



# **Government Provider Management System User Guide: Care Minutes Targets**

**February 2024**

**Version 1.0**

This Government Provider Management System (GPMS) User Guide provides Residential Aged Care Providers with an overview of how to access the Care Minutes application, view current and upcoming Care Minutes Targets, and view historical Care Minutes Targets.

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# 1 Introduction

Care minutes refer to the amount of direct care, measured in minutes, that care recipients in Australia living in residential care services receive from:

- registered nurses (RNs)
- enrolled nurses (ENs)
- personal care workers (PCWs), and
- assistants in nursing (AINs), also known as nursing assistants.

Approved providers of residential care services are required by law to ensure that a certain amount of direct care minutes is provided to care recipients at each residential care service each quarter.

## 1.1 Purpose

This User Guide has been designed to support residential care service providers to:

- view their current care minutes targets for their residential care service/s.
- view their upcoming care minutes targets for their residential care service/s when available, until the start of the new care minutes responsibility period.
- access notifications when their care minutes targets become available.
- view historical care minutes targets.

**Please note:**

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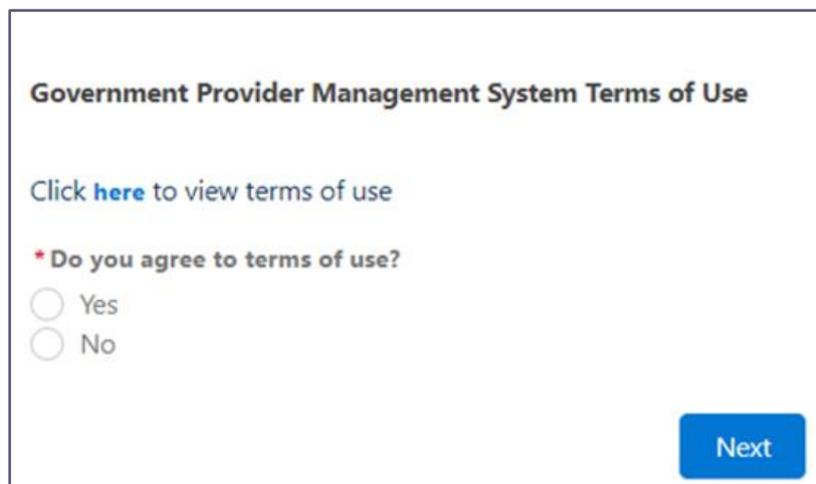
**The Responsibility Period is the time period where the care minutes target must apply.**

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## 1.2 Before proceeding

Please be advised of the following:

The Department of Health and Aged Care will retain records of your access to GPMS. When prompted, you must accept the [GPMS Terms of Use](#) to be able to access the system.



**Government Provider Management System Terms of Use**

Click [here](#) to view terms of use

\* Do you agree to terms of use?

Yes

No

Next

## 1.3 Login to the GPMS portal

To login to the GPMS portal please visit [Log In Using | Service Provider Portal](#).

If you require assistance logging into the GPMS portal, please refer to the [GPMS Logging in to the Aged Care Systems](#).

## 2 Further information and support

For information on the care minutes responsibility, please visit the [Care Minutes](#) website.

Please refer to the [Government Provider Management System](#) webpage for more information on GPMS.

If you require further assistance to login to GPMS please contact the My Aged Care service provider and assessor helpline on **1800 836 799**, Monday to Friday (8am to 8pm) and Saturday (10am to 2pm) local time across Australia.

For translating and interpreting services, call **131 450** and ask for My Aged Care service provider and assessor helpline on **1800 836 799**.

To use the National Relay Service, visit [About the National Relay Service \(NRS\) | Access Hub](#) or call **1800 555 660**.

To access sign language interpreting and captioning services through Deaf Connect, call **1300 773 803** or email [interpreting@deafconnect.org.au](mailto:interpreting@deafconnect.org.au).

### 3 Care Minutes Targets

#### 3.1 Accessing Care Minutes Targets

Care Minutes Targets are accessed through the [GPMS portal](#).

