



Australian Government

Department of Health and Aged Care

DRAFT

Aged Care Registered Nurses' Payment to
reward clinical skills and leadership
Grant Opportunity Guidelines
Frequently Asked Questions (FAQs)
GOXXXX

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Version History

Version	Date	Q&A's Added	Q&A's Edited
1.0	22/03/2022	All	DRAFT
1.1	16/06/2022	Additional questions based on discussions and the ACWBP FAQ's	DRAFT
1.2	29/08/2022	Additional questions based on discussions	DRAFT
1.3	13/09/2022	Final Edits	DRAFT

*Edits have also been highlighted throughout the document to any amended questions or added questions.

1 General Questions

1.1 What is the Aged Care Registered Nurses' Payment to reward clinical skills and leadership?

In the 2021-22 Budget, with further funding made available via the Mid-Year Economic and Fiscal Outlook (MYEFO) 2021-22, the Australian Government announced payments for registered nurses working in aged care as part of the *Growing a skilled and high-quality workforce to care for senior Australians* (Pillar 4 of the Royal Commission into Aged Care Quality and Safety response). This payment recognises the integral role of registered nurses in clinical leadership and delivering high-quality aged care for older Australians.

1.2 What type of process is the Aged Care Registered Nurses' Payment?

The Aged Care Registered Nurses' Payment is an open demand driven process. This means that the Aged Care Registered Nurses' Payment is open to all organisations who meet the eligibility criteria outlined in Section 3.1 of the Grant Opportunity Guidelines.

The Aged Care Registered Nurses' Payment will be administered in accordance with the [Commonwealth Grant Rules and Guidelines 2017 \(CGRGs\)](#).

1.3 Where can I get more information on the Aged Care Registered Nurses' Payment?

Information on the payment is available on the Department of Health and Aged Care (the department) [website](#). This site also includes fact sheets on the payment for nurses and providers:

<https://www.health.gov.au/resources/publications/aged-care-registered-nurses-payment-fact-sheet-for-providers>

<https://www.health.gov.au/resources/publications/aged-care-registered-nurses-payment-fact-sheet-for-nurses>

For grant application questions, contact the department by:

- email: grant.atm@health.gov.au noting questions should be sent no later than 5:00pm AEDT on 5 December 2022
- call (02) 6289 5600.

1.4 Does employment type (casual/part-time/full-time) impact the amount of payment a registered nurse is entitled to?

Type of employment does not impact the payment levels, only the number of hours worked in aged care will. Payment levels are on a pro-rata basis.

1.5 How many hours per week is classified as full time?

Full-time is classified as 35 hours or more per week.

1.6 Why is personal information required for the application?

This is a demand driven payment that is limited to registered nurses who meet the eligibility requirements. To ensure payments are provided in accordance with the Grant

Opportunity Guidelines, the department requires sufficient information to undertake audit and quality assurance processes. Further information on the use of personal information is contained within the Privacy Statement, which is available on the department's website, as an attachment to the Grant Opportunity Guidelines and in the Staffing Profile attachment.

1.7 Do I need to verify that a registered nurse has consented to sharing their personal information?

You will need to provide the Privacy Statement to each registered nurse to read and verify that they have received and understand it and agree for the use of personal information.

1.8 How do I access the documents for this opportunity?

Individual staff, other than a self-employed person, do not apply for this payment. Providers/agencies/brokers apply on behalf of their workers. Subject to approval, funds will be distributed to the provider/agency/broker who will make payments to eligible employees.

If you are an employer wanting to submit an application, please complete the online application form on the GrantConnect website at <https://www.grants.gov.au/> and attach a completed Staffing Profile Attachment.

You need to register on GrantConnect to access the documents. Please use the red "Grant Opportunity Documents" button (on the left-hand side of the page) to access the Aged Care Registered Nurses' Payment documents.



