



Getting Care Minutes Right

Webinar | 30 July 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.

Agenda

1. Welcome
2. Survey findings
3. Data insights
4. Let's hear from the panel
5. Managing care minutes and financial outcomes
6. More from the panel
7. Q&A
8. Close



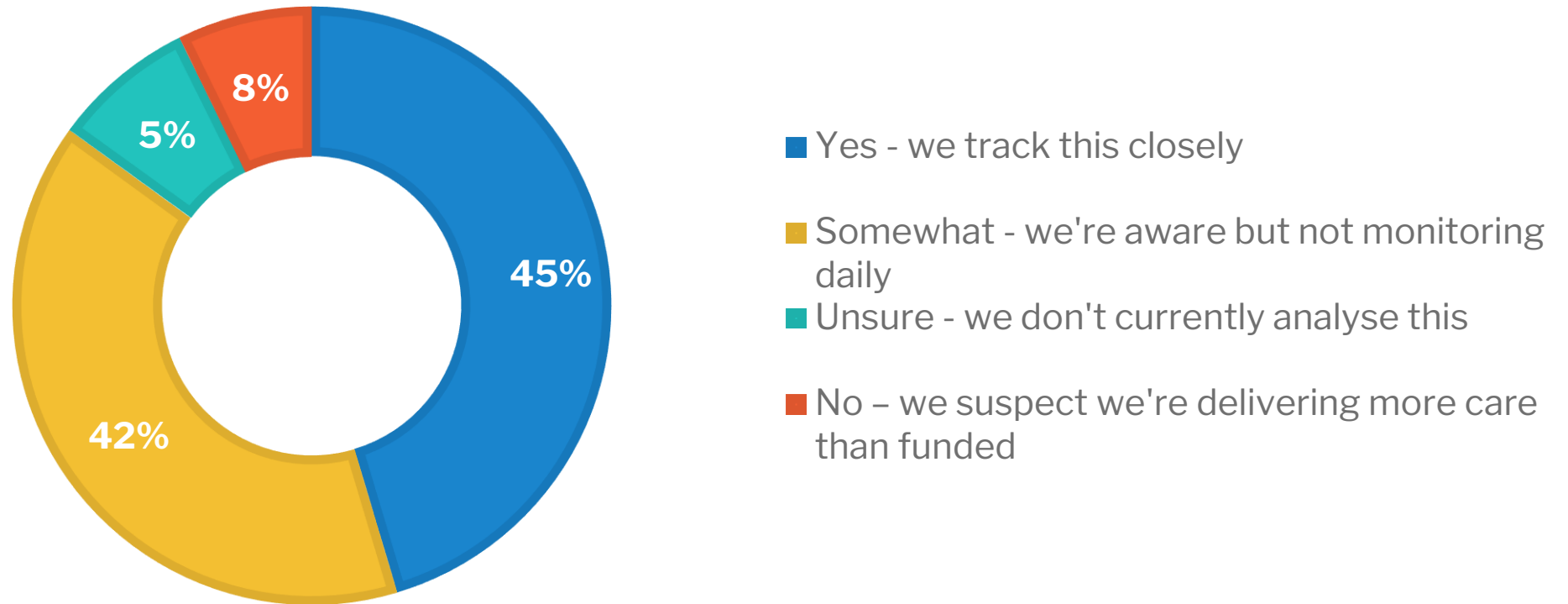
A man in a dark suit and headset is sitting at a desk, smiling at the camera. He is using a laptop and a desktop monitor. The desk has a 'VARIDESK.com' logo on it. A blue text box is overlaid on the left side of the image.

