

How **care minutes** are reshaping the future of Aged Care

Webinar | 27 March 2025



Acknowledgement of Country

We acknowledge the Traditional Custodians of country throughout Australia and their connections to land, sea and community.

We pay our respects to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

This event qualifies
for 1 CPD point. Add
it to your log.



Please ask
questions in the
chat

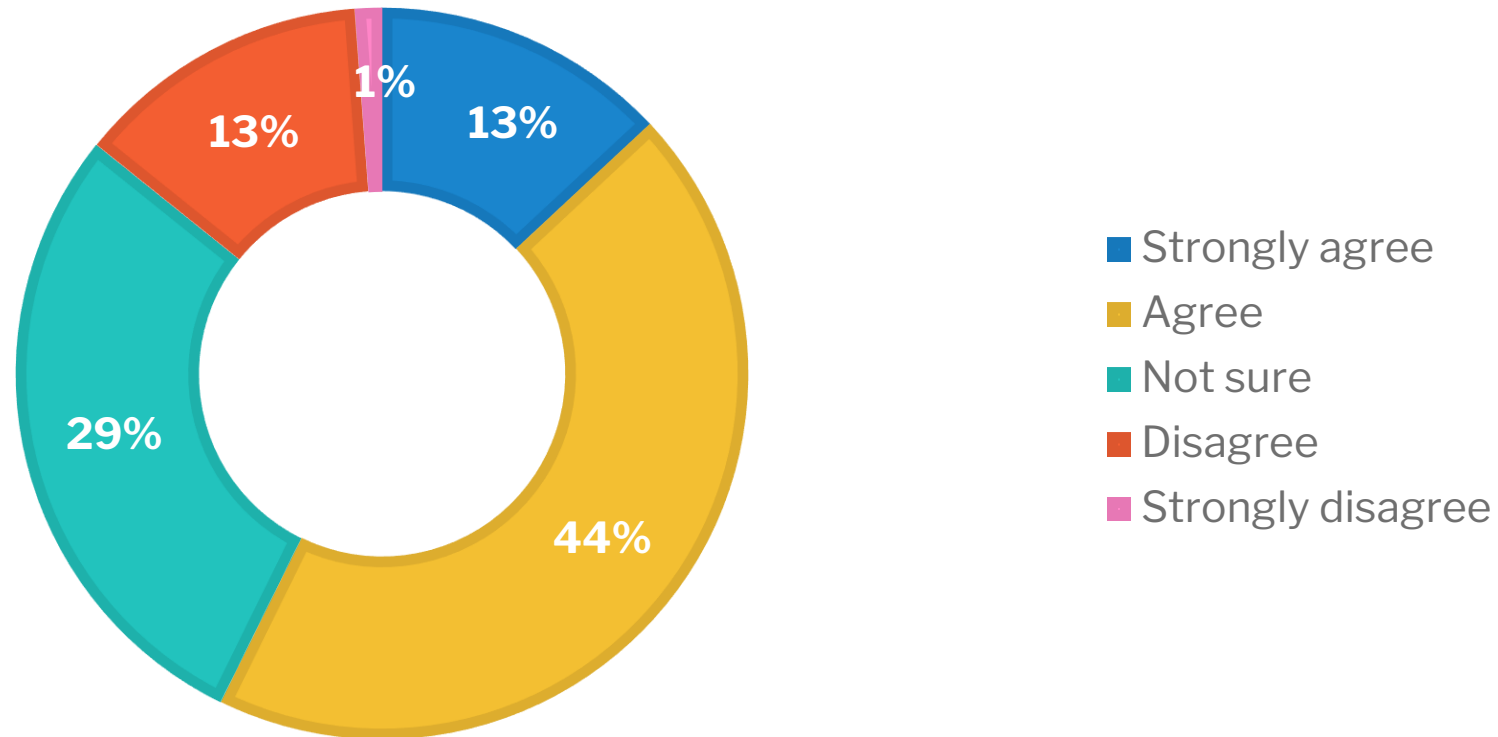


Agenda

