



# 24/7 RN exemption application for NATSIFACP providers: frequently asked questions

## What is the 24/7 RN requirement?

Registered providers must ensure that at least one registered nurse (RN) is onsite and on duty at all times at each approved residential care home they 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 allows an eligible residential aged care home to operate without 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 the application form to apply for an exemption from the 24/7 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
- have taken reasonable steps, including having alternative clinical care arrangements in place, to ensure the clinical care needs of individuals receiving funded aged care services in the home will be met during the exemption period.

## Can an exemption be revoked?

You can [email the department](#) at any time to ask for an exemption to be revoked. The revocation will take effect shortly after the request date.

The department 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 residents' clinical care needs
- receive a sanction from the Aged Care Quality and Safety Commission.

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

Contact the NATSIFACP team at [NATSIFACP@health.gov.au](mailto:NATSIFACP@health.gov.au) for support with applying for or revoking an exemption.

## What constitutes an alternative clinical care arrangement?

An alternative clinical care arrangement can be a suitable agreement with other clinically qualified medical officers. The arrangement must ensure older people receive appropriate assessment and treatment when no RN is onsite and on duty at the approved residential care home. This can include:

- arrangements with a co-located or nearby hospital or acute or subacute care facility to access clinical care from its RNs or other clinically qualified medical officers
- an on-call RN to provide advice and support on clinical matters or the administration of certain medications
- an on-call general practitioner or nurse practitioner
- a telehealth service, including a specialist telehealth service
- another alternative clinical care arrangement that responds to complex clinical care needs when an RN is not onsite.

## What is considered suitable evidence?

| Section or part                | Suitable evidence                                                                                                                                                                                                                                                                                                                                                      |
|--------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Section 3: Declaration, Part A | <ul style="list-style-type: none"><li>• Contract or written agreement for an arrangement with a suitable clinical alternative.</li><li>• Statutory declaration detailing the arrangement, including the name of the GP, nurse or practitioner.</li></ul>                                                                                                               |
| Section 3: Declaration, Part B | <ul style="list-style-type: none"><li>• Contract or written agreement for an arrangement with a suitable clinical alternative.</li><li>• Statutory declaration detailing the arrangement, including the name of the GP, nurse or practitioner.</li></ul>                                                                                                               |
| Section 3: Declaration, Part C | <ul style="list-style-type: none"><li>• Clear designation of roles, such as RNs, enrolled nurses, personal care workers, allied health team members and other relevant staff, including shift times and overlaps.</li><li>• Service rosters showing onsite staff when RNs are not onsite or on duty, including the on-call RN or other clinical arrangement.</li></ul> |