



Australian Government

Department of Health and Aged Care

Publishing provider reporting for stakeholders and the community

28 November 2023



Agenda

1 Submitting the Quarterly Financial Report (QFR) through GPMS

Kate Stewart

Director, Quarterly Financial Report Project

2 Finances and Operations: Preview and Publication

Mike Pope

Director, Structural Adjustment and Prudential Reform Section

3 New Wages Reporting

Mitch Docking

A/g Director, Aged Care Wages Section



Submitting the Quarterly Financial Report (QFR) through GPMS

Kate Stewart

Director

Financial Reporting IT Projects

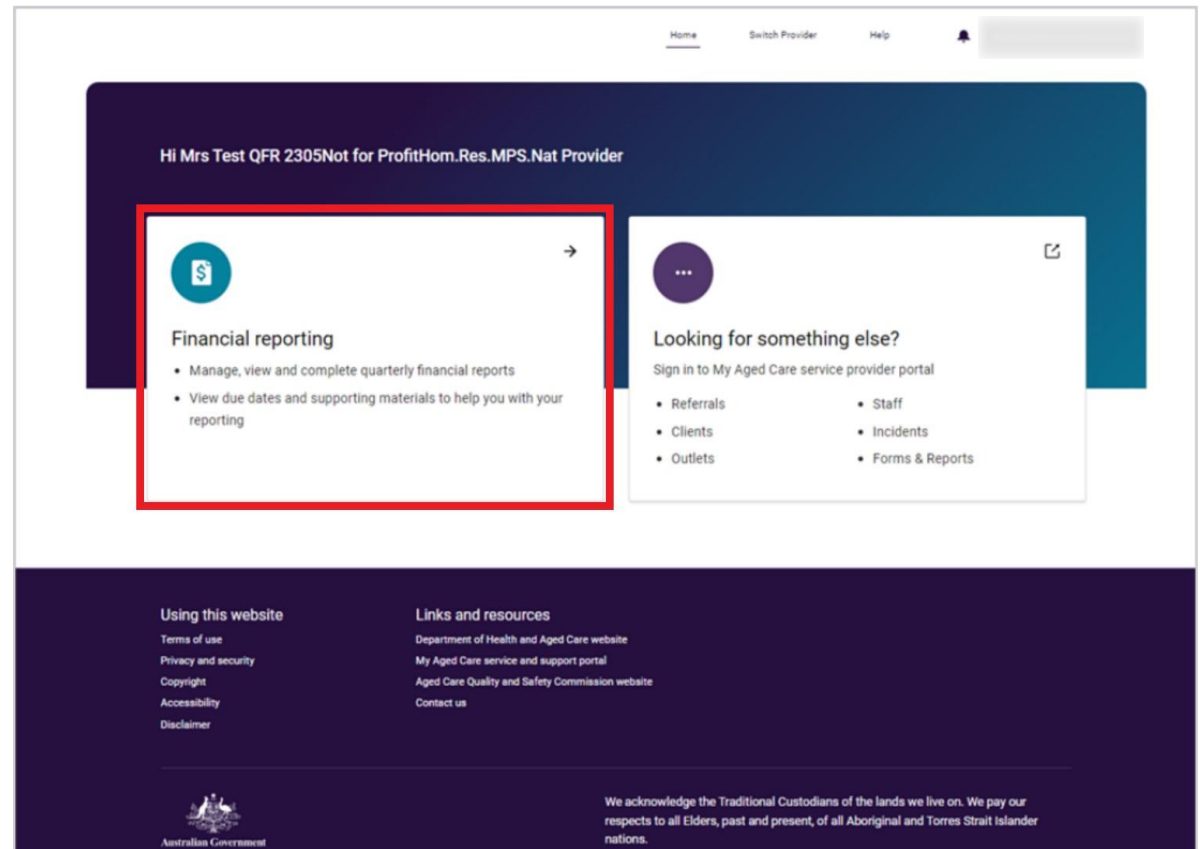


Quarterly Financial Report (QFR)