1. Welcome
 2. Survey findings
 3. Data insights
 4. Let's hear from the panel
 5. Simplifying AN-ACC management
 6. More from the panel
 7. Q&A
 8. Close
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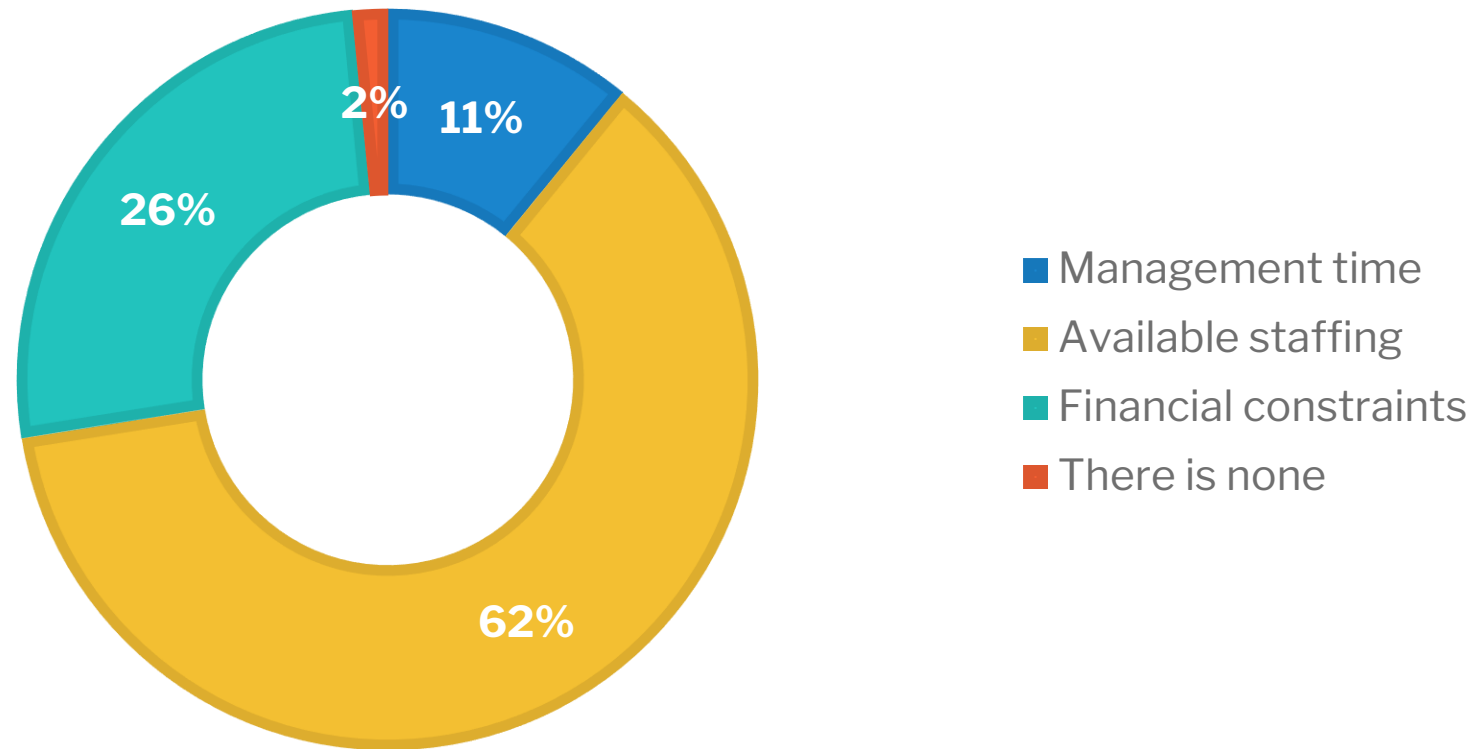


The recent financial implications of not meeting the care minute requirements will move most of the industry toward compliance.



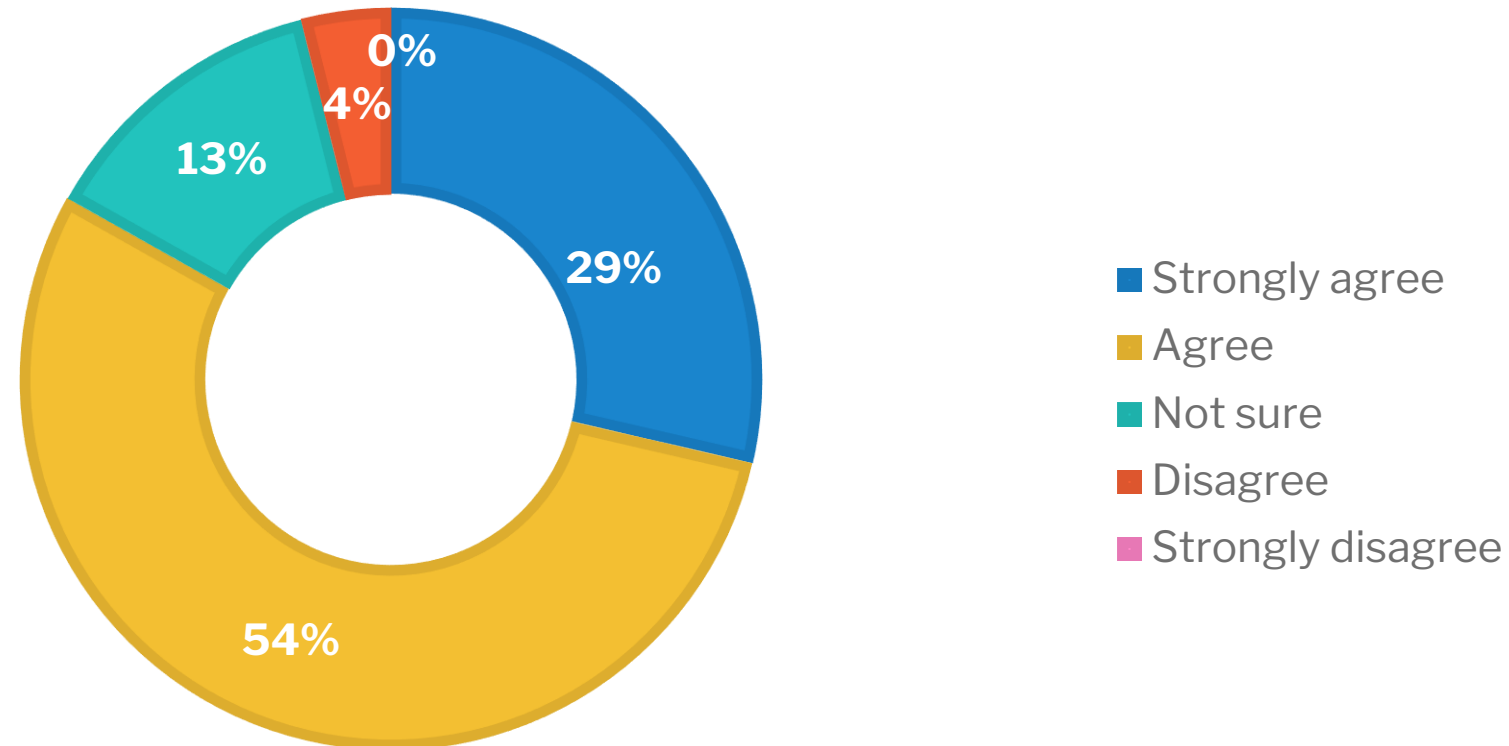
Represents 337 responses across 255 organisations

