



# 24/7 registered nurse responsibility: provider readiness checklist

From 1 July 2023, approved providers must have at least one registered nurse (RN) on-site and on duty 24 hours a day, 7 days a week, at each residential facility they operate.

This checklist gives approved providers actions they can take to operate smoothly under the new responsibility, including:

- key procedures you should be aware of or have in place
- key definitions.

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**This checklist will help to ensure you and your organisation are ready to transition smoothly to the new responsibility.**

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## Key procedures

### Understand the 24/7 RN responsibility

1. Ensure you understand the 24/7 RN responsibility, including the supplement and reporting obligations, and what can be counted as an on-site and on duty RN.
  - Check the information at [Care minutes and 24/7 registered nurses in residential aged care](#), in particular:
    - [Aged care 24/7 registered nurse responsibility](#)
    - [24/7 registered nurse supplement for residential aged care](#) and
    - Sections 5 and 6 and Appendix 4 of the [Care minutes and 24/7 registered nurse responsibility guide](#).
  - Monitor the webpages above for updates relevant to the responsibility.

## Regulation of the 24/7 RN responsibility

2. Understand the Aged Care Quality and Safety Commission's [regulatory approach on the 24/7 registered nurse responsibility](#), discussed in [RB 2023-19 Workforce-related responsibilities](#).
  - Be aware that you are expected to undertake comprehensive workforce planning to manage workforce supply and make genuine efforts to recruit the RNs you need to meet the 24/7 RN responsibility.
  - Understand that where you are struggling to maintain an adequate number of qualified and skilled staff, you must have strategies in place to ensure that residents' care needs, and particularly their clinical care needs, are met at all times.

## Undertake workforce training and planning

3. Develop a workforce plan to train, recruit and retain RNs for 24/7 RN coverage.
  - Have in place workforce training strategies including supporting staff at the facility to obtain additional qualifications (such as enrolled nurses attaining higher qualifications and personal care workers and assistants in nursing gaining medication competencies and advanced first-aid qualifications).
  - Consider a range of strategies to recruit and retain RNs, including offering competitive wages, consulting professional networks, and skilled migration.
  - Access relevant Government [Aged care workforce initiatives and programs](#) to build your RN workforce.

## Have robust alternative clinical care arrangements

4. Have a combination of alternative clinical care arrangements in place for any periods where there is no RN on-site and on duty. Some common arrangements include:
  - on-call arrangements, including on-call clinical advisory or on-call attendance arrangements
  - appropriate rostering and management to meet clinical care needs (such as scheduling RN shifts in accordance with the regular clinical care needs of residents)
  - co-location with or proximity to healthcare facilities such as a hospital, where there are clinical escalation pathways in place to ensure that a resident is transported directly to the hospital/clinic for further assessment and treatment as necessary where there is no RN on-site and on duty at the residential facility.
5. Develop workforce training strategies that set out how all on-site, on-call and agency staff are trained to manage escalation and on-call processes.

## 24/7 RN Reporting

6. Understand that all facilities must report on 24/7 RN coverage, including facilities that have an exemption.
7. Ensure that each of your residential aged care facilities maintains records for reporting on whether an RN was on-site and on duty for each day of the month, including any gaps in coverage of 30 minutes or more, the reason for this gap, and the main alternative arrangement in place.
8. Confirm you have access to the [Government Provider Management System \(GPMS\)](#) to complete your 24/7 RN reporting.
  - [Set up staff profiles](#) in GPMS now. You should ensure that they have an Organisation Administrator role that is active now.

- From 3 July 2023, a new 'Reporter' role will be available. Assign this role to staff who will be responsible for the submission.
  - Failure to set-up staff roles in GPMS may prevent facilities from being able to meet their reporting obligations
9. From 3 July 2023, complete your 24/7 RN reporting daily on GPMS, or if you prefer complete it at the end of the month.
  10. Understand that you are required to submit your report by **11:59pm AEST of the 7th calendar day of the following month** (for example, 7 August 2023 for the July 2023 report), and that if you miss this deadline for a facility that facility will not be eligible for the 24/7 RN supplement for that month.
  11. Ensure you submit your 24/7 RN reports before monthly claims to Services Australia, so that the supplement (if eligible) is paid in the current claim cycle and included in the advance payment calculation process.
  12. Be aware that co-located services that form a single residential facility will submit a single, combined report for all services. The Government is currently in the process of contacting providers to notify which service should report on behalf of the facility.