Please ask
questions in the
chat

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

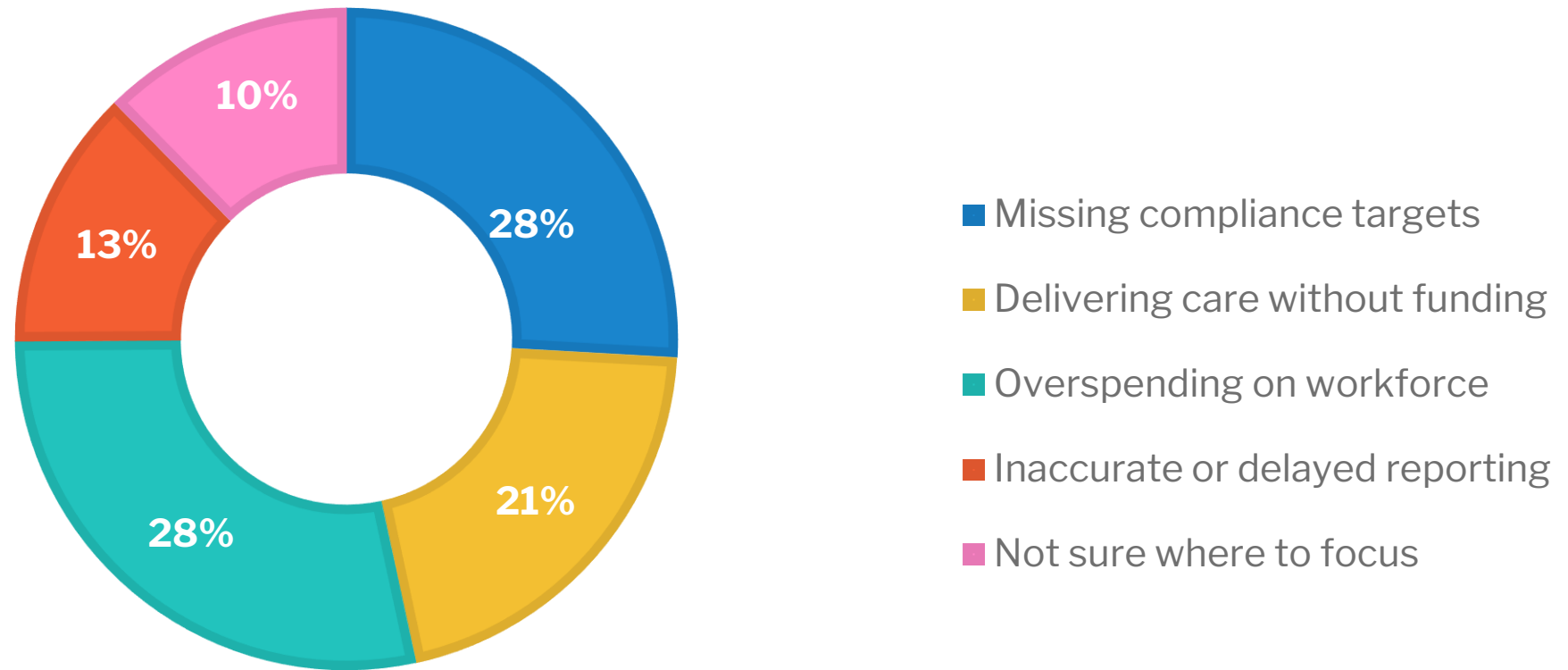


Are you confident your organisation is fully funded to meet your compliance targets?



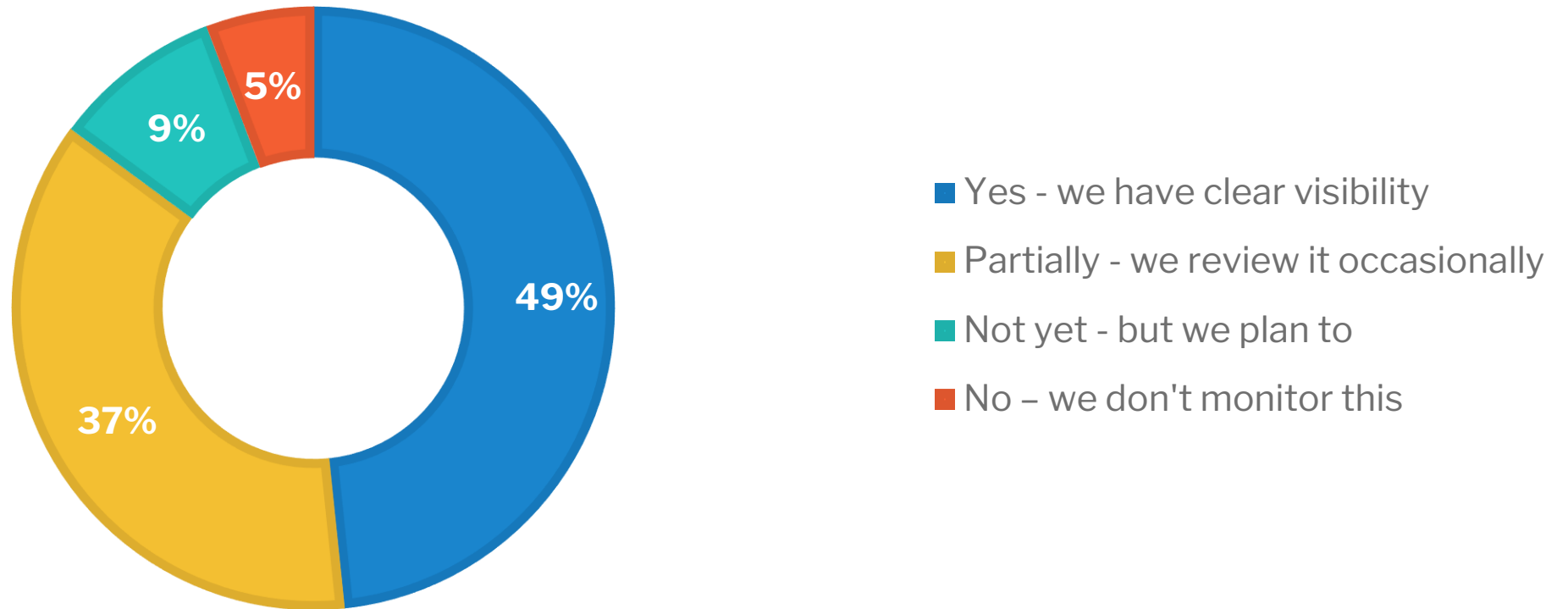
Represents 334 responses across 263 organisations

What's your biggest concern right now when it comes to care minutes?