The biggest impediments to meeting care minute requirements are:



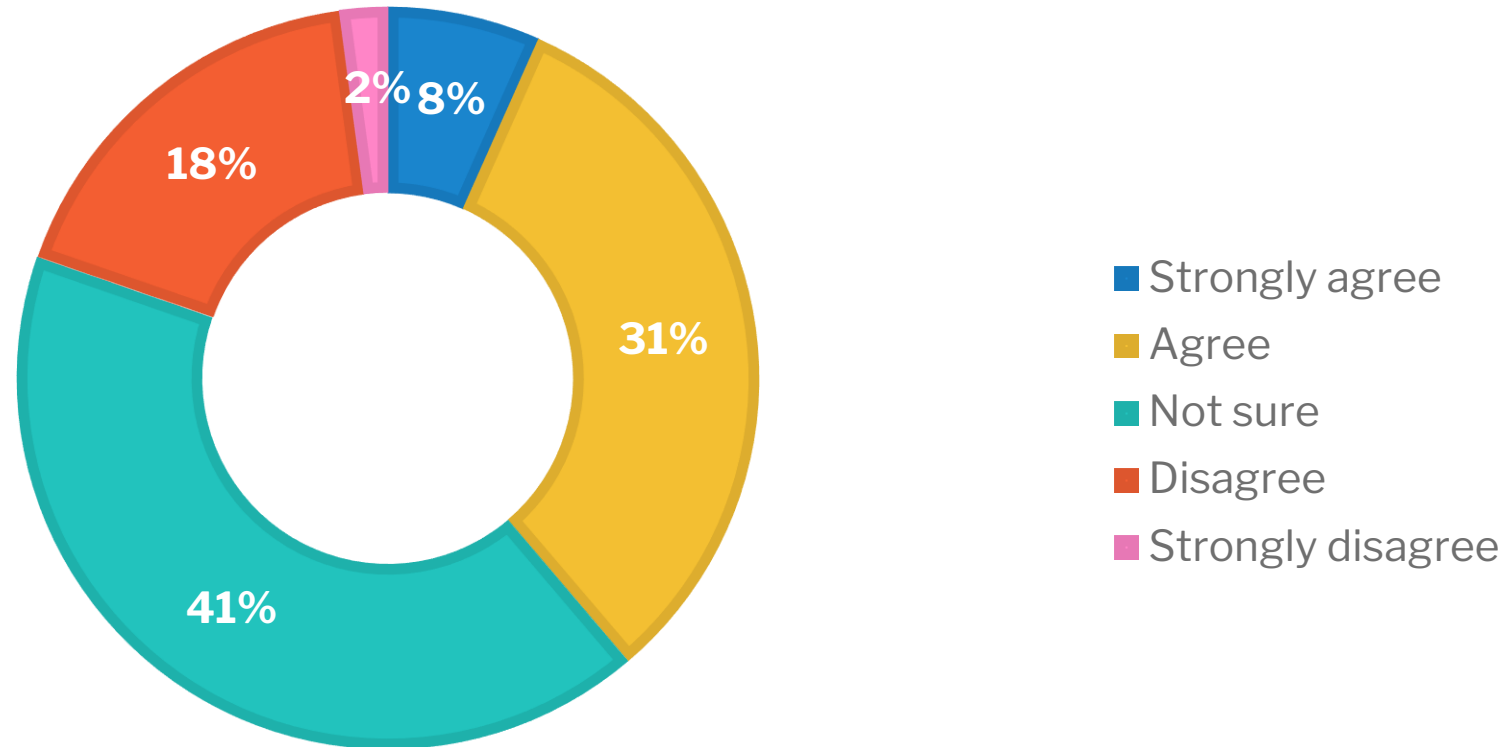
Represents 458 responses across 255 organisations

There should be a correlation between increased staffing and improved care outcomes/quality



Represents 337 responses across 255 organisations

Our business can still be profitable/in surplus while maintaining full compliance with care minute requirements.

