



Q&A – MY AGED CARE REPORTING WEBINAR – FRIDAY 3 DECEMBER 2021

Tips on what to do:

- ✓ Report every Tuesday, where there has been a change in the vaccination status of your workers.
- ✓ Report on service staff – including all workers currently engaged for that week's reporting by each service, including volunteers and contractors and who do most of their work with your service. **"Service staff"** means staff (including volunteers and sub-contractors) who access, or are reasonably likely to access, any premises where the operation or administration of the service occurs. This includes workers who attend offices where no clients are present.
 - Include board members (paid or volunteer) or any other workers who access or are reasonably likely to access any premises, including corporate offices, where the operation or administration of the service occurs.
- ✓ In some jurisdictions, not all "Service Staff" are subject to mandatory vaccination requirements under public health orders. You must still include these workers when reporting on total service staff. If these workers disclose that they are vaccinated, include in your single dose, 2 dose and booster dose reporting.
- ✓ Workers should be reported against one outlet only to ensure they are counted just once.
- ✓ If you have multiple My Aged Care outlets and not able split your workers across outlets, you should report all workers against one outlet, and report zero against the other outlets.

Tips on what not to do:

- X If there is no change in your reporting you do not need to re-enter your data.
- X Do not include:
 - sub-contractors that are a provider of Australian Government funded aged care services in their own right as they are already reporting directly to the Department of Health
 - sub-contractors or agency workers that do most of their work for another aged care provider as they will be reported by that provider not an aged care provider in their own right.
 - staff who are currently on leave (incl. long service leave, maternity leave, recreation leave, long sick leave, other miscellaneous leave).
- X Do not include co-located workers, sharing administration office space, but working for other organisations.
- X Do not include third doses if disclosed by a worker – you are not required to report on third doses, and you should not report a third dose as a booster.
- X Do not duplicate your reporting across more than one outlet or aged care program. If you have reported a worker across two outlets, you will need to go back and make the necessary amendments in your next reporting round.
- X Do not update that 'zero' record unless you start reporting some staff against that outlet.

My Aged Care Webinar Q&A

Who do I include and how do I reference them?

We have workers that work across multiple outlets and we are not able to attribute them to one outlet. Can we report all workers against one outlet?

Yes, if you have multiple My Aged Care outlets and you are not able to split your workers across outlets, you should report all workers against one outlet, and report zero against the other outlets.

It's important that you report zero for the other outlets - you only need to do this once.

Please don't duplicate your reporting across each of the outlets.

If I am reporting all my workers against one outlet and maintaining that data, and I report zero against the other outlets, do I need to ever update the other outlets?

No, you do not need to ever update that 'zero' record unless something changes (e.g. you start reporting some workers against that outlet).

If you are reporting all your workers against one outlet, and you intend to keep reporting all workers against that outlet, you report zero against your other outlets.

We have staff who work across both homecare and CHSP. How do we decide who to report where, to avoid double counting?

If you are able to, proportion your workers across the aged care programs based on the size of your service offer for the different programs: for example, if 70 percent of your business is home care and 30 percent is CHSP, you should report 70 percent of your workers under home care and 30 percent of your workers under CHSP.

E.g. for 100 workers in total:

- HCP – total workers 70
- CHSP – total workers 30

If it is not possible to proportion your workers, you can split them evenly across the two aged care programs.

If you are already reporting all workers against one aged care program – that is fine, just ensure that you have reported zero against the other aged care program.

Please do not duplicate your reporting across different outlets, or different aged care programs.

My Aged Care Webinar Q&A

Who do I include and how do I reference them?

I have been reporting the same details for HCP and CHSP. Does that mean I have doubled my service staff?

Yes - Workers should be reported against one aged care program only to ensure they are counted just once.
If you have reported a worker across two programs, you will need to go back and make the necessary amendments in your next reporting round.
Please do not duplicate your reporting across different outlets, or different aged care programs.

For those workers with temporary medical exemptions, are we expected to enter the expiry date? If so, how?

