



Government Provider Management System

User Guide: Quarterly Financial Report

July 2024

Version 2.0

This Government Provider Management System (GPMS) User Guide provides instructions to submit data and access reports using the Quarterly Financial Report application.

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1.Introduction

The Quarterly Financial Report (QFR) application within the GPMS portal supports the submission of quarterly financial and prudential data which is a part of broader initiatives to improve financial reporting and strengthen prudential compliance for approved aged care providers.

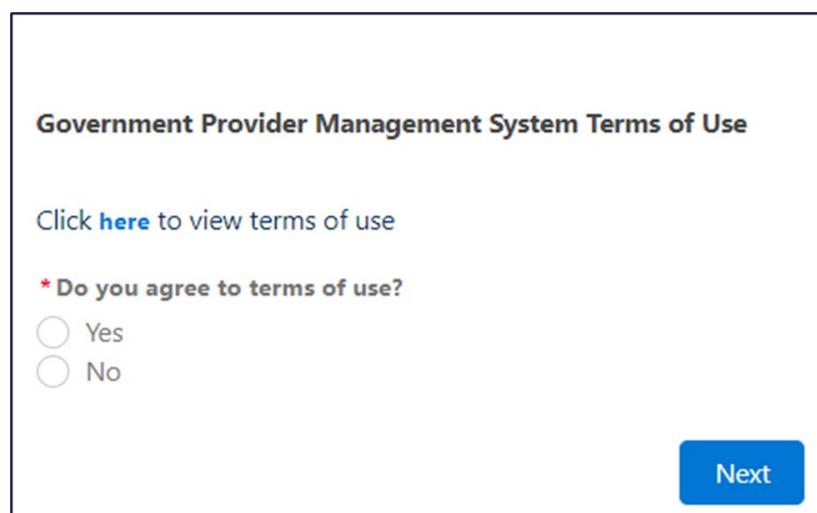
1.1 Purpose

This User Guide is designed to support aged care providers in submitting and managing their QFR ('report') by:

- accessing financial reporting in the GPMS portal
- completing sections of the QFR for the current quarter report submissions
- accessing historical report submissions.

1.2 Before proceeding

The Department of Health and Aged Care ('department') will retain records of your access to GPMS and when prompted, you must accept the *GPMS Terms of Use* to be able to access the system.



Government Provider Management System Terms of Use

Click [here](#) to view terms of use

*** Do you agree to terms of use?**

Yes

No

Next

1.3 Login to the GPMS portal

To login to the GPMS portal, please visit [Log In Using | Service Provider Portal](#).

If you require assistance logging into the GPMS portal, please refer to the GPMS [Logging in to the Aged Care Systems](#).

To access the QFR application, your Organisation Administrator must have set you up as a Financial Reporting user in GPMS. Refer to [Government Provider Management System – User guide](#) for user access options that are available to you as an approved provider.

2. Further information and support

If you require further assistance to login to GPMS, please contact the 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.

For more information on GPMS, please refer to the [Government Provider Management System](#) webpage.

For reporting enquiries, please contact the relevant support groups listed below.

- For general enquiries about completing your QFR, email health@formsadministration.com.au or phone (02) 4403 0640, Monday to Friday (8:30am to 5pm AEST)
- For questions about direct care reporting email QFRACFRHelp@health.gov.au.

For translating and interpreting services, call **131 450** and ask for My Aged Care on **1800 200 422**.

To use the National Relay Service, visit [About the National Relay Service \(NRS\) | Access Hub](#) or call **1800 555 660**.

To access sign language interpreting and captioning services through Deaf Connect, call **1300 773 803** or email interpreting@deafconnect.org.au.

3. Accessing the QFR application

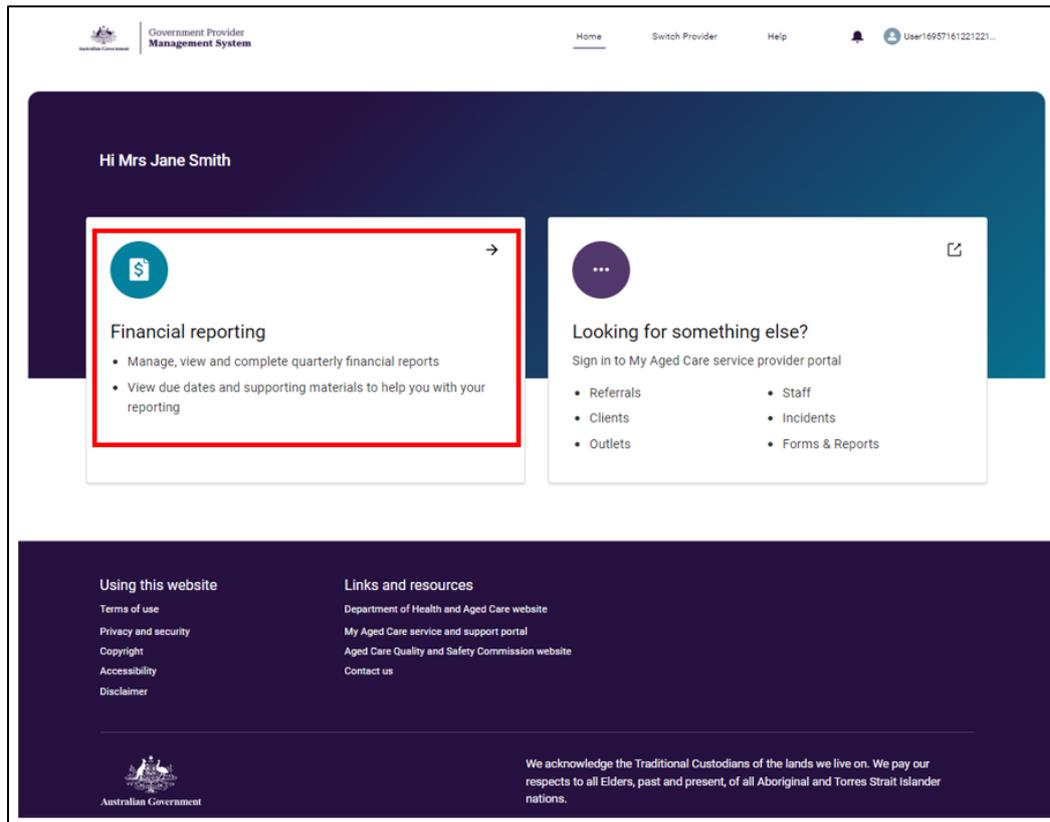
The GPMS home page is displayed upon successful login to the GPMS portal.

You will see the GPMS application tiles that you have been given access to.

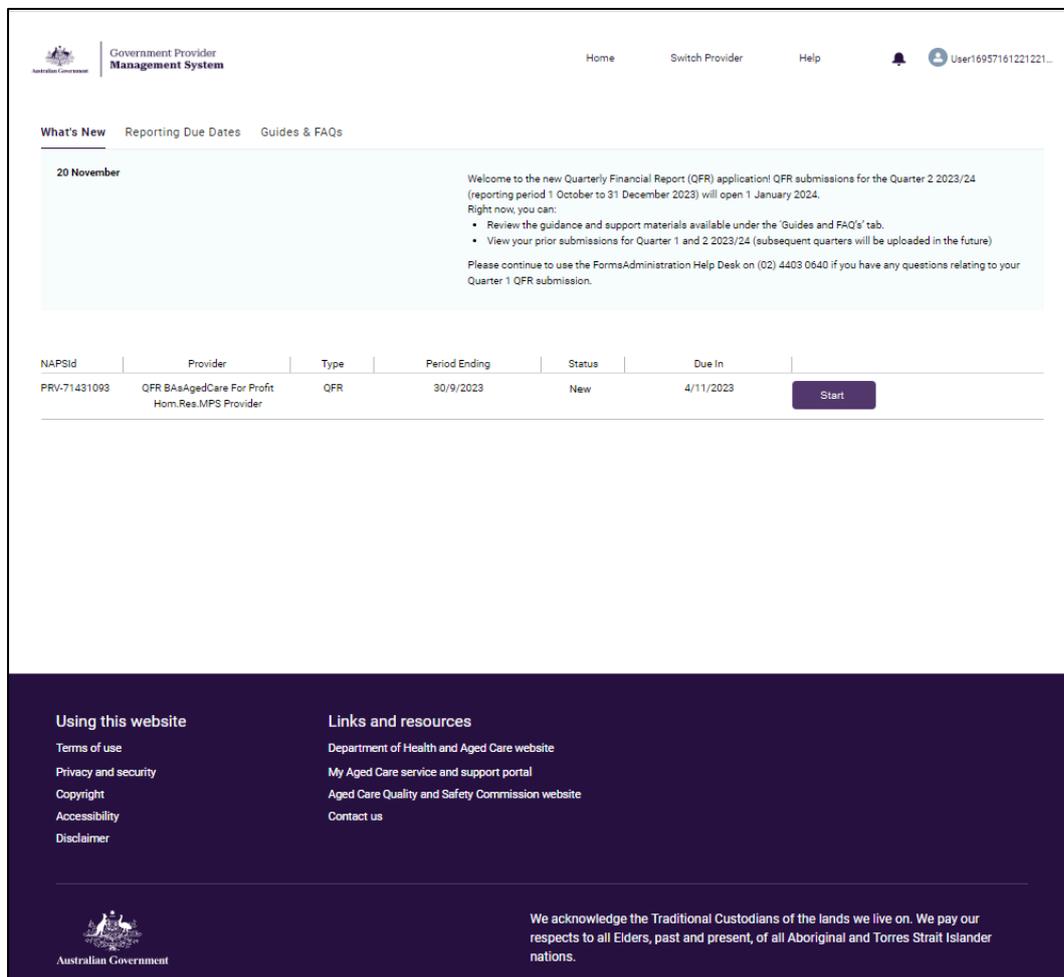
Please note:

If you cannot see the Financial reporting tile, please contact and request access from your Organisation Administrator.

Select the Financial reporting tile from the GPMS portal home page.

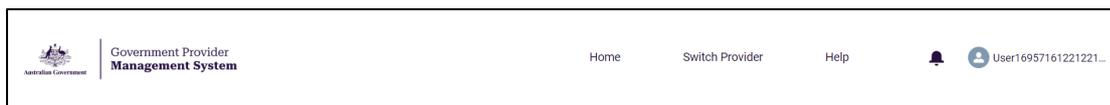


You are now in the Financial reporting home page within GPMS portal.

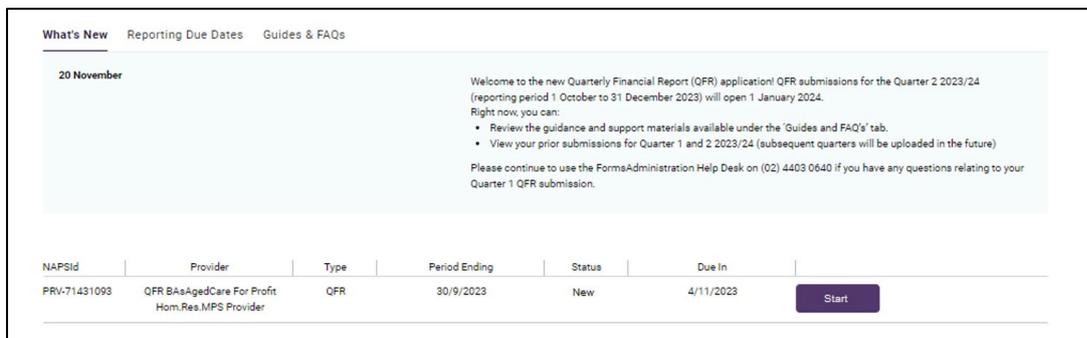


The Financial reporting home page is made up of the three main parts:

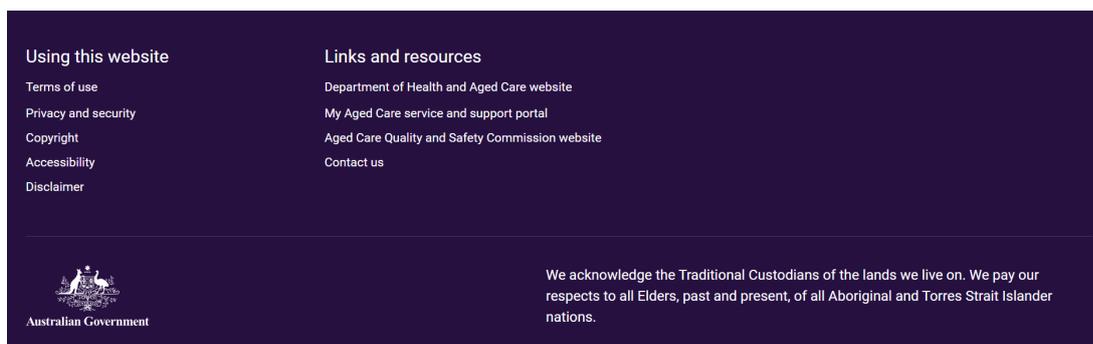
- GPMS portal header across the top of QFR application pages



- Financial reporting, which contains QFR information, tabs, links, and buttons that are described in this user guide



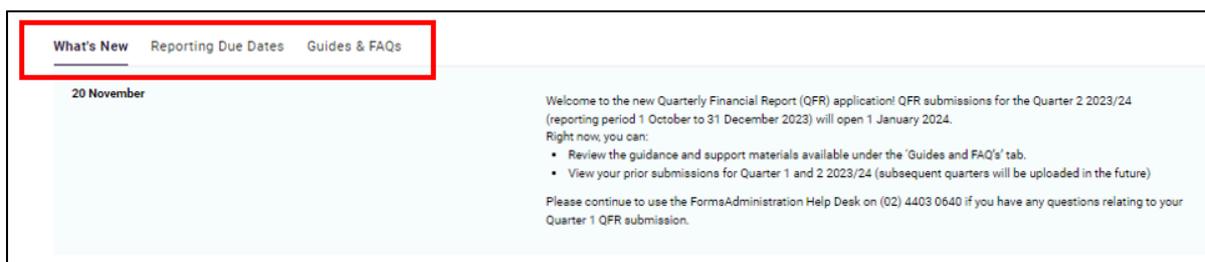
- GPMS portal footer across the bottom of QFR application pages.



4. Financial reporting

From the Financial reporting home page, you can explore more information about QFR resources by navigating the tabs:

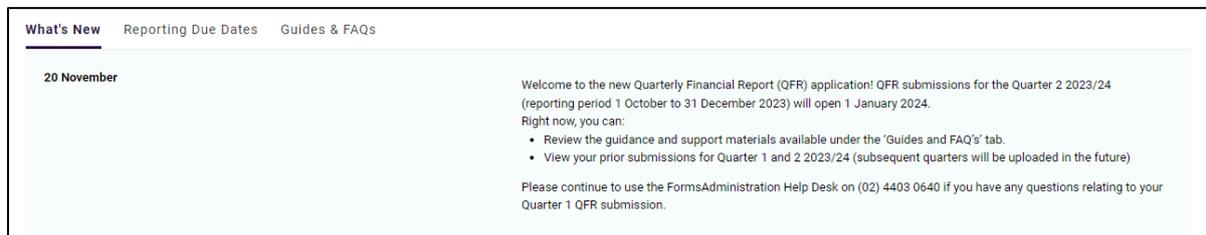
- What's New
- Reporting Due Dates
- Guides & FAQs.



Below the resources section, you will find a table of reports where you can access your QFR.

4.1 What's New tab

What's New is the default tab displayed when you first navigate to the Financial reporting home page. You will find a summary of updates since the last reporting quarter. The information on this tab may be related to a change in policy, data collection, process, and system functionality.



Please note:

Refer to the department's website for the [latest information on QFR](#).

4.2 Reporting Due Dates tab

Select the **Reporting Due Dates** tab to see the QFR submission dates.



Please note:

The QFR submission opens the day after the previous reporting period end date and closes on the legislated due date.

4.3 Guides & FAQs tab

Select the **Guides & FAQs** tab to access various guidance resources for reporting your quarterly financial and prudential data and using the new QFR application.



When you select a listed resource, you will be redirected the department's website.

Please note:

The [department's website](#) is the source of truth for all published QFR information and guidance materials.

4.4 Table of reports

The table of reports is list of quarterly financial reports that your organisation:

- is required to submit for the current quarter submission
- has submitted for previous quarters.

NAPSIId	Provider	Type	Period Ending	Status	Due In	
PRV-71431093	QFR BAsAgedCare For Profit Hom.Res.MPS Provider	QFR	30/9/2023	New	4/11/2023	<input type="button" value="Start"/>

The following information about the report is also displayed:

- **NAPS ID** is a unique identifier assigned to your organisation as a provider of aged care services
- **Provider** displays your organisation type, service, and name
- **Type** indicates the classification of financial reporting by frequency
- **Period Ending** is the quarter end date of the QFR reporting period
- **Status** tracks the progress of the QFR submission
- **Due In** is the date the QFR must be submitted by.

NAPSIId	Provider	Type	Period Ending	Status	Due In	
PRV-71431093	QFR BAsAgedCare For Profit Hom.Res.MPS Provider	QFR	30/9/2023	New	4/11/2023	<input type="button" value="Start"/>

Please note:

Contact [Forms Administration](#) if a QFR that you expect to submit is missing from the list.

4.5 Completing a report

A QFR can be actioned by selecting the:

- **Start** button to commence a new submission
- **Resume** button to continue a submission in progress
- **Download** button to save a copy of your report in your computer.

NAPSIId	Provider	Type	Period Ending	Status	Due In	
PRV-10117	QFR V1 GovernmentHom.Res.MPS Provider	QFR	31/3/2023	New	31/5/2023	<input type="button" value="Start"/>
PRV-10117	QFR V1 GovernmentHom.Res.MPS Provider	QFR	30/9/2022	Draft	31/1/2023	<input type="button" value="Resume"/> <input type="button" value="Download"/>

Start function

Select the **Start** button that corresponds to a report in **New** status that you would like to complete.

The screenshot shows a dashboard with a navigation bar at the top containing 'What's New', 'Reporting Due Dates', and 'Guides & FAQs'. Below this is a light blue announcement box dated '20 November' with a welcome message and instructions for QFR submissions. At the bottom, there is a table with columns: NAPSId, Provider, Type, Period Ending, Status, and Due In. The first row contains: PRV-71431093, QFR BAsAgedCare For Profit Hom.Res.MPS Provider, QFR, 30/9/2023, New, and 4/11/2023. A purple 'Start' button is located in the bottom right corner of the table row, highlighted with a red rectangle.

NAPSId	Provider	Type	Period Ending	Status	Due In
PRV-71431093	QFR BAsAgedCare For Profit Hom.Res.MPS Provider	QFR	30/9/2023	New	4/11/2023

The **Before You Start** section of the QFR will be displayed.

The screenshot shows the 'Before You Start' section of the QFR application. At the top left is the 'Government Provider Management System' logo. The top right has navigation links: 'Home', 'Switch Provider', 'Help', and a user profile 'User16957161221221...'. A left-hand navigation menu lists various reporting sections, with 'Before You Start' selected. The main content area features a dark blue header for 'Quarterly Financial Report' with 'Save & Close' and 'Download Copy' buttons. Below this is a 'Before You Start' section with an information icon and the heading 'Compile your information'. The text explains that the QFR data contributes to improving financial reporting and prudential compliance. A bulleted list details the information collected: viability and prudential compliance questions, quarterly financial statements, labour costs and hours, and quarterly food and nutrition information. A 'Next' button is located at the bottom of the section.

Quarterly Financial Report
GPMS ID: PRV-71431093 | Period ending 01/07/2023 - 30/09/2023

Before You Start

Compile your information

The data you submit in the Quarterly Financial Report (QFR) will contribute to initiatives to improve financial reporting and strengthen prudential compliance for approved aged care providers. The Quarterly Financial Report collects information relevant to the services you offer:

- Viability and prudential compliance related questions, for residential and home care providers
- Quarterly Financial Statements, including income and balance sheet information, for residential and home care providers
- Labour costs and hours, for residential and home care providers
- Quarterly food and nutrition information, for residential, MPS, and NATSIFACP providers

If you encounter any difficulties or require further information, please contact Forms Administration on (02) 4403 0640.

Next

4.5.1 Resume function

Select the **Resume** button that corresponds to the report that you would like to continue completing. You will be able to resume a report that you have saved in **Draft** or in **Reissued** status.

The screenshot shows the 'What's New' section of the application. It contains a welcome message for the new Quarterly Financial Report (QFR) application, stating that QFR submissions for Quarter 2 2023/24 will open on 1 January 2024. Below the message is a table with columns: NAPSIId, Provider, Type, Period Ending, Status, and Due In. A row is shown for NAPSIId PRV-71431093, Provider QFR BAsAgedCare For Profit Hom.Res.MPS Provider, Type QFR, Period Ending 30/9/2023, Status Draft, and Due In 4/11/2023. To the right of this row are two buttons: 'Resume' and 'Download'. The 'Resume' button is highlighted with a red rectangular box.

The **Before You Start** section of the QFR will be displayed.

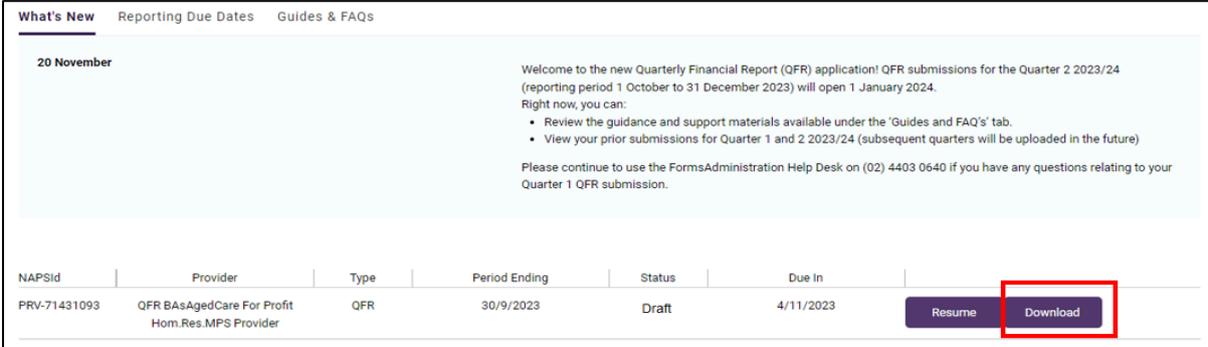
The screenshot shows the 'Before You Start' section of the QFR application. The top navigation bar includes the Australian Government logo, 'Government Provider Management System', and links for Home, Switch Provider, Help, and a user profile. A sidebar on the left lists various reporting sections, with 'Before You Start' selected. The main content area features a header for 'QFR BAsAgedCare For Profit Hom.Res.MPS Provider' with 'Save & Close' and 'Download Copy' buttons. Below this is the 'Before You Start' section, which includes an information icon and the heading 'Compile your information'. The text explains that the data submitted in the QFR will contribute to initiatives to improve financial reporting and strengthen prudential compliance. It lists three types of information collected: viability and prudential compliance related questions, quarterly financial statements, and labour costs and hours. A 'Next' button is located at the bottom of the section.

4.5.2 Download function

Follow the steps to download your submitted report below.

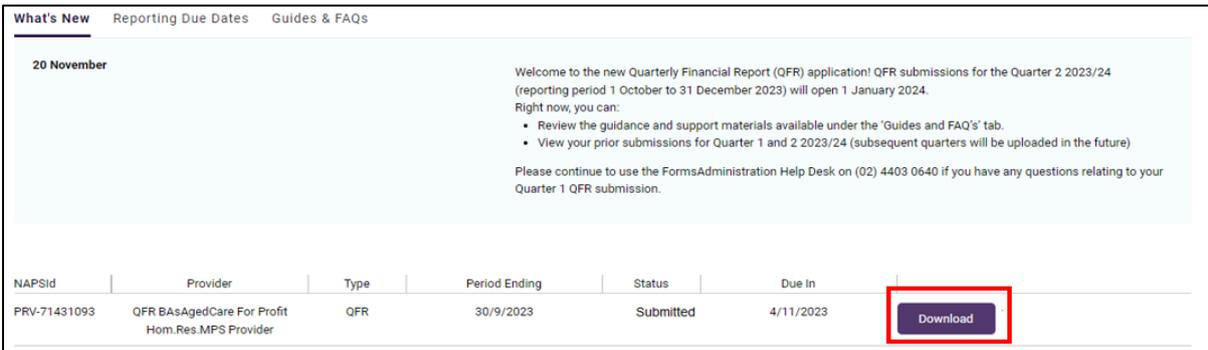
1. From the Financial reporting home page, navigate to the table of reports at the bottom half of the screen.

You may download a copy of your report while completion is in progress. In this case, the **Resume** and **Download** buttons are both available as options.



The screenshot shows the top navigation bar with 'What's New', 'Reporting Due Dates', and 'Guides & FAQs'. Below is a '20 November' announcement. A table lists reports with columns: NAPSId, Provider, Type, Period Ending, Status, and Due In. The first row shows a report with NAPSId PRV-71431093, Provider QFR BAsAgedCare For Profit Hom.Res.MPS Provider, Type QFR, Period Ending 30/9/2023, Status Draft, and Due In 4/11/2023. To the right of this row are two buttons: 'Resume' and 'Download', with the 'Download' button highlighted by a red box.

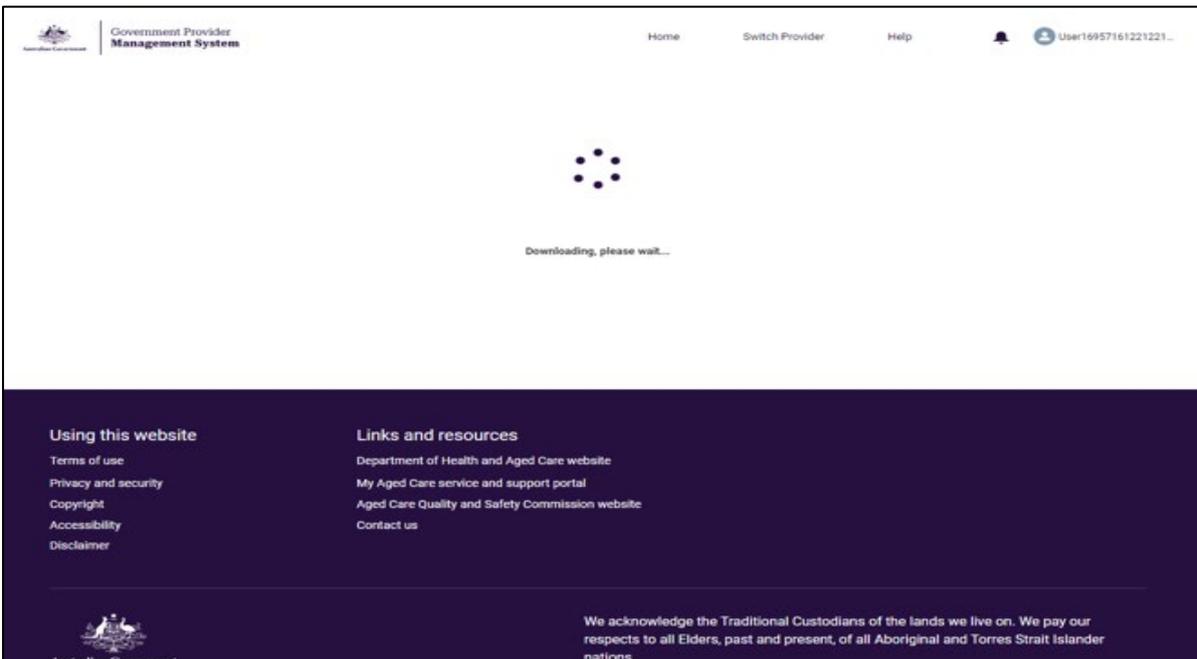
When a report has been submitted, only the **Download** button is displayed.



This screenshot is similar to the previous one, but the report's status is 'Submitted'. The 'Resume' button is no longer present, and only the 'Download' button is shown, highlighted with a red box.

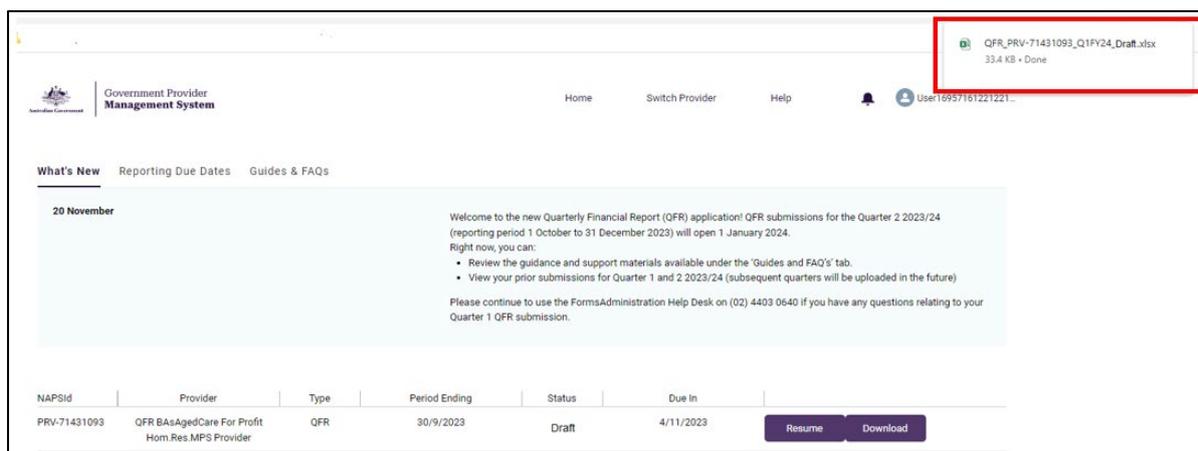
2. Select the **Download** button that corresponds to the report that you wish to save to your storage drive.

You will be prompted to wait while a copy of your QFR downloads.



The screenshot shows a dark-themed download progress screen. At the top, it says 'Government Provider Management System' and 'Downloading, please wait...'. Below the spinner, there is a footer with 'Using this website' (Terms of use, Privacy and security, Copyright, Accessibility, Disclaimer) and 'Links and resources' (Department of Health and Aged Care website, My Aged Care service and support portal, Aged Care Quality and Safety Commission website, Contact us). At the bottom, it says 'Australian Government' and 'We acknowledge the Traditional Custodians of the lands we live on. We pay our respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations.'

A copy of your report in Excel format will download and automatically save in your computer's default or nominated Downloads folder.



4.5.3 Submission status

The statuses of a QFR submission are explained in the table below.

Status	Definition
New	The report has not been started.
Draft	The report has been started and saved with or without entering data.
Submitted	The report has been submitted for the first time.
Reissued	The report has been submitted and some, or all, sections of the QFR are reopened for revision and resubmission.
Resubmitted	A previously submitted report has been reissued, updated and resubmitted.

4.5.4 Lock function

Your report in New, Draft, or Reissued status is locked the day after the QFR submission closing date. This is indicated by the padlock icon on the locked report line-item in the table of reports.

The screenshot shows a table of QFR submissions. The table has columns for NAPSId, Provider, Type, Period Ending, Status, and Due In. The first row shows a submission with NAPSId 'PRV-71430961', Provider 'QFR VTestVariance For ProfitHom.Res.MPS.Nat Provider', Type 'QFR', Period Ending '30/9/2023', Status 'Re-Submitted', and Due In '4/11/2023'. The second row shows a submission with NAPSId 'PRV-71430961', Provider 'QFR VTestVariance For ProfitHom.Res.MPS.Nat Provider', Type 'QFR', Period Ending '31/12/2023', Status 'Reissued', and Due In '5/5/2024'. Below the table are 'Resume' and 'Download' buttons. A red box highlights a padlock icon on the 'Re-Submitted' row, indicating that the report is locked.

Please note:

If you need to submit or resubmit a QFR after the submission closing date, please contact the [Forms Administration](#) and request to unlock your previous quarter's report.

5. Navigation and functions

The QFR form navigation and functions include:

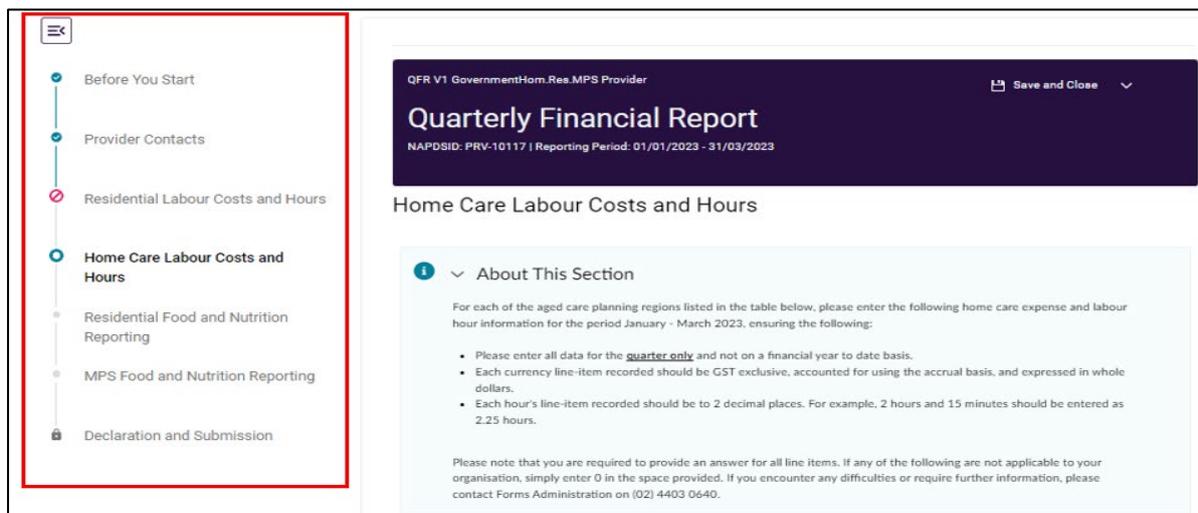
- a sidebar navigation for moving through the report sections
- a banner that has provider and report identifiers
- call to action buttons to save and close or download a copy of the report
- the main form containing section guidance and data fields for completion
- Previous and Next buttons for moving backward and forward the form one section at a time.

The screenshot displays the user interface for the Quarterly Financial Report (QFR) application. At the top, the header includes the 'Government Provider Management System' logo and navigation links for 'Home', 'Switch Provider', and 'Help'. The user's profile 'User16957161221221...' is visible in the top right. On the left, a sidebar navigation menu is shown, with 'Before You Start' selected. The main content area features a dark blue banner for the 'Quarterly Financial Report' with the provider ID 'QFR BAsAgedCare For Profit Hom.Res.MPS Provider' and the GPMS ID 'PRV-71431093 | Period ending 01/07/2023 - 30/09/2023'. Action buttons for 'Save & Close' and 'Download Copy' are present. Below the banner, the 'Before You Start' section contains a 'Compile your information' heading and a paragraph explaining the report's purpose, followed by a list of bullet points: 'Viability and prudential compliance related questions, for residential and home care providers', 'Quarterly Financial Statements, including income and balance sheet information, for residential and home care providers', 'Labour costs and hours, for residential and home care providers', and 'Quarterly food and nutrition information, for residential, MPS, and NATSIFAC providers'. A contact number '4403 0640' is provided for further assistance. A 'Next' button is located at the bottom of the main content area.

5.1 Sidebar navigation

On the left column of the screen is a sidebar navigation that allows you to move between QFR sections in any order.

The sidebar navigation lists the sections that are specific to the services you deliver. For example, the QFR sections applicable to a government provider of residential, home care, and MPS services are shown below.



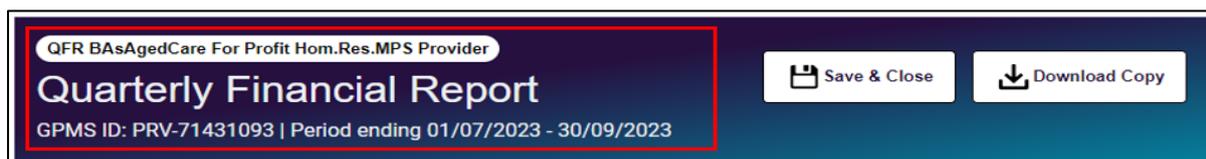
The sidebar navigation is complemented with visual cues. The meaning of each visual cue is explained in the table below.

Icon	Meaning
	Collapses or hides the sidebar navigation
	Expands or displays the sidebar navigation
	Completed and passed validation
	Visited without making an update or updated with errors
	Currently updating
	Not visited yet
	Call to action buttons are disabled until the applicable sections are validated with no errors

5.2 Banner

A banner is displayed with identifying information about the report that you are completing, including:

- Your organisation type
- Your provider name
- The name of the report (Quarterly Financial Report)
- Your provider ID
- The reporting period

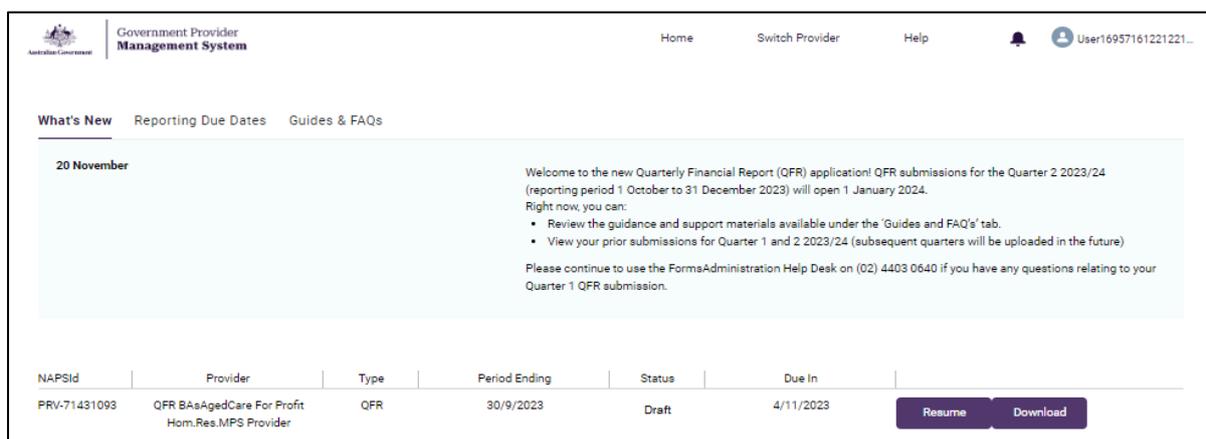


5.3 Save and Close function

On the top right-hand corner is the **Save** and **Close** button that allows you to save the QFR up to the last data you have entered.



