



## Provider Governance

### Finance and Operations – Publication Preview on GPMS & Publication on the My Aged Care website

### FREQUENTLY ASKED QUESTIONS (FAQs)

August 2024

Version 1.5

This document has been developed to support residential aged care and home care providers in how to:

- access and preview their finance and operations information in the **Government Provider Management System (GPMS)**, at both an organisation and service level and
- understand how finance and operations information will be published on the **My Aged Care website**.

# 1 Introduction

## **What is changing with the publication of provider finance and operations information?**

Information about provider finance and operations was first published on My Aged Care via the Find a Provider tool in February 2024. This included information on:

- income and expenses
- surplus or deficit position
- minimum, maximum and average hourly wage rates for registered nurses, enrolled nurses and personal care workers
- feedback, complaints and improvements
- activities to support a diverse and inclusive environment
- diversity of the provider's governing body
- service provision and use
- food preparation, and
- whether the provider meets its requirements under aged care legislation, as reported by the provider's governing body.

Some information will be updated quarterly based on the Quarterly Financial Report, while some information will be updated annually based on the Aged Care Financial Report.

## **Why is the department publishing providers' finance and operations information?**

The Australian Government is committed to providing greater transparency of approved providers' information. This aligns with the Royal Commission into Aged Care Quality and Safety recommendations and the government's election commitment that older people in Australia have access to information about approved providers' finances and operations to make informed decisions about their care. By publishing this financial and operational information, the accountability and transparency of the sector will be increased. Providers will be able to benchmark their own performance against sector medians available and identify opportunities for improvement to their financial reporting. Older people, their families and carers will also have access to contextual information to assist to make decisions about which aged care provider best suits their individual needs.

## **Will providers have the opportunity to preview information prior to publication?**

Yes, a provider preview period will occur prior to each quarterly publication of data. This preview can be accessed by approved providers through the Government Provider Management System (GPMS).

## **Why should I preview my information?**

The preview period is a good opportunity for providers to understand how their financial and operational data will be displayed prior to it being published on the My Aged Care website.

The preview provides an opportunity for providers to prepare for any questions they may receive from their current residents, prospective residents and their families or carers.

## **What happens if my organisation has not submitted reporting on time?**

Providers are required to meet their legislated reporting obligations, including the reporting requirements for submitting their provider operations reporting and financial reports.

If a providers' reports are not submitted on time, the provider will miss the opportunity for publication preview as late data submissions flow directly to publication on the My Aged Care website.

## 2 System access – GPMS platform

### How do providers access Government Provider Management System?

A GPMS User Guide and supporting information on [accessing GPMS](#) is available on the department's website.

The department's website also has a collection of [GPMS resources](#), including quick reference guides, videos and other resources about accessing and using GPMS. You will also find these resources in GPMS (under the User Guides and FAQs tab on the Provider Operations Reporting home page).

### How do providers access publication preview?

Residential care and home care providers are able to access the publication preview through GPMS (not the My Aged Care website).

The publication preview will be displayed under the Provider Operations Reporting tile on GPMS.

Only GPMS users within your organisation that have access to the Provider Operations Reporting tile access will be able to see the preview report online. These people can download the report and save it in a PDF format.

If you don't have GPMS access and need to look at your publication preview online, please contact one of your organisation's GPMS Organisation Administrators who can provide you with GPMS access.

### Where can I get help with Government Provider Management System?

If you are experiencing technical issues with GPMS, please go to the [Accessing the GPMS webpage](#) for more information on how to access GPMS.

If you still believe your information is incorrect, email [ProviderOperationsData@Health.gov.au](mailto:ProviderOperationsData@Health.gov.au) for operations related requests or [ACFRQFRQueries@health.gov.au](mailto:ACFRQFRQueries@health.gov.au) for finance related requests.

## 3 Data sources

### What are the data sources in the preview and publication?

Data within the Publication Preview on GPMS (and subsequent publication on the My Aged Care website) has been sourced from a combination of four key data sources. These are:

1. **Approved Provider Operations (APO)** – annual data collection on providers' operations (through the Provider Operations Collection Form)
2. **Aged Care Financial Report (ACFR) data** – annual financial data collection
3. **Quarterly Financial Report (QFR) data** – quarterly financial data collection
4. **Aged Care Management Payment System\* (ACMPS) data** – service occupancy and provision information – the data used is taken from the annual snapshot. (\*May also be referred to as Aged Care Payment System)

Data sources are reflected next to the data presented in each section of the Publication Preview.