No, you only need to enter the number of staff who have a temporary medical exemption.
It is, however, important you have an internal process in place to monitor when an exemption is due to expire, so you can liaise with the staff member about their vaccination status and update your reporting.

I have a member of staff who received a first dose but is now exempt from having a second dose. How do I record this?

Record these staff as being exempt. You do not need to report them as having had a first dose.

Does a CHSP program based within a hospital and only involving 15 staff providing direct care from within the hospital have to report against the 1000+ staff including Board/Executive/CEO who all are required to be 100% vaccinated?

No, you only need to include in your reports those staff who are workers (employed or sub-contracted) or volunteers under the funding for CHSP or HCP.
Co-located workers working for other organisations are not captured in your My Aged Care reporting.

Do we also need to include in the reporting the carers who are providing services to residents under NDIS?

All workers who provide services under Australian Government funded aged care programs are to be included in the My Aged Care reporting.
The Department is aware that some organisations deliver services across other programs including NDIS. There are separate reporting requirements for NDIS services.

My Aged Care Webinar Q&A

Who do I include and how do I reference them?

I have workers who are employed or sub-contracted to the program but who do not engage directly with our clients (e.g. finance officers). Do I include them in the My Aged Care reports?

Do we need to include Board Members in our My Aged Care reporting?

My Aged Care captures information on the vaccination status of all workers, including volunteers engaged by the service and subcontractors.

The definition of aged care worker for My Aged Care reporting purposes uses the definition "service staff": *"Service staff" means staff (including volunteers) who access, or are reasonably likely to access, any premises where the operation or administration of the service occurs.* This includes workers who attend offices where no clients are present.

Board members (paid or volunteer) or any other workers who access or are reasonably likely to access any premises, including corporate offices, where the operation or administration of the service occurs should be included in My Aged Care reporting.

Should I also be including the staff who have had two doses in the figure of staff who have had a first dose?

Worker vaccinations should be reported only once. Count workers as having had either:

- a single dose or
- two doses or
- an exemption.

If we have no change, then how is it captured that we are still compliant?

Given the mandatory vaccination requirements in place in each state and territory, vaccination rates are expected to be changing as workers become fully vaccinated.

If there is no change to your worker vaccination rates you do not need to update your My Aged Care data each Tuesday.

If your worker vaccination rates have not changed for a number of weeks and your worker vaccination rates are low, you can expect contact from the Department to investigate.

When and how frequently should I be reporting? Can this be only when there is a change?

Reporting is required every Tuesday, where there has been a change in the vaccination status of your workers.

If your data has not changed, you do not need to enter it again.

However, if your data has changed, ensure you have updated your My Aged Care reporting by COB on a Tuesday. This will ensure your latest information is reflected in public reporting and used as the basis of compliance monitoring.

You can update My Aged Care as often as you wish during the week.

My Aged Care Webinar Q&A

Who do I include and how do I reference them?

<p>What do I do if administrative staff or other workers are not required to be vaccinated under the relevant Public Health Order?</p>	<p>Some workers may not be required to be vaccinated under your relevant public health order. Individuals should refer to the information published by respective State and Territory Governments to understand the scope of the relevant Public Health Order.</p> <p>If your staff member is not required to be vaccinated, please include them in your total number of workers reported through My Aged Care. If the worker has disclosed their vaccination status to you, please include them in your reporting for single dose, 2 dose and booster reporting.</p> <p>Workers that are not required to be vaccinated under the relevant public health order will be taken into account in any worker vaccination compliance contacts under the public health orders.</p>
<p>In a local council administration environment with various departments, do we only include the staff working on our CHSP program directly? Do we need to include other departments such as customer service, human resources, CEO etc.?</p>	<p>For the purposes of My Aged Care reporting, 'aged care worker' means all staff, including volunteers and subcontractors, who access, or are reasonably likely to access, any premises where the operation or administration of the service occurs.</p> <p>This includes all people in your service who deliver aged care services to people in their homes and in the community, and who work at your business premises such as office staff.</p> <p>Co-located workers, sharing administration office space, but working for other organisations are not captured in this reporting.</p>
<p>Can you please specifically confirm that staff working exclusively from home (such as telehealth or call centre support workers) who never have direct contact with other staff or clients can be excluded from count?</p>	<p>For the purposes of My Aged Care reporting, 'aged care worker' means all staff, including volunteers and subcontractors, who access, or are reasonably likely to access, any premises where the operation or administration of the service occurs.</p> <p>This includes all people in your service who deliver aged care services to people in their homes and in the community, and who work at your business premises such as office staff.</p>
<p>Our total numbers of workers fluctuates each week, in all outlets. How will this then work towards showing accuracy around 1st and 2nd doses?</p>	<p>Each week, your My Aged Care reporting should reflect the vaccination status of workers delivering services in that week.</p>

