Workforce

Program Update

Presenter: Stephanie Kaiser, A/g Assistant Secretary

1 June 2023



Initiatives to build, train and support the workforce

The aged care workforce is fundamental to putting security, dignity, quality and humanity back into aged care

- The Australian Government is working to build, train and support the aged care workforce by:
 - expanding opportunities for people to join the workforce
 - developing new workers and advancing the skills of current workers
 - raising wages and providing a supportive workplace
-



Fair Work Commission pay increase



Fair Work Commission decision of a 15% increase to award wages for many aged care workers to take effect from 30 June 2023

Nurses Award 2010

- registered nurses, enrolled nurses, and assistants in nursing

Aged Care Award 2020

- personal care workers, recreational or lifestyle activities officers
- one head chef or cook per service

SCHADS Award 2020

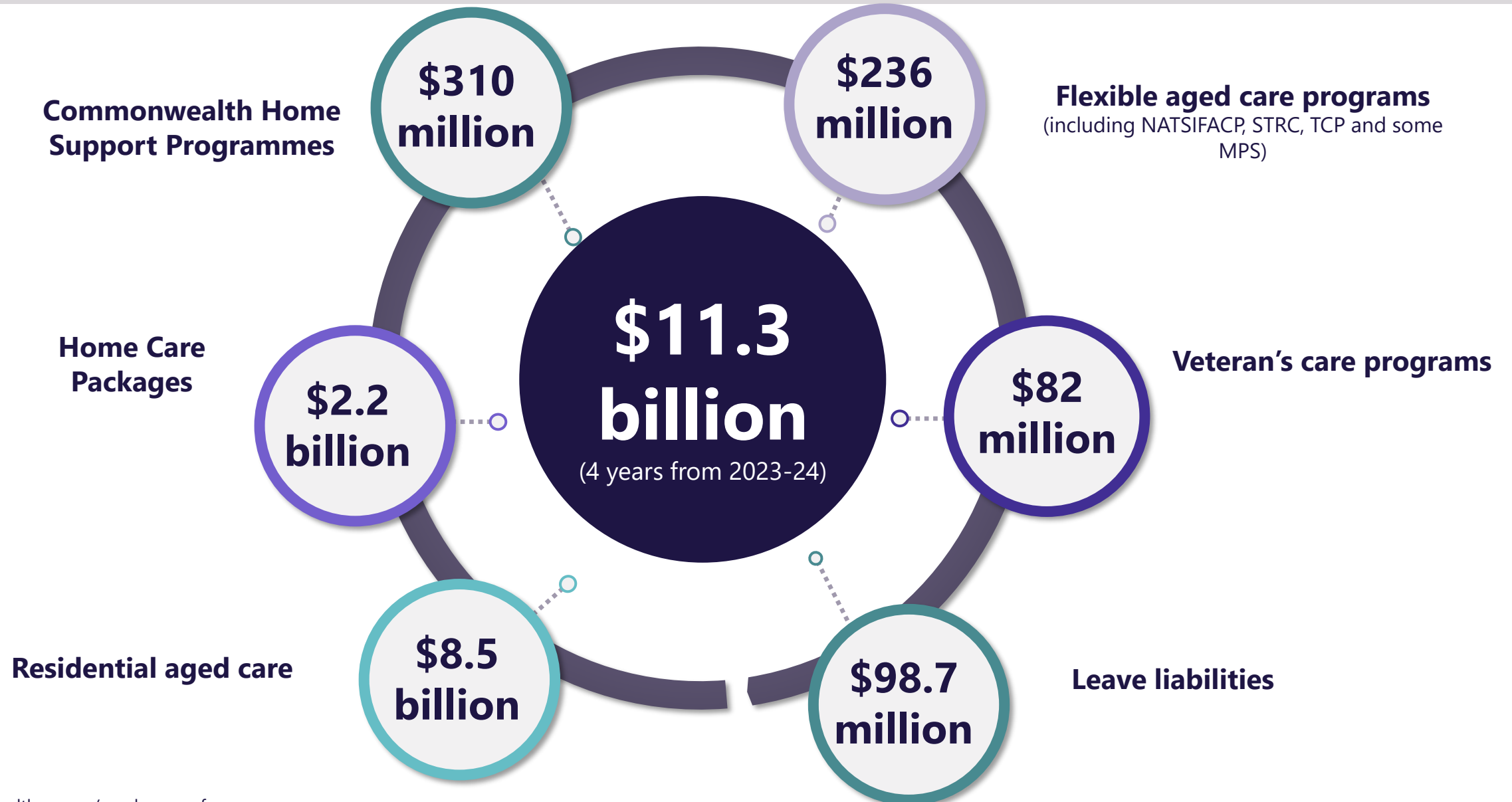
- in-home care workers

Future considerations for FWC Stage 3

- other aged care workers, such as administrative and maintenance workers
- further wage increase for direct care workers



Fair Work Commission - aged care wage increase



Wage Value Case

Further information:

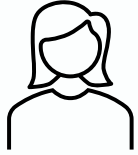
- [Department of Health and Aged Care website - Better and fairer wages for aged care workers | Australian Government Department of Health and Aged Care](#)
- [Department of Health and Aged Care webinar presentation slides - 16 May 2023 - Residential aged care funding Budget update | Australian Government Department of Health and Aged Care](#)
- [Subscribe to the Fair Work Ombudsman to receive updates about pay rates and entitlements including the Annual Wage Review Subscribe to email updates - Fair Work Ombudsman](#)