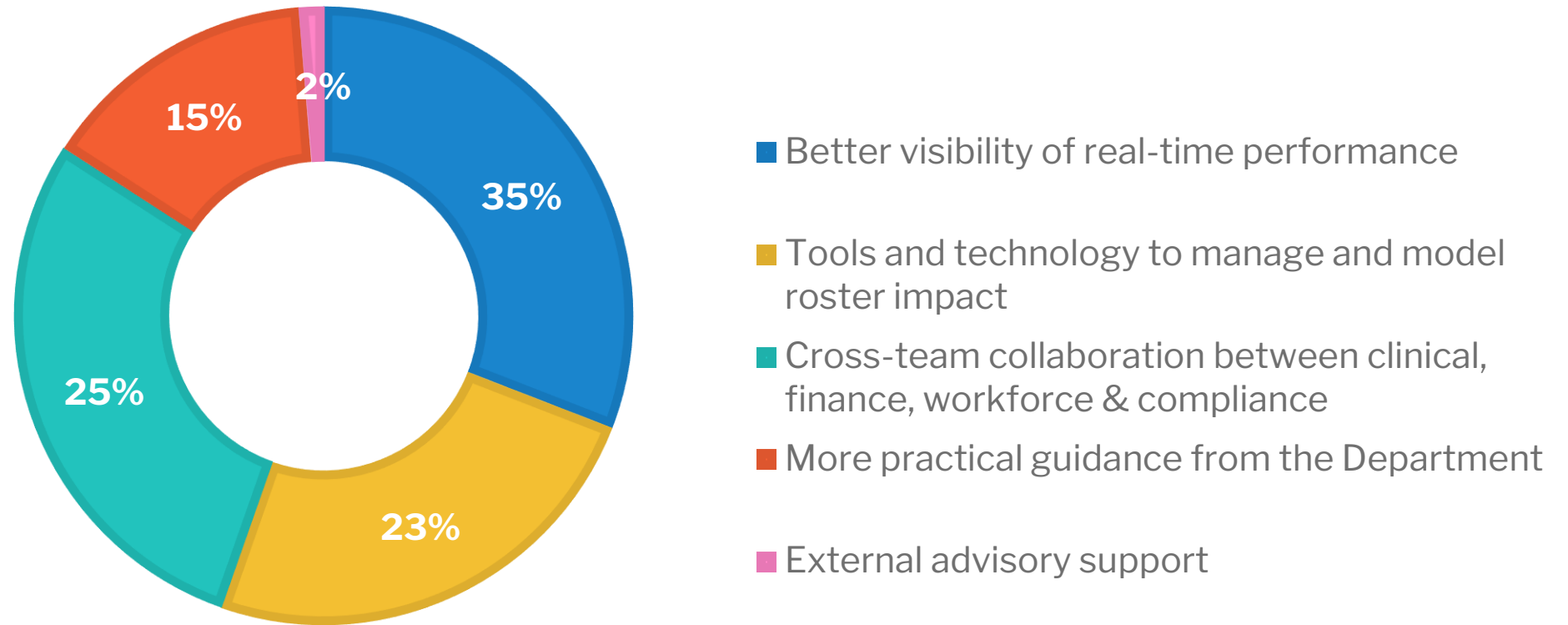
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Do you currently track roster overspend related to care minutes delivery?



Represents 334 responses across 263 organisations

What would most help you optimise care minutes and funding alignment?