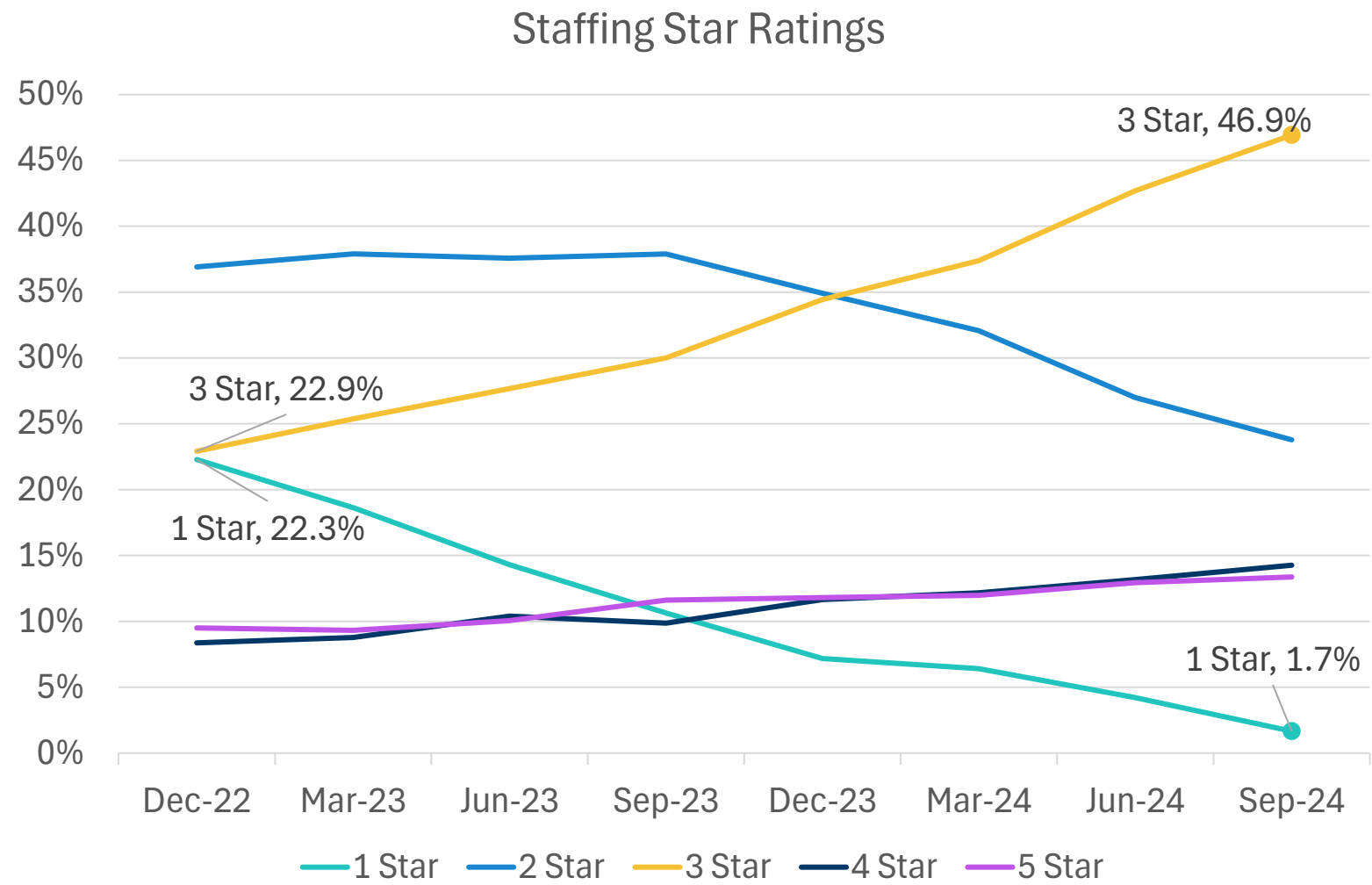


Represents 337 responses across 255 organisations

Compliance Trends

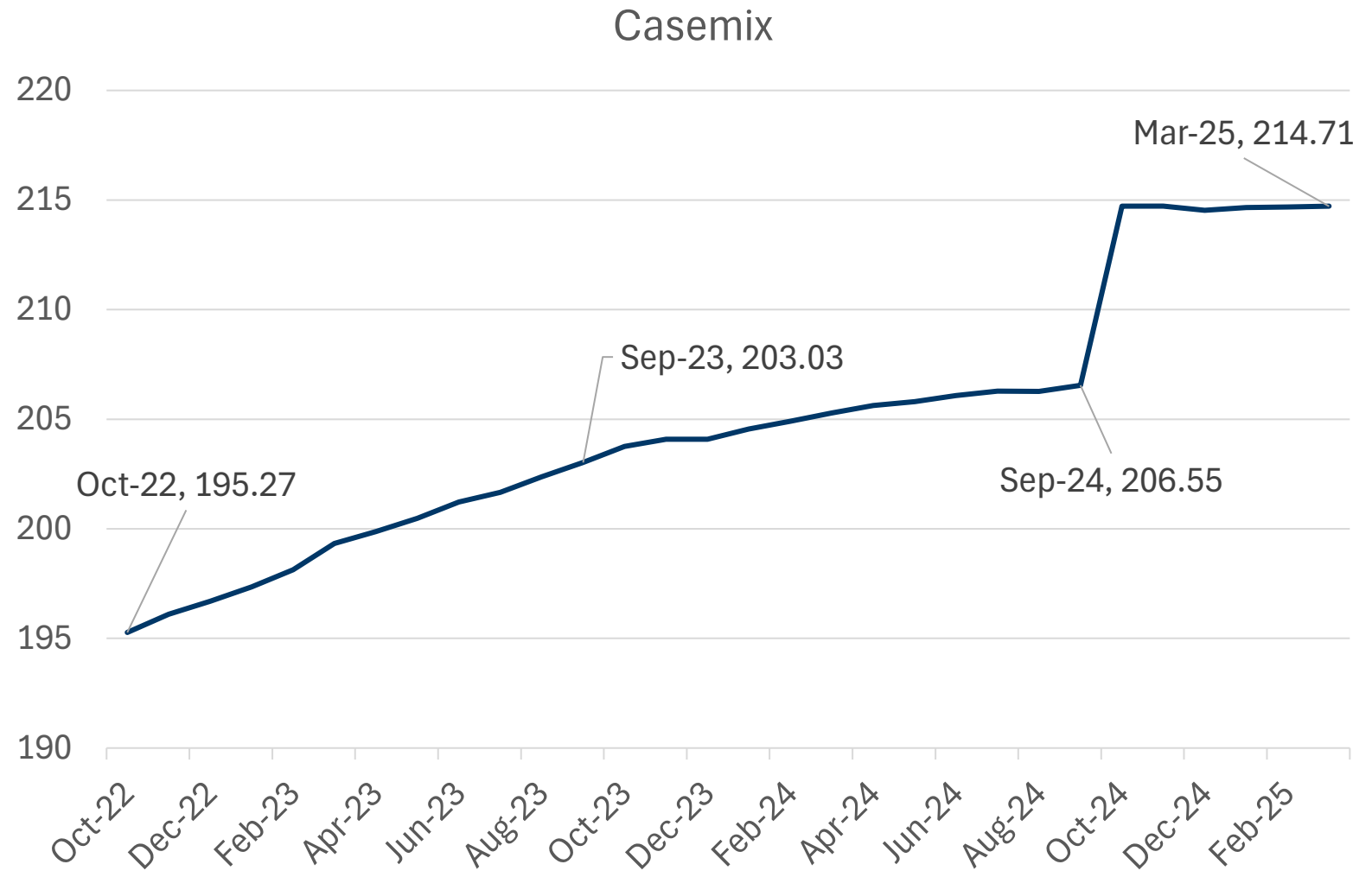
When AN-ACC began nearly two-thirds of the sector were not meeting the care minute requirement associated with their subsidy claims despite the claim profile being artificially low.

