



## Webinar Q&A on Aged Care Provider Portal changes on Aged Care COVID-19 vaccination reporting

Wednesday 27 April 2022 / 1.00pm – 2.00pm AEST

This information is current as at 27 April 2022.

### Q&A on COVID-19 vaccination reporting changes for all aged care providers

#### Reporting frequency and access

Question	Response
<b>When does reporting on new format commence and when will the new reporting form be available?</b>	<p>Mandatory reporting using the new reporting template for residential, in-home and community aged care providers commences from Tuesday 3 May 2022.</p> <p>The new reporting template is available to providers from Friday 29 April via the aged care provider portal.</p>
<b>Please confirm if weekly reporting is still every Tuesday.</b>	<p>It is mandatory for residential, in-home and community aged care providers to report on resident and/or workforce COVID-19 vaccination each Tuesday unless there are no changes to the data last reported.</p>
<b>What if there is no change to the vaccination data from the previous week?</b>	<p>When providers enter the Aged Care COVID-19 Vaccination Reporting functionality via the aged care provider portal you will be able to see the data reported previously.</p> <p>You are not required to submit data if there has been no change since your last report. Providers will be required to enter updated information when the vaccination status of residents and/or workers changes.</p> <p>While reporting is required at an outlet level each Tuesday, it is critical all providers keep their data via the aged care provider portal as accurate and up to date as possible.</p>
<b>Who do I call if I need to get access to the provider portal or if I am having technical issues?</b>	<p>For enquiries about My Aged Care access and technical assistance, please call 1800 836 799.</p>
<b>What happens with the data collected and why is it not collected from immunisation records?</b>	<p>The data you report is used by the department to inform the COVID-19 vaccination program and outbreak preparedness and response in aged care, and to assess your compliance with mandatory COVID-19 workforce vaccination requirements as per relevant state and territory public health orders.</p>



	A person’s immunisation history on the Australian Immunisation Register does not capture their place of employment or status as a resident of an aged care facility.
<b>Do state government aged care facilities report to the Commonwealth via the aged care provider portal?</b>	<p>Commonwealth-subsidised residential, in-home and community aged care providers are required to report on COVID-19 vaccination data via the aged care provider portal.</p> <p>Any facility that receives a Commonwealth subsidy is required to report.</p>

### Booster doses and the COVID-19 Winter dose

Question	Response
<b>What is the difference between a booster dose and a winter dose? Is a winter dose a 4<sup>th</sup> dose?</b>	<p>People who have completed a primary course of a COVID-19 vaccine are recommended to receive a booster dose of a COVID-19 vaccine.</p> <p>The expert Australian Technical Advisory Group on Immunisation (ATAGI) also recommends that the following vulnerable people receive an additional booster ahead of the Winter season (referred to as a <a href="#">Winter dose</a>):</p> <ul style="list-style-type: none"> <li>• Adults aged 65 years and older</li> <li>• Residents of aged care or disability care facilities</li> <li>• People aged 16 years and older who are medically assessed as being severely immunocompromised, and</li> <li>• Aboriginal and Torres Strait Islander people aged 50 years and older.</li> </ul> <p>For people who received a primary course and a booster dose of a COVID-19 vaccine, who are eligible to receive a Winter dose, the Winter dose will be their fourth dose.</p> <p>For people who are medically assessed as being <a href="#">severely immunocompromised and who received a third dose</a> as part of a primary course of a COVID-19 vaccine, their booster dose would be their fourth dose and their Winter dose would be their fifth dose.</p>
<b>Are Winter doses mandatory for aged care workers?</b>	<p>All states and territories have mandated a primary course of a COVID-19 vaccine for residential, in-home and community aged care workers.</p> <p>In addition:</p> <ul style="list-style-type: none"> <li>• all states and territories have mandated a booster dose for residential aged care workers and</li> <li>• all states and territories except Queensland and Victoria have mandated a booster dose for in-home and community aged care workers.</li> </ul>



Question	Response
	<p>Winter doses (which are an additional booster dose) have not been mandated for aged care workers.</p> <p>Workers are not required to advise their employer if they have received a winter dose nor are providers required to report on workforce Winter doses.</p> <p>Winter doses are voluntary and only available to those vulnerable groups as defined by ATAGI (see above).</p>
<p><b>Is there a prompt if the numbers entered do not add up to the total number of staff and residents?</b></p>	<p>If you have entered an incorrect number into the system you will get a red banner that will pop up with an error message when you submit your report. This pop up will prompt you to double check that the data entered is correct to ensure that:</p> <ul style="list-style-type: none"> <li>• for service staff, the sum total of Questions 2 – 9 equates to the total service staff reported for Question 1</li> <li>• for residents, the sum total of Questions 2 – 8 equates to the total residents reported for Question 1.</li> </ul>