### What if I have concerns about the data presented?

If you have any concerns regarding the finances and operations information presented in the Publication Preview on GPMS or published on the My Aged Care website, please act within 14 days from the date of notification of the start of the Publication Preview review period to:

- **Check self-reported** (previously submitted) **data**. Please use established processes if your QFR/ ACFR/ ACMPS/ Provider Operations data is incorrect and needs to be changed at the source.
- Report any IT or technical errors to the My Aged Care service provider and assessor helpline on **1800 836 799**. The helpline is open Monday to Friday between 8am–8pm and Saturday between 10am–2pm.

If you still believe your information is incorrect, email [ProviderOperationsData@Health.gov.au](mailto:ProviderOperationsData@Health.gov.au) for operations related requests or [ACFRQFRQueries@health.gov.au](mailto:ACFRQFRQueries@health.gov.au) for finance related requests.

### What if my data appears missing or an error pop up message appears in publication preview?

A “Data retrieval warning” pop up may appear (when selecting Publication Preview for a provider or service, advising if any data is missing. Click **OK** to continue, and the Publication Preview will generate (without the alerted missing data).

An error message will only appear for providers when there is missing data from one or more of the data sources.

You are advised to submit your financial or operational information if it has not yet been submitted by the deadline for the reporting period.

If this warning continues, please contact the My Aged Care service provider and assessor helpline: 1800 836 799.

Please note that a data retrieval warning may appear for service usage data if there was a zero response.

## 4 Finance and operations: Publication preview on GPMS

### Can I get a reminder to preview our data before it is published?

A notification will be sent to Provider Operations Reporting users via GPMS to let them know when their finance and operations information will be available and when they can access their Publication Preview.

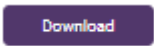




In addition, please ensure you are subscribed to the Your Aged Care Sector Newsletter to receive an alert when the Publication Preview is available on GPMS, and when it is published on the My Aged Care website. Click [here](#) to subscribe to the newsletter.


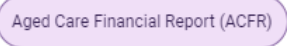
### How will user/s be advised that the information is available for preview?

The department will send a notification via email through GPMS to your organisation's administrator/s when a preview period commences. There will be one preview period each quarter – the data from the Quarterly Financial Report will be updated each quarter (approximately every 3 months). All other financial and operations data will be updated annually.

### What do the icons mean in Government Provider Management System?

Key icons used throughout the Publication Preview sections on GPMS include:

	<b>Download</b> – allows providers to download and save a printable/ PDF version of the preview data for the provider and each individual service .
	<b>Collapse/ expand</b> – this collapses/ expands all of the data fields at one time. Clicking once will expand all the fields. Clicking when the fields are all expanded will collapse all expanded fields).
	<b>Accordian (&gt;)</b> – this expands to provide more detailed information on a single section.
	<b>Warning (!)</b> – this a general warning in GPMS – e.g. to represent missing data (while some data may still be displayed in a section, the warning indicates some required data (from providers) is missing.
	<b>Information (i)</b> – this indicates a tool tip with more information.

	<b>Download</b> – allows providers to download and save a printable/ PDF version of the preview data for the provider and each individual service .
	<b>Purple pill</b> – indicates the source the data is collected from. (e.g. Aged Care Financial Report (ACFR)).

## Can I download/ print my preview?

Yes. When you see the **Download** button, you can download, save (in a PDF format), and print the available Publication Preview (organisation and/ or service level information).

## How often is my publication preview data updated?

Data that is updated at its source (e.g. ACFR, QFR) after a preview or publication, will be updated after being resubmitted, pending a final quality check of the data by the department, with the exception of ACMPS which uses annual snap-shot data.

## How will I know when the data was last updated?

The date is highlighted at the top right-hand of the GPMS Publication Preview screen, shows when the data was last updated (so the user can tell if revised data has been updated).

## Can I move between sections in publication preview?

You can move between sections in any order that you choose. By clicking on the side bar headings or by click on the previous and next buttons on the bottom left- and right-hand side of the screen, you can navigate to other Publication Preview options.