Once saved, the Financial reporting home page is displayed.

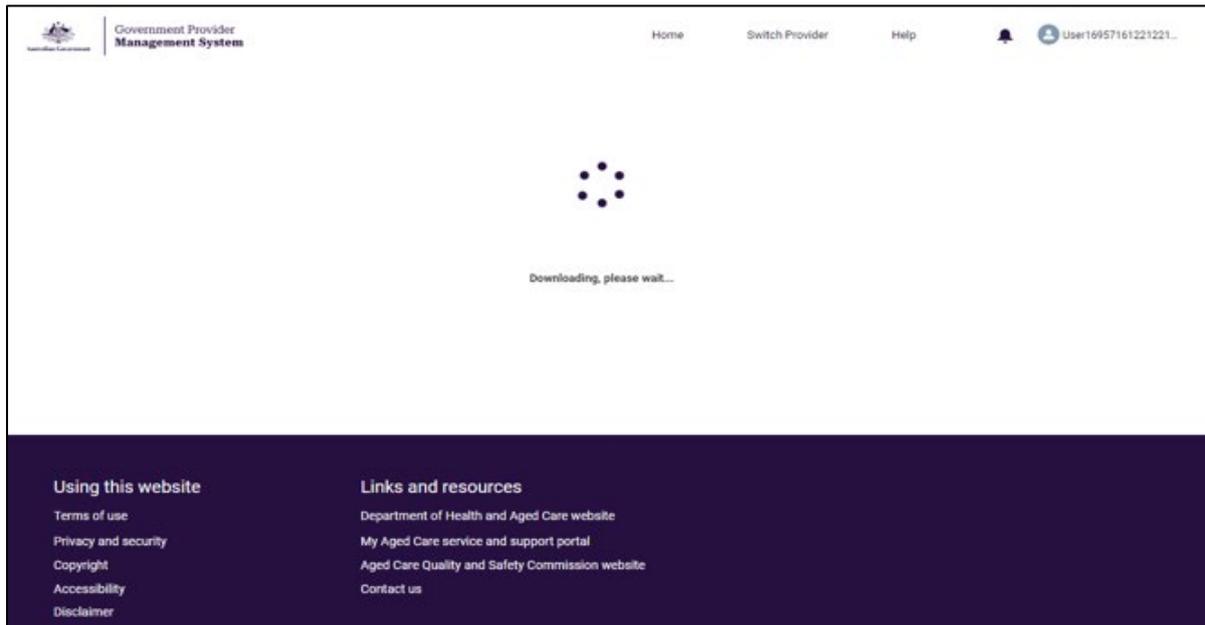


5.4 Download Copy function

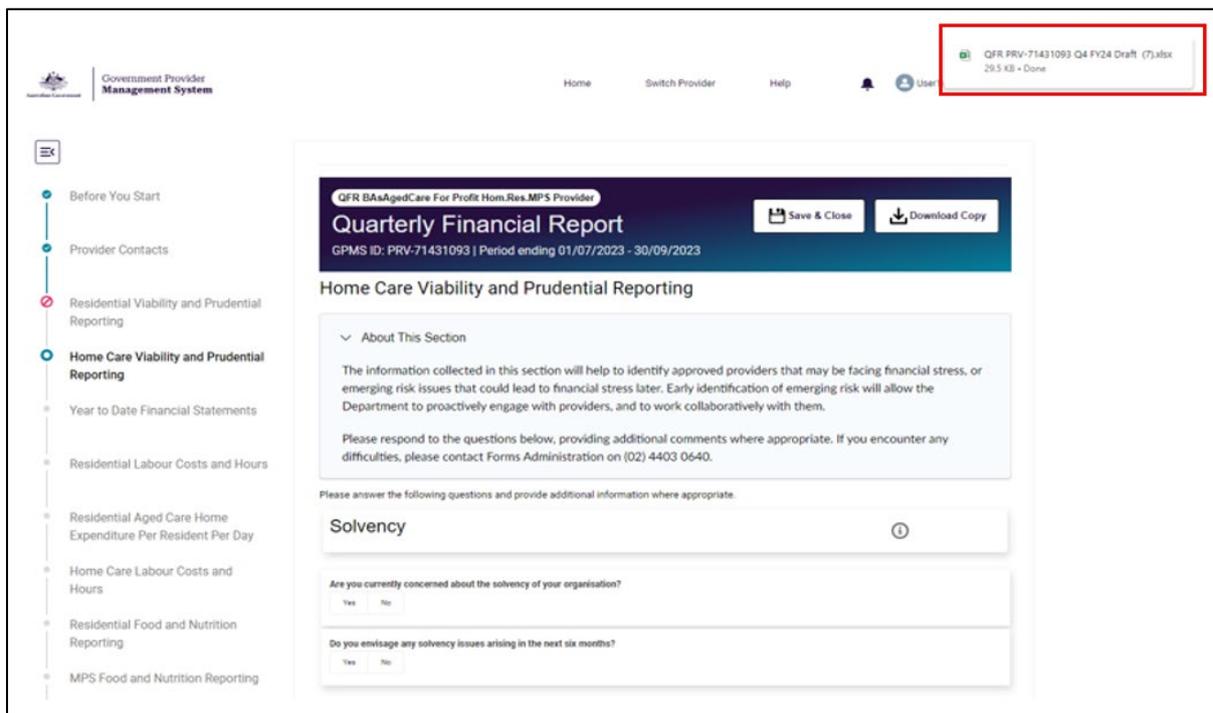
Another way to download your QFR is to select the **Download Copy** button, which allows you to download and save a copy of your report while completing it.



You will be prompted to wait while a copy of your QFR downloads.



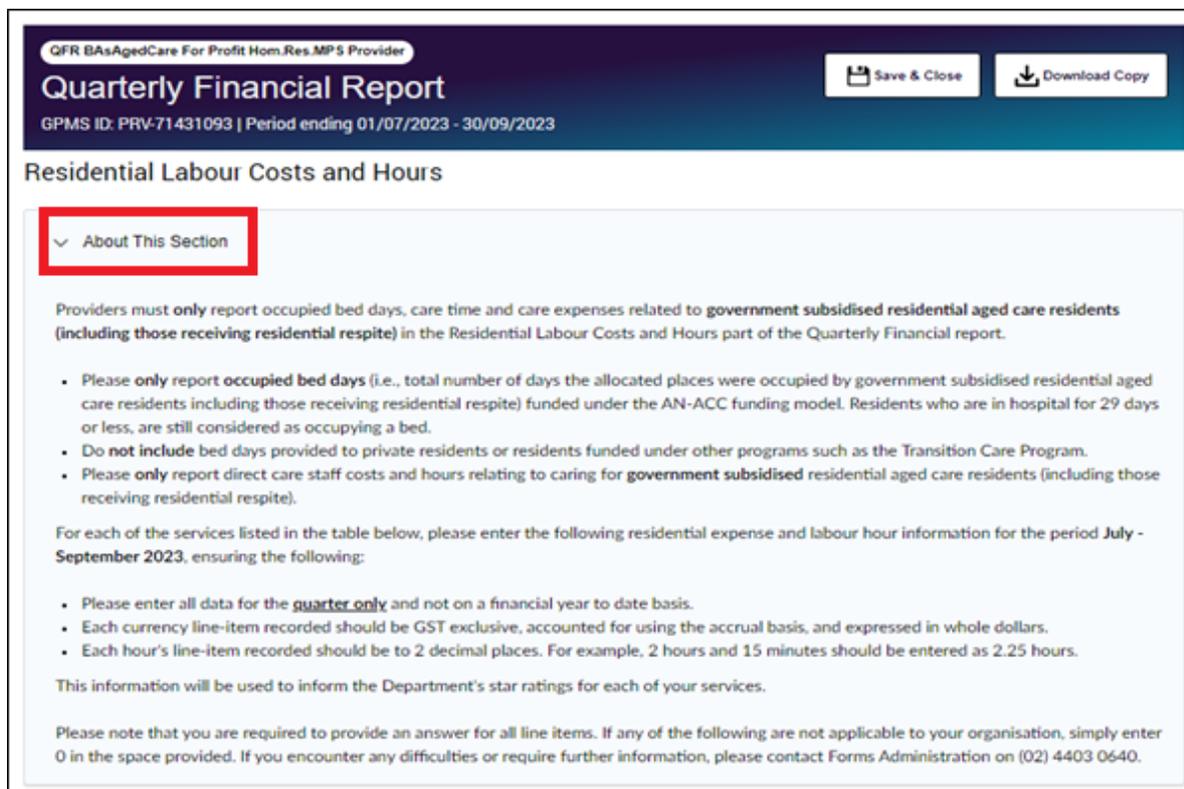
A copy of your report in Microsoft Excel format will download and automatically saved in your computer's default or nominated Downloads folder.



5.5 About This Section

The **About This Section** accordion provides instructions or guidance on the expected data to be entered in the selected section of the QFR form.

For example, the Residential Labour Costs and Hours section displays the About This Section guidance relevant to the expected data for residential labour costs and hours reporting.



The screenshot shows the 'Quarterly Financial Report' interface for a 'QFR BAsAgedCare For Profit Hom.Res.MPS Provider'. The report title and GPMS ID (PRV-71431093) are visible, along with the period ending 01/07/2023 - 30/09/2023. The section 'Residential Labour Costs and Hours' is selected, and the 'About This Section' accordion is expanded, showing detailed instructions for reporting. A red box highlights the 'About This Section' header.

QFR BAsAgedCare For Profit Hom.Res.MPS Provider

Quarterly Financial Report

GPMS ID: PRV-71431093 | Period ending 01/07/2023 - 30/09/2023

Save & Close Download Copy

Residential Labour Costs and Hours

▼ About This Section

Providers must **only** report occupied bed days, care time and care expenses related to **government subsidised residential aged care residents (including those receiving residential respite)** in the Residential Labour Costs and Hours part of the Quarterly Financial report.

- Please **only** report **occupied bed days** (i.e., total number of days the allocated places were occupied by government subsidised residential aged care residents including those receiving residential respite) funded under the AN-ACC funding model. Residents who are in hospital for 29 days or less, are still considered as occupying a bed.
- Do **not include** bed days provided to private residents or residents funded under other programs such as the Transition Care Program.
- Please **only** report direct care staff costs and hours relating to caring for **government subsidised residential aged care residents (including those receiving residential respite)**.

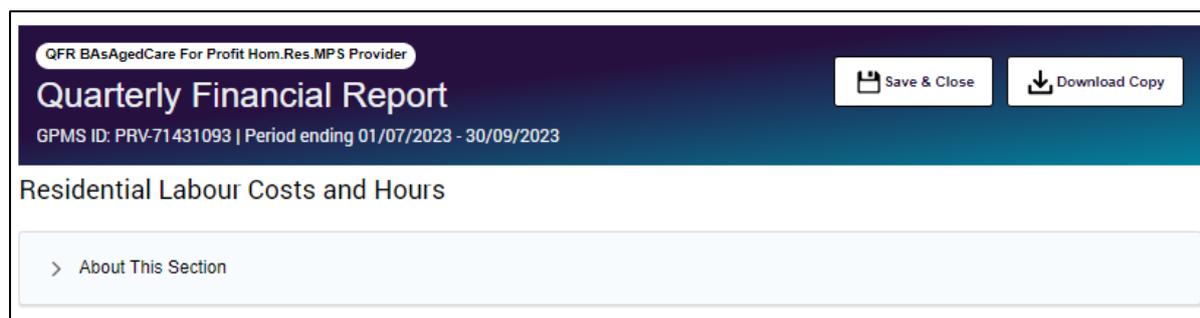
For each of the services listed in the table below, please enter the following residential expense and labour hour information for the period **July - September 2023**, ensuring the following:

- Please enter all data for the **quarter only** and not on a financial year to date basis.
- Each currency line-item recorded should be GST exclusive, accounted for using the accrual basis, and expressed in whole dollars.
- Each hour's line-item recorded should be to 2 decimal places. For example, 2 hours and 15 minutes should be entered as 2.25 hours.

This information will be used to inform the Department's star ratings for each of your services.

Please note that you are required to provide an answer for all line items. If any of the following are not applicable to your organisation, simply enter 0 in the space provided. If you encounter any difficulties or require further information, please contact Forms Administration on (02) 4403 0640.

To collapse and hide the **About This Section** body, select the  next to the 'About This Section' subheading once.



The screenshot shows the same 'Quarterly Financial Report' interface as above, but the 'About This Section' accordion is now collapsed, showing only the header with a right-pointing chevron icon.

QFR BAsAgedCare For Profit Hom.Res.MPS Provider

Quarterly Financial Report

GPMS ID: PRV-71431093 | Period ending 01/07/2023 - 30/09/2023

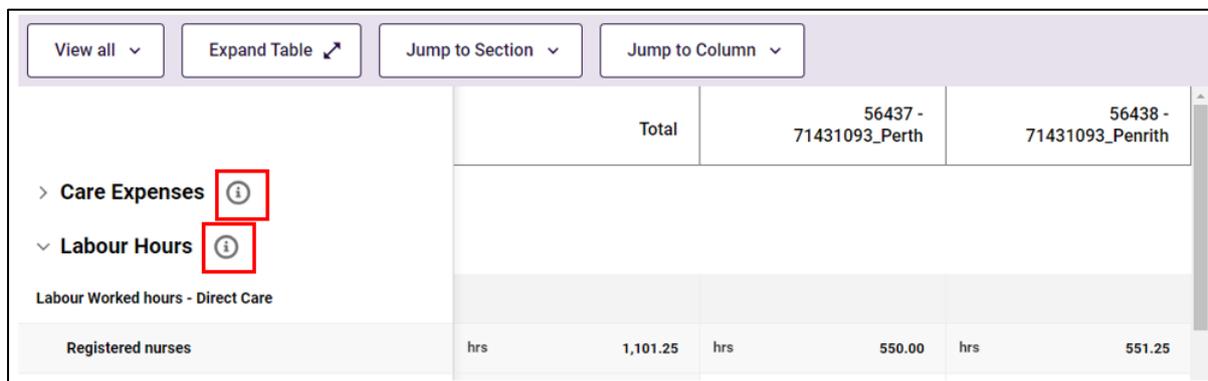
Save & Close Download Copy

Residential Labour Costs and Hours

> About This Section

5.6 Information icon

An information icon ⓘ next to subheading names in a data table provides a link to the QFR guidance material should you require further information on the data fields while completing your report.



The screenshot shows a data table interface with a sidebar on the left and a main table area. The sidebar contains two subheadings: 'Care Expenses' and 'Labour Hours', both with an information icon ⓘ next to them. The main table area has a header row with columns: 'Total', '56437 - 71431093_Perth', and '56438 - 71431093_Penrith'. Below the header, there is a section titled 'Labour Worked hours - Direct Care' with a table containing the following data:

	hrs	1,101.25	hrs	550.00	hrs	551.25
Registered nurses						

5.7 Previous and Next functions

In addition to the sidebar navigation, you can navigate the QFR form by selecting the **Previous** or **Next** button found at the bottom of each QFR section. This allows you to move through sections one step back or forward in the set order of your report.



The first section, **Before You Start**, does not have a **Previous** button and the last section, the **Declaration** section, does not have a **Next** button.

5.8 Text Input field

Within the QFR form are input fields that allow data entry of text to capture:

- additional information in response to 'Yes' answers in the Residential Labour Costs and Hours and Home Care Labour Costs and Hours sections
- explanations to address soft validations.

For example, where you have selected a Yes answer, a text input field prompts for additional information to support your response.

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Quarterly Financial Report

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Save & Close Download Copy

Residential Viability and Prudential Reporting

> About This Section

Please answer the following questions and provide additional information where appropriate.

Solvency

Are you currently concerned about the solvency of your organisation?

Yes No

* Please provide additional information

Ongoing concerns about the organisation's solvency:

Concern 1 - more information

Concern 2 - more information

Concern 3 - more information

Please note:

You are able to resize the text input window by selecting and dragging down the resize handle icon  on the bottom-right corner of the input field.

5.9 Table View function

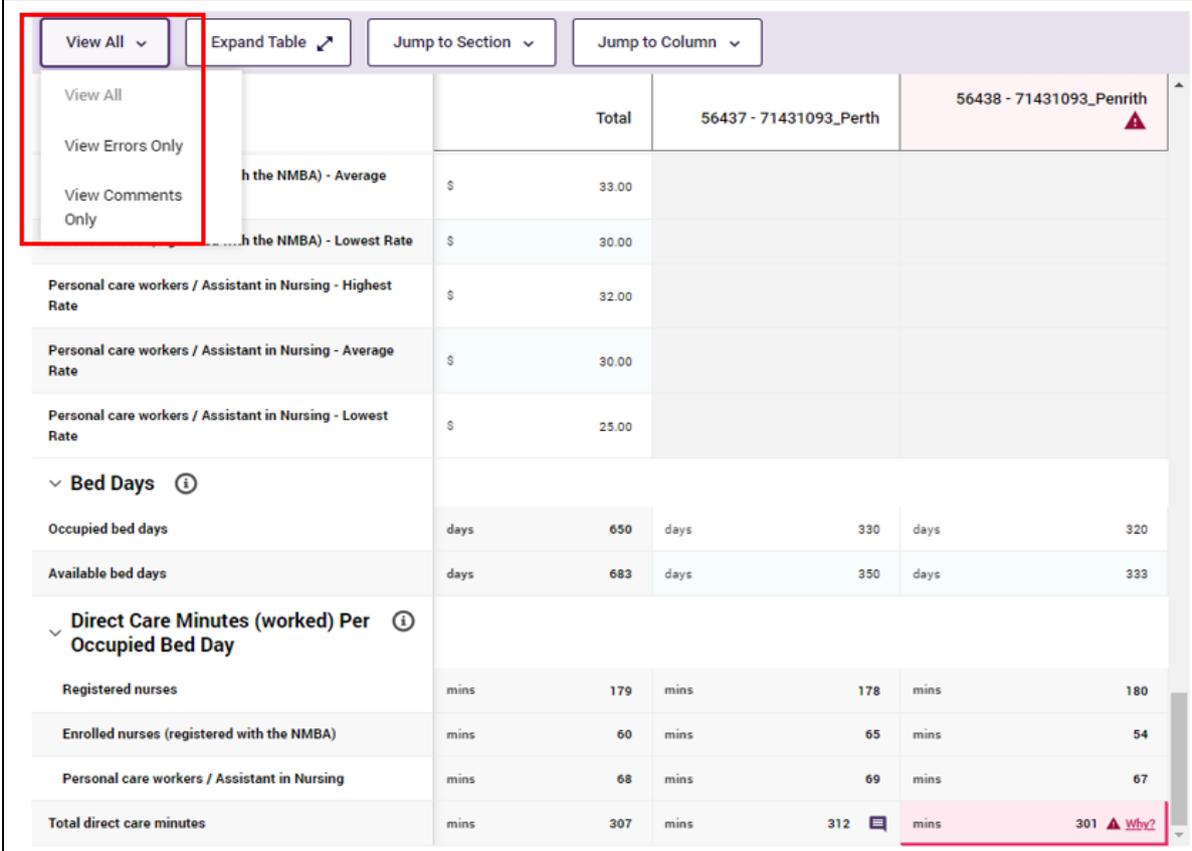
Various data views are available in QFR sections that are presented in data table format:

- **View All:** the default table data view that displays all the columns of the table
- **View Errors Only:** displays the columns that have errors in the data fields
- **View Comments Only:** displays the columns that have comments against the data fields

Follow the steps to switch data views in a table below.

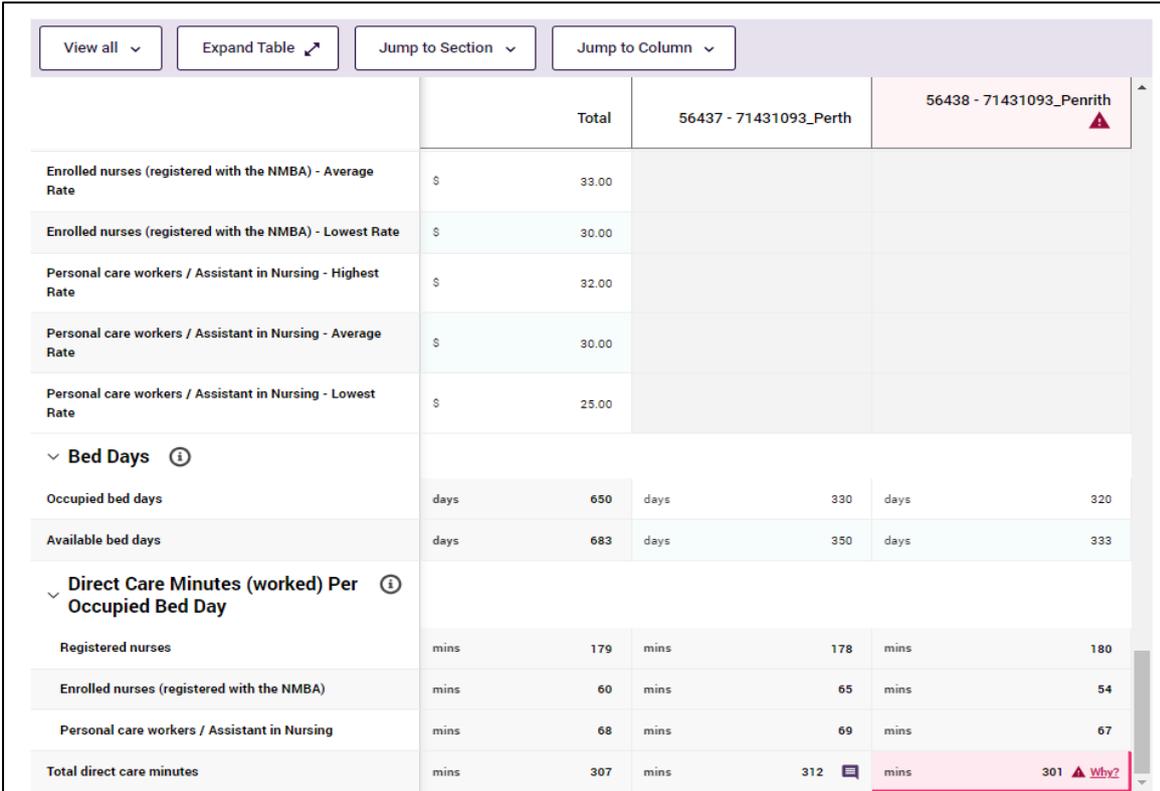
5.9.1 View All

Select **View All** from the  dropdown button to activate the available table view options.



	Total	56437 - 71431093_Perth	56438 - 71431093_Penrith
Enrolled nurses (registered with the NMBA) - Average Rate	\$ 33.00		
Enrolled nurses (registered with the NMBA) - Lowest Rate	\$ 30.00		
Personal care workers / Assistant in Nursing - Highest Rate	\$ 32.00		
Personal care workers / Assistant in Nursing - Average Rate	\$ 30.00		
Personal care workers / Assistant in Nursing - Lowest Rate	\$ 25.00		
Bed Days			
Occupied bed days	days 650	days 330	days 320
Available bed days	days 683	days 350	days 333
Direct Care Minutes (worked) Per Occupied Bed Day			
Registered nurses	mins 179	mins 178	mins 180
Enrolled nurses (registered with the NMBA)	mins 60	mins 65	mins 54
Personal care workers / Assistant in Nursing	mins 68	mins 69	mins 67
Total direct care minutes	mins 307	mins 312	mins 301  Why?

The **View all** data is displayed in the example **Residential Labour Costs and Hours** table.



	Total	56437 - 71431093_Perth	56438 - 71431093_Penrith
Enrolled nurses (registered with the NMBA) - Average Rate	\$ 33.00		
Enrolled nurses (registered with the NMBA) - Lowest Rate	\$ 30.00		
Personal care workers / Assistant in Nursing - Highest Rate	\$ 32.00		
Personal care workers / Assistant in Nursing - Average Rate	\$ 30.00		
Personal care workers / Assistant in Nursing - Lowest Rate	\$ 25.00		
Bed Days			
Occupied bed days	days 650	days 330	days 320
Available bed days	days 683	days 350	days 333
Direct Care Minutes (worked) Per Occupied Bed Day			
Registered nurses	mins 179	mins 178	mins 180
Enrolled nurses (registered with the NMBA)	mins 60	mins 65	mins 54
Personal care workers / Assistant in Nursing	mins 68	mins 69	mins 67
Total direct care minutes	mins 307	mins 312	mins 301  Why?

5.9.2 View Errors Only

Select **View Errors Only** from the  dropdown table view options. The table will only display columns that contain an error.

View Errors Only  Expand Table  Jump to Section  Jump to Column 		
		56438 - 71431093_Penrith 
Registered nurses - Lowest Rate		
Enrolled nurses (registered with the NMBA) - Highest Rate		
Enrolled nurses (registered with the NMBA) - Average Rate		
Enrolled nurses (registered with the NMBA) - Lowest Rate		
Personal care workers / Assistant in Nursing - Highest Rate		
Personal care workers / Assistant in Nursing - Average Rate		
Personal care workers / Assistant in Nursing - Lowest Rate		
Bed Days 		
Occupied bed days	days	320
Available bed days	days	333
Direct Care Minutes (worked) Per Occupied Bed Day 		
Registered nurses	mins	180
Enrolled nurses (registered with the NMBA)	mins	54
Personal care workers / Assistant in Nursing	mins	67
Total direct care minutes	mins	301  Why?

5.9.3 View Comments Only

Select **View Comments Only** from the  dropdown table view options. The table will only display columns where an explanation has been added in response to a soft validation. For more information about soft validations, visit the [Validation Function](#) section.

View Comments Only  Expand Table  Jump to Section  Jump to Column 		
		56437 - 71431093_Perth 
Registered nurses - Average Rate		
Registered nurses - Lowest Rate		
Enrolled nurses (registered with the NMBA) - Highest Rate		
Enrolled nurses (registered with the NMBA) - Average Rate		
Enrolled nurses (registered with the NMBA) - Lowest Rate		
Personal care workers / Assistant in Nursing - Highest Rate		
Personal care workers / Assistant in Nursing - Average Rate		
Personal care workers / Assistant in Nursing - Lowest Rate		
Bed Days 		
Occupied bed days	days	330
Available bed days	days	350
Direct Care Minutes (worked) Per Occupied Bed Day 		
Registered nurses	mins	178
Enrolled nurses (registered with the NMBA)	mins	65
Personal care workers / Assistant in Nursing	mins	69
Total direct care minutes	mins	312 

5.10 Expand and collapse subsection display

The ability to collapse and expand subsection display is available in QFR sections that are presented in data table format.

Follow the steps to switch subsection display below.

Expand subsection display

1. Navigate to a data table in a QFR section.

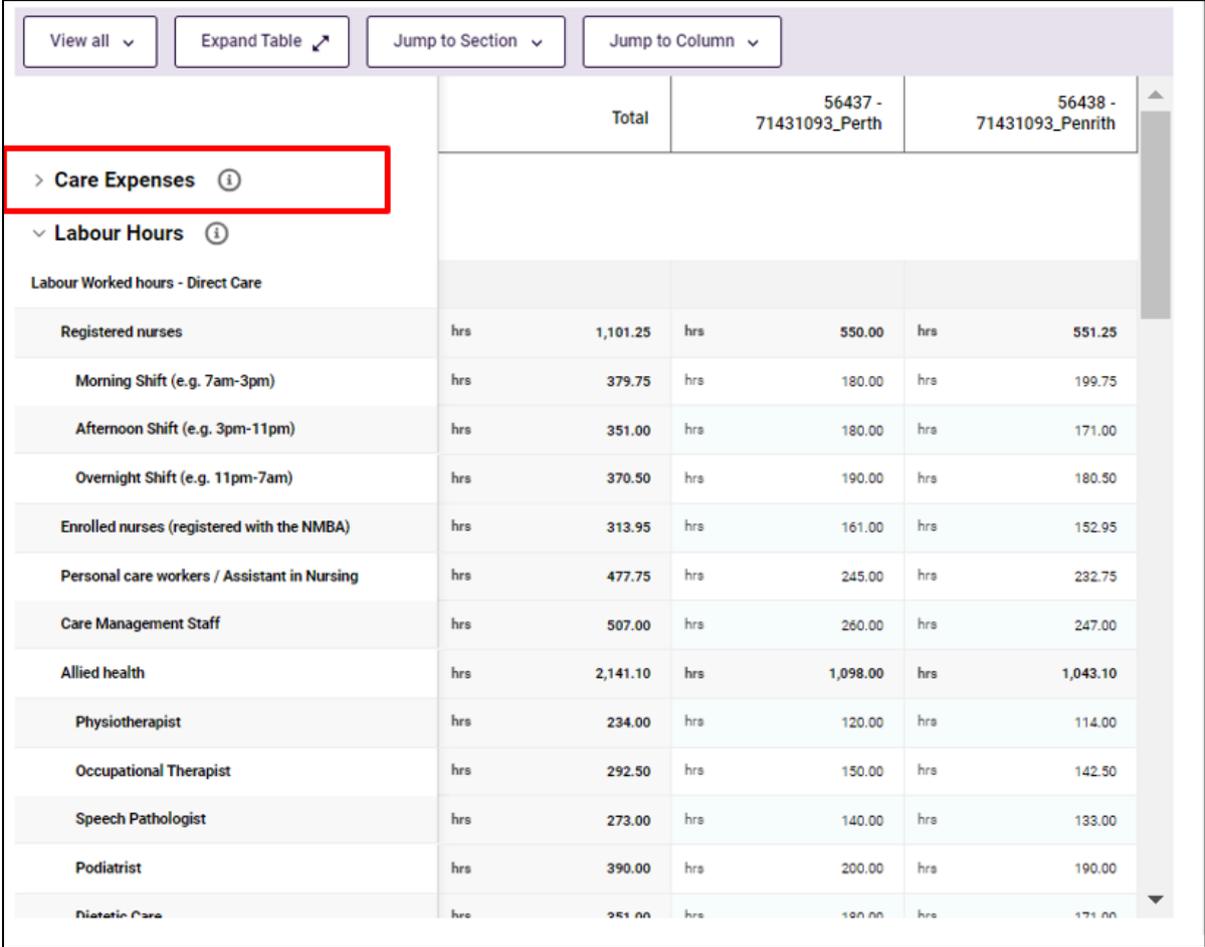
Subsections are displayed in expanded state by default. For example, the **Care Expenses** subsection is presented as a heading and the care expense items as rows below the heading.

	Total	56437 - 71431093_Perth	56438 - 71431093_Penrith
▼ Care Expenses ⓘ			
Labour Costs - Direct Care			
Registered nurses	\$ 81,222	\$ 40,000	\$ 41,222
Enrolled nurses (registered with the NMBA)	\$ 50,000	\$ 30,000	\$ 20,000
Personal care workers / Assistant in Nursing	\$ 78,975	\$ 40,500	\$ 38,475
Care Management Staff	\$ 97,500	\$ 50,000	\$ 47,500
Allied health	\$ 500,580	\$ 305,500	\$ 195,080
Physiotherapist	\$ 225,000	\$ 150,000	\$ 75,000
Occupational Therapist	\$ 96,000	\$ 50,000	\$ 46,000
Speech Pathologist	\$ 82,200	\$ 75,000	\$ 7,200
Podiatrist	\$ 19,000	\$ 10,000	\$ 9,000
Dietetic Care	\$ 24,975	\$ 10,500	\$ 14,475
Other allied health	\$ 41,005	\$ 4,000	\$ 37,005
Allied Health Assistants	\$ 12,400	\$ 6,000	\$ 6,400
Diversional/Lifestyle/ Recreation/ Activities Officer	\$ 9,790	\$ 5,100	\$ 4,690
Total Employee Labour Costs - Direct Care	\$ 818,067	\$ 471,100	\$ 346,967

Collapse subsection display

2. Select **Care Expenses** once to collapse the **Care Expenses** subsection.

The care expense rows are hidden when the **Care Expenses** subsection is collapsed.



	Total	56437 - 71431093_Perth	56438 - 71431093_Penrith
> Care Expenses ⓘ			
▼ Labour Hours ⓘ			
Labour Worked hours - Direct Care			
Registered nurses	hrs 1,101.25	hrs 550.00	hrs 551.25
Morning Shift (e.g. 7am-3pm)	hrs 379.75	hrs 180.00	hrs 199.75
Afternoon Shift (e.g. 3pm-11pm)	hrs 351.00	hrs 180.00	hrs 171.00
Overnight Shift (e.g. 11pm-7am)	hrs 370.50	hrs 190.00	hrs 180.50
Enrolled nurses (registered with the NMBA)	hrs 313.95	hrs 161.00	hrs 152.95
Personal care workers / Assistant in Nursing	hrs 477.75	hrs 245.00	hrs 232.75
Care Management Staff	hrs 507.00	hrs 260.00	hrs 247.00
Allied health	hrs 2,141.10	hrs 1,098.00	hrs 1,043.10
Physiotherapist	hrs 234.00	hrs 120.00	hrs 114.00
Occupational Therapist	hrs 292.50	hrs 150.00	hrs 142.50
Speech Pathologist	hrs 273.00	hrs 140.00	hrs 133.00
Podiatrist	hrs 390.00	hrs 200.00	hrs 190.00
Dietetic Care	hrs 251.00	hrs 120.00	hrs 131.00

5.11 Expand Table and Shrink Table functions

The **Expand Table** and **Shrink Table** functions are available in QFR sections that are presented in data table format.

Follow the steps to switch table presentation display below.

Expand Table

Select the **Expand Table** button for a full on-screen view of the table.

The screenshot shows the 'MPS Food and Nutrition Reporting' interface. The 'Declaration and Submission' section is active. The table below shows financial and operational data for two locations: Perth and Penrith. The 'Expand Table' button is highlighted in a red box.

	Total	56437 - 71431093_Perth	56438 - 71431093_Penrith
Enrolled nurses (registered with the NMBA) - Average Rate	\$ 33.00		
Enrolled nurses (registered with the NMBA) - Lowest Rate	\$ 30.00		
Personal care workers / Assistant In Nursing - Highest Rate	\$ 32.00		
Personal care workers / Assistant In Nursing - Average Rate	\$ 30.00		
Personal care workers / Assistant In Nursing - Lowest Rate	\$ 25.00		
Bed Days			
Occupied bed days	days 650	days 330	days 320
Available bed days	days 683	days 350	days 333
Direct Care Minutes (worked) Per Occupied Bed Day			
Registered nurses	mins 179	mins 178	mins 180
Enrolled nurses (registered with the NMBA)	mins 60	mins 65	mins 54
Personal care workers / Assistant In Nursing	mins 68	mins 69	mins 67
Total direct care minutes	mins 307	mins 312	mins 301

An expanded table displays the columns across the full width of your screen.

The screenshot shows the same table as above, but it is now expanded to full width. The 'Shrink Table' button is visible in the top navigation bar.

	Total	56437 - 71431093_Perth	56438 - 71431093_Penrith
Registered nurses - Average Rate	\$ 40.00		
Registered nurses - Lowest Rate	\$ 33.00		
Enrolled nurses (registered with the NMBA) - Highest Rate	\$ 35.00		
Enrolled nurses (registered with the NMBA) - Average Rate	\$ 33.00		
Enrolled nurses (registered with the NMBA) - Lowest Rate	\$ 30.00		
Personal care workers / Assistant In Nursing - Highest Rate	\$ 32.00		
Personal care workers / Assistant In Nursing - Average Rate	\$ 30.00		
Personal care workers / Assistant In Nursing - Lowest Rate	\$ 25.00		
Bed Days			
Occupied bed days	days 650	days 330	days 320
Available bed days	days 683	days 350	days 333
Direct Care Minutes (worked) Per Occupied Bed Day			
Registered nurses	mins 179	mins 178	mins 180
Enrolled nurses (registered with the NMBA)	mins 60	mins 65	mins 54
Personal care workers / Assistant In Nursing	mins 68	mins 69	mins 67
Total direct care minutes	mins 307	mins 312	mins 301

Please note:

There is no call to action displayed in the expanded table view. You must shrink the table to access:

- Save and Close and Download Copy options
- Sidebar navigation
- Previous and Next buttons.

Shrink Table

1. Select the **Shrink Table** button for a compressed view of the table.

The screenshot shows a software interface with a table. At the top, there are navigation buttons: 'View All', 'Shrink Table' (highlighted with a red box), 'Jump to Section', and 'Jump to Column'. The table displays financial data for two locations: '56437 - 71431093_Perth' and '56438 - 71431093_Perth'. The table is organized into sections: 'Registered nurses - Average Rate', 'Enrolled nurses (registered with the NMBA) - Average Rate', 'Personal care workers / Assistant in Nursing - Average Rate', 'Bed Days', and 'Direct Care Minutes (worked) Per Occupied Bed Day'. The 'Total' column shows values for each row, and the '56438 - 71431093_Perth' column shows values for that specific location. The 'Total direct care minutes' row is highlighted in pink.