### Reporting on residents' COVID-19 vaccination in aged care facilities

Question	Response
<p><b>For the resident status, sometimes we don't know their vaccine status as they have just moved in and we are waiting for this information. Can there be an unknown vaccine status question?</b></p>	<p>We suggest that aged care providers make the decision as to how they would report that resident who has moved into your care.</p> <p>You could report them as unwilling or clinically unable to receive a COVID-19 vaccine dose at this point, or as unvaccinated and willing and clinically suitable to be vaccinated, to ensure that this resident is included in your data. It is a matter for you as to how you count that person.</p>
<p><b>For respite residents, are we re-reporting them as they re-enter the facility?</b></p>	<p>Providers should ensure their reporting on residents includes all residents in your care for the reporting period (i.e. the past week). If you have a respite resident in the past week, we ask you to include them in your reporting.</p>
<p><b>What if a resident has received two doses but is unwilling or no longer clinically suitable to receive further doses?</b></p>	<p>You would report them under Question 2 (residents who are unwilling or clinically unsuitable to receive one or more doses).</p>



Question	Response
<b>Does the reporting on resident COVID-19 vaccination include independent living residents?</b>	Resident COVID-19 vaccination reporting is required for all residents in Commonwealth-subsidised residential aged care services.
<b>If a resident receives a booster at a winter dose clinic, is this counted as a booster or as a winter dose.</b>	Residents who have not received a booster dose and are eligible at the time of your winter dose clinic, can receive their booster dose and it would be counted as a booster dose (Question 7).  Only the additional booster dose (referred to as a Winter dose) is to be counted as a Winter dose. You cannot receive the additional (Winter) dose if you have not yet received the initial booster dose.
<b>Are winter doses mandatory for residents?</b>	First, second, third (for severely immunocompromised), a booster dose or an additional (Winter) dose are voluntary though strongly recommended for residents in aged care facilities.  It is mandatory for providers of residential aged care services to report on the vaccination status of residents.

### Reporting on residential, in-home and community aged care workforce COVID-19 vaccination

Question	Response
<b>Who do we include for our reporting on staff COVID-19 vaccination?</b>	The definition of service staff for COVID-19 vaccine reporting is: all staff, including volunteers, who access, or are reasonably likely to access, any premises where the operation or administration of the service occurs.  Aged care providers should include: <ul style="list-style-type: none"> <li>• all permanent, casual and agency workers currently engaged by each service (including head office and Board members)</li> <li>• workers once, for the outlet and aged care service where they work the most</li> <li>• agency staff if their most regular and frequent shifts occur at one of your aged care services</li> <li>• students on placement with your service,</li> <li>• volunteers engaged by your service</li> <li>• subcontractors that are not an aged care provider in their own right, that do most of their work for your organisation.</li> </ul> Aged care providers should not include:



Question	Response
	<ul style="list-style-type: none"> <li>workers who are currently on leave (including long service leave, recreation leave, long sick leave, maternity leave, other miscellaneous long leave)</li> <li>for residential aged care, people who provide services to residents at your service but are not employed by your service (such as visiting allied health professionals, hairdressers or other in-reach services) – but you must verify their vaccination status if COVID-19 vaccination is an entry requirement in your state or territory under public health orders</li> <li>sub-contractors that are a provider of Australian Government-funded aged care services in their own right (as they are already reporting directly to the Department of Health)</li> <li>sub-contractors or agency workers that do most of their work for another aged care provider.</li> </ul>
<p><b>Do we include staff who are on leave?</b></p>	<p>You should not include in your weekly reporting any staff currently on leave (including long service leave, recreation leave, long sick leave, maternity leave or other miscellaneous long leave).</p> <p>You will need to start reporting on that staff member when they return from leave.</p>
<p><b>Do we include volunteers and students as part of our staff reporting?</b></p>	<p>Yes. You must include in your weekly reporting on workforce COVID-19 vaccination data all volunteers and/or students who were engaged by or on placement at your outlet during the reporting period.</p>
<p><b>We have some volunteers unvaccinated who are providing supports only by phone, and from home, not our premises. Do I need to include them?</b></p>	<p>Yes. You must include all volunteers engaged by your service during the reporting period (i.e. over the past week).</p>
<p><b>Does staff include Board members and head office employees?</b></p>	<p>Yes. You must include in your weekly reporting on workforce COVID-19 vaccination data your Board members and/or head office employees.</p>
<p><b>Do in-home and community aged care providers report on care recipient COVID-19 vaccination?</b></p>	<p>In-home and community aged care providers are only required to report via the aged care provider portal on their workforce COVID-19 vaccination status.</p>



