

Quarterly Financial Report

Frequently Asked Questions

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General Questions

What is the timeframe of Quarterly Financial Report (QFR) submission?

| Quarters (Financial year 2022-23) | Dates of submission | Number of days |
|-----------------------------------|---------------------|----------------|
| Quarter One (July to September) | 4 November 2022 | 35 days |
| Quarter Two (October to December) | 15 February 2023 | 45 days |
| Quarter Three (January to March) | 5 May 2023 | 35 days |
| Quarter Four (April to June) | 4 August 2023 | 35 days |

Note: the above submission due dates will be legislated.

The submission of Quarterly Financial Report is due to the department within 35 days after the end of each quarter. Providers will have 45 days to submit the quarter two reports due to the Christmas and New Year's holidays.

What support is available to help providers implement new reporting requirements?

The Business Improvement Funds (BIF) aims to provide financial assistance to eligible residential aged care providers to implement business improvement activities, including upgrading IT systems, financial management tools, infrastructure upgrades, digital technology and telecommunication improvements, and purchase minor equipment such as IT Hardware.

What support will be available to assist providers complete the Quarterly Financial Report?

A helpdesk function will be available via phone and email, along with definition, guide, and frequently asked questions documents. The department will communicate the helpdesk arrangement with sector before end of the financial year.

Who will be required to sign the QFR?

The requirement will be the same as ACFR as follows:

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.

Can the QFR be completed and submitted by ABN instead of Approved Provider (NAPS ID)?

No, QFR must be completed and submitted by the Approved Provider (NAPS ID), consistent with the ACFR.

Will the QFR replace the need for ACFR?

No, QFR is an addition to ACFR.

Will there be a reconciliation between the QFR and ACFR?

The report for the fourth quarter of the financial year will be due on 4 August 2023 whereas the ACFR is due on the 31 October. No reconciliation is required between QFR and ACFR at this stage.

The department is exploring consolidation opportunities between the fourth quarter report and the ACFR. This means that it may be possible that providers will not have to resubmit the care minutes and expenses as this will total the quarterly reports, provided no changes between the aggregated quarterly results and the annual results. The department will communicate further details.

If an error has been detected after report submission, should a correction be added to the following quarter?

As the data in 'Quarterly Financial Statements' section is YTD, any error will be self-corrected in the next QFR. However, as data in 'Labour Costs and Hours' and 'Food and Nutrition' sections is for the quarter only, providers should notify the helpdesk with any changes. The detailed arrangement will be advised as a part of the communication for QFR helpdesk arrangement.

Will the publication of GPFS change the requirement to provide an residents and families a copy of their GPFS?

Section 41 of the Accountability Principles 2014 requires approved providers to provide residents and their families audited financial statements (GPFS) upon their requests. Providers will also be required to publish the GPFS on a website.

Which sections are Government providers required to complete?

Government providers will be required to complete 'Labour Costs and Hours' and 'Food and Nutrition' sections of QFR.

Which sections are MPS providers required to complete?

MPS providers that currently complete the quarterly basic daily fee supplementary reporting form will be required to complete the Food and Nutrition section of the QFR instead.

Will QFR have an uploading function instead of manual entry?

Yes, an upload function will be available.

Viability Questions

If the answer to Refundable Accommodation Deposits (Q8 in 'Residential Viability and Prudential Questions' section) is 'Yes', are the providers also required to upload the instances similar to the ACFR?

If answered Yes, providers need to provide additional information as to why the RADs are unable to be refunded.

Quarterly Financial Statements

Is Home Care only defined as Home Care Packages (HCP) or does it also include other services such a Commonwealth Home Support Programme (CHSP)?

Home Care only includes HCP, same as the Home Care section in ACFR. CHSP should be reported in Community Care section.

Are Transactional Care Providers (TCP) and Short Term Restorative Care (STRC) included in Community Care or Home care?

TCP and STRC are reported in Community Care section.

Will the layout of 'Quarterly Financial Statements' section in the QFR be the same as the ACFR?

It will be consistent to the ACFR.

Which level of data is required in 'Quarterly Financial Statements' section?

It is at Approved Provider level.

Labour Costs and Hours

Should "occupied bed days" be as provided by the monthly Medicare payment summary, or actual figures as recorded by the residential aged care facility?
It should be consistent with the monthly Medicare payment summary.

Many payroll systems will have labour hour data based on pay periods, which do not fully align to calendar quarters. Should the labour hours data be extrapolated to adjust for the difference?

Yes, the labour costs and hours data are required to be adjusted to align with QFR reporting quarters.

Where is the mandatory care time's calculation located in ACFR?

The calculation will be in the new 2021-22 ACFR, after the care hours section. Formula will be the same as in QFR.

Food and Nutrition

Is food and nutrition information reported at Facility level or Approved Provider level?

Facility level.

How will the reported data in QFR impact facilities/services' Star Ratings?

The department is developing the star ratings, with assistance from the University of Queensland (UQ)-led consortium. Residential aged care services will have an overall star rating, as well as against 4 sub-categories: five quality indicators, service compliance ratings, consumer experience, and staff care minutes. Care minutes information collected in QFR will be used as one component to calculate facilities/services' Star Ratings.

Will there be a reconciliation between the BDF Supplement report and the 'Food and Nutrition' section of the QFR report?

The basic content of the BDF supplement report will be rolled into the QFR from October this year.