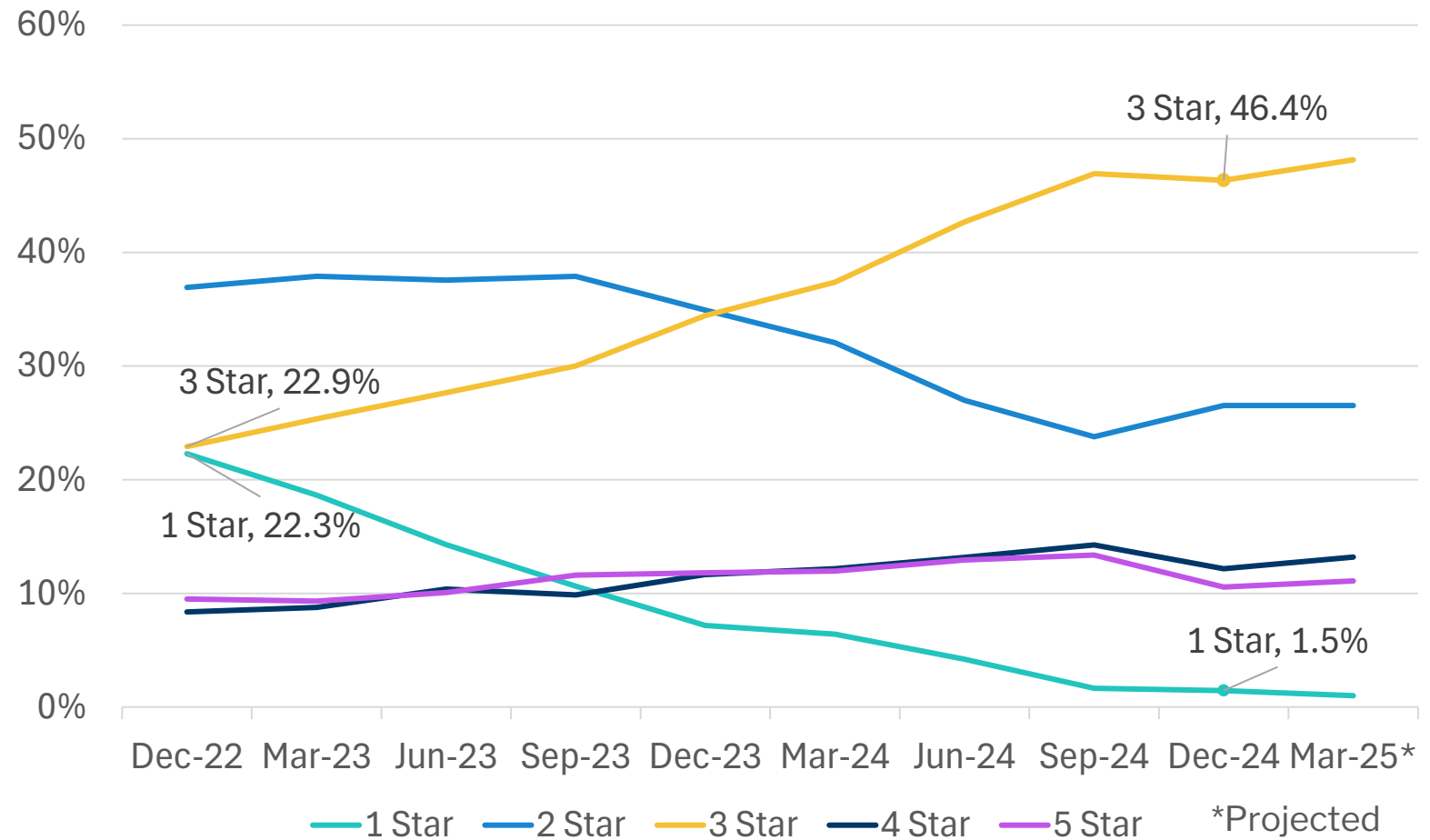
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Compliance Trends

When AN-ACC began, nearly 60% of the sector was not meeting the care minute requirement associated with their subsidy claims despite the claim profile being artificially low.

By December last year, three-quarters of the sector were compliant with their care minute targets.