Grant Opportunity Documents

If you have registered for GrantConnect and 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

1.9 Where can I find my Organisation ID or Recipient Created Tax Invoice?

If you are not an existing grant recipient, this question and the next question do not apply to you.

If you are an existing grant recipient, your Organisation's ID can be found on a recipient created invoice or on your current Grant Agreement with the department.

The ID is located on the top right-hand corner on the Grant Details page of your current Grant Agreement (usually page 4, see screen shot below). The Organisation ID number is in the format of a combination of numbers, hyphens and letters e.g., 1-AAAAAAA (where '1' represents a number and 'A' represents a letter or a number).

If you do not have access to the Grant Agreement, your Organisation ID can be found on any Recipient Created Tax Invoice (RCTI) provided to you by the department. For

example, it will list a vendor number as FO1-1J3-29. When inputting the Organisation ID to your application, please remove the FO reference and just use the ID (e.g., 1-1J3-29).

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

Grant Activity

1.10 How can I update my organisation's contact details?

If you are not an existing grant recipient, this question and the next question do not apply to you.

If you are an existing grant recipient, your Organisation's ID can be found on a recipient created invoice or on your current Grant Agreement with the department.

Follow the instructions on the online application form to update your organisations contact details. If you are an existing grant recipient, please contact your Funding Arrangement Manager (FAM) for assistance. Please refer to your grant agreement for this information. Changes to information can take a minimum of 2 weeks to take effect.

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.

1.11 Who do I contact if I require more information?

Please read the suite of Aged Care Registered Nurses' Payment documents available. If you have further questions or need more information about this opportunity, please contact the department by emailing grant.atm@health.gov.au

1.12 I am not a listed eligible organisation but I have some questions about this Aged Care Registered Nurses' Payment

Only questions from eligible organisations/applicants will be responded to during the application submission period.

1.13 What is the Staffing Profile Attachment?

The Staffing Profile Attachment is an Excel spreadsheet that must be completed and attached to the application. It details the organisation's details, the eligible registered nurses working for the employer for the eligibility periods and calculates each registered nurse's payment entitlement.

You can add up to 200 registered nurses on the Staffing Profile Attachment. If you have more than 200 registered nurses, you will need to complete additional applications. You will be given a option to pre-populate an additional application form and only need to add the additional nurses on the next application form.

A copy of the Staffing Profile Attachment is available as part of the Forecast Opportunity.

1.14 What NAPS ID should I use?

You should always quote your organisational National Approved Provider System Identifier (NAPS ID). The NAPS ID will be used to verify that the organisation is an 'Eligible Organisation' as per Section 3.1 of the Grant Opportunity Guidelines.

1.15 What do I do if there are errors in the Staffing Profile attachment?

If you have submitted an application with incorrect or missing information, please email grant.atm@health.gov.au (and cc ACRNpayment@health.gov.au) with the subject line: UPDATED – Staffing Profile – {Application Submission Reference Number (as supplied on the Application Form)} – {Organisation Name}.

Within the email, please attach the updated Staffing Profile and include in the body of the email:

- Application Submission Reference Number ID
- brief outline of the change reasoning/detail
- statement that you approve the amended application amount of *<revised total amount in new Staffing Profile spreadsheet>* based on the change.

1.16 I would like to amend an application made earlier. How do I do this?

If your application has already been processed or you find an error in your submitted application, seek advice immediately from the department via email grant.atm@health.gov.au or call (02) 6289 5600.

2 Funding Questions

2.1 How do eligible organisations apply?

Before applying for the payment, eligible organisations must read and understand the Grant Opportunity Guidelines and Simple Grant Agreement on the GrantConnect website. Any alterations and addenda to the grants process will be published on GrantConnect. All organisations registered on this website will be automatically notified of any changes. GrantConnect is the authoritative source for grants information.

To apply you must:

- complete the online Application Form on GrantConnect by the nominated closing date and time
- provide all the information requested, and
- attach your Staffing Profile Attachment.