My Aged Care Webinar Q&A

Who do I include and how do I reference them?

Should we include in our total number of workers those who are leaving our service as they have chosen not to be vaccinated?

No. Workers that are exiting from your service because they are unvaccinated, should not be included in your reporting. You should also ensure that these staff are not providing aged care services, in accordance with your local Public Health Order. Nor should you include staff on long service leave, maternity leave, or long-term sick leave.

Could we please get a full list of those not to include in the reporting? Or a link to where this is listed?

Providers should not include:

- workers who are currently on leave (including long service leave, recreation leave, long sick leave, maternity leave, other miscellaneous long leave).
- subcontractors that are, in their own right, a provider of Australian Government aged care services (as these organisations are already reporting their worker vaccination information), or do most of their work for another aged care provider

A factsheet is available containing [guidance for in-home and community aged care providers on reporting workforce COVID-19 vaccinations and exemptions.](#)

Sub-contractors and volunteers

<p>Should I include in my reporting the workers of sub-contractors if they are also providing home care or CHSP services?</p>	<p>If a sub-contractor is also a provider of Australian Government aged care services, you do not need to include their workers in your report as they will be already be reporting directly to the Department of Health.</p>
<p>Which workers are considered sub-contractors? Does this include gardeners for instance who are employed by another organisation?</p>	<p>Workers who are engaged directly, or under contact are in scope for reporting via My Aged Care.</p> <p>For the purposes of My Aged Care reporting, 'aged care worker' means all staff, including volunteers and subcontractors, who access, or are reasonably likely to access, any premises where the operation or administration of the service occurs.</p> <p>You do not need to include in your reporting:</p> <ul style="list-style-type: none"> • sub-contracted organisations that are a provider of Australian Government funded aged care services in their own right, as they are already reporting directly to the Department of Health. • Subcontractors that do most of their work for another aged care provider. These should be reported in the other providers' My Aged Care data.
<p>We have a number of volunteers who deliver services for us on an irregular basis. Do I include them in my reporting?</p>	<p>If the volunteer is still actively delivering services for you, they should be included in your reporting and will be captured under the public health order in your area.</p> <p>Each week, your My Aged Care reporting should reflect the vaccination status of workers delivering services in that week. Volunteers that deliver services intermittently, only need to be included in your reporting when they are actively engaged by your service again.</p>
<p>I'm aware that a number of similar providers use the services of the same employment agency. What are the mandatory vaccination and My Aged Care reporting requirements in relation to agency staff?</p>	<p>Under some state and territory Public Health Orders, aged care providers must directly sight evidence of the vaccination status of all workers, including agency workers. Please ensure you are familiar with the Public Health Order relevant to your services.</p> <p>In relation to My Aged Care reporting – the definition of service staff includes agency workers. If you are in doubt about whether an agency staff member does most of their work for you, ask them.</p> <p>If you are in doubt about whether to include an agency staff member in your reporting, it is better to include them than exclude them, to ensure there is full visibility of the vaccination status of all of your workers.</p>