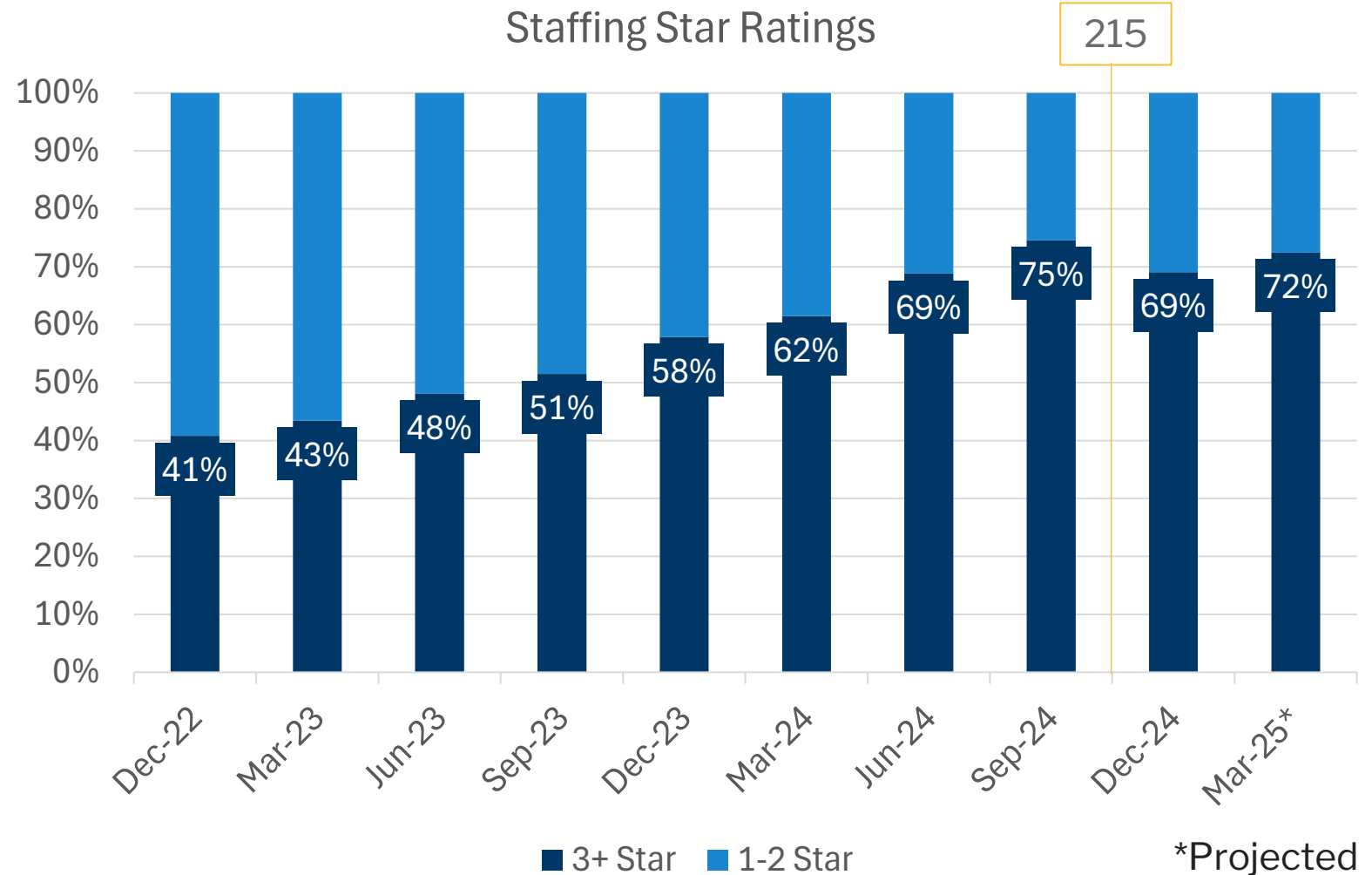
Staffing Star Ratings



Compliance Trends

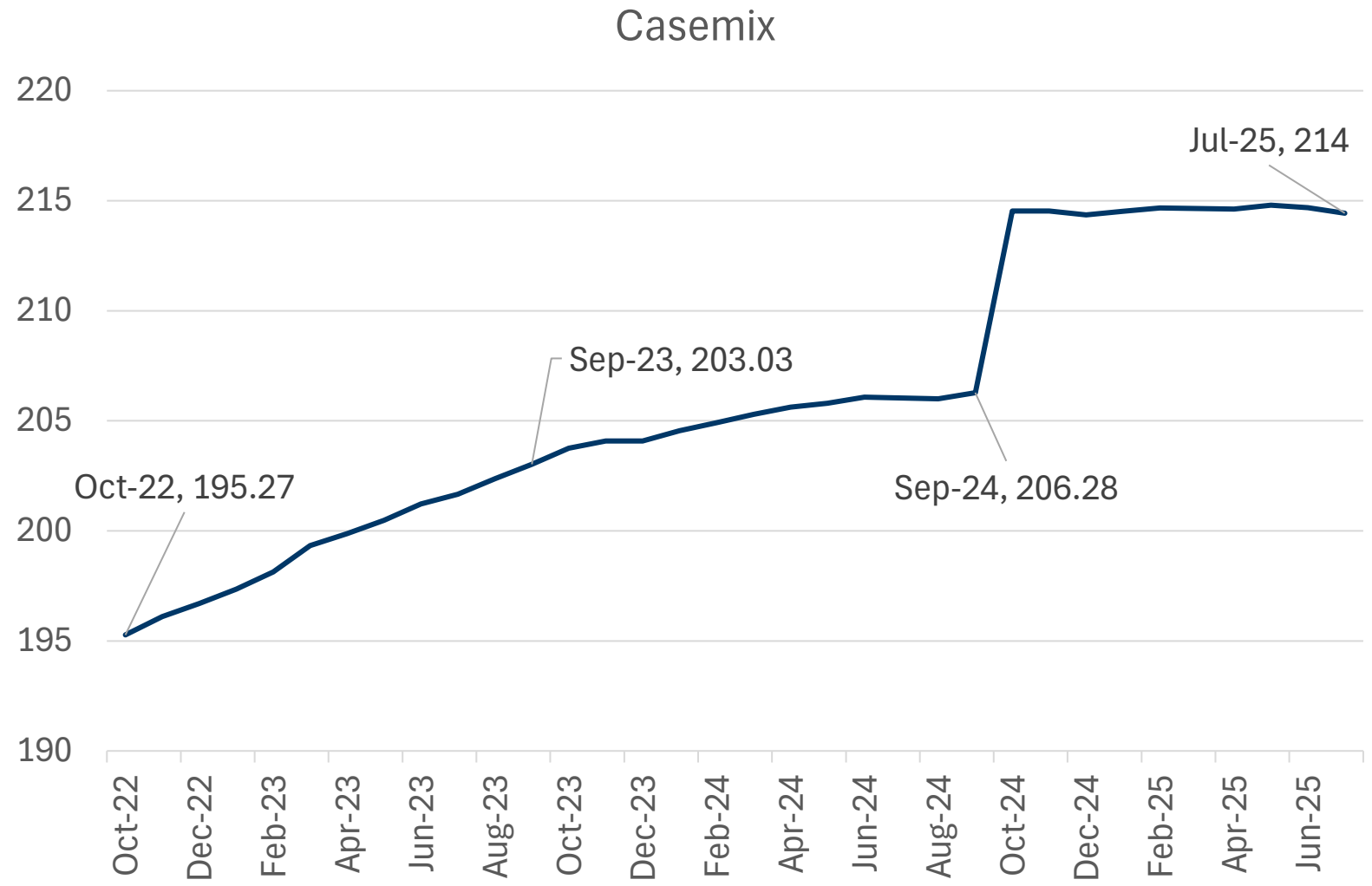
The jump to 215 minutes reopened the gap between rosters and care minute targets, temporarily reversing the trend of compliance by reducing the proportion of compliant services by 6% with half of those (3%) reestablishing compliant rosters in the next quarter.

