



**Australian Government**

---

**Department of Health  
and Aged Care**

**Supporting Medication Management in  
Residential Aged Care Initiative -  
Electronic National Residential Medication Chart  
(eNPMC) Adoption Grant Opportunity – Round 2  
Frequently Asked Questions (FAQs)**

**GOXXXX**

# Contents

<b>1</b>	<b>What information do I need to have ready to apply?</b>	<b>5</b>
<b>2</b>	<b>General Questions</b>	<b>7</b>
2.1	How do I access the documents for this grant opportunity?	7
2.2	What type of process is this grant opportunity?	7
2.3	Where can I find my Organisation ID	7
2.4	How can I update my organisation's contact details?	7
2.5	Who should I contact if I require more information?	8
<b>3</b>	<b>Funding Questions</b>	<b>8</b>
3.1	How much can I apply for?	8
3.2	What can the grant funding be used for?	8
3.3	What can't the grant funding be used for?	8
3.4	Can I use subcontracting arrangements to deliver my activities?	8
3.5	If successful, when will I receive a grant payment?	8
3.6	Are there any GST or income tax-related issues involved in receiving funding?	8
<b>4</b>	<b>Application Questions</b>	<b>8</b>
4.1	How do I submit an application for this grant opportunity?	9
4.2	Can I get assistance in completing my application?	9
4.3	Can I get a PDF/MS Word version of the application form?	9
4.4	I am a residential aged care provider with multiple services. Can I apply for multiple services in one application?	9
4.5	What ID number can I use to apply for the grant?	9
4.5.1	RACS/RACF ID	9
4.5.2	NAPS ID	10
4.6	What do I enter as the 'Service Area Type' details in the Project/Activity Details section of the application?	10
4.7	Will late applications be accepted?	11
4.8	How do I request a late application extension?	11
4.9	I want to withdraw my application, how can I do this?	11
<b>5</b>	<b>Assessment Process</b>	<b>12</b>
5.1	What is the assessment considering?	12
5.2	How will services be advised of the final outcome?	12
5.3	If my service meets all eligibility requirements, is approval guaranteed once I have lodged my application?	12
<b>6</b>	<b>Eligibility Questions</b>	<b>12</b>
6.1	Who is eligible to apply?	12
6.2	My service has already implemented an electronic medication management (EMM) system or is already in the process of implementing an eNRM product. Are we still eligible for the grant?	12
6.3	I am a residential aged care provider with two services at one location. Are both services eligible for funding?	13

6.4	Can my service apply for each round of the grant opportunity? .....	13
6.5	Why are the grant amounts tiered? .....	13
6.6	Why does the timing of when we apply for the grant impact the tier we are eligible for? .....	13
6.7	What is ABS Remoteness? .....	13
6.8	Why does the ownership model and ABS Remoteness classification impact the tier we are eligible for? .....	14
6.9	How do we determine if we are a not-for-profit organisation for the purpose of this grant opportunity? .....	14
6.10	Are we eligible for the grant if we participated in the eNRMCTrial? .....	14
6.11	Why does our participation in the eNRMCTrial impact the tier we are eligible for? .....	15
6.12	How do we find out if our service is actively participating in the eNRMCTrial? .....	15
6.13	I can't find my service details listed on the most recent <a href="#">Aged Care Service List</a> on the Australian Institute of Health and Welfare (AIHW) website. Does this mean my service is not eligible? .....	15
6.14	I can't determine whether we are eligible, can the Department assist me? .....	15
6.15	I want to apply for the grant but we are not listed as eligible. Can I still apply? .....	15
<b>7</b>	<b>Technical Application Form Questions .....</b>	<b>16</b>
7.1	When should I aim to submit my application after I have answered all the required questions? .....	16
7.2	I can't see all the words in my text box, will it save? .....	16
7.3	What happens if I am unable to continue to the next tab/page in the form? .....	16
7.4	I have returned to my application and my data is lost .....	16
7.5	What amount should I enter in the 'financials' tab in the application form for the question: "Provide a breakdown of the requested grant funding for each previously selected service area/s"? .....	17
7.6	How do I print a copy of the application form? .....	17
7.7	I have lost the Form Receipt email that I received after I submitted my application. Can the Department provide me with a copy of my completed application? .....	17
7.8	I have submitted my application but have not received the Form Receipt email. Has my application been received? .....	17
7.9	I am trying to open my application form and/or edit it after I have submitted it but I am receiving an error message .....	17
7.10	I did not submit my application form but I cannot retrieve it. Can the Department provide me with the information from my form? .....	18
7.11	How do I upload multiple documents where there is a one file limit for the question? .....	19
7.12	I'm hitting the submit button, however it won't let me submit my application form. What should I do? .....	19
<b>8</b>	<b>eNRMCTrial Product Questions .....</b>	<b>19</b>
8.1	What types of services can legally use an eNRMCTrial Product? .....	19
8.2	What is a Transitional eNRMCTrial Product? .....	19
8.3	How are Transitional eNRMCTrial Products different to Electronic Prescribing Conformant eNRMCTrial Products? .....	20
8.4	Where can I find out more information about Transitional eNRMCTrial Products and the eNRMCTrial Transitional Arrangement? .....	20