### 24/7 RN supplement

13. Know if your facility is eligible for the [24/7 RN supplement](#). To receive the supplement, facilities must over a calendar month:
  - have no more than 60 residents per day on average over the month
  - provide a minimum of 20 hours of RN coverage a day over the month (equivalent to 83.3% of the hours in the month)
  - correctly submit the 24/7 RN reports by **11:59pm AEST of the 7th calendar day of the following month**. Facilities that miss this deadline will not receive the supplement for that month (if eligible).
14. Be aware that while facilities will receive the supplement if they deliver on average 20 hours per resident per day over a calendar month, but this **will not** be considered compliance with the responsibility.
15. Check the [supplement rate](#) for your average number of residents over the month.

### 24/7 RN exemption

16. Consider whether your facility is eligible for an [exemption from the 24/7 RN responsibility](#). To be eligible for an exemption a facility must:
  - be located in a [Modified Monash Model](#) (MMM) 5, 6 or 7 area
  - have 30 or fewer operational places
  - have appropriate alternative clinical care arrangements in place.
17. If you have any questions about the exemption process, contact the department at [exemptions@health.gov.au](mailto:exemptions@health.gov.au). To apply, facilities must send a completed [application form](#) to [exemptions@health.gov.au](mailto:exemptions@health.gov.au).
18. Be aware that exempt facilities will not receive the 24/7 RN supplement. If your facility is granted an exemption, you may choose to opt out at any time if you are able to deliver 24/7 RN care and receive the supplement.

## Definitions

The below definitions are important to understand for correct delivery of the 24/7 RN responsibility.

<b>Registered nurse</b>	<p>An RN is a person who has completed the prescribed education preparation, demonstrates competence to practice and is registered under the National Law as a RN in Australia. In Victoria, an RN may also be known as a division 1 nurse.</p> <p>An RN is considered to be on duty for the purpose of the 24/7 RN responsibility when taking breaks but remaining on-site during a continuous period of work if those breaks are prescribed in their employment conditions. If an RN goes off-site during a break, they are not considered to be on-site and on duty for the purposes of the 24/7 RN responsibility. The particular employment conditions and staffing arrangements at each residential facility to meet the 24/7 RN responsibility are matters for the relevant approved provider.</p> <p>In some circumstances the same individual may work within a facility in more than one role. In order to count towards the 24/7 RN responsibility an individual needs to be engaged by the provider as an RN with their prime purpose for that shift being to provide care to residents and oversight to other staff. Examples of how to determine when an RN is considered on-site and on duty for the purposes of the 24/7 RN responsibility can be found in Appendix 4 of the <a href="#">Care minutes and 24/7 registered nurse responsibility guide</a>.</p>
<b>On-site</b>	<p>An RN must be within the confines of the residential facility or the immediate surrounds.</p>
<b>On duty</b>	<p>An RN must be available to provide care to residents and clinical oversight of the care provided by other care staff as needed.</p>
<b>Residential facility</b>	<p>A building or complex of buildings, inclusive of their immediate surrounds, used for the purpose of delivering residential aged care.</p>

## Further information

For further information on the 24/7 RN responsibility, visit:

- [Care minutes and 24/7 registered nurses in residential aged care](#)
- [24/7 RN responsibility](#)
- [24/7 RN supplement](#)
- [Frequently Asked Questions: 24/7 RN responsibility](#)
- [Care minutes and 24/7 RN responsibility guide](#)
- [Regulatory Bulletin: Workforce-related responsibilities – including 24/7 RN and care minutes](#)

- [Webinar recording: exemption process for 24/7 RN responsibility – information for eligible providers](#)
- [Webinar recording: exemption from the 24/7 RN responsibility – how to apply](#)
- [Webinar recording: Regulation of workforce-related responsibilities including 24/7 RN and care minutes](#)
- [Webinar recording: residential aged care 24/7 RN responsibility: reporting, supplement and other information](#)

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