



# Quarterly Financial Report (QFR) Webinar

Department of Health

Please note that this webinar will be recorded.

# In this presentation



Australian Government  
Department of Health

## Quarterly Financial Report (QFR) Webinar

### Agenda

16 June 2022

11:00am – 12:30pm AEDT

Location: Videoconference – Webex & Teleconference Details in Webinar Invitation

# Contents

## Meeting Agenda

Jessica Evans

Assistant Secretary  
Structural Adjustment Strategy Branch  
Market and Workforce Division  
Aged Care Group

No.	Agenda Item	Speaker
1	<ul style="list-style-type: none"><li>• Welcome and Introduction</li><li>• Objectives and Broader Context of QFR</li><li>• Requirement on publishing GPFR</li></ul>	Jessica Evans (15 minutes)
2	<ul style="list-style-type: none"><li>• Part 1: Viability Questions (Residential and Homecare)<ul style="list-style-type: none"><li>• Purpose and context</li><li>• Q &amp; A</li></ul></li></ul>	Nicki Phelan (10 minutes)
3	<ul style="list-style-type: none"><li>• Part 2: Quarterly Financial Statements<ul style="list-style-type: none"><li>• Purpose and context</li><li>• Q &amp; A</li></ul></li></ul>	Grant Corderoy (10 minutes)
4	<ul style="list-style-type: none"><li>• Part 3: Care Cost and Labour Hours (Residential and Homecare)<ul style="list-style-type: none"><li>• Purpose and context</li><li>• Q &amp; A</li></ul></li></ul>	Grant Corderoy (30 minutes)
5	<ul style="list-style-type: none"><li>• Part 4: Food and Nutrition costs<ul style="list-style-type: none"><li>• Purpose and context</li><li>• Q &amp; A</li></ul></li></ul>	Kate APPS-MUIR (15 minutes)
6	<ul style="list-style-type: none"><li>• Other Issues and Next Step</li></ul>	Jessica Evans (10 minutes)
	Webinar close – 12:30pm	

# Royal Commission Final Report Recommendations

## Recommendation 131

Establishment of prudential standards

## Recommendation 132

Liquidity and capital adequacy requirements

## Recommendation 133

More stringent financial reporting requirements

## Recommendation 134

Strengthened monitoring powers for the Prudential Regulator

## Recommendation 135

Continuous disclosure requirements in relation to prudential reporting

## Recommendation 136

Tools for enforcing the prudential standards and guidelines and financial reporting obligations of providers

# Financial and prudential monitoring, compliance and intervention framework

## Phase 1 – July 2021

### ACFR amendments

- Facility level reporting (incl. care minutes)
- Consolidated entity level reporting
- RAD permitted use reconciliation

Along with the financial information all aged care providers will be asked to provide:

- Visual depiction of corporate structure
- 'financial support statement'
- Declaration by the provider's governing body

## Phase 2 – July 2022

- Quarterly financial reporting by providers
- Publishing of select financial information by providers or government
- RAD obligations
  - Requirement to provide RAD reconciliation to residents on request
  - Govt may request info relating to the use of a RAD from provider or borrower
  - Period between RAD misuse and insolvency while RAD owed extended from 2 to 5 years for individuals and providers

## Phase 3 – July 2023

- Final measures TBC, but include consideration around:
  - Minimum liquidity and capital adequacy requirements
  - Government enforcement powers
  - RADs and bonds permitted uses.
- Government will look for opportunities to consult with the sector on all amendments.

# Quarterly Financial Report

- 1 Viability and prudential compliance questions
- 2 Approved provider level quarterly financial statements (income statement and a balance sheet)
- 3 Report on labour cost and hours
- 4 Quarterly Food and Nutrition report for residential aged care providers

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# Purpose of the QFR

1: Enable tracking, monitoring and benchmarking the sector

2: Gather information for the star rating system to help senior Australians make informed choices

3: Help with policy planning and development

4: Enable direct care minutes to be monitored and inform the Australian National Aged Care Classification (AN-ACC) funding model.

5: Inform the regulator of providers compliance with the Prudential Standards

6: Inform the risk based regulation of services and providers performance against the Quality Standards and other provider responsibilities

# Quarterly Financial Report Submission Timeframes

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

# Transparency Measures

Approved providers of residential care will be required to publish a GPFR

- On its website, if it has a website; or
- if the provider does not have a website, on a website in a manner that is publicly accessible.

This requirement will start with the GPFR for the period of 1 July 2021 to 30 June 2022 and continue with each GPFR thereafter.

The GPFR will need to be published within five months after the end of the approved provider's financial year.

This responsibility would apply to every approved provider required to prepare a GPFR (excluding State and Territory Government providers).