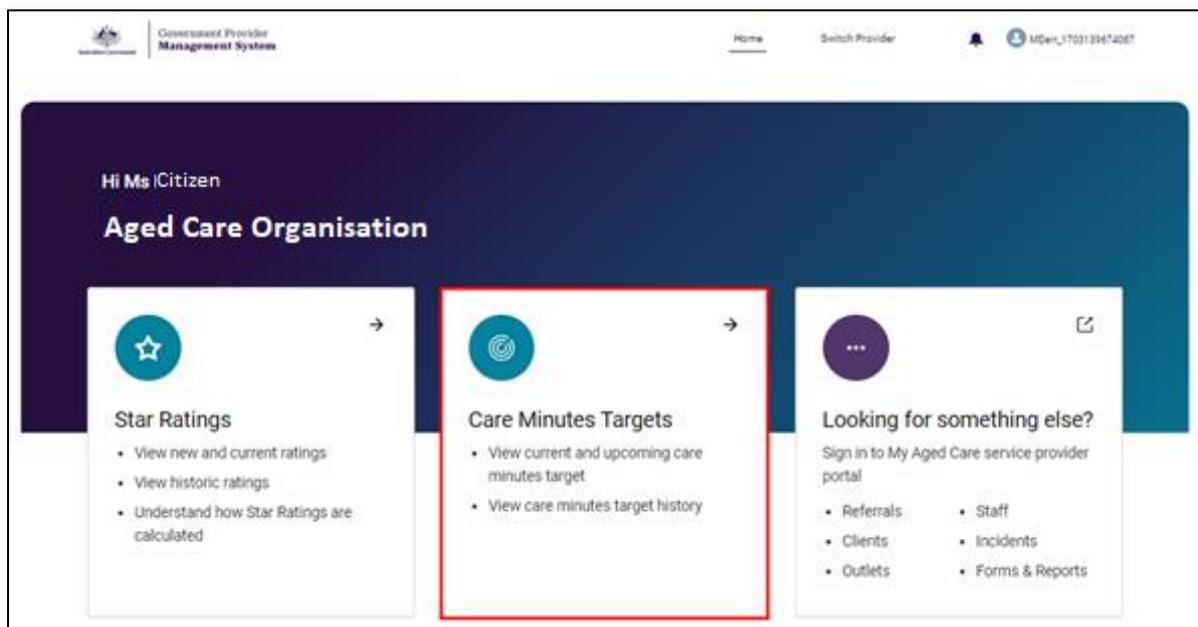
Users with the role ‘SR Reviewer’ (organisation level) or ‘SR Reviewer’ (service level) will be able to access Care Minutes Targets.

If you do not have this role you will need to discuss your need with your Organisation Administrator.

If you are an Organisation Administrator, you can assign yourself and other staff members access. To do this, please refer to the [Government Provider Management System – User Guide](#) for more information.

New GPMS users will receive a welcome email that provides a link to the GPMS portal and next steps. Refer to the [GPMS User Guide](#) for more information.

Once access is granted, on the GPMS Provider Portal home page, select the ‘Care Minutes Targets’ tile.



It will then take you to the 'All Services' page, otherwise known as the 'Display Summary' page.

The screenshot displays the 'Care Minutes Targets' interface. At the top, there's a navigation bar with 'Home', 'Switch Provider', 'Manage Users', and 'Help'. Below this, a header section contains 'Care Minutes Targets' and a red-bordered button labeled 'All Services'. The main content area features a 'Targets' section with a dropdown menu for 'Current Targets | Responsibility period: 01/01/2024 - 31/03/2024', a search box for 'Search by service name or ID', and a 'Status' dropdown menu set to 'All statuses'. There are 'Apply Filter' and 'Clear Filters' buttons. Below the filters is a table with columns: 'Service ID', 'Service Name', 'Service Status', 'Average Total Care Minutes Per Resident Per Day', and 'Average RN Care Minutes Per Resident Per Day'. The table is currently empty, showing 'Showing 0 of 0 results.' with 'Previous' and 'Next' navigation buttons.