8.5	Will my Transitional eNRM Product be compatible with my contracted pharmacy's dispensing software? .....	20
8.6	How do you adopt an eNRM? .....	21
8.7	Is it mandatory to adopt an eNRM? .....	21

DRAFT

## Version History

Version	Date	Q&A's Edited
2.0	10.05.2023	Revision for Round 2
1.0	01.07.2022	Development

# 1 What information do I need to have ready to apply?

Information required to complete an eNRM Adoption Grant Application includes:

1. Your organisation's entity type (one of the below)

- |  |   |   |
|--|---|---|
| - Non-corporate Commonwealth Entity              | - Corporate Commonwealth Entity                     | - Indigenous Corporation                      |
| - Company  | - Non-corporate State/Territory Statutory Authority | - Sole Trader                                 |
| - Non-corporate Commonwealth Statutory Authority | - Corporate State or Territory Entity               | - International Entity                        |
| - Cooperative                                    | - Partnership                                       | - Statutory Entity                            |
| - Non-corporate State/Territory Entity           | - Incorporated Association Person                   | - Local Government Unincorporated Association |

2. The Residential Aged Care Service (RACS) ID number or National Approved Provider Service (NAPS) ID number (please note, where provider organisations are applying for a RACS, this is the *service's* RACS/NAPS ID, not the *Provider* RACS/NAPS ID).

If a Multi-Purpose Services (MPS) or National Aboriginal and Torres Strait Islander Flexible Aged Care (NATSIFAC) service that provide residential aged care services does not know their RACS ID, or has not been allocated one, they should contact the Department of Health and Aged Care via [enrmc@health.gov.au](mailto:enrmc@health.gov.au).

For further information, see sections 4.5.1 and 4.5.2 below.

3. The RACS' formal service name (to confirm this, please check the Australian Institute of Health and Welfare's [GEN Aged Care Data website](#)).

4. The name of the Provider for the RACS.

5. The Care type your RACS provides

- Residential Aged Care Services
- Multi-Purpose Services that provide residential aged care services
- National Aboriginal and Torres Strait Islander Flexible Aged Care services that provide residential aged care services

If you are uncertain, please check the Australian Institute of Health and Welfare's [GEN Aged Care Data website](#).

6. The physical address of the RACS, as listed on the Australian Institute of Health and Welfare's [GEN Aged Care Data website](#).

7. The RACS service remoteness classification, as listed on the most recent Aged Care Service list of the [Australian Institute of Health and Welfare's GEN Aged Care Data website](#). For more information, see section 6.7 below.

8. Whether the RACS operates for Profit or not-for-profit. For the purpose of this grant opportunity, not-for-profit RACSs, NATSIFACs and MPSs include those that are classified as:

- charitable
- religious
- community
- local government
- state/territory government

For further information, see section 6.9 below.

9. Whether the RACS was an approved eNRM Trial participants are classified as services that:

- signed a Deed of Agreement with the Department to participate in the eNRM Trial (using an approved software provider and supplier)
- were issued an eNRM Trial authorisation number, and
- were listed on the [eNRM Trial legislation](#).

If you are uncertain whether your RACS is classified as an approved eNRM Trial Participant, please contact the Department of Health and Aged Care via [enrmc@health.gov.au](mailto:enrmc@health.gov.au).

For further information, see section 6.10 below.

10. The tier of funding the RACS is applying for. The tier which RACS are eligible to apply for depends upon: The value of your grant will depend on:
- the remoteness of the RACS, MPS or NATSIFAC as determined by the [ABS Remoteness](#) classification
  - the not-for-profit status of the RACS, and
  - whether the RACS has actively participated in the eNRM Trial.

TIER 1 - \$20,000	TIER 2 - \$15,000	TIER 3 - \$5,000
<p>Not-for-profit or profit based RACS in the following locations*:</p> <ul style="list-style-type: none"> <li>• Very remote</li> <li>• Remote</li> <li>• Outer regional</li> </ul> <p>*excludes eNRM Trial sites</p>	<p>Not-for-profit RACS in the following locations*:</p> <ul style="list-style-type: none"> <li>• Inner regional</li> <li>• Major cities</li> </ul> <p>Profit based RACS in the following locations*:</p> <ul style="list-style-type: none"> <li>• Inner region</li> </ul> <p>*excludes eNRM Trial sites</p>	<p>Profit based RACS in the following locations:</p> <ul style="list-style-type: none"> <li>• Major cities</li> </ul> <p>All eNRM Trial sites regardless of location.</p>

Further information concerning information required is also provided below.

## 2 General Questions

### 2.1 How do I access the documents for this grant opportunity?

To access the grant opportunity documents you will need to be registered on [GrantConnect](#). Once you have registered (you will only need to do this once) please:

- i. Search for the GO ID **(TBC for R2)**,
- ii. Select “Full Details”,
- iii. Select the red “GO Documents” button (on the left-hand side of the page) to access grant opportunity documents.