## **Part 1**

# **Viability Questions (Residential and Homecare)**

- **Purpose and context**
- **Q & A**

Nicki Phelan

Director

Market and Workforce Division | Aged Care Group

# Residential Care

Please respond to the below providing additional comments where appropriate				
Issue		Question	Yes/No	Response (If answering Yes; please provide additional information)
Solvency	1	Are you currently concerned about your organisations' solvency?		
	2	Do you envisage any solvency issues arising in the next six months?		
Financial performance	3	Do you forecast an operational loss for the current year?		
Minimum liquidity	4	Over the previous quarter, has the total of your cash, financial assets and undrawn credit facilities fallen below the Minimum Liquidity amount stated in your most recent Annual Prudential Compliance Statement?		
Sale or purchase	5	Are you considering closing or selling any facilities/services within the next six months?		
	6	Have you purchased or do you plan to purchase an additional residential care facility/property this financial year?		
Occupancy	7	Is your current occupancy below the desired levels? If yes, what is the anticipated timeframe for reaching that level?		
Refundable Accomodation Deposit	8	Over the last quarter, have you been unable to refund any Refundable Accommodation Deposits within the statutory timeframe?		
Business improvement advice or strategies	9	Are you currently implementing or do you plan to implement in the current financial year a business improvement strategy - if yes, is that strategy aligned with advice you received through the Australian Government's Business Advisory Service or the Business Improvement Fund?		
Governance and Management	10	Have there been any recent changes to Board (including Directors) or Senior Management personnel?		
Recruitment and retention	11	Are you currently experiencing difficulty finding new staff or retaining existing staff?		
Capital works	12	Do you have any capital works underway in any of your facilities? If yes, what is the total expected value of the work and when is the work due to be completed?		
	13	Is the current building work delayed due to financing or cost related issues?		

# Home Care Package

Please respond to the below providing additional comments where appropriate				
Issue		Question	Yes/No	Response (If answering Yes; please provide additional information)
Solvency	1	Are you currently concerned about your organisations' solvency?		
	2	Do you envisage any solvency issues arising in the next six months?		
Financial performance	3	Do you forecast an operational loss for the current year?		
Liquidity	4	Is your current cash and financial assets holdings inadequate to make good on all unspent funds and care recipients funds owing?		
	5	Are you considering closing or selling any services within the next six months?		
Sale or purchase	6	Have you purchased or do you plan to purchase an additional home care service this financial year?		
	7	Is your current number of home care recipients below at the desired levels? If yes, what is the anticipated timeframe for reaching that level?		
Business improvement advice or strategies	8	Are you currently implementing or do you plan to implement in the current financial year a business improvement strategy - if yes, is that strategy aligned with advice you received through the Australian Government's Business Advisory Service or the Business Improvement Fund? <sup>11</sup>		
Governance and Management	9	Have there been any recent changes to Board (including Directors) or Senior Management personnel?		
Recruitment and retention	10	Are you currently experiencing difficulty finding new staff or retaining existing staff?		

# Home Care Package - Continued

		What business structure does your organisation use to deliver aged care services (tick all relevant fields)?	Definition	Yes/No	If Yes, what type of care or service/s are contracted to these organisation/s?	Yes/No	Additional Information (% of care/service delivered by this
Business Structure	11	In house delivery	Organisation using its own dedicated team to deliver the services it is hired for by another organisation or person.		Clinical Care Personal Care Allied health Diversional therapy Lifestyle/ Recreation/ Activities Officer Other - Please specify.		
		Franchisee	Partnership or organisation who enters into an agreement with a franchisor to sell their products or services for a specified period in return for payment to the franchisor.		Clinical Care Personal Care Allied health Diversional therapy Lifestyle/ Recreation/ Activities Officer Other - Please specify.		
		Franchisor	Sells the rights and enters into an agreement with a franchisee for a set period of time. The franchisor controls the name, brand, intellectual property and business system.		Clinical Care Personal Care Allied health Diversional therapy Lifestyle/ Recreation/ Activities Officer Other - Please specify.		
		Brokerage	An organisation acting as an intermediary to connect buyers and sellers of goods and services for a commission.		Clinical Care Personal Care Allied health Diversional therapy Lifestyle/ Recreation/ Activities Officer Other - Please specify.		
		Subcontractor	Person or organisation hired to do a work by another person or organisation for the purpose of the other person/organisation's trade or business		Clinical Care Personal Care Allied health Diversional therapy Lifestyle/ Recreation/ Activities Officer Other - Please specify.		
		Self-employ individuals	Independent contractor who carries on a trade or business as a sole trader		Clinical Care Personal Care Allied health Diversional therapy Lifestyle/ Recreation/ Activities Officer Other - Please specify.		
		Other - Please specify			Clinical Care Personal Care Allied health Diversional therapy Lifestyle/ Recreation/ Activities Officer Other - Please specify.		