You are responsible for ensuring that your application is complete and accurate. Giving false or misleading information is a serious offence under the Criminal Code 1995. The department will investigate any false or misleading information and may exclude your application from further consideration.

2.2 When should applications be submitted?

Applications for Phase 1 open on 1 November 2022 and close on 14 December 2022. Applications submitted earlier in this period may avoid processing delays caused by Christmas shut down periods.

The department will not accept late applications unless the Decision Maker has granted an extension based on exceptional circumstances. See Section 5.2 of the Grant Opportunity Guidelines.

If you need to submit after 14 December 2022, contact ACRNpayment@health.gov.au to make special lodgement arrangements.

2.3 How much can I apply for?

Please refer to Section 3 of the Grant Opportunity Guidelines for eligible registered nurse entitlements. In general full-time registered nurses (who work 35 hours a week or more in aged care) will be entitled to a core payment of \$3,700 and an additional payment of \$2,300 if they meet the additional criteria. Both payments are available on a pro-rata basis and are calculated based on average hours worked and/or percentage of time working in aged care.

2.4 How do I calculate how much to apply for?

The Staffing Profile Attachment automatically calculates all amounts to be claimed.

2.5 How do I calculate how many hours the registered nurse works?

The hours used should align with the registered nurse's employment contract.

2.6 What if I don't spend all the funding?

Employers must pass the full payment to the eligible registered nurses no later than 8 weeks after receipt of the payment.

Employers will receive an amount equivalent to 5 per cent of each registered nurses' payment to cover the administrative costs associated with applying for the payment. This is separate to the Aged Care Registered Nurses' Payment.

2.7 What can the Aged Care Registered Nurses' Payment be used for?

Please refer to Section 5 of the Grant Opportunity Guidelines for how the payment can be used.

2.8 What can't I use the Aged Care Nurses' Payment funding for?

Please refer to Section 5.3 of the Grant Opportunity Guidelines for details on what the payment cannot be used for.

2.9 What evidence is required to support my application?

No evidence is required with the application. Evidence must be provided if an application is audited later.

You must keep records supporting the information submitted in the Staff Profile Attachment. You must also maintain evidence that the payments have been provided to the eligible registered nurses.

2.10 If successful, when will my organisation receive a grant payment?

Before payments are made, a Simple Grant Agreement must be signed by the organisation and the department delegate. Payments will be made in line with the payments schedule in your Agreement.

As per Section 5.2 of the Grant Opportunity Guidelines, the expected timeframes for the grants process are:

Year 1 – Payment eligibility period from 1 November 2021 to 31 October 2022 or 1 May 2022 to 31 October 2023

Activity	Expected Timeframe
Open on GrantConnect	6 weeks
Processing of applications	4 business weeks (does not include the shutdown over Christmas)
Issuing of Simple Grant Agreements	2 weeks
Earliest payment date	7 March 2023
End date of grant activity or agreement	12 Weeks from the issuing of the Simple Grant Agreement

Year 2 – Payment eligibility period from 1 November 2022 to 31 October 2023 or 1 May 2023 to 31 October 2023

Activity	Expected Timeframe
Open on GrantConnect	6 weeks
Processing of applications	4 business weeks (does not include the shutdown over Christmas)
Issuing of Simple Grant Agreements	2 weeks
Earliest payment date	7 March 2024
End date of grant activity or agreement	12 Weeks from the issuing of the Simple Grant Agreement

2.11 How long do employers have to pass payments on to employees?

Employers must pass the full payment amount to registered nurses as soon as possible and no later than 8 weeks after receipt of the payment. This period is permitted to reduce the administrative burden and be flexible with payment cycles of different employers.

2.12 Is funding available to employers to offset the administrative costs?

Employers will receive 5 per cent of each registered nurses' payment to cover the administrative costs associated with applying for the payment. This is separate to the nurses' payment.