If you have registered for GrantConnect but still cannot access the system, please contact the GrantConnect Help Desk:

Phone: 1300 484 145 (between 9am and 5pm ACT Local Time, Monday to Friday, excluding ACT and national public holidays).

Email: [grantconnect@finance.gov.au](mailto:grantconnect@finance.gov.au).

### 2.2 What type of process is this grant opportunity?

This grant opportunity is a demand-driven process. This means that the grant opportunity is open to all services that meet the eligibility criteria outlined in Section 4 of the Grant Opportunity Guidelines for **GOXXXX**.

The grant opportunity is administered in accordance with the [Commonwealth Grant Rules and Guidelines 2017 \(CGRGs\)](#).

### 2.3 Where can I find my Organisation ID

If you have received funding from the Department for any other grant opportunities, your organisation’s ID can be found on your current Grant Agreement with the Department. The ID is located in the top right hand corner on the Grant Details page of your current Grant Agreement (usually page 4, see below image). The organisation ID number is in the format of a combination of numbers, hyphens and letters e.g. 1-AAAAAA (where “1” represents a number and “A” represents a letter or a number). If your organisation ID cannot be found, please check the “0” and “O” or “1” and “I” are correct as they look very similar and could be entered incorrectly.

You can also find an existing organisation ID on a Recipient Created Tax Invoice (RCTI) or Remittance Advice. These documents are emailed from the Department once a payment is made.

Grant Details	
Organisation ID:	1-AAAAAA
Agreement ID:	1-BBBBBB
Program Schedule ID:	1-CCCCCC

Grant Activity

### 2.4 How can I update my organisation’s contact details?

Please contact your Funding Arrangement Manager (FAM) and they will be able to assist you. Please refer to your grant agreement for information regarding your FAM.

If you have a letter of agreement with the Department, you can email the group inbox detailed within the letter to change your contact details.

## **2.5 Who should I contact if I require more information?**

If you have any further questions or need additional information after reading all available information, please contact the Department by emailing [grant.atm@health.gov.au](mailto:grant.atm@health.gov.au).

# **3 Funding Questions**

## **3.1 How much can I apply for?**

Please refer to Section 3.1 of the Grant Opportunity Guidelines for **GOXXXX**, as listed on [GrantConnect](#), and Section 6 of the Frequently Asked Questions for **GOXXXX** below for assistance in determining which funding tier your service is eligible for.

Please note, grant funding is only available in fixed amounts. You are not required to calculate and provide a breakdown of actual or estimated costs as part of your grant application.

## **3.2 What can the grant funding be used for?**

Please refer to Section 5 of the Grant Opportunity Guidelines for **GOXXXX**, as listed on [GrantConnect](#).

## **3.3 What can't the grant funding be used for?**

Please refer to **Section 5.3** of the Grant Opportunity Guidelines for **GOXXXX**, as listed on [GrantConnect](#).

## **3.4 Can I use subcontracting arrangements to deliver my activities?**

Yes, you can use subcontracting arrangements to assist with the adoption of a conformant eNRM.

## **3.5 If successful, when will I receive a grant payment?**

The Department will send you an email notifying you of the outcome of your application within approximately six weeks of your application. Formal letters of offer and grant agreements will be sent approximately one month after you receive notification of outcome from the Department.

Before payment is made, a grant agreement must be executed. After execution, payments will be made in full to eligible applicants. However, please allow approximately two weeks for payment processing.

## **3.6 Are there any GST or income tax-related issues involved in receiving funding?**

Please refer to Section 9.4 of the Grant Opportunity Guidelines for **GOXXXX**, as listed on [GrantConnect](#).

# **4 Application Questions**



#### **4.1 How do I submit an application for this grant opportunity?**

Please refer to Section 6 of the Grant Opportunity Guidelines for **GOXXXX** on [GrantConnect](#), which sets out how to submit an application and any additional requirements to be attached to the application form. Submit your application form by the closing date and time as per the front page of the Grant Opportunity Guidelines.

#### **4.2 Can I get assistance in completing my application?**

No, for consistency, fairness and probity reasons the Department cannot assist, comment or give additional guidance to a potential applicant on how to complete an application form. Applicants must refer to the Grant Opportunity Guidelines (addendums and/or additional frequently asked questions) for relevant information on how to complete their application.

However, if you are experiencing technical issues (e.g. unable to access the online application form) please send an email to [grant.atm@health.gov.au](mailto:grant.atm@health.gov.au).

#### **4.3 Can I get a PDF/MS Word version of the application form?**

No, the Department does not provide an application template as part of our suite of documents. The only way to view the application is by logging in and creating an online application form and then working your way through the questions. You can enter “dummy” answers to proceed through the form. You can then save your application (without submitting) and change your “dummy” answers at a later date (prior to the closing date and time of the grant opportunity).

Please note, Grant Application forms are likely to change between Rounds. If you began completing a Grant Application on a template from a previous round, please ensure you carefully read all questions on the application form for the Round you are applying for prior to submitting.