### Please note:

You will need either the SR Reviewer (organisation) or SR Reviewer (service) role to access Care Minutes Targets.

If you cannot see the Care Minutes Target tile on the GPMS portal landing page, notify your Organisation Administrator.

## 3.2 Care Minutes Target Summary

On this page, you can view the list of service/s attached to the provider with their details and their care minutes target. This includes:

- service ID
- service name
- service status
- average total care number of care minutes per resident per day, and
- average RN (registered nurse) care minutes per resident per day.

Government Provider Management System

Home Switch Provider MDevr\_1703139674087

< Back

## Care Minutes Targets

All Services

Targets

Current Targets | Responsibility period: 01/10/2023 - 31/12/2023

Search by service name or ID

Search by service names or IDs, separated by comma, e.g. Quality Aged Care, SRV-12345, ...

Status

All statuses [Apply Filters](#) [Clear Filters](#)

Service ID	Service Name	Service Status	Average Total Care Minutes Per Resident Per Day	Average RN Care Minutes Per Resident Per Day	
		Operational	201.23	41.12	<a href="#">View Details</a>

< Previous Showing 1 to 1 of 1 results. Next >

There are two filters available: Targets, and Status.

For example, to view care minutes for the current responsibility period, select “Current Targets | Responsibility period: <Responsibility Period Start Date – End Date>” from the Targets dropdown. To view upcoming care minutes targets, select “Upcoming Targets | Responsibility period: <Responsibility Period Start Date – End Date>” from the Targets dropdown.

Government Provider Management System

Home Switch Provider Manage Users Help User16714956079553...

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## Care Minutes Targets

All Services

Targets

Current Targets | Responsibility period: 01/01/2024 - 31/03/2024

Search by service name or ID

Search by service names or IDs, separated by comma, e.g. Quality Aged Care, SRV-12345, ...

Status

All statuses [Apply Filter](#) [Clear Filters](#)

Service ID	Service Name	Service Status	Average Total Care Minutes Per Resident Per Day	Average RN Care Minutes Per Resident Per Day	
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< Previous Showing 0 of 0 results. Next >

**Please note:**

When selecting 'Upcoming Targets' from the 'Targets' filter, the page will display the list of services, only when upcoming targets for the services are available (that is from the 15<sup>th</sup> day of the month prior to the commencement of the responsibility period).

Use the **search bar** to search for service name/s or service ID/s. You can then sort the list of services based on service name, service ID, and service status.

Select the **View Details** button next to a service, to open the Care minutes detail page for that service.

The screenshot shows the 'Care Minutes Targets' page in the Government Provider Management System. The page header includes the Australian Government logo and navigation links for Home, Switch Provider, Manage Users, and Help. The user is logged in as 'User16714956079553...'. The main content area has a 'Back' link and the title 'Care Minutes Targets' with 'All Services' below it. A 'Targets' dropdown menu is set to 'Current Targets | Responsibility period: 01/01/2024 - 31/03/2024'. A search bar is highlighted with a red box, containing the placeholder text 'Search by service names or IDs, separated by comma, e.g. Quality Aged Care, SRV-12345, ...'. Below the search bar is a 'Status' dropdown menu set to 'All statuses', with 'Apply Filter' and 'Clear Filters' buttons. A table of services is displayed with columns for Service ID, Service Name, Service Status, Average Total Care Minutes Per Resident Per Day, and Average RN Care Minutes Per Resident Per Day. Two services are listed, both with 'Operational' status. The 'View Details' button for the first service is highlighted with a red box.

Service ID	Service Name	Service Status	Average Total Care Minutes Per Resident Per Day	Average RN Care Minutes Per Resident Per Day	View Details
[REDACTED]	[REDACTED]	Operational	197.69	39.98	View Details
[REDACTED]	[REDACTED]	Operational	222.56	57.57	View Details

### 3.3 Care Minutes Detail

The 'Care Minutes Detail' page, titled by Service ID and Status, shows the care minutes detail of a service. You can view the care minutes target for the current responsibility period, for the duration of the current responsibility period.