General enquiries: AgedCareWages@health.gov.au

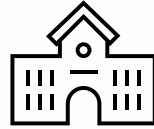


Building the aged care nursing workforce

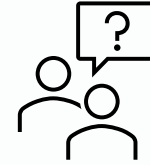
Clinical placements for nursing students



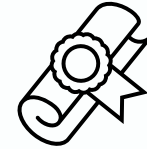
Nursing students in the care and support sector supported to undertake high-quality clinical placements



Care and support sector providers better able to support student placements through support from clinical facilitators



Nursing students exposed to career opportunities and skills development in aged care



Increase the throughput and skills of future aged care nurses

Aged Care Transition to Practice Program



Registered and enrolled nurses are eligible for the Aged Care Transition to Practice Program



The Aged Care Transition to Practice Program is managed by three suppliers

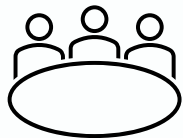


Nurses are mentored and receive specialist training in aged care nursing

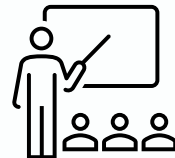


Increase the skills of registered and enrolled aged care nurses

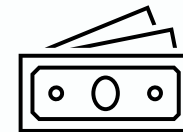
Aged Care Nursing and Allied Health Scholarship Programs



Aged care nurses, personal care workers and allied health professionals who are undertaking a course which commences, or is continuing, in 2023 can apply for the scholarship



Scholarships are administered by the Australian College of Nursing



Scholarship recipients can receive between \$6,000 and \$30,000 depending on their course, for study at the VET, undergraduate or postgraduate levels, as well as a bonus payment on successful completion of their course



Increase the skills and qualifications of aged care workers

Sponsoring overseas workers

Nurses

- **Registered Nurse (Aged Care)** is included on the Medium and Long-term Strategic Skills List
- **Enrolled Nurse** is included on the Short-Term Skilled Occupation List
- Employer-sponsored visa options include:
 - Temporary Skill Shortage visa (subclass 482)
 - Skilled Employer Sponsored Regional (Provisional) visa (subclass 494)
 - Employer Nomination Scheme (ENS) visa (subclass 186)

Other direct care workers

- **Aged Care Industry Labour Agreement** - streamlines sponsorship of workers in personal care occupations
 - Department of Home Affairs webinar scheduled for 15 June
- **Pacific Australia Labour Mobility (PALM) scheme** – allows aged care providers to sponsor workers in low and semi-skilled positions across rural and regional Australia for up to four years



Sponsoring overseas workers cont'd.

BIRO network (Department of Home Affairs)

- The **Business, Industry and Regional Outreach (BIRO)** Officer network engages with key stakeholders, businesses, employers and industry bodies to boost skilled migration and fill employment gaps where Australian workers are not available.
- The BIRO network services every state and territory.
- The Victorian/Tasmanian BIRO provides dedicated support to the aged care sector.

Further information:

- immi.homeaffairs.gov.au/visas/working-in-Australia
- BIRO.VIC.TAS@homeaffairs.gov.au
- www.palmscheme.gov.au

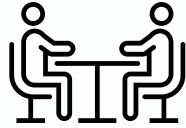


How are we supporting the aged care workforce

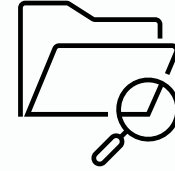
Workforce Advisory Service



Providers apply for the Workforce Advisory Service



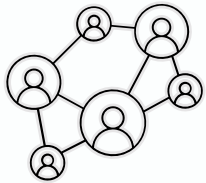
Providers have a workshop with WAS to discuss issues and areas of action



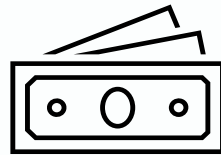
WAS provide a report of recommendations and some resources to support implementation



Aged Care Research and Industry Innovation Australia



Brings together consumers, industry and researchers through a national research centre



Provides grant funding to support high-quality research studies and findings that address important gaps in aged care workforce capability and knowledge



Provides training modules, resources and partnership programs to enable aged care workers and providers to embed research outcomes and technology in the provision of aged care





-  **Aged care workforce support**
health.gov.au/aged-care-workforce
-  **Email**
acworkforceprograms@health.gov.au
-  **For more information on the aged care reforms**
agedcareengagement.health.gov.au

Questions and Answers



Enquiries

General enquiries: ANACCOperations@health.gov.au

Useful resources

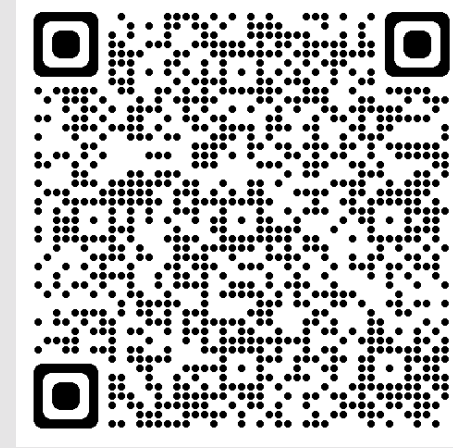
AN-ACC webpage



24/7 RN and care minutes webpage



AN-ACC funding and care minutes estimator



Services Australia Health Professional Education Resources Gateway