#### **4.4 I am a residential aged care provider with multiple services. Can I apply for multiple services in one application?**

No, you will need to submit an individual application for each service, including the individual ID number that corresponds to that specific service (do not use the provider NAPS ID).

If you have multiple services at the same location with individual RACS IDs, you will need to submit separate applications if you wish to receive funding for each service. Only one RACS ID will be accepted per application.

#### **4.5 What ID number can I use to apply for the grant?**

You should use your service’s current and valid Residential Aged Care Service unique system identifier, issued by the Commonwealth, such as a RACS ID or a National Approved Provider Service (NAPS) ID.

##### **4.5.1 RACS/RACF ID**

Residential aged care services and Multi-Purpose Services (MPS) can use their current and valid RACS ID when applying for the grant opportunity.

A RACS ID (also referred to as a RACF ID) is a unique four-digit number allocated by Services Australia, used to authenticate registered residential aged care services (RACS). RACS can look up their RACS ID on the [Aged Care Quality and Safety Commission's website](#).

The Department has allocated a RACS ID to all MPS that provide residential aged care services; if an MPS needs to confirm their RACS ID they can do so by emailing [eNRMC@health.gov.au](mailto:eNRMC@health.gov.au). An MPS can also use their current and valid service-level NAPS ID to apply instead.

National Aboriginal and Torres Strait Islander Flexible Aged Care (NATSIFAC) services that provide residential aged care services can email [eNRMC@health.gov.au](mailto:eNRMC@health.gov.au) to request a RACS ID be allocated specifically for the purpose of using an eNRMC (or paper NRMC). This ID can then be used to apply for the grant.

#### **4.5.2 NAPS ID**

RACS, MPS and NATSIFAC services that provide residential aged care can use their current and valid NAPS ID when applying for the grant.

A NAPS ID is a unique identifier of up to five-digits allocated by the Department via the National Approved Provider System, to applicants approved under the Aged Care Act 1997 (Cth), as well as NATSIFAC services. Individual services are allocated their own NAPS ID.

You should use the service-level NAPS ID to apply for the grant (not the provider-level NAPS ID, which may apply to multiple services under the provider).

If you need to confirm your NAPS ID you can do so by emailing [eNRMC@health.gov.au](mailto:eNRMC@health.gov.au). RACSs and MPSs can also use their current and valid RACS ID to apply instead.

#### **4.6 What do I enter as the 'Service Area Type' details in the Project/Activity Details section of the application?**

The service area type field indicates the service areas relevant to the Grant Opportunity. Tick the applicable service area/s where you plan to deliver the Project/ Activities.

1. Select the applicable option available in the 'Service Area Type' drop down values. If the Grant is to be delivered at a national scale than the only option available will be 'Australia 2016'.
2. Then select the 'Australia' checkbox or the applicable service areas that you are applying for that becomes available.

**In which service area/s is the Applicant proposing to deliver the Project/Activity? \***

**Instructions:**

- The Service Area Type field below indicates the service areas relevant to this grant opportunity.
- If applicable, choose the relevant state/territory to view the available service areas.
- Tick the applicable service area/s where you are proposing to deliver this project/activity.
- Untick the selected service area/s to remove selection.

**IMPORTANT NOTE:**

You may only select 40 service areas per form. If you wish to apply for more services areas, a separate form/s will need to be completed.

Service Area Type

Australia 2016 ▼

Available service area/s	Selected service area/s *
<input checked="" type="checkbox"/> Australia	<input checked="" type="checkbox"/> Australia

#### **4.7 Will late applications be accepted?**

The Department will not accept late applications unless the Decision Maker has granted an extension based on exceptional circumstances.

#### **4.8 How do I request a late application extension?**

Applicants seeking to submit a late application will be required to submit a late application request to [grant.atm@health.gov.au](mailto:grant.atm@health.gov.au).

The request should include a detailed explanation of the exceptional circumstances that prevent the application being submitted prior to the published closing time. The Department will advise the applicant if their request is accepted or declined.

#### **4.9 I want to withdraw my application, how can I do this?**

The primary contact listed on the application will need to send an email to [grant.atm@health.gov.au](mailto:grant.atm@health.gov.au) and include the following information:

- Brief reason for the withdrawal
- Submission reference number (that is located at the top right-hand corner of the page)
- Name of the Grant Opportunity
- Grant Opportunity ID (GO ID)

## 5 Assessment Process

### 5.1 What is the assessment considering?

Please refer to Section 7 of the Grant Opportunity Guidelines for **GOXXXX**, as listed on [GrantConnect](#).

### 5.2 How will services be advised of the final outcome?

The Department will advise the primary contact person nominated in your service's application of the outcome of the grant opportunity. Notification will be sent out via email. If you are successful, we will advise you of any specific conditions attached to the grant.

If successful, your organisation's grant will be listed on the GrantConnect website 21 calendar days after the date of effect (as defined in the glossary of the Grant Opportunity Guidelines on GrantConnect), as required by Section 5.3 of the Commonwealth Grants Rules and Guidelines (CGRGs).