	Total	56437 - 71431093_Perth	56438 - 71431093_Perth
Registered nurses - Average Rate	\$ 40.00		
Registered nurses - Lowest Rate	\$ 35.00		
Enrolled nurses (registered with the NMBA) - Highest Rate	\$ 35.00		
Enrolled nurses (registered with the NMBA) - Average Rate	\$ 30.00		
Enrolled nurses (registered with the NMBA) - Lowest Rate	\$ 30.00		
Personal care workers / Assistant in Nursing - Highest Rate	\$ 32.00		
Personal care workers / Assistant in Nursing - Average Rate	\$ 30.00		
Personal care workers / Assistant in Nursing - Lowest Rate	\$ 25.00		
Bed Days			
Occupied bed days	days 650	days 330	days 320
Available bed days	days 683	days 350	days 333
Direct Care Minutes (worked) Per Occupied Bed Day			
Registered nurses	mins 179	mins 178	mins 180
Enrolled nurses (registered with the NMBA)	mins 60	mins 65	mins 54
Personal care workers / Assistant in Nursing	mins 68	mins 69	mins 67
Total direct care minutes	mins 307	mins 312	mins 301

The default compressed table is displayed on your screen.

The screenshot shows a software interface with a table. At the top, there are navigation buttons: 'View All', 'Expand Table', 'Jump to Section', and 'Jump to Column'. The table displays financial data for two locations: '56437 - 71431093_Perth' and '56438 - 71431093_Perth'. The table is organized into sections: 'Enrolled nurses (registered with the NMBA) - Average Rate', 'Enrolled nurses (registered with the NMBA) - Lowest Rate', 'Personal care workers / Assistant in Nursing - Highest Rate', 'Personal care workers / Assistant in Nursing - Average Rate', 'Personal care workers / Assistant in Nursing - Lowest Rate', 'Bed Days', and 'Direct Care Minutes (worked) Per Occupied Bed Day'. The 'Total' column shows values for each row, and the '56438 - 71431093_Perth' column shows values for that specific location. The 'Total direct care minutes' row is highlighted in pink.

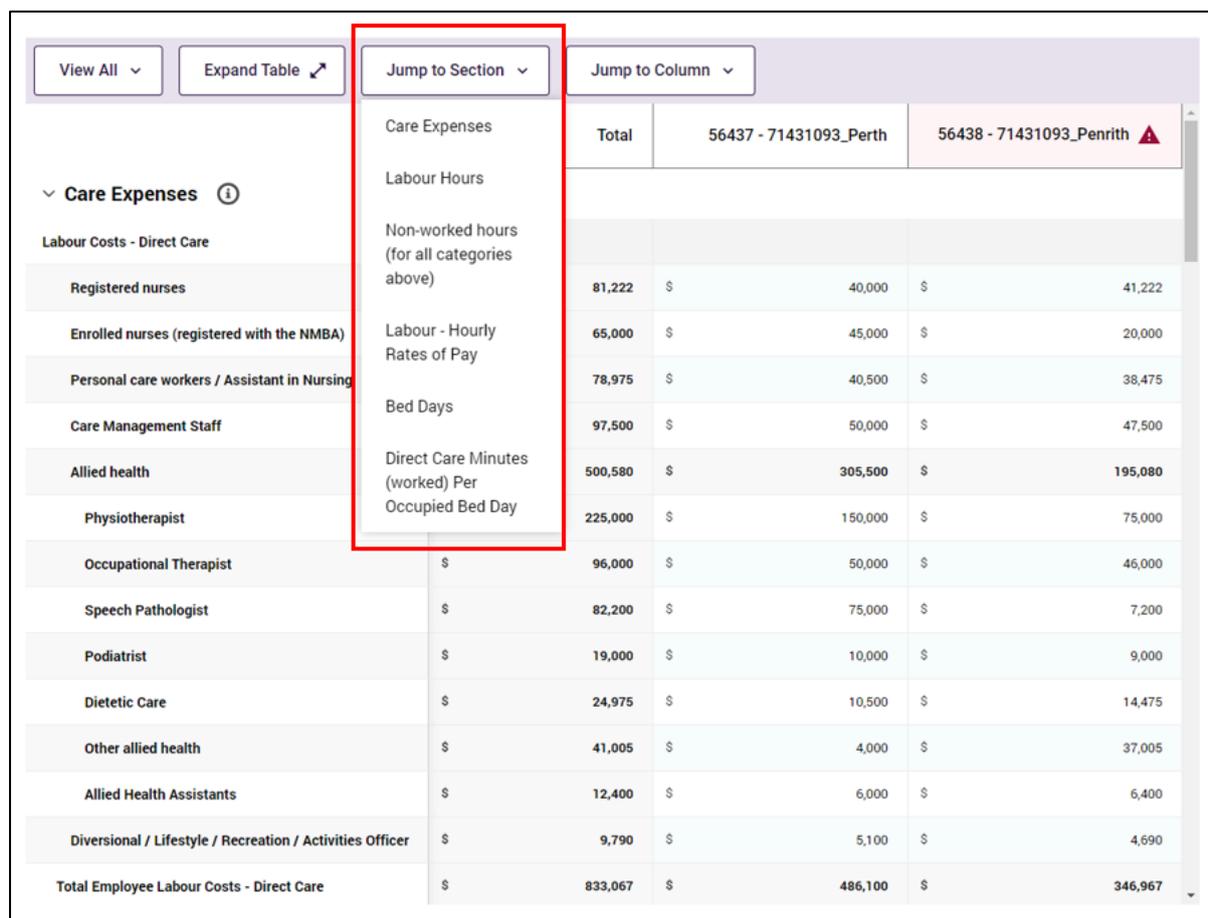
	Total	56437 - 71431093_Perth	56438 - 71431093_Perth
Enrolled nurses (registered with the NMBA) - Average Rate	\$ 33.00		
Enrolled nurses (registered with the NMBA) - Lowest Rate	\$ 30.00		
Personal care workers / Assistant in Nursing - Highest Rate	\$ 32.00		
Personal care workers / Assistant in Nursing - Average Rate	\$ 30.00		
Personal care workers / Assistant in Nursing - Lowest Rate	\$ 25.00		
Bed Days			
Occupied bed days	days 650	days 330	days 320
Available bed days	days 683	days 350	days 333
Direct Care Minutes (worked) Per Occupied Bed Day			
Registered nurses	mins 179	mins 178	mins 180
Enrolled nurses (registered with the NMBA)	mins 60	mins 65	mins 54
Personal care workers / Assistant in Nursing	mins 68	mins 69	mins 67
Total direct care minutes	mins 307	mins 312	mins 301

5.12 Jump to Section function

The **Jump to Section** is a navigation shortcut in place of vertical scrolling down the screen. It is available in QFR sections that are presented in data table format.

Follow the steps to jump section display below.

1. Select the **Jump to Section** from the \downarrow dropdown button. A list of heading names contained within the QFR section is displayed.



The screenshot shows a software interface with a table of 'Care Expenses'. At the top, there are four buttons: 'View All', 'Expand Table', 'Jump to Section', and 'Jump to Column'. The 'Jump to Section' dropdown menu is open, listing various categories. The table below has columns for 'Total', '56437 - 71431093_Perth', and '56438 - 71431093_Penrith'. The table data is as follows:

	Total	56437 - 71431093_Perth	56438 - 71431093_Penrith
Registered nurses	81,222	\$ 40,000	\$ 41,222
Enrolled nurses (registered with the NMBA)	65,000	\$ 45,000	\$ 20,000
Personal care workers / Assistant in Nursing	78,975	\$ 40,500	\$ 38,475
Care Management Staff	97,500	\$ 50,000	\$ 47,500
Allied health	500,580	\$ 305,500	\$ 195,080
Physiotherapist	225,000	\$ 150,000	\$ 75,000
Occupational Therapist	\$ 96,000	\$ 50,000	\$ 46,000
Speech Pathologist	\$ 82,200	\$ 75,000	\$ 7,200
Podiatrist	\$ 19,000	\$ 10,000	\$ 9,000
Dietetic Care	\$ 24,975	\$ 10,500	\$ 14,475
Other allied health	\$ 41,005	\$ 4,000	\$ 37,005
Allied Health Assistants	\$ 12,400	\$ 6,000	\$ 6,400
Diversional / Lifestyle / Recreation / Activities Officer	\$ 9,790	\$ 5,100	\$ 4,690
Total Employee Labour Costs - Direct Care	\$ 833,067	\$ 486,100	\$ 346,967

2. Select a heading name from the list to reposition your cursor to the beginning of the selected heading within the QFR section.

For example, selecting the **Non-worked hours** (for all the categories above) section repositions the display of the **Non-worked hours** (for all the categories above) heading at the top row of the table.

		Total	56437 - 71431093_Perth	56438 - 71431093_Penrith
View All Expand Table Non-worked hours (for all categories above) Jump to Column				
Non-worked hours (for all categories above)				
Non-worked hours	hrs	195.00	hrs 100.00	hrs 95.00
Labour - Hourly Rates of Pay				
Registered nurses - Highest Rate	\$	45.00		
Registered nurses - Average Rate	\$	40.00		
Registered nurses - Lowest Rate	\$	35.00		
Enrolled nurses (registered with the NMBA) - Highest Rate	\$	35.00		
Enrolled nurses (registered with the NMBA) - Average Rate	\$	33.00		
Enrolled nurses (registered with the NMBA) - Lowest Rate	\$	30.00		
Personal care workers / Assistant in Nursing - Highest Rate	\$	32.00		
Personal care workers / Assistant in Nursing - Average Rate	\$	30.00		
Personal care workers / Assistant in Nursing - Lowest Rate	\$	25.00		
Bed Days				

5.13 Jump to Column function

The **Jump to Column** is a navigation shortcut in place of horizontal scrolling across the screen. It is available in QFR sections where a table is presented for completion.

Follow the steps to jump column display below.

1. Select **Jump to Column** from the ∨ dropdown button. A list of column names contained within the QFR section is displayed.

		Total	56437 - 71431093_Perth	56438 - 71431093_Penrith
View all Expand Table Jump to Section Jump to Column				
Care Expenses				
Labour Costs - Direct Care				
Registered nurses	\$		40,000	\$ 41,222
Enrolled nurses (registered with the NMBA)	\$	65,000	\$ 45,000	\$ 20,000
Personal care workers / Assistant in Nursing	\$	78,975	\$ 40,500	\$ 38,475
Care Management Staff	\$	97,500	\$ 50,000	\$ 47,500
Allied health	\$	500,580	\$ 305,500	\$ 195,080
Physiotherapist	\$	225,000	\$ 150,000	\$ 75,000
Occupational Therapist	\$	96,000	\$ 50,000	\$ 46,000
Speech Pathologist	\$	82,200	\$ 75,000	\$ 7,200
Podiatrist	\$	19,000	\$ 10,000	\$ 9,000
Dietetic Care	\$	24,975	\$ 10,500	\$ 14,475
Other allied health	\$	41,005	\$ 4,000	\$ 37,005
Allied Health Assistants	\$	12,400	\$ 6,000	\$ 6,400
Diversional / Lifestyle / Recreation / Activities Officer	\$	9,790	\$ 5,100	\$ 4,690
Total Employee Labour Costs - Direct Care	\$	833,067	\$ 486,100	\$ 346,967

2. Select a column heading name from the list, which repositions display to:

- the first column to the right of the column labels, or
- within visible view where a table has limited number of columns.

For example, selecting to jump to the 56438 - 71431093_Penrith column keeps the same display as it is visible without needing to reposition the data to the right of the column labels.

View all ▾				Expand Table ↗				Jump to Section ▾				56438 - 71431093_Penrith ▾			
				Total				56437 - 71431093_Perth				56438 - 71431093_Penrith ⚠			
▾ Care Expenses ⓘ															
Labour Costs - Direct Care															
Registered nurses				\$	81,222	\$	40,000	\$	41,222						
Enrolled nurses (registered with the NMBA)				\$	65,000	\$	45,000	\$	20,000						
Personal care workers / Assistant in Nursing				\$	78,975	\$	40,500	\$	38,475						
Care Management Staff				\$	97,500	\$	50,000	\$	47,500						
Allied health				\$	500,580	\$	305,500	\$	195,080						
Physiotherapist				\$	225,000	\$	150,000	\$	75,000						
Occupational Therapist				\$	96,000	\$	50,000	\$	46,000						
Speech Pathologist				\$	82,200	\$	75,000	\$	7,200						
Podiatrist				\$	19,000	\$	10,000	\$	9,000						
Dietetic Care				\$	24,975	\$	10,500	\$	14,475						
Other allied health				\$	41,005	\$	4,000	\$	37,005						
Allied Health Assistants				\$	12,400	\$	6,000	\$	6,400						
Diversional / Lifestyle / Recreation / Activities Officer				\$	9,790	\$	5,100	\$	4,690						
Total Employee Labour Costs - Direct Care				\$	833,067	\$	486,100	\$	346,967						

5.14 Food preparation model dropdown

You will find the **Food preparation model** dropdown in the following food and nutrition sections of the QFR:

- Residential Food and Nutrition Reporting
- NATSIFACP Food and Nutrition Reporting
- MPS Food and Nutrition Reporting.

The **Food preparation model** dropdown limits the valid responses for the main meals food preparation to:

- Cook fresh
- Cook chill
- Cook freeze.

Follow the steps to select the food preparation model below.

1. Taking breakfast food preparation for the Perth facility as an example, navigate to the intersecting cell for **Select how your breakfast is prepared (excluding snacks)** row and for 54206 - 71431042_Perth column.

	Total	54206 - 71431042_Perth	54207 - 71431042_Penrith
Food preparation model (for main meals only)			
Select how your breakfast is prepared (excluding snacks)		Select prep model	Select prep model
Select how your lunch is prepared (excluding snacks)		Select prep model	Select prep model
Select how your dinner is prepared (excluding snacks)		Select prep model	Select prep model

2. Select the **Select prep model** from the dropdown to activate the food preparation model options.

	Total	54206 - 71431042_Perth	54207 - 71431042_Penrith
Food preparation model (for main meals only)			
Select how your breakfast is prepared (excluding snacks)		Select prep model	Select prep model
Select how your lunch is prepared (excluding snacks)		Select prep model	Select prep model
Select how your dinner is prepared (excluding snacks)		Select prep model	Select prep model

3. Select the applicable breakfast food preparation. For example, **Cook chill**, for the Perth facility.

	Total	54206 - 71431042_Perth	54207 - 71431042_Penrith
Food preparation model (for main meals only)			
Select how your breakfast is prepared (excluding snacks)		Cook chill	Select prep model
Select how your lunch is prepared (excluding snacks)		Select prep model	Select prep model
Select how your dinner is prepared (excluding snacks)		Select prep model	Select prep model

4. Complete the selection of the applicable main meals food preparation model for all your facilities.

	Total	54206 - 71431042_Perth	54207 - 71431042_Penrith
Food preparation model (for main meals only)			
Select how your breakfast is prepared (excluding snacks)		Cook chill	Select prep model
Select how your lunch is prepared (excluding snacks)		Select prep model	Select prep model
Select how your dinner is prepared (excluding snacks)		Select prep model	Select prep model

5.15 Validation function

The QFR form has built-in data field validations that check for common completeness and accuracy errors when completing your report. The data field validation details are outlined in the [Validation rules and error alerts](#) section of this user guide.

There are two types of validations that trigger an error when completing your report:

- Hard validation, where the entered value must be corrected before you can proceed
- Soft validation, where the entered value must be revised or an explanation provided before you can proceed.

Please note:

Data field validations and error alerts are available when you manually enter or bulk update your data into the QFR application.

There are no validations and error alerts while you are completing your report in the downloaded Excel templates.

5.15.1 Addressing soft validations

A soft validation error can be addressed by following the steps below.

1. Where a data field is displayed with red highlight error indicator – for example, the Total direct care minutes field is outside the 100 to 300 minutes range in the Residential Labour Costs and Hours section.

Direct Care Minutes (worked) Per Occupied Bed Day ⓘ			
Registered nurses	mins	177	mins 178
Enrolled nurses (registered with the NMBA)	mins	59	mins 65
Personal care workers / Assistant in Nursing	mins	67	mins 69
Total direct care minutes	mins	303	mins 312 ▲ Why?

2. Select the **Why?** link for more information about the error and suggested fixes.

If the Total direct care minutes is still outside the expected range after confirming that your data is correct, select the **Please click here to provide your explanation** link.

The pop-up window contains the following text:

Why am I seeing this?

The Total Direct Care Minutes per occupied bed day for this service is outside the expected range (100-300).

Please review the following data items used in the care minutes calculation:

1. Labour Hours for Registered Nurses, review [employee hours](#) or [agency staff hours](#)
2. Labour Hours for Enrolled Nurses, review [employee hours](#) or [agency staff hours](#)
3. Labour Hours for Personal Care Staff, review [employee hours](#) or [agency staff hours](#)
4. [Occupied Bed Days](#), review number

If everything is accurate, please explain the reason for the unexpectedly high or low total direct care minutes.

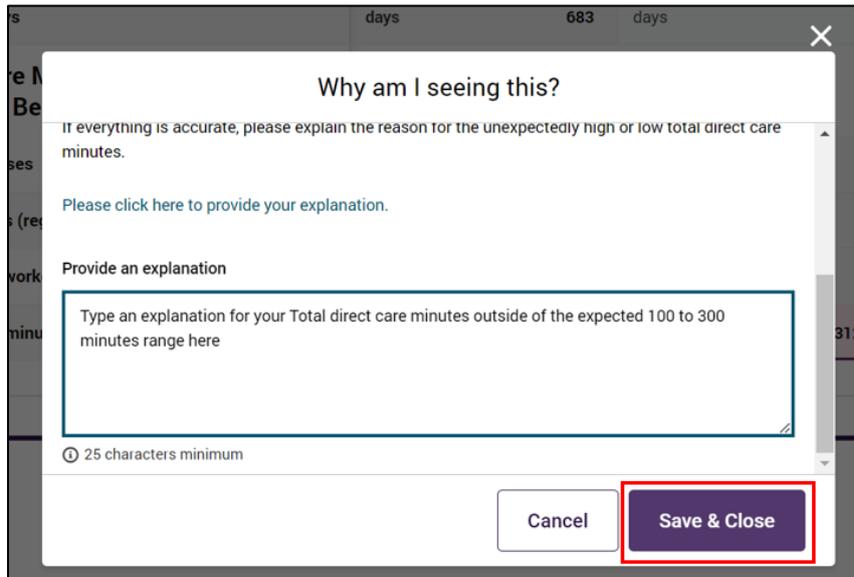
[Please click here to provide your explanation.](#)

3. Scroll down to the bottom half of the pop-up window.

4. Enter your explanation in the text input box.

The pop-up window shows the 'Provide an explanation' section with a text input box. The text inside the box reads: "Type an explanation for your Total direct care minutes outside of the expected 100 to 300 minutes range here". Below the input box, it says "25 characters minimum". At the bottom of the window, there are "Cancel" and "Save & Close" buttons.

5. Select the **Save & Close** button.



Once an explanation is saved, the error is no longer displayed and replaced by a  comment icon. A comment icon against a data field indicates that a soft validation explanation has been entered.

Direct Care Minutes (worked) Per Occupied Bed Day ⓘ					
Registered nurses	mins	177	mins	178	mins
Enrolled nurses (registered with the NMBA)	mins	59	mins	65	mins
Personal care workers / Assistant in Nursing	mins	67	mins	69	mins
Total direct care minutes	mins	303	mins	312 	mins

Select the  comment icon to view:

- more information about the error and suggested fixes
- your saved explanation.

Please note:

Your explanation and the  comment icon are automatically removed when you update the value/s in one or more data fields that contribute to the data field calculation without triggering a soft validation error.

Alternatively, select the Cancel button if you do not wish to save the entered explanation for the Total direct care minutes outside the expected range.

The error remains when you cancel saving your explanation.

Direct Care Minutes (worked) Per Occupied Bed Day ⓘ			
Registered nurses	mins	177	mins 178
Enrolled nurses (registered with the NMBA)	mins	59	mins 65
Personal care workers / Assistant in Nursing	mins	67	mins 69
Total direct care minutes	mins	303	mins 312 ▲ Why?

5.16 File Management function

A File Management table in the Declaration and Submission section of the QFR provides information about uploaded files ('file properties'), including:

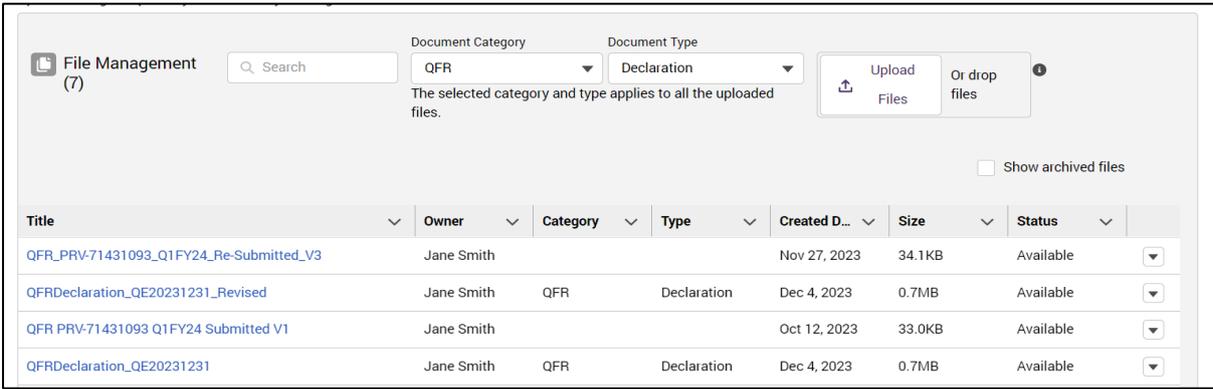
- **Title:** the name of the uploaded file
- **Owner:** the logged-in user who uploaded the file
- **Category:** a grouping identifier of uploaded files by category
- **Type:** a grouping identifier of uploaded files by type
- **Created Date:** the date when the file was uploaded
- **Size:** the size of the uploaded file up to a maximum of 30MB
- **Status:** the virus scan status of the uploaded file.

Please note:

The File Management table is a shared component across GPMS applications. You may therefore find file property options which are not relevant to QFR.

Uploaded files include files that:

- you have manually uploaded to the QFR application, e.g., Declaration form
- have been automatically created by the system as part of QFR submission, e.g., submitted QFR.



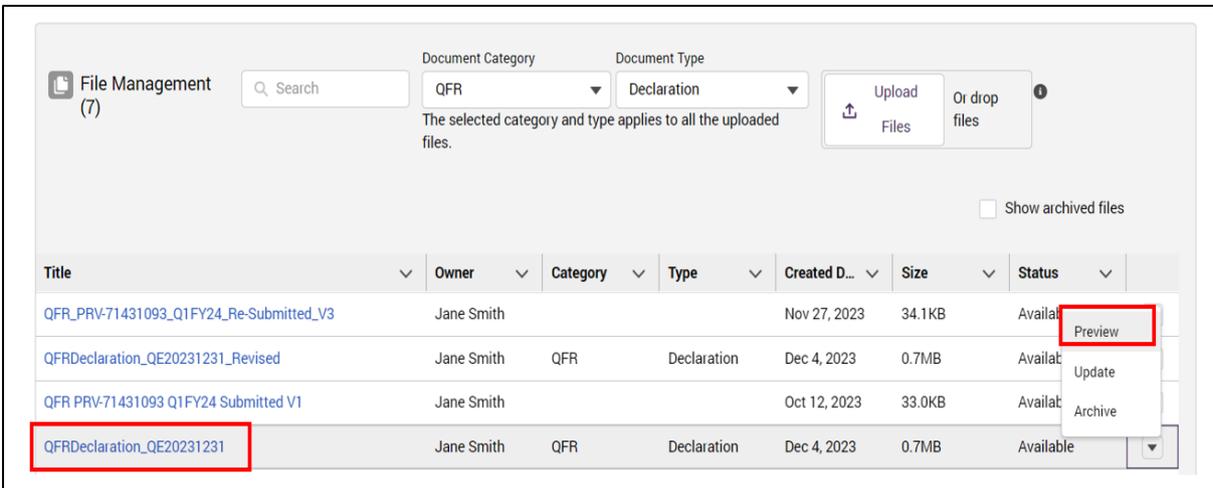
For each uploaded file, you can:

- **Preview:** view your file on-screen and download the file
- **Update:** edit file properties
- **Archive:** archive your file.

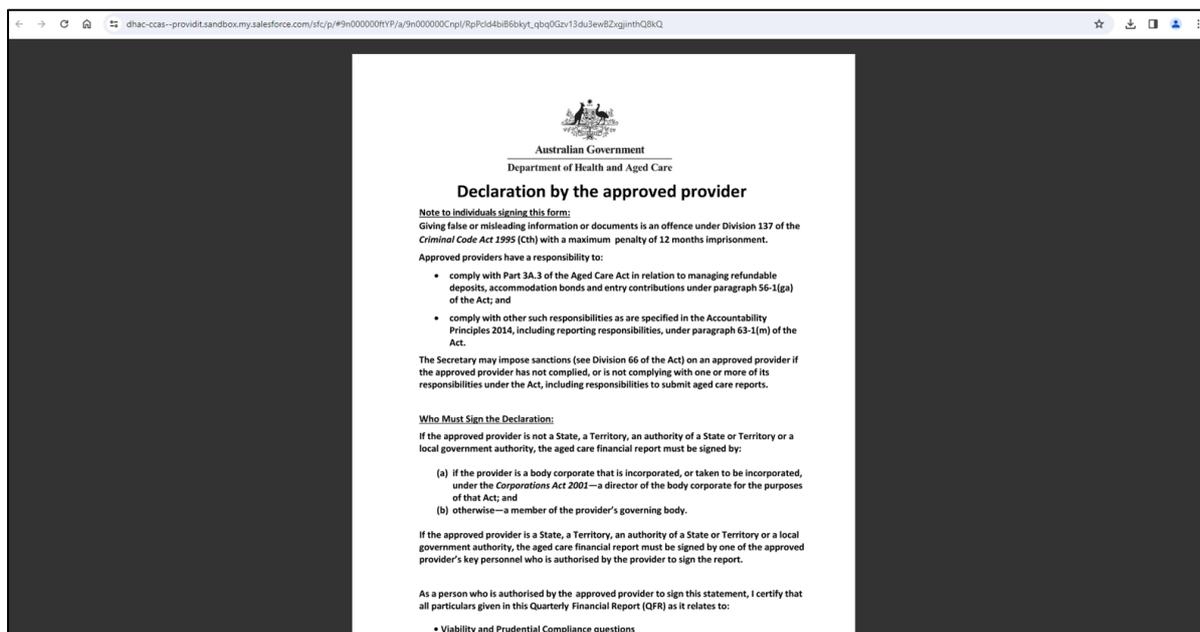
5.16.1 Preview Declaration

Follow the steps to preview an uploaded declaration file from the File Management table below.

1. Select the  down arrow to activate the options corresponding to the declaration file you wish to preview.
2. Select the **Preview** option.

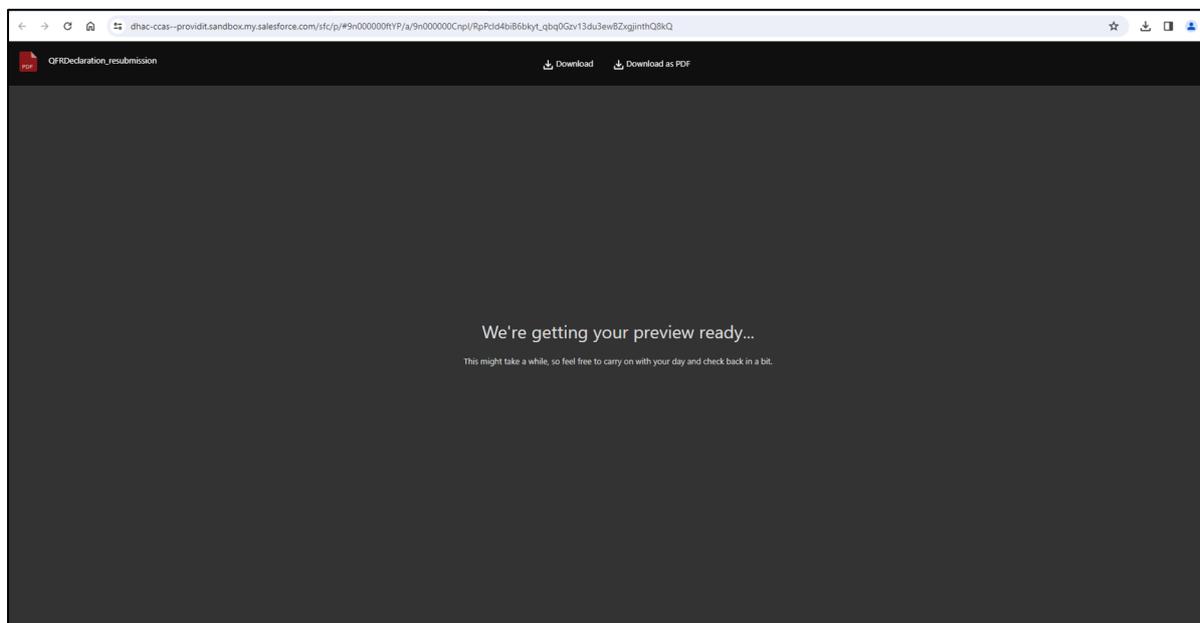


The declaration file you selected to preview is displayed on screen in a new browser window.



Please note:

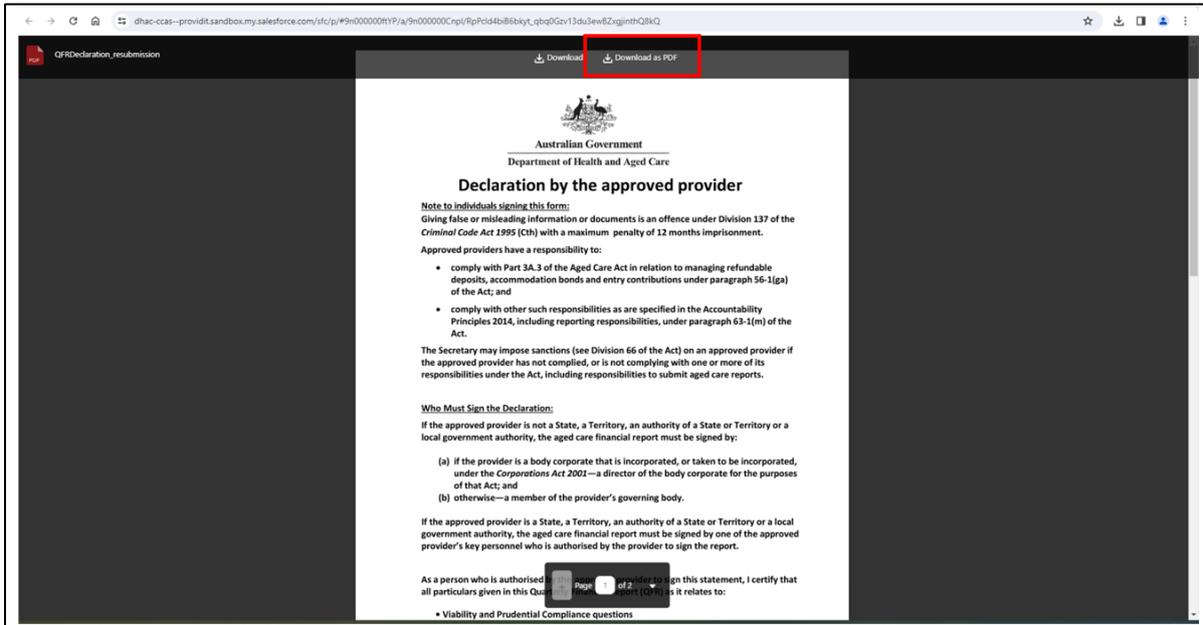
In some cases, you may get a message to wait while the file preview generates.



5.16.2 Download Declaration

(Optional download) If the **Download** buttons are not visible in preview mode, hover your cursor over the file name title bar at the top.

Select the **Download as PDF** button to save a copy of the QFR Declaration file in your computer.



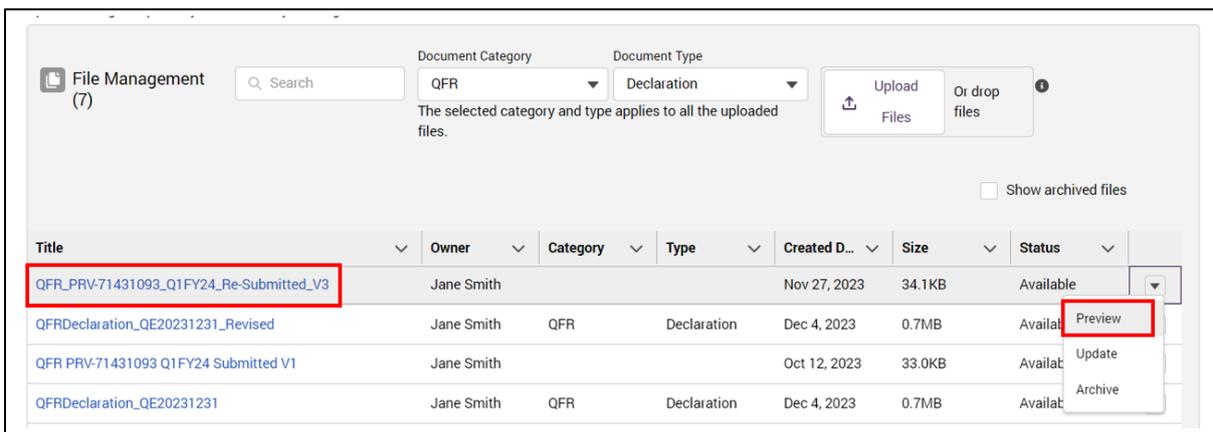
5.16.3 Preview submitted QFR

There is no on-screen preview for your submitted report.

5.16.4 Download submitted QFR

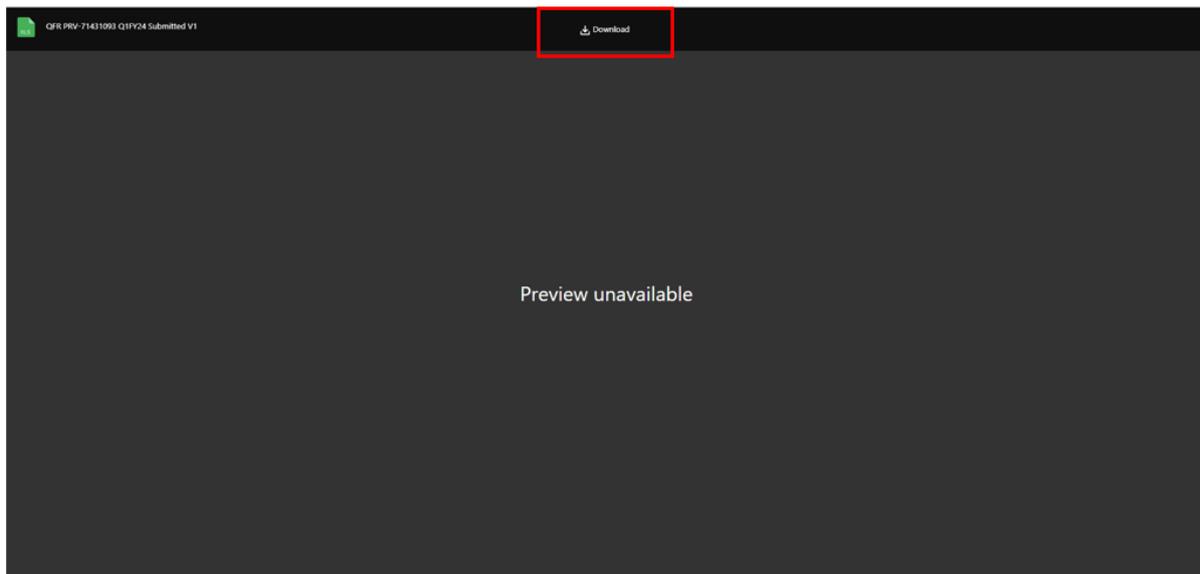
Follow the steps to download a submitted report from the File Management table below.

1. Select the  down arrow to activate the options corresponding to the file you wish to preview.
2. Select the **Preview** option.



