



Government Provider Management System

User Guide: 24/7 Registered Nurse Reporting

October 2024

Version 1.7

This Government Provider Management System (GPMS) User Guide provides residential aged care providers with an overview of how to access the 24/7 Registered Nurse (RN) application and report, as well as guidance to complete and submit the 24/7 RN report.

Contents

1. Introduction.....	3
1.1 Purpose.....	3
1.2 Before proceeding.....	3
1.3 Log in to the GPMS portal.....	4
2. Further information and support.....	4
3. 24/7 Registered Nurse Reporting	5
3.1 Accessing 24/7 application and RN report	5
3.2 Completing 24/7 RN report.....	7
3.3 Submitting 24/7 RN report.....	12
3.4 Calculating 24/7 RN eligibility.....	14

1 Introduction

Approved providers of residential aged care must have at least one RN on-site and on duty at each residential facility they operate 24 hours a day, 7 days a week. This provides residents with better access to clinical care in facilities and improve resident safety.

Approved providers are required to submit a monthly report in the GPMS (24/7 RN reporting application) in respect of each of the residential facilities where residential care was provided. This includes facilities for which they have an exemption from the 24/7 RN responsibility.

The information collected is used to support the Aged Care Quality and Safety Commission's monitoring and compliance activities in relation to the 24/7 RN responsibility.

24/7 RN supplement

A 24/7 RN supplement, including a reduced rate of the supplement, is available to eligible facilities to support the cost of delivering 24/7 RN care.

To be eligible for this supplement, residential facilities must complete their RN report on time by the 7th day after the end of the month.

See the [department's website](#) for more information about the supplement and full eligibility criteria.

1.1 Purpose

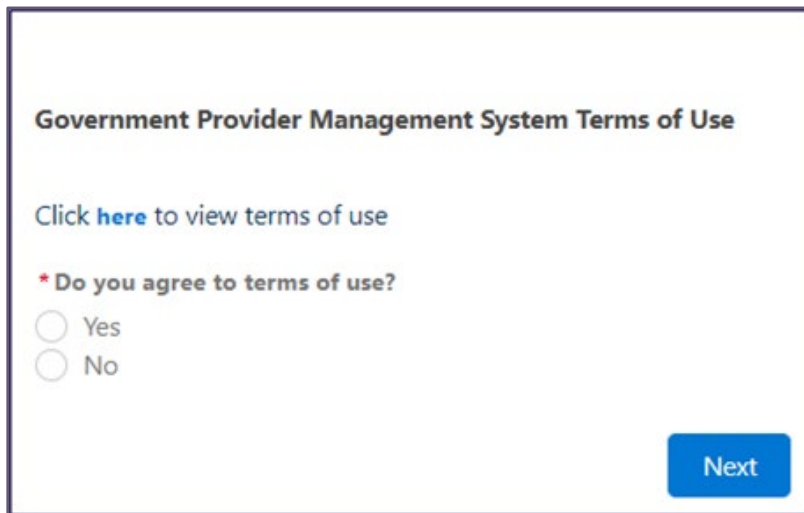
This User Guide has been designed to support residential aged care providers with the following actions:

- Access the 24/7 application and RN report.
- Complete a 24/7 RN report.
- Submit a 24/7 RN report.

1.2 Before proceeding

Please be advised of the following:

The Department of Health and Aged Care will retain records of your access to GPMS and when prompted, you must accept the GPMS Terms of Use to be able to access the system.



Government Provider Management System Terms of Use

Click [here](#) to view terms of use

* Do you agree to terms of use?

☐ Yes

☐ No

Next

1.3 Login to the GPMS portal

To login to the GPMS portal please visit [Log In Using | Service Provider Portal](#).

If you require assistance logging into the GPMS portal, please refer to the GPMS [Logging in to the Aged Care Systems](#).

2 Further information and support

Visit the [24/7 registered nurse reporting](#) website for more information.

Contact ANACCOperations@health.gov.au if you need to:

- re-open a report because it has been submitted incorrectly; or
- request an extension to the reporting due date because you are unable to submit a report on time due to unexpected circumstances, such as ICT issues or natural disasters.