The Quarterly Financial Report (QFR) application is now available through the Government Provider Management System (GPMS)

Organisation Administrators are encouraged to set up their Financial Reporting users in GPMS and check they can access the QFR application

QFR submissions for Quarter 2 2023/24 (reporting period 01 October – 31 December 2023) will open on 01 January 2024



Financial Reporting Tile on GPMS Dashboard



Adding Financial Reporting User

There are two Financial Reporting user roles:

1. Financial Reporting **Data Entry User**
 - Data Entry users can enter data into the QFR but not submit the QFR report
2. Financial Reporting **Submission User**
 - Submission users can enter data and submit the report

The screenshot shows the 'Manage users' interface of the Government Provider Management System. On the left, there is a list of providers: 'Pooja Testing ACO' and 'Pooja Approved Provider'. The 'Pooja Approved Provider' is highlighted with a dark blue background. On the right, under the 'User roles' section, there is a list of roles with checkboxes: 'Provider Operations User', 'Financial Reporting Data Entry', 'Financial Reporting Submission', 'QI Role (Service)', 'RN Submission - Service', and 'Star ratings reviewer (service)'. The 'Financial Reporting Data Entry' and 'Financial Reporting Submission' roles are highlighted with a red border. At the bottom right, there are 'Cancel' and 'Add User' buttons.

For information regarding
assigning user roles



Quarterly Financial Report

Overview of submitting your QFR on
GPMS



Quarterly Financial Reporting Help Desks for Aged Care Providers

Government Provider Management System

From 1 January 2024, Providers submit Quarterly Financial Reports through GPMS.



Quarterly Financial Report

Providers have access to resources to assist in their submissions, available on the Department's website.



If you have technical questions
about GPMS or the QFR
application

My Aged Care Service Provider Assessor Helpline

- Assigning user access
- Logging into GPMS
- Accessing the QFR



1800 836 799

5 June, 2024

If you have questions about
completing the Quarterly Financial
Report

Forms Administration Help Desk

- Submission related questions
- Re-opening the portal for resubmissions
- Wages
- Outbreak expenses



health@formsadministration.com.au



(02) 4403 0640

If you have questions about direct
care reporting or the data quality
check process

Residential and Home Care Help Desk

- Residential Labour Costs & Hours
- Home Care Labour Costs & Hours
- Care Minutes



QFRACFRHelp@health.gov.au

Finances and Operations Preview & Publication

Mike Pope

Director

Structural Adjustment and Prudential Reform Section



Increasing transparency in aged care

Finances Reporting

“Providers to publicly report on the expenditure of residents’ and taxpayers’ money – including a breakdown of money spent on caring, nursing, food, maintenance, cleaning, administration and profits”

Government election commitment

Provider Operations Reporting

“An approved provider must provide an annual report to the Secretary of the Australian Department of Health containing information ... to be made publicly available through My Aged Care”

Royal Commission Recommendation 88(e)



Financial and Operational Information

Providers' Operations

(residential and home care providers)

Key personnel



Governing body statement & membership



Service provision and use



Food preparation



Diversity & Inclusion



Feedback, Complaints Improvements



Providers' Finances

How much money is spent by residential facilities on



Care & Nursing



Food



Accommodation & Maintenance



Cleaning & Laundry



Administration

Along with information on ...



Income and surplus / deficit

And provider-level information on...



Wages and home care finances

Publication on My Aged Care: Expenditure data

How much did this provider spend on care and services?

Every business makes decisions about how much it spends on different things. You can use the chart below to see what this provider prioritised last year.