You can view the following in each detailed record:

- Service name, service ID and service status
- Current Targets heading
- Upcoming Targets heading (when available)
- Period type (such as Quarterly)
- Calculation date
- Calculation period (start and end date)
- Average care minutes per resident per day, including total care minutes, and Registered Nurse care minutes.
- Responsibility period (start and end date).

The screenshot shows the 'Care Minutes Targets' page for 'RACFR Service1' (Service ID: SRV-15551 | Status: Operational). The page is divided into two main sections: 'Upcoming Targets' and 'Current Targets'. Each section displays a table of metrics for 'Average Care Minutes Per Resident Per Day'.

Section	Period Type	Calculation Date	Calculation Period
Upcoming Targets	User Selected	15/12/2023	01/10/2023 - 31/12/2023
Current Targets	User Selected	15/06/2023	01/07/2023 - 30/09/2023

Metric	Value
Total Care Minutes	212.21
Registered Nurse Care Minutes	41.35
Responsibility Period	01/01/2024 - 31/03/2024

Metric	Value
Total Care Minutes	180.08
Registered Nurse Care Minutes	42.42
Responsibility Period	01/10/2023 - 31/12/2023

**Please note:**

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**‘Total Care Minutes’ is the average total care minutes required to be delivered by a combination of registered nurses, enrolled nurses, and personal care workers/assistants in nursing, per resident per day.**

**‘Registered Nurse Care Minutes’ indicates the average care minutes required to be delivered by a registered nurse per resident per day and are included as part of Total Care Minutes.**

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Select the ToolTip  to read the description.

To go back to the Care Minutes Summary page, select ‘Back’.

**Please note:**

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**The ‘Upcoming Targets’ section will appear only when upcoming targets are calculated and available for the service, that is from the 15<sup>th</sup> day of the month prior to the commencement of the responsibility period. The ‘Upcoming Targets’ section will not be shown once the upcoming responsibility period begins.**

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### 3.4 Care Minutes History

In this section, located at the bottom of the ‘Care Minutes Detail’ page, you can view previous (historical) care minutes information.

Historical Targets		Financial Year	
		2023 - 2024	
Average Total Care Minutes Per Resident Per Day (Target)	Average RN Care Minutes Per Resident Per Day (Target)	Responsibility Period	Calculation Date
186.75	39.77	01/10/2023 - 31/12/2023	25/01/2024

In the Financial Year drop down menu, you can choose to view up to the last five financial years’ worth of targets.

You can view the following in each historical record:

- Calculation date
- Average total care minutes per resident per day (target)
- Average RN care minutes per resident per day (target)

Responsibility period (start and end date)

## 3.5 Notifications

You will receive notification in the GPMS portal whenever care minutes have been calculated for your service.

To view a notification, at the GPMS portal home page, select the notification tray (bell symbol) to expand the Notifications drop down. Then, select a notification to view.

When you select the 'Care minutes targets are now available' notification, it will take you to the Care Minutes Target application, to view the targets for your applicable service/s.

The screenshot displays the GPMS portal interface. At the top, the header includes the Australian Government logo, 'Government Provider Management System', and navigation links for 'Home', 'Switch Provider', 'Manage Users', and 'Help'. A user profile icon is visible on the right. The main content area features a dark blue header with a 'Hi' greeting and a blurred name. Below this are two white cards: 'About your organisation' (with a document icon) and 'Quality Indicators' (with a 'qi' icon). A notification tray is open on the right side, showing three notifications. The first notification, 'Care minutes targets are now available. Click on this message to view them.', is highlighted with a red border. It includes the calculation date (25/1/2024) and the responsibility period (01/01/2024 - 31/03/2024). The other two notifications are 'Evidence Request Reminders' with due dates of 26 January 2024 and 28 January 2024.