



**StewartBrown**

Integrity + Quality + Clarity

# **Aged Care Financial Performance Survey**

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## **Registration Kit 2019**



*Thank you for your interest in participating in our Aged Care Financial Performance Surveys. We are pleased to provide you with this Registration Kit and look forward to your future participation in this survey process.*

The Registration Kit contains all of the information that you will need to understand the survey process, the outcomes of the survey as well as the responsibilities of each of the parties to the survey. You are encouraged to read the documentation contained in this kit carefully. Please contact us if there is something that you need clarified. We encourage all of our participants to be completely aware of the processes and responsibilities prior to signing on for the survey. The majority of these are set out within the terms and conditions of the program.

## KIT CONTENTS

This Registration Kit consists of the following documents:

1. Application form
2. Survey Timetable
3. Terms and Conditions of the Survey
4. Price Structure
5. Contact Details

Once you have registered to participate in our survey you will be provided with a Participant's Kit. This contains all the forms in both a hard copy and electronic format to be able to provide us with your data in the proper format. You are also provided with a detailed line-by-line description of what should be included (and what should be excluded) in any particular data line item. This helps us to ensure that the data that we are comparing and analysing is actually comparable.

If you have any questions regarding this survey or either of the kits you can contact any of the following people for assistance:

Robert Krebs  
*Senior Business Analyst & Benchmark Services*  
[robert.krebs@stewartbrown.com.au](mailto:robert.krebs@stewartbrown.com.au)

Vicky Stimson  
*Administration Officer*  
[vicky.stimson@stewartbrown.com.au](mailto:vicky.stimson@stewartbrown.com.au)

They can also be contacted by telephone on **(02) 9412 3033** during normal business hours. Further contact details are included in this registration kit.

## BACKGROUND & PURPOSE OF SURVEY

It is important for all participants to understand some of the background and purpose of the survey and its outcomes. This service grew out of a need by management to be able to compare and contrast their operations to that of other facilities within the industry. This was to assist them in improving the financial performance of their operations and to ultimately adopt best practice. Over a number of years, the format of the results of the survey has changed. However, at all times the predominant purpose has remained the same, that is, to provide a tool to assist management to improve financial performance.

The results of the survey may also be used for other purposes. It is likely that summary data will be used by industry bodies to lobby Government and in the formulation of policy. If data is provided to outside parties, at no time are the results of individual participating organisations identified. The only data supplied is in a summary format.

## APPLICATION FORM

### ORGANISATION DETAILS

Name of Organisation: .....  
Name of Group (if part of a network or group): .....  
Operating Turnover of Organisation 2018: .....  
ABN: ..... Not-for-profit or For-profit (please circle)

### CONTACT DETAILS

Street Address: .....  
City: ..... State: ..... Post Code: .....  
Postal Address: .....  
City: ..... State: ..... Post Code: .....  
Phone: (.....) ..... Fax: (.....) .....

#### Main Contact (for all general survey queries and administration)

Name: ..... Phone: (.....) .....  
Position: ..... Email: .....

#### Contacts for data collection (if not sure same as above)

Name: ..... Phone: (.....) .....  
Position: ..... Email: .....  
Name: ..... Phone: (.....) .....  
Position: ..... Email: .....

#### Distribution list for receipt of the organisation's facility & home care benchmark reports

Name: ..... Phone: (.....) .....  
Position: ..... Email: .....  
Name: ..... Phone: (.....) .....  
Position: ..... Email: .....  
Name: ..... Phone: (.....) .....  
Position: ..... Email: .....

#### Distribution list for receipt of written analysis report

Name: ..... Phone: (.....) .....  
Position: ..... Email: .....  
Name: ..... Phone: (.....) .....  
Position: ..... Email: .....  
Name: ..... Phone: (.....) .....  
Position: ..... Email: .....

## RESIDENTIAL CARE FACILITIES

Please provide the following information for each residential aged care facility. If you have a number of facilities please either take a copy of this page and complete one for each facility or provide the relevant details in a spread sheet.

### GENERAL

Name of Facility: ..... Telephone: (.....) .....  
Address: .....  
City: ..... State: ..... Post Code: .....  
Does this facility support / care for any specific ethnic or community group? **YES / NO**  
If yes, please provide details: .....

### NUMBER OF RESIDENT PLACES

General Places: ..... Extra Service: ..... Respite: ..... Unfunded: .....  
Transitional Care: ..... Other: ..... Total Places: .....

### SERVICE CHARACTERISTICS

How old is this facility? ..... (years) Year facility was built? .....  
Years since last major upgrade / addition: ..... (years)  
Is this facility classed as significantly refurbished?.....  
Single Storey / Multi-storey? ..... If Multi-storey, how many levels? .....  
Number of single bed rooms: ..... Number of multi bed rooms: .....  
Total beds: .....

