



24/7 registered nurses in aged care homes

Since 1 July 2023, all aged care homes are required to have at least one registered nurse available in the home to care for residents at all times – 24 hours a day, every day of the week.

This means people living in aged care homes across Australia have better access to registered nurses to help care for them and handle emergencies.

Why is this important?

Having a registered nurse available at any time of the day or night means aged care residents have access to clinical care whenever they need it. Registered nurses deliver essential medical treatment, reduce the risk of harm to residents and help prevent unnecessary trips to hospital emergency rooms. They are trained to recognise and respond to changes in residents' care needs, can make decisions about care plans, manage medications and other nurses work under their supervision.

What if my aged care home doesn't have a registered nurse available at all times?

Sometimes, aged care homes may not be able to meet this responsibility. For example, a registered nurse may miss a shift because they are sick or injured and the aged care home may not be able to organise a replacement in time. Aged care homes must have back-up plans for when this happens.

In some parts of Australia, like regional and remote country areas, aged care homes might find it hard to have a registered nurse available in the home some or all of the time. The Government is working with all aged care homes to help them get more registered nurses.

Where registered nurses are not available due to workforce shortages, alternative arrangements need to be put in place to make sure residents still receive safe and quality care.

Some aged care homes in regional and remote areas can get an exemption from the 24/7 registered nurse responsibility if they show that they can still meet the clinical care needs of their residents when a registered nurse is not there in person.

All aged care homes need to report monthly on how they are meeting the new responsibility to have at least one registered nurse available at all times.

Is information on 24/7 registered nurse coverage be published?

You can see which aged care homes have 24/7 registered nursing via the My Aged Care Find a Provider tool on the Staffing Star Rating tab: www.myagedcare.gov.au/find-a-provider/

You can also see a 24/7 RN [dashboard](#) which is published each month showing registered nurse coverage for all the aged care homes in Australia.

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

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. This might involve requesting further information from the provider or requiring the provider to act without delay.

If you are concerned about staffing at an aged care home, you can make a make a complaint to the Commission by visiting agedcarequality.gov.au/making-complaint or by calling 1800 951 822.

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



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 to choose your preferred access point on their website, or call the NRS Helpdesk on 1800 555 660.