\$260.00

Total expenditure (daily per resident)

\$324.56

Sector average

	Expenditure	Sector average ?	
 Care and nursing	\$134.00	20% above average	▼
 Cleaning and laundry	\$50.00	10% above average	▼
 Food and catering	\$25.00	1% above average	▼
 Administration	\$22.00	-20% below average	▼
 Accommodation and maintenance	\$20.00	Meets average	▼

*all figures per resident per day

 Care and nursing \$134.00 20% above average ^

Care and nursing spend refers to the cost of wages for nursing, personal care, and other supporting staff. It also includes medical and incontinence supplies, oral supplements, and other consumable supplies.

Expenditure for care and nursing per resident per day:

	This provider	Sector average
Total for this category	\$134.00	\$191.29
Registered Nurses	\$41.00	\$44.64
Enrolled Nurses	\$33.00	\$7.02
Personal care staff	\$22.00	\$91.91
Care management staff	\$14.00	\$7.21
Allied health	\$6.00	\$5.40
Lifestyle and recreation workers	\$7.00	\$6.38
Other care expenses	\$11.00	\$14.90



Publication on My Aged Care: Expenditure data

How much was spent on care staff last quarter?

In the last quarter this provider spent [dynamic value] per resident per day on care staff.

This is the spend from the last 3 months.

[Find out how this was split across different types of care ^](#)

Expenditure for care and nursing last quarter per resident per day:

	This provider	Sector average
Care & nursing total	\$88.68	xx% above average
Registered nurses	\$32.66	\$31.87
Enrolled nurses	\$24.56	\$28.99
Personal care staff	\$10.05	\$2.85
Care management staff	\$15.08	\$4.06
Physiotherapists	\$6.33	\$7.87
Occupational therapists	\$6.00	\$7.87
Speech pathologists	\$15.08	\$4.06
Podiatrists	\$6.00	\$7.87
Dietetics	\$15.08	\$4.06
Allied Health assistants	\$6.00	\$7.87
Other allied health	\$6.00	\$7.87
Lifestyle and recreation workers	\$15.08	\$4.06



Publication on My Aged Care Income, Surplus/Deficit data

Where does this provider get its income from?

The income a provider generates is mostly made up of Australian Government funding and resident contributions. You can find further information on the different income sources below.



\$110.00

Total income (daily per resident)

\$328.36

Sector average

	Income	Sector average ?	
Government funding	\$54.00	10% above average	▼
Residents' contribution	\$34.00	-5% below average	▼
Other	\$22.00	-8% below average	▼

*all figures per resident per day

Government funding **\$54.00** 10% above average ^

The Australian Government subsidises aged care homes across Australia. The amount the government contributes is based on assessments of residents' ongoing care needs. If residents' means assessments show less capacity to pay, the government will contribute more.

Income from Government contribution per resident per day:

	This provider	Sector average
Total for this category	\$54.00	\$238.88

Residents' contribution **\$34.00** -5% below average ^


Residents contribute towards their cost of care and accommodation based on an assessment of their means. Residents pay for day-to-day costs of catering, cleaning, and utilities through a basic daily fee. There may be additional charges for services that go beyond the minimum care and service requirements.

Income from resident's contribution per resident per day:

	This provider	Sector average
Total for this category	\$34.00	\$80.54



Publication on My Aged Care Income, Surplus/Deficit data

 Other	\$22.00	-8% below average	^
Other income mostly includes income that the provider makes from investments. You can talk to the provider to understand how they invest their money.			
	This provider	Sector average	
Total for this category	\$22.00	\$3.23	

**all figures per resident per day*

By how much was the budget in surplus or deficit last financial year?

The financial performance for the last financial year gives you an insight into how they operate financially - showing how much they spent above or below their income.

+\$38.99

Daily per resident surplus

\$6.21

Sector average

Publication on My Aged Care: Food and Nutrition data

Food and meals

Food, nutrition and the dining experience are important considerations when choosing an aged care home. The below information may assist you to understand more about food at this service. Visit the home at meal time and ask if you can taste a meal.

How much was spent on food?

\$12.68

spent per resident per day
last quarter

The sector average was: \$10.95

Do residents like the food?