For more information on GPMS please refer to the [Government Provider Management System](#) webpage.

If you require further assistance to login to GPMS please contact the My Aged Care service provider and assessor helpline on **1800 836 799**, Monday to Friday (8am to 8pm) and Saturday (10am to 2pm) local time across Australia.

For translating and interpreting services, call **131 450** and ask for My Aged Care on **1800 836 799**.

To use the National Relay Service, visit [About the National Relay Service \(NRS\) | Access Hub](#) or call **1800 555 660**.

To access sign language interpreting and captioning services through Deaf Connect, call **1300 773 803** or email interpreting@deafconnect.org.au.

3 24/7 Registered Nurse Reporting

3.1 Accessing 24/7 application and RN report

24/7 RN reporting is completed through the GPMS portal.

The primary purpose of the 24/7 RN reporting application is to allow services to fulfil their obligation to report on how they are meeting the 24/7 RN responsibility. To aid providers in meeting the 24/7 RN responsibility, the [24/7 RN supplement](#) and [the Alternate Rate Supplement](#) will be paid to those that meet the eligibility criteria. The 24/7 RN Reporting application will facilitate the calculation of eligibility for the supplement.

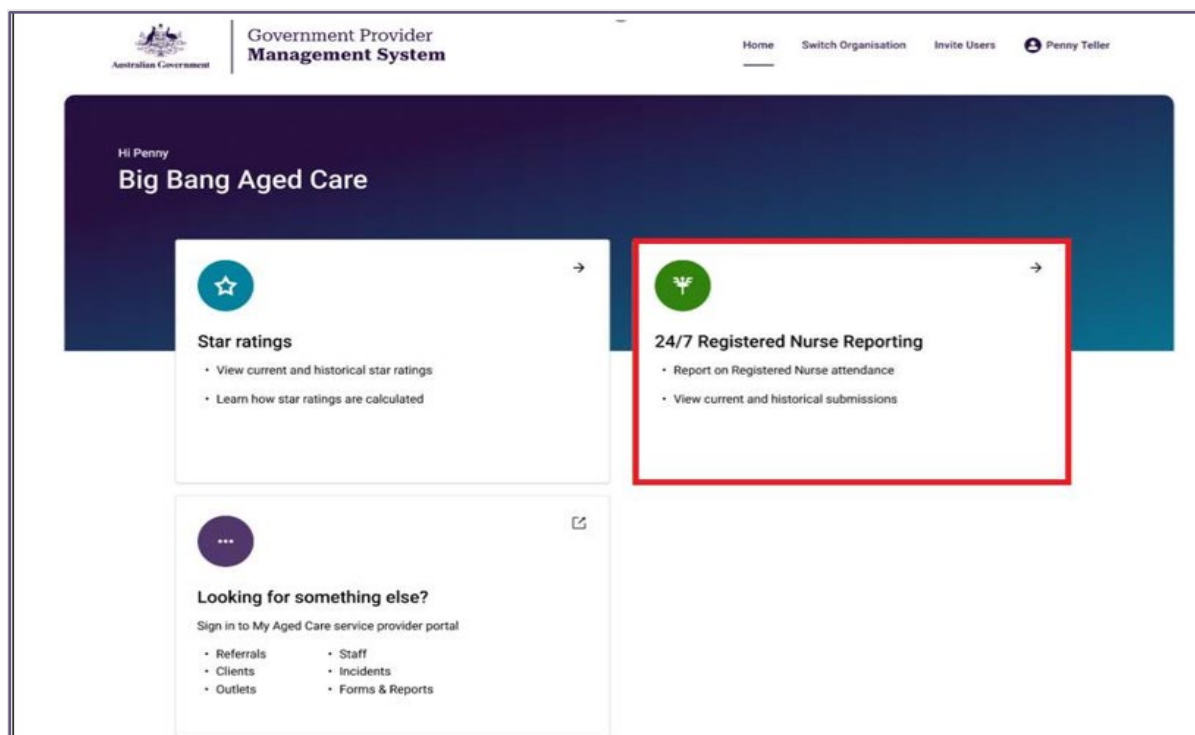
The 24/7 RN reporting application can only be accessed by approved residential aged care service providers with the RN Submission - Service role.