### 5.3 If my service meets all eligibility requirements, is approval guaranteed once I have lodged my application?

No. For your application to be successful:

- you must meet eligibility requirements, and
- funding must be available in the round you are applying for.

Once funding is fully expended each round, the grant round will be closed and further applicants will need to wait for the next round to open the following financial year. Grant amounts will decrease with each subsequent round of the grant opportunity. Please refer to Section 3 of the Grant Opportunity Guidelines for **GOXXXX** as listed on [GrantConnect](#) for applicable grant amounts.

## 6 Eligibility Questions

### 6.1 Who is eligible to apply?

Refer to Section 4 of the Grant Opportunity Guidelines for **GOXXXX**, as listed on [GrantConnect](#).

### 6.2 My service has already implemented an electronic medication management (EMM) system or is already in the process of implementing an eNRM product. Are we still eligible for the grant?

Yes. In instances where an eNRM product (which has obtained either Transitional conformance or Electronic Prescribing conformance) has been adopted prior to a grant being received, these services are still eligible to receive grant funding. Grant funds may still be used on eligible activities such as:

- Ongoing subscription to a conformant eNRM product change management
- upgrade or purchase of hardware or infrastructure to enable the use of a conformant eNRM product (such as Wi-Fi, computers, digital portable devices, etc.)

- expenditure related to change management processes (such as wages/salaries incurred for additional hours of training, or developing policies, processes, or training materials), and
- other expenditure incurred which directly relates to the sourcing, adoption or use of a conformant eNRM product
- processes

Not all software will meet the requirements to be a “Transitional eNRM Product” at the same time. This means that not all software will be listed on the [Transitional eNRM Conformance Register](#) and eligible under the grant opportunity straight away. You should contact your software provider to confirm their intention and timeframes to reach Transitional eNRM Product status and Electronic Prescribing full conformance.

### **6.3 I am a residential aged care provider with two services at one location. Are both services eligible for funding?**

Yes, provided they each have their own unique RACS ID/NAPS ID. Should you wish to apply for both services, one application must be completed for each individual RACS. To differentiate the facilities, you must include the unique RACS ID or NAPS ID for the specific service in the corresponding application. See also Section 4.5 of the Frequently Asked Questions for .

### **6.4 Can my service apply for each round of the grant opportunity?**

The grant opportunity will have 3 rounds over 2.5 years. Your service can only receive one grant over the course of the grant opportunity.

If you miss out on funding in the first or second round due to funding being fully expended prior to the round close date, you will need to reapply once the following round(s) open the following financial year(s).

### **6.5 Why are the grant amounts tiered?**

The value of grants available is tiered to encourage early uptake and to provide a greater amount of funding for services that require more support. Grant amounts depend on the following:

- when a service applies
- the ownership model of the service
- the remoteness of the service as determined by the ABS Remoteness classification listed in the most recent [Aged Care Service List](#) on the Australian Institute of Health and Welfare’s website and
- whether the service actively participated in the eNRM trial.

### **6.6 Why does the timing of when we apply for the grant impact the tier we are eligible for?**

To encourage early uptake, the available payment amounts decrease with each subsequent round of the grant opportunity. Please refer to Section 3.1 of the Grant Opportunity Guidelines for **GOXXXX**, as listed on [GrantConnect](#) to determine which tier your service falls into and the grant value you should apply for.

### **6.7 What is ABS Remoteness?**

The Australian Bureau of Statistics (ABS) Remoteness Areas divide Australia into 5 classes of remoteness on the basis of a measure of relative access to services. Remoteness Areas are intended for the purpose of releasing and analysing statistical data to inform research and policy development in Australia. The five classes of remoteness are:

- Major Cities of Australia
- Inner Regional Australia
- Outer Regional Australia
- Remote Australia
- Very Remote Australia

Your service remoteness classification will affect the amount of funding you receive.

Please refer to the 'ABS Remoteness' column of the most recent [Aged Care Service List](#) on the Australian Institute of Health and Welfare's website to determine your remoteness status.

## **6.8 Why does the ownership model and ABS Remoteness classification impact the tier we are eligible for?**

The evaluation of the eNRM Trial demonstrated that both not-for-profits and smaller facilities in regional and remote areas experienced greater cost barriers to implement electronic medication management products. Based on this evidence, the government decided to provide higher grant payments to not-for-profit, and regional and remote facilities.

Please refer to Section 3.1 of the Grant Opportunity Guidelines for **GOXXXX**, as listed on [GrantConnect](#) to determine which tier your service falls into and the grant value you should apply for.

## **6.9 How do we determine if we are a not-for-profit organisation for the purpose of this grant opportunity?**

For the purpose of this grant opportunity, not-for-profit services include those that are classified as

- Charitable
- Religious
- Community
- Local Government
- State/Territory Government

Please refer to the 'Organisation Type' column of the most recent [Aged Care Service List](#) on the Australian Institute of Health and Welfare's website to determine your not-for-profit status.

