



# Why is reporting care staffing minutes important?

**The Government is introducing mandatory care minute standards for residential aged care in response to the 2021 final report of the Royal Commission into Aged Care Quality and Safety (the Royal Commission). This fact sheet explains the importance of reporting accurate care staffing minutes in the Quarterly Financial Report.**

**Reporting on care minutes will be one of the measurable indicators used to inform a new star rating system on the My Aged Care website.**

## Overview

The Quarterly Financial Report (QFR) is a new reporting requirement for aged care providers that will commence from 1 July 2022. The report for the first quarter of the 2022-23 financial year will be due on 4 November 2022.

You can also refer to the QFR [Frequently Asked Questions](#) document available on the [Forms Admin](#) home page.

The data reported by providers in the QFR will assist the Government in monitoring and supporting providers, which is key to minimising the risk of business failures and protecting consumers from potential disruptions to the care services they receive. Measures to increase financial transparency in the sector are also being introduced to allow consumers to make informed choices about their care.

The data collected through the QFR will be used for a range of purposes including:

- Financial oversight: used to track, monitor, and benchmark the sector.
- Consumer choice and transparency: provide information, including care minutes, to the Star Rating system where senior Australians and their families will have access to information to make informed choices.
- Policy development: policy planning and development is informed by accurate data.
- Funding and regulation: to inform the new Australian National Aged Care Classification (AN-ACC) pricing model and monitor direct care minutes delivered by aged care facilities.

## **What is the purpose of reporting the direct care labour hours and direct care labour costs?**

The residential care labour cost and hours reporting section of the QFR captures the direct care related labour expenses and hours at the facility level. This is broken down into care types including registered nurses, enrolled nurses, personal care workers, similar to the annual Aged Care Financial Report (ACFR).

This information will directly inform the performance of facilities against their care minutes targets (see [What are care minutes?](#) and [How do I calculate my care minutes targets?](#)) and will be published as part of the Star Ratings system. This will allow consumers to easily compare and make choices on residential aged care facilities and the care being provided at these facilities.

This information will also contribute to costing studies by the Independent Health and Aged Care Pricing Authority (once established) for the AN-ACC funding model which aims to deliver a funding model that better matches funding to resident needs and a more equitable distribution of funding.

## **Why is the Star Rating System important to me?**

The care hours in conjunction with other qualitative information will be used to inform Star Ratings for individual aged care facilities.

The Star Rating system will provide simple 'at-a-glance' information on residential aged care facilities to support senior Australians, their families, friends and carers, compare facilities to make informed choices on care options.

Star Ratings will be published on My Aged Care towards the end of 2022. They will be based on:

- five quality indicators;
- compliance ratings;
- consumer experience; and
- staff minutes of care (using the direct care minutes you submit in your QFR).

## **Will my Star Rating be affected if I don't submit my QFR by the due date?**

Yes, not submitting a QFR will affect your Star Rating as the care minutes information will not be available to inform the Star Rating process.

Similar to the ACFR, it will be a legislative requirement to submit the QFR by the due dates for each quarter. There will be no legislative authority to grant an extension to the due dates.

## What happens to the data I report on care hours and labour costs?

The data you submit for care hours and labour costs will be checked by the department to ensure that what has been reported is within a reasonable range of average hourly rates across the sector.

You will be notified if data you have submitted is outside the expected range. You will be provided with an opportunity to re-check your data and resubmit if required within five days of the notification.

It is important to note that your Star Rating may be affected if you decide to leave your data unchecked.

## Will there be any support to help me understand how to report direct care labour hours and direct care labour costs?

The QFR guides, Frequently Asked Questions (FAQs) register and QFR definitions are available on the [Forms Admin](#) home page.

The department will provide specific information on how to report direct care labour hours and direct care labour costs as part of the planned QFR webinar sessions for providers in the months leading up to the due date of the QFR.

Information on the webinars will be made available through the Aged Care Newsletters sent by the department.

In addition to the information to be included in the webinar sessions, the department will develop the following material:

- a number of short tutorial videos that will provide specific guidance on how to report direct care labour hours and direct care labour costs;
- outgoing calls to providers with information on upcoming QFR requirements;
- lessons learnt from the 2020-21 ACFR process; and
- a regularly updated FAQs register.

From 1 July 2022, the department will also establish a help desk to assist providers with the residential care labour cost and hours reporting section of the QFR.

## Can I see what information I will need to provide on direct care labour hours and direct care labour costs?

Yes, the QFR Template is available on the [Forms Admin](#) home page, this will open as an excel spreadsheet.

Please refer to the **Resi\_CareLabour\_Cost&Hours** tab to see the information that will need to be provided.

Also available on the [Forms Admin](#) home page are the QFR definitions that will provide you with detailed information on the fields in the Residential Aged Care Home Expenditure tab.

It is recommended that you review these documents to understand your reporting requirements and ensure that you have the appropriate systems in place to access and provide quality data in your QFR.

## More information and assistance

Further information about the AN-ACC care funding model, including general information, is available on the [residential aged care funding reform](#) webpage. The following resources are also available to help providers stay informed about the AN-ACC care funding model and to assist providers with the transition to the new arrangements.

Information source	Description
<b>Resources and factsheets</b>	Resources and factsheets can be located <a href="#">here</a> .
<b>Social media</b>	Follow us on <a href="#">Facebook</a> , <a href="#">Twitter</a> , <a href="#">LinkedIn</a> and <a href="#">Instagram</a>
<b>Subscriptions</b>	Subscribe to the department's newsletters <a href="#">here</a> for aged care updates.
<b>Ageing and Aged Care Engagement Hub</b>	Find current engagement activities and register your interest to be involved in workshops, focus groups, webinars and surveys Website: <a href="https://www.agedcareengagement.health.gov.au/">https://www.agedcareengagement.health.gov.au/</a>
<b>AN-ACC Funding Helpdesk</b>	For assistance with your AN-ACC funding and care minutes targets, contact the AN-ACC Funding Helpdesk: <ul style="list-style-type: none"> <li>• Phone: (02) 4406 6002 (available from 9:30am to 4:30pm AEST Monday to Friday)</li> <li>• Email: <a href="mailto:ANACCFundinghelp@health.gov.au">ANACCFundinghelp@health.gov.au</a></li> </ul>
<b>AN-ACC funding and care minutes estimator</b>	Access the online <a href="#">AN-ACC funding and care minutes estimator</a> to help estimate your potential funding levels and care minutes targets. The estimator provides a point in time estimate – it produces high level results based on your existing AN-ACC resident classifications and has been provided to assist you with your planning and transition activities only. Actual funding levels and care minutes targets will be accurately derived through the AN-ACC ICT system and may vary based on changes to your resident cohort before 1 October 2022.
<b>My Aged Care service provider and assessor helpline</b>	For help with the My Aged Care system or technical support for providers and assessors. Phone: 1800 836 799. The helpline is available from 8:00am to 8:00pm Monday to Friday and 10:00am to 2:00pm Saturday, local time across Australia.

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