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



AN-ACC Claims

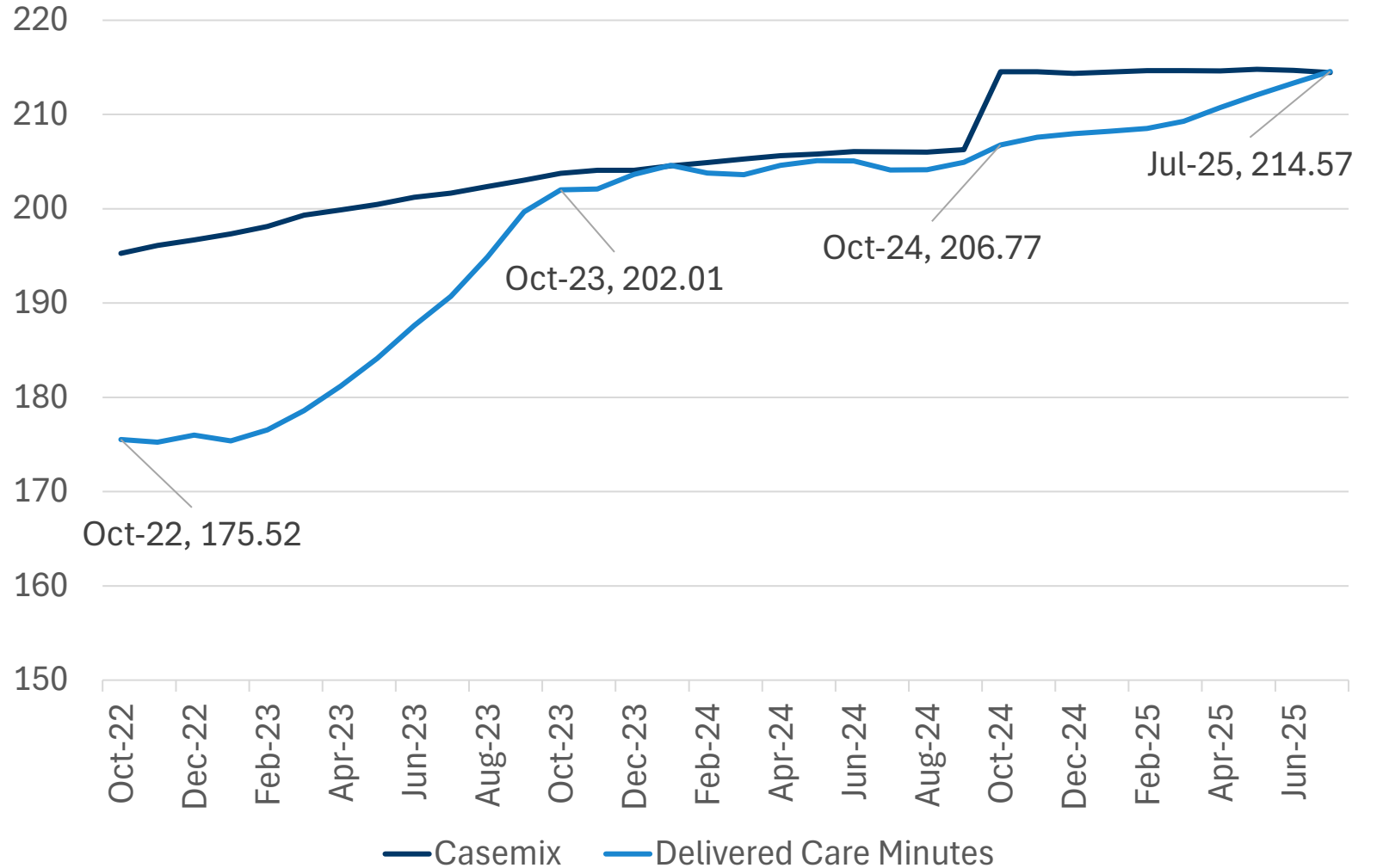
Normalising claims to the actual care needs of residents meant a significant increase to casemix in the first year of AN-ACC and continuing a smaller increase throughout the second year. In its third year AN-ACC claims have stabilised.