If you are an Organisation Administrator, you are required to add the RN Submission - Service role for staff that will have responsibility for 24/7 RN reporting. Refer to the [Government Provider Management System – User guide](#) – Section 5. Organisation Administrators, for more information.

New GPMS users will receive a welcome email that provides a link to the GPMS portal and next steps. Refer to the [Government Provider Management System – User guide](#) – Section 4. Accessing the GPMS portal for the first time, for more information.

Once you have logged in to the GPMS portal, you can access the 24/7 RN reporting application, by completing the following actions:

1. In the GPMS portal landing page select the **24/7 Registered Nurse Reporting** tile.



- The 24/7 Registered Nurse Reporting page will display the list of all services currently associated with your provider.

24/7 Registered Nurse Reporting

Estia Investments Pty Ltd
Provider ID: PDU-0001

Open report submissions

July 2024
In progress - Report due 7 August 2024

Completed report submissions

June 2024
Submitted

May 2024
Submitted

January 2024
Submitted

December 2023
Submitted

November 2023
Submitted

Cancelled report submissions

April 2024
Cancelled - Report due 7 May 2024

March 2024
Cancelled - Report due 7 April 2024

February 2024
Cancelled - Report due 7 March 2024

October 2023
Cancelled - Report due 7 November 2023

September 2023
Cancelled - Report due 7 October 2023

Services list (selected): Estia Health Altagene (Service ID: SBU-4134)

- You can select any service that you are authorised to view and report on.


By selecting the service you will be able to view the services' report for each month. You will be able to view all reports that are open for submission under **Open report submissions**, and submitted reports under **Completed report submissions**.

Reports can have the following statuses:

- Not started:** The report hasn't been actioned yet.
- In progress:** Started entering and saving data, but haven't submitted yet.
- Submitted:** Report has been submitted.
- Resubmission:** Report is open for resubmission.
- Resubmitted:** The report has been resubmitted.



3.2 Completing 24/7 RN report

1. To begin editing a service's monthly report, click **Edit** next to the reporting period.



Government Provider
Management System

Home Switch Provider Manage Users

  autocontact02.nurses

24/7 Registered Nurse Reporting

Estia Investments Pty Ltd
Provider ID: PRV-5951

Estia Health Encounter Bay
Service ID: SRV-4202

Estia Health Epping - The
Poplars
Service ID: SRV-804

Estia Health Epping VIC
Service ID: SRV-2762

Estia Health Gold Coast
Service ID: SRV-7569

Estia Health Grovedale

Open report submissions

April 2024
Not started - Report due 15 May 2024

March 2024
Not started - Report due 27 April 2024

February 2024
Not started - Report due 7 March 2024

January 2024
Not started - Report due 7 February 2024

Please note:

- If an extension to submit your 24/7 RN report has been granted for the calendar month it will be displayed next to the approved period.

Estia Investments Pty Ltd
Provider ID: PRV-5951

Estia Health Aberfoyle
Park
Service ID: SRV-4185

Estia Health Albany Creek
Service ID: SRV-3773

Estia Health Albury
Service ID: SRV-5874

Open report submissions

September 2024
Not started - Report due 7 October 2024

August 2024
Not started - Report due 7 September 2024

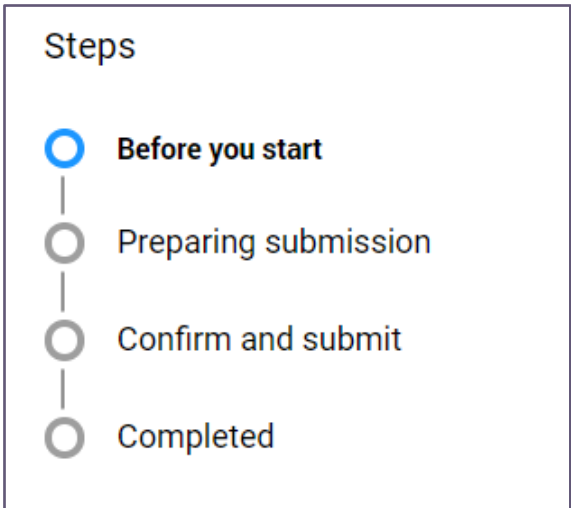
July 2024
In progress - Report due 5 September 2024 (extension granted)

2. Once you begin to edit a report, the Before you start page will appear. This provides information on how to complete the report.