2.13 Are there any GST related issues involved in receiving funding?

Please refer to Section 8.4 of the Grant Opportunity Guidelines for details on grants payments and GST.

The payments are not subject to GST for employers as they are treated as wages.

The administration payment is subject to GST.

2.14 Are payments subject to income tax?

All income is subject to the Australian Tax Office (ATO) rules on income. The payments are considered income so are taxable. Eligible registered nurses will need to consider any tax implications at the time of application.

For information relating to individual tax matters, please visit the ATO website at www.ato.gov.au.

2.15 Are payments exempt from the compulsory superannuation contribution?

To decrease the administrative burden, payments are not subject to the compulsory superannuation contribution. Employers are only responsible for passing on payments, not for paying any related superannuation contribution.

3 Application Questions

3.1 How do I submit an application for this payment opportunity?

You must submit your application using the online application form link and by the closing date and time for the phase you are applying for. See Section 6 of the Grant Opportunity Guidelines for further information.

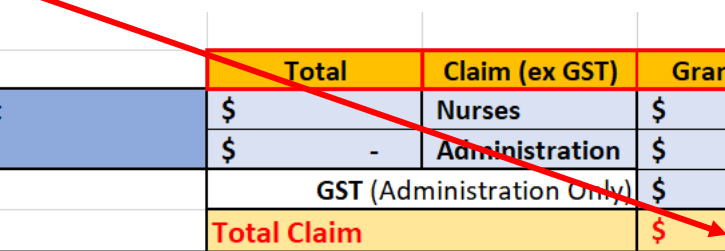
3.2 Can I get assistance in completing my application?

However, 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 (including addendums and/or additional frequently asked questions) for relevant information on how to complete their application.

If you are experiencing technical issues with your application (e.g., unable to access the online application form), please send an email to grant.atm@health.gov.au

3.3 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."?

The total amount applied for must equal the 'Total Claim' amount of all the payments combined in the Staffing Profile Attachment (Under Nurses Tab, Cell O11 – amount in red).



	Total	Claim (ex GST)	Grand Total
Additional Payment	\$	Nurses	\$ -
	\$ -	Administration	\$ -
	GST (Administration Only)		\$ -
	Total Claim		\$ -
Claims Data - Additional Payment		Total	Total

3.4 Can I get a PDF/MS Word version of the application form?

The department does not provide an application template as part of the suite of documents.

The only way to view the application is by logging into an online application and working through the application form. You can enter 'dummy' answers to proceed to the end of the form. You can save this dummy application (without submitting) and change your answers at a later date (prior to the closing date and time of the payment opportunity).

3.5 What do I enter as the 'Service Area Type' details in this section of the application?

The Service Area Type field indicates the service areas relevant to the Grant Opportunity for the Project/Activities.

1. Select the applicable option available in the 'Service Area Type' drop down values. The only option available will be 'Australia'.
2. Then select the 'Australia' checkbox (see below).

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

3.6 What do I enter as the 'Provide a short title of your application for this Project/Activity' section of the application?

Enter 'Aged Care Registered Nurses' Payment claim for {organisation name}' as the title.

3.7 What do I enter as the 'Provide a brief description of your project or the services to be delivered and how it will contribute to the objectives outlined in the Grant Opportunity Guidelines.' section of the application?

Enter 'Aged Care Registered Nurses' Payment claim for {organisation name}' as the description.

3.8 What do self employed nurse practitioners classify themselves as on the applications forms?

If nurse practitioners broker their services to aged care providers, they should apply as an agency/broker on the application form.

If the nurse practitioner is employed directly by an eligible entity, they should not apply in their own right. The eligible entity will be responsible for applying on their behalf.

3.9 Will late applications be accepted?

The department will not accept late applications unless the Decision Maker has granted an extension based on exceptional circumstances. See Section 5.2 of the Grant Opportunity Guidelines.