## **6.10 Are we eligible for the grant if we participated in the eNRM Trial?**

Yes, services that actively participated in the eNRM Trial are eligible for the eNRM Adoption grant opportunity, if the eNRM product they have adopted has been, or is going to be, listed on the [Transitional eNRM Conformance Register](#) (or the [Electronic Prescribing Conformance Register](#)). You can contact your software provider to confirm their intention and timeframes to reach Transitional eNRM Product status and Electronic Prescribing conformance.

Trial participants will be categorised as Tier 3 applicants to reflect the fact they are already significantly progressed in adopting an eNRM product. Grant funds may be used on eligible activities to support the adoption of a Transitional eNRM Product or Electronic Prescribing Conformant eNRM Product. For example, change management processes.

#### **6.11 Why does our participation in the eNRM Trial impact the tier we are eligible for?**

All residential aged care services that actively participated in the eNRM Trial are categorised as Tier 3 applicants to reflect the fact they are already significantly progressed in adopting an eNRM product. Please refer to Section 3.1 of the Grant Opportunity Guidelines for **GOXXXX**, as listed on [GrantConnect](#).

#### **6.12 How do we find out if our service is actively participating in the eNRM Trial?**

The eNRM Trial enabled a number of services to electronically prescribe, dispense and track administration of PBS medicines directly from an electronic version of the NRM, without the need to provide an additional paper/electronic prescription. Active eNRM Trial participants are classified as services that:

- signed a Deed of Agreement with the Department to participate in the eNRM Trial (using an approved software provider and supplier)
- were issued an eNRM Trial authorisation number, and
- were listed on the [eNRM Trial legislation](#).

If unsure whether your service is an active participant in the eNRM Trial, please contact [eNRM@health.gov.au](mailto:eNRM@health.gov.au).

#### **6.13 I can't find my service details listed on the most recent [Aged Care Service List](#) on the Australian Institute of Health and Welfare (AIHW) website. Does this mean my service is not eligible?**

This list is only updated once a year. If you are a new service and not listed, it does not necessarily mean you are not eligible. Please apply if you meet all eligibility criteria, as per Section 4 of the Grant Opportunity Guidelines for **GOXXXX**, as listed on [GrantConnect](#).

#### **6.14 I can't determine whether we are eligible, can the Department assist me?**

No, the Department is unable to provide information on whether an applicant is eligible to apply for grant funding. You should consider whether your service satisfies the eligibility criteria contained in Section 4 of the Grant Opportunity Guidelines and other published information for this grant (e.g. addendums, additional frequently asked questions).

#### **6.15 I want to apply for the grant but we are not listed as eligible. Can I still apply?**

All applications undergo a compliance and eligibility check. If your application does not meet the eligibility criteria it will not progress onto the next stage of assessment for grant funding. Eligibility criteria are outlined in Section 4 of the Grant Opportunity Guidelines for **GOXXXX**, as listed on [GrantConnect](#).



If you believe you should be eligible, but do not meet the eligibility criteria, please email [grant.atm@health.gov.au](mailto:grant.atm@health.gov.au) and provide an explanation as to why you believe you should be eligible for this grant opportunity.

## 7 Technical Application Form Questions

### 7.1 When should I aim to submit my application after I have answered all the required questions?

To avoid any submission issues, we recommend that you submit your application at least 4 hours **before** the closing date and time.

Submitting early provides sufficient time to resolve any technical issues you may experience during the submission of your application (any internet outages, system/submission error notifications) and will allow time to contact [grant.atm@health.gov.au](mailto:grant.atm@health.gov.au) or 02 6289 5600 and receive assistance to ensure your application is submitted on time.

Please also note that the grant round will close early if the funding for that round is fully expended. Further applicants will need to wait for the next round to open the following financial year. Grant amounts will decrease with each subsequent round of the grant opportunity.

### 7.2 I can't see all the words in my text box, will it save?

This issue may be due to formatting errors caused by copying and pasting text into the application form. If this happens, please check that you are within the character limit provided (if applicable) and remove all text formatting. You can remove text formatting by copying and pasting all text from a word document into Notepad and then into the application form. Notepad uses no formatting encryption.

When working correctly, the application form will expand text box(es) to meet the character limit of the particular text box. If this does not occur and if you can continue to the next page, the response will be saved.

### 7.3 What happens if I am unable to continue to the next tab/page in the form?

If you are unable to continue to the next page the form will take you to a red error message at the top of the page and ask you to resolve the identified issues before it allows you to proceed. If you click on the error, it will take you directly to the question with the issue.

If you are still having problems, please send a screen shot of the error(s) along with an explanation of the problems you are experiencing to [grant.atm@health.gov.au](mailto:grant.atm@health.gov.au)

### 7.4 I have returned to my application and my data is lost

The online application form only stays active for 60 days from the last date the form was entered, saved and exited. Please do not close your application form by clicking on the X in the corner of your web browser, this does not enable the save function in the



application form. After the 60 day time period has passed the form is no longer active and data cannot be retrieved. You will need to create a new application before you are able to submit.