From this page onwards, the left side of the screen will display the progression of the report.

A green tick will appear when a section is complete.

A blue circle will appear in the section currently being worked on.



Example of the Before you Start page.

Government Provider Management System

Home Switch Provider Manage Users

4202: Estia Health Encounter Bay

Registered Nurses Reporting, April 2024

Reporting - Not started

Steps

- Before you start
- Preparing submission
- Confirm and submit
- Completed

Reporting on Registered Nurses

- You can add entries at any time during the reporting month.
- Any completed entries will be saved automatically.
- You cannot submit the report until after the end of the reporting month.
- You have between the 1st and the 7th of the following month to submit the report and still be on time.
- If you have any overdue reports, you need to submit them prior to the submission of the current report.

How to submit information

For each day you had a registered nurse on-site and on duty for the whole day tick 'always on-site'.

If you did not have a registered nurse on-site and on duty for the whole day select 'not on-site'.

For each period of 30 minutes or more for which a registered nurse was not on-site and on duty.

1. Select a start time from the drop down list.

* Time from

11:00 am

10:30 am

10:45 am

✓ 11:00 am

11:15 am

11:30 am

* Time to

HH:MM

Not planned

not on site and not on duty, who had e and clinical care delivery?

3. The next page is the Preparing Submission page.

This page is the report itself where you are able to enter nursing coverage information.

Government Provider Management System

Home Switch Provider Manage Users

4202: Estia Health Encounter Bay

Registered Nurses Reporting, April 2024

Reporting - In progress

Steps

- Before you start
- Preparing submission
- Confirm and submit
- Completed

MON 01 APR	Registered Nurse always on-site	✓ Always on-site	Not on-site
TUE 02 APR	Was a Registered Nurse always on-site	✓ Always on-site	Not on-site
WED 03 APR	Was a Registered Nurse always on-site	✓ Always on-site	Not on-site
THU 04 APR	Was a Registered Nurse always on-site	✓ Always on-site	Not on-site
FRI 05 APR	Was a Registered Nurse always on-site	✓ Always on-site	Not on-site

Please note:

- You are only required to report on the days in which your service is operational. Any days in which your service is non-operational will be greyed out.
- Upcoming days will be greyed out and not available to be filled.
- Days the service has not yet completed will be pink.

Complete the steps on the following page to record information for each operational day in the reporting month:

If the service had at least one RN on-site and on duty for the full day:

- Select Always on site.

If the service did not have an RN on-site and on-duty for 30 minutes or more for a particular day:

- Select **Not on site** and record the following additional details:

The **Time period** in which no RN was available.

- Select a start time from the drop down list.
- If necessary edit the start time to the correct time.
- Select a finish time from the drop down list.
- If necessary edit the finish time to the correct time.
- Select if the RN **Absence Was** planned or not planned.
- Select who had **delegated responsibility** for nursing practice and clinical care delivery for the time period.
 - Select one of the following;
 - Enrolled Nurse
 - Personal Care Worker or Assistant in Nursing
 - Other member of staff
 - No One
 - If an Enrolled Nurse(EN), Personal Care Worker(PCW)/Assistant in Nursing (AIN) and Other member of staff had delegated responsibility then only select the EN option.
 - If a PCW/AIN and Other member of staff had delegated responsibility, then only select the PCW or AIN option.
 - If there was no delegation in place, select 'No One'.
- Select what **additional support**, or alternative arrangements, (if any) the person with delegated responsibility had access to whilst there was no RN on-site and on duty.
 - If there were multiple options available to the delegated person then please select the highest ranking option.
 - Select one of the following:
 - 1 - RN in immediately adjacent co-located health facility who can attend in person
 - 2 - RN on-call who can attend in person
 - 3 - NP on-call who can attend in person
 - 4 - GP on-call who can attend in person
 - 5 - RN on-call who is unable to attend in person

- 6 - NP on-call who is unable to attend in person
 - 7 - GP on-call who is unable to attend in person
 - 8 - Specialist telehealth services
 - 9 - None of the above
- Select whether the on-call support (if any) had **access to residents' clinical records**.