A late application will only be accepted where it is a direct result of mishandling by, or agreed with, the department. Applicants seeking to submit a late application will be required to submit a late application request to grant.atm@health.gov.au

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

3.10 I want to withdraw my application, how can I do this?

The primary contact on the application must send an email to grant.atm@health.gov.au and include the following information:

- brief reason for the withdrawal
- Submission Reference Number (located in the application form)
- name of the payment opportunity – ‘Aged Care Registered Nurses’ Payment’
- GO ID (egGO1234).

4 Assessment Process

4.1 What is the assessment considering?

Please refer to Section 6 of the Grant Opportunity Guidelines for the assessment criteria and Section 7 on how to apply.

Applications will be assessed to ensure the organisation applying is an eligible organisation, as per Section 4.1 of the Grant Opportunity Guidelines. You will need to include the Organisation NAPS ID in your application.

The details of the registered nurses in the Staffing Profile Attachment will be assessed against Section 4.3 of the Grant Opportunity Guidelines.

4.2 How will organisations be advised of the final outcome?

The department will advise the outcome of the payment opportunity via email to the primary contact within your organisation. Please refer to Table 2 in Section 6.2 of the Grant Opportunity Guidelines for timeframes of announcements. If you are successful, you will be advised of any specific conditions attached to the payment.

In accordance with Section 10 of the Grant Opportunity Guidelines, successful applicants payments will be listed on the GrantConnect website 21 calendar days after the date of effect. This is defined in the glossary of the Grant Opportunity Guidelines and is required in Section 5.3 of the Commonwealth Grants Rules and Guidelines (CGRGs).

4.3 What feedback will be available on the outcomes of the payment opportunity?

In accordance with Section 8 of the Grant Opportunity Guidelines, the department will advise you of the outcome in writing. For successful applicants, this will be through a Simple Grant Agreement. If you are unsuccessful, the department will give you an opportunity to receive feedback. A request for individual feedback should be made to the department within 21 days of being notified of the outcome by emailing ACRNpayment@health.gov.au. You will receive a response to your feedback request in writing within 21 days.

By applying, you are offering to receive and make the Aged Care Registered Nurses’ payments under the terms of the Simple Grant Agreement.

5 Eligibility Questions

5.1 Who is eligible to apply for funding under this opportunity?

Employers are responsible for applying on behalf of employees. Unless self-employed, employees are not expected to apply for this payment.

Providers/agencies/brokers apply on behalf of their workers. Subject to approval, funds will be distributed to the provider/agency/broker to make payments to eligible employees.

The following are eligible to apply:

- Australian Government-funded aged care providers:
 - Approved Residential Aged Care Providers
 - Approved Home Care Providers
 - Approved Commonwealth Home Support Programme (CHSP) Providers
 - State / Local Government Approved Residential Aged Care and/or Home Care Providers
 - Multi-Purpose Service Providers
 - Providers delivering aged care services under the Commonwealth National Aboriginal and Torres Strait Islander Flexible Aged Care Program.
- Agencies/brokers employing aged care workers who are contracted to provide services for the aged care providers listed above. Please note that if the registered nurses are employed by an agency, they must have been providing services to the same aged care provider for the full eligibility period to be eligible for the payment.
- Nurse practitioners that are self-employed and broker their services to aged care providers.

If you are an employer wanting to apply, complete the online application form located on the GrantConnect website at www.grants.gov.au and attach a completed Staffing Profile Attachment.

5.2 Who is not eligible to apply?

Refer to Section 3.2 of the Grant Opportunity Guidelines for further details regarding eligibility.

You are not eligible to apply if:

- you are an organisation not included in question 5.1
- your staff do not meet the eligibility requirements outlined in question 5.5, or
- you or your project partner are an organisation listed on the National Redress Scheme website as an institution that has not joined or signified their intent to join the Scheme (www.nationalredress.gov.au).