# Questions

## Part 2

# Quarterly Financial Statements

- **Purpose and context**
- **Q & A**

Grant Corderoy

Senior Partner

StewartBrown

Quarterly Financial Report  
Approved Provider Name <sup>1</sup>

	Total	Centrally Held	Residential <sup>2</sup>	Home Care <sup>3</sup>	Community <sup>4</sup>	Retirement	Other
<b>Balance Sheet</b>							
<b>Assets</b>							
◦ Cash and Cash Equivalents	\$0.00	\$0.00					
◦ Financial Assets	\$0.00	\$0.00					
◦ Trade Receivables (less Provision for Doubtful Debts)	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
◦ Refundable Resident Loans Receivable	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
◦ Loans Receivable	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
◦ Non-related parties	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
◦ Related parties	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
◦ Capital Work in Progress	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
◦ Property, Plant and Equipment	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
◦ Right-of-use Assets	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
◦ Investment Properties	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
◦ Intangible Assets	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
◦ Other Assets	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Total Assets</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Liabilities</b>							
◦ Refundable Resident Loans Payable	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
◦ External Borrowings	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
◦ Non-related parties	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
◦ Related parties	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
◦ Employee Benefits/Provisions	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
◦ Unspent Home Care Package Funds	\$0.00			\$0.00			
◦ Unspent CHSP Grants	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
◦ Lease Liabilities	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
◦ Other Liabilities	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Total Liabilities</b>	<b>\$0.00</b>		<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Net Assets</b>	<b>\$0.00</b>						
<b>Equity</b>							
◦ Issued Capital & Contributed Funds	\$0.00	\$0.00					
◦ Reserves	\$0.00	\$0.00					
◦ Retained Earnings (Losses)	\$0.00	\$0.00					
<b>Total Equity</b>	<b>\$0.00</b>	<b>\$0.00</b>					

<sup>1</sup> Approved Provider level (not Consolidated Parent Entity)

<sup>2</sup> Consolidated Residential segment (same basis as ACFR)

<sup>3</sup> "Home Care" includes HCP

<sup>4</sup> "Community" includes CHSP, disability, children's services

<sup>5</sup> Not to be allocated to segments - input totals only



## Quarterly Financial Report Approved Provider Name

	Total	Centrally Held	Residential	Home Care	Community	Retirement	Other
<b>Income &amp; Expenditure Statement</b>							
<b>Income</b>							
◦ Operating Income	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
◦ Investment and Interest Income	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
◦ Fair Value Gains	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
◦ Other Income	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Total Income</b>	<b>\$0.00</b>		<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Expenses</b>							
◦ Salaries and Employee Benefits	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
◦ Management Fees	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
◦ Depreciation and Amortisation	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
◦ Finance Expenses	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
◦ Fair Value Losses (including Impairment)	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
◦ Other Expenses	\$0.00		\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Total Expenses</b>	<b>\$0.00</b>		<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>Net Profit/(Loss) Before Tax</b>	<b>\$0.00</b>		<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>
<b>External Lines of Credit</b>							
◦ Drawn	\$0.00						
◦ Undrawn	\$0.00						
<b>Key ratios</b>							
Liquidity ratio	0.0%						
Capital adequacy ratio	0.0%						

**1** Disclosure is similar to statutory accounts disclosure

**2** Same allocation methodology as for ACFR

**3** Required for prudential calculations and permitted uses reconciliation

**4** Allows assessment of liquidity and capital adequacy (calculated percentages)





## CONSIDERATIONS WHEN COMPLETING QFR (APPROVED PROVIDER)

- The Quarterly Financial Statements section of the QFR includes an income and expenditure statement and a balance sheet which is to be completed at the Approved Provider level (*not the parent entity consolidated level*)
- The statements are segmented into residential care, home care, community, retirement living and other categories, which is similar to the 2020-21 and 2021-22 ACFRs
- The financial information collected will allow the Department to undertake more timely analysis of:
  - the financial performance and viability of aged care providers allowing earlier access for providers at risk to the Department's Aged Care Financial Monitoring and Business Assistance program;
  - the aged care sectors viability;
  - the financial performance and viability of the residential and home care sectors with consolidated results communicated back to the sector; and
  - support future policy development considerations .
- The bottom of the income and expenditure worksheet contains an area for entering information relating to any external lines of credit that are held, which assists the prudential and permitted uses review
- Below this area is the liquidity ratio and capital adequacy ratio. Both of these ratios will be automatically calculated based on the data entered into the balance sheet