Title	Owner	Category	Type	Created D...	Size	Status	
QFR_PRIV-71431093_Q1FY24_Re-Submitted_V3	Jane Smith			Nov 27, 2023	34.1KB	Available	
QFRDeclaration_QE20231231_Revised	Jane Smith	QFR	Declaration	Dec 4, 2023	0.7MB	Available	Preview
QFR PRIV-71431093 Q1FY24 Submitted V1	Jane Smith			Oct 12, 2023	33.0KB	Available	Update
QFRDeclaration_QE20231231	Jane Smith	QFR	Declaration	Dec 4, 2023	0.7MB	Available	Archive

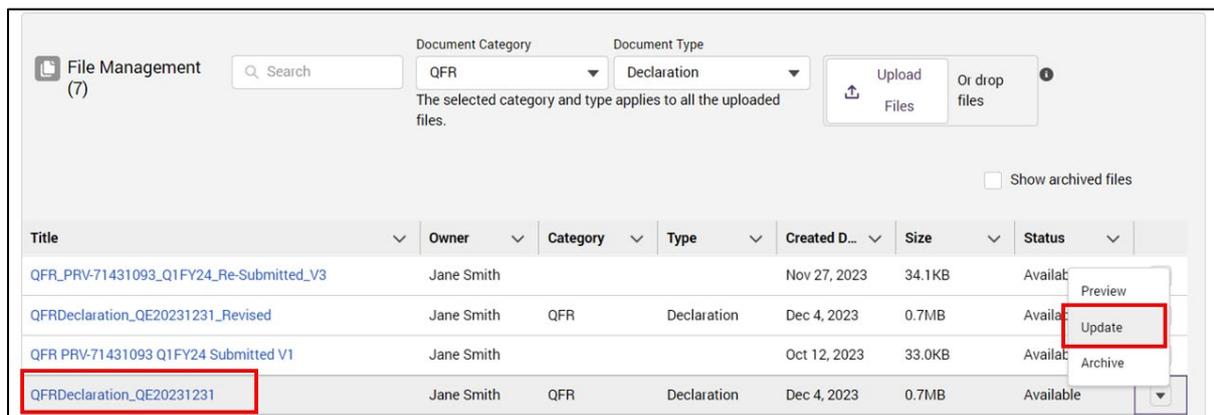
3. Select the **Download** button to save a copy of the submitted report in your computer.



5.16.5 Update file properties

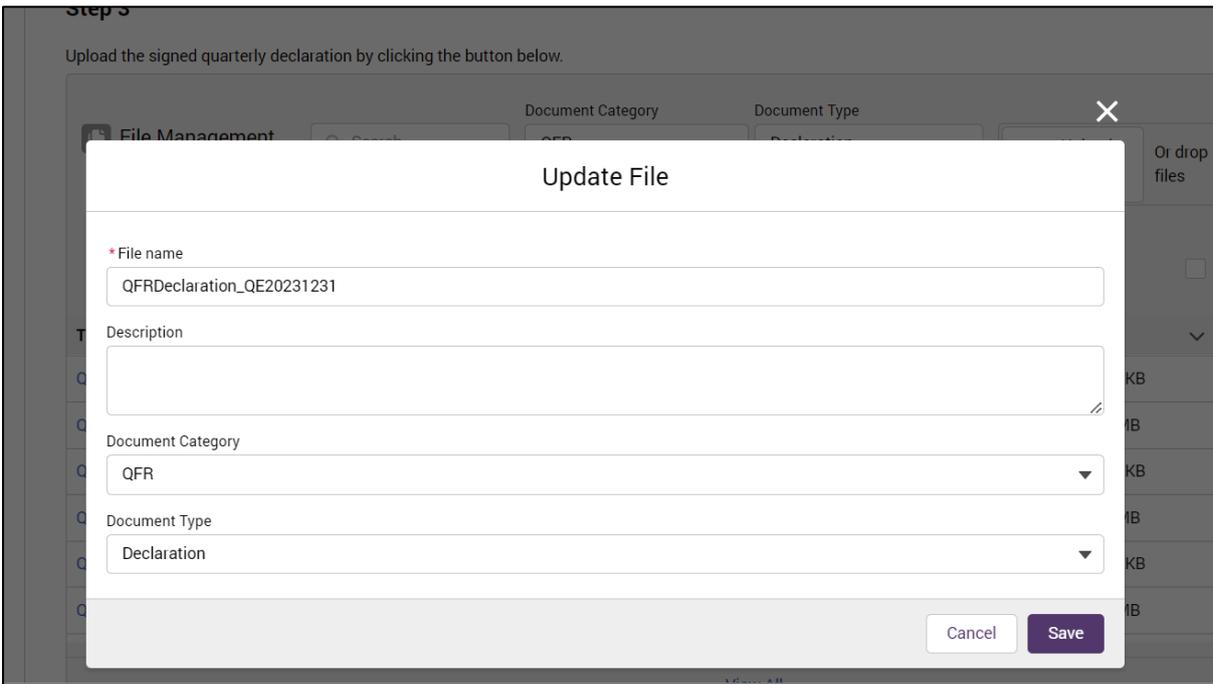
Follow the steps to update properties of a file from the File Management table below.

1. Select the  down arrow to activate the options corresponding to the file you wish to update.
2. Select the **Update** option.

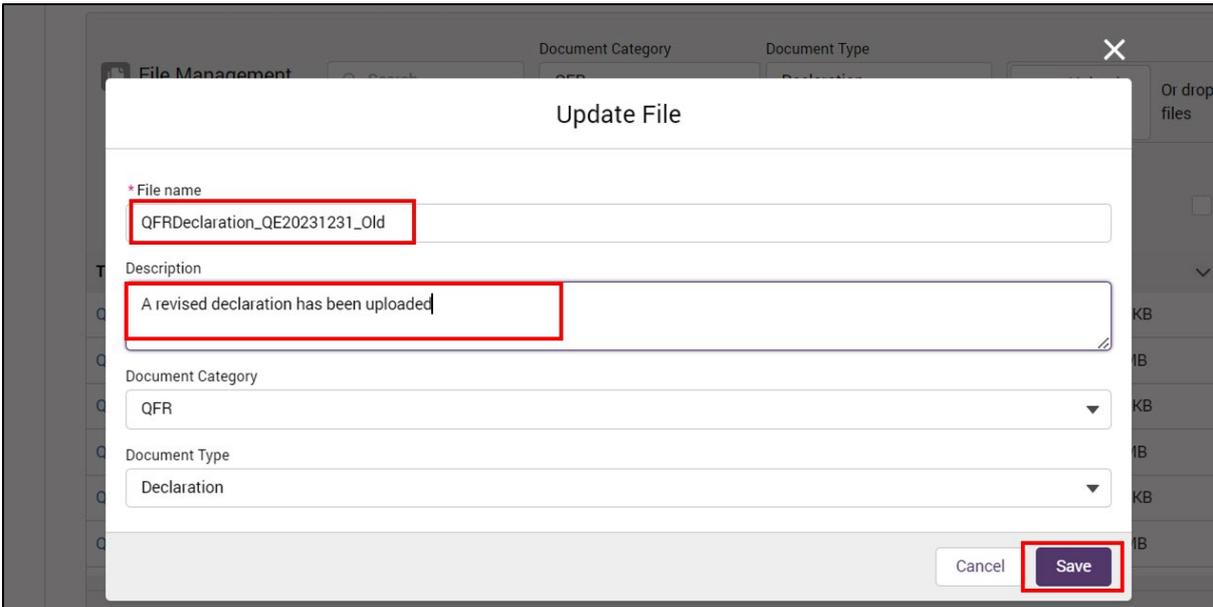


A pop-up window will be displayed with an option to edit the:

- File name
- Description
- Document category
- Document type

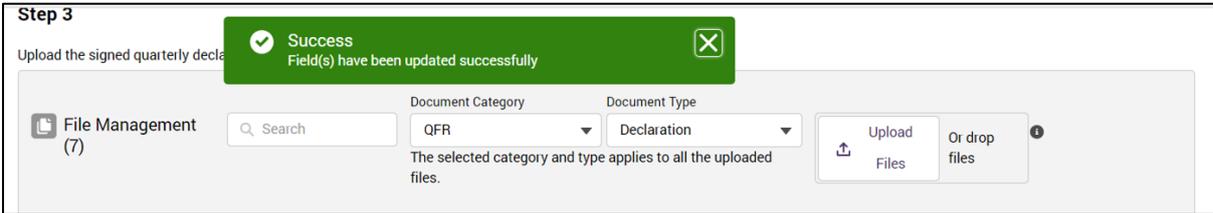


- 3. Edit the relevant data field you wish to update. For example, update the File name to QFRDeclaration_QE20231231_Old and enter a description. Select the **Save** button to save the entered file name.

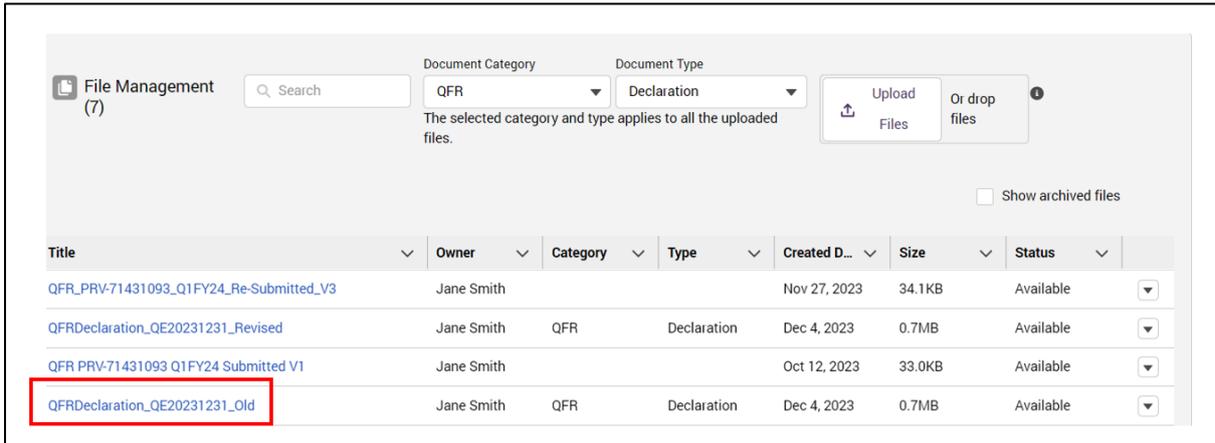


Alternatively, select the **Cancel** button if you do not wish to save the entered file name.

A notification for a successfully removed file will be displayed.



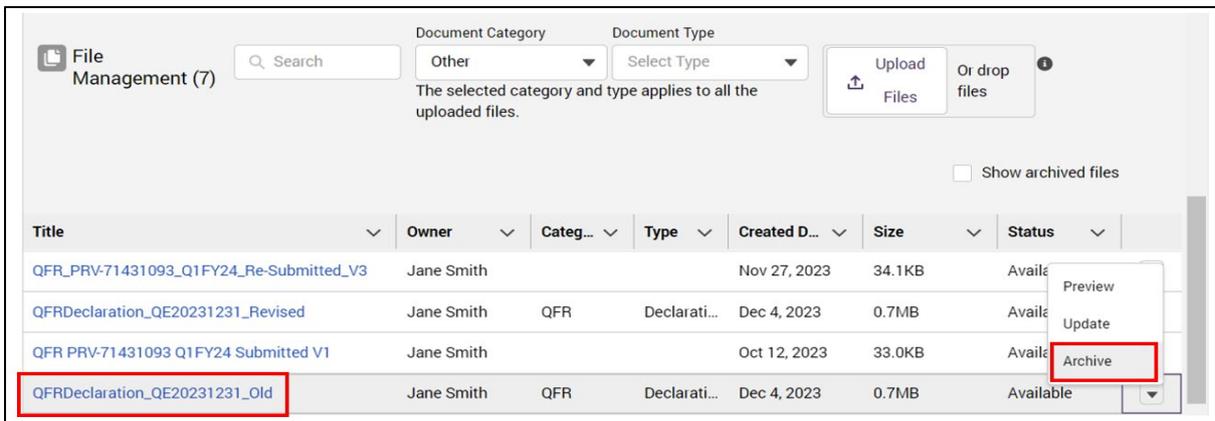
The file with the updated name is displayed.



5.16.6 Archive File

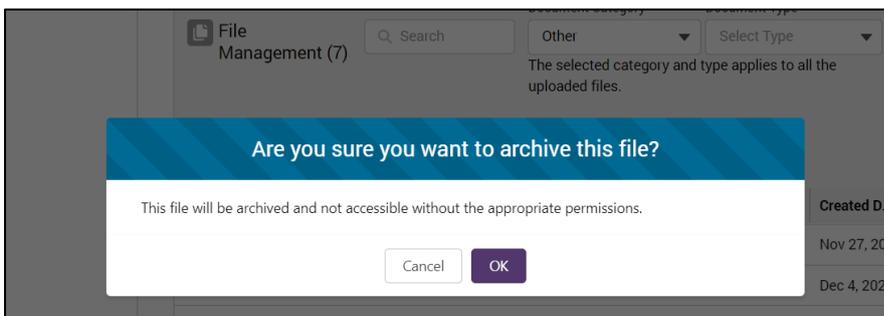
Follow the steps to archive a file from the File Management table below.

1. Select the  down arrow to activate the options corresponding to the file you wish to archive.
2. Select the **Archive** option.



A prompt to confirm archive of the file is displayed.

3. Select **OK** to continue with the archive of the file.



Alternatively, select the **Cancel** button if you do not wish to archive the file.

A notification for a successfully archived file will be displayed.

The deleted file QFRDeclaration_QE20231231_Old is no longer displayed in the File Management table.

Step 3

Upload the signed quarterly Success
File has been archived.

File Management (7) Document Category: QFR Document Type: Declaration

The selected category and type applies to all the uploaded files.

Show archived files

Title	Owner	Category	Type	Created D...	Size	Status
QFR_PRIV-71431093_Q1FY24_Re-Submitted_V3	Jane Smith			Nov 27, 2023	34.1KB	Available
QFRDeclaration_QE20231231_Revised	Jane Smith	QFR	Declaration	Dec 4, 2023	0.7MB	Available
QFR PRIV-71431093 Q1FY24 Submitted V1	Jane Smith			Oct 12, 2023	33.0KB	Available
QFRDeclaration_QE20231231	Jane Smith	QFR	Declaration	Dec 4, 2023	0.7MB	Available
QFR PRIV-71431093 Q1FY24 Re-Submitted V2	Jane Smith			Oct 13, 2023	33.9KB	Available
QFRDeclaration_resubmission_Q1_2023	Jane Smith	Other	Other	Oct 13, 2023	0.7MB	Available

[View All](#)

- To view your archived files, select the checkbox next to the Show archived files. The archived file QFRDeclaration_QE20231231_Old will be displayed in the File Management table with an **Archived** status.

File Management (9) Document Category: Other Document Type: Select Type

The selected category and type applies to all the uploaded files.

Show archived files

Title	Owner	Categ...	Type	Created D...	Size	Status
QFRDeclaration (5)	Jane Smith	Other	Other	Nov 27, 2023	0.7MB	Archived
QFR_PRIV-71431093_Q1FY24_Re-Submitted_V3	Jane Smith			Nov 27, 2023	34.1KB	Available
QFRDeclaration_QE202309	Jane Smith	Other	Other	Oct 12, 2023	0.7MB	Archived
QFRDeclaration_QE20231231_Revised	Jane Smith	QFR	Declarati...	Dec 4, 2023	0.7MB	Available
QFR PRIV-71431093 Q1FY24 Submitted V1	Jane Smith			Oct 12, 2023	33.0KB	Available
QFRDeclaration_QE20231231_Old	Jane Smith	QFR	Declarati...	Dec 4, 2023	0.7MB	Archived

5.17 Virus scan function

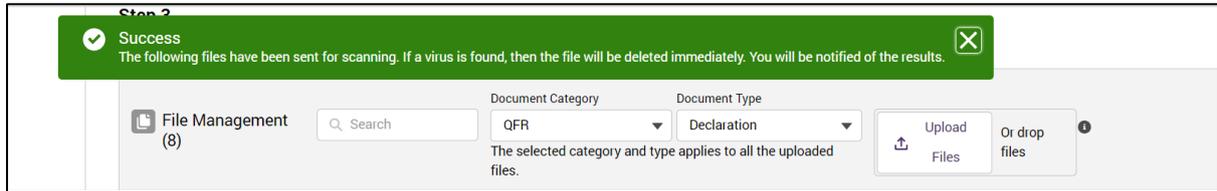
Files are scanned for viruses when uploaded into the QFR application. This occurs during:

- Bulk update of data in QFR sections
- Upload of signed declaration form.

5.17.1 Virus scan status

After the file upload is completed, a message is displayed to:

- confirm a successful upload of your declaration
- inform that your declaration file is scanned for viruses



Please note:

There may be a short wait time while the uploaded files are scanned.

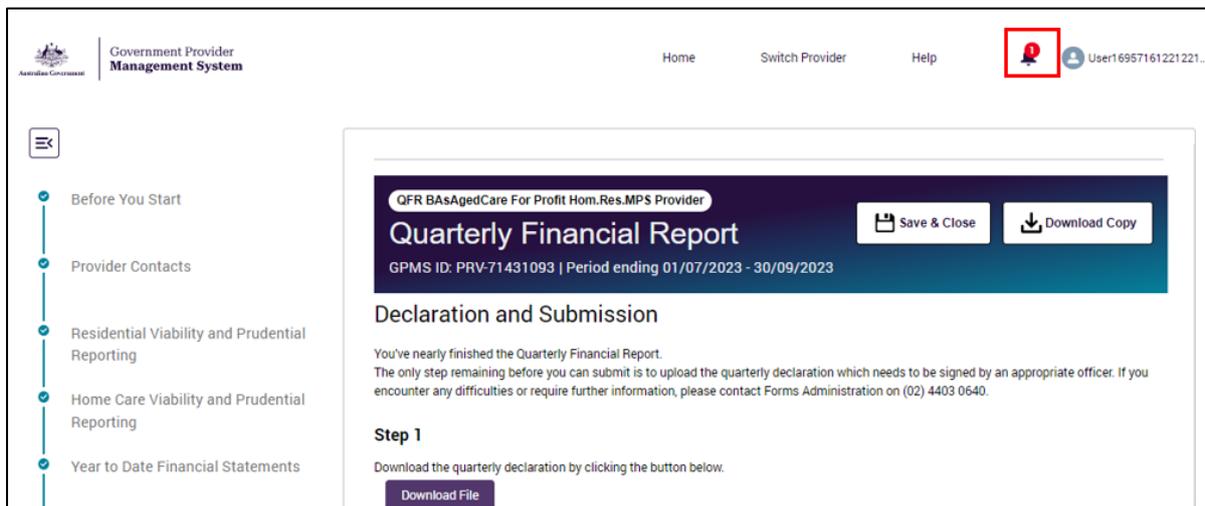
When the virus scan is complete, the uploaded file is displayed with **Available** status.

The screenshot shows the file management interface with a table of uploaded files. The table has columns for Title, Owner, Category, Type, Created D..., Size, Status, and an action menu. The file "QFRDeclaration_QE20231231" is highlighted with a red border and has a status of "Available".

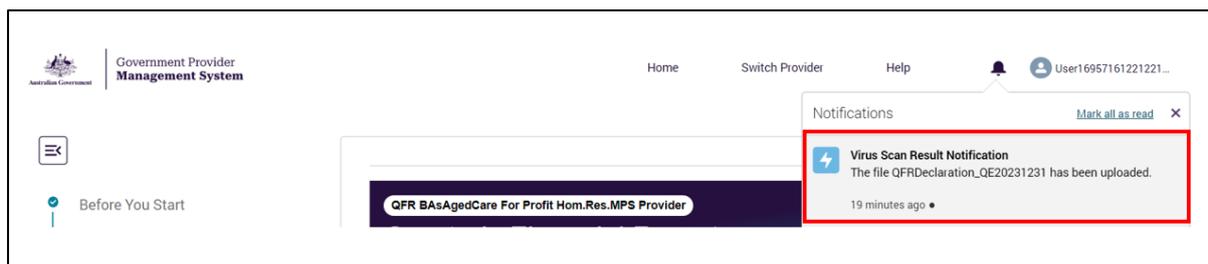
Title	Owner	Category	Type	Created D...	Size	Status	
QFRDeclaration (5)	Jane Smith	Other	Other	Nov 27, 2023	0.7MB	Available	
QFR_PRV-71431093_Q1FY24_Re-Submitted_V3	Jane Smith			Nov 27, 2023	34.1KB	Available	
QFR PRV-71431093 Q1FY24 Submitted V1	Jane Smith			Oct 12, 2023	33.0KB	Available	
QFRDeclaration_QE20231231	Jane Smith	QFR	Declaration	Dec 4, 2023	0.7MB	Available	

5.17.2 Virus scan status notification

You will also be notified through the internal mailing system of the virus scan status, as indicated by a red count over the incoming message notification icon.



Select the notification icon to view the virus scan result.



6. Entering data into the QFR form

The QFR form may be completed by manual and bulk entry (where applicable) of data.

6.1 Manual entry of QFR data

Where a section of the QFR is presented in data table format, you have the option to manually enter your data, such as cost amounts, hour values, or count of number of days, into a data field.

Follow the steps to manually enter data into the relevant section of the QFR below.

1. Enter your data into the table. The entered data is automatically saved as soon as it is committed into a data field.
2. The entered data is validated against a rule that is built into to the applicable data field.

Where the data has passed the field validation, the data field is displayed without an error alert.

Where the data has failed the field validation, the data field is displayed with an error alert. Refer to [Validation rules and error alerts](#) for an explanation of common errors. Update your data based on the suggested correction for the error.

3. Continue entering data into the table until all the data fields are populated and where applicable, successfully validated. You also have the option to navigate away from a section with errors to complete later.

Please note:

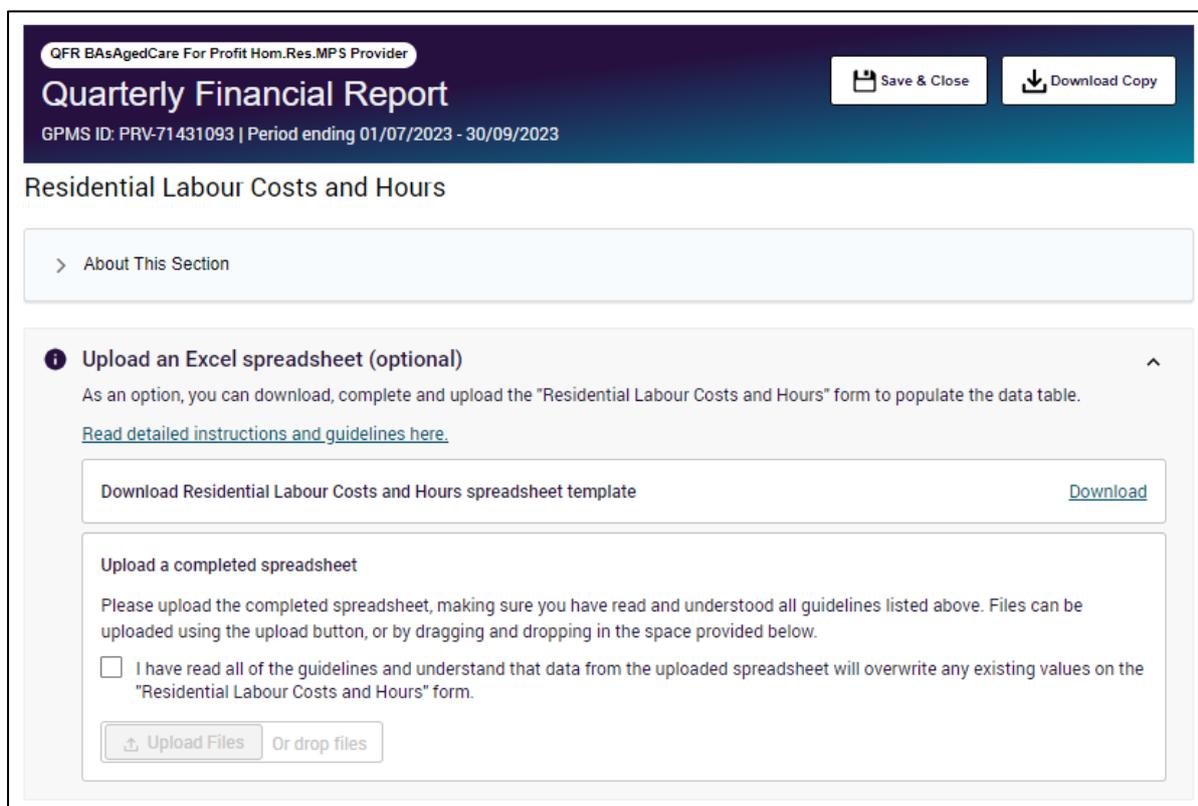
You will not be able to update:

- Calculated data fields
- Row and column labels.

Refer to [QFR form](#) for further guidance on the specific sections of the QFR.

6.2 Bulk update of QFR sections

Where the data can be entered by bulk update in a QFR section, instructions are displayed under the Upload an Excel spreadsheet (optional) heading in expanded state.



The screenshot shows a web interface for a Quarterly Financial Report. At the top, there is a dark blue header with the text 'QFR BAsAgedCare For Profit Hom.Res.MPS Provider' and 'Quarterly Financial Report'. Below this, it says 'GPMS ID: PRV-71431093 | Period ending 01/07/2023 - 30/09/2023'. There are two buttons: 'Save & Close' and 'Download Copy'. The main content area is titled 'Residential Labour Costs and Hours'. Below this title is a light blue box with a right-pointing arrow and the text 'About This Section'. The main section is titled 'Upload an Excel spreadsheet (optional)' with an information icon on the left and an upward arrow on the right. The text below the title says: 'As an option, you can download, complete and upload the "Residential Labour Costs and Hours" form to populate the data table. [Read detailed instructions and guidelines here.](#)' Below this is a box with the text 'Download Residential Labour Costs and Hours spreadsheet template' and a 'Download' link. Underneath is another box titled 'Upload a completed spreadsheet' with the text: 'Please upload the completed spreadsheet, making sure you have read and understood all guidelines listed above. Files can be uploaded using the upload button, or by dragging and dropping in the space provided below.' There is a checkbox with the text: 'I have read all of the guidelines and understand that data from the uploaded spreadsheet will overwrite any existing values on the "Residential Labour Costs and Hours" form.' At the bottom of this box are two buttons: 'Upload Files' and 'Or drop files'.

As an alternative to manually entering data in the QFR form, you may download the excel template corresponding to a QFR section, enter or copy your data into the spreadsheet, then upload the updated spreadsheet to fill out data in the following sections:

- Year to Date Financial Statements
- Residential Labour Costs and Hours
- Home Care Labour Costs and Hours
- Residential Food and Nutrition Reporting
- NATSIFACP Food and Nutrition Reporting
- MPS Food and Nutrition Reporting.

Follow the steps to fill out QFR sections by bulk update.

6.2.1 Download the QFR section template

1. Select the QFR section that you wish to update. For example, select the Home Care Labour Costs and Hours section of the QFR to download the template.

QFR BA: Aged Care For Profit Hom. Res. MP 8 Provider

Save & Close
Download Copy

Quarterly Financial Report

GPMS ID: PRV-71431093 | Period ending 01/07/2023 - 30/09/2023

Home Care Labour Costs and Hours

>
About This Section

1 Upload an Excel spreadsheet (optional) ^

As an option, you can download, complete and upload the "Home Care Labour Costs and Hours" form to populate the data table.

[Read detailed instructions and guidelines here.](#)

Download Home Care Labour Costs and Hours spreadsheet template
Download

Upload a completed spreadsheet

Please upload the completed spreadsheet, making sure you have read and understood all guidelines listed above. Files can be uploaded using the upload button, or by dragging and dropping in the space provided below.

I have read all of the guidelines and understand that data from the uploaded spreadsheet will overwrite any existing values on the "Home Care Labour Costs and Hours" form.

Upload Files
Or drop files

Last saved at 28/09/2023, 3:48:57 pm

View all
Expand Table
Jump to Section
Jump to Column

		Total	<input checked="" type="checkbox"/> Centrally Held	VIC - Northern Sydney	VIC - Western Sydney
▼ Care Expenses					
Labour Cost - Internal Direct Care - Employee					
Registered nurses	\$	0	\$	-	\$
Enrolled nurses (registered with the NMBA)	\$	0	\$	-	\$
Personal care workers (including gardening & cleaning)	\$	0	\$	-	\$
Allied health	\$	0	\$	-	\$
Other employee staff (employed in a direct care role)	\$	0	\$	-	\$
Total Labour Costs - Internal Direct Care - Employee	\$	0	\$	0	\$
Labour Cost - Internal Direct Care - Agency Care Staff					
Registered nurses	\$	0	\$	-	\$
Enrolled nurses (registered with the NMBA)	\$	0	\$	-	\$
Personal care workers (including gardening & cleaning)	\$	0	\$	-	\$
Allied health	\$	0	\$	-	\$
Other Agency staff	\$	0	\$	-	\$

2. Select the **Read detailed instructions and guidelines here** link.

Upload an Excel spreadsheet (optional)
As an option, you can download, complete and upload the "Home Care Labour Costs and Hours" form to populate the data table.

[Read detailed instructions and guidelines here.](#)

Download Home Care Labour Costs and Hours spreadsheet template [Download](#)

Upload a completed spreadsheet
Please upload the completed spreadsheet, making sure you have read and understood all guidelines listed above. Files can be uploaded using the upload button, or by dragging and dropping in the space provided below.

I have read all of the guidelines and understand that data from the uploaded spreadsheet will overwrite any existing values on the "Home Care Labour Costs and Hours" form.

[Upload Files](#) Or drop files

A pop-up window with further information is displayed.

Home Care Labour Costs and Hours

> About This Section

Upload an Excel spreadsheet - instructions and guidelines

Data File Upload

To assist providers in completing the "Home Care Labour Costs and Hours" form, an alternative method of data input (via Excel spreadsheet) has been provided. If you would like to use this feature instead of completing the data in your web-browser directly, please follow the instructions outlined below to download the Excel template. Once completed, upload the spreadsheet using the upload button and the corresponding fields in the web-based form will be populated.

Please note, this upload process is entirely optional. If you do not wish to use it, close this message and continue to enter data in the web-based form.

Please read before you begin

Please ensure you have read the following guidelines before attempting to use the import feature.

- When you upload a completed spreadsheet, data from the spreadsheet will overwrite any existing values on the "Home Care Labour Costs and Hours" form (this includes any blank cells you may have left incomplete).
- Depending on the number of columns listed in your import spreadsheet, the import process may take some time to complete. If the page appears to freeze upon clicking the next button, please wait patiently and do not attempt to close the page.
- The spreadsheet templates used for importing the data are custom generated for each approved provider and must be solely used by that provider for their own submission. Templates belonging to other approved providers will not work correctly.

3. Select the **Download** button to save a copy of the template.

Upload an Excel spreadsheet (optional)
As an option, you can download, complete and upload the "Home Care Labour Costs and Hours" form to populate the data table.
[Read detailed instructions and guidelines here.](#)

Download Home Care Labour Costs and Hours spreadsheet template **Download**

Upload a completed spreadsheet
Please upload the completed spreadsheet, making sure you have read and understood all guidelines listed above. Files can be uploaded using the upload button, or by dragging and dropping in the space provided below.

I have read all of the guidelines and understand that data from the uploaded spreadsheet will overwrite any existing values on the "Home Care Labour Costs and Hours" form.

Upload Files Or drop files

Your template in Excel format will download and automatically save in your computer's default or nominated Downloads folder.

Home Switch Provider Help User1

Home Care Labour Costs and Hours Template (2).xlsx
11.8 KB • Done

QFR BAsAgedCare For Profit Hom.Res.MPS Provider

Quarterly Financial Report
GPMS ID: PRV-71431093 | Period ending 01/07/2023 - 30/09/2023

Save & Close Download Copy

Home Care Labour Costs and Hours

> About This Section

Upload an Excel spreadsheet (optional)
As an option, you can download, complete and upload the "Home Care Labour Costs and Hours" form to populate the data table.
[Read detailed instructions and guidelines here.](#)

Download Home Care Labour Costs and Hours spreadsheet template **Download**

Upload a completed spreadsheet
Please upload the completed spreadsheet, making sure you have read and understood all guidelines listed above. Files can be uploaded using the upload button, or by dragging and dropping in the space provided below.

I have read all of the guidelines and understand that data from the uploaded spreadsheet will overwrite any existing values on the "Home Care Labour Costs and Hours" form.

Upload Files Or drop files

Please note:

The template for importing the data is specific to a provider's quarterly financial reporting per NAPS ID. You must:

- use the template generated for a specific report submission (templates belonging to the same organisation under a different NAPS ID will not upload)
- use the template generated for the current submission (templates from previous quarters will not upload).

6.2.2 The QFR section template

1. Open the downloaded Home Care Labour Costs and Hours template in Excel.
A spreadsheet version of the Home Care Labour Costs and Hours section is displayed in Protected View mode.

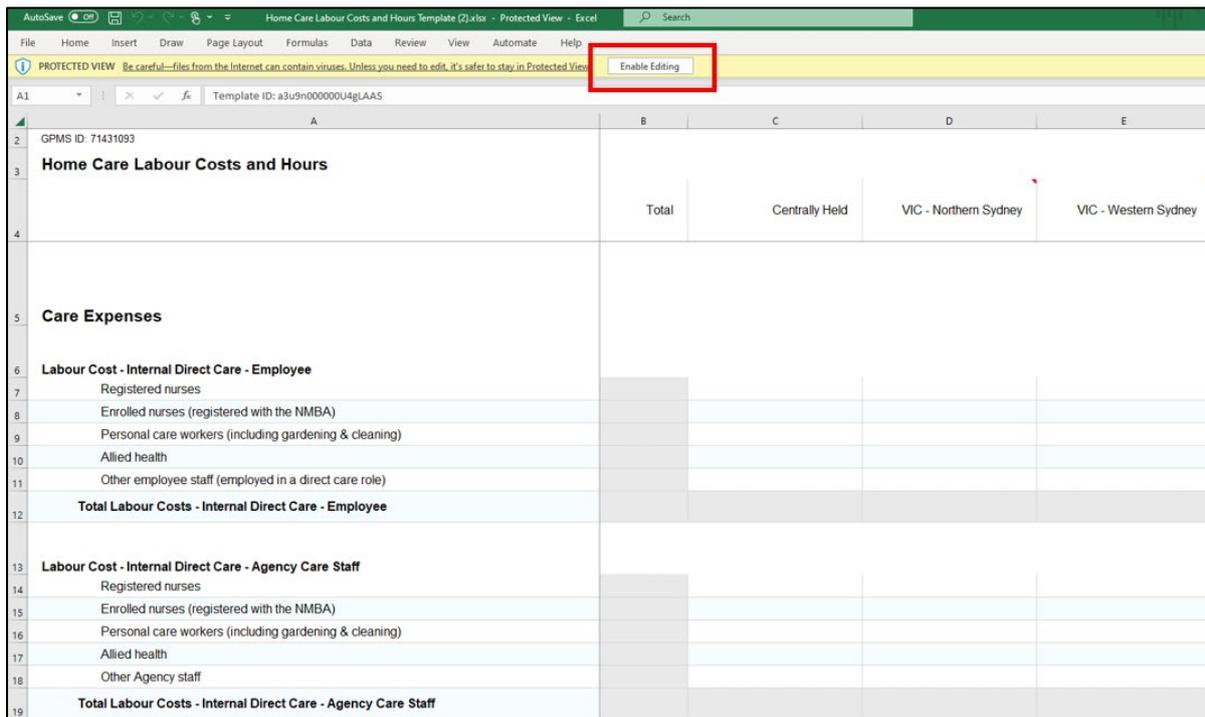
	A	B	C	D	E
2	GPMS ID: 71431093				
3	Home Care Labour Costs and Hours				
4		Total	Centrally Held	VIC - Northern Sydney	VIC - Western Sydney
5	Care Expenses				
6	Labour Cost - Internal Direct Care - Employee				
7	Registered nurses				
8	Enrolled nurses (registered with the NMBA)				
9	Personal care workers (including gardening & cleaning)				
10	Allied health				
11	Other employee staff (employed in a direct care role)				
12	Total Labour Costs - Internal Direct Care - Employee				
13	Labour Cost - Internal Direct Care - Agency Care Staff				
14	Registered nurses				
15	Enrolled nurses (registered with the NMBA)				
16	Personal care workers (including gardening & cleaning)				
17	Allied health				
18	Other Agency staff				
19	Total Labour Costs - Internal Direct Care - Agency Care Staff				

Please note:

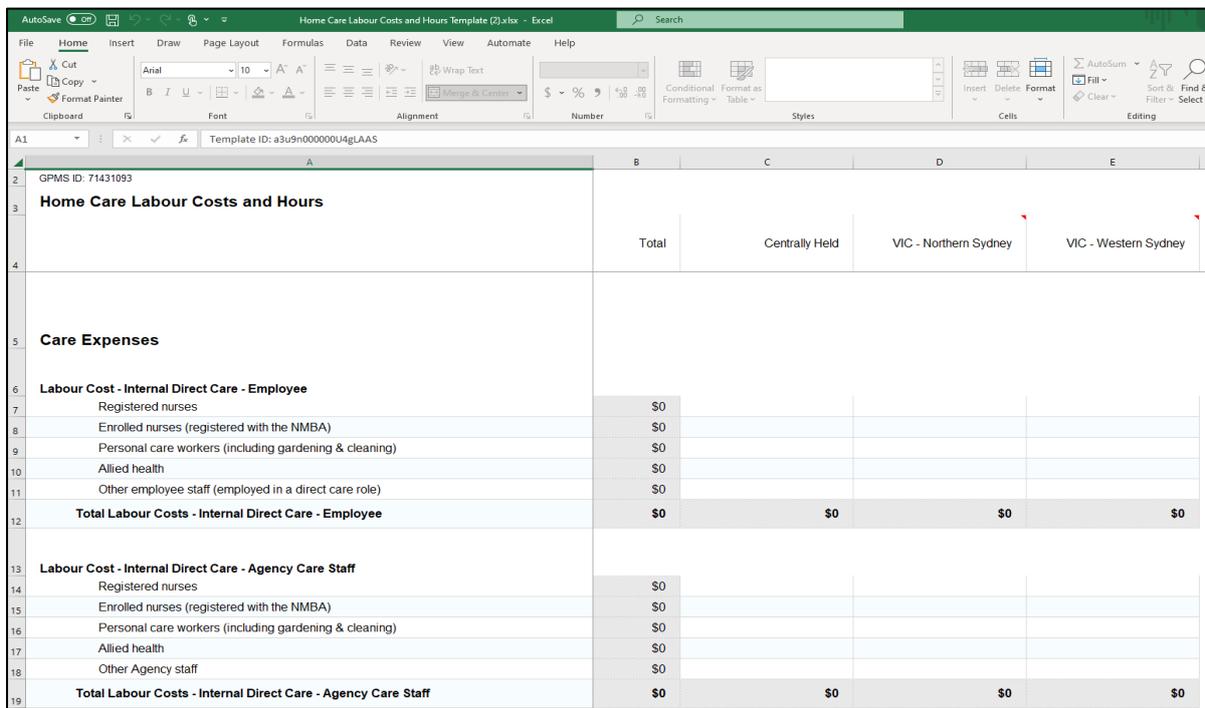
If you have manually entered data before downloading the template, there will be no values displayed in calculated cells until you enable editing of the spreadsheet. For example, the template below displays the manually entered values but the calculated Total column and row values are blank.