85% Positive

feedback in the most recent
Resident Experience Survey

Survey date: 31/01/2022

[Show details](#) ▾

How is food prepared?

Whether this service cooks meals at a kitchen onsite or offsite gives you an insight into how this service is set up to cater to residents' needs, including the dining experience. Keep in mind that this doesn't indicate the nutritional value or tastiness of meals.



Where is food prepared?

70% Onsite
30% Offsite

In the last quarter

What to expect each day?



Breakfast
Prepared from fresh



Lunch
Prepared from frozen



Dinner
Prepared from chilled



Publication on My Aged care: Operational Information

Specialised care

Care is a verified provider of specialised services for:

- ✓ People from Aboriginal and Torres Strait Islander Communities
- ✓ People who are homeless or at risk of becoming homeless

[Show details](#) ▾

What does the home do to make people from all backgrounds feel welcome?

Aged Care reports that they take the following steps to provide inclusive care

Policies and procedures for culture, diversity and inclusion

✓ Implemented

Social activities to support culture, diversity and inclusion

✕ None

Policies and procedures for cultural safety

✓ In progress



Previewing your information – what to consider

During the two-week period preview, in mid-January 2024, we encourage you to consider:

- 1 Is your data complete and correct?
- 2 How older people and others who are interested in your service may view this information.
- 3 What questions you may receive and how to prepare for these.






Provider Operations Reporting: Accessing and Navigation of GPMS



Provider operations reporting

- Manage, view and complete provider operations reports
- View due dates and supporting materials to help you with your reporting
- View your Finance and Operations Publication Preview


 Government Provider Management System

Home Switch Provider Help   acg-slt-5

Provider Operations Reporting

Publication Preview →

What's new Report due dates Guides and FAQ's

 **30 Oct 2023** **Information to be published on the MAC website is ready for preview**

Finance and operations information is expected to be published on My Aged Care for all residential and home care aged care services in approximately 14 days.

Ahead of publication on the My Aged Care, a preview of your financial and operations information is now available for review.

Should you have any concerns regarding the information presented please act now to:

- check self-reported data
- report any IT or technical errors to the My Aged Care service provider and assessor helpline on **1800 836 799**. The helpline is open Monday to Friday between 8am-

Active Submissions
No active submissions

Historical Submissions

Case number	Period ending	Status ↓	Due date	
00003775	30 Jun 2023	Published	31 Oct 2023	View



Provider Operations: Provider Dashboard View

Finance and Operations: Publication Preview

Reporting Period: Quarter 1 FY 23 - 24 and Annual - 2022-23

The Finance and Operations: Publication Preview displays information on each of your residential care and home care services that will be published on My Aged Care in the Find a Provider tool.

Please note that the publication preview is not an opportunity to further amend your previously submitted finance and operations data. If you believe the information presented in your Finance and Operations: Publication Preview is not consistent with your self-reported information, please first check your previously submitted data. Please report any IT or technical errors to the My Aged Care service provider and assessor helpline on **1800 836 799**. The helpline is open Monday to Friday between 8am-8pm and Saturday between 10am-2pm.

Approved Provider Details

Beddingfield Park Inc

Search services by Name or ID

Q

Residential Care

Home Care

Approved Provider Details

Data last updated: 20/11/2023

Download

Collapse all / Expand all

On My Aged Care (Find a Provider) this information will be repeated against each service separately

> Wages

Quarterly Financial Report (QFR)

> Provider finances*

Aged Care Financial Report (ACFR)

> Key personnel

Approved Provider Operations (APO)

> Performance report

Approved Provider Operations (APO)

> Board diversity

Approved Provider Operations (APO)



Note: We have removed Service names for Privacy

What will the Publication Preview Form look like?

Wages

Quarterly Financial Report (QFR)

When you are choosing a care provider, it's important to know that the staff there are fairly paid. This table shows you how pay for staff at this organisation are paid as well as how this compares to the sector average wage rate.