### Average size of room (sq. m)

Single: ..... Double: ..... Other: .....  
Dedicated Dementia Unit/Wing? ..... If Yes, number of places: .....  
Is facility: Stand alone? ..... Co-located with another RACF? .....  
Co-located with ILU village? .....  
Part of a campus combination of other RACF, ILU and other services? .....  
Catering Outsourced: **YES / NO** Cleaning Outsourced: **YES / NO** Laundry Outsourced: **YES / NO**

Comments: .....

## HOME CARE PROGRAMS

Please provide the following details for each of the Level 1, Level 2, Level 3, Level 4 or mixed programs provided by your organisation. If this form does not have enough space, please take a copy of this page or provide the relevant details for each program in a spread sheet.

### PROGRAM 1

(Please circle the type of program)

Level 1 / Level 2 / Level 3 / Level 4 / Mixed

Name of Program: .....  
Address: .....  
City: ..... State: ..... Post Code: .....  
Number of funded packages: .....  
Comments: .....

### PROGRAM 2

(Please circle the type of program)

Level 1 / Level 2 / Level 3 / Level 4 / Mixed

Name of Program: .....  
Address: .....  
City: ..... State: ..... Post Code: .....  
Number of funded packages: .....  
Comments: .....

### PROGRAM 3

(Please circle the type of program)

Level 1 / Level 2 / Level 3 / Level 4 / Mixed

Name of Program: .....  
Address: .....  
City: ..... State: ..... Post Code: .....  
Number of funded packages: .....  
Comments: .....

**PROGRAM 4**

(Please circle the type of program)

Level 1 / Level 2 / Level 3 / Level 4 / Mixed

Name of Program: .....  
Address: .....  
City: ..... State: ..... Post Code: .....  
Number of funded packages: .....  
Comments: .....

**PROGRAM 5**

(Please circle the type of program)

Level 1 / Level 2 / Level 3 / Level 4 / Mixed

Name of Program: .....  
Address: .....  
City: ..... State: ..... Post Code: .....  
Number of funded packages: .....  
Comments: .....

**PROGRAM 6**

(Please circle the type of program)

Level 1 / Level 2 / Level 3 / Level 4 / Mixed

Name of Program: .....  
Address: .....  
City: ..... State: ..... Post Code: .....  
Number of funded packages: .....  
Comments: .....

## REGISTRATION DECLARATION

I have read and understood the terms and conditions of participating in the StewartBrown Aged Care Financial Performance Surveys and agree to accept those terms and conditions as outlined in this application form.

Signed for and on behalf of: .....  
(Name of Organisation)

By: ..... Signature: .....  
(Print Name)

Position: ..... Date: .....

## COMPLETED FORMS

Please send the completed application form to us by one of the following methods:

### Email to:

Vicky Stimson  
StewartBrown

[vicky.stimson@stewartbrown.com.au](mailto:vicky.stimson@stewartbrown.com.au) or [benchmark@stewartbrown.com.au](mailto:benchmark@stewartbrown.com.au)

### Post to:

Vicky Stimson  
StewartBrown

PO Box 5515  
CHATSWOOD NSW 2067

### Facsimile to:

Vicky Stimson  
StewartBrown

(02) 9411 3242

## SURVEY TIMETABLE

Quarter	Forms to be completed (where applicable)	Deadline for data submission	Due date for individual benchmark report distribution	Due date for analysis report distribution
<u>September</u>	<ul style="list-style-type: none"> <li>Residential Financial Data</li> <li>Home Care</li> <li>Bed days</li> <li>Wages</li> </ul>	31 October	10 December	20 December
<u>December</u>	<ul style="list-style-type: none"> <li>Residential Financial Data</li> <li>Home Care</li> <li>Bed days</li> <li>Wages</li> <li>Organisational Profile Data</li> </ul>	31 January	28 February	20 March
<u>March</u>	<ul style="list-style-type: none"> <li>Residential Financial Data</li> <li>Home Care</li> <li>Bed days</li> <li>Wages</li> </ul>	30 April	31 May	20 June
<u>June</u>	<ul style="list-style-type: none"> <li>Residential Financial Data</li> <li>Home Care</li> <li>Bed days</li> <li>Wages</li> <li>Organisational Profile Data</li> <li>Ad-hoc year-end data</li> </ul>	20 August	30 September	20 October

**Note:** The reason for the delay in submission of the June data is that we have found that organisations require extra time to complete their year-end accounts. It is critical that deadlines be adhered to by all participants to allow for the timely entering of data and distribution of reports. If any organisation finds that they cannot meet these deadlines, please let us know as soon as possible.