# Questions

## **Part 3**

# **Care Labour Costs and Hours (Residential and Homecare)**

- **Purpose and context**
- **Q & A**

Grant Corderoy

Senior Partner

StewartBrown

# Residential Aged Care Home Expenditure for the quarter July to Sep 2022

Care Expenses	Total Residential	ACH (name)
<b>Labour Costs - Direct Care:</b> 1		
- Registered nurses	\$0.00	\$0.00
- Enrolled and licensed nurses (registered with the NMBA)	\$0.00	\$0.00
- Personal care staff / Assistants In Nursing	\$0.00	\$0.00
- Care Management Staff 2	\$0.00	\$0.00
- Allied health	\$0.00	\$0.00
- Physiotherapist	\$0.00	\$0.00
- Occupational Therapist	\$0.00	\$0.00
- Speech Pathologist	\$0.00	\$0.00
- Podiatrist	\$0.00	\$0.00
- Dietetic Care	\$0.00	\$0.00
- Other allied health	\$0.00	\$0.00
- Allied Health Assistants	\$0.00	\$0.00
- Diversional/Lifestyle/ Recreation/ Activities Officer	\$0.00	\$0.00
- Other employee staff	\$0.00	\$0.00
<b>Total Employee Labour Costs - Direct Care</b>	\$0.00	\$0.00
<b>Agency Staff Costs - Direct Care Detail</b>		
- Registered nurses	\$0.00	\$0.00
- Enrolled and licensed nurses (registered with the NMBA)	\$0.00	\$0.00
- Personal care staff / Assistants In Nursing	\$0.00	\$0.00
- Allied health	\$0.00	\$0.00
- Physiotherapist	\$0.00	\$0.00
- Occupational Therapist	\$0.00	\$0.00
- Speech Pathologist	\$0.00	\$0.00
- Podiatrist	\$0.00	\$0.00
- Dietetic Care	\$0.00	\$0.00
- Other allied health	\$0.00	\$0.00
- Allied Health Assistants	\$0.00	\$0.00
- Diversional/Lifestyle/ Recreation/ Activities Officer	\$0.00	\$0.00
- Other agency staff costs	\$0.00	\$0.00
<b>Total Agency Staff Cost - Direct Care</b>	\$0.00	\$0.00
- Contract Labour - management entity staff costs	\$0.00	\$0.00
<b>Total Direct Care Labour Costs</b>	\$0.00	\$0.00

**1**  
**Labour Costs**  
 Includes all remuneration, leave (payments and accruals) superannuation, fringe benefits and termination payments for all staff (including agency and contact staff)  
**excludes**  
 Payroll tax, workers compensation premiums, staff training

**2**  
**Care Management Manager or Facility Manager**

# Residential Aged Care Home Expenditure for the quarter July to Sep 2022

	Total Residential	ACH (name)
<b>Labour Hours</b>		
<b>Labour Worked Hours - Direct Care:</b> 1 2		
Registered nurses	-	-
- Morning Shift ((e.g., 7am-3pm)	-	-
3 - Afternoon Shift(e.g.,3pm-11pm)	-	-
- Overnight Shift(e.g.,11pm-7am)	-	-
Enrolled and licensed nurses (registered with the NMBA)	-	-
Personal care staff / Assistants In Nursing	-	-
Care Management Staff	-	-
Allied health	-	-
- Physiotherapist	-	-
- Occupational Therapist	-	-
- Speech Pathologist	-	-
- Podiatrist	-	-
- Dietetic Care	-	-
- Other allied health	-	-
- Allied Health Assistants	-	-
Diversional/Lifestyle/ Recreation/ Activities Officer	-	-
Other employee staff	-	-
<b>Total Employee Direct Care Worked Hours</b>	-	-
<b>Agency Staff Worked Hours - Direct Care Detail</b>		
Registered nurses	-	-
- Morning Shift ((e.g., 7am-3pm)	-	-
- Afternoon Shift(e.g.,3pm-11pm)	-	-
3 - Overnight Shift(e.g.,11pm-7am)	-	-
Enrolled and licensed nurses (registered with the NMBA)	-	-
Personal care staff / Assistants In Nursing	-	-
Allied health	-	-
- Physiotherapist	-	-
- Occupational Therapist	-	-
- Speech Pathologist	-	-
- Podiatrist	-	-
- Dietetic Care	-	-
- Other allied health	-	-
- Allied Health Assistants	-	-
Diversional/Lifestyle/ Recreation/ Activities Officer	-	-
Other agency staff Worked Hours	-	-
<b>Total Agency Staff Worked Hours - Direct Care</b>	-	-
Contract Labour Worked Hours	-	-
<b>Total Direct Care Labour Worked Hours</b>	-	-

**1 Staff Worked Hours**  
 Preference is to gather hours data from roster. If this is not possible - use data from payroll system

**2 Worked Hours**  
 Include actual hours worked (normal/ overtime) **not** paid hours

**3 Hours by Shift**  
 Include actual hours worked for each of your normal daily shifts

# Residential Aged Care Home Expenditure for the quarter July to Sep 2022

	Total Residential	ACH (name)	ACH (name)
<b>Labour Hours</b>			
<u>Non-worked hours (for all categories above)</u>			
◦ Non-worked hours	-	-	-
<b>Labour - Average Hourly Rates of Pay <sup>1</sup></b>			
◦ Registered nurses	\$0.00		
◦ Enrolled and licensed nurses (registered with the NMBA)	\$0.00		
◦ Personal care staff /Assistants In Nursing	\$0.00		
<b>Bed Days <sup>2</sup></b>			
◦ Occupied bed days	-	-	-
◦ Available bed days	-	-	-
<b>Direct Care Minutes (worked) Per Occupied Bed Day <sup>3</sup></b>			
◦ Registered nurses care minutes per occupied bed day	-	-	-
◦ Enrolled and licensed nurses (registered with the NMBA) care minutes per occupied bed day	-	-	-
◦ Personal care staff/Assistants In Nursing care minutes per occupied bed day	-	-	-
<b>Total direct care minutes (worked) of RN, Enrolled and licensed nurses(registered with the NMBA) and Personal care staff/Assistants In Nursing per occupied bed day</b>	-	-	-