By September 2024, three-quarters of the sector was compliant with their care minute targets.



AN-ACC Claims

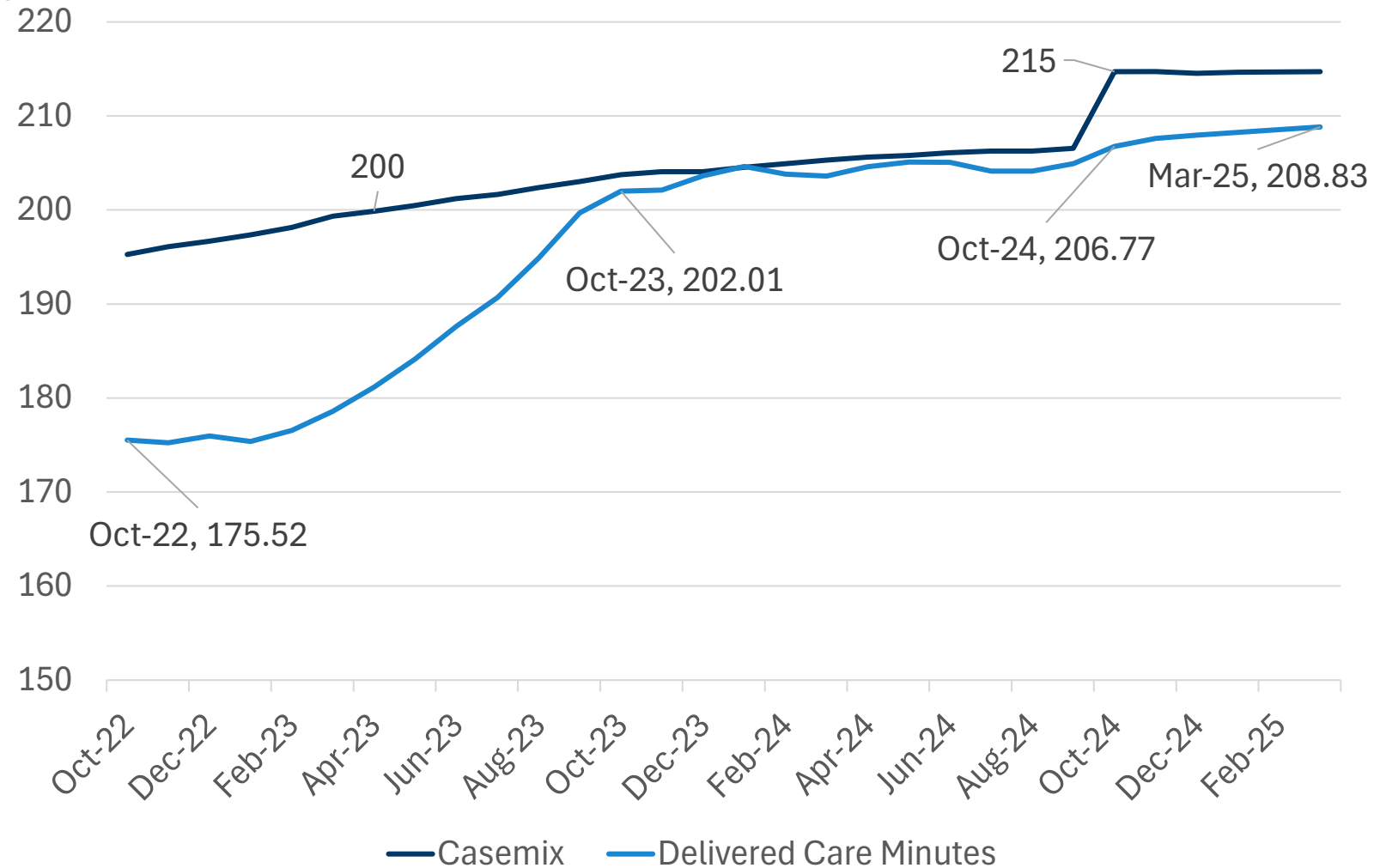
Normalising claims to the actual care needs of residents meant a significant increase to casemix in the first year of AN-ACC and continuing a smaller increase throughout the second year. In its third year AN-ACC claims have stabilised.