## TERMS AND CONDITIONS

The terms and conditions of participating in this survey cover the following matters:

- I. Role and responsibility of StewartBrown
- II. Role and responsibility of participating organisations/facilities
- III. Data collection methods
- IV. Details of data to be collected
- V. Reports to be produced and method of distribution
- VI. Privacy policy
- VII. Confidentiality of information
- VIII. Copyright matters
- IX. Quality assurance

### **ROLE AND RESPONSIBILITY OF STEWARTBROWN**

As the provider of the Financial Performance Surveys service, StewartBrown will:

- a) Provide all participants with data collection aids in an electronic and hard copy format;
- b) Continue to develop the service to meet the needs of participants;
- c) Provide initial and ongoing training to participating organisations that require such training;
- d) Provide guidelines to all participants to ensure they are able to complete data collection forms;
- e) Provide a report on the survey results including a general analysis of results across all facilities and a report comparing industry results and the results of each participating facility within the participating organisation.;
- f) Provide reports in the format requested by participant (electronic or hard copy);
- g) Provide the survey on a quarterly basis;
- h) Facilitate contact between like organisations, where possible, at the request of a participant so that participating organisations can investigate further where they may be able to improve their financial performance. This will only be done with the express permission of parties involved;
- i) Have in place procedures to ensure, as much as possible, that the data provided by the participants is consistent with the guidelines given to participants;
- j) Distribute reports in accordance with the Survey Timetable;
- k) Ensure the privacy and confidentiality of the information provided by participants.

### **ROLE AND RESPONSIBILITY OF PARTICIPANTS**

Organisations participating in the Financial Performance Surveys will:

- (a) Provide the data to StewartBrown in the format set out in the Participant's Kit (as amended from time to time), and by the deadline as set out in the Survey Timetable provided to participants;
- (b) Enter the data into the data collection forms using the definitions set out in the Participant's Kit;
- (c) Advise StewartBrown of any changes in details of a facility that are likely to or have affected the results of the facility in a significant manner. Examples of such matters might include changes to number of approved places, redevelopment work on the facility, sanctions being placed on the facility by the Government and decisions to change between providing services using in-house staff to provide those services using contractors;
- (d) Respect and abide by the privacy and copyright standards set out in these Terms and Conditions in relation to all materials and reports provided to participants as part of the survey process;
- (e) Respect the privacy and confidentiality of any information provided by another participant as a result of StewartBrown facilitating contact between two or more participants.

### **DATA COLLECTION METHODS**

StewartBrown will provide each participant with a Participant's Kit that will contain, among other things, the following:

- (a) Line item definitions for each item included in the survey in the same format as the data collection forms;
- (b) An electronic copy of the data collection forms which will be in the form of a series of Excel work-sheets.

We will work with participants to develop reports produced by their accounting system in the format required by the survey so as to minimise work involved in completing the data collection forms. We will accept electronic files containing the data in the correct format by way of e-mail or Zip file.

### **DATA TO BE COLLECTED**

The survey will collect financial data for the following operations:

- Residential Care Facilities (quarterly)
- Home Care – Level 1, Level 2, Level 3, Level 4, Mixed (quarterly)
- Employee hours by major category (quarterly)
- Occupied bed days (Residential Care) (quarterly)

Details of the individual line items for which data is collected and the definitions of each of these line items are included in the Participant's Kit. For residential care facilities the line items will be collected under the following major headings:

- Care Income
- Direct Care expenses
- Catering expenses
- Cleaning expenses
- Laundry expenses
- Utilities
- Administration and Support Services expenses
- Accommodation Income
- Accommodation expenses
- Provider income
- Provider expenses
- Accommodation bonds/Refundable Accommodation Deposits

Bed day statistics collected will include the occupied bed days based on the subsidy Medicare Payment Statements and the number of Available Beds. Details by ACFI and RCS category are no longer collected. All data collected will be on a year-to-date basis unless otherwise stated.

### **REPORTS PRODUCED & METHOD OF DISTRIBUTION**

Each quarter participants will be issued with the following reports:

- A generic report based upon the overall results of the survey. This report will analyse the results, include summary tables of data and a number of graphics illustrating trends and highlights from the survey. This report is dynamic in style and content and we will always look to participants for suggestions for information to be included in the report.
- A report specific to each facility/home care program that compares the results of that facility/program against all other facilities/programs as well as against the facilities/programs of a similar resident mix and size as the participating facility/program.