QFR residential Hourly Wage Rates

Average pay rate	This provider	Sector average
Registered Nurse	\$50.00	▼
Enrolled Nurse	\$31.00	▼
Personal Care Workers / Assistants in Nursing	\$27.00	▼

QFR home care Hourly Wage Rates

Average pay rate	This provider	Sector average
Registered Nurse	\$0.00	▼
Enrolled Nurse	\$0.00	▼
Home Care Worker	\$0.00	▼

Annual expenditure for Home Care

This section shows how much this aged care provider spends on your care and other services and explains other expenses related to running their business. Knowing how much a provider spends can help you understand how they prioritise care and services.



\$727,460

Total expenditure for 2022-23

Legend

- Care expenses
- Case management
- Administration and support
- Other Expenses

> Daily expenditure breakdown per resident



What will the Publication Preview Form look like?

✓ Key personnel

Approved Provider Operations (APO)

Executive member 1

Name of Executive member nameone

Role of Executive member roleone

Executive member 2

Name of Executive member nametwo

Role of Executive member roletwo

✓ Provider operations

Approved Provider Operations (APO)

How does the aged care home welcome people from diverse backgrounds?

Policies and procedures for culture, diversity and inclusion.

In progress

Policies and procedures for cultural safety.

In progress

Social activities to support culture, diversity and inclusion?

In progress

Feedback, Complaints and Improvements

Most complimented:

Palliative/End of life Care
Fees and charges
Food and catering

Most common concerns:

Communication and consultation
Infection disease control
Clinical care

Where the service is currently focused on improving?

Choice and dignity
Clinical care
Food and catering



What if a provider has concerns about their data?

- ❑ Should you have any concerns regarding the information presented, please act within **14 days** of receiving the notification
- ❑ Report any IT or technical errors to the My Aged Care service provider and assessor helpline **1800 836 799**
- ❑ Refer to the [Government Provider Management System](#) webpage, for more information on how to access and navigate GPMS
- ❑ Or before selecting your Publication Preview, you might like to access the user guides and FAQs which will be available.

Government Provider Management System

Home Switch Provider Help acq-sit-5

Provider Operations Reporting

Publication Preview →

What's new Report due dates **Guides and FAQs**

Provider Operations

Provider Operations Definitions - Field Level Help (XLS)

Webinar June 2022 - Transcript (PDF)

Active Submissions

No active submissions

Historical Submissions

Case number	Period ending	Status ↓	Due date	
00003775	30 Jun 2023	Published	31 Oct 2023	View



Key Dates



Where to go for more information?



Email us at: agedcareengagement.health.gov.au



Department's website - ***Strengthening provider governance in aged care***



My Aged Care service provider and assessor helpline on **1800 836 799**, Monday to Friday (8am to 8pm) and Saturday (10am to 2pm) local time across Australia.



New Wages Reporting

Mitch Docking

Director

Aged Care Workforce Team



Wages Publication

- From late December 2023, the Department will publish a list of all residential and home care providers':
 - minimum
 - average
 - maximum wage rates for registered nurses, enrolled nurses and personal care workers/home care workers.
- The Department will use the **wage rates reported by providers through the QFR** for Quarter 4 2022-23 and Quarter 1 2023-24 for this publication.

Other Aged Care Updates



The Aged Care Wage Increase Satisfactory Survey

Open now until **8 December 2023**

[Link to Survey](#)

Or use this QR code



The Aged Care Capital Assistance Grant is now open

This grant is open until **14 January 2024**

[Link to Grant Information](#)



From 1 July 2024, aged care places are assigned to Older Australians not providers

Download the information booklet to learn more

[Link to Booklet](#)



Providers need to report their 24/7 RN responsibility

Reporting of RN coverage is for each calendar month

[Link to 24/7 RN Reporting Info](#)



Questions?

Please add your questions into Slido

