



# Guidance for in-home and community aged care providers on reporting workforce COVID-19 vaccinations

25 July 2022

It is mandatory for in-home and community aged care providers to report worker COVID-19 vaccination data via the [aged care provider portal](#) each Tuesday.

The information you report will be used to assess your compliance with mandatory COVID-19 vaccination requirements as outlined in the relevant public health orders in your state or territory.

Further information relating to reporting vaccination status of workers is available at [Mandatory COVID-19 vaccination reporting | Australian Government Department of Health and Aged Care](#).

## Requirements to report on workers' COVID-19 vaccination and exemptions

In-home and community aged care providers must report de-identified data at an outlet level via the aged care provider portal on the:

1. **Total number of service staff** providing services
2. The number of service staff who have **received a single dose only** of a COVID-19 vaccine
3. The number of service staff who have **received two doses only** of a COVID-19 vaccine
4. The number of service staff who have **received one booster dose** of a COVID-19 vaccine
5. The number of service staff with an **authorised permanent exemption** to a COVID-19 vaccination, or who are not required to be vaccinated, for **medical reasons**
6. The number of service staff with an **authorised temporary exemption** to a COVID-19 vaccination, or who are not required to be vaccinated, on a temporary basis for **medical reasons**

7. The number of service staff with an **authorised temporary exemption** to a COVID-19 vaccination, or who are not required to be vaccinated, **inability to access a COVID-19 vaccine**
8. The number of service staff with an **authorised temporary exemption** to a COVID-19 vaccination, or who are not required to be vaccinated, due to a **critical workforce shortage OR to maintain the provision of quality of care OR to protect the health and safety of care recipients**
9. The number of service staff with an authorised **exemption related to another category in the relevant State/Territory public health order**, or who are not required to be vaccinated under the public health order.

## Case study on workforce reporting

The following case study demonstrates how to correctly report workforce COVID-19 vaccination data.

ABC Aged Care Services has a total of 150 workers of which:

- 1 worker has received a single dose only
- 3 workers have received two doses only
- 143 workers have received one booster dose of a COVID-19 vaccine
- 2 workers have an authorised permanent exemption for medical reasons
- 1 worker has a temporary exemption for medical reasons.

ABC Aged Care Services' workforce vaccination profile would be reported as follows, where the total number of service staff reported against Questions 2-9 must together equal the number of workers reported against Question 1:

1. **Total number of service staff** providing services: **150**
2. The number of service staff who have **received a single dose only** of a COVID-19 vaccine: **1**
3. The number of service staff who have **received two doses only** of a COVID-19 vaccine: **3**
4. The number of service staff who have **received one booster dose** of a COVID-19 vaccine: **143**
5. The number of service staff with an authorised **permanent exemption** to a COVID-19 vaccination, or who are not required to be vaccinated, for **medical reasons**: **2**
6. The number of service staff with an authorised **temporary exemption** to a COVID-19 vaccination, or who are not required to be vaccinated, on a temporary basis for **medical reasons**: **1**

7. The number of service staff with an authorised **temporary exemption** to a COVID-19 vaccination, or who are not required to be vaccinated, due to **inability to access a COVID-19 vaccine: 0**
8. The number of service staff with an authorised **temporary exemption** to a COVID-19 vaccination, or who are not required to be vaccinated, due to a **critical workforce: 0 shortage OR to maintain the provision of quality of care OR to protect the health and safety of care recipients: 0**
9. The number of service staff with an authorised **exemption related to another category in the relevant State/Territory public health order**, or who are not required to be vaccinated under the public health order: **0**.

You should report workers **once only against Questions 2-9**, based on their most recent COVID-19 vaccination status.

## **FAQs on workforce COVID-19 vaccination**

### **Is weekly reporting required if there is no change to the data since the last report?**

When providers enter the Aged Care COVID-19 Vaccination Reporting functionality via the [aged care provider portal](#) you will be able to see the data reported previously. You are not required to submit data if there has been no change since your last report.

Providers will be required to enter updated information when the vaccination status of workers changes.

### **Who is defined as a ‘worker’?**

‘Worker’ means all staff, including volunteers and subcontractors, who access, or are reasonably likely to access, any premises where the operation or administration of the service occurs. This includes all people in your service who deliver aged care services to people in their homes and in the community, and who work at your business premises such as office staff.

This **does not** include:

- sub-contractors that are a provider of Australian Government-funded aged care services in their own right (as they are already reporting directly to the Department of Health and Aged Care)
- sub-contractors or agency workers that do most of their work for another aged care provider as they will be reported by that provider
- workers who are currently on leave (including long service leave, recreation leave, long sick leave, maternity leave, other miscellaneous long leave); co-located in the same office space while working for other organisations.

### **What if I have multiple outlets or deliver under multiple aged care programs?**

Providers with **multiple aged care outlets** and/or delivering services under **multiple aged care programs** should count workers once, at the outlet or program where they work the most.

### **What if a provider doesn't comply with reporting requirements?**

The [Aged Care Quality and Safety Commission](#) has oversight of in-home and community aged care providers' record keeping of workers' COVID-19 vaccinations. The Commission will consider whether to take any regulatory action if a provider fails to meet these requirements. Compliance action for grant-funded providers will be progressed through those existing channels.

### **Evidence required as proof of vaccination or exemption**

Each in-home and community aged care provider is responsible for knowing the obligations under the state or territory public health orders on mandatory COVID-19 vaccination as they apply to your services and your workforce.

Each state or territory public health order sets out the requirements for workers to disclose and evidence their vaccination status. Refer to your department of health website for more information.

A [fact sheet for workers](#) is available to explain how they can obtain their Immunisation History Statement or COVID-19 digital certificate to provide to you as proof of their vaccination.

## **Proof of exemption from COVID-19 vaccination**

Providers must report the number of workers who have an authorised exemption to a COVID-19 vaccine. The exemption categories in the aged care provider portal are:

- a permanent medical exemption authorised by a medical practitioner
- a temporary medical exemption authorised by a medical practitioner
- where applicable, an authorised temporary exemption from your state/territory public health authority, due to the inability to access a COVID-19 vaccine
- where applicable, an authorised temporary exemption due to a critical workforce shortage, to maintain the provision of quality of care or to protect the health and safety of residents, or
- an authorised exemption related to another category in the relevant state or territory public health order.

Not all exemption categories apply in all jurisdictions. Each state or territory public health order provides information on the allowable exemptions in that jurisdiction, and the evidence required to be provided by workers as proof of their authorised exemption to a COVID-19 vaccine.

Refer to your department of health website for more information.

**For enquiries on My Aged Care access and technical assistance:** Call the My Aged Care service provider and assessor helpline on 1800 836 799.

For enquiries on record keeping and reporting requirements: email the Department of Health and Aged Care at [AgedCareCOVID-19Vaccine@Health.gov.au](mailto:AgedCareCOVID-19Vaccine@Health.gov.au)

Steps on how to report the COVID-19 vaccination status of aged care workers and residents are available via the Quick Reference Guide and also the [My Aged Care Provider Portal User Guide](#).

**BE COVIDSAFE**