



Numbers of personnel in the service

This fact sheet provides information on how to complete the **Numbers of personnel in the service form** available on the Aged Care Quality and Safety Commission's (Commission) [website - https://www.agedcarequality.gov.au/providers/assessment-processes/accreditation-and-re-accreditation/re-accreditation-of-residential-services](https://www.agedcarequality.gov.au/providers/assessment-processes/accreditation-and-re-accreditation/re-accreditation-of-residential-services). The Fact sheet also includes information on why the Commission collects this information.

Background

Standard 7 Human resources requires that an organisation providing care and services are expected to have enough skilled and qualified staff, sufficient to meet consumers' needs.

In assessing performance against this Standard, assessment teams make observations, review documents and speak to aged care consumers (consumers), representatives and staff in determining if there is a sufficient number of appropriately skilled and qualified staff to meet the needs of consumers. This includes considering if documentation, including staff rosters, supports that the service plans for and engages an adequate number of appropriately skilled and qualified staff, 7 days a week, 24 hours a day.

To assist the assessment team to assess performance against this Standard, information is requested regarding personnel working in your service during the week Sunday to Saturday before your site audit. The assessment team will provide you with the '**Numbers of personnel in the service form**' at the entry meeting of your site audit. The form is to be completed and returned to the assessment team during the site audit within a timeframe agreed with the team.

This information may also be provided to the assessment team in a format that suits you - for example you may have an administrative document used for reporting purposes which provides a picture of staff and other personnel working in your service.

The information collected will be included in the Assessment team report (site audit report) which is considered by the Commission when making a re-accreditation decision. The site audit report is then sent to the provider inviting their response. The site audit report is not published on the Commission's website.

Completing the 'Numbers of personnel in the service form'

Record all personnel providing direct care and services to consumers including agency personnel:

- **Care personnel** includes personnel providing direct care to consumers other than Registered nurses and Enrolled nurses
- **Other professional personnel** includes podiatrists or physiotherapists
- **Other personnel** includes cleaning, maintenance or lifestyle staff

Do not include

- volunteers
- medical officers
- other visiting specialists who are not directly engaged by the service e.g. visiting DSA specialist staff
- administration or management staff who are not directly involved in care

Record personnel information and complete the form using only one of the following measures:

- hours per personnel type
- full time equivalent (FTE)
- number of staff per type per consumer

Examples:

- If you have a maintenance officer who works 3.5 hours each Monday and Friday afternoon, record this under "Other personnel" in the Afternoon shift table as indicated in the example below.
- If you have a carer who works short shifts each morning during the week for 4 hours, include 4 hours under 'Care personnel' under the relevant shift. If the shift crosses over e.g. starts at 7am but does not finish until 4pm on the Wednesday, this would be recorded in the relevant shift where the most hours of work occurred. For this example, that would be under the Morning shift table.
- If you have an enrolled nurse who works 7.5 hours each night on Sunday to Thursday record this under the Night shift table under 'Enrolled Nurse'.
- If you have personnel who work in multiple roles on different days such as a carer Monday - Thursday and cleaner on Friday, include the persons hours in 'care personnel' for the days they work as a carer and 'other personnel' on days they work as a cleaner.
- If you have personnel who work in multiple roles on the same day, include the hours allocated to each role in the relevant category. For example: if the person works Friday to Tuesday 5:00am to 8:00am as care staff and 9:00am to 1:00pm as laundry staff, include 3 hours in 'care personnel' for the morning shift and 4 hours in 'other personnel' in the morning shift.

Morning shift (AM)

Personnel	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Registered Nurse							
Enrolled Nurse							
Care personnel	3	14.5	14.5	16	11.5	7	3
Other professional personnel							
Other personnel	4	4	4			7.5	4

Afternoon shift (PM)

Personnel	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Registered Nurse							
Enrolled Nurse							
Care personnel							
Other professional personnel							
Other personnel		3.5				3.5	

Night shift (PM)

Personnel	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday
Registered Nurse							
Enrolled Nurse	7.5	7.5	7.5	7.5	7.5		
Care personnel							
Other professional personnel							
Other personnel							

If you have information you wish to include about why you have recorded personnel information in a particular way, please use the Explanatory Comments section of the form to record this.