



Information for Providers

Care Time Reporting Assessments

About care time reporting assessments

Care time reporting assessments (reporting assessments) check the accuracy of care minutes and 24/7 registered nurse (RN) information submitted by residential aged care providers to the Department of Health and Aged Care.

Reporting assessments aim to help you improve your reporting, the quality of data provided through the Quarterly Financial Reports (QFR), and the quality of aged care data overall.

All approved providers of residential aged care will participate in a reporting assessment.

Support and resources

Because the focus of reporting assessments is to improve the quality of data, we will work with you to resolve any issues we might find and ensure procedural fairness.

We have developed some helpful resources:

- [Model pack](#) – With formatted examples of the types of information and documents we may request.
- [24/7 RN coverage tool](#) – To help identify gaps in coverage, as well as support you in your monthly reporting and your reporting assessments.

You can find these resources and more information by visiting <https://www.health.gov.au/our-work/care-minutes-registered-nurses-aged-care/care-minutes/care-time-reporting-assessments>

Contact

✉ anaccreportingassessments@health.gov.au

How they work

To assess the accuracy of your QFR and monthly 24/7 RN coverage reports, a 'Notice of requirement to give information or documents' will be sent to your most senior points of contact. You can also nominate other contact people to work with us on the assessment.

You can see examples below of the types of information and documents we may request.

Information we may require:

- Details of agency direct care workers.
- An explanation on how time is allocated for staff between direct care (i.e., care minutes and non-direct care).
- Manual adjustments made to the underlying data for the purposes of QFR reporting for the relevant quarter.
- Your processes for confirming staff shift attendance.

Documents we may require:

- Supporting documents you used when preparing your QFR submission.
- Employee listings.
- Agency invoices.
- Timesheets for direct care staff.
- Pay runs for direct care staff.

In most cases, we require information in Microsoft Excel. Please avoid providing reports in PDF format.