Care Delivery

Despite an increasing case mix, rosters closed the gap on care minute targets.

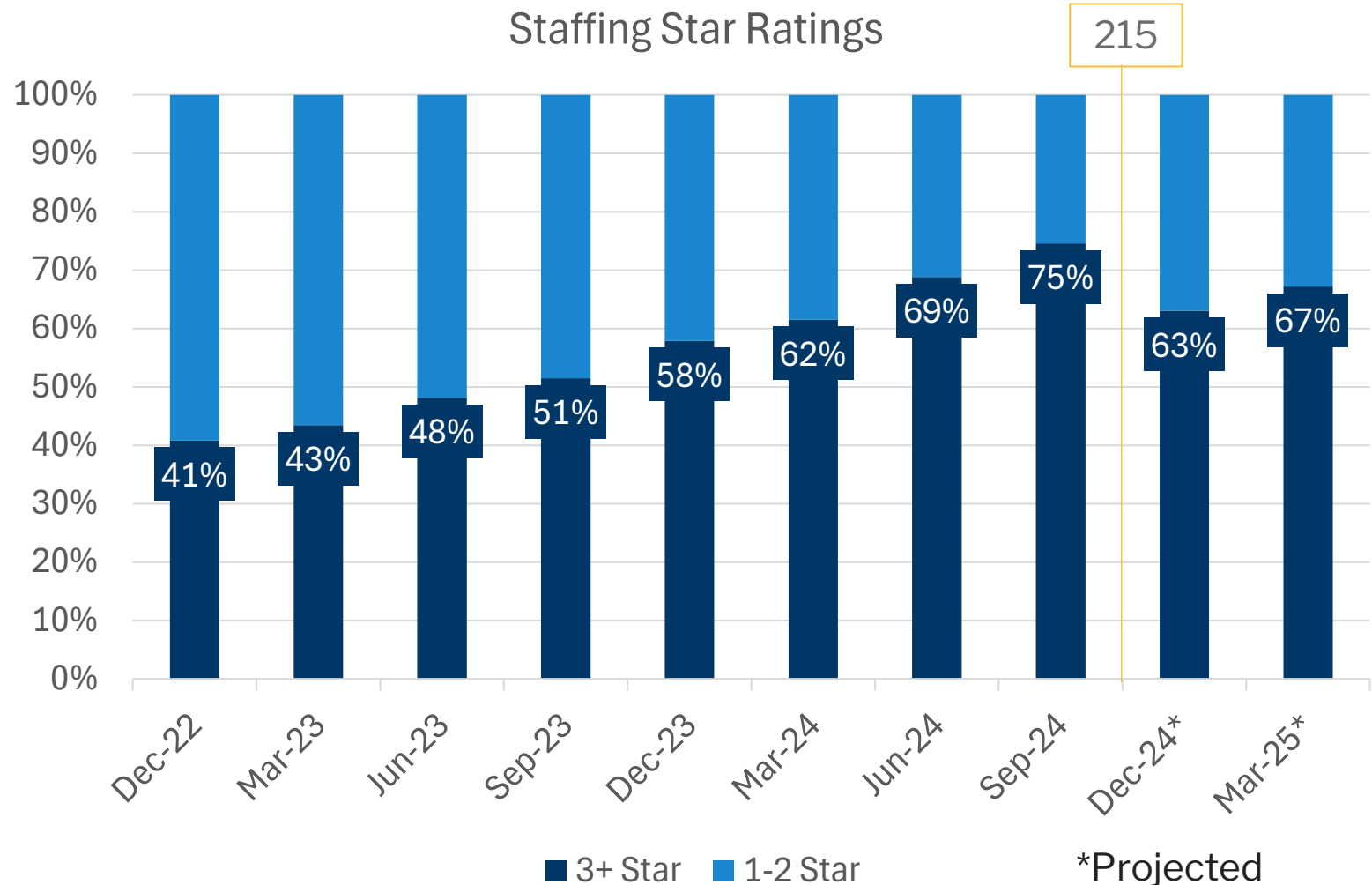
Then a new target was defined.



Compliance Trends

The jump to 215 minutes reopened the gap between rosters and care minute targets, temporarily reversing the trend of compliance by reducing the proportion of compliant services by 12% with a third of those (4%) reestablishing compliant rosters in the current quarter.