Sub-contractors and volunteers

<p>Do we include health professionals who are contracted to deliver services to our clients?</p>	<p>Yes, all workers who are engaged by your service are captured in the definition for reporting in My Aged Care.</p>
<p>My sub-contracted organisation has a number of different workers who may provide the service to a single client (e.g. gardeners). Do I need to know information on each of these workers even though it is one client activity?</p>	<p>Yes. For the purposes of My Aged Care reporting, 'aged care worker' means all staff, including volunteers and subcontractors, who access, or are reasonably likely to access, any premises where the operation or administration of the service occurs.</p> <p>This includes all people in your service who deliver aged care services to people in their homes and in the community, and who work at your business premises such as office staff.</p>
<p>We use non-carer staff as part of our service offering to clients e.g. hairdressers and gardeners delivery drivers and taxi drivers. Do I need to include them?</p>	<p>Yes, all staff who deliver services to your clients and who are engaged by you, through a sub-contracting arrangements or as a volunteer, should be included in your My Aged Care reporting, if they do the majority of their work for you and are not a provider of Australian Government funded aged care services in their own right.</p>
<p>We are not an HCP provider but have volunteers delivering the Community Home Visitors Scheme to our clients who receive an HCP from another provider. Do we include them?</p>	<p>CVS volunteers are not within the scope of the mandatory reporting requirements.</p>
<p>Do we need to distinguish between regular sub-contracted workers or one-off workers?</p>	<p>My Aged Care does not require you to distinguish between regular sub-contracted workers and one-off workers. Each week, your My Aged Care reporting should reflect the vaccination status of workers delivering services in that week.</p>

Booster reporting

Are booster vaccinations mandatory for workers?	Booster doses are strongly encouraged for all aged care workers that are eligible to receive one, but they are not mandatory.
If we don't know the number of staff who have had boosters can we leave that blank?	If you don't know the number of workers that have had a booster dose, please enter 'zero'
Are staff required to disclose whether they have had a booster dose to the aged care provider and does this have to be reported in My Aged Care?	Workers may choose to disclose their booster vaccination status to the aged care provider, and where known, providers can report this in My Aged Care. This information is important to understand the reach of the booster program to support the protection of aged care workers and care recipients.
Do staff with boosters get counted in the booster and 2nd dose stats?	<p>In My Aged Care – any worker that has had a second dose is reported under the second dose question. If the worker has also had a booster dose, you report them again under the booster dose question.</p> <p>My Aged Care captures data on single doses and two doses separate to booster doses. This enables monitoring of providers' progress in achieving 100 percent vaccination rates for first and second doses separate to the booster dose vaccination rates. This is important in the context of mandatory vaccination requirements for workers, as the booster is not mandatory.</p>
Do we need to record staff who have had a third dose (immunocompromised requirement)? If so, how do we do this?	<p>Aged care providers are not required to report on workers' third doses and the My Aged Care portal does not have the functionality for this reporting. Workers are not required to disclose whether they have received a third dose to an aged care provider.</p> <p>People who have certain conditions, or who are on immunosuppressive therapies, might not be fully protected by a primary course (two doses) of a vaccine. Some people require a third COVID-19 vaccine dose to achieve full baseline protection. This third dose is different to a booster dose.</p> <p>Workers' third doses should not be reported in the My Aged Care field for workers' booster doses.</p>

Public Health Orders/ Jurisdictional requirements (Who needs to be vaccinated?)

Is it possible to include a hyperlink to the public health orders for quick reference?

Links to all state and territory public health orders can be found on the department's [Mandatory COVID-19 vaccination in aged care webpage](#).

Over the past months some of the public health orders have changed, including information on exemptions. Will this affect the reporting into My Aged Care?

The exemption categories in My Aged Care are intended to capture all relevant exemptions established in State and Territory Public Health Orders. We acknowledge that the Public Health Orders are updated and revised by jurisdictions in response to local circumstances. You can find a map to those exemptions which apply in each jurisdiction at <https://supporthub.agedservicesworkforce.com.au/staff-vaccination-support-service/>

If admin / corporate staff work from home, is it still mandated for them to be vaccinated even if they don't go to individual homes?