5.3 I can't determine whether I'm eligible to apply, can the department assist me?

The department is unable to provide information on whether an applicant is eligible to apply for program funding. You should consider whether you or your organisation satisfies the eligibility criteria contained in Section 4 of the Grant Opportunity Guidelines and other

published information for the Aged Care Registered Nurses' Payment (e.g., addendums, additional frequently asked questions).

5.4 I want to apply but I am 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 to the next stage of assessment for the Aged Care Registered Nurses' Payment funding. Eligibility criteria are outlined in Section 4 of the Grant Opportunity Guidelines.

If you do not meet the eligibility criteria but believe you should be eligible, please email grant.atm@health.gov.au and provide an explanation for why you believe you are eligible for this payment.

5.5 Who is eligible to receive the Aged Care Registered Nurses' Payment?

Registered nurses who meet the following eligibility criteria will be entitled to receive a core payment:

1. Registered with the Nursing and Midwifery Board of Australia (NMBA) as a Registered Nurse (Division1).
2. Employed by the same employer for the duration of the eligibility period. For the first year these are 1 November 2021 to 31 October 2022 (12 month) or 1 May to 31 October 2022 (6 month).
3. Employer is an eligible entity listed in Question 1.4.
4. Work in aged care (i.e., not disability or veterans' care) including management, training or administration roles. Where an eligible registered nurse also provides other care types (i.e., disability or veterans' care), payments will be calculated based on time dedicated to aged care nursing.

A registered nurse who satisfies the criteria for the core payment may be eligible for an additional payment if they meet at least one of the following criteria (NB – each registered nurse is only eligible to receive one additional payment each year):

- a. Work in a rural town or community or in a remote or very remote community (Modified Monash Model 3-7).
- b. Hold a relevant formal postgraduate qualification (Graduate Certificate or higher) in:
 - i. nursing or gerontology
 - ii. business, leadership or management, or
 - iii. other health discipline.
- c. Take on the following training responsibilities within their paid work time:
 - i. infection prevention and control (IPC) lead
 - ii. workplace/clinical supervision of undergraduate nurses
 - iii. clinical supervision/mentoring/educating or facilitating in an Aged Care Transition to Practice Program, or
 - iv. an Aboriginal and/or Torres Strait Islander person who takes the lead on cultural safety training in their organisation.

Registered nurses on extended periods of paid or unpaid leave (i.e., parental leave and long service leave) are still entitled to the payment based on average hours of work per week for the 3 months prior to or after returning from leave.

The payment is available to full time, part time and casual registered nurses with payments based on a pro rata rate. Registered nurses eligible for a 6 month payment will

receive half the payment of a nurse eligible for a 12 month payment. For example, a full-time registered nurse who meets the 12 month eligibility requirements will be eligible to receive \$2,300. A full-time registered nurse who meets the 6 month eligibility requirement will be entitled to \$1,150.

Other aged care workers including personal care workers, enrolled nurses, allied health professionals, cooks and cleaners are not eligible for the payment.

5.6 Has my organisation submitted an application on my behalf?

If you have questions about your payment, contact your employer about an application made on your behalf.

In most cases, the employer can resolve the query quickly as they have the information.

If you feel you cannot talk to your employer, or your employer was unable to help, contact the department by email: grant.atm@health.gov.au or call (02) 6289 5600.

5.7 What should a registered nurse do if they believe they are being paid the wrong amount?

If you are concerned with the payment you received, or you believe you should have received a payment, talk to your employer first. In most cases, they can resolve the query quickly as they have the information.

If you are not sure how to talk to your employer, it may help to write an email or letter to your employer to explain the problem. This also means you have a written record. It's important to focus on the facts. Ask a colleague, friend or family member for help.

- If needed, you can use the Translating and Interpreting Service or the National Relay Service.

If you cannot contact your employer directly, or your employer was unable to help, contact the department. You will be provided with a form that you will be asked to email to the Department.