TUE 02 APR - Registered Nurse not on-site and not on duty

Enter the time period a Registered Nurse was not on-site and not on duty in the boxes below. Choose if the absence was planned or not planned, who had delegated responsibility whilst the Registered Nurse was not on-site and not on duty, the support they had access to and if the person that was providing the support had access to the clinical records of residents.

Absence 1

Fields marked with an * are mandatory

* Time from

* Time to

* Question 1: Absence was

☐ Planned

☐ Not planned

* Question 2: When a Registered Nurse was not on-site and not on duty, who had delegated responsibility for nursing practice and clinical care delivery?

Select

* Question 3: Person or persons providing care had access to support?

Select type of support

Delete

Copy

+ Add another

Cancel

Save

- Additional time periods can be inserted by selecting the **+ add another** button.
- A time period can be deleted by selecting the **delete** button.
- A line can be copied by selecting the **copy** icon.

* Question 4: On call support had access to residents' clinical records?

☐ Yes ☒ No

[Delete](#) [Copy](#) [+ Add another](#)

[Cancel](#) [Save](#)

Guidance on what is considered to be on-site and on duty, including examples, can be found in the [Care minutes and 24/7 registered nurse responsibility guide](#).

3.3 Submitting 24/7 RN report

- To meet your reporting obligations (and be eligible for the 24/7 RN supplement), you must complete and submit their report by 11:59PM AEST on the seventh (7th) day of the month following the reporting period.
- If you do not meet this deadline, you are still expected to report late. The system will allow the report to be submitted late.
- In order to submit a report for the next month, reports for all previous months must first be submitted (i.e. you will not be able to submit the July 2024 report until the June 2024 report is successfully submitted).

1. You can submit the report from the first day of the following report month if you have completed the RN coverage report for each day. Once you have completed the report, select continue.

The screenshot shows a web interface for submitting a 24/7 Registered Nurse (RN) report for January 2024. It features three rows, one for each day of the month: Sunday, 29th; Monday, 30th; and Tuesday, 31st. Each row has a header 'Registered Nurse always on site' and two buttons: 'Always on site' (with a checkmark icon) and 'Not on site' (with a pencil icon). Below the rows is a horizontal line, and at the bottom right are two buttons: 'Back' and 'Continue'.

2. If an absence was reported at any time during the month then you will have to answer **additional questions** before you complete your submissions. These questions are only asked once.
 - For the reporting month, select whether the **alternative arrangements** included an option to transfer residents to a local health facility.
 - If yes, select what type of **local health facility** was available.
 - Select one of the following;
 - Another residential facility with 24/7 RN coverage that is under the same approved provider
 - Multi-Purpose Service/ Unit
 - Hospital with an emergency department
 - Other
 - If Other is selected, then a free text field will be displayed for the user to populate.
 - For the reporting month, select **how long** the **position** has been **vacant** for from the following;
 - If there was no vacancy, select not applicable
 - Less than 3 months

- 3-6 months
- Greater than 6 months
- Select if you were **actively recruiting** to fill the vacancy for the reporting month.
- If you were not actively recruiting, select whether you **filled the RN vacancy** for the reporting month.

