



# Care minutes in aged care homes

**Each aged care home must provide a certain amount of care time for everyone living at the home. The care must be given by registered nurses, enrolled nurses, personal care workers and assistants in nursing. This is called the care minutes responsibility.**

## What has changed?

In 2021, the Royal Commission into Aged Care Quality and Safety (Royal Commission) recommended that every aged care home should have a care minutes responsibility based on the needs of their residents. The Australian Government has made these care minutes mandatory from 1 October 2023.

## Why is this important?

The Royal Commission identified that staffing levels are vital to the quality of residential care that older people in Australia receive. Mandatory care minutes mean people who live in aged care homes across Australia will have better access to personal and clinical care.

## How much care will each person receive?

On average, people who live in an aged care home will get 215 minutes of care each day, including at least 44 minutes from a registered nurse. Not all of this care time will be given face-to-face. For example, activities such as developing care plans, liaising with family members on care issues and arranging appointments with other health practitioners are included in care minutes.

As care minutes targets are provided as an average for all residents, some people may receive more care time, and others may receive less, depending on their own personal care and clinical needs.

## How do aged care homes work out their care minutes targets?

Aged care homes work out their care minutes targets every 3 months (or every quarter of the year). These are based on the care needs of people who have lived in the home over the previous 3 months. This means they will have different targets each quarter. You, as well as your family and carers, can see your home's current care minutes targets on our website in the data section: [www.health.gov.au/resources/collections/care-minutes-and-247-registered-nurse-responsibility-resources#data](http://www.health.gov.au/resources/collections/care-minutes-and-247-registered-nurse-responsibility-resources#data).

## How can I see if my home is meeting its care minutes targets?

The delivery of care minutes targets is measured as part of the Staffing Star Rating for each aged care home. You can view your home's Staffing Star Rating as well as the amount of care time delivered in your home compared to its targets through the My Aged Care 'Find a Provider' tool on the Staffing Star Rating tab: [myagedcare.gov.au/find-a-provider](http://myagedcare.gov.au/find-a-provider).

This information is updated around 4 months after the end of each quarter.

You can also see this on our website: <https://www.health.gov.au/resources/publications/service-level-care-minutes-performance-in-residential-aged-care-from-october-2023>

## What if my aged care home doesn't have enough staff?

In some parts of Australia, like regional and remote country areas, aged care homes might find it hard to get all the care workers they need. The government is working with all aged care homes to help them get more care workers. Learn more: [health.gov.au/topics/aged-care-workforce/what-were-doing](http://health.gov.au/topics/aged-care-workforce/what-were-doing).

## What should I do if I have concerns about staffing in my aged care home?

If you are concerned about the accuracy of care minutes reported for your aged care home, you can email us at [ANACCRReportingAssessments@health.gov.au](mailto:ANACCRReportingAssessments@health.gov.au).

The Aged Care Quality and Safety Commission helps protect quality of life for people living in aged care homes. Where there are concerns about the care being delivered, the Commission will respond. If you are concerned about staffing or any other matter at your aged care home, you can make a complaint to the Commission by visiting their website at [agedcarequality.gov.au/making-complaint](http://agedcarequality.gov.au/making-complaint) or calling 1800 951 822. Complaints may be open, confidential or anonymous

### Let's change aged care together

We invite Australians to continue to have their say about the aged care reforms.



Visit [agedcareengagement.health.gov.au](http://agedcareengagement.health.gov.au)



Phone **1800 318 209** (Aged care reform free-call phone line)

For translating and interpreting services, call 131 450 and ask for 1800 318 209.

To use the National Relay Service, visit [nrschat.nrscall.gov.au/nrs](http://nrschat.nrscall.gov.au/nrs) to choose your preferred access point on their website, or call the NRS Helpdesk on 1800 555 660.