### **7.5 What amount should I enter in the ‘financials’ tab in the application form for the question: “Provide a breakdown of the requested grant funding for each previously selected service area/s”?**

Enter the amount of the grant you are applying for, based on the grant round and your service’s tier. Refer to Section 3.1 of the Grant Opportunity Guidelines for **GOXXXX**, as listed on [GrantConnect](#), to determine the applicable grant amount.

### **7.6 How do I print a copy of the application form?**

There is no “PRINT” function enabled in the online application form, but you can either copy and paste each page into a Word document then print from your Word platform or print each page from a screenshot or any other print function you may have on your system/web browser.

### **7.7 I have lost the Form Receipt email that I received after I submitted my application. Can the Department provide me with a copy of my completed application?**

When an application form is submitted you will receive a Form Receipt email which specifies the submission reference, date and time and which includes a pdf copy of your application form. This is the only proof of submission you will receive and it is the responsibility of the applicant to ensure that this email has been received and that it is accessible within their organisation for future reference.

The Department cannot provide a copy of the application to you if you have deleted or lost the Form Receipt email (with the pdf application form attached).

### **7.8 I have submitted my application but have not received the Form Receipt email. Has my application been received?**

After submission, the Form Receipt email can take up to 30 minutes to arrive in your inbox. If you have not received a Form Receipt email after 24 hours, please email [grant.atm@health.gov.au](mailto:grant.atm@health.gov.au) and the Department can provide confirmation that the application was received.


If your application was not received prior to the closing date and time, you may request to submit a late application based on experiencing exceptional circumstances that prevented the submission of the application. The Decision Maker will then determine whether an extension will be granted.

### **7.9 I am trying to open my application form and/or edit it after I have submitted it but I am receiving an error message**

#### **Before closing date and time**

After you have submitted your application you are not able to open or edit the form. If you try and open a submitted form using the Form Opened email you received after creating the application, you will receive the below error message.

### Sorry An Error Has Occurred

 Unexpected Error

[Privacy, accessibility and legal notices can be viewed](#)

This form hosting and delivery service is provided by The Department of Industry, Science, Energy and Resources. [Privacy Info](#)

If you wish to make any changes to the form after you have submitted it, you will have to complete a new form. You must also contact [grant.atm@health.gov.au](mailto:grant.atm@health.gov.au) immediately to withdraw the previous application that you have identified as incomplete or that requires updating. Please note that you cannot send additional information to the application form via email. The only way to edit or change a submitted application form, is to create and submit a new application.

#### After closing date and time

As outlined in Section 6 of the Grant Opportunity Guidelines:

*'If you find an error in your application after submitting it, you should contact us immediately on [grant.atm@health.gov.au](mailto:grant.atm@health.gov.au) or call (02) 6289 5600. We do not have to accept any additional information, nor requests from you to correct your application after the closing time.'*

The Grant Opportunity Guidelines also state:

*'If we find an error or information that is missing, we may ask for clarification or additional information from you that will not change the nature of your application. However, we can refuse to accept any additional information from you that would change your submission after the application closing time.'*

If required, the Department will contact you directly to clarify or ask for additional information to assess the application in accordance with the criteria set out in the Grant Opportunity Guidelines.

#### **7.10 I did not submit my application form but I cannot retrieve it. Can the Department provide me with the information from my form?**

If you have not submitted your application form but can no longer access it, the grant opportunity has either closed or there may have been issues with your internet connection.

The Department has no record of draft applications and therefore cannot retrieve any draft information.

We strongly encourage that you save a copy of all your draft answers outside of the application form (e.g. in a word doc) so that in the event there is a technical issue, system outage or loss of information that you have drafted, you can easily access your previously prepared answers.

### **7.11 How do I upload multiple documents where there is a one file limit for the question?**

You can only upload one attachment to some of the questions within the form. Applicants should combine multiple documents into one document before attaching to the application form. This may require you to scan multiple documents into one PDF version. Information should be as relevant and concise as possible.

### **7.12 I'm hitting the submit button, however it won't let me submit my application form. What should I do?**

If you are unable to submit your application form, please check if there are any validation errors at the top of the page. The form will not allow you to submit where validation errors exist.

If you have addressed all the validation errors and you are still unable to submit the form, please provide a screen shot of the error(s) and send to [grant.atm@health.gov.au](mailto:grant.atm@health.gov.au) for advice.

## **8 eNRM Product Questions**

### **8.1 What types of services can legally use an eNRM Product?**

Residential care services as defined by the Aged Care Act 1997 (the Act) are eligible to use a Transitional or Electronic Prescribing Conformant eNRM (or the paper NRM). As defined in the Act, a *residential care service* "means an undertaking through which residential care is provided." This definition encompasses RACS (also known as Residential Aged Facilities (RACFs), MPS and NATSIFAC services that provide residential aged care.

To legally use an eNRM product (or paper NRM), your service will need a RACS ID. A RACS ID (also referred to as a RACF ID) is a unique four-digit number allocated by the Commonwealth, used to authenticate registered residential aged care services (RACSs). RACSs can look up their RACS ID on the [Aged Care Quality and Safety Commission's website](#).