## Will my provider data look the same on Government Provider Management System and the My Aged Care website?

It is important to note that the preview of data (Publication Preview) on GPMS may have a different look and feel to the published version on the My Aged Care website. However, please be assured that the data presented on the My Aged Care website is the same financial and operational data as presented in the Publication Preview.

## What if an organisation has multiple services?

If an organisation has multiple Residential Care and/ or Home Care services – providers will be able to preview their information for each individual service. Select the service you wish to review (from the left side-bar menu) when previewing the Publication Preview on GPMS.



Note that the provider-level information will be displayed under each service on the My Aged Care website.

### **What happens if I update the source information before/ after preview?**

Resubmitted finance and operations information will be displayed in the Publication Preview on GPMS. This includes information that is resubmitted before or after the Preview period has opened. Any resubmitted information during publication will be updated on the My Aged Care website.

### **How long will my Provider Operations Collection Form data be available in publication preview?**

Provider Operations Collection Form data will be available in the publication preview for approximately 3 months.

ACFR, QFR and ACMPS data will be available in the Publication Preview until the next reporting period data is available.

## 5 Provider finance and operations: Publication on the My Aged Care website

### How can I view my published data on the My Aged Care website?

How to view your data:

- Click on [Access Australian aged care information and services | My Aged Care](#) to access the My Aged Care website, or type [www.myagedcare.gov.au](http://www.myagedcare.gov.au) into your browser on your computer, tablet or smart phone.
- Select *Find a provider* tab
- Select *Search for a provider*
- Select *Find a Provider by name or location*
- Select the *Type of provider you are looking for* and then *Type in an aged care provider name*
- Provider information on the My Aged Care website for the provider you searched for will now be visible, allowing you to see information under different tabs including:
  - For Residential Care services: Overview, Compliance, Residents Experience, Staffing and Finance & Operations tabs
  - For Home Care services: Overview, Compliance, and Finance & Operations tabs

### Where is the new financial and operational information on the My Aged Care website?

New financial and operational information is spread across several tabs in the My Aged Care website, including a new *Finance and operations* tab.

*Finance and operations* tab is the newest feature on the My Aged Care website for published data that providers have reported in their Provider Operations Collection Form, Aged Care Financial Report and Quarterly Financial Report.

### How do I view published data for multiple services?

If your organisation has multiple Residential Care and/ or Home Care services – to view published data on the My Aged Care website through the *Find a Provider* tab – published information will be represented against each individual residential and/ or Home Care service. This means that a provider will have to look at each service to see the published financial and operational data in the My Aged Care website.

## **How often is my data updated on the My Aged Care website?**

Data updated at its source (e.g. ACFR, QFR) after preview or publication will be updated within 24 hours of being resubmitted (pending a final quality check of the data by the department). Resubmitted data will update in the Publication Preview and in the My Aged Care website within 24 hours, with the exception of ACMPS which uses annual snap-shot data.

## **What if my data on the My Aged Care website is out of date?**

Providers may be wondering why their finance and operations data is available on the My Aged Care website for a year. The finance and operations information to be published on the My Aged Care website is intended to support people making decisions about their choice of an aged care provider. This need for information must be balanced with the regulatory burden on providers to collect and submit the data.

The finance and operations information is just one source of information that older people and their families can use to inform their choice. The published information complements other information on the My Aged Care website and should be used in combination when making a care decision.

People can gather information from a variety of sources, such as a visit to the service, feedback from users etc. when making decisions.

The finance and operations information is intended to be a conversation starter between people seeking aged care and aged care providers.

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

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

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

## **Will the department seek feedback from aged care service users (i.e. residents and their families) to measure whether they have used the information and how much value they are obtaining from it?**

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

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

## 6 Operations specific

### **Will the name of the governing member that signed the Governing Body Statement be published?**

The department will not publish the details of the governing body member that signed the Governing Body Statement. This information will not appear in the Publication Preview or on the My Aged Care website.

This personal information, collected and disclosed to the Department is for the purpose of the department's functions under the *Aged Care Act 1997*, will not be published.