Care Delivery

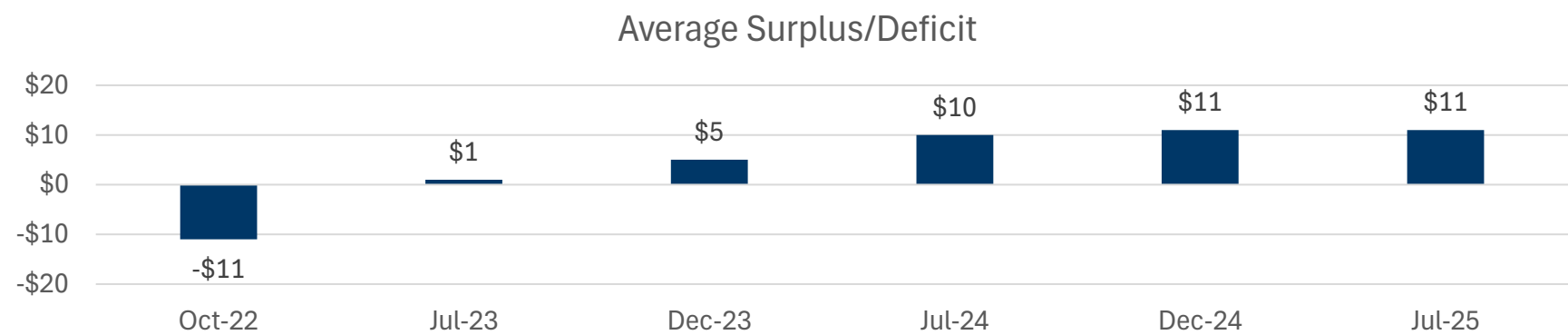
Despite an increasing casemix, rosters closed the gap on care minute targets.

Then a new target was defined, and the gap was closed again



Surplus

Despite more care being delivered and at significantly higher wages, the sector average financial performance has gone from an \$11 deficit to an \$11 surplus.



	Oct-22	Jul-23	Dec-23	Jul-24	Dec-24	Jul-25
Average Daily Subsidy	\$220	\$254	\$268	\$270	\$300	\$302
Delivered Care Minutes	176	191	204	204	209	214
Average Surplus/Deficit	-\$11	\$1	\$5	\$10	\$11	\$11