The Department has allocated a RACS ID to MPS that provide residential aged care services for the purpose of using eNRM/NRM; if an MPS needs to confirm their RACS ID they can do so by emailing [eNRM@health.gov.au](mailto:eNRM@health.gov.au).

NATSIFAC services that provide residential aged care services can email [eNRM@health.gov.au](mailto:eNRM@health.gov.au) to request a RACS ID be allocated specifically for the purpose of using an eNRM (or paper NRM). This ID can then be used to apply for the grant.

### **8.2 What is a Transitional eNRM Product?**

A Transitional eNRM Product is an EMM that the Agency has assessed as meeting the technical requirements of the latest Electronic Prescribing Conformance Profile, but is not integrated with a Prescription Delivery Service (PDS).

Following assessment and approval, the Agency will list the Transitional eNRM Product details (including the software version) on the [Transitional eNRM Conformance Register](#). The software may then function under the Transitional Arrangement as a Transitional eNRM Product.

A Transitional eNRM Product can create legal PBS and Repatriation PBS (RPBS) prescriptions without requiring a paper copy of the prescription. Transitional eNRM

Products must not transmit prescriptions to a Prescription Delivery Service. Therefore, pharmacists must manually transcribe the prescription information into their dispensing software. Any supplier can dispense medication prescribed from an eNRM C.

All RACS may use the funding from the eNRM C Adoption grant opportunity to adopt a Transitional eNRM C Product.

### **8.3 How are Transitional eNRM C Products different to Electronic Prescribing Conformant eNRM C Products?**

Transitional eNRM C Products are temporary software versions which will become Electronic Prescribing Conformant eNRM C Products. They are products that the Agency has assessed as meeting the technical requirements of the latest Electronic Prescribing Conformance Profile, but are not integrated with a PDS. This means that the Agency cannot:

- approve the product as compliant with all aspects of the latest Electronic Prescribing Conformance Profile,
- give the product a valid Electronic Prescribing Conformance ID,
- register the product on the [Electronic Prescribing Conformance Register](#).

Instead, the Agency will list approved Transitional eNRM C Products on the [Transitional eNRM C Conformance Register](#).

### **8.4 Where can I find out more information about Transitional eNRM C Products and the eNRM C Transitional Arrangement?**

Please see the [Electronic National Residential Medication Charts \(eNRM C\) Transitional Arrangement – Residential aged care services information pack](#) for information about Transitional eNRM C Products and the Transitional Arrangement including:

- what medicines can be prescribed under the Transitional Arrangement
- what the prescribing, supplying, and claiming workflow looks like under the Transitional Arrangement
- when the Transitional Arrangement starts
- what RACS who are adopting Transitional eNRM C Software under the Transitional Arrangement must do
- what RACS and prescribers must do when the Transitional Arrangement ends.

For more information about Transitional eNRM C Products and RACS obligations under the Transitional Arrangement, please see the *Electronic National Residential Medication Charts (eNRM C) Transitional Arrangement Information Pack for RACS*.

### **8.5 Will my Transitional eNRM C Product be compatible with my contracted pharmacy's dispensing software?**

RACS are strongly encouraged to review these support materials, and consult with their pharmacy/ies and prescribers when selecting an eNRM C system and during implementation. It is important that Pharmacies are aware of which Transitional eNRM C Product you intend to implement (including the product version). Because Transitional eNRM C Products are not connected with a Prescription Delivery Service, pharmacies will need to manually transcribe prescription information into their dispensing software. This will no longer be required once Transitional eNRM C Products are upgraded to Electronic Prescribing Conformant eNRM C Products.

Pharmacists can find out more Information about the Transitional Arrangement [on the Department's website](#).

## 8.6 How do you adopt an eNRM?

The Department and the Australian Commission on Safety and Quality in Health Care have developed an eNRM [Guide and Workbook](#). This resource supports facilities to choose and implement an eNRM product that is suitable for their facility.

The guide focuses on RACS transitioning from a paper-based or hybrid (electronic and paper) medication management system to an eNRM Product. The key topics included in the workbook are:

- an overview of EMM in Australian RACS, and what they need to consider when planning to transition to an eNRM Product
- how to implement an eNRM at a single RACS or multi-site RACS seeking to roll out eNRM Products across all their facilities
- the experiences of RACS that have already implemented these systems
- transitioning from a paper-based or hybrid system to an eNRM Product
- enhancing the medication safety and medication management workflows
- the formal procurement process that could be used to engage an eNRM Product vendor
- RACS seeking to acquire a technology solution that covers a broader scope than electronic recording of the administration of medicines
- RACS with additional requirements such as systems integration or software development as part of their EMM solution.

## 8.7 Is it mandatory to adopt an eNRM?

Adoption of an eNRM product is not mandatory and paper NRMs continue to be valid medication charts in RACS. Residents or their substitute decision makers should have the opportunity to opt out of electronic medication chart prescribing and ensure choice of their supplying pharmacy. This is consistent with the current Quality Standard on consumer choice. However, the Department encourages the adoption and use of a conformant eNRM product to support safe and accountable medication management.

Adoption of an eNRM product may be a requirement for various future funding opportunities.