	A	B	C	D	E
2	GPMS ID: 71431093				
3	Home Care Labour Costs and Hours				
4		Total	Centrally Held	VIC - Northern Sydney	VIC - Western Sydney
5	Care Expenses				
6	Labour Cost - Internal Direct Care - Employee				
7	Registered nurses		\$0	\$45,101	\$43,748
8	Enrolled nurses (registered with the NMBA)		\$0	\$40,000	\$38,800
9	Personal care workers (including gardening & cleaning)		\$0	\$42,500	\$41,225
10	Allied health		\$0	\$36,000	\$34,920
11	Other employee staff (employed in a direct care role)		\$0	\$45,000	\$43,650
12	Total Labour Costs - Internal Direct Care - Employee				

2. Select the **Enable Editing** button to switch off the protected view of the spreadsheet.



You are now able to populate the template with your data.



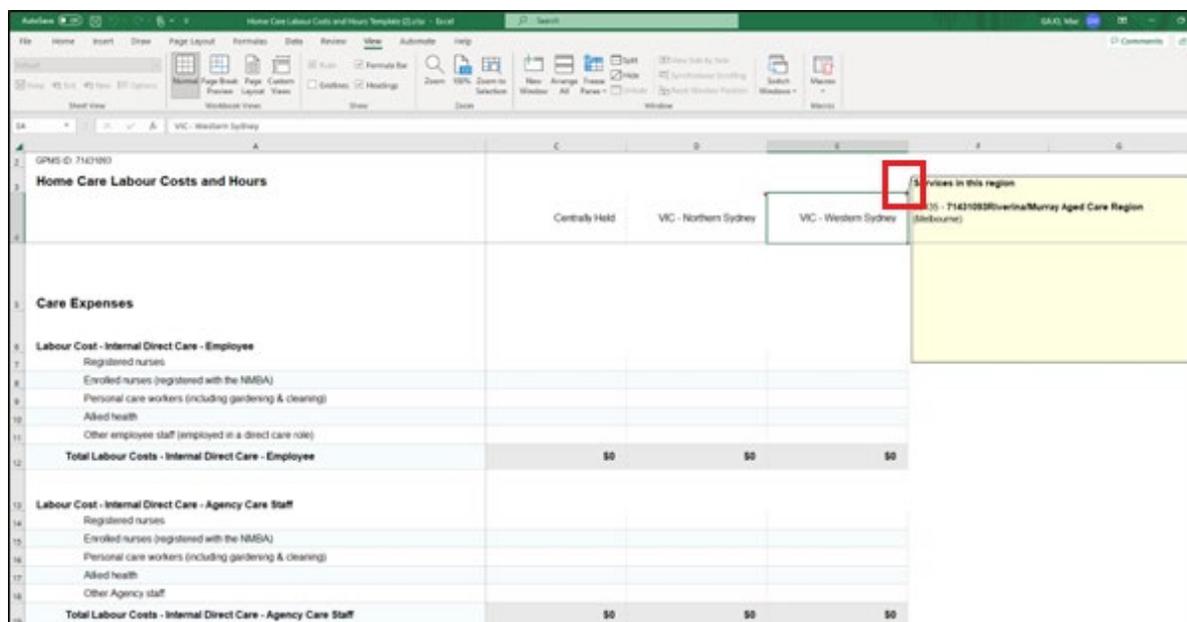
Please note:

The template will contain blank cells if you have not previously entered any data on the Home Care Labour Costs and Hours section of the QFR.

Any manually entered data in the Home Care Labour Costs and Hours section before downloading are included in the template.

6.2.3 Data field comments in the QFR section template

Further information, such as home care planning region details, may be viewed by hovering over the  comment indicator on the top right corner of the cell.



The screenshot shows a spreadsheet interface with a tooltip displayed over the 'VIC - Western Sydney' cell. The tooltip contains the text: '5 minutes in this region' and 'VIC - 71431093 Riverina/Murray Aged Care Region (Bairdour)'. The spreadsheet columns are labeled 'Centrally Held', 'VIC - Northern Sydney', and 'VIC - Western Sydney'. The rows are categorized under 'Home Care Labour Costs and Hours' and 'Care Expenses'.

6.2.4 Update the QFR section template

1. Enter cost values in whole dollar amounts on the non-protected cells that correspond to the relevant facility.

GPMS ID: 71431093	Centrally Held	VIC - Northern Sydney	VIC - Western Sydney
Home Care Labour Costs and Hours			
Care Expenses			
Labour Cost - Internal Direct Care - Employee			
Registered nurses		\$45,101	
Enrolled nurses (registered with the NMBA)			
Personal care workers (including gardening & cleaning)			
Allied health			
Other employee staff (employed in a direct care role)			
Total Labour Costs - Internal Direct Care - Employee	\$0	\$45,101	\$0

Enter hour values in two decimal places on the non-protected cells that correspond to the relevant facility.

Please note:

Enter the number of minutes as proportion of an hour. For example, your labour worked hours for Direct care is 189 hours and 45 minutes. Convert 45 minutes to hours (45 divided by 60 equals 0.75), then enter 189.75.

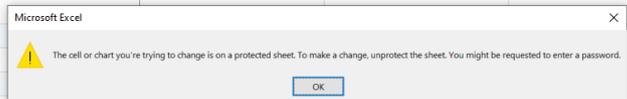
GPMS ID: 71431093 Home Care Labour Costs and Hours			
	Centrally Held	VIC - Northern Sydney	VIC - Western Sydney
Labour Hours			
Labour Worked Hours - Internal Direct Care - Employee			
Registered nurses		189.75	
Enrolled nurses (registered with the NMBA)			
Personal care workers (including gardening & cleaning)			
Allied health			
Other employee staff (employed in a direct care role)			
Total Labour Worked Hours - Internal Direct Care - Employee	0.00	189.75	0.00

You will not be able to update locked cells, including:

- Calculated cells, such as totals and averages
- Cells that contain row and column labels
- Blank cells for formatting and presentation purposes.

An error message is displayed if you enter data into a locked cell.

GPMS ID: 71431093 Home Care Labour Costs and Hours			
	Centrally Held	VIC - Northern Sydney	VIC - Western Sydney
Labour Hours			
Labour Worked Hours - Internal Direct Care - Employee			
Registered nurses		189.75	
Enrolled nurses (registered with the NMBA)			
Personal care workers (including gardening & cleaning)			
Allied health			
Other employee staff (employed in a direct care role)			
Total Labour Worked Hours - Internal Direct Care - Employee	0.00	189.75	0.00



6.2.5 Save the QFR section template

Save a copy of the updated Home Care Labour Costs and Hours template in Excel format when you have completed populating the required cells.

If you wish to give the upload file another name, you can 'save as' based on your preferred file naming convention. For example, save as Home Care Labour Costs and Hours_QE202309.xlsx.

6.2.6 Print the QFR section template

(Optional) Print a copy of the Home Care Labour Costs and Hours spreadsheet for your record. You may need to update the spreadsheet print settings for better readability.

6.2.7 Upload the QFR section data

1. Navigate to the Home Care Labour Costs and Hours section of the QFR and scroll down to Upload an Excel spreadsheet (optional) sub heading.

Home Care Labour Costs and Hours Template (2).xlsx
11.8 KB - Done

Home Switch Provider Help User1

QFR BAsAgedCare For Profit Hom.Res.MPS Provider

Quarterly Financial Report

GPMS ID: PRV-71431093 | Period ending 01/07/2023 - 30/09/2023

Save & Close Download Copy

Home Care Labour Costs and Hours

> About This Section

Upload an Excel spreadsheet (optional)

As an option, you can download, complete and upload the "Home Care Labour Costs and Hours" form to populate the data table.

[Read detailed instructions and guidelines here.](#)

Download Home Care Labour Costs and Hours spreadsheet template [Download](#)

Upload a completed spreadsheet

Please upload the completed spreadsheet, making sure you have read and understood all guidelines listed above. Files can be uploaded using the upload button, or by dragging and dropping in the space provided below.

I have read all of the guidelines and understand that data from the uploaded spreadsheet will overwrite any existing values on the "Home Care Labour Costs and Hours" form.

[Upload Files](#) Or drop files

2. Read the important note on screen about file upload.

Select the once to acknowledge that you have read the note.

Once the check mark is added, the **Upload Files** and **Or drop files** buttons are activated. You will then be able to continue with the bulk update of the QFR section.

QFR BAsAgedCare For Profit Hom.Res.MPS Provider

Quarterly Financial Report

GPMS ID: PRV-71431093 | Period ending 01/07/2023 - 30/09/2023

Save & Close Download Copy

Home Care Labour Costs and Hours

> About This Section

Upload an Excel spreadsheet (optional)

As an option, you can download, complete and upload the "Home Care Labour Costs and Hours" form to populate the data table.

[Read detailed instructions and guidelines here.](#)

Download Home Care Labour Costs and Hours spreadsheet template [Download](#)

Upload a completed spreadsheet

Please upload the completed spreadsheet, making sure you have read and understood all guidelines listed above. Files can be uploaded using the upload button, or by dragging and dropping in the space provided below.

I have read all of the guidelines and understand that data from the uploaded spreadsheet will overwrite any existing values on the "Home Care Labour Costs and Hours" form.

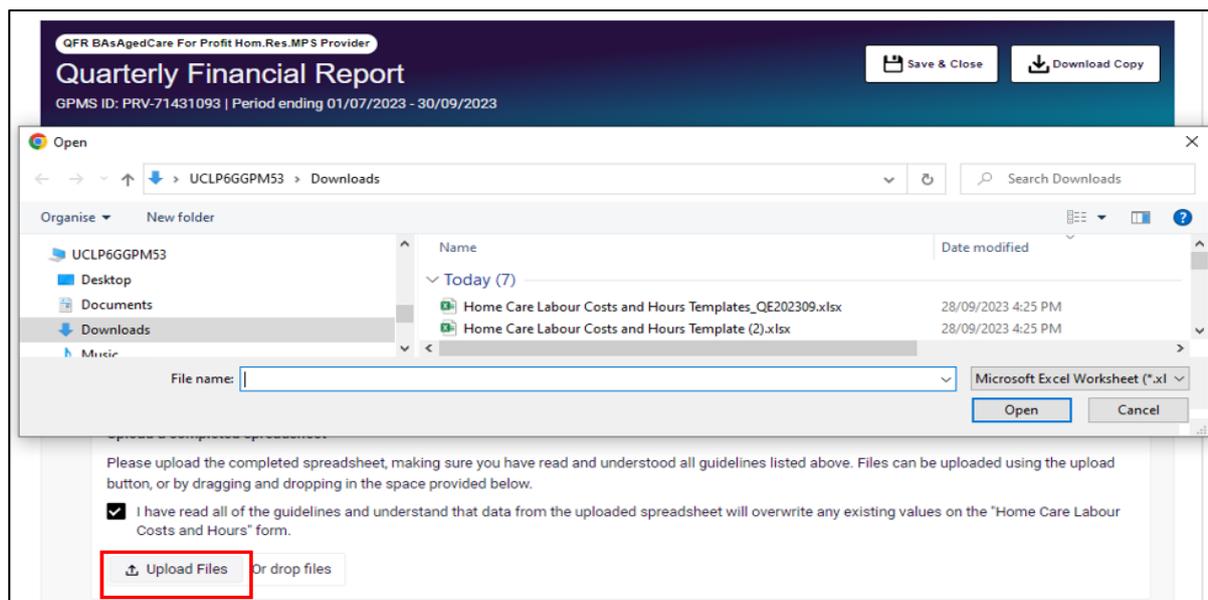
[Upload Files](#) Or drop files

Please note:

Uploading a bulk update file overwrites the existing data in the relevant section of the QFR.

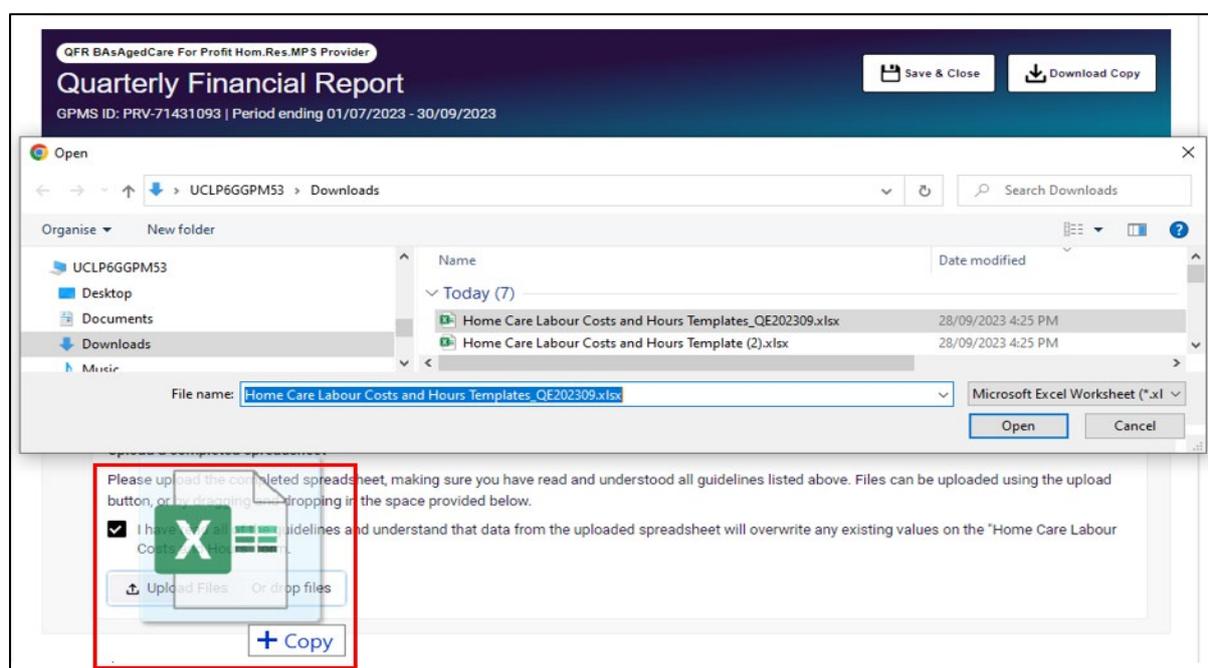
6.2.8 Upload Files function

Select the **Upload Files** button. Locate and select to upload your spreadsheet.



6.2.9 Drop files function

Another way to upload your file is through the drop files function. Locate your spreadsheet, then drag and drop the file over the **Or drop files** text.



Successful file upload

A successful file upload notification is displayed.

The screenshot shows a green notification banner at the top with a checkmark icon, stating "Success Spreadsheet uploaded successfully". Below the banner, the page header includes "QFR BAsAgedCare For Profit Hom.Res.MPS Provider", "Quarterly Financial Report", and "GPMS ID: PRV-71431093 | Period ending 01/07/2023 - 30/09/2023". The main content area is titled "Home Care Labour Costs and Hours" and contains an "Upload an Excel spreadsheet (optional)" section. This section includes a "Download Home Care Labour Costs and Hours spreadsheet template" button, an "Upload a completed spreadsheet" area with a checkbox for reading guidelines, and "Upload Files" and "Or drop files" buttons.

Unsuccessful file upload

An error message is displayed when a file belonging to another QFR section is uploaded. For example, uploading your Home Care Labour Costs and Hours spreadsheet in the Residential Labour Costs and Hours section will result to the following error:

The screenshot shows the "Residential Labour Costs and Hours" section of the application. An "Open" file dialog box is overlaid on the page, showing the "Downloads" folder. Two files are listed: "Home Care Labour Costs and Hours Templates_QE202309.xlsx" and "Home Care Labour Costs and Hours Template (2).xlsx". The first file is selected and highlighted with a red box. The "File name" field at the bottom of the dialog shows "Home Care Labour Costs and Hours Templates_QE202309.xlsx". The background application page shows a checkbox for reading guidelines, which is checked, and "Upload Files" and "Or drop files" buttons.

The screenshot shows the top of the application with a red error banner at the top left that reads: "Error Upload failed. The document does not match the original file. Please try again." To the right of the banner are "Help" and "User16957161221221..." links. Below the banner is a dark blue header for the "Quarterly Financial Report" with the sub-header "QFR BAsAgedCare For Profit Hom.Res.MPS Provider" and "GPMS ID: PRV-71431093 | Period ending 01/07/2023 - 30/09/2023". There are "Save & Close" and "Download Copy" buttons in the top right of the header. The main content area is titled "Residential Labour Costs and Hours" and includes a section for "Upload an Excel spreadsheet (optional)". This section contains instructions, a link to "Read detailed instructions and guidelines here", a "Download Residential Labour Costs and Hours spreadsheet template" button, and an "Upload a completed spreadsheet" section with a checkbox that is checked and the text "I have read all of the guidelines and understand that data from the uploaded spreadsheet will overwrite any existing values on the 'Residential Labour Costs and Hours' form." Below this is an "Upload Files" button and the text "Or drop files".

A file upload error is typically caused by uploading a bulk update file that:

- belongs to another QFR section
- is saved in an unsupported file format, such as csv
- has your own password protection enabled
- is not related to the specific QFR submission.

Please note:

You may upload a bulk update file as many times as necessary.

6.2.10 View QFR section with bulk update data

1. Upon successful upload of your data, the costs in whole dollar amounts are displayed in the Home Care Labour Costs and Hours section of the QFR.

View all Expand Table Jump to Section Jump to Column					
	Total	<input checked="" type="checkbox"/> Centrally Held	VIC - Northern Sydney	VIC - Western Sydney	
Care Expenses					
Labour Cost - Internal Direct Care - Employee					
Registered nurses	\$ 138,849	\$ 50,000	\$ 45,101	\$ 43,700	43%
Enrolled nurses (registered with the NMBA)	\$ 78,800	\$ 0	\$ 40,000	\$ 38,800	39%
Personal care workers (including gardening & cleaning)	\$ 83,725	\$ 0	\$ 42,500	\$ 41,225	41%
Allied health	\$ 70,920	\$ 0	\$ 36,000	\$ 34,920	35%
Other employee staff (employed in a direct care role)	\$ 88,650	\$ 0	\$ 45,000	\$ 43,650	44%
Total Labour Costs - Internal Direct Care - Employee	\$ 460,944	\$ 50,000	\$ 208,601	\$ 202,340	20%
Labour Cost - Internal Direct Care - Agency Care Staff					
Registered nurses	\$ 73,748	\$ 0	\$ 30,000	\$ 43,748	44%
Enrolled nurses (registered with the NMBA)	\$ 68,748	\$ 0	\$ 25,000	\$ 43,748	44%
Personal care workers (including gardening & cleaning)	\$ 73,748	\$ 0	\$ 30,000	\$ 43,748	44%
Allied health	\$ 61,748	\$ 0	\$ 18,000	\$ 43,748	44%
Other Agency staff	\$ 69,748	\$ 0	\$ 26,000	\$ 43,748	44%

The hour values with two decimal points are also displayed in Home Care Viability and Prudential Reporting section of the QFR form.

View all Expand Table Jump to Section Jump to Column					
	Total	<input checked="" type="checkbox"/> Centrally Held	VIC - Northern Sydney	VIC - Western Sydney	
Labour Hours					
Labour Worked Hours - Internal Direct Care - Employee					
Registered nurses	hrs 474.50	hrs 100.00	hrs 189.75	hrs 114.75	18%
Enrolled nurses (registered with the NMBA)	hrs 294.00	hrs 0.00	hrs 150.25	hrs 143.75	14%
Personal care workers (including gardening & cleaning)	hrs 324.00	hrs 0.00	hrs 164.00	hrs 160.00	16%
Allied health	hrs 316.00	hrs 0.00	hrs 132.00	hrs 184.00	18%
Other employee staff (employed in a direct care role)	hrs 296.00	hrs 0.00	hrs 140.00	hrs 156.00	15%
Total Labour Worked Hours - Internal Direct Care - Employee	hrs 1,704.50	hrs 100.00	hrs 776.00	hrs 928.50	82%
Labour Worked Hours - Internal Direct Care - Agency Care Staff					
Registered nurses	hrs 374.50	hrs 0.00	hrs 199.75	hrs 174.75	17%
Enrolled nurses (registered with the NMBA)	hrs 291.00	hrs 0.00	hrs 137.25	hrs 153.75	15%
Personal care workers (including gardening & cleaning)	hrs 254.00	hrs 0.00	hrs 124.00	hrs 130.00	13%
Allied health	hrs 286.00	hrs 0.00	hrs 112.00	hrs 174.00	17%

The same steps as the Home Care Labour Costs and Hours section example apply when bulk updating data into the following sections of the QFR:

- Year to Date Financial Statements
- Residential Labour Costs and Hours
- Residential Food and Nutrition Reporting
- NATSIFACP Food and Nutrition Reporting
- MPS Food and Nutrition Reporting

7. QFR form

After starting or resuming a QFR, you will be presented with a QFR form in a set order of data entry screens ('QFR sections').

- Before You Start
- Provider Contact
- Residential Viability and Prudential Reporting (RV&PR)
- Home Care Viability and Prudential Reporting (HCV&PR)
- Year to Date Financial Statements (YTDFS)
- Residential Labour Costs and Hours (RLC&H)
- Residential Aged Care Home Expenditure Per Resident Per Day (RACHE-PRPD)
- Home Care Labour Costs and Hours (HCLC&H)
- Residential Food and Nutrition Reporting (RF&NR)
- NATSIFACP Food and Nutrition Reporting (NATSIFACP-F&NR)
- MPS Food and Nutrition Reporting (MPS-F&NR)
- Declaration and Submission

Only the sections that are specific to the services you deliver will be displayed for your completion. For example, a non-government provider that offers residential, home care, and MPS will be presented with the following QFR sections:

- Before You Start
- Provider Contacts
- Residential Viability and Prudential Reporting
- Home Care Viability and Prudential Reporting
- Year to Date Financial Statements
- Residential Labour Costs and Hours
- Residential Aged Care Home Expenditure Per Resident Per Day
- Home Care Labour Costs and Hours
- Residential Food and Nutrition Reporting
- MPS Food and Nutrition Reporting
- Declaration and Submission

A government provider that offers residential and MPS will be presented with the following QFR sections:

- Before You Start
- Provider Contacts
- Residential Labour Costs and Hours
- Residential Food and Nutrition Reporting
- MPS Food and Nutrition Reporting
- Declaration and Submission

Please note:

Refer to the department’s website for more details and the latest information about the [QFR reporting requirements](#) based on the services you deliver.

7.1 Before You Start section

The **Before You Start** section is the first screen displayed after starting or resuming a QFR form that you have selected. It outlines guidance on compiling information for your quarterly financial and prudential reporting.

The screenshot displays the GPMS interface for a provider. At the top, the header includes the Australian Government logo, 'Government Provider Management System', and navigation links for 'Home', 'Switch Provider', and 'Help'. A user profile icon shows 'User16957161221221...'. The main content area is titled 'Quarterly Financial Report' for 'QFR BAsAgedCare For Profit Hom.Res.MPS Provider'. It features a 'Save & Close' button and a 'Download Copy' button. Below this, a 'Before You Start' section contains an information icon and the heading 'Compile your information'. The text explains that the QFR data contributes to improving financial reporting and prudential compliance. It lists the information collected: viability and prudential compliance questions, quarterly financial statements, labour costs and hours, and quarterly food and nutrition information. A contact number (02) 4403 0640 is provided for further assistance. A 'Next' button is located at the bottom of the main content area. The left sidebar contains a navigation menu with 'Before You Start' selected, followed by 'Provider Contacts', 'Residential Viability and Prudential Reporting', 'Home Care Viability and Prudential Reporting', 'Year to Date Financial Statements', 'Residential Labour Costs and Hours', 'Residential Aged Care Home Expenditure Per Resident Per Day', 'Home Care Labour Costs and Hours', 'Residential Food and Nutrition Reporting', 'MPS Food and Nutrition Reporting', and 'Declaration and Submission'.

7.2 Provider Contact section

The **Provider Contact** section allows you to nominate contacts for the current QFR submission, where:

- the primary contact is the first point of contact for your submitted report
- the additional contacts are the optional contacts for questions specific to home care, residential care, and food and nutrition.

Please note:

Adding, updating or deleting a contact in the Provider Contact section of the QFR does not update your organisation's contact details on GPMS.

You must enter the details of your primary contact to whom the department can direct general questions about your submitted report.

Government Provider Management System

Home Switch Provider Help User16957161221221...

Before You Start

Provider Contacts

Residential Viability and Prudential Reporting

Home Care Viability and Prudential Reporting

Year to Date Financial Statements

Residential Labour Costs and Hours

Residential Aged Care Home Expenditure Per Resident Per Day

Home Care Labour Costs and Hours

Residential Food and Nutrition Reporting

MPS Food and Nutrition Reporting

Declaration and Submission

QFR BAsAgedCare For Profit Hom.Res.MPS Provider

Quarterly Financial Report

GPMS ID: PRV-71431093 | Period ending 01/07/2023 - 30/09/2023

Save & Close Download Copy

Provider Contact

About This Section

Please provide details for a nominated contact person to be associated with your Quarterly Financial Statement for July - September 2023. Please make sure the email address you enter is valid as it will be used at the end of this process to provide you with a receipt/notification of submission.

If you encounter any difficulties or require further information, please contact Forms Administration on (02) 4403 0640.

Check and confirm your contact details for this submission. Edit if necessary.

QFR BAsAgedCare For Profit Hom.Res.MPS Provider

NAPS ID PRV-71431093

+ Primary Contact

Optional contacts

You can add additional contacts below. Otherwise, communications for clarifications during assessment will be directed to the primary contact above.

+ Home Care Contact

+ Residential Care Contact

+ Food and Nutrition Contact

You may nominate optional contacts specific to the home care, residential care, and food and nutrition sections of the report.

Government Provider Management System

Home Switch Provider Help User:16957161221221

QFR BAsAgedCare For Profit Hom.Res.MPS Provider

Quarterly Financial Report

GPMS ID: PRV-71431093 | Period ending 01/07/2023 - 30/09/2023

Save & Close Download Copy

Provider Contact

About This Section

Please provide details for a nominated contact person to be associated with your Quarterly Financial Statement for July - September 2023. Please make sure the email address you enter is valid as it will be used at the end of this process to provide you with a receipt/notification of submission.

If you encounter any difficulties or require further information, please contact Forms Administration on (02) 4403 0640.

Check and confirm your contact details for this submission. Edit if necessary.

QFR BAsAgedCare For Profit Hom.Res.MPS Provider

NAPS ID PRV-71431093

+ Primary Contact

Optional contacts

You can add additional contacts below. Otherwise, communications for clarifications during assessment will be directed to the primary contact above.

+ Home Care Contact

+ Residential Care Contact

+ Food and Nutrition Contact

Previous Next

7.2.1 Add a new contact

Follow the steps to add a primary contact for the QFR submission below.

1. Select **+ Primary Contact** on the Provider Contact section. A pop-up window over the Provider Contact section is displayed.
2. Enter your nominated primary contact details for the current QFR submission:
 - First name
 - Surname
 - Role / Position
 - Contact number
 - Email

3. Select the **Save** button to save the entered primary contact details.

QFR Primary Contact (required for this report)

* First Name
Jane

* Surname
Smith

* Role / Position
Finance Manager

* Contact Number
042222222

* Email
jane.smith@agedcareservices.com

Cancel

Save

Please note:

The Role / Position data field has a 255-character limit.

Contact Number must be ten digits, and cannot have any spaces or special characters.

The entered contact details are displayed as the QFR primary contact.

QFR BASAgedCare For Profit Hom.Res.MPS Provider

Quarterly Financial Report

GPMS ID: PRV-71431093 | Period ending 01/07/2023 - 30/09/2023

Provider Contact

About This Section

Please provide details for a nominated contact person to be associated with your Quarterly Financial Statement for July - September 2023. Please make sure the email address you enter is valid as it will be used at the end of this process to provide you with a receipt/notification of submission.

If you encounter any difficulties or require further information, please contact Forms Administration on (02) 4403 0640.

Check and confirm your contact details for this submission. Edit if necessary.

QFR BASAgedCare For Profit Hom.Res.MPS Provider

NAPS ID PRV-71431093

QFR Primary Contact

Jane Smith

Finance Manager

042222222

jane.smith@agedcareservices.com

Edit

Alternatively, select the **Cancel** button if you do not wish to add a primary contact.

Please note:

While you can defer entering the primary contact details, providing a primary contact is mandatory for your report submission.

Follow the same steps as adding a new primary contact when adding details for your home care, residential, and food and nutrition contacts. Select the relevant buttons:

- + Residential Care Contact
- + Home Care Contact
- + Food and Nutrition Contact.

7.2.2 Edit an existing contact

Follow the steps to edit a contact for the QFR submission below.

1. Select the **Edit** button below the details of your primary on the **Provider Contact** section.

QFR BAsAgedCare For Profit Hom.Res.MPS Provider
NAPS ID PRV-71431093

QFR Primary Contact
Jane Smith
Finance Manager
0422222222
jane.smith@agedcareservices.com

 Edit

A pop-up window over the Provider Contact section is displayed.

2. Edit your primary contact details by updating one or more of the contact details:
 - First name
 - Surname
 - Role / Position
 - Contact number
 - Email

3. Select the **Save** button to save the update to your primary contact details.

Residential Viability and Prudential Reporting

Provider Contact

QFR Primary Contact

* First Name
Jane

* Surname
Smith

* Role / Position
Finance Manager

* Contact Number
041111111

* Email
jane.smith@agedcareservices.com

Cancel Save

MPS Food and Nutrition Reporting Finance Manager
0411111111
jane.smith@agedcareservices.com

The updated contact details are displayed as the QFR primary contact.

QFR BAsAgedCare For Profit Hom.Res.MPS Provider

Quarterly Financial Report

GPMS ID: PRV-71431093 | Period ending 01/07/2023 - 30/09/2023

Save & Close Download Copy

Provider Contact

About This Section

Please provide details for a nominated contact person to be associated with your Quarterly Financial Statement for July - September 2023. Please make sure the email address you enter is valid as it will be used at the end of this process to provide you with a receipt/notification of submission.

If you encounter any difficulties or require further information, please contact Forms Administration on (02) 4403 0640.

Check and confirm your contact details for this submission. Edit if necessary.

QFR BAsAgedCare For Profit Hom.Res.MPS Provider

NAPS ID PRV-71431093

QFR Primary Contact
Jane Smith
Finance Manager
0411111111
jane.smith@agedcareservices.com

Edit

Alternatively, select the **Cancel** button if you do not wish to continue with the update of your primary contact details.

Follow the same steps as editing a primary contact when updating your home care, residential, and food and nutrition contact details.

7.2.3 Delete an existing contact

Primary contact

Once you have added the primary contact details on the Provider Contact section, there is no **Delete** button to remove the primary contact.

QFR BAsAgedCare For Profit Hom.Res.MPS Provider

NAPS ID PRV-71431093

QFR Primary Contact

Jane Smith
Finance Manager
0411111111
jane.smith@agedcareservices.com



Please note:

You can change your nominated primary contact for the QFR submission by following the steps outlined in [Edit an existing contact](#).

Optional contacts

Follow the steps to remove an existing optional contact for the QFR submission below.

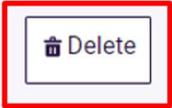
1. Select the **Delete** button below the details of your optional contact on the Provider Contact section. For example, to remove your existing home care contact, select the **Delete** button below the home care contact details.

Optional contacts

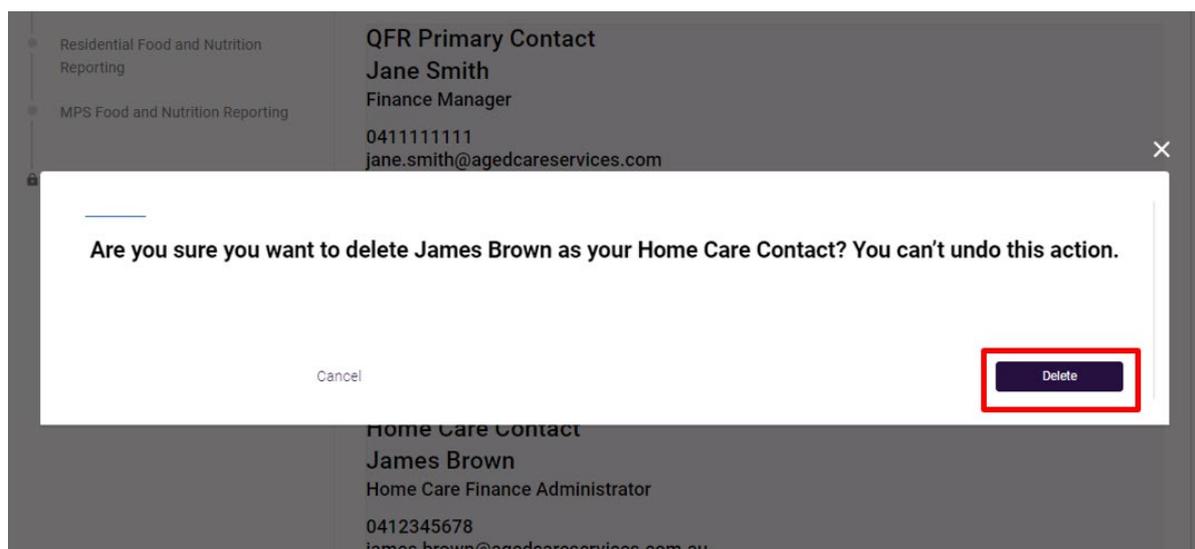
You can add additional contacts below. Otherwise, communications for clarifications during assessment will be directed to the primary contact above.

Home Care Contact

James Brown
Home Care Finance Administrator
0412345678
james.brown@agedcareservices.com.au

A confirmation message is displayed over the Provider Contact section. Select the Delete button to confirm deletion of your home care contact.



Please note:

If you remove an optional contact by mistake, you can re-enter the optional contact details by following the steps outlined in [Add a new contact](#).

Select the **Cancel** button if you do not wish to continue deleting your home care contact details.

Follow the same steps as deleting a home care contact when removing your residential, and food and nutrition contacts.

Once you have entered your contacts, you can complete the next section of your report:

- in any order you wish by selecting a section name from the sidebar navigation, or
- by selecting the **Next** button, which displays the relevant section of the QFR depending on the service that you deliver.

7.3 Residential Viability and Prudential Reporting section

The RV&PR section is completed by non-government providers that deliver residential care services. Your responses to these questions are used as forward-looking indicators for viability and prudential risks.

The screenshot shows a web application interface for a Quarterly Financial Report. On the left is a vertical navigation menu with items: 'Before You Start', 'Provider Contacts', 'Residential Viability and Prudential Reporting' (highlighted with a blue circle), 'Home Care Viability and Prudential Reporting', 'Year to Date Financial Statements', 'Residential Labour Costs and Hours', 'Residential Aged Care Home Expenditure Per Resident Per Day', 'Home Care Labour Costs and Hours', 'Residential Food and Nutrition Reporting', 'MPS Food and Nutrition Reporting', and 'Declaration and Submission'. The main content area has a dark blue header with 'QFR BAsAgedCare For Profit Hom.Res.MPS Provider', 'Quarterly Financial Report', and 'GPMS ID: PRV-71431093 | Period ending 01/07/2023 - 30/09/2023'. Below the header are 'Save & Close' and 'Download Copy' buttons. The section title is 'Residential Viability and Prudential Reporting'. A 'About This Section' dropdown is expanded, showing text: 'The information collected in this section will help to identify approved providers that may be facing financial stress, or emerging risk issues that could lead to financial stress later. Early identification of emerging risk will allow the Department to proactively engage with providers, and to work collaboratively with them. Please respond to the questions below, providing additional comments where appropriate. If you encounter any difficulties, please contact Forms Administration on (02) 4403 0640.' Below this is a prompt: 'Please answer the following questions and provide additional information where appropriate.' The 'Solvency' section has an information icon. It contains two questions: 'Are you currently concerned about the solvency of your organisation?' with 'Yes' and 'No' radio buttons, and 'Do you envisage any solvency issues arising in the next six months?' with 'Yes' and 'No' radio buttons. A text box for additional information is present with the placeholder text: 'Ongoing concerns about the organisation's solvency:
Concern 1 - more information
Concern 2 - more information
Concern 3 - more information Concern 4 - more information'.

Follow the steps to complete the RV&PR section of the QFR below.

1. Select a response to each question in the RV&PR section, which is made up of questions with mandatory **Yes** or **No** answers.

