

24/7 RN Exemption Application for NATSIFACP Providers FAQs

What is the 24/7 RN requirement

Registered Providers must ensure that at least one RN is onsite and on duty at all times at each approved residential care home you operate. The [24/7 RN requirement](#) was introduced in response to recommendation 86 of the [Royal Commission into Aged Care Quality and Safety](#) to:

- ensure qualified and experienced care staff are available to identify and address risks
- improve resident safety
- give residents better access to clinical care in their approved residential care home
- prevent unnecessary trips to hospital emergency rooms.

What is an exemption to the 24/7 RN requirement

An exemption to the 24/7 RN requirement allows an eligible residential aged care home to operate without having an RN onsite and on duty at all times for a specified period

What period can I apply for an exemption

Eligible approved residential care homes in rural and remote areas can apply for an [exemption](#) for up to 12 months at a time.

Who can apply

To use this application form to apply for an exemption from the 24/7 registered nurse (RN) obligation you must be:

- An authorised person of a registered NATSIFACP provider that:
 - Is located in an MM 5, 6 or 7 category
 - Has no more than 30 operational beds at the time of applying

And

- You have taken reasonable steps by having alternative clinical care arrangements in place to ensure that the clinical care needs of the individuals receiving funded aged care services in the home will be met during the period for which the exemption is in force.

Can an exemption be revoked

You can email us at any time and ask to revoke an exemption. The revocation will take effect shortly after the date of request.

We may also revoke an exemption for a home if you:

- have more than 30 operational beds and no longer meet the eligibility criteria
- breach a condition of the exemption
- do not take reasonable steps to meet the clinical care needs of residents
- receive a sanction from the [Aged Care Quality and Safety Commission](#).

Who do I contact for support to apply or revoke an exemption

You can contact the NATSIFACP team at NATSIFACP@health.gov.au for support with applying for or revoking an exemption

What constitutes and alternate clinical arrangement

An alternate clinical arrangement can be in the form of a suitable agreement with other clinically qualified medical officers to ensure older people receive appropriate assessment and treatment where there is no RN on-site and on duty at your approved residential care home. This can include:

- arrangements with the hospital or acute/subacute care facility you are co-located with/ or nearby to access clinical care from their RN(s), or other clinically qualified medical officer(s)
- arrangement with an on-call RN(s) to provide advice and support on clinical matters or administration of certain medications
- arrangement with an on-call general practitioner(s) or nurse practitioner(s)
- arrangement with a telehealth service(s), including specialist telehealth service(s)
- any other alternative clinical care arrangement(s) to respond to complex clinical care needs when an RN is not on-site

What is considered suitable evidence

Section/Part	Suitable Evidence
Section 3: Declaration, Part A	• Contracts or written agreement of arrangement with a suitable clinical alternative; or • A Statutory Declaration detailing the arrangement (including the name of GP/Nurse/Practitioner)
Section 3: Declaration, Part B	• Contracts or written agreement of arrangement with suitable clinical alternative; or • A Statutory Declaration detailing the arrangement(including the name of GP/Nurse/Practitioner)
Section 3: Declaration, Part C	• Clear designation of roles (such as RNs, Enrolled Nurses (Ens), personal care workers (PCW), allied health team and other relevant staff, timing of shifts and any overlaps • Service Rosters showing onsite staff when RNs are not on-site or on-duty, including RN on-call (or other clinical arrangement)