Industry panel and guest speaker



John Ashby

General Manager –
Business Sustainability at
Whiddon



Lyn Tong

Finance Business Partner
at
RAAFA WA



Andres Roa

Aged Care Project
Manager at Operandi Au
Project Management



Ken Ly

Business Development
and Funding Manager at
Health Generation

Getting Care Minutes Right

A Practical Framework for
Managing Care Minutes and
Financial Outcomes

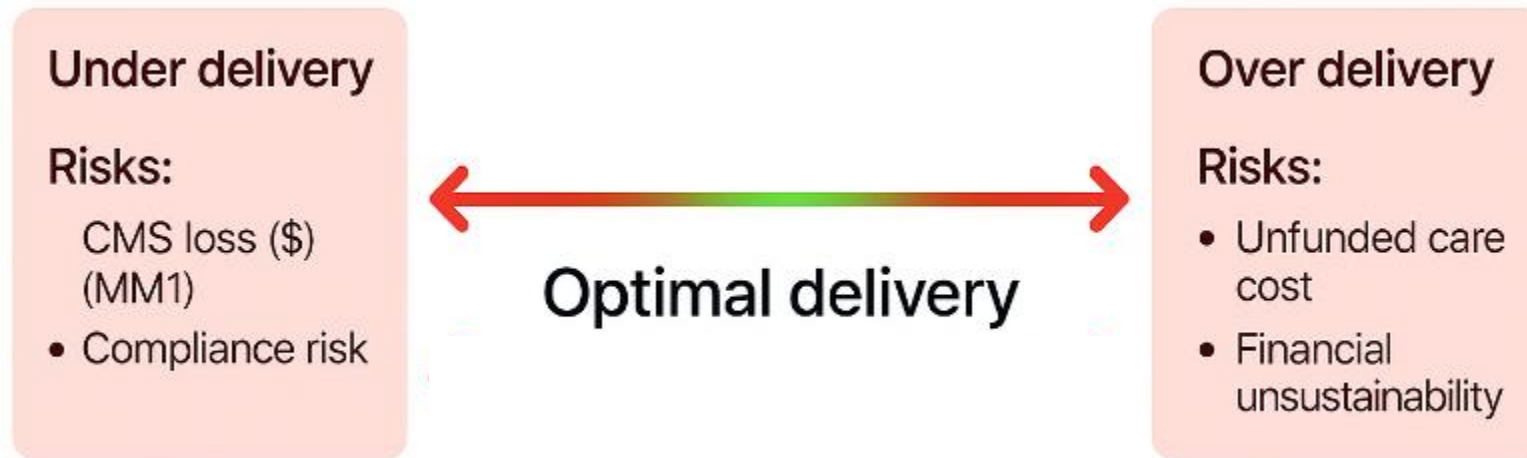


Current Legislative Landscape

- Care minutes are now legislatively linked to funding under the AN-ACC model.
- Non-compliance directly impacts access to the Care Minute Supplement (**CMS**) (MM1 Services)
- Financial performance and compliance outcomes must be managed together.



The Care Minute Performance Spectrum



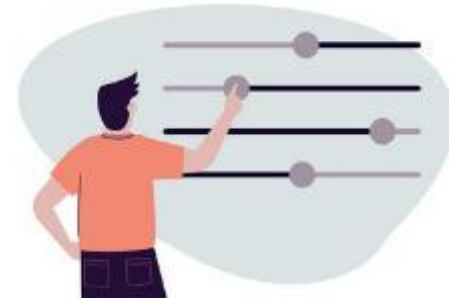
Strategy 1 — Optimise Formation



- **Goal:** Form care minute targets that align with your optimal delivery capacity.
- **Steps:**
 - Forecast and determine your optimal delivery capacity through:
 - Comprehensive workforce review and planning
 - Identifying your maximum direct care roster capacity
 - Actively drive your AN-ACC case mix to generate care minute targets that reflect your actual delivery capacity. How?
 - Calculate the net impact of case mix changes on care minute targets and adjust accordingly:
 - ☐ Funding uplifts
 - ☐ New admissions
 - ☐ Resident departures

Strategy 2 — Smart Fulfilment

- **Goal:** Strategically manage care minute fulfilment to achieve compliance and financial sustainability.
- **Avoid the extremes of the fulfilment spectrum:**
 - Overdelivery = unfunded labour cost
 - Underdelivery = CMS penalty/funding loss/risk of non-compliance
- **Steps:**
 - Set a strategic care minute fulfilment target for each quarter (e.g. 100%, 105%...)
 - Proactively manage rosters to deliver in line with that target. How?
 - ☐ Track your care minute fulfilment in real time
 - ☐ Make precise roster adjustments to realign with the desired fulfilment target



One Metric to Watch

Funding-Resource Efficiency (FRE) = [Total Care Funding – Direct Care Labour Cost]

FRE shows how effectively your funding covers direct care delivery

- Positive = Sustainable delivery
- Negative = Risk of financial loss



Questions to ask:

- Is my FRE trending positively or negatively?
- How does it compare to similar services and sector benchmarks?

Key Takeaways



- An effective approach to funding and care minute management includes:

- ❑ Developing a **FRE-based system** to manage both financial and compliance outcomes
- ❑ **Controlling** the **formation** of care minute targets via robust workforce planning and AN-ACC case mix management
- ❑ **Monitoring fulfilment** performance and adjusting in-quarter to meet strategic goals

More from the panel



John Ashby

General Manager – Business
Sustainability at
Whiddon



Lyn Tong

Finance Business Partner at
RAAFA WA



Andres Roa

Aged Care Project Manager,
Operandi Au Project
Management

Questions from the chat



Care Minute Manager



Avoid the risks of under-delivery and the cost of over-delivery.

Care Minute Manager gives you daily visibility into your care minute progress. It integrates with your rostering system to provide real-time insights — helping you:

- Monitor claims
- Anticipate shortfalls
- Reduce unfunded care



Find out more or book a free demo today:

Care Minute Compliance Support

Care minute funding report

This report outlines your care minute performance by facility, highlights funding at risk, and flags potential roster overspend.

Request your free report:



Care minute policy review

This program is designed to help you identify issues like underreporting, misclassification, and double-counting through consultation, data analysis, and policy reviews.

Find out more:



Our next webinar



Rostering for financial sustainability

We'll cover how intelligent rostering can directly impact your:

- Funding
- Support compliance
- Strengthen your cashflow - without compromising quality care.

Thursday, 28 August 2025
12pm – 1pm AEST

**Register now or check your inbox
for details!**



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