Financial implications of not meeting the care minute requirements may see non-compliant services increase their performance.



Meet the panel



Alyson Jarrett

Deputy Chief Executive Officer
at Whiddon



Jo Boylan

Chief Executive Officer at
Clayton Church Homes

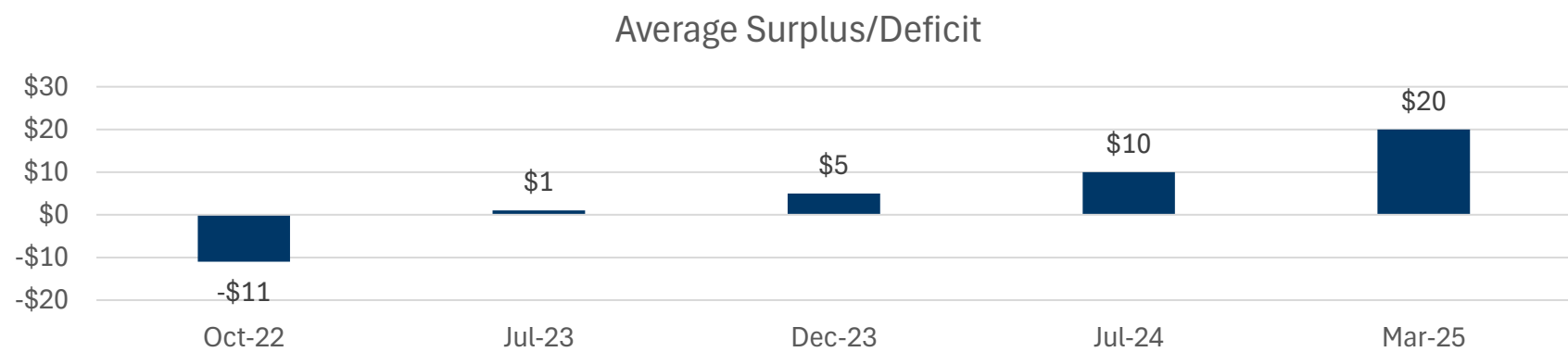


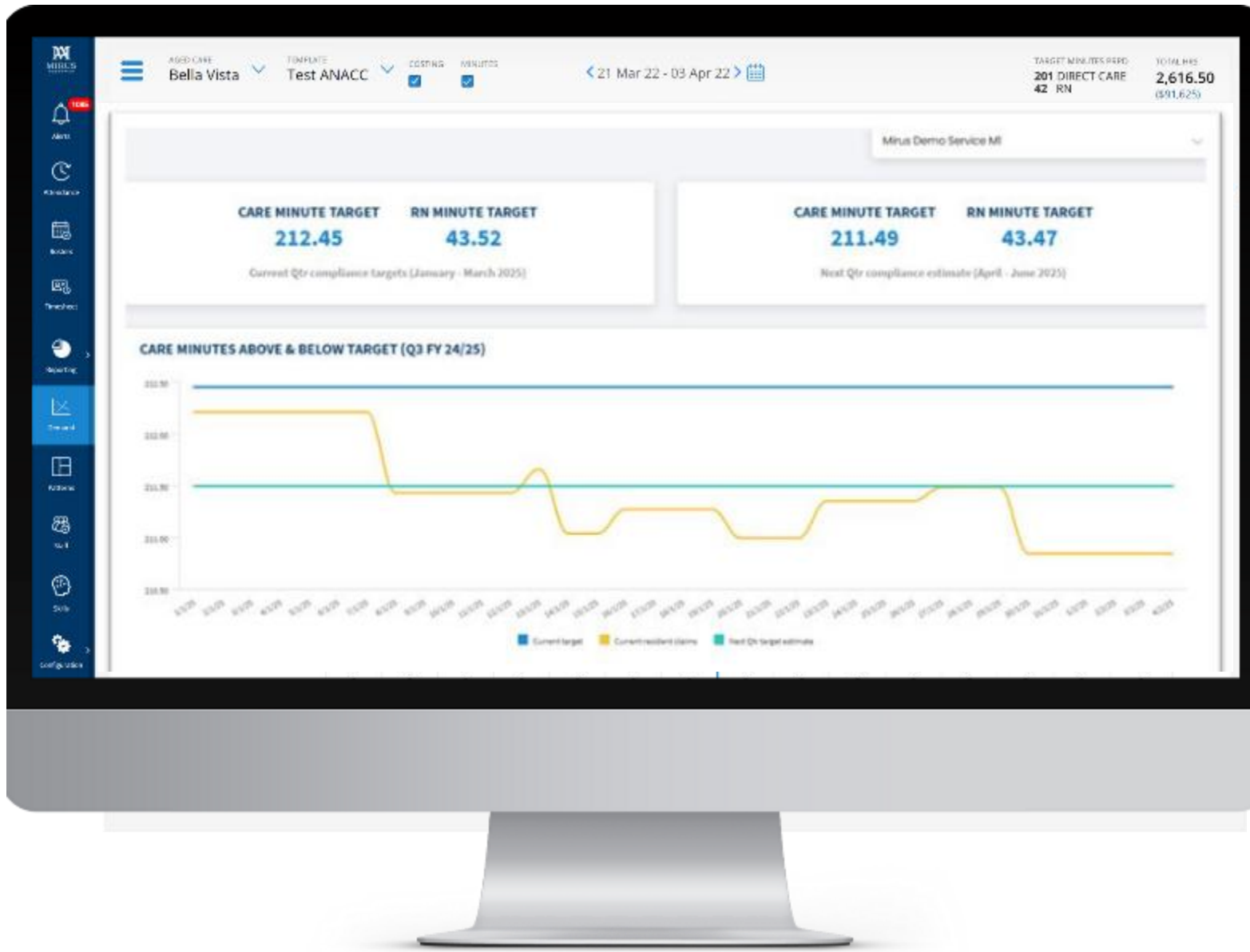
Donna Hart

Executive GM – Operations at
Churches of Christ QLD

Sector Financial Performance

	Oct-22	Jul-23	Dec-23	Jul-24	Mar-25
Average Daily Subsidy	\$220	\$254	\$268	\$270	\$300
Delivered Care Minutes	176	191	204	204	209
Average Surplus/Deficit	-\$11	\$1	\$5	\$10	\$20





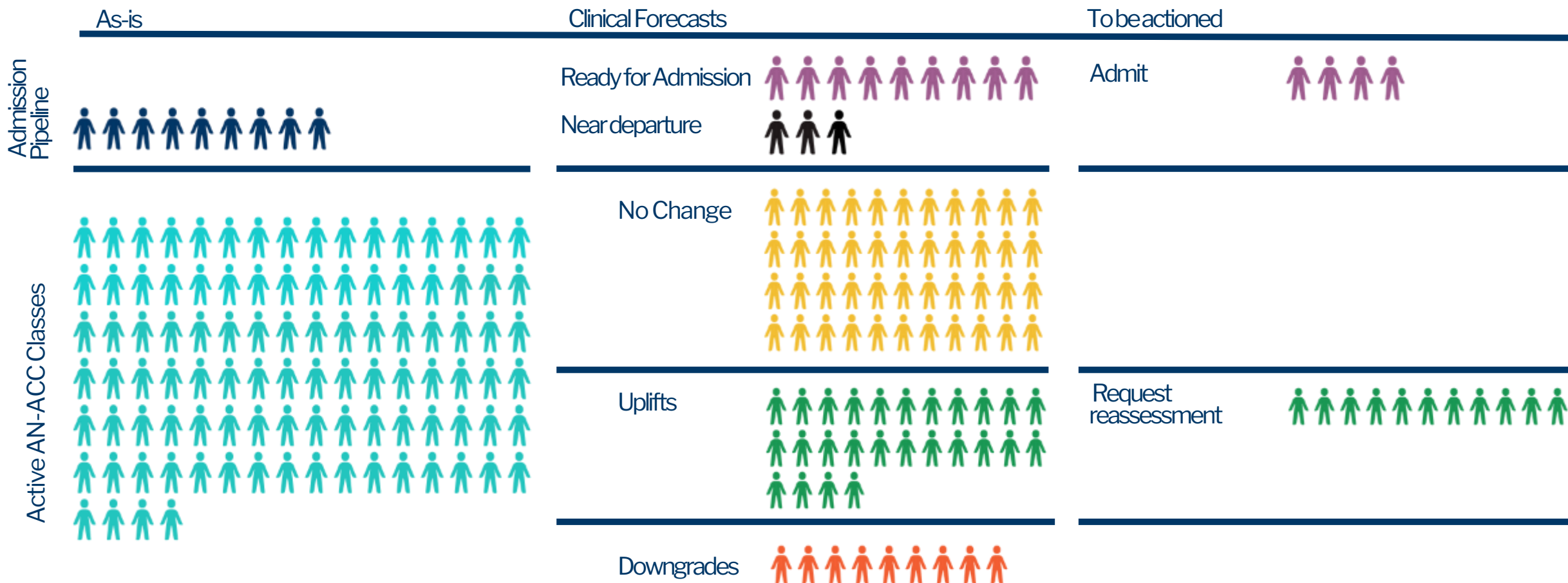
Real time view of your live time & attendance achievement of care minutes through API to T&A system

One view, and transparency of outcomes across funding & rostering teams

Simplification of the ongoing management of AN-ACC.



Casemix datapoints analysed for actionable insights



More from the panel



Alyson Jarrett

Deputy Chief Executive Officer
at Whiddon



Jo Boylan

Chief Executive Officer at
Clayton Church Homes



Donna Hart

Executive GM - Operations at
Churches of Christ QLD

A woman with short blonde hair, wearing a red blazer, sits at a desk in an office. She is smiling at the camera while holding a blue pen over a laptop. A large monitor is visible to her right, and the background shows a blurred office environment.

Questions from the chat

Close the gap between funding and care minutes



Understand where misalignment is costing you.

Receive a tailored analysis of funding and care minutes gap for your facility for just **\$249**.
It covers:

- Revenue at risk
- Underfunded care
- Workforce overspend

Or **get it free** when booking a **demo** of our **care minute performance solution**.



Access our exclusive masterclass



The target operating model for funding sustainability in Aged Care

Access our complimentary masterclass for actionable strategies to achieve sustainable funding and balance care minutes with available resources.



Our next webinar



Stronger Standards, New Rules.

Assess your preparation for July 2025 reform

Wednesday, 28 May 2025
12pm – 1pm AEST

**Check your inbox for details or
scan the code to register now.**



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