This screenshot is a zoomed-in view of the 'Solvency' section from the previous image. It shows the 'Are you currently concerned about the solvency of your organisation?' question with 'Yes' and 'No' radio buttons highlighted by a red box. Below it is the 'Do you envisage any solvency issues arising in the next six months?' question, also with 'Yes' and 'No' radio buttons highlighted by a red box. The 'Financial Performance' section is partially visible at the bottom.

2. Where you have answered **Yes** to a question, it is also mandatory that you provide additional information by completing the text input field that is displayed after you have selected a **Yes** response.

QFR BAsAgedCare For Profit Hom.Res.MPS Provider

Quarterly Financial Report

GPMS ID: PRV-71431093 | Period ending 01/07/2023 - 30/09/2023

Save & Close Download Copy

Residential Viability and Prudential Reporting

> About This Section

Please answer the following questions and provide additional information where appropriate.

Solvency

Are you currently concerned about the solvency of your organisation?

Yes No

* Please provide additional information

Do you envisage any solvency issues arising in the next six months?

Yes No

Please note:

You are requested to answer the outbreak management question and what type of outbreaks occurred, if applicable in this section. This can be actioned by completing the last question in the Residential Viability and Prudential Reporting section which relates to outbreak management.

Outbreak Management

Has your organisation had outbreaks in this reporting period?

Yes No

At least one option is required

What type of outbreak occurred? Select all that apply

- COVID-19
- Influenza
- Viral gastroenteritis (gastro)
- RSV
- Other

3. After answering all the questions, you will need to save your RV&PR responses by:
 - selecting the **Next** button
 - selecting the **Previous** button
 - navigating to another section of the QFR using the sidebar navigation, or
 - selecting the **Save and Close** button.

7.4 Home Care Viability and Prudential Reporting section

The HCV&PR section of the QFR is completed by non-government providers that deliver home care services. Your responses to these questions are used as forward-looking indicators for viability and prudential risks.

The screenshot displays the 'Quarterly Financial Report' interface for a 'QFR BAsAgedCare For Profit Hom.Res.MPS Provider'. The header includes the provider name, 'GPMS ID: PRV-71431093 | Period ending 01/07/2023 - 30/09/2023', and buttons for 'Save & Close' and 'Download Copy'. The main section is titled 'Home Care Viability and Prudential Reporting'. A sidebar on the left lists navigation options: 'Before You Start', 'Provider Contacts', 'Residential Viability and Prudential Reporting' (highlighted), 'Home Care Viability and Prudential Reporting', 'Year to Date Financial Statements', 'Residential Labour Costs and Hours', 'Residential Aged Care Home Expenditure Per Resident Per Day', 'Home Care Labour Costs and Hours', 'Residential Food and Nutrition Reporting', 'MPS Food and Nutrition Reporting', and 'Declaration and Submission'. The main content area includes an 'About This Section' dropdown, a paragraph explaining the purpose of the section, and instructions to provide additional comments. Below this, there are two questions with 'Yes' and 'No' radio buttons: 'Are you currently concerned about the solvency of your organisation?' and 'Do you envisage any solvency issues arising in the next six months?'. The 'Solvency' section is currently selected, and the 'Financial Performance' section is visible below it.

Follow the steps to complete the HCV&PR section of the QFR below.

1. Select a response to each question in the HCV&PR section, which is made up of questions with a mandatory **Yes** or **No** answer.

QFR BAsAgedCare For Profit Hom.Res.MPS Provider

Quarterly Financial Report

GPMS ID: PRV-71431093 | Period ending 01/07/2023 - 30/09/2023

Save & Close Download Copy

Home Care Viability and Prudential Reporting

> About This Section

Please answer the following questions and provide additional information where appropriate.

Solvency i

Are you currently concerned about the solvency of your organisation?

Yes No

Do you envisage any solvency issues arising in the next six months?

Yes No

2. Where you have answered **Yes** to a question, it is also mandatory that you provide additional information by completing the text input field displayed.

QFR BAsAgedCare For Profit Hom.Res.MPS Provider

Quarterly Financial Report

GPMS ID: PRV-71431093 | Period ending 01/07/2023 - 30/09/2023

Save & Close Download Copy

Home Care Viability and Prudential Reporting

> About This Section

Please answer the following questions and provide additional information where appropriate.

Solvency i

Are you currently concerned about the solvency of your organisation?

Yes No ⚠

* Please provide additional information

Do you envisage any solvency issues arising in the next six months?

Yes No

3. Under the Business Structure question, you must identify the business structure/s applicable to your organisation for providing home care services:

- In House Delivery
- Franchisee
- Franchisor
- Brokerage
- Subcontractor

- Self-employ Individuals
- Other Business Structure.

Business Structure (i)

What business structure does your organisation use to deliver aged care services?
⚠ Select all that apply

⚠ At least one option is required

Does your organisation use 'In House Delivery' as its business structure?	<input type="checkbox"/> No	?
Does your organisation use 'Franchisee' as its business structure?	<input type="checkbox"/> No	?
Does your organisation use 'Franchisor' as its business structure?	<input type="checkbox"/> No	?
Does your organisation use 'Brokerage' as its business structure?	<input type="checkbox"/> No	?
Does your organisation use 'Subcontractor' as its business structure?	<input type="checkbox"/> No	?
Does your organisation use 'Self-employ Individuals' as its business structure?	<input type="checkbox"/> No	?
Does your organisation use 'Other - Please Specify' as its business structure?	<input type="checkbox"/> No	?

Switch the toggle to the **Yes** position for all the business structures that apply for the reporting period.

Business Structure (i)

What business structure does your organisation use to deliver aged care services?
⚠ Select all that apply

⚠ At least one option is required

Does your organisation use 'In House Delivery' as its business structure?	<input checked="" type="checkbox"/> Yes	⚠ ?
What type of care or service/s are contracted to these organisation/s? Select all that apply		
<input type="checkbox"/> Clinical Care <input type="checkbox"/> Personal Care <input type="checkbox"/> Allied Health <input type="checkbox"/> Diversional Therapy <input type="checkbox"/> Lifestyle / Recreation / Activities Officer <input type="checkbox"/> Other		
* Additional Information (% of care/service delivered by this structure, etc.) <input style="width: 100%; height: 20px;" type="text"/>		
Does your organisation use 'Franchisee' as its business structure?	<input type="checkbox"/> No	?
Does your organisation use 'Franchisor' as its business structure?	<input type="checkbox"/> No	?

Selecting the  toggle in the **Yes** position once again removes the business structure from your selection.

Business Structure ?

What business structure does your organisation use to deliver aged care services?
 Select all that apply

 At least one option is required

Does your organisation use 'In House Delivery' as its business structure?	<input checked="" type="checkbox"/>  No	?
Does your organisation use 'Franchisee' as its business structure?	<input type="checkbox"/>  No	?
Does your organisation use 'Franchisor' as its business structure?	<input type="checkbox"/>  No	?

4. If you have selected **Other Business Structure** as a relevant business structure, enter an explanation or elaboration of your organisation's other business structure in the text input field.

Does your organisation use 'Other - Please Specify' as its business structure? Yes

* Please explain what 'other business structure' your organisation uses to deliver aged care services

What type of care or service/s are contracted to these organisation/s?

- Clinical Care
- Personal Care
- Allied Health
- Diversional Therapy
- Lifestyle / Recreation / Activities Officer
- Other

* Additional Information (% of care/service delivered by this structure, etc.)

5. After selecting a business structure, select the applicable type of care or services delivered during the reporting period. An example of selecting **In House Delivery** is outlined below.

Business Structure ?

What business structure does your organisation use to deliver aged care services?
 Select all that apply

At least one option is required

Does your organisation use 'In House Delivery' as its business structure? Yes ?

What type of care or service/s are contracted to these organisation/s? Select all that apply

- Clinical Care
- Personal Care
- Allied Health
- Diversional Therapy
- Lifestyle / Recreation / Activities Officer
- Other

* Additional Information (% of care/service delivered by this structure, etc.)

Does your organisation use 'Franchisee' as its business structure? No ?

Does your organisation use 'Franchisor' as its business structure? No ?

Select all the types of care or service under the business structure that apply to your organisation by selecting the checkbox next to the type of care or service name.

Business Structure

What business structure does your organisation use to deliver aged care services?
 Select all that apply

 At least one option is required

Does your organisation use 'In House Delivery' as its business structure? Yes  ?

What type of care or service/s are contracted to these organisation/s? Select all that apply

- Clinical Care
- Personal Care
- Allied Health
- Diversional Therapy
- Lifestyle / Recreation / Activities Officer
- Other

* Additional Information (% of care/service delivered by this structure, etc.)

This field is required.

Does your organisation use 'Franchisee' as its business structure? No ?

Does your organisation use 'Franchisor' as its business structure? No ?

Selecting the checkbox next to a type of care or service name once again deselects the type of care or service name from your relevant selection.

Business Structure

What business structure does your organisation use to deliver aged care services?
 Select all that apply

 At least one option is required

Does your organisation use 'In House Delivery' as its business structure? Yes  ?

What type of care or service/s are contracted to these organisation/s? Select all that apply

- Clinical Care
- Personal Care
- Allied Health
- Diversional Therapy
- Lifestyle / Recreation / Activities Officer
- Other

* Additional Information (% of care/service delivered by this structure, etc.)

This field is required.

Does your organisation use 'Franchisee' as its business structure? No ?

Does your organisation use 'Franchisor' as its business structure? No ?

6. If you have selected **Other** as a relevant type of care or service, enter an explanation or elaboration of your organisation's other business structure in the text input field.

Business Structure ?

What business structure does your organisation use to deliver aged care services?
 Select all that apply

 At least one option is required

Does your organisation use 'In House Delivery' as its business structure? Yes  ?

What type of care or service/s are contracted to these organisation/s? Select all that apply

- Clinical Care
- Personal Care
- Allied Health
- Diversional Therapy
- Lifestyle / Recreation / Activities Officer
- Other

* Please explain what 'other' types of aged care services are delivered via the 'In-house delivery' business structure

Shopping

* Additional Information (% of care/service delivered by this structure, etc.)

This field is required.

Does your organisation use 'Franchisee' as its business structure? No ?

Does your organisation use 'Franchisor' as its business structure? No ?

7. For each relevant business structure, enter the percentages of care or service delivered under the structure. In the **In House Delivery** business structure example, the care or service percentages attributed to Clinical Care, Personal Care and Other Officer must be provided in the text input field.

Business Structure ?

What business structure does your organisation use to deliver aged care services?
! Select all that apply

! At least one option is required

Does your organisation use 'In House Delivery' as its business structure? Yes ?

What type of care or service/s are contracted to these organisation/s? Select all that apply

- Clinical Care
- Personal Care
- Allied Health
- Diversional Therapy
- Lifestyle / Recreation / Activities Officer
- Other

* Please explain what 'other' types of aged care services are delivered via the 'In-house delivery' business structure

Shopping

* Additional Information (% of care/service delivered by this structure, etc.)
 50% Clinical Care, 40% Personal Care and 10% Other (Shopping services)

Does your organisation use 'Franchisee' as its business structure? No ?

Does your organisation use 'Franchisor' as its business structure? No ?

Next, save your HCV&PR responses by:

- selecting the **Next** button, or
- selecting the **Previous** button, or
- navigating to another section of the QFR using the sidebar navigation, or
- selecting the **Save and Close** button.

While the **In House Delivery** business structure was used as an example, the same steps apply for completing the checkboxes and additional information for:

- Franchisee
- Franchisor
- Brokerage
- Subcontractor
- Self-employ Individuals
- Other Business Structure.

7.5 Year to Date Financial Statements section

The YTDFS section is completed by non-government providers that deliver residential and home care services.

Your YTDFS data becomes part of the collective financial information used by the department to understand sector performance, which is communicated back to the sector.

The screenshot displays the 'Quarterly Financial Report' interface for a provider. The header includes the provider name 'GFR BA Aged Care For Profit Hom. Res. MP 3 Provider', the report title 'Quarterly Financial Report', and the GPMS ID 'PRV-71431093' for the period ending 01/07/2023 to 30/09/2023. There are 'Save & Close' and 'Download Copy' buttons.

The main section is titled 'Year to Date Financial Statements' and contains an 'About This Section' link. Below this is an 'Upload an Excel spreadsheet (optional)' section with a dropdown arrow. A timestamp indicates the report was last saved on 28/09/2023 at 2:22:39 pm.

The interface features a navigation sidebar on the left with the following items: 'Before You Start', 'Provider Contacts', 'Residential Viability and Prudential Reporting', 'Home Care Viability and Prudential Reporting', 'Year to Date Financial Statements' (highlighted), 'Residential Labour Costs and Hours', 'Residential Aged Care Home Expenditure Per Resident Per Day', 'Home Care Labour Costs and Hours', 'Residential Food and Nutrition Reporting', 'MPS Food and Nutrition Reporting', and 'Declaration and Submission'.

The main content area contains a table with the following columns: 'Total', 'Centrally Held', 'Residential', and 'Home Care'. The 'Residential' and 'Home Care' columns have toggle switches that are currently turned on. The table lists various asset categories under the heading 'Assets':

	Total	Centrally Held	Residential	Home Care
Assets				
Cash and Cash Equivalents	\$ 0	\$ -		
Financial Assets	\$ 0	\$ -		
Trade Receivables (less Provision for Doubtful Debts)	\$ 0		\$ -	\$ -
Refundable Resident Loans Receivable	\$ 0		\$ -	\$ -
Loans Receivable	\$ 0		\$ 0	\$ 0
Non-related parties	\$ 0		\$ -	\$ -
Related parties	\$ 0		\$ -	\$ -
Capital Work In Progress	\$ 0		\$ -	\$ -
Property, Plant and Equipment	\$ 0		\$ -	\$ -
Right of use assets	\$ 0		\$ -	\$ -
Investment Properties	\$ 0		\$ -	\$ -
Intangible Assets	\$ 0		\$ -	\$ -
Other Assets	\$ 0		\$ -	\$ -
Total Assets	\$ 0	\$ 0	\$ 0	\$ 0

At the bottom of the interface, there are 'Previous' and 'Next' navigation buttons.

7.5.1 YTDFS data table

The YTDFS data table is made up of rows and columns, and may be completed by [manual data entry](#) or using the [bulk update](#) method.

YTDFS rows

- Assets
- Liabilities
- Equity
- Income
- Expenses
- External Lines of Credit
- Key ratios.

YTDFS columns

- Total, a column of calculated data fields that add-up the amounts across the segment types
- Centrally Held, a column that captures the total amounts across the segment types where the individual segment type amounts cannot be separately determined.
- Residential
- Home Care
- Community
- Retirement
- Other.

7.5.2 YTDFS column display

The columns on the YTDFS section are all enabled by default. A column heading with the toggle on allows you to enter amounts into the data fields for the segment type.

The screenshot shows a financial reporting interface with a table of data. At the top, there are navigation controls: 'View all', 'Shrink Table', 'Jump to Section', and 'Jump to Column'. The table has columns for 'Total', 'Centrally Held', and seven segment types: Residential, Home Care, Community, Retirement, and Other. Each segment type column has a toggle switch above it, all of which are currently turned on. The table rows include various liability and equity items with their respective dollar amounts.

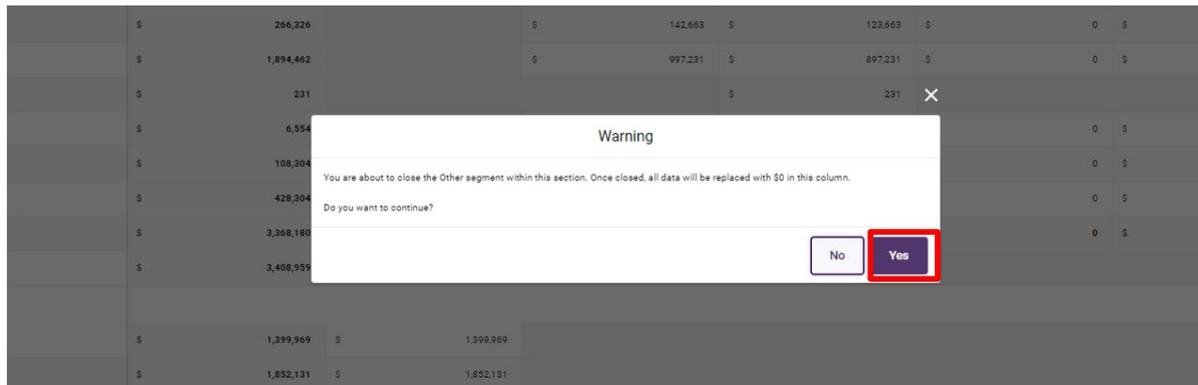
	Total	Centrally Held	Residential	Home Care	Community	Retirement	Other
Refundable Resident Loans Payable	\$ 440,953		\$ 323,412	\$ 315,541	\$ 0	\$ 0	\$ 0
External Borrowings	\$ 289,372		\$ 153,186	\$ 136,186	\$ 0	\$ 0	\$ 0
Non-related parties	\$ 23,046		\$ 10,523	\$ 12,523	\$ 0	\$ 0	\$ 0
Related parties	\$ 266,326		\$ 142,663	\$ 123,663	\$ 0	\$ 0	\$ 0
Employee benefits / provisions	\$ 1,874,402		\$ 897,231	\$ 897,231	\$ 0	\$ 0	\$ 0
Unspent Home Care Package Funds	\$ 231			\$ 231			
Unspent CHSP Grants	\$ 6,554		\$ 6,431	\$ 123	\$ 0	\$ 0	\$ 0
Lease Liabilities	\$ 108,204		\$ 64,152	\$ 44,152	\$ 0	\$ 0	\$ 0
Other Liabilities	\$ 428,204		\$ 64,152	\$ 364,152	\$ 0	\$ 0	\$ 0
Total Liabilities	\$ 3,368,180		\$ 1,610,544	\$ 1,757,616	\$ 0	\$ 0	\$ 0
Net Assets	\$ 3,408,959						
Equity							
Issued capital and contributed funds	\$ 1,299,969	\$ 1,299,969					
Reserves	\$ 1,852,131	\$ 1,852,131					
Retained Earnings (Losses)	\$ 156,859	\$ 156,859					

Disable YTDFS column display

Select the Other toggle once to switch the **Other** column off and as a result:

- the data fields in those columns are automatically populated fields with values of \$0, overwriting any previously entered data
- you will not be able to enter data under the **Other** service type.

A warning message is displayed to confirm the toggle off request.



Select **Yes** to toggle off the Other service type column.

The image shows the financial report interface with the 'Other' column toggle switch turned off. The 'Other' column is highlighted with a red box.

	Total	Centrally Held	Residential	Home Care	Community	Retirement	Other
Assets							
Cash and Cash Equivalents	\$ 140,000	\$ 140,000					
Financial Assets	\$ 421,000	\$ 421,000					
Trade Receivables (less Provision for Doubtful Debts)	\$ 100,000		\$ 45,000	\$ 55,000	\$ 0	\$ 0	\$ 0
Refundable Resident Loans Receivable	\$ 13,000		\$ 12,000	\$ 1,000	\$ 0	\$ 0	\$ 0
Loans Receivable	\$ 41,907		\$ 22,141	\$ 19,766	\$ 0	\$ 0	\$ 0
Non-related parties	\$ 14,855		\$ 6,400	\$ 7,655	\$ 0	\$ 0	\$ 0
Related parties	\$ 27,852		\$ 15,741	\$ 12,111	\$ 0	\$ 0	\$ 0
Capital Work in Progress	\$ 452,000		\$ 641,250	\$ 11,250	\$ 0	\$ 0	\$ 0
Property, Plant and Equipment	\$ 485,032		\$ 660,000	\$ 25,032	\$ 0	\$ 0	\$ 0
Right of use assets	\$ 48,000		\$ 39,000	\$ 29,000	\$ 0	\$ 0	\$ 0
Investment Properties	\$ 3,905,712		\$ 2,452,856	\$ 1,452,856	\$ 0	\$ 0	\$ 0
Intangible Assets	\$ 99,164		\$ 64,592	\$ 34,592	\$ 0	\$ 0	\$ 0
Other Assets	\$ 450,824		\$ 125,412	\$ 325,412	\$ 0	\$ 0	\$ 0
Total Assets	\$ 6,777,139	\$ 791,000	\$ 4,962,241	\$ 1,955,898	\$ 0	\$ 0	\$ 0
Liabilities							

If you do not wish to continue, select **No** to cancel the toggle off of the **Other** service type column.

The same guidance applies for toggling off the segment type columns:

- Home Care
- Community
- CentrallyHeld
- Residential
- Retirement.

7.6 Residential Labour Costs and Hours section

The RLC&H section is completed by providers that deliver residential services. The department uses your RLC&H data to contribute to the calculation of your Star Ratings and inform costing studies for the new Australian National Aged Care Classification (AN-ACC) funding model.

As part of this section, residential aged care services will also be asked to outline any outbreak management expenses.

The screenshot displays the 'Quarterly Financial Report' interface for 'GFR BA&AgedCare For Profit Hom.Res.MP & Provider'. The report is for GPMS ID: PRV-71431093, covering the period ending 01/07/2023 to 30/09/2023. The section is titled 'Residential Labour Costs and Hours' and includes an 'Upload an Excel spreadsheet (optional)' button. The table below shows 'Care Expenses' categorized under 'Labour Costs - Direct Care'.

	Total	56437 - 71431093_Perth	56438 - 71431093_Penrith
Care Expenses			
Labour Costs - Direct Care			
Registered nurses	\$ 81,222	\$ 40,000	\$ 41,222
Enrolled nurses (registered with the NMBA)	\$ 50,000	\$ 30,000	\$ 20,000
Personal care workers / Assistant in Nursing	\$ 78,975	\$ 40,500	\$ 38,475
Care Management Staff	\$ 97,500	\$ 50,000	\$ 47,500
Allied health	\$ 500,580	\$ 305,500	\$ 195,080
Physiotherapist	\$ 225,000	\$ 150,000	\$ 75,000
Occupational Therapist	\$ 96,000	\$ 50,000	\$ 46,000
Speech Pathologist	\$ 82,200	\$ 75,000	\$ 7,200
Podiatrist	\$ 19,000	\$ 10,000	\$ 9,000
Dietetic Care	\$ 24,975	\$ 10,500	\$ 14,475
Other allied health	\$ 41,005	\$ 4,000	\$ 37,005
Allied Health Assistants	\$ 12,400	\$ 6,000	\$ 6,400
Diversional/Lifestyle/ Recreation/ Activities Officer	\$ 9,790	\$ 5,100	\$ 4,690

7.6.1 RLC&H data table

The RLC&H data table is made up of rows and columns, and may be completed by [manual data entry](#) or using the [bulk update](#) method.

RLC&H rows

- Care Expenses
- Labour Hours
- Non-worked hours (for all categories above)
- Labour – Average Hourly Rates of Pay

- Bed Days
- Direct Care Minutes (worked) Per Occupied Bed Day.
- Outbreak Management Expenses

RLC&H columns

The columns on the RLC&H section represent each of the aged care homes or facilities where a provider delivers services.

The **Total** column contains calculated data fields that add-up the amounts across facilities.

	Total	56437 - 71431093_Perth	56438 - 71431093_Penrith
Care Expenses			
Labour Costs - Direct Care			
Registered nurses	\$ 81,222	\$ 40,000	\$ 41,222
Enrolled nurses (registered with the NMBA)	\$ 50,000	\$ 30,000	\$ 20,000
Personal care workers / Assistant in Nursing	\$ 78,975	\$ 40,500	\$ 38,475
Care Management Staff	\$ 97,500	\$ 50,000	\$ 47,500
Allied health	\$ 500,580	\$ 305,500	\$ 195,080
Physiotherapist	\$ 225,000	\$ 150,000	\$ 75,000
Occupational Therapist	\$ 96,000	\$ 50,000	\$ 46,000
Speech Pathologist	\$ 82,200	\$ 75,000	\$ 7,200
Podiatrist	\$ 19,000	\$ 10,000	\$ 9,000
Dietetic Care	\$ 24,975	\$ 10,500	\$ 14,475
Other allied health	\$ 41,005	\$ 4,000	\$ 37,005
Allied Health Assistants	\$ 12,400	\$ 6,000	\$ 6,400
Diversional/Lifestyle/ Recreation/ Activities Officer	\$ 9,790	\$ 5,100	\$ 4,690
Total Employee Labour Costs - Direct Care	\$ 818,067	\$ 471,100	\$ 346,967

The Residential Labour Costs and Hours columns are customised for each provider with the service ID and service name displayed as column headings.

	Total	56437 - 71431093_Perth	56438 - 71431093_Penrith
Care Expenses			

Please note:

Entered responses in the RV&PR section of the QFR are not automatically saved until you do one of the save options:

- select the Next button
- select the Previous button
- navigate to another section of the QFR using the sidebar navigation, or

- select the **Save and Close** button.

All the save options will result to being navigated away from the RV&PR section.

7.7 Residential Aged Care Home Expenditure Per Resident Per Day section

The RACHE-PRPD section contains RLC&H data calculated on a per resident per day basis.

You do not have to enter any data on this section of the QFR, however, you need to select this section and review the information before you can submit your report.

7.8 Home Care Labour Costs and Hours section

The HCLC&H section is completed by providers that deliver home care services. The department uses your HCLC&H data for greater transparency and accountability to the home care sector.

The screenshot shows the 'Home Care Labour Costs and Hours' section of the Quarterly Financial Report. The interface includes a sidebar with navigation options, a header with report details, and a main table displaying labour costs for various roles across different regions.

Header: QFR BAsAgedCare For Profit Hom.Res.MPS Provider
 Quarterly Financial Report
 GPMS ID: PRV-71431093 | Period ending 01/07/2023 - 30/09/2023
 Buttons: Save & Close, Download Copy

Section: Home Care Labour Costs and Hours
 > About This Section
 Upload an Excel spreadsheet (optional)
 Last saved at 29/09/2023, 8:41:01 am
 View all | Expand Table | Jump to Section | Jump to Column

	Total	<input type="checkbox"/> Centrally Held	VIC - Northern Sydney	VIC - Western Sydney
Care Expenses				
Labour Cost - Internal Direct Care - Employee				
Registered nurses	\$ 88,849	\$ 0	\$ 45,101	\$ 43,748
Enrolled nurses (registered with the NMBA)	\$ 78,800	\$ 0	\$ 40,000	\$ 38,800
Personal care workers (including gardening & cleaning)	\$ 83,725	\$ 0	\$ 42,500	\$ 41,225
Allied health	\$ 70,920	\$ 0	\$ 36,000	\$ 34,920
Other employee staff (employed in a direct care role)	\$ 88,650	\$ 0	\$ 45,000	\$ 43,650
Total Labour Costs - Internal Direct Care - Employee	\$ 410,944	\$ 0	\$ 208,601	\$ 202,343
Labour Cost - Internal Direct Care - Agency Care Staff				
Registered nurses	\$ 73,748	\$ 0	\$ 30,000	\$ 43,748
Enrolled nurses (registered with the NMBA)	\$ 68,748	\$ 0	\$ 25,000	\$ 43,748
Personal care workers (including gardening & cleaning)	\$ 73,748	\$ 0	\$ 30,000	\$ 43,748
Allied health	\$ 61,748	\$ 0	\$ 18,000	\$ 43,748
Other Agency staff	\$ 69,748	\$ 0	\$ 26,000	\$ 43,748

Buttons: Previous, Next

7.8.1 HCLC&H data table

The HCLC&H data table is made up of rows and columns, and may be completed by [manual data entry](#) or using the [bulk update](#) method.

HCLC&H rows

- Care Expenses
- Labour Hours
- Non-worked hours (for all categories above)
- Labour – Average Hourly Rates of Pay.

HCLC&H columns

The columns on the HCLC&H section represent each of the aged care planning regions where a provider delivers services.

There are also columns for:

- **Centrally Held:** a column that captures the total amounts across the service types where they cannot be separately determined by service type
- **Total:** a column of calculated data fields that add-up the amounts across planning regions.

	Total	Centrally Held	VIC - Northern Sydney	VIC - Western Sydney
Labour Worked Hours - Internal Direct Care - Employee				
Registered nurses	374.50 hrs	0.00 hrs	189.75 hrs	184.75 hrs
Enrolled nurses (registered with the NMBA)	294.00 hrs	0.00 hrs	150.25 hrs	143.75 hrs
Personal care workers (including gardening & cleaning)	324.00 hrs	0.00 hrs	164.00 hrs	160.00 hrs
Allied health	316.00 hrs	0.00 hrs	132.00 hrs	184.00 hrs
Other employee staff (employed in a direct care role)	296.00 hrs	0.00 hrs	140.00 hrs	156.00 hrs
Total Labour Worked Hours - Internal Direct Care - Employee	1,604.50 hrs	0.00 hrs	776.00 hrs	828.50 hrs
Labour Worked Hours - Internal Direct Care - Agency Care Staff				
Registered nurses	374.50 hrs	0.00 hrs	199.75 hrs	174.75 hrs
Enrolled nurses (registered with the NMBA)	291.00 hrs	0.00 hrs	137.25 hrs	153.75 hrs
Personal care workers (including gardening & cleaning)	254.00 hrs	0.00 hrs	124.00 hrs	130.00 hrs
Allied health	286.00 hrs	0.00 hrs	112.00 hrs	174.00 hrs
Other Agency staff	236.00 hrs	0.00 hrs	120.00 hrs	116.00 hrs
Total Labour Worked Hours - Internal Direct Care - Agency Care Staff	1,441.50 hrs	0.00 hrs	693.00 hrs	748.50 hrs

The HCLC&H columns customised for each provider with the planning region code and planning region name displayed as column headings.

	Total	Centrally Held	VIC - Northern Sydney	VIC - Western Sydney
Care Expenses				

Please note:

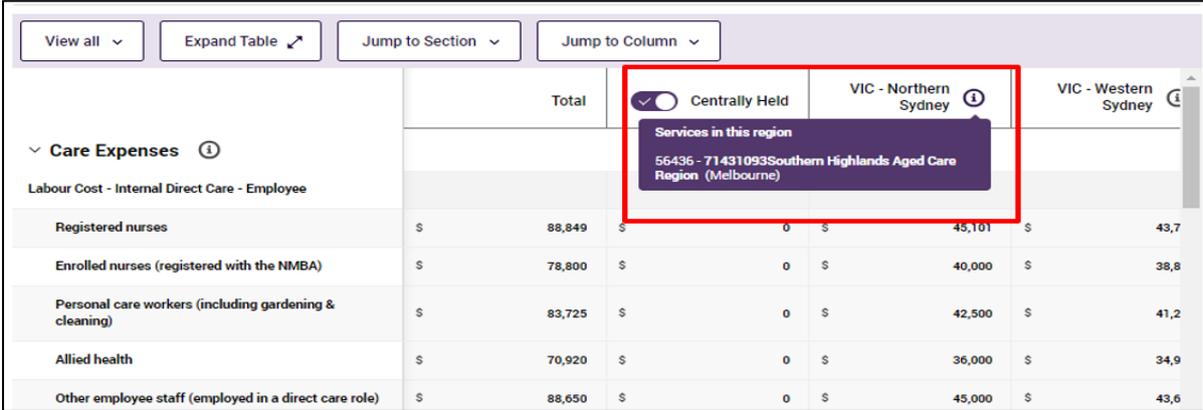
Entered responses in the HCV&PR section of the QFR are not automatically saved until you do one of the save options:

- select the Next button
- select the Previous button
- navigate to another section of the QFR using the sidebar navigation, or
- select the Save and Close button.

All the save options will result to being navigated away from the HCV&PR section.

7.8.2 Information icon

An information icon  next to the planning region name in the HCLC&H section of the QFR displays the services under the selected planning region in a pop-up window.



The screenshot shows a table with columns for 'Total', 'Centrally Held', 'VIC - Northern Sydney', and 'VIC - Western Sydney'. A red box highlights the 'VIC - Northern Sydney' header and a pop-up window that appears over it. The pop-up window contains the text: 'Services in this region', '56436 - 71431093 Southern Highlands Aged Care Region (Melbourne)'. The table below shows 'Care Expenses' with a sub-section 'Labour Cost - Internal Direct Care - Employee' and rows for 'Registered nurses', 'Enrolled nurses (registered with the NMBA)', 'Personal care workers (including gardening & cleaning)', 'Allied health', and 'Other employee staff (employed in a direct care role)'. Each row has columns for 'Total', 'Centrally Held', 'VIC - Northern Sydney', and 'VIC - Western Sydney' with corresponding dollar amounts.

	Total	Centrally Held	VIC - Northern Sydney	VIC - Western Sydney
Care Expenses				
Labour Cost - Internal Direct Care - Employee				
Registered nurses	\$ 88,849	\$ 0	\$ 45,101	\$ 43,7
Enrolled nurses (registered with the NMBA)	\$ 78,800	\$ 0	\$ 40,000	\$ 38,8
Personal care workers (including gardening & cleaning)	\$ 83,725	\$ 0	\$ 42,500	\$ 41,2
Allied health	\$ 70,920	\$ 0	\$ 36,000	\$ 34,9
Other employee staff (employed in a direct care role)	\$ 88,650	\$ 0	\$ 45,000	\$ 43,6

7.8.3 Centrally Held column display

The **Centrally Held** column is enabled by default, which allows you to enter amounts.

	Total	<input checked="" type="checkbox"/> Centrally Held	VIC - Northern Sydney	VIC - Western Sydney
Care Expenses				
Labour Cost - Internal Direct Care - Employee				
Registered nurses	\$ 138,849	\$ 50,000	\$ 45,101	\$ 45,101
Enrolled nurses (registered with the NMBA)	\$ 78,800	\$ 0	\$ 40,000	\$ 38,800
Personal care workers (including gardening & cleaning)	\$ 83,725	\$ 0	\$ 42,500	\$ 41,225
Allied health	\$ 70,920	\$ 0	\$ 36,000	\$ 34,920
Other employee staff (employed in a direct care role)	\$ 88,650	\$ 0	\$ 45,000	\$ 43,650
Total Labour Costs - Internal Direct Care - Employee	\$ 460,944	\$ 50,000	\$ 208,601	\$ 202,601
Labour Cost - Internal Direct Care - Agency Care Staff				

To disable the **Centrally Held** column, Select the Centrally Held toggle once to switch the **Centrally Held** column off and as a result:

- the data fields in those columns are automatically populated fields with \$0 values, overwriting any previously entered data
- you will not be able to enter data under the Centrally Held column.

A warning message is displayed to confirm the toggle off request.

The screenshot shows a warning dialog box in the foreground. The dialog box text is: "Warning", "You are about to close the Centrally Held column within this section. Once closed, all data will be replaced with \$0 in this column.", "Do you want to continue?". There are two buttons: "No" and "Yes". The "Yes" button is highlighted with a red border. In the background, a table is visible with columns for "Centrally Held" and "VIC - Northern Sydney".

Select **Yes** to toggle off the **Centrally Held** column.

	Total	<input checked="" type="checkbox"/> Centrally Held	VIC - Northern Sydney	VIC - Western Sydney
Care Expenses				
Labour Cost - Internal Direct Care - Employee				
Registered nurses	\$ 88,849	\$ 0	\$ 45,101	\$ 43,7
Enrolled nurses (registered with the NMBA)	\$ 78,800	\$ 0	\$ 40,000	\$ 38,8
Personal care workers (including gardening & cleaning)	\$ 83,725	\$ 0	\$ 42,500	\$ 41,2
Allied health	\$ 70,920	\$ 0	\$ 36,000	\$ 34,9
Other employee staff (employed in a direct care role)	\$ 88,650	\$ 0	\$ 45,000	\$ 43,6
Total Labour Costs - Internal Direct Care - Employee	\$ 410,944	\$ 0	\$ 208,601	\$ 202,3
Labour Cost - Internal Direct Care - Agency Care Staff				
Registered nurses	\$ 73,748	\$ 0	\$ 30,000	\$ 43,7
Enrolled nurses (registered with the NMBA)	\$ 68,748	\$ 0	\$ 25,000	\$ 43,7
Personal care workers (including gardening & cleaning)	\$ 73,748	\$ 0	\$ 30,000	\$ 43,7

Alternatively, select **No** if you do not wish to toggle off of the **Centrally held** column.

7.9 Residential Food and Nutrition Reporting section

The RF&NR section is completed by providers that deliver residential care services, except:

- Flexible care services that are Multi-Purpose Services (MPS)
- Services providing residential care under the National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP).

Your residential food and nutrition data becomes part of the collective information used by the department to understand and report on food and nutrition in residential aged care.

QFR BAsAgedCare For Profit Hom.Res.MPS Provider
Save & Close
Download Copy

Quarterly Financial Report

GPMS ID: PRV-71431093 | Period ending 01/07/2023 - 30/09/2023

Residential Food and Nutrition Reporting

> About This Section

Upload an Excel spreadsheet (optional)

Last saved at 29/09/2023, 9:29:31 am

View all
Expand Table
Jump to Section
Jump to Column

	Total	56437 - 71431093_Perth	56438 - 71431093_Penrith
Dietetic Care - Employee Labour	\$ 24,975	\$ 10,500	\$ 14,475
Dietetic Care - Consultant or Agency staff	\$ 6,400	\$ 3,400	\$ 3,000
Speech pathologist (food, nutrition and dining experience) - Employee Labour	\$ 15,924	\$ 8,412	\$ 7,512
Speech pathologist (food, nutrition and dining experience) - Consultant or Agency staff	\$ 6,000	\$ 2,500	\$ 3,500
Ally Health Worked Hours			
Dietetic Care - Employee Labour	hrs 351.00	hrs 180.00	hrs 171.00
Dietetic Care - Consultant or Agency staff	hrs 255.45	hrs 131.00	hrs 124.45
Speech pathologist (food, nutrition and dining experience) - Employee Labour	hrs 10,041.00	hrs 5,210.00	hrs 4,831.00
Speech pathologist (food, nutrition and dining experience) - Consultant or Agency staff	hrs 10,025.00	hrs 3,514.00	hrs 6,511.00
Food preparation model (for main meals only)			
Select how your breakfast is prepared (excluding snacks)		Cook fresh	Cook fresh
Select how your lunch is prepared (excluding snacks)		Cook chill	Cook chill

Previous
Next

7.9.1 RF&NR data table

The RF&NR data table is made up of rows and columns, and may be completed by [manual data entry](#) or using the [bulk update](#) method.