**1**  
**Average Rates of Pay**  
Include average rate of pay for each staff classification as per award/agreements/contracts (exclude superannuation and all normal on-costs)

**2**  
**Bed Days**  
**Occupied bed days** must agree to Medicare Statement  
**Available bed days** are the number of beds that are actually available for a resident (excludes off-line beds)

**3**  
**Direct Care Minutes**  
This is a calculated field based on the number of hours and the average rate of pay



# CONSIDERATIONS WHEN COMPLETING QFR (RESIDENTIAL)

## Care Minutes

- Result flowing into Star Ratings
- The QFR will calculate the average care minutes of your facility
  - As an example - Registered Nurse (RN) minutes will be calculated as
    - Total RN Hours
    - Occupied bed days x 60
- A general guide would be to once you calculate the minutes compare it to your total care funding for the period
- Total care funding is currently the ACFI and other care related supplements. To determine your average care funding to compare to average minutes
  - Total Care Revenue
  - Total occupied bed days
- In comparing these amounts, for a facility who receives average care revenue of \$150 prpd would not expect to be delivering 200 minutes of care per day



# CONSIDERATIONS WHEN COMPLETING QFR (RESIDENTIAL)

## Allocating hours where staff cover more than one role

- There are many facilities where, for example, the care manager is also a Registered Nurse
- It is important to ensure that all the direct care hours that are provided at your facility is recorded
- If your systems are not able to differentiate between the hours that they undertake each role, we suggest apportioning based on the average time spent in each role

## Average hourly rates

- The Department is interested in the hourly rates of your staff. Please enter the average rates in the required space
- Please note that the averages do not have to be exact. They should represent a reference point based on the levels of each of the direct care staff

## Reporting Registered Nursing hours by shift

- The Department is interested in assessing the current levels of RN coverage across your facilities
- The current targets are for 16 hours of care coverage per day, but the new Government has indicated that it wants to increase this to 24 hour coverage
- Accurate reporting of data here will assist the department to calculate the cost of this increase for the sector
- Note that a guide has been provided to assist understanding the general hours that a facility may use to determine the shifts. This is only a guide, please try to fit it in within your specific circumstances





# CONSIDERATIONS WHEN COMPLETING QFR (RESIDENTIAL)

## Direct care employee expenditure

### Proportion of total costs - including care management + Covid expenses

Wages - clinical (RN, EN, PCW)(includes agency staff)	78%
Wages - Other clinical (Allied Health)	4%
Wages - Other (Lifestyle)	3%
Medical consumables	3%
Other	13%
	<hr/>
	100%
	<hr/>

*Other includes payroll, worker compensation and care management*

- The Department is also interested in the proportion of total expenditure spent on direct care labour expenses
- The guidance provided is around 78% (refer above table) depending on characteristics of the facility
- This calculation will provide a good guide of funding for employees/agency in the direct care labour roles



# CONSIDERATIONS WHEN COMPLETING QFR (RESIDENTIAL)

## Agency staff

- It is very important for the Department to understand the impact of agency staff on your organisation
- Especially throughout the pandemic we understand the additional cost pressures that resulted in additional agency staff
- The accurate reporting of agency costs on the direct care roles will ensure that all the costs and hours your facility has incurred are considered in the average direct care expenditure and minute of care provided
- If this information is not readily available, the Department recommends opening dialogue with your agency providers to organise the provision of data that will meet the reporting requirements

## Allied health

- As above for agency staff

## Other care staff

- It is important to check this line item to ensure that none of the employee classifications are represented in the balance
- If other classifications are included, there is the risk that the direct care costs and hours will be understated