### **Will information about the diversity of a provider's governing body be published?**

The information collected on the diversity of your organisation's board/ governing body during the reporting period will be published on the My Aged Care website. The reporting of diversity categories (Aboriginal and Torres Strait Islander, disability, gender diversity, and culturally and linguistically diverse) of the aged care provider's board/ governing body is reasonably necessary to the department's role of being an effective steward of the aged care system and to further the objectives of the *Aged Care Act 1997*.

Providers only report information about the diversity of their board/ governing body if they have obtained consent from the individual member(s) to report this information. Individual governing body members are not identified in the published information.

### **How can diversity information be helpful to those seeking aged care services?**

The finance and operations information to be published on the My Aged Care website is intended to support people making decisions about their choice of an aged care provider. Information about an organisation's diversity, social and inclusion policies and key personnel, can be helpful to those seeking residential or Home Care services from a provider.

### **Will feedback, complaints and improvements information be published?**

The top three categories of positive feedback, top three categories of complaints and top three categories of improvements (as submitted in the Provider Operations Collection Form) will be published on the My Aged Care website.

## **Can providers update their key personnel information?**

You do not need to update your provider operations data during the year – it is part of an annual data collection. Annual reporting minimises the regulatory burden on providers.

Should a provider wish to update their key personnel data on the My Aged Care website during the year, please contact [ProviderOperationsData@health.gov.au](mailto:ProviderOperationsData@health.gov.au) to request assistance.

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

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

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

## **How is compliance information being published?**

Compliance information is sourced from the Governing Body Statement completed by the provider in the annual Provider Operations Collection Form.

In the GPMS Publication Preview, all compliance information will be displayed at the provider level.

If a non-compliance relates to a specific service, it will only be displayed on the My Aged Care website for that relevant service (as reported by the provider in the Provider Operations Collection Form).

If a non-compliance is at the provider level, it will be displayed for all of the provider's services.

Initially, the details about whether a non-compliance relates to a specific service will not be shown in Publication Preview. This functionality is expected to be available in the near future.

## **Why are we not relying on compliance reports from the independent regulator?**

The Governing Body Statement requires the governing body to provide details of any responsibility under the *Aged Care Act 1997* or requirement under the *Aged Care Quality and Safety Commission Act 2018* that the governing body believes was not complied with during the reporting period (e.g. 1 July 2022 to 30 June 2023).

Part of this information, collected through the Provider Operations Collection Form, will be published on the My Aged Care website. The information will be published along with information about compliance identified by the Aged Care Quality and Safety Commission. The self-reported compliance information allows providers' governing bodies to demonstrate their understanding of, and accountability for, issues affecting the quality of care of aged care recipients.

The self-reported information is broader than the information reported by the Commission, as it covers all non-compliances that the governing body was aware of during the year. The information from the regulator only includes non-compliances noted by the regulator.

The information published on the My Aged Care website from the Governing Body Statement, will include whether the non-compliance ceased during the reporting period (1 July 2023 - 30 June 2024). It also includes reasons why the provider failed to comply with the responsibility or requirement; and the actions taken by the provider to rectify the noncompliance.

## **How is the provider operations data going to be used by the Department and the Commission?**

The primary purpose of the Provider Operations Collection Form is to gather additional information about the operations of providers for publication on the My Aged Care website.

The information is intended to support older people and their representatives to choose a provider that is right for them.

The information will also be used to support policy development by the Department and regulatory intelligence by the Commission.

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

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

## **Will collated provider operations data be published on GEN-Aged Care Data?**

At this point in time, the department is not planning to publish collated data from the Provider Operations Collection Form on the GEN-Aged Care Data website (Australian Institute of Health and Welfare).

GEN reports on capacity and activity in the aged care system - focusing on the people, their care assessments and the services they use.

The primary purpose of the Provider Operations Collection Form is to gather additional information about the operations of providers for publication on the My Aged Care website. At present, attention is focused on this primary objective.

## **What if I haven't submitted my Provider Operations Collection Form? What is the last date for submitting?**

The Provider Operations Collection Form is due by 31 October 2024. The purpose of the Collection Form is to give older people access to additional information about aged care providers, to inform their choice.

If you have not yet submitted your Collection Form, we urge you to complete and submit the Collection Form as quickly as possible.

We encourage you to use learnings from the first Collection Form, including importance of maintaining your GPMS contacts, and the time taken to obtain internal approvals. These can help improve next year's submission.