- Complete the enquiry form with as much information you can provide. If available, provide supporting material such as pay slips.
- In the form, tell us if we can contact your employer.
- Send the completed form and attachments to grant.atm@health.gov.au
- If we can help and you give us consent, we will contact your employer on your behalf to investigate the situation.
- We will review the information provided by your employer.
- We will notify you of the outcome.
- If your employer has made an error, we will advise you on how to resolve the enquiry.
- If the evidence shows wrongdoing by your employer, we may take audit action. If this happens, we may not tell you about the outcome.
- If we are unable to help, we will advise you in writing.

5.8 Can a registered nurse receive the additional payment without receiving the core payment?

The additional payment is only available for registered nurses who qualify for the core payment and meet at least one of the criteria for the additional payment.

5.9 Can a registered nurse receive two additional payments if they meet more than one of the criteria?

Only one additional payment is available for each registered nurse regardless of how many criteria for the additional payment they satisfy.

5.10 What is the MMM?

The MMM is the Modified Monash Model (MMM) which determines whether a location is a city, rural, remote or very remote. It measures remoteness and population size on a scale of Modified Monash (MM) categories, MM 1 to MM 7. MM 1 is a major city and MM 7 is very remote.

5.11 Where can I find my MMM?

The MMM can be found in the MMM Lookup tab in the Staffing Profile Attachment.

5.12 What level of qualification is required for the additional payment?

To be eligible for the qualifications criteria of the additional payment, a registered nurse must complete a Graduate Certificate or higher (i.e., a Level 8 or higher on the Australian Qualifications Framework). The courses that are classified as Level 8 have a specialised range of knowledge which can be applied to a professional setting.

The qualifications must be in:

- nursing or gerontology
- business, leadership or management, or
- other health discipline.

5.13 What happens if the registered nurse is on leave during the eligibility period?

A registered nurse who is employed for the duration of the 6 or 12 month eligibility periods, even if they are on leave (e.g., maternity leave, long service leave, annual leave), is entitled to receive a payment. The amount is based on average hours of work per week for the 3 months prior to or after returning from leave. Employers are encouraged to use the average hours worked either before or after returning from leave, whichever is greater.

NB – nurses who are on extended leave without pay at the time of application are not eligible to receive this payment.

5.14 Can a registered nurse receive payments from different eligible employers if they work at multiple facilities?

Each eligible employer should claim for the hours the registered nurse worked for them in aged care. If the nurse worked more than 35 hours per week in aged care across multiple employers, the total hours claimed must not exceed 35 hours per week across all employers.

6 Technical Application Form Questions

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

You must submit an application between the published opening and closing dates. We recommend that you submit your application as soon as possible, with the latest being 4

hours **before** the closing date and time. This should allow sufficient time to make updates to your application after submission.

Submitting early will also assist you to resolve any technical issues you may experience during the submission of your application (e.g., any internet outages, system/submission error notifications). You will have time to contact grant.atm@health.gov.au for assistance with resolving any issues related to your application prior to the closing time.

Should you request an extension due to submission issues, providing proof of your request/s for assistance to the department will be beneficial.

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

This issue may be due to copying and pasting text from a document into the form. Remove all text formatting by copying and pasting the text into Notepad before inputting to the form. Also check that you are within the character limit provided (if applicable).

The form should expand all text box(es) to equate to the character limit of the text box. If this does not occur but you can continue to the next page, the response will be saved.

6.3 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 outlined issues before proceeding. If you click on the issue listed, 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 your issue to grant.atm@health.gov.au

6.4 I have returned to my application form and my data is lost/missing. What can I do to fix?

The online application form will be active for 60 days from the last time the form was actioned and 'saved and exited' (not 'x' out of your web tab). After the 60 day period, the form shuts down and is no longer available for amendments or submission. Data cannot be retrieved once this period has lapsed. You will need to submit a new application.