# Home Care Package (HCP) Expenditure for the quarter July to Sep 2022

Care Expenses	Total Home Care	Aged Care Planning Region 1	Aged Care Planning Region 2
<b>Labour Cost - Internal Direct Care - Employee</b> <span style="color: red; border: 1px solid red; border-radius: 50%; padding: 2px;">1</span>			
◦ Registered nurses	\$0.00	\$0.00	\$0.00
◦ Enrolled and licensed nurses (registered with the NMBA)	\$0.00	\$0.00	\$0.00
◦ Personal care staff / other unlicensed nurses	\$0.00	\$0.00	\$0.00
◦ Allied health	\$0.00	\$0.00	\$0.00
◦ Other employee staff	\$0.00	\$0.00	\$0.00
<i>Total Labour Costs - Internal Direct Care - Employee</i>	\$0.00	\$0.00	\$0.00
<b>Labour Cost - Internal Direct Care - Agency Care Staff</b> <span style="color: red; border: 1px solid red; border-radius: 50%; padding: 2px;">2</span>			
◦ Registered nurses	\$0.00	\$0.00	\$0.00
◦ Enrolled and licensed nurses (registered with the NMBA)	\$0.00	\$0.00	\$0.00
◦ Personal care staff / other unlicensed nurses	\$0.00	\$0.00	\$0.00
◦ Allied health	\$0.00	\$0.00	\$0.00
◦ Other Agency staff	\$0.00	\$0.00	\$0.00
<i>Total Labour Costs - Internal Direct Care - Agency Care Staff</i>	\$0.00	\$0.00	\$0.00
<b>Sub-contracted or Brokered Client Services - External Direct Care Service Cost</b> <span style="color: red; border: 1px solid red; border-radius: 50%; padding: 2px;">2</span>			
◦ Registered nurses	\$0.00	\$0.00	\$0.00
◦ Enrolled and licensed nurses (registered with the NMBA)	\$0.00	\$0.00	\$0.00
◦ Personal care staff / other unlicensed nurses	\$0.00	\$0.00	\$0.00
◦ Allied health	\$0.00	\$0.00	\$0.00
◦ Other sub-contracted/brokered staff	\$0.00	\$0.00	\$0.00
<i>External Direct Care Service Cost - Sub-contracted or Brokered Client Services</i>	\$0.00	\$0.00	\$0.00
<b>Sub-contracted or Brokered Client Services - Commission/Brokerage fee/Franchisee fee</b> <span style="color: red; border: 1px solid red; border-radius: 50%; padding: 2px;">3</span>			
◦ Commission/Brokerage fee/Franchisee fee	\$0.00	\$0.00	\$0.00
<b>Labour Cost - Care Management</b>			
◦ Wages and Salaries - Care Management Staff	\$0.00	\$0.00	\$0.00
<b>Labour Cost - Administration &amp; Support</b>			
◦ Wages and Salaries - Administration & Non-Care Staff	\$0.00	\$0.00	\$0.00
<b>Total Labour Cost and External Direct Care Service Cost</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>

**1 Labour Costs**  
Includes all remuneration, leave (payments and accruals) superannuation, fringe benefits and termination payments for all staff (including agency and contact staff)  
**excludes**  
Payroll tax, workers compensation premiums, staff training

**2 Agency and Brokered**  
Need to be dissected by staff category (same as with internal staff)

**3 Commission, Brokerage and Franchise fees**  
Applicable if separate arrangements to normal sub-contract terms



# Home Care Package (HCP) Expenditure for the quarter July to Sep 2022

	Total Home Care	Aged Care Planning Region 1	Aged Care Planning Region 2
<b>Labour Hours</b> <span style="color:red">1</span> <span style="color:red">2</span>			
<b>Labour Worked Hours - Internal Direct Care - Employee</b>			
◦ Registered nurses	-	-	-
◦ Enrolled and licensed nurses (registered with the NMBA)	-	-	-
◦ Personal care staff / other unlicensed nurses	-	-	-
◦ Allied health	-	-	-
◦ Other employee staff	-	-	-
<i>Total Labour Worked Hours - Internal Direct Care - Employee</i>	-	-	-
<b>Labour Worked Hours - Internal Direct Care - Agency Care Staff</b>			
◦ Registered nurses	-	-	-
◦ Enrolled and licensed nurses (registered with the NMBA)	-	-	-
◦ Personal care staff / other unlicensed nurses	-	-	-
◦ Allied health	-	-	-
◦ Other Agency staff	-	-	-
<i>Total Labour Worked Hours - Internal Direct Care - Agency Care Staff</i>	-	-	-
<b>Worked Hours - Sub-contracted or Brokered Client Services - External Direct Care</b>			
◦ Registered nurses	-	-	-
◦ Enrolled and licensed nurses (registered with the NMBA)	-	-	-
◦ Personal care staff / other unlicensed nurses	-	-	-
◦ Allied health	-	-	-
◦ Other sub-contracted/brokered staff	-	-	-
<i>External Direct Care Service Cost - Sub-contracted or Brokered Client Services</i>	-	-	-
<b>Labour Worked Hours - Care Management</b>			
◦ Care Management Staff	-	-	-
<b>Labour Worked Hours - Administration &amp; Support</b>			
◦ Administration & Non-Care Staff	-	-	-
<b>Total Labour Worked Hours and External Direct Care Service Worked Hours</b>	-	-	-

**1 Staff Worked Hours**  
Preference is to gather hours data from roster. If this is not possible - use data from payroll system