Question	Response
<p><b>What if we have staff who are not eligible for a booster because of their age or because they had to delay their booster due to contracting COVID?</b></p>	<p>Staff who are not eligible to receive a booster dose due to their age should be reported as having received their second dose only. When they become eligible to receive their booster dose this should occur.</p> <p>Similarly, workers that have had to delay their booster dose due to contracting COVID, should be reported as having received their second dose only.</p>
<p><b>How do we account for a staff member who received their primary course (i.e., two doses) and has a medical exemption for the booster dose?</b></p>	<p>A staff member who received a primary course of a COVID-19 vaccine and now has a medical exemption to receiving a booster dose would be reported against Question 5 (if the medical exemption is permanent) or Question 6 (if the medical exemption is temporary).</p> <p>You would not count them against having received two doses only (Question 3).</p> <p>Any staff that have had a single dose only or two doses only and then received an exemption should be reported against the relevant exemption field.</p>
<p><b>If we have a staff member who is severely immunocompromised, how do we record their booster dose?</b></p>	<p>Staff are not required to inform their employer if they are severely immunocompromised and received a third primary dose.</p> <p>Staff are required to inform their employer if they have received a booster dose.</p> <p>A third dose of a primary course of a COVID-19 vaccine is not a booster dose, and providers are not required to report on staff third doses.</p> <p>If the staff member has not yet received their booster dose, they would be counted against Question 3 (two doses only). When they receive their booster dose they would then be recorded against Question 4.</p>
<p><b>Does this mean we won't be recording those who have 1 or 2 doses but then have an exemption for a booster. They will be recorded as an exemption and you won't see that they have had some doses?</b></p>	<p>Correct. The sum total for data entered for Questions 2 – 9 must be equal to the total number of staff entered for Question 1. You should only count staff once against Questions 2 – 9.</p> <p>If a staff member received one or two doses, and received an exemption for further doses, they should be reported against the relevant exemption as provided for Questions 5 – 9.</p>
<p><b>Is there a category for staff who have not received any dose of a COVID-19 vaccine</b></p>	<p>You need to be aware of your obligations under your jurisdiction's public health orders (PHOs) around workers and employment. Your PHO will define which workers must receive a primary course and/or</p>



Question	Response
<p><b>either because they have refused to be vaccinated or are not required to under public health orders?</b></p>	<p>booster dose as a condition of employment and access to premises where your services are delivered.</p> <p>All providers must ensure that all workers are vaccinated in line with your jurisdiction PHOs and your obligations as a provider under those directions.</p> <p>It is mandatory for aged care workers to have received a primary course of a COVID-19 vaccine. It is mandatory for all residential aged care workers to have received a booster vaccine and for in-home and community aged care workers (excluding Queensland and Victoria) to have received a booster vaccine. Exclusions and authorised exemptions to mandatory vaccination are provided in your relevant state or territory public health order.</p> <p>Please check if they are eligible to continue working under your jurisdiction’s PHOs. If they are office staff or workers not required to be vaccinated under a PHO, please check if they are meeting the requirements under the PHOs. You will still need to include them in your COVID-19 vaccination reporting. If these workers are excluded from mandatory vaccination because it is not required under the relevant public health order, you would count them against Question 9.</p>
<p><b>Where do we report in-home and community aged care workers (in Victoria), who have had two doses, but are not required to receive a booster dose of vaccine under our state public health order?</b></p>	<p>These workers should be reported as having received two doses only of a COVID-19 vaccine (question 3).</p> <p>If the workers choose to receive a booster and disclose that to you, please report them as having received a booster dose.</p>
<p><b>What evidence do we need for a staff member who advises they are unable to get a booster dose, but we need them due to a critical workforce shortage?</b></p>	<p>You are strongly recommended to refer to your state or territory public health order to see whether a critical workforce shortage is an allowable exemption in your jurisdiction.</p> <p>If it is an allowable exemption in your jurisdiction, the public health order will also set out what evidence is needed.</p> <p>Please consult with your state or territory Department of Health if you need advice.</p>
<p><b>If we have new staff who have not yet received their booster dose as they are not yet eligible, do we</b></p>	<p>You must ensure all workers’ vaccination status complies with your relevant state or territory public health order. This will include guidance on the required doses for new staff to be able to commence delivering care services.</p>



