Australian Government
Department of Health, Disability and Ageing

Quick Reference Guide: Publishing provider finances and operations information on the My Aged Care website

Introduction

Information about the finances and operations of residential aged care and Support at Home/home care providers is now being published on the My Aged Care website.

The information provides greater transparency about providers' finances and operations and helps older people, their families and carers to make informed decisions about their care and in selecting the right provider.

The information published on My Aged Care is sourced from the Aged Care Financial Report, Quarterly Financial Report, Provider Operations Collection Form and Aged Care Payment Management System.

Providers are able to preview their reported information about their organisation on the Government Provider Management System (GPMS), before it is published on the My Aged Care website.

Accessing finance and operations information on the My Aged Care website

The information on the My Aged Care website is published under each providers' service in the *Find a Provider* tool.

To access published finance and operations information on Residential and Home Care providers:

1. Access the My Aged Care website in your internet browser: www.myagedcare.gov.au.
2. To view the financial and operational data, click on Set up your Services, then *Find a Provider.*
3. Select whether you are looking for a Support at Home provider, or a residential aged care service.
4. Select **Find a provider by name** and click **Next, or enter your location**.
5. Select the type/ name of provider you are looking for (select this from the drop-down menu).
6. Navigate through the page to view the information that is relevant to you.

Residential aged care providers

For **Residential aged care** providers, the financial and operations data has been included in the:

- Summary tab:
  - Information about the providers operations (responsible persons, board diversity)
- Food and Nutrition tab tab:
  - Information about food preperation and expenditure
- Compliance tab:
  - Compliance information issued by the provider's board
- Staffing tab:
  - Hourly nursing/ care wage rates information
  - Types of care staff employed by this provider
- Finance and organisation tab:
  - Income and expenses information
  - Surplus or deficit position
  - Feedback, compliants and improvement information.

Support at Home providers

For Support at Home providers, the financial and operations data has been included in the:

- Summary tab:
  - Responsible person information
  - Board diversity information
- Finance and organisation tab:
  - Income and expenses information
  - Surplus or deficit position
  - Staffing costs / wage rates information
  - Compliance information
  - Feedback, compliants and improvements information

Data queries

- Should you have any concerns regarding the information presented in GPMS or on the My Aged Care website, providers must contact the department immediately.
- If you believe the information presented in GPMS or published on the My Aged Care website is not consistent with your self-reported information, please first check your previously submitted (quarterly or annual) data.
- Please report any IT or technical errors to the My Aged Care service provider and assessor helpline on **1800 836 799** (Option 5). The helpline is open Monday to Friday between 8am-8pm and Saturday between 10am-2pm (local time across Australia).
- For all other enquiries, email ACFRQFRQueries@health.gov.au