The mandatory vaccination requirements under the Public Health Orders differ between jurisdictions. Individuals should refer to the information published by respective State and Territory Governments.

What about staff who are not vaccinated but only deliver services via telehealth?

With regard to reporting, 'aged care worker' means all staff, including volunteers and subcontractors, who access, or are reasonably likely to access, any premises where the operation or administration of the service occurs (defined as service staff in the Quality of Care Principles).

Could you also clarify the requirements for people who may deliver equipment?

This includes all people in your service who deliver aged care services to people in their homes and in the community, and who work at your business premises such as office staff.

Must the CEO of a Home Care organisation be vaccinated?

The mandatory vaccination requirements under the Public Health Orders differ between jurisdictions. Individuals should refer to the information published by respective State and Territory Governments.

Public Health Orders/ Jurisdictional requirements (Who needs to be vaccinated?)

The SA Public Health Order talks only about CHSP staff who have direct contact with CHSP clients.

Some workers may not be required to be vaccinated under your relevant public health order. Individuals should refer to the information published by respective State and Territory Governments.

If your staff member is not required to be vaccinated and they have not disclosed their vaccination status to you, please include them in your total number of workers reported through My Aged Care. If the worker has disclosed their vaccination status to you, include them in your reporting on workers' first or second doses.

Workers that are not required to be vaccinated under the relevant public health order will be taken into account in any worker vaccination compliance contacts under the public health orders.

Please explain the My Aged Care reporting and mandatory vaccination requirements for administration staff?

For the purposes of My Aged Care reporting, 'aged care worker' means all staff, including volunteers and subcontractors, who access, or are reasonably likely to access, any premises where the operation or administration of the service occurs (defined as service staff in the Quality of Care Principles). This includes all people in your service who deliver aged care services to people in their homes and in the community, and who work at your business premises such as office staff.

Board members and any other worker, who access, or are reasonably likely to access, any premises where the operation or administration of the service occurs (defined as service staff in the Quality of Care Principles) should be included in your My Aged Care reporting.

The mandatory vaccination requirements under the Public Health Orders differ. Individuals should refer to the information published by respective State and Territory Governments. Some Public Health Orders apply to all workers, regardless of which role they perform.

Where can I get further assistance

Who do I call if I have a query or want help with reporting?

For enquiries on My Aged Care access and technical assistance, call the My Aged Care service provider and assessor helpline on 1800 836 799.

A factsheet is available containing [guidance for in-home and community aged care providers on reporting workforce COVID-19 vaccinations and exemptions](#).

Steps on how to report the COVID-19 vaccination status of aged care workers are available via the [Quick Reference Guide](#) and on page 84 (2.6.1) of the [My Aged Care Provider Portal User Guide](#).

We have diligently reported our vaccination records into HCP and CHSP in accordance with requirements. However, we continue to receive calls and emails stating that we have not been reporting to CHSP. HCP has confirmed our reporting is correct. How could this be the case as we use the same portal for both reports?

For support to ensure that your records are being accurately captured, contact the My Aged Care service provider and assessor helpline on 1800 836 799. The contact centre can provide advice about each specific outlet and its reporting status.

We have our CHSP and HCP outlets set up as separate outlets. How do you get them set up as tabs within the one outlet?

Please contact the My Aged Care service provider and assessor helpline on 1800 836 799 for assistance with your outlet structures.

When I go to My Aged Care, the aged care programs available do not reflect my current services – how do I correct this so I can report appropriately?

Please contact the My Aged Care service provider and assessor helpline on 1800 836 799 for assistance with your outlet structure and active programs.

My service used to exist under the HACC program, how do I arrange for this to now appear under the CHSP tab?

We are investigating this issue and will provide further advice.

For large organisations, is there a report of our vaccination numbers we can extract to do a reconciliation and only update changes where appropriate as opposed to having to check every outlet/tab every week?

Each Wednesday, HCP and CHSP workforce COVID-19 vaccination rates by provider are published on the Department's website in a [downloadable table format](#).