RF&NR rows

- Resident expenses
- Allied Health expenses
- Allied Health worked hours
- Food preparation model (for main meals only)
- Internal catering – on site
- Internal catering – off site
- Internal catering – transport/delivery costs

- Contract catering – on site
- Contract catering – off site
- Average daily spend.

RF&NR columns

The columns on the RF&NR section represent each of the aged care homes or facilities where a provider delivers services.

The Total column contains data fields that add-up the amounts across facilities.

	Total	56437 - 71431093_Perth	56438 - 71431093_Penrith
Resident expenses			
Oral nutrition supplements	\$ 7,000	\$ 3,200	\$ 3,800
Oral health living expenses	\$ 11,200	\$ 5,200	\$ 6,000
Allied health expenses			
Dietetic Care - Employee Labour	\$ 24,975	\$ 10,500	\$ 14,475
Dietetic Care - Consultant or Agency staff	\$ 6,400	\$ 3,400	\$ 3,000
Speech pathologist (food, nutrition and dining experience) - Employee Labour	\$ 15,924	\$ 8,412	\$ 7,512
Speech pathologist (food, nutrition and dining experience) - Consultant or Agency staff	\$ 6,000	\$ 2,500	\$ 3,500

The RF&NR columns are custom generated for a provider with the service ID and service name displayed as column headings.

	Total	56437 - 71431093_Perth	56438 - 71431093_Penrith
Resident expenses			

7.10 NATSIFACP Food and Nutrition section

The NATSIFACP-F&NR section is completed by providers that deliver residential care under the National Aboriginal and Torres Strait Islander Flexible Aged Care Program.

Your NATSIFACP food and nutrition data becomes part of the collective information used by the department to understand and report on food and nutrition in NATSIFACP residential aged care.



- Before You Start
- Provider Contacts
- Residential Viability and Prudential Reporting
- Home Care Viability and Prudential Reporting
- Year to Date Financial Statements
- Residential Labour Costs and Hours
- Residential Aged Care Home Expenditure Per Resident Per Day
- Home Care Labour Costs and Hours
- Residential Food and Nutrition Reporting
- NATSIFACP Food and Nutrition Reporting**
- MPS Food and Nutrition Reporting
- Declaration and Submission

Quarterly Financial Report
 GPMS ID: PRV-71430961 | Period ending 01/04/2024 - 30/06/2024

[Save & Close](#) [Download Copy](#)

NATSIFACP Food and Nutrition Reporting

> About This Section

● Upload an Excel spreadsheet (optional)

Last saved at 07/11/2023, 11:42:44 am

[View all](#)
 [Expand Table](#)
 [Jump to Section](#)
 [Jump to Column](#)

	Total	53200 - 71430961_Ashfield	53201 - 71430961_Sydney
Resident expenses			
Oral nutrition supplements	\$ 8 5	4 5	4
Oral health living expenses	\$ 8 5	4 5	4
Allied health expenses			
Dietetic Care - Employee Labour	\$ 8 5	4 5	4
Dietetic Care - Consultant or Agency staff	\$ 8 5	4 5	4
Speech pathologist (food, nutrition and dining experience) - Employee Labour	\$ 8 5	4 5	4
Speech pathologist (food, nutrition and dining experience) - Consultant or Agency staff	\$ 8 5	4 5	4
Allied Health Worked Hours			
Dietetic Care - Employee Labour	hrs 8.00	hrs 4.00	hrs 4.00
Dietetic Care - Consultant or Agency staff	hrs 8.00	hrs 4.00	hrs 4.00
Speech pathologist (food, nutrition and dining experience) - Employee Labour	hrs 8.00	hrs 4.00	hrs 4.00
Speech pathologist (food, nutrition and dining experience) - Consultant or Agency staff	hrs 8.00	hrs 4.00	hrs 4.00

Previous

Next

7.10.1 NATSIFACP-F&NR data table

The NATSIFACP-F&NR data table is made up of rows and columns, and may be completed by [manual data entry](#) or using the [bulk update](#) method.

NATSIFACP-F&NR rows

- Resident expenses
- Allied Health expenses
- Allied Health worked hours
- Food preparation model (for main meals only)
- Internal catering – on site
- Internal catering – off site
- Internal catering – transport/delivery costs
- Contract catering – on site
- Contract catering – off site
- Average daily spend.

NATSIFACP-F&NR columns

The columns on the NATSIFACP-F&NR section represent each of the aged care homes or facilities where a provider delivers services.

The Total column contains data fields that add-up the amounts across facilities.

	Total	53200 - 71430961_Ashfield	53201 - 71430961_Sydney
Resident expenses			
Oral nutrition supplements	\$ 8	\$ 4	\$ 4
Oral health living expenses	\$ 8	\$ 4	\$ 4
Allied health expenses			
Dietetic Care - Employee Labour	\$ 8	\$ 4	\$ 4
Dietetic Care - Consultant or Agency staff	\$ 8	\$ 4	\$ 4
Speech pathologist (food, nutrition and dining experience) - Employee Labour	\$ 8	\$ 4	\$ 4
Speech pathologist (food, nutrition and dining experience) - Consultant or Agency staff	\$ 8	\$ 4	\$ 4

The NATSIFACP-F&NR columns are custom generated for a provider with the service ID and service name displayed as column headings.

View all	Expand Table	Jump to Section	Jump to Column	
		Total	53200 - 71430961_Ashfield	53201 - 71430961_Sydney
Resident expenses				
Oral nutrition supplements	\$ 8	\$ 4	\$ 4	
Oral health living expenses	\$ 8	\$ 4	\$ 4	

7.11 MPS Food and Nutrition section

The MPS-F&NR section is completed by providers that deliver residential care under Multi-Purpose Service (MPS) Program.

Your MPS food and nutrition data becomes part of the collective information used by the department to understand and report on food and nutrition in the MPS residential aged care.

- Before You Start
- Provider Contacts
- Residential Viability and Prudential Reporting
- Home Care Viability and Prudential Reporting
- Year to Date Financial Statements
- Residential Labour Costs and Hours
- Residential Aged Care Home Expenditure Per Resident Per Day
- Home Care Labour Costs and Hours
- Residential Food and Nutrition Reporting
- MPS Food and Nutrition Reporting**
- Declaration and Submission

GFR BAsAgedCare For Profit Hom.Res.MPS Provider

Quarterly Financial Report

GPMS ID: PRV-71431093 | Period ending 01/07/2023 - 30/09/2023

Save & Close Download Copy

MPS Food and Nutrition Reporting

> About This Section

Upload an Excel spreadsheet (optional)

Last saved at 29/09/2023, 10:05:32 am

	Total	56439 - 71431093_Perth	56440 - 71431093_Penrith
Resident expenses			
Oral nutrition supplements	\$ 6,490	\$ 2,880	\$ 3,610
Oral health living expenses	\$ 10,640	\$ 4,940	\$ 5,700
Allied health expenses			
Dietetic Care - Employee Labour	\$ 23,201	\$ 9,450	\$ 13,751
Dietetic Care - Consultant or Agency staff	\$ 5,910	\$ 3,060	\$ 2,850
Speech pathologist (food, nutrition and dining experience) - Employee Labour	\$ 14,707	\$ 7,571	\$ 7,136
Speech pathologist (food, nutrition and dining experience) - Consultant or Agency staff	\$ 5,575	\$ 2,250	\$ 3,325
Allied Health Worked Hours			
Dietetic Care - Employee Labour	hrs 333.45	hrs 171.00	hrs 162.45
Dietetic Care - Consultant or Agency staff	hrs 242.68	hrs 124.45	hrs 118.23
Speech pathologist (food, nutrition and dining experience) - Employee Labour	hrs 9,538.95	hrs 4,949.50	hrs 4,589.45
Speech pathologist (food, nutrition and dining experience) - Consultant or Agency staff	hrs 9,523.75	hrs 3,338.30	hrs 6,185.45

Previous
Next

7.11.1 MPS-F&NR data table

The MPS-F&NR data table is made up of rows and columns, and may be completed by [manual data entry](#) or using the [bulk update](#) method.

MPS-F&NR rows

The row groupings on the MPS-F&NR section are:

- Resident expenses
- Allied health expenses
- Allied Health Worked Hours
- Food preparation model (for main meals only)
- Internal catering – on site
- Internal catering – off site
- Internal catering – transport/delivery costs
- Contract catering – on site
- Contract catering – off site
- Number of Available Bed Days
- Average daily spend.

MPS-F&NR columns

The columns on the MPS-F&NR section represent each of the aged care homes or facilities where a provider delivers services.

The Total column contains data fields that add-up the amounts across facilities.

	Total	56439 - 71431093_Perth	56440 - 71431093_Penrith
Resident expenses			
Oral nutrition supplements	\$ 6,490	\$ 2,880	\$ 3,610
Oral health living expenses	\$ 10,640	\$ 4,940	\$ 5,700
Allied health expenses			
Dietetic Care - Employee Labour	\$ 23,201	\$ 9,450	\$ 13,751
Dietetic Care - Consultant or Agency staff	\$ 5,910	\$ 3,060	\$ 2,850
Speech pathologist (food, nutrition and dining experience) - Employee Labour	\$ 14,707	\$ 7,571	\$ 7,136
Speech pathologist (food, nutrition and dining experience) - Consultant or Agency staff	\$ 5,575	\$ 2,250	\$ 3,325

The MPS-F&NR columns are custom generated for a provider with the service ID and NAPS service name displayed as column headings.

View all ▾	Expand Table ↗	Jump to Section ▾	Jump to Column ▾		
> Resident expenses ⓘ		Total	<table border="1"> <tr> <td>56439 - 71431093_Perth</td> <td>56440 - 71431093_Penrith</td> </tr> </table>	56439 - 71431093_Perth	56440 - 71431093_Penrith
56439 - 71431093_Perth	56440 - 71431093_Penrith				

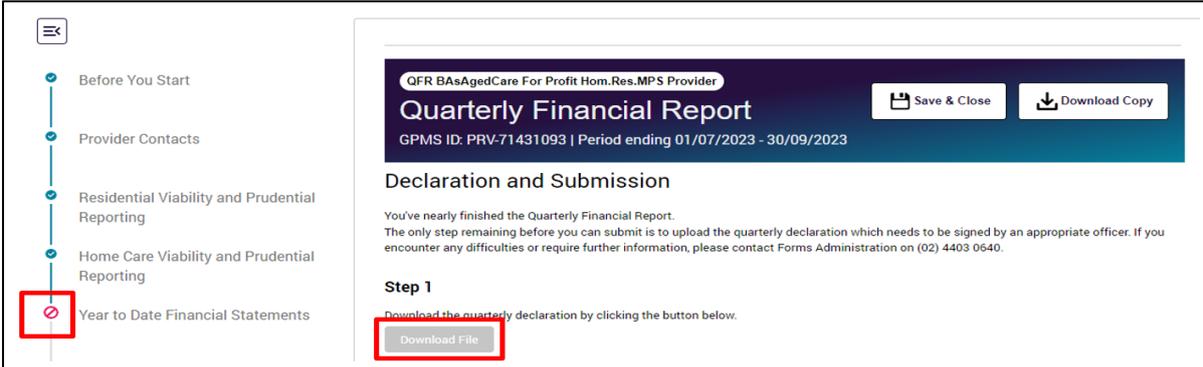
7.12 Declaration and Submission section

The Declaration and Submission is the last section of the QFR to be completed by all providers who must submit a QFR.

While you can navigate to the Declaration and Submission at any time when completing your report, the **Download File** button is disabled until all sections of the QFR form are visited and completed without errors.

QFR form with error

Error in the QFR form is indicated by a  red circle with a diagonal line visual cue in the sidebar navigation. Below is an example of a QFR with one or more errors in the YTD/FS section.



The screenshot shows the 'Declaration and Submission' section of a Quarterly Financial Report. The sidebar on the left lists five sections: 'Before You Start', 'Provider Contacts', 'Residential Viability and Prudential Reporting', 'Home Care Viability and Prudential Reporting', and 'Year to Date Financial Statements'. The 'Year to Date Financial Statements' section is marked with a red circle and a diagonal line, indicating an error. The main content area shows the title 'Quarterly Financial Report' for 'QFR BAsAgedCare For Profit Hom.Res.MPS Provider' with GPMS ID: PRV-71431093 | Period ending 01/07/2023 - 30/09/2023. It includes 'Save & Close' and 'Download Copy' buttons. The 'Declaration and Submission' section contains instructions and a 'Step 1' section with a 'Download File' button that is disabled (greyed out).

You must go back to the YTD/FS section and fix the error/s to enable the **Download File** button.

QFR form with no error

A QFR form with no error is indicated by the  green circle with a tick visual cue in the sidebar navigation. Below is an example of a QFR with no errors.

The screenshot displays the 'Quarterly Financial Report' application interface. On the left, a vertical navigation menu lists various reporting sections, with 'Declaration and Submission' at the bottom, highlighted by a red box. The main content area features a header with the title 'Quarterly Financial Report' and a 'Download Copy' button. Below this, the 'Declaration and Submission' section provides instructions for downloading the declaration form. A 'Download File' button is highlighted with a red box, corresponding to the 'Step 1' instruction.

7.12.1 Declaration

Follow the steps to complete your declaration below.

1. Navigate to the **Declaration and Submission** section to download the declaration form.
2. Download the declaration form by selecting the **Download File** button.

This screenshot shows a box titled 'Step 1' containing the instruction: 'Download the quarterly declaration by clicking the button below.' Below the text, a 'Download File' button is highlighted with a red box.

A declaration file will download and automatically save in your computer's default or nominated Downloads folder.

☰

- Before You Start
- Provider Contacts
- Residential Viability and Prudential Reporting
- Home Care Viability and Prudential Reporting
- Year to Date Financial Statements
- Residential Labour Costs and Hours
- Residential Aged Care Home Expenditure Per Resident Per Day
- Home Care Labour Costs and Hours
- Residential Food and Nutrition Reporting
- MPS Food and Nutrition Reporting
- **Declaration and Submission**

QFR BAsAgedCare For Profit Hom.Res.MPS Provider

Quarterly Financial Report

GPMS ID: PRV-71431093 | Period ending 01/07/2023 - 30/09/2023

📄 Save & Close
📄 Download Copy

📄
QFRDeclaration (1).pdf
747 KB - Done

Declaration and Submission

You've nearly finished the Quarterly Financial Report. The only step remaining before you can submit is to upload the quarterly declaration which needs to be signed by an appropriate officer. If you encounter any difficulties or require further information, please contact Forms Administration on (02) 4403 0540.

Step 1

Download the quarterly declaration by clicking the button below.

Download File

Step 2

Have the declaration signed by an appropriate officer (see requirements below). Please include the name, position, signature and date in the designated area at the bottom of the page.

Requirements for Signing the Declaration

If the approved provider is not a State, a Territory, an authority of a State or Territory, or a local government authority, the Quarterly Financial Report must be signed by:

- If the provider is a body corporate, that is incorporated or taken to be incorporated, under the Corporations Act 2001 - a director of the body corporate for the purposes of the Act, and
- Otherwise - a member of the provider's governing body.

If the approved provider is a State, a Territory, an authority of a State or Territory, or a local government authority, the Quarterly Financial Report must be signed by one of the approved provider's key personnel who is authorised by the provider to sign the report. Be advised that giving false or misleading information or documentation is a serious offence under Division 137 of the Criminal Code Act 1995 (Cth), which provides for a penalty of up to 12 months' imprisonment. Sanctions may also be imposed under the act if an approved provider fails to comply with the requirements.

In signing the declaration, the officer is indicating that they understand and agree with the following statements:
I am authorised to act on behalf of the approved provider of the aged care service; and
the information I have provided on this form is complete and correct.

Step 3

3. Open the QFRDeclaration.pdf file.


Australian Government
Department of Health and Aged Care

Declaration by the approved provider

Note to individuals signing this form:
Giving false or misleading information or documents is an offence under Division 137 of the Criminal Code Act 1995 (Cth) with a maximum penalty of 12 months imprisonment.

Approved providers have a responsibility to:

- comply with Part 3A.3 of the Aged Care Act in relation to managing refundable deposits, accommodation bonds and entry contributions under paragraph 56-1(ga) of the Act; and
- comply with other such responsibilities as are specified in the Accountability Principles 2014, including reporting responsibilities, under paragraph 63-1(m) of the Act.

The Secretary may impose sanctions (see Division 66 of the Act) on an approved provider if the approved provider has not complied, or is not complying with one or more of its responsibilities under the Act, including responsibilities to submit aged care reports.

Who Must Sign the Declaration:

If the approved provider is not a State, a Territory, an authority of a State or Territory or a local government authority, the aged care financial report must be signed by:

- (a) if the provider is a body corporate that is incorporated, or taken to be incorporated, under the Corporations Act 2001—a director of the body corporate for the purposes of that Act; and
- (b) otherwise—a member of the provider's governing body.

If the approved provider is a State, a Territory, an authority of a State or Territory or a local government authority, the aged care financial report must be signed by one of the approved provider's key personnel who is authorised by the provider to sign the report.

As a person who is authorised by the approved provider to sign this statement, I certify that all particulars given in this Quarterly Financial Report (QFR) as it relates to:

- Viability and Prudential Compliance questions
- Quarterly Financial Statements
- Residential care labour cost and hours reporting
- Home care labour cost and hours reporting
- Quarterly Food and Nutrition reporting

are true and correct.

Full Name	Position
Signature	Date

You must submit the completed QFR before 5:00pm on 4 November 2022 online via the QFR portal.
<https://health.formadministration.com.au>

4. Complete the declaration by adding the authorised person details for your report submission, including full name, position, signature, and date signed.

Read the declaration requirements carefully to ensure your QFR submission is signed by an authorised signatory.

Step 2

Have the declaration signed by an appropriate officer (see requirements below). Please include the name, position, signature and date in the designated area at the bottom of the page.

Requirements for Signing the Declaration

If the approved provider is not a State, a Territory, an authority of a State or Territory, or a local government authority, the Quarterly Financial Report must be signed by:

- If the provider is a body corporate, that is incorporated or taken to be incorporated, under the Corporations Act 2001 - a director of the body corporate for the purposes of the Act; and
- Otherwise - a member of the provider's governing body.

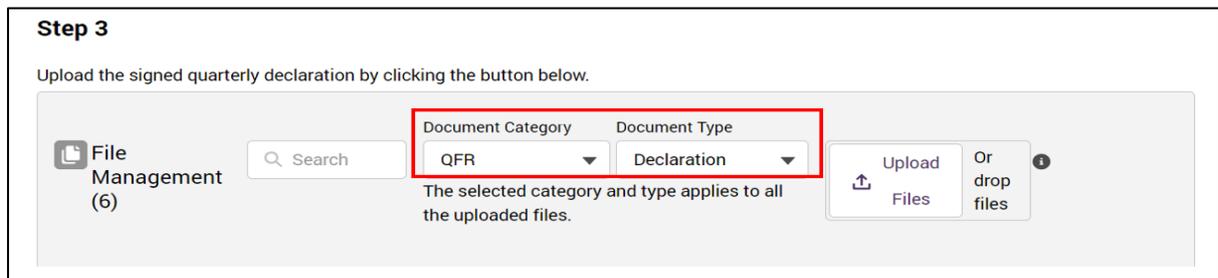
If the approved provider is a State, a Territory, an authority of a State or Territory, or a local government authority, the Quarterly Financial Report must be signed by one of the approved provider's key personnel who is authorised by the provider to sign the report.

Be advised that giving false or misleading information or documentation is a serious offence under Division 137 of the Criminal Code Act 1995 (Cth), which provides for a penalty of up to 12 months' imprisonment. Sanctions may also be imposed under the act if an approved provider fails to comply with the requirements.

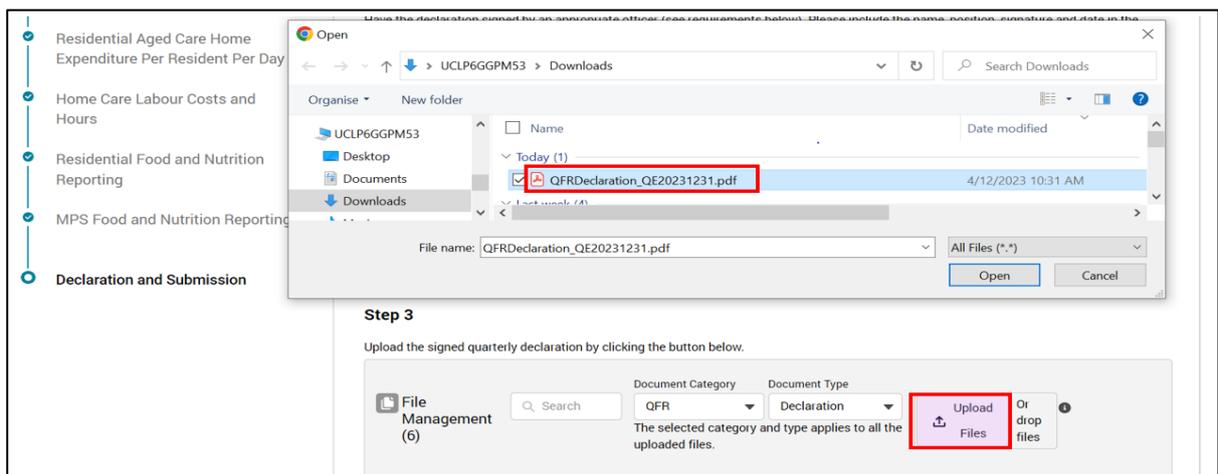
In signing the declaration, the officer is indicating that they understand and agree with the following statements:

I am authorised to act on behalf of the approved provider of the aged care service; and
the information I have provided on this form is complete and correct.

5. Save the signed declaration as QFRDeclaration in PDF format. If you wish to give the upload file another name, you can 'save as' a filename based on your preferred file naming convention.
6. Navigate to step 3 in the Declaration and Submission section to upload the signed declaration form.
7. Set the Document Category to QFR. The Document Type will be automatically set to Declaration when you select the QFR document category.

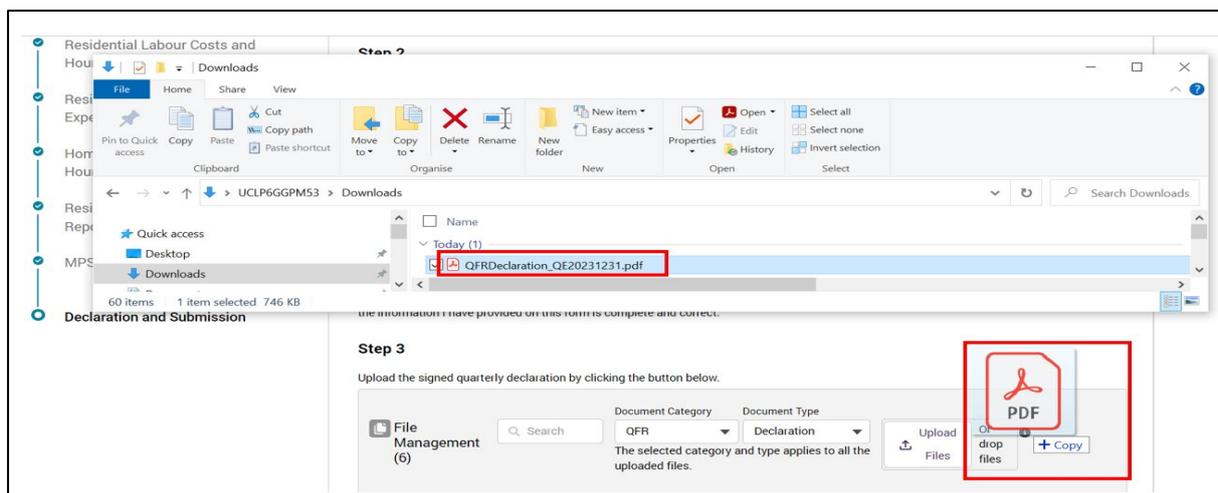


8. Select the **Upload Files** button. Locate and select your signed QFR Declaration form for upload.

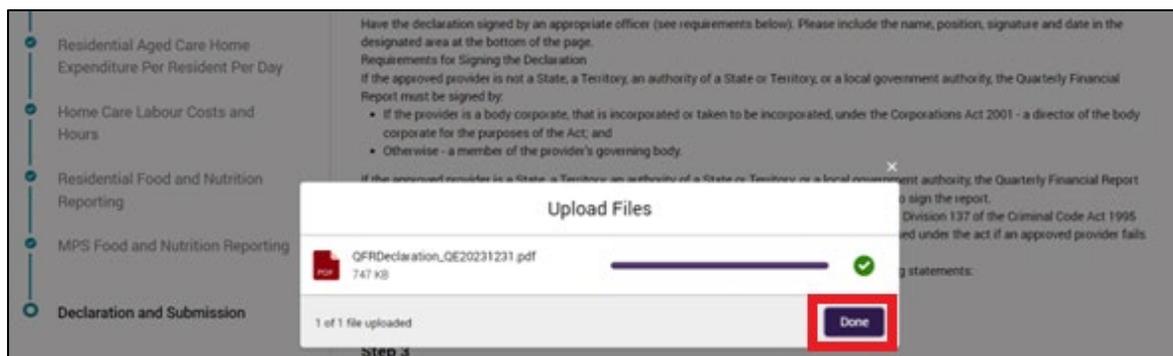


Another way to upload your file is through the drop files function.

Locate your signed QFR Declaration form, then drag and drop the file over the **Or drop files** text.



9. A confirmation message is displayed when the file upload completes successfully. Select the **Done** button to continue to the next step.



Please note:

You may upload a declaration form as many times as necessary.

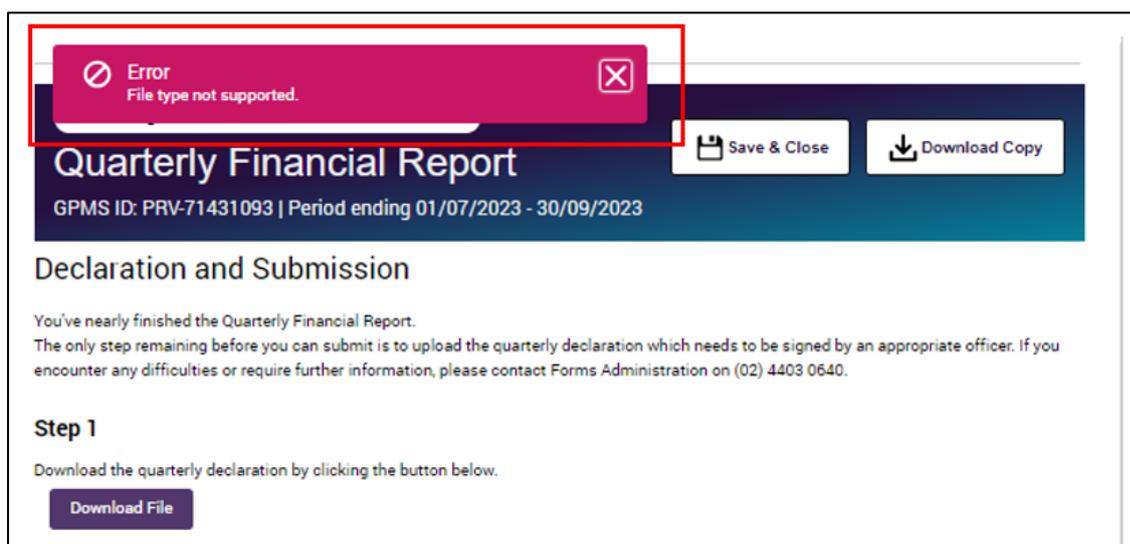
You will have to upload a declaration file each time you submit a report, which covers:

- initial submission
- subsequent resubmissions of your report for the same quarterly reporting period.

Your previous declarations are invalidated upon successful upload of the new declaration form.

Unsuccessful file upload

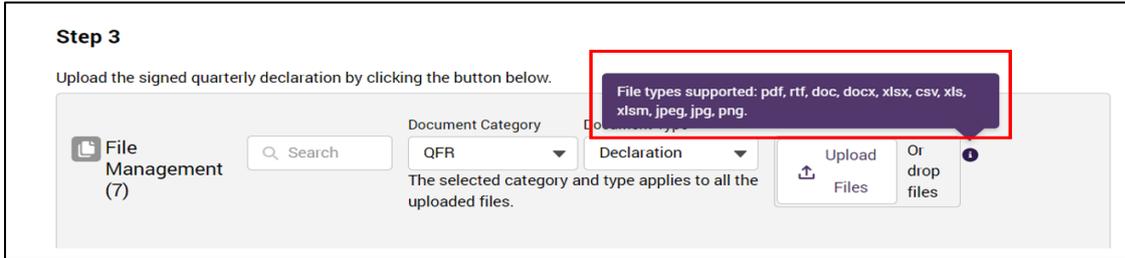
An error message is displayed when the uploaded declaration file is in an unsupported format.



Please note:

The declaration form is expected to be uploaded in pdf format.

There are other file types supported by the upload function, a shared component across GPMS applications, which are not relevant to the QFR declaration process.



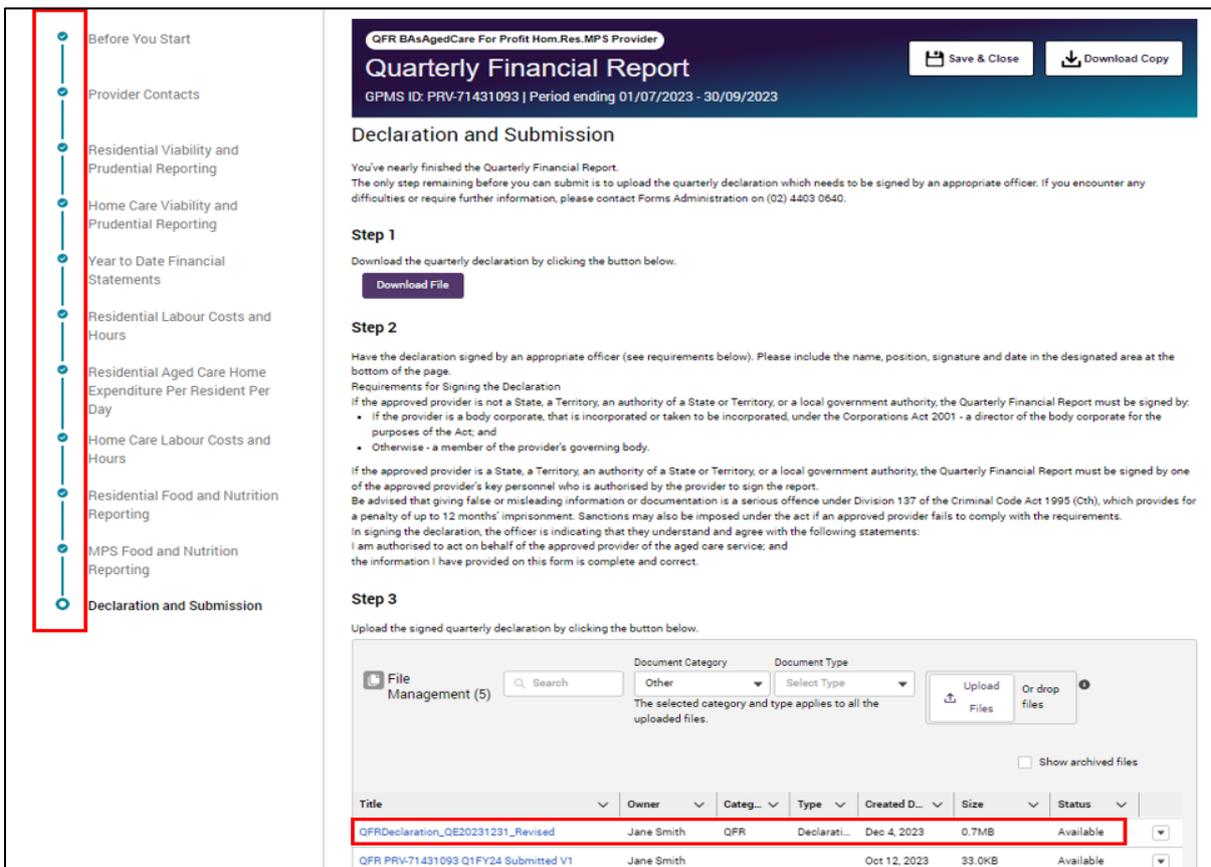
10. The declaration form is [scanned for viruses](#) after the file is uploaded successfully.

7.12.2 Submission

Follow the steps to submit your QFR below.

1. Before you can submit your report, check that:

- there are no errors (indicated by the green circle with a tick visual cue next to the QFR section names in the sidebar navigation)
- you have uploaded a declaration form signed by an authorised officer.



Please note:

The Submit button is disabled when:

- there is an error in any of the QFR sections, or
- you have not uploaded a declaration for your QFR submission, or
- the virus scanning of the uploaded declaration file is in progress.

2. Select the **Submit** button when the virus scan is complete, indicated by an **Available** status.

The screenshot shows a 'File Management (5)' interface. At the top, there is a search bar and filters for 'Document Category' (set to 'Other') and 'Document Type' (set to 'Select Type'). Below the filters, there are 'Upload Files' and 'Or drop files' buttons. A table lists the following files:

Title	Owner	Categ...	Type	Created D...	Size	Status
QFRDeclaration_QE20231231_Revised	Jane Smith	QFR	Declarati...	Dec 4, 2023	0.7MB	Available
QFR PRV-71431093 Q1 FY24 Submitted V1	Jane Smith			Oct 12, 2023	33.0KB	Available
QFR PRV-71431093 Q1 FY24 Re-Submitted V2	Jane Smith			Oct 13, 2023	33.9KB	Available
QFRDeclaration_resubmission_Q1_2023	Jane Smith	Other	Other	Oct 13, 2023	0.7MB	Available
QFRDeclaration_QE202309	Jane Smith	Other	Other	Oct 11, 2023	0.7MB	Available

Below the table is a 'View All' link. At the bottom of the interface, there are 'Previous' and 'Submit' buttons. The 'Submit' button is highlighted with a red box.

Your QFR is submitted.

A confirmation page will be displayed with a message that your report has been successfully submitted.

The screenshot shows a confirmation message: 'Report successfully submitted!'. Below the message, it says: 'Thank you for submitting your Quarterly Financial Report. An email has been sent to your nominated email address, as well as your contacts for this report, confirming the submission. Below is a downloadable copy of your submission for your own reference.' A 'Download Report' button is visible at the bottom of the message box.

7.12.3 Download a copy of your submitted QFR

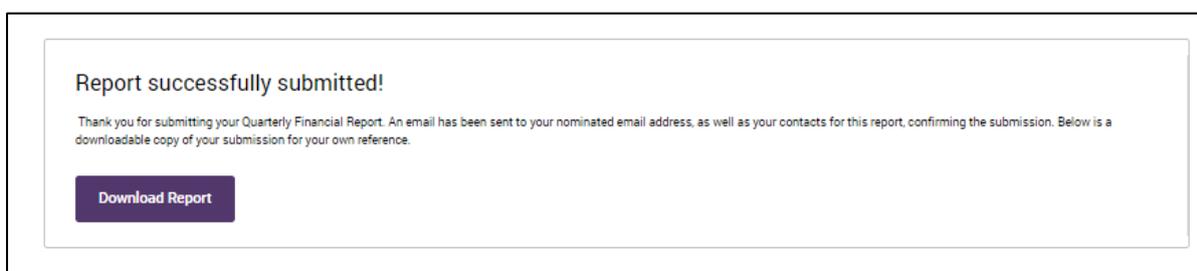
There are a number of ways to download a copy of your submitted report:

- from the confirmation page displayed on your screen right after submission
- from the Financial reporting home page
- from the File Management table on the Declaration and Submission section of the QFR.

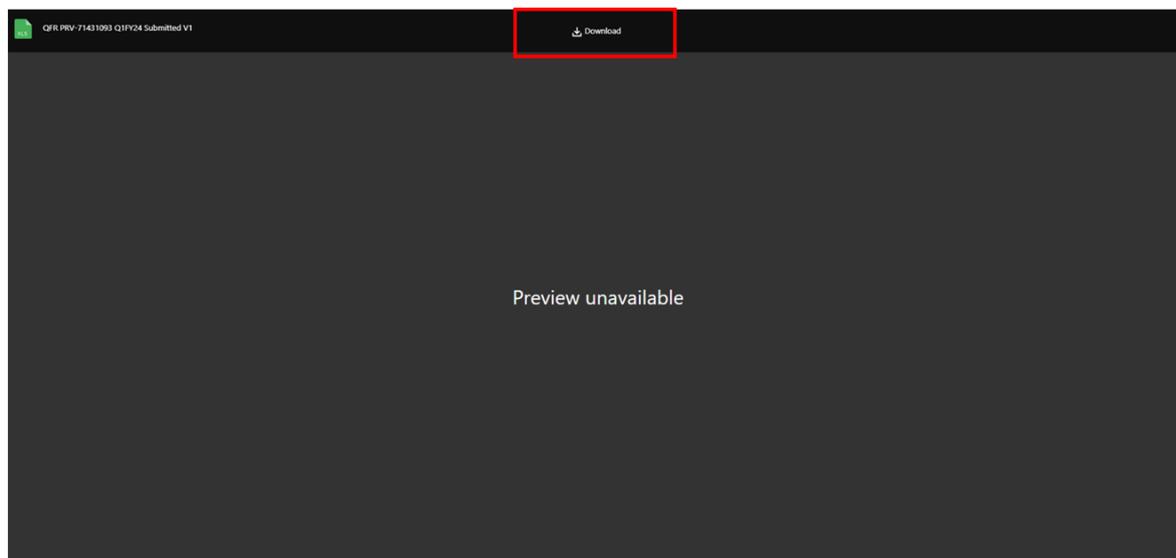
Follow the steps to download your submitted report from the confirmation page below.