**2 Worked Hours**  
Include actual hours worked (normal/ overtime) **not** paid hours



# CONSIDERATIONS WHEN COMPLETING QFR (HOME CARE)

## Direct Service Delivery (Care) Labour Costs

- It is very important for the Department and Independent Pricing Authority to obtain accurate staff costs and hours worked to assist in reviewing the appropriate funding subsidy overall and by service
- Staff costs include all remuneration (including superannuation and on costs) and exclude payroll tax, workers compensation premium, staff training, fringe benefits tax

## Agency staff and Sub-contract or Brokered staff

- It is very important for the Department to understand the impact of agency staff on your service delivery
- Especially throughout the pandemic we understand the additional cost pressures that resulted in additional agency staff
- The accurate reporting of agency costs on the direct care roles will ensure that all the costs and hours your home care program has incurred are considered in the average direct care expenditure and hours of service delivery provided
- If this information is not readily available, the Department recommends opening dialogue with your agency providers to organise the provision of data that will meet the reporting requirements

## Other direct service delivery staff

- It is important to check this line item to ensure that none of the employee classifications are represented in the balance
- If other classifications are included, there is the risk that the direct care costs and hours will be understated

## Hours Worked

- This relates to actual hours “worked” rather than hours “paid” (*overtime hours need to be included*)



# 1 ACFR DATA DEFINITIONS (EXTRACT)

Definition	
Care Expenses	
Labour Costs - Direct Care:	
<ul style="list-style-type: none"> <li>◦ Registered nurses</li> </ul>	<p>Salaries and superannuation paid to registered nurses, who registered with the Nursing and Midwifery Board of Australia (NMBA) as an RN and are employed in a direct care RN role.</p> <p>This expense item should also include the payment of following amounts:</p> <ul style="list-style-type: none"> <li>- Bonuses, incentive pay and commissions</li> <li>- Allowances and reimbursements</li> <li>- Annual Leave, long service leave, medical leave</li> <li>- Leave provisions</li> <li>- Termination payments, retirement payments and leave encashment</li> <li>- Value of Fringe Benefits/salary sacrifice</li> <li>- Uniforms, laundry reimbursements.</li> </ul> <p>Do not include staff training; staff amenities; staff recruitment; agency staff, workers compensation, payroll tax.</p> <p>Where a Registered Nurse is employed in a hybrid role, for example providing both personal care and other activities such as care management, catering and laundry, only the portion of the worker's time spent on personal care can count towards Registered Nurse labour costs.</p> <p>Where a registered nurse works across separate facilities, these costs should be split/apportioned based on the time they are allocated to each facility.</p>

**1** **Data Definitions**  
 Data definitions are published on Forms Administration website  
<https://health.formsadministration.com.au/dss.nsf/DSSForms.xsp>



# Questions



## **Part 4**

# **Food and Nutrition Reporting**

- **Purpose and context**
- **Q & A**

**Kate Apps-Muir**

Director

Transparency and Risk Profiling Section | Aged Care Group

# Transition to the QFR

- **Basic Daily Fee supplement in place since 1 July 2021 is changing:**
  - From 1 October 2022, the \$10 BDF supplement will be rolled into baseline AN-ACC funding for residential services
    - MPS and NATSIFAC services will continue to receive \$10pp/day
  - Food and Nutrition reporting through the QFR will begin for Quarter 1 commencing 1 July 2022
  - First report due **4 November 2022** for the period July to September
  - All questions are **mandatory**

# Quarterly Financial Report (QFR)

Food and Nutrition Report for the quarter July to Sep 2022					
	Total	ACH (name)	ACH (name)	ACH (name)	ACH (name)
<b>Resident expenses</b>					
Oral nutrition supplements	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Oral health living expenses	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Allied Health expenses</b>					
Dietetic Care expense - Employee Labour	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Dietetic Care expense - Consultant or Agency staff	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Speech pathologist - Employee Labour	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Speech pathologist - Consultant or Agency staff	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
<b>Internal Catering</b>					
Food and cooking ingredients - fresh	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Food and cooking ingredients - other	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Cooks and chefs (hours)	0	0	0	0	0
Food service and food management (hours)	0	0	0	0	0
<b>Contract catering (internal)</b>					
Central kitchen for multiple facilities (head office staff)					
Food and cooking ingredients - fresh	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Food and cooking ingredients - other	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Cooks and chefs (hours)	0	0	0	0	0
Food service and food management (hours)	0	0	0	0	0
<b>Contract catering (external)</b>					
On-site kitchen – contract kitchen staff and management					
Food and cooking ingredients - fresh	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Food and cooking ingredients - other	\$0.00	\$0.00	\$0.00	\$0.00	\$0.00
Cooks and chefs (hours)	0	0	0	0	0
Food service and food management (hours)	0	0	0	0	0
3rd party external kitchen	\$ -	\$0.00	\$0.00	\$0.00	\$0.00
<b>Other (please specify)</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>	<b>\$0.00</b>



