



Temporary relocation of residents in emergency situations

If your residential aged care service is temporarily unable to provide the level of care a resident requires, the resident can be relocated to another approved service until you can care for them again. The resident can be temporarily placed in an aged care home with a different National Approved Provider System number (NAPS ID) without being discharged from your service.

A resident may need to be temporarily relocated if:

- your service is affected by a local, national or global disaster or emergency
- another situation temporarily prevents your service from being able to provide adequate care for the resident.

Provider responsibilities

As an approved provider, you are responsible for the evacuation and relocation of residents in your service. In the case of a temporary relocation, your responsibilities for the resident do not transfer to the new provider. You will continue to be fully responsible for the care of the relocated resident under the *Aged Care Act 1997*.

Funding

When a resident is temporarily relocated, no changes are required to the payment system (no discharge or new admission). You will continue to receive Australian Government subsidies and supplements on behalf of the resident, including any applicable hardship supplement.

Arrangements for reimbursing the costs of caring for a relocated resident should be negotiated between you and the provider of the alternative service. This can be done with a brokerage arrangement or another type of financial reimbursement arrangement.

Under these arrangements you continue to claim the resident's aged care subsidies and supplements as normal. You then provide funding to the temporary provider as per your agreed arrangements so they can deliver the care and services required for the resident under the Act.

As long as the resident is not discharged from your service, in these circumstances:

- no new accommodation agreement is required
- the resident continues to pay all their agreed residential care fees to you
- no additional fees can be charged of the resident by you or the temporary provider
- no new means assessment is required for the resident

An emergency allocation of places is not required where care and services are provided under this type of arrangement.

What providers should do

In a temporary relocation situation:

- **Do not discharge the resident** from your service
- Negotiate financial arrangements with the temporary provider to ensure they receive the funding needed to deliver care and services to the impacted resident
- Ensure the temporary provider does **not** formally admit the relocated resident through the payment system
- Notify Services Australia of the temporary relocation arrangement by calling 1800 195 206
- Notify the resident's next of kin and emergency contact of the relocation as soon as possible
- When your service is again capable of providing the required level of care for the relocated resident, you must take the resident back under the security of tenure provisions. You cannot give the evacuated room to a new resident.

In addition, in an emergency situation you may need to:

- Notify and liaise with emergency services and local councils and follow their approved evacuation procedures
- Email your Department of Health and Aged Care state/territory office for assistance if required (see contact details below)
- Contact your local Services Australia (Medicare) service centre for assistance if records or documents have been lost or destroyed.

Assistance for providers

The Department of Health and Aged Care office in your state or territory can assist you in the administrative process of relocating residents. This includes determining service vacancies.

If you need assistance, email your Aged care state or territory emergency contact:

State or territory	Email address
Victoria / Tasmania	emergency.victas@health.gov.au
New South Wales / Australian Capital Territory	EmergencyNSW@health.gov.au
South Australia	SAplaces@health.gov.au
Queensland	Engagement.Qld@health.gov.au
Western Australia	WAAgedCareEmergency@health.gov.au
Northern Territory	NTplaces@health.gov.au

You can also email the Department of Health and Aged Care central office at AGEDCARE.PAYMENTS@health.gov.au