## **Where is Residential/ Home Care Package service usage information located?**

Residential/Home Care Package information about a provider is gathered from ACMPs data and is located on the My Aged Care website under the *Finance and operations* tab, under Business details *More business details* pop out.

## **How are residents counted in service usage information?**

New residents include residential respite and permanent care admissions. Residents are only counted once, when they first move in. Similarly, when counting people who leave a service, only last discharges are included.

## **How are home care recipients counted in Home Care Package information?**

The count of new people only includes those receiving a Home Care Package for the first time. Similarly, when counting people who leave a service, only last discharges are included.



## Where is average occupancy information located?

Occupancy information about a Residential Care provider is gathered from ACMPS data and is located in My Aged Care website under *Finance and operations* tab, under Business details *More business details* pop out.

The sector mean for provider occupancy data will be published on the My Aged Care website but **will not** be displayed in Publication Preview on GPMS.

# 7 Finance specific

## What is meant by ‘sector average’?

The My Aged Care website uses ‘sector average’ as a point of reference. It helps compare a provider someone has chosen (or may be considering) with other providers across the aged care sector.

The measure of ‘sector average’ used is the ‘sector median’, which refers to the mid-point among all providers.

## What is meant by ‘surplus’ and ‘deficit’?

A provider’s budget surplus or deficit in a year gives an insight into their financial position.

If a provider’s budget is in **surplus**, their income was greater than their expenses for the period. For example, an aged care home that made more beds available, which led to increased income that exceeded any increase in expenses.

If a provider’s budget is in **deficit**, their expenses were greater than their income. For example, a provider that chose to invest and upgrade their facility may be in deficit in the short-run as they build capacity to support more residents in the longer-run.

Note: A provider’s surplus or deficit budget doesn’t reflect the provider’s overall financial position. This information only relates to the specific area of care highlighted in their profile.

## What is meant by ‘per resident per day’?

In the *Find a provider* tool, older people and their families will be able to see income and expenditure figures on the provider’s *Finance and operations* page that mention ‘per resident per day’. This allows for a like-for-like comparison of similar providers, showing how much a provider earned, how the money was spent, and what profit or loss they made.

## Where can I go for more financial information?

Residential aged care and home care providers are required to regularly report to the Department of Health, Ageing and Disability. This is done both quarterly through the Quarterly Financial Report and annually through the Aged Care Financial Report.

Find more information about these reports use the following links:

- [Aged Care Financial Report](#)
- [Quarterly Financial Report](#)
- [Star Ratings for residential aged care](#)

## **What happens if I report my Quarterly Financial Report and Aged Care Financial Report on a non-standard financial year?**

All aged care providers are required to complete their QFR in the same reporting periods as directed by the department. The preview and publication period of QFR information will be the same across all standard and non-standard financial year providers. Providers will be notified via email when their QFR information is ready to be previewed and when their information is published on the My Aged Care website.

Standard and non-standard financial year providers are required to complete their ACFR at different reporting periods as directed by the department. The preview and publication period of ACFR data will be available during different periods throughout the year depending on whether the provider is reporting to a standard or non-standard financial year. Providers will be notified via email once their ACFR information is ready to be previewed and when their information is published on the My Aged Care website.

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

Financial information on home care packages will be published at a provider level.

Most of the financial information for residential aged care services will be published at the service/ facility level, except for wages information.

Information on worker wages is reported at the provider level and will therefore be published at the provider level. The new operational information published on the My Aged Care website will be a mix of provider and service level information, and this will be clear from the context.

## 8 Provider specific

### **What information is available for Commonwealth Home Support Programme (CHSP) providers?**

Publication Preview on GPMS and publication of data on the My Aged Care website **do not apply** to CHSP providers.

### **What information is available for Transition Care providers?**

Publication Preview on GPMS and publication of data on the My Aged Care website **do not apply** to Transition Care providers.

### **What information is available for Multi-Purpose Services (MPS)?**

Publication Preview on GPMS and publication of data on the My Aged Care website **do not apply** to MPS providers.

### **What happens when a service shuts down?**

If a provider/ one of their services shuts down, they should contact their State Office to arrange closure of this service.

A provider must submit their Provider Operations Collection Form if they have operated within the reporting period. Only providers who have not operated at all during the reporting period are exempt by legislation from submitting their Collection Form.