Question	Response
<b>report them against Question 9?</b>	If a new staff member has received their primary course and are not yet eligible for their booster dose based on the recommended interval between doses, please report them as having had two doses only.
<b>We have staff that work across different providers, do they need to be counted twice in each service field?</b>	Providers with multiple aged care outlets and/or delivering services under multiple aged care programs should count workers once, at the outlet or program where they work the most.  Workers should be reported by the aged care provider where they do most of their work.
<b>For a Multi-Purpose Service – do you report the same information under both residential and Multi-Purpose Service?</b>	We would ask Multi-Purpose Services (MPS) to not duplicate their reporting in the MPS service type and the residential aged care service type. Please report your MPS workers against the MPS service type only.
<b>If all service staff have had two doses and a booster dose, the answer to questions 2 &amp; 3 is 0?</b>	This is correct, the data to be reported against Questions 2 (single dose only) and 3 (two doses only) would be 0 (zero) if all staff have received a booster dose. The total number of your service staff in this case would be reported against Question 3 (received one booster dose).  If a staff member has only had two doses of a COVID-19 vaccine and are yet to receive a booster dose, they would be reported at question 3.
<b>We have staff that work across both HCP and CHSP, are these needing to be counted twice in each service fields?</b>	Workers should be counted once, for the aged care outlet or program where they work the most. If an individual works across multiple outlets or programs, count them once where they spend most of their time.
<b>For HCP and/or CHSP, do we only need to include staff that provide direct care?</b>	HCP and CHSP providers are required to include ALL service staff, including office/administrative staff that do not provide direct care.
<b>We are a large health care organisation (300 staff) that has some CHSP funding - do we just need to report on the CHSP staff or all staff across the organisation?</b>	You are only required to report on the staff engaged on your CHSP program over the reporting period.





Question	Response
<p><b>We have CHSP Service Staff who were "Not Yet Vaccinated". Where or how are these captured in the new reporting template?</b></p>	<p>It is mandatory in all states and territories for HCP and CHSP aged care workers to have received a primary course of a COVID-19 vaccine and with the exception of Queensland and Victoria it is also mandatory to have received a booster dose.</p> <p>Please refer to your state or territory public health order as no staff should be employed and able to work if they have received no doses of a COVID-19 vaccine unless they have an authorised exemption, or in limited circumstances are out of scope of the public health order (eg in-home and community aged care office staff in some jurisdictions are out of scope).</p>
<p><b>We are in a remote area and have the same staff for CHSP and NATSI. Should we put the same data on the new vaccination reporting?</b></p>	<p>You should only count your staff once. Please report them either NATSIFACP or CHSP.</p>
<p>Reporting on sub-contractor staff COVID-19 vaccinations</p>	
<p><b>Do we report on contractors that enter an aged care facility such as to deliver food services?</b></p>	<p>Providers of residential aged care facilities should not include people who provide services to residents at your service but are not employed by your service (such as visiting allied health professionals, hairdressers or other in-reach services) – but you must verify their vaccination status if COVID-19 vaccination is an entry requirement in your state or territory under public health orders</p>
<p><b>I haven't been reporting on agency staff to date as I am of the understanding they get reported by the agency?</b></p>	<p>Residential aged care services should include:</p> <ul style="list-style-type: none"> <li>• all permanent, casual and agency workers currently engaged by each service</li> <li>• workers once for the facility where they work the most</li> <li>• <b>agency staff</b> if their most regular and frequent shifts occur at one of your residential aged care services</li> <li>• students on placement at your facility, or volunteers engaged by your service.</li> </ul> <p>The reporting obligations apply to aged care providers. If the agency is not an aged care provider in their own right, they will not be reporting on the COVID-19 vaccine status of their workers.</p>
<p><b>Does the HCP or CHSP provider report on sub-contractors or does the sub-contracting</b></p>	<p>Detailed guidance on sub-contractor reporting of COVID-19 vaccination is available here: <a href="https://www.health.gov.au/guidance/guidance-for-sub-contractors-in-home-and-community-aged-care-workforce-covid-19-vaccination-reporting">Guidance for sub-contractors in-home and community aged care workforce COVID-19 vaccination reporting (health.gov.au)</a>.</p>



Question	Response
<p><b>organisation report on their staff?</b></p> <p><b>For HCP or CHSP, do we need to include sub-contractors in the service staff numbers?</b></p>	<p>If the sub-contracting organisation is a provider of Australian Government funded aged care services in its own right:</p> <ul style="list-style-type: none"><li>• they are required to report their workers' vaccination information directly via the aged care provider portal, and</li><li>• their workers do not need to be included in any other organisations' aged care provider reporting.</li></ul> <p>If they are a sub-contracting organisation that is not an aged care provider in their own right:</p> <ul style="list-style-type: none"><li>• their workers should be included for each aged care program by the provider where they do most of their work</li><li>• they should provide information about their workers' vaccination status to the aged care provider they do most of their work for, and</li><li>• they should choose one provider to report to, so that their workers are not reported more than once. As a sub-contractor of in-home and community aged care, their workers must be included in the main provider's aged care provider portal reporting to the Government.</li></ul>
<p><b>In regard to subcontractors, what if they are reporting on their staff in their own organisation? Do we still include them in our service staff numbers even though they are accounted for in their own company?</b></p>	<p>No, if the sub-contracting organisation is an aged care provider in their own right they will be reporting these staff to the Department directly</p>