Confirmation page

1. Select the **Download Report** button to preview your submitted report.



2. Select the **Download** button from the preview screen to save a copy of your submitted report.



Please note:

There is no on-screen preview for your submitted report.

Your submitted QFR will download and automatically save in your computer's default or nominated Downloads folder.

Financial reporting home page

Follow the steps to download your submitted report from the Financial reporting home page below.

1. Navigate to the Financial reporting home page.
2. Refer to the [Download function](#) for next steps.

Government Provider Management System

Home Switch Provider Help User16957161221221...

What's New Reporting Due Dates Guides & FAQs

20 November

Welcome to the new Quarterly Financial Report (QFR) application! QFR submissions for the Quarter 2 2023/24 (reporting period 1 October to 31 December 2023) will open 1 January 2024. Right now, you can:

- Review the guidance and support materials available under the 'Guides and FAQs' tab.
- View your prior submissions for Quarter 1 and 2 2023/24 (subsequent quarters will be uploaded in the future)

Please continue to use the FormsAdministration Help Desk on (02) 4403 0640 if you have any questions relating to your Quarter 1 QFR submission.

NAPSId	Provider	Type	Period Ending	Status	Due In	
PRV-71431093	QFR BAsAgedCare For Profit Hom.Res.MPS Provider	QFR	30/9/2023	Submitted	4/11/2023	Download

File Management table

Follow the steps to download your submitted QFR from the File Management table below.

1. Navigate to the Declaration and Submission section of the QFR.

Please note:

You can only access the Declaration and Submission section when the status of your QFR is Draft or Reissued.

2. Locate the submitted report under the Title column that you wish to download.

File Management (6)

Search

Document Category: Other Document Type: Other

The selected category and type applies to all the uploaded files.

Upload Files Or drop files

Show archived files

Title	Owner	Category	Type	Created D...	Size	Status	
QFR_PRV-71431093_Q1FY24_Re-Submitted...	Jane Smith	QFR	Submission	Dec 4, 2023	34.1KB	Available	
QFRDeclaration_QE20231231_Revised	Jane Smith	QFR	Declaration	Dec 4, 2023	0.7MB	Available	

3. Refer to the [Download submitted QFR](#) function for next steps.

8. Resubmission

One or more sections of your QFR may be reopened for revision and resubmission for the following reasons:

- You wish to revise the submitted values in your report
- Your reported values or explanation require clarification following the quality assurance checks undertaken by Forms Administration on behalf of the department.

Please note:

If you wish to revise your submitted report, contact [Forms Administration](#) and request to reopen the section/s of your submitted report that you would like to update.

You will receive an email if your QFR is reissued to you following the quality assurance checks.

Follow the steps to navigate to your submitted QFR with one or more sections reopened below.

1. Navigate to the Financial reporting home page.

Your report status is updated to Reissued status.

The screenshot shows the Government Provider Management System interface. At the top, there is a navigation bar with 'Home', 'Switch Provider', and 'Help' links, along with a user profile icon and the text 'User16957161221221...'. Below the navigation bar, there are tabs for 'What's New', 'Reporting Due Dates', and 'Guides & FAQs'. A notification banner for '20 November' is displayed, containing a welcome message and instructions for QFR submissions for Quarter 2 2023/24. Below the banner is a table with columns: NAPSId, Provider, Type, Period Ending, Status, and Due In. The 'Status' column for the first row is highlighted with a red box and contains the text 'Reissued'. To the right of the table are two buttons: 'Resume' and 'Download'.

NAPSId	Provider	Type	Period Ending	Status	Due In
PRV-71431093	QFR BAAsAgedCare For Profit Hom.Res.MPS Provider	QFR	30/9/2023	Reissued	4/11/2023

2. Select the **Resume** button to start updating your report.

This screenshot is identical to the one above, showing the same interface elements. The 'Resume' button in the bottom right corner of the table area is highlighted with a red box, indicating the next step in the process.

3. Navigate to the reissued section/s of the report. A reissued section is indicated by a grey circle (●) visual cue next to the name of the QFR section in the sidebar navigation.

The screenshot shows the Quarterly Financial Report application interface. The sidebar on the left contains a list of sections: 'Before You Start', 'Provider Contacts', 'Residential Viability and Prudential Reporting', 'Home Care Viability and Prudential Reporting', 'Year to Date Financial Statements', 'Residential Labour Costs and Hours', 'Residential Aged Care Home Expenditure Per Resident Per Day', 'Home Care Labour Costs and Hours', 'Residential Food and Nutrition Reporting', 'MPS Food and Nutrition Reporting', and 'Declaration and Submission'. The sections 'Residential Viability and Prudential Reporting' and 'Year to Date Financial Statements' are highlighted with red boxes. The main content area displays the report title 'Quarterly Financial Report' for 'QFR BAsAgedCare For Profit Hom.Res.MPS Provider' with the GPMS ID 'PRV-71431093' and the period '01/07/2023 - 30/09/2023'. Below the title, there are 'Save & Close' and 'Download Copy' buttons. The main content area is titled 'Before You Start' and contains a 'Compile your information' section with a list of items to be reported and a 'Next' button at the bottom.

Please note:

While the Residential Aged Care home Expenditure Per Resident Per Day section of the report displays the reissued indicator, this section contains read-only values.

The screenshot shows the Quarterly Financial Report application interface, similar to the previous one. The sidebar on the left contains the same list of sections. The section 'Residential Aged Care Home Expenditure Per Resident Per Day' is highlighted with a red box. The main content area displays the report title 'Quarterly Financial Report' for 'QFR BAsAgedCare For Profit Hom.Res.MPS Provider' with the GPMS ID 'PRV-71431093' and the period '01/07/2023 - 30/09/2023'. Below the title, there are 'Save & Close' and 'Download Copy' buttons. The main content area is titled 'Before You Start' and contains a 'Compile your information' section with a list of items to be reported and a 'Next' button at the bottom.

The visual cue for this section is automatically updated in line with the Residential Labour Costs and Hours status.

8.1 Reissue reason/s

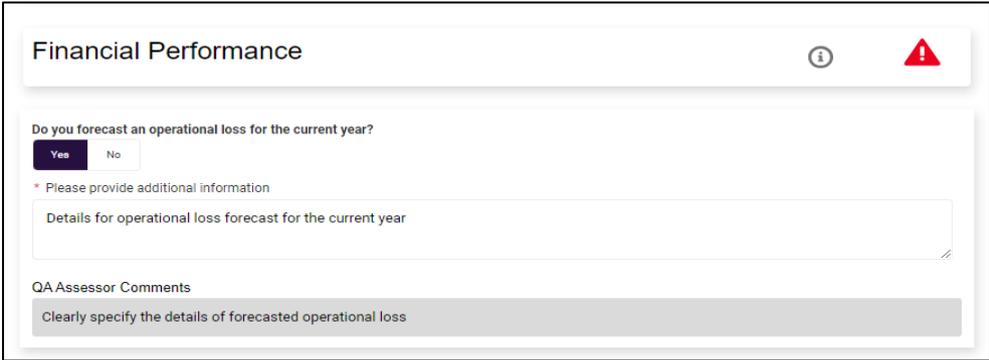
The reason/s your submission has been reissued and comments from the QA assessor are displayed in the:

- QFR application (varies depending on the section)
- reissued copy of your submitted report.

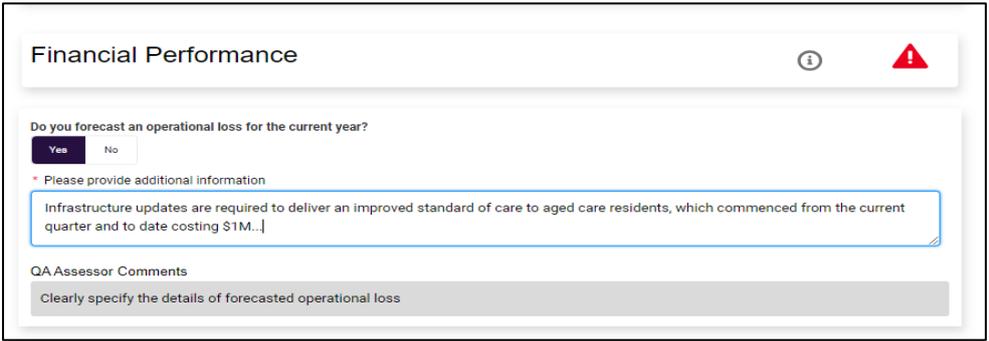
If your QFR was reissued in relation to the declaration, you will receive an email outlining the reason/s.

8.1.1 RV&PR and HCV&PR sections

Taking the RV&PR section as an example, the  attention icon is displayed on the Financial Performance sub heading bar. A submitted response was rejected by the QA Assessor with a comment displaying below the question to indicate how you might revise your response to be accepted.



4. Type over the text on the additional information input field with your revised response.



5. If applicable, update your response to the next question until the RV&PR section revision is complete.
6. Save your revised responses in the RV&PR section by:
 - selecting the **Next** button
 - selecting the **Previous** button
 - navigating to another section of the QFR using the sidebar navigation, or
 - selecting the **Save and Close** button.

Please note:

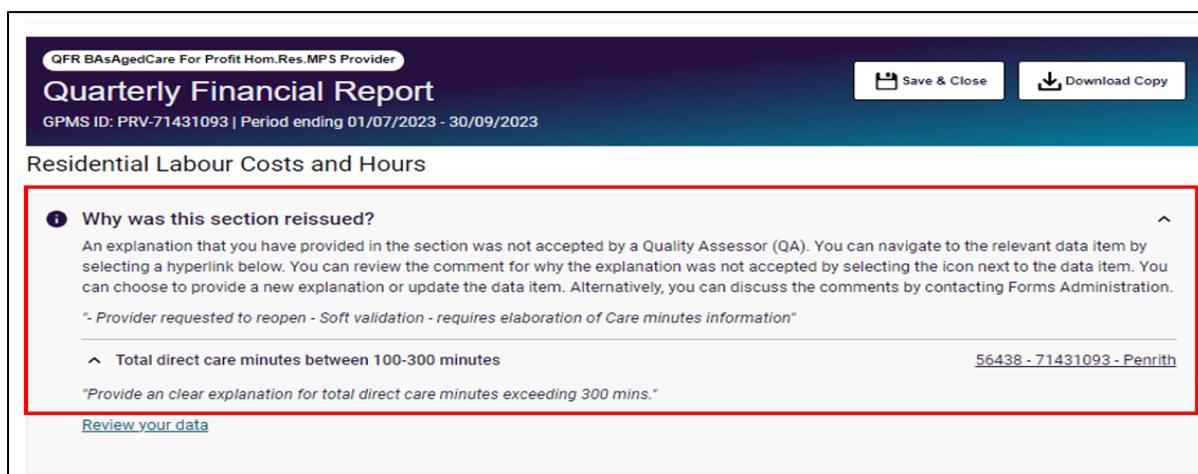
Entered responses in the RV&PR and HCV&PR sections of the QFR are not automatically saved until you do one of the save options described in step 4 above. All the save options will result to being navigated away from the RV&PR section.

Navigating back to the saved RV&PR section before resubmitting the report, you will see:

- the  attention icon, cleared when your revised response is reviewed and accepted by the QA Assessor
- your updated additional information
- the QA Assessor's comment relating to your previous response.

8.1.2 YTDFS, RLC&H, HCLC&H, RF&NR, NATSIFACP-F&NR, and MPS-F&NR sections

1. Taking the RLC&H section as an example, you will find an explanation for the section reissue below the banner.



The screenshot shows the top header of the Quarterly Financial Report application. The header includes the text "QFR BAsAgedCare For Profit Hom.Res.MPS Provider", "Quarterly Financial Report", and "GPMS ID: PRV-71431093 | Period ending 01/07/2023 - 30/09/2023". There are "Save & Close" and "Download Copy" buttons. Below the header is the section title "Residential Labour Costs and Hours". A red-bordered box highlights a notification area with the following content:

Why was this section reissued?

An explanation that you have provided in the section was not accepted by a Quality Assessor (QA). You can navigate to the relevant data item by selecting a hyperlink below. You can review the comment for why the explanation was not accepted by selecting the icon next to the data item. You can choose to provide a new explanation or update the data item. Alternatively, you can discuss the comments by contacting Forms Administration.

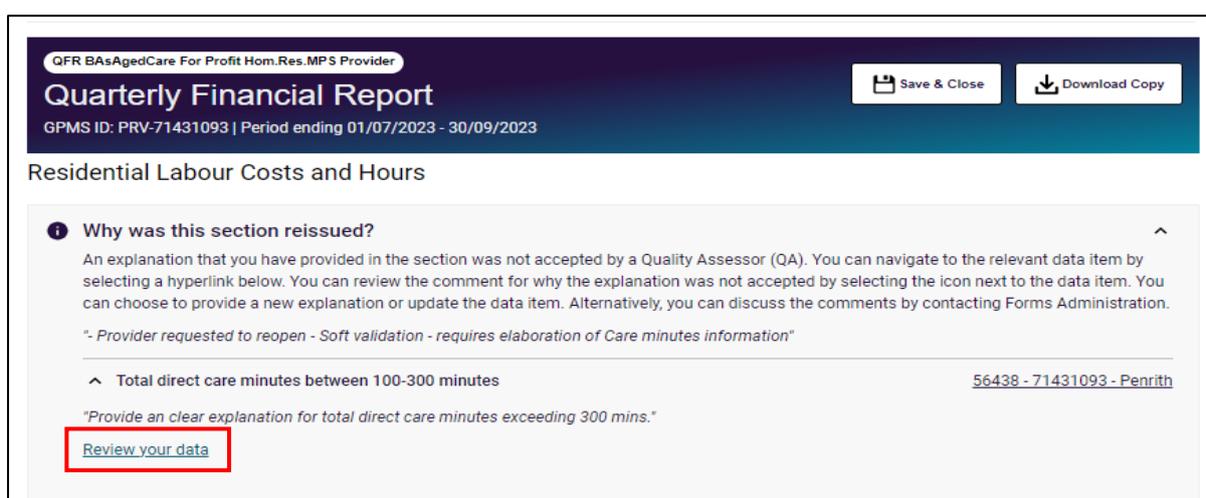
"- Provider requested to reopen - Soft validation - requires elaboration of Care minutes information"

^ Total direct care minutes between 100-300 minutes 56438 - 71431093 - Penrith

"Provide an clear explanation for total direct care minutes exceeding 300 mins."

[Review your data](#)

2. Select the **Review your data** link.



This screenshot is identical to the one above, but with a red box highlighting the "Review your data" link at the bottom of the notification area.

The data table display will reposition your cursor within view of the applicable data field for revision.

3. Review your submitted data and revise by:

- updating existing values in the input data fields
- updating your explanation based on the assessor's comment, or
- entering an explanation when a revised value has triggered a soft validation error.

For example, a QA comment to 'Provide a more descriptive and quantifiable explanation' against your original explanation of "Low occupied bed days during the reporting quarter".

The dialog box is titled "Personal care workers / Assistant in Nursing - Highest Rate" and "Why am I seeing this?". It contains the following text: "The Total Direct Care Minutes per occupied bed day for this service is outside the expected range (100-300). Please review the following data items used in the care minutes calculation: 1. Labour Hours for Registered Nurses, review employee hours or agency staff hours 2. Labour Hours for Enrolled Nurses, review employee hours or agency staff hours 3. Labour Hours for Personal Care Staff, review employee hours or agency staff hours 4. Occupied Bed Days, review number. If everything is accurate, please explain the reason for the unexpectedly high or low total direct care minutes. Please click here to provide your explanation. Provide an explanation: Low occupied bed days during the reporting quarter. 25 characters minimum. QA Comment: Provide a more descriptive and quantifiable explanation. Buttons: Cancel, Save & Close.

4. Type over the text on the Provide an explanation input field with your revised response.

The dialog box is identical to the previous one, but the "Provide an explanation" field now contains the text: "A reduction of 18 occupied bed days during the month of Sep 2023 due to...".

5. Select the:

- **Save & Close** button to save your changes and close the QFR form, or
- **Cancel** button if you do not wish to save the revised explanation that you have entered into the text input field.

Please note:

Navigating back to the saved RLC&H section before resubmitting the report, you will see:

- your updated explanation
- the assessor's comment relating to your previous response.

6. Once you have completed the required revisions across the reissued sections of your QFR, follow the steps in the [Declaration and Submission section](#) to resubmit your report.

8.1.3 Download reissued copy of your submitted report

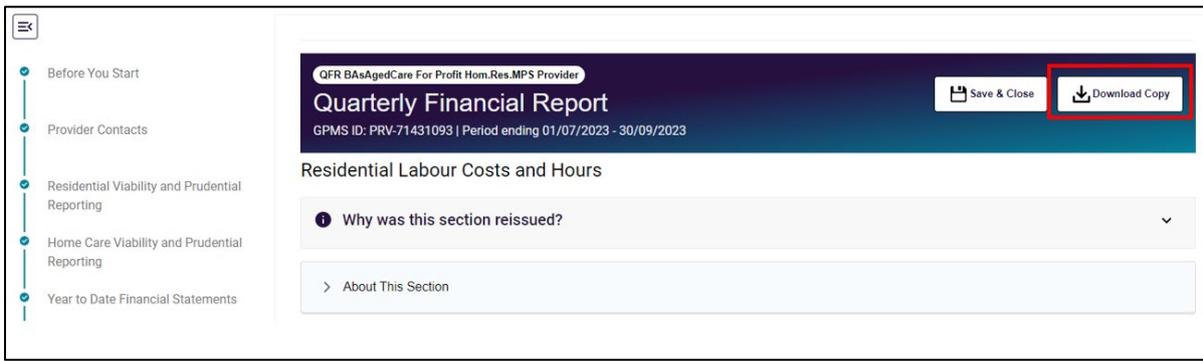
1. Download your submitted report in Reissued status from the Financial reporting home page by selecting the **Download** button.

The screenshot shows the top navigation bar with 'What's New', 'Reporting Due Dates', and 'Guides & FAQs'. Below is a light blue announcement box dated '20 November' with a welcome message and instructions for QFR submissions. At the bottom, a table lists a QFR submission with the following details:

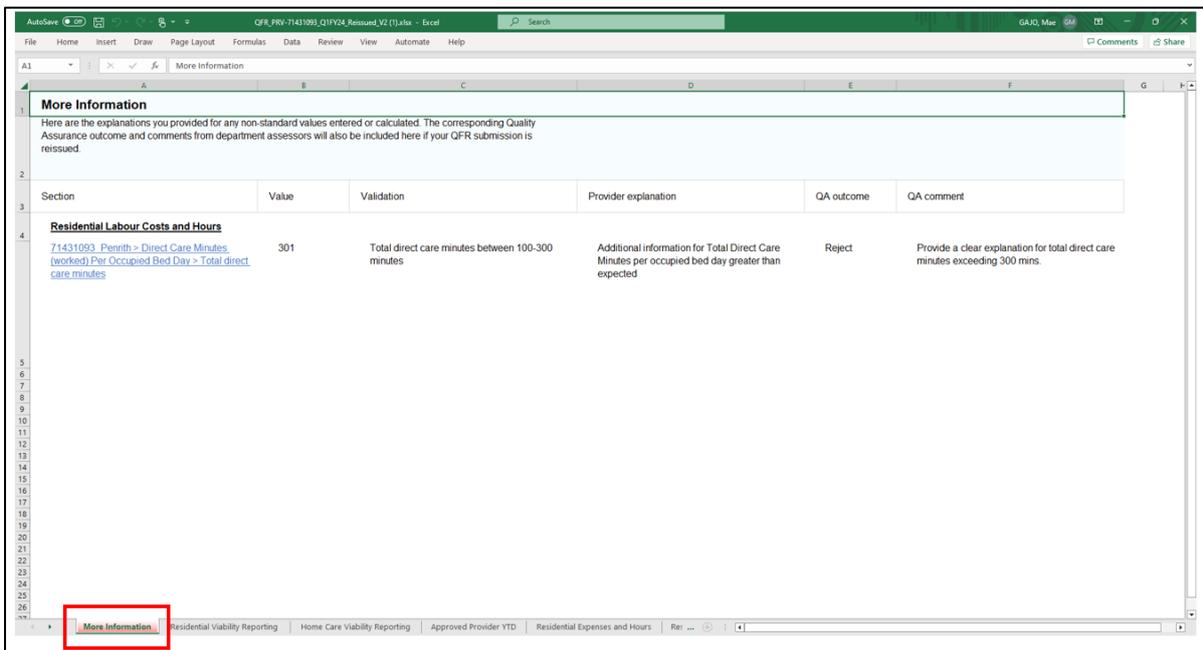
NAPSID	Provider	Type	Period Ending	Status	Due In	Buttons
PRV-71431093	QFR BAsAgedCare For Profit Hom.Res.MPS Provider	QFR	30/9/2023	Reissued	4/11/2023	Resume Download

Alternatively, you can download the reissued copy of your submitted report by selecting the **Download Copy** button after resuming completion of your QFR.

This screenshot is identical to the one above, showing the same table and announcement. In this version, the 'Download Copy' button (part of the 'Download' button group) is highlighted with a red box.



The downloaded copy of your submitted report in Reissued status includes a More information tab that contains the reissue reason/s, grouped by sections of the QFR. In this example, there is only one data field that triggered the reissue of the RLC&H section.



2. Review and revise your data as required.

Please note:

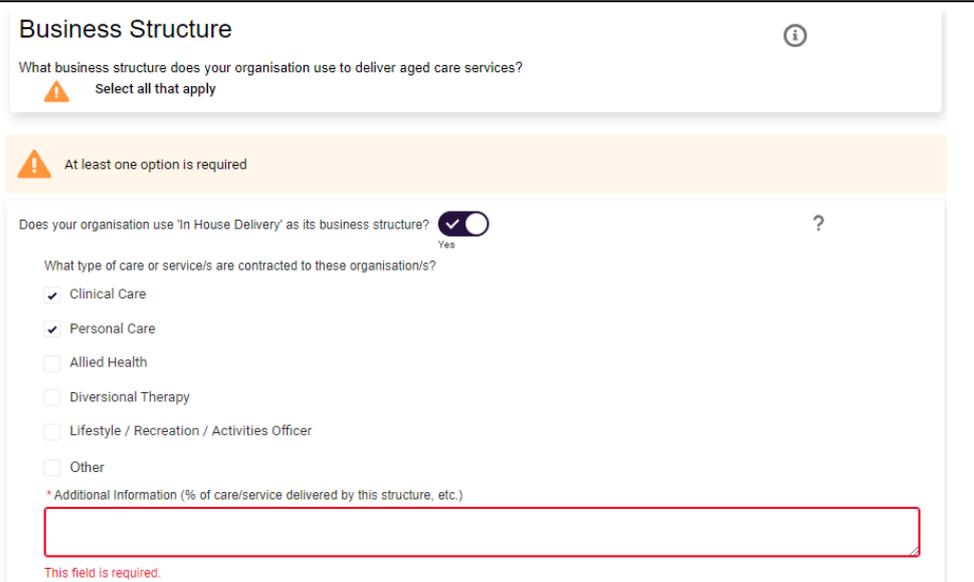
Changes to one or more data field values may be done by manual data entry or bulk update.

Changes to your explanation can only be done by manual data entry in the QFR application.

9. Validation rules and error alerts

When entering data into the QFR form, error alerts are displayed to prompt a review of data per the built-in validation rules. Below are the validations, the error that is displayed and how it can be corrected.

Validation	An explanation must be provided when a Yes or No question is answered with a Yes.
QFR section	RV&PR, HCV&PR
Error	
Correction	Supply a reason or justification for your Yes response.

Validation	When business structure is selected, the percentage of care or service delivered is required.
QFR section	HCV&PR
Error	
Correction	Enter the percentage for each care or service that you have selected under the business structure.

Validation	A value must be entered in the data field.
QFR section	YTDFS, RLC&H, HCLC&H, RF&NR, NATSIFACP-F&N, MPS-F&NR
Error	
Correction	Enter the relevant value that you are reporting for the data field.

Validation	Enter the relevant zero or greater value that you are reporting for the data field.
QFR section	RLC&H, HCLC&H, RF&NR, NATSIFACP-F&N, MPS-F&NR
Error	
Correction	Enter the relevant value that you are reporting for the data field.

Validation	One or more data field errors in a column.
QFR section	YTDFS, RLC&H, HCLC&H, RF&NR, NATSIFACP-F&N, MPS-F&NR
Error	
Correction	Enter the relevant values that you are reporting for the data fields with error indicators. When all the data fields with errors are fixed, column error indicator will no longer be displayed.

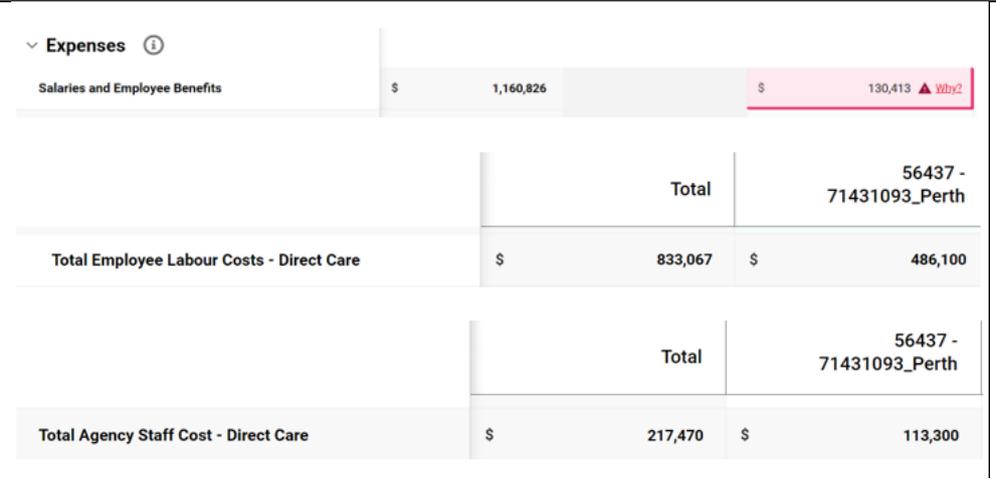
Validation	Labour cost and labour hours must be: <ul style="list-style-type: none"> • both zero, or • both non-zero.
QFR section	RLC&H
Error	<p>Non-zero cost, zero hours</p>  <p>Zero cost, non-zero hours</p> 
Correction	Enter a value that are both zero when the labour cost category is not applicable to your service, or both non-zero when the cost category applies to your service.

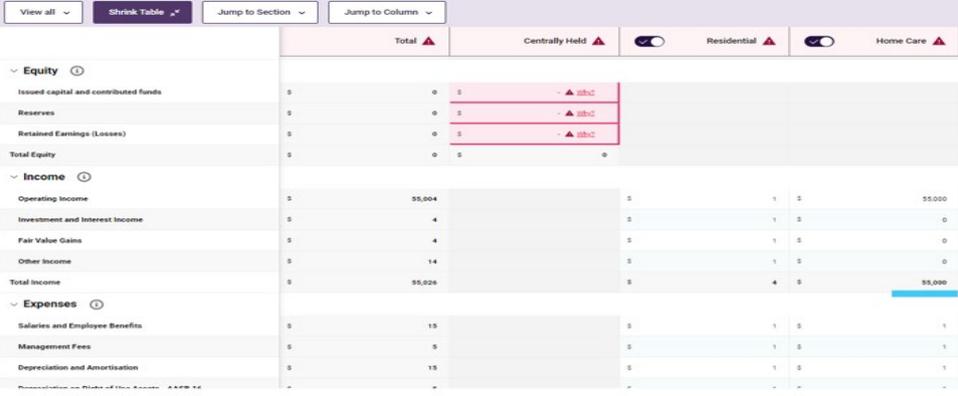
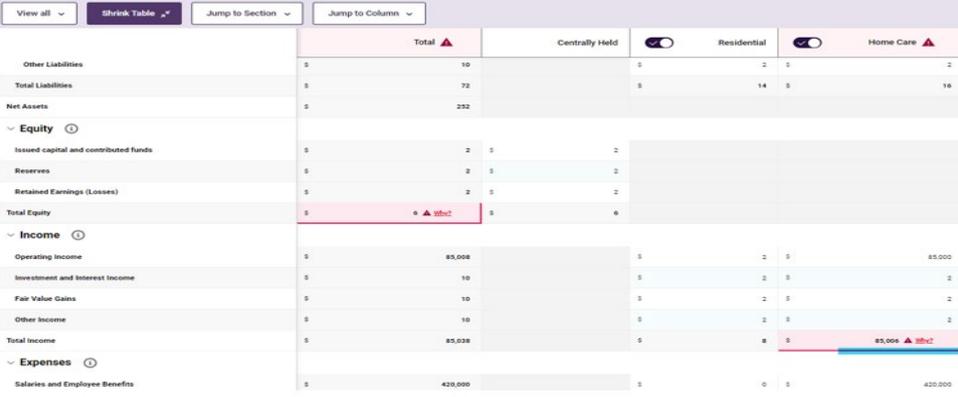
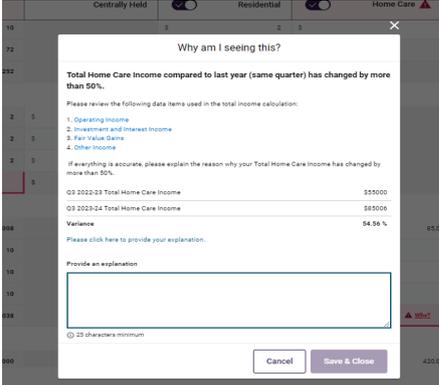
Validation	Occupied Bed Days cannot be greater than Available Bed Days.										
QFR section	RLC&H										
Error	<div style="border: 1px solid #ccc; padding: 5px;"> <p>∨ Bed Days ⓘ</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Occupied bed days</td> <td style="width: 10%;">days</td> <td style="width: 10%; text-align: center;">430</td> <td style="width: 10%;">days</td> <td style="width: 10%; text-align: center;">100 ▲ Why?</td> </tr> <tr> <td>Available bed days</td> <td>days</td> <td style="text-align: center;">432</td> <td>days</td> <td style="text-align: center;">99</td> </tr> </table> </div>	Occupied bed days	days	430	days	100 ▲ Why?	Available bed days	days	432	days	99
Occupied bed days	days	430	days	100 ▲ Why?							
Available bed days	days	432	days	99							
Correction	Enter the number of days beds were occupied, which does not exceed the total number of days beds were available for use during the quarter.										

Validation	Available Bed Days cannot be less than 100.					
QFR section	NATSIFACP-F&N, MPS-F&NR					
Error	<div style="border: 1px solid #ccc; padding: 5px;"> <p>∨ Number of Available Bed Days ⓘ</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Number of Available Bed Days</td> <td style="width: 10%;">days</td> <td style="width: 10%; text-align: center;">359</td> <td style="width: 10%;">days</td> <td style="width: 10%; text-align: center;">99 ▲ Why?</td> </tr> </table> </div>	Number of Available Bed Days	days	359	days	99 ▲ Why?
Number of Available Bed Days	days	359	days	99 ▲ Why?		
Correction	<p>Review the entered Available Bed Days.</p> <p>To fix the error, either:</p> <ul style="list-style-type: none"> enter a value of 100 or more, or supply a reason or justification for the lower than expected total number of days beds were available for use during the quarter. 					

Validation	Total direct care minutes is outside the expected range (100-300).																				
QFR section	RLC&H																				
Error	<div style="border: 1px solid #ccc; padding: 5px;"> <p>∨ Direct Care Minutes (worked) Per Occupied Bed Day ⓘ</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 50%;">Registered nurses</td> <td style="width: 10%;">mins</td> <td style="width: 10%; text-align: center;">177</td> <td style="width: 10%;">mins</td> <td style="width: 10%; text-align: center;">178</td> </tr> <tr> <td>Enrolled nurses (registered with the NMBA)</td> <td>mins</td> <td style="text-align: center;">59</td> <td>mins</td> <td style="text-align: center;">65</td> </tr> <tr> <td>Personal care workers / Assistant in Nursing</td> <td>mins</td> <td style="text-align: center;">67</td> <td>mins</td> <td style="text-align: center;">69</td> </tr> <tr> <td>Total direct care minutes</td> <td>mins</td> <td style="text-align: center;">303</td> <td>mins</td> <td style="text-align: center;">312 ▲ Why?</td> </tr> </table> </div>	Registered nurses	mins	177	mins	178	Enrolled nurses (registered with the NMBA)	mins	59	mins	65	Personal care workers / Assistant in Nursing	mins	67	mins	69	Total direct care minutes	mins	303	mins	312 ▲ Why?
Registered nurses	mins	177	mins	178																	
Enrolled nurses (registered with the NMBA)	mins	59	mins	65																	
Personal care workers / Assistant in Nursing	mins	67	mins	69																	
Total direct care minutes	mins	303	mins	312 ▲ Why?																	
Correction	<p>Review the values used in the Total direct care minutes calculation:</p> <ul style="list-style-type: none"> Labour Worked hours - Registered nurses Agency Staff Worked hours - Registered nurses Labour Worked hours - Enrolled nurses Agency Staff Worked hours - Enrolled nurses Labour Worked hours - Personal care workers Agency Staff Worked hours - Personal care workers Occupied Bed Days <p>To fix the error, either:</p> <ul style="list-style-type: none"> enter the relevant values that you are reporting for the data fields, or supply a reason or justification for the unexpectedly high or low total direct care minutes. 																				

Validation	Non-worked hours must be greater than zero.
QFR section	RLC&H, HCLC&H
Error	
Correction	Enter a value greater than zero for the Non-worked hours data field.

Validation	At least 85% of total wages must be attributed to direct care.
QFR section	RLC&H and YTDFS, HCLC&H and YTDFS
Error	
Correction	<p>Review the values in the following data fields are for the quarter only:</p> <ul style="list-style-type: none"> Total Employee Labour Costs - Direct Care in the relevant LC&H form Total Agency Staff Costs - Direct Care in the relevant LC&H form. <p>Also review that data entered in the YTDFS section is on a year-to-date basis:</p> <ul style="list-style-type: none"> Residential Salaries and Employee Benefits. <p>To fix the error, either:</p> <ul style="list-style-type: none"> update values that you are reporting for the relevant data fields, which will result to at least 85% of total wages attributed to direct care, or supply a reason or justification for the lower than expected total wages attributed to direct care.

Validation	Total Income variance between the current and previous year is greater than 50%
QFR section	YTDFS
Error	<p>Q3 – Previous year</p>  <p>Q3 – Current year</p>  
Correction	<p>Review the values in the following data fields used in the total income calculation:</p> <ul style="list-style-type: none"> • Operating Income • Investment and Interest Income • Fair Value Gains • Other Income <p>To fix the error, either:</p> <ul style="list-style-type: none"> • update values that you are reporting for the relevant data fields, which will result to a change to your total Home Care Income of no more than 50%, or

	<ul style="list-style-type: none"> supply a reason or justification for the change to your Home Care Income of more than 50%.
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Validation	A non-zero Occupied Bed Days in the RLC&H section must have a non-zero total food cost in the F&NR forms.
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QFR section	RLC&H and RF&NR, NATSIFACP-F&N, MPS-F&NR
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Error	<p>The screenshot displays a form with several sections for food cost reporting. Each section has a table with columns for description, amount, and a 'Why?' link. The 'Why?' links are highlighted in red, indicating errors.</p> <table border="1"> <thead> <tr> <th>Section</th> <th>Food and cooking ingredients - fresh</th> <th>Food and cooking ingredients - other</th> </tr> </thead> <tbody> <tr> <td>Internal Catering - on site</td> <td>\$ 1,112</td> <td>\$ 1,152</td> </tr> <tr> <td>Internal Catering - off site</td> <td>\$ 1,412</td> <td>\$ 1,212</td> </tr> <tr> <td>Contract Catering - on site</td> <td>\$ 1,942</td> <td>\$ 1,412</td> </tr> <tr> <td>Contract Catering - off site</td> <td>\$ 1,261</td> <td>\$ 1,051</td> </tr> </tbody> </table>	Section	Food and cooking ingredients - fresh	Food and cooking ingredients - other	Internal Catering - on site	\$ 1,112	\$ 1,152	Internal Catering - off site	\$ 1,412	\$ 1,212	Contract Catering - on site	\$ 1,942	\$ 1,412	Contract Catering - off site	\$ 1,261	\$ 1,051
Section	Food and cooking ingredients - fresh	Food and cooking ingredients - other														
Internal Catering - on site	\$ 1,112	\$ 1,152														
Internal Catering - off site	\$ 1,412	\$ 1,212														
Contract Catering - on site	\$ 1,942	\$ 1,412														
Contract Catering - off site	\$ 1,261	\$ 1,051														

Correction	<p>Enter a food cost with a non-zero total across the following data fields in the F&NR forms:</p> <ul style="list-style-type: none"> Internal Catering – on site Internal Catering – off site Contract Catering – on site Contract Catering – off site
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