The total grant amount applied for must equal the 'total application amount' of all of the services combined in the 'Staffing Profile Attachment (Nurses Claim Tab, Cell OQ11 – amount in red).

6.5 How do I print a copy of the application form?

There is no print function in the online application form. You may wish to copy and paste each page into a MSWord document then print from your MSWord version, or print each page from other print functions you have on your system/web browser.

6.6 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 has a pdf of the application form

attached. This is the only proof of submission. It is the responsibility of the applicant to ensure this email has been received and that it is accessible within their organisation.

The department cannot provide a copy of the application if you have deleted or lost the Form Receipt email.

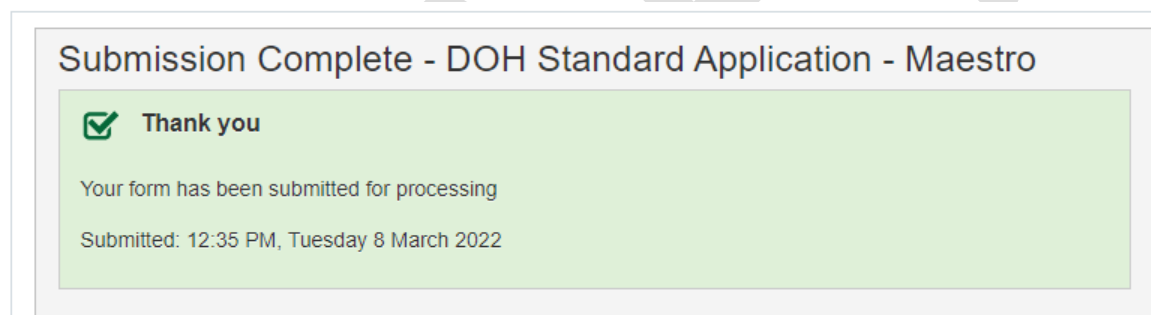
6.7 I have submitted my application but have not received the Form Receipt email. Has my application been received?

After submission, the Form Receipt email can take up to 30 minutes to arrive in the applicant's inbox. If an applicant has not received a Form Receipt email after 24 hours, please email Grant.atm@health.gov.au and the department will provide confirmation the application was received.

6.8 I am trying to open and/or edit my form after I have submitted it, but am receiving an error message.

Before closing date and time

You are not able to re-access your form to make further edits after it has been submitted. If you try to open your form using the Form Receipt email or Form Opened (the email you receive each time you re-access your form before submitting it), you will receive the below error message.



If you wish to make changes to the form after submission, you will have to complete a new form. You must also contact grant.atm@health.gov.au immediately to withdraw the previous application. Also additional information cannot be submitted to the application form via email. You must resubmit a new application.

After closing date and time

As outlined in Section 5 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 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 may contact you directly for clarification or additional information to assess the application in accordance with the criteria set out in the Grant Opportunity Guidelines.

6.9 I did not submit my application form but I cannot retrieve it. Can the department provide me with information from my form?

If you have not submitted your application form and can no longer access the information, the Aged Care Registered Nurses' Payment opportunity has either closed or there may have been issues, such as with your internet connection. The department will not have a record of your draft application and cannot retrieve your draft information.

We strongly encourage you to save a copy of all draft answers outside of the application form (e.g., in a Word doc). In the event there is a technical issue, system outage or you lose the draft information, you can access your previously prepared answers.

6.10 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 a single PDF file. Please note question 6.13 and 6.14 below. Information should be as relevant and concise as possible.

6.11 Is there a size limit for attachments?

The size limit is 2MB per attachment.

6.12 What do I do to ensure my attachment/s is not larger than 2MB?

We recommend not copying and pasting data into spreadsheets. This may include unseen characters and increase the size of the file.

We suggest you monitor the attachment size as you are entering the data to ensure the file does not exceed 2MB.

If you are unable to limit the size of your documents, please contact grant.atm@health.gov.au for further advice and assistance.

6.13 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 when validation errors exist.

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