# Quarterly Financial Report (QFR)

Food and Nutrition Report for the quarter July to Sep 2022		Total
<b>Resident Expenses</b>		
Oral nutrition supplements		\$0.00
Oral health living expenses		\$0.00
<b>Allied Health Expenses</b>		
Dietetic Care - Employee Labour		\$0.00
Dietetic Care - Consultant or Agency staff		\$0.00
Speech pathologist - Employee Labour		\$0.00
Speech pathologist - Consultant or Agency staff		\$0.00
<b>Allied Health Worked Hours</b>		
Dietetic Care - Employee Labour		0
Dietetic Care - Consultant or Agency staff		0
Speech pathologist - Employee Labour		0
Speech pathologist - Consultant or Agency staff		0
<b>Food Preparation Model (for main meals only)</b>		<b>Cook fresh</b>

- Resident Expenses
- Allied Health Expenses
  - Dietitian
  - Speech Pathologist
- Allied Health Hours
  - Dietitian
  - Speech Pathologist

# Quarterly Financial Report (QFR)

Food and Nutrition Report for the quarter July to Sep 2022				
Dietetic Care - Employee Labour	0	0	0	0
Dietetic Care - Consultant or Agency staff	0	0	0	0
Speech pathologist - Employee Labour	0	0	0	0
Speech pathologist - Consultant or Agency staff	0	0	0	0
<b>Food Preparation Model (for main meals only)</b>	<b>Cook fresh</b>	<b>Cook chill</b>	<b>Cook freeze</b>	

## NEW: Food Preparation Model selection

- a. Cook fresh
- b. Cook chill
- c. Cook freeze

# Catering

Catering – this is divided up into the below groups

- Internal catering
- Contract catering (internal)
  - Off-site kitchen by provider, internal contract arrangement
- Contract catering (external)
  - on-site kitchen – contract kitchen staff and management

Internal Catering	
	Food and cooking ingredients - fresh
	Food and cooking ingredients - other
	Cooks and chefs (hours)
	Food service and food management (hours)
Contract catering (internal)	
Central kitchen for multiple facilities (head office staff)	
	Food and cooking ingredients - fresh
	Food and cooking ingredients - other
	Cooks and chefs (hours)
	Food service and food management (hours)
Contract catering (external)	
On-site kitchen – contract kitchen staff and management	
	Food and cooking ingredients - fresh
	Food and cooking ingredients - other
	Cooks and chefs (hours)
	Food service and food management (hours)

# Fresh food and processed food

Contract catering (external)						
On-site kitchen – contract kitchen staff and management						
	Food and cooking ingredients - fresh	\$0.00	\$0.00	\$0.00	\$0.00	Posi
	Food and cooking ingredients - other	\$0.00	\$0.00	\$0.00	\$0.00	Posi
	Cooks and chefs (hours)	0	0	0	0	Posi
	Food service and food management (hours)	0	0	0	0	Posi
3rd party external kitchen						
		\$0.00	\$0.00	\$0.00	\$0.00	Posi
Other (please specify)						
		\$0.00	\$0.00	\$0.00	\$0.00	Posi

Questions - home care

Quarterly\_Financial\_Report

Resi\_CareLabour\_Cost&Hours

HC\_CareLabour\_Cost&Hours

Food and Nutrition Costs

# Catering

Catering – this is divided up into the below groups

- 3rd party external kitchen
- Other

<b>Contract catering (internal)</b>	
Central kitchen for multiple facilities (head office staff)	
	Food and cooking ingredients - fresh
	Food and cooking ingredients - other
	Cooks and chefs (hours)
	Food service and food management (hours)
<b>Contract catering (external)</b>	
On-site kitchen – contract kitchen staff and management	
	Food and cooking ingredients - fresh
	Food and cooking ingredients - other
	Cooks and chefs (hours)
	Food service and food management (hours)
3rd party external kitchen	
<b>Other (please specify)</b>	
ort	Food and Nutrition Costs



# QFR Submission

- Additional notes:
  - Food costs and staff costs can be split between different catering categories
  - Food Service and Food Management does not include time spent on personal care minutes
- Providers with multiple services to complete them all together in one report.
- The Department will release Explanatory Notes for completing the Food and Nutrition tab

# Questions

**Reporting questions:  
[nutritioninagedcare@health.gov.au](mailto:nutritioninagedcare@health.gov.au)**

## Part 5

# Other Issues and Next Steps

- Latest Quarterly Financial Report, Definitions, Guides and Frequently Asked Questions are located at <https://health.formsadministration.com.au/dss.nsf/DSSForms.xsp>
- The Portal for submitting QFR will be communicated shortly.
- A discreet external Help Desk will be available to assist with the completion and lodgement of QFR. Its contact details will be communicated shortly.
- In the meantime, please email your questions to the [FFBCONSULTATION@health.gov.au](mailto:FFBCONSULTATION@health.gov.au) inbox.



# **Thank you**

For more information, please contact  
the Department of Health.