The screenshot shows the 'Alternative arrangements' form within the GPMS system. The top navigation bar includes the Government Provider Management System logo, links for Home, Switch Provider, and Manage Users, and a user profile icon with the email SSik_171349206077. On the left, a 'Steps' sidebar shows four stages: Preparing submission (completed), Alternative arrangements (current), Confirm and submit, and Completed. The main content area is titled 'Alternative arrangements' and features a header for '4185- Estia Health Aberfoyle Park' with a '<- Return to submissions' link. Below the header, the title 'Registered Nurses Reporting, January 2024' is displayed, followed by 'Reporting - In progress'. A note states 'Fields marked with an * are required'. The form contains three questions: Question 1 asks if alternative arrangements include an option to transfer residents to a local health facility; Question 1a asks for the name of the local health facility; Question 2 asks how long the RN position has been vacant. Below these are two more questions: Question 2a asks if the provider was actively recruiting to fill the vacancy, and Question 2b asks if the provider successfully filled the vacancy. Each question has 'Yes' and 'No' radio buttons. At the bottom right, there are 'Back' and 'Next' buttons.

- The Submission Overview page will display a summary of the submission and the declaration details which you must agree to in order to submit the report.
 - Providers will not be able to submit the report until after the end of the month.
 - Providers cannot submit a report if any operational days do not have a response recorded (incomplete).
 - Providers cannot submit a report if any previous month reports have not been submitted.

The screenshot shows the 'January submission overview' and 'Declaration' page. The top header displays '1-YHP9H37 - Big Bang Aged Care' and '24/7 Registered Nurse Reporting, January 2023' with 'Reporting - In progress' below it. The 'January submission overview' section features three key metrics: '97%' for 'Percentage of Registered Nurse coverage', '720' for 'Hours during the submission period', and '21' for 'Hours a registered nurse was not on site'. Below this is the 'Declaration' section, which includes a statement: 'I declare that the information provided in this report has been reviewed and approved by authorised personnel (if the provider is a State, a Territory, an authority of a State or Territory or a local government) a director of the body corporate (if the provider is a body corporate that is incorporated), or a member of the provider's governing body.' A note mentions that giving false or misleading information is an offence under Division 137 of the Criminal Code Act 1995 (Cth) with a maximum penalty of 12 months imprisonment. At the bottom right, there are 'Back' and 'Agree and submit' buttons.

4. After selecting **Agree and submit** the completed page will display which confirms that the report has been submitted and locked. The Completed screen will display a summary of the submission.

The screenshot shows the 'Completed' screen of the Government Provider Management System. At the top, there's a green notification box stating 'Report was successfully submitted on time'. Below this, a purple header bar displays '24/7 Registered Nurse Reporting, January 2023' and 'Reporting - Submitted'. A progress bar on the left indicates the steps: 'Before you start', 'Preparing submission', 'Agree and submit' (current step), and 'Completed'. The main content area includes a 'Thanks for submitting your 24/7 registered nurse report' message, a 'January submission overview' section with three metrics: 97% coverage, 720 hours, and 21 hours not on site, and a 'Return to submissions' button. At the bottom, there's a section for 'Need assistance or have questions about the result' with contact information.

January submission overview		
97%	720	21
Percentage of registered nurse coverage	Hours during the submission period	Hours a registered nurse was not on site

Please note:

- If the report was successfully submitted on time (i.e. by 11:59 AEST of 7th day of the month), a green text box will appear at the top of the screen advising that the report was successfully submitted on time.
- Eligibility for the 24/7 RN supplement will only be calculated when the report is submitted and finalised, and you have received the green confirmation text box.
- If the report was successfully submitted but submitted late, a red text box will appear at the top of the screen advising that the report was successfully submitted late. In this instance, the facility will not be eligible for the 24/7 RN supplement for that month.

3.4 Calculating 24/7 RN eligibility

Upon submitting your report, the Department will calculate your supplement eligibility.

The payment of the supplement for eligible providers will be made within the current claim cycle line with other residential aged care subsidies and supplements.

Please note:

- The 24/7 RN supplement will be paid as part of a monthly claim to providers in respect of eligible services.
- Advice of payment will be included on the monthly payment statement from Services Australia.

- **Submission of the 24/7 RN report prior to submitting a monthly claim will allow for the supplement to be paid in the current claim cycle and be included in advance payment calculations.**
-