



# Questions and Answers

## **Publishing provider reporting for stakeholders and the community Webinar – 28 November 2023**

Thank you to everyone who attended and submitted their questions in the webinar.

This document provides answers to the questions.

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## Quarterly Financial Reporting

### **Is the Quarter 2 Quarterly Financial Report (QFR) due at the same time in GPMS as previous quarters?**

Yes. The submission periods and due dates for the Quarterly Financial Report (QFR) are the same on GPMS. The Quarter 2 reporting period for the QFR opens on 2 January 2024. The report is due on 14 February 2024.

### **Does the QFR and the Aged Care Financial Report (ACFR) give the range of care minutes?**

Average care minutes from the ACFR are published at the sector level in the Financial Report on the Australian Aged Care Sector (FRAACS report). From the QFR, care minutes are published at the sector level through the Quarterly Financial Snapshot. In each case, the results are presented for registered nurses, enrolled nurses and personal care workers / assistants in nursing across a range of different provider types.

## Finance and Operations Publication Preview

### **Will the QFR be extended to capture the ACFR items included in the Finance and Operations Publication (e.g. will administration and accommodation expenses have to be reported each quarter)?**

The publication of finance and operations on My Aged Care does not alter current reporting requirements for providers.

The QFR is not intended to capture as much information as the ACFR, as it is intended to be a shorter report. The QFR provides an up-to-date snapshot on the financial state of the sector and allows the Department of Health and Aged Care (department) and the Aged Care Quality and Safety Commission (ACQSC) to monitor risks, including viability risks in the sector.

The department is aware of the reporting requirements on providers, and for this reason, designed the QFR to be shorter and not collect all the same information as in the ACFR.

### **Will the provider finance and operations information published on My Aged Care be displayed at the approved provider or service level? What financial information will be displayed at provider level and what will displayed at a service level?**

Financial information on Home Care Packages will be published at a provider level.

Most of the financial information for residential aged care services will be published at the service/facility level, except for wages information. Information on worker wages is reported at the provider level and will therefore be published at the provider level.

The new operational information published on My Aged Care will be a mix of provider and service level information, and this will be clear from the context.

**In the Provider Operations Collection Form is there a reason why the details of all key personnel are not being published?**

Providers are asked in the Provider Operations Collection Form to give the name of between one and three persons who hold an executive position with the provider for publication on My Aged Care. The persons must consent to their names and roles being published before their details are entered into the Collection Form. The person(s) needs to be available to be contacted by care recipients and their representatives, should they wish to escalate an issue concerning the organisation.

While the Royal Commission recommended that the details of all key personnel be published on My Aged Care, feedback from the sector indicated a preference that the number of key personnel published on My Aged Care be limited to persons such as a chief executive, to whom issues could be escalated, if required.

**How will the Finance and Provider Operations Publication impact compliance actions from the Aged Care Quality and Safety Commission (ACQSC)?**

The primary intent of publishing additional information on finances and operations is to support older people, and their representatives, to make the best choices about their care. The information is also accessible to the ACQSC for regulatory intelligence.

**Is it possible to see an overview of the residential sector data, not just individual providers via My Aged Care? For example, the range of dollars spent on care and broken down into regions?**

The sector-level reporting can be accessed on the department's website through the Financial Report on the Australian Aged Care Sector ([FRAACS Report](#)), which is published annually, and the Quarterly Financial Snapshot ([QFS](#)), which is published by the department quarterly.

The QFS commenced in February of 2023 and breaks down the financial information at the sector level into metropolitan and regional areas.

**Once the finance and operations information has been published, will the department seek feedback from aged care service users (i.e. residents and their families) to measure whether they have used the information and how much value they are obtaining from it?**

The department has undertaken user testing and consultation about the additional finance and operations information to be published on My Aged Care.

The department will be interested in how the information is being used, how older people and their families are interpreting the information, what they're interested in, and what is not so useful. The department can then use this feedback to adjust the publication of data over time.

We are expecting that the Star Ratings information about providers and the quality of care will remain the first point of reference for information on My Aged Care.

The new financial and operational information can be used by older people and their representatives to support informed discussions with aged care providers about the services they offer.

### **What will happen if I haven't yet submitted the Provider Operations Collection Form?**

The Provider Operations form was due for submission to the department by 31 October 2023. The purpose of the form is to collect information so that the department can provide information to older people seeking access to additional information about aged care providers to help inform their choices around their care.

If you have not yet submitted your Collection Form, we encourage you to do this as soon as possible. The information is required for the preview in January ahead of the My Aged Care publication in February 2024.

### **Please confirm - which user(s) will be advised that the Finance and Provider Operations Publication Preview is available in January 2024?**

The Finance and Provider Operations Publication Preview is expected to be available in January 2024.

The department will send a notification via email through GPMS to your organisation's administrators when the preview period commences.

The department will also draw providers' attention to the preview period through other communication channels such as newsletters.

## **Wages Reporting**

### **Are workforce wage rates published for all approved providers or just residential care?**

Yes, the wage rates to be published are for all Approved Providers, that's residential aged care and Home Care Packages providers.

### **How do we report third party brokerage workers, is it the amount we are charged (as this is not what they would be paid)?**

Any brokerage arrangements should be reported as a 0 (zero), the department understands there will be charges that are incurred by aged care providers, including additional costs that

are over and above just the hourly rate. The department is only interested in the information that is for directly employed workers and the hourly rate, not including on-costs, as per the QFR definitions.

**Is the department aware that Q4 2022/23 had one more pay period than Q1 2023/24? Additionally, there were significantly more Public Holidays in Q4 22/23. Has the department considered this when comparing wages between the two periods?**

Total wages and labour costs will not be published for Quarter 4. The hourly wage rates will be published, and Quarter 4 will not be affected by the number of pay periods in the quarter. In addition to this, the hourly wage rate reported through the QFR is based on the agreement or award rate for standard work hours. Providers do not need to calculate this item based on public holiday wage rates.

**Will reporting brokerage work as \$0 incentivise brokerage instead of direct employment?**

Publishing hourly wage rates is intended to provide transparency on the change in wages over time. The Department is particularly interested in observing changes resulting from the Government's \$11.3 billion investment to implement the Fair Work Commission's decision to increase minimum award rates by 15% for many aged care workers, and any further decisions in the Aged Care Work Value case. The publication of wage rates should not provide an incentive for any particular type of employment. Decisions made by aged care providers on employment models would typically be driven by other factors, rather than the publication of wage rates.

## Other

**Does the department have any visibility over what proportion of residents and their families are actually using the star ratings publications, as an indication of how many will actually access these new publications? Hearing mixed reports from Residential Aged Care providers in the sector so far.**

We are hearing from various forums that older Australians and their representatives are accessing Star Ratings via the Find a Provider tool on the My Aged Care website to view their current service's Star Ratings as well as to inform their choice for residential aged care. The department has received feedback that Star Ratings provide high level information that is helping older people identify services and make informed choices about their aged care.

From early next year the department will undertake the first formal evaluation of Star Ratings. This review will engage with a wide range of stakeholders to help us understand how older Australians and representatives and providers use Star Ratings in different ways. This evaluation also aims to assess consumer and provider sentiment for future enhancements to Star Ratings.