Where there is a special survey, an addendum report will be provided on the results of that survey. Examples of a special survey include: administration costs, catering in-house against contract catering, similarly with laundry and cleaning.

Reports will be delivered by the following method:

- Electronic copy by e-mail (in excel/PDF format)
- Via access to the StewartBrown Financial Benchmarking website

### **PRIVACY POLICY**

StewartBrown will be collecting financial data from organisations with the purpose of providing benchmarks and other summary reports to participants and industry bodies. We will not be collecting personal information, but rather corporate data and as such we are not bound by the National Privacy Principles or the Privacy Act 1998. We will however still be abiding by these National Privacy Principles with respect to the data and other information collected, as we are committed to ensuring the highest level of privacy over the information collected. In accordance with these principles:

- (a) No report received by a participant will identify other participants by name. In general, all comparative information will be in aggregate format, that is, it will be an average of a number of other participating organisations.
- (b) Any information provided to third parties such as industry groups will only be in aggregate format and can only be used for the purpose of policy development or lobbying Government agencies.
- (c) Only data and other information necessary to produce the survey will be collected from participants
- (d) All information collected will be stored in a secure manner
- (e) Where information is shared between participating organisations as a result of contact being facilitated by StewartBrown, such sharing will be done on the understanding that the terms and conditions relating to Privacy and confidentiality are adhered to by the parties involved.

### **CONFIDENTIALITY OF INFORMATION**

StewartBrown and all participants will abide by the following with respect to confidentiality of information collected or produced as part of the survey:

- (a) For training and marketing purposes, StewartBrown has the right to publish data resulting from the survey as examples of the benchmarking process. However, such examples will not identify any of the participating organisations.
- (b) All data and material provided by participants shall be kept confidential by StewartBrown at all times.
- (c) Any material provided to third parties such as industry groups under contract to any such group will not identify any individual participant.
- (d) Any report or material provided to participants as part of the survey process will be kept confidential by the participant.

Where StewartBrown facilitates contact between participants to discuss the survey results, such discussions and any information shared between participants will be kept confidential by the participants.

### **COPYRIGHT ISSUES**

Unauthorised copying of any material or report produced by StewartBrown as part of the survey process is not permitted. Copying and distribution of such material will only be permitted after receiving the express written permission of StewartBrown.

The materials and reports deemed to be included in the survey process include, but are not limited to:

- Registration Kit
- Participant's Kit
- Training material
- Promotional material
- Line item definitions
- Quarterly or special reports
- Data collection forms

Participants can copy the quarterly or special reports for internal distribution to management and Directors as long as the recipients are made aware of the privacy, confidentiality and copyright provisions of these terms and conditions and they agree to abide by them.

### QUALITY ASSURANCE

All parties to this survey process should be committed to the quality of information provided and the continuous improvement of the service. To this end:

- (a) StewartBrown will ensure that procedures are in place to safeguard the integrity of the information produced in the survey process.
- (b) StewartBrown will continue to provide means of receiving feedback from participants in the survey and will endeavour to act upon that feedback where considered practicable and useful to participants as a whole.
- (c) Participants should endeavour at all times to safeguard the integrity of information provided by following the definitions for data entry set out in the Participant's Kit.
- (d) StewartBrown will continue to work with participants to develop the service through feedback and discussion.

### PRICE STRUCTURE

The fees for participating in the Aged Care Financial Performance Surveys in the year ending 30 June 2019 are as follows:

#### One-off Joining Fee

The one-off Joining Fee is based on the total number of RACF, Level 1, Level 2, Level 3 and Level 4 packages of each organisation. The fees shown below do not include GST.

	SMALL	MEDIUM	LARGE
<b>Number of facilities or home care packages</b>	1 to 5 1 to 250	6 to 10 251 to 1,500	More than 10 More than 1,500
<b>Joining Fee</b>	\$400	\$695	\$990

The joining fee includes the provision of the Participant's Kit and training of the staff providing the data for the survey. It also includes the set-up of these programs on our systems and access to our benchmarking website.

#### Participation Fees

The survey Participation Fees exclude GST and are expressed as a cost per annum (includes 4 surveys). These fees are based on the number of RACF or Home Care packages. The fees are, as follows:

	RESIDENTIAL (RACF)	SUMMARY OF FEES (RACF)
<b>Participation Fee per Service</b>	<b>Per Annum \$</b>	<b>\$</b>
First (1)	700.00	\$ 700
Second to Fourth (2 – 4)	580.00	\$ 700 + \$580 ea (2nd-4th)
Fifth to Tenth (5 – 10)	500.00	\$2,440 + \$500 ea (5th-10th)
Eleventh to Twentieth (11 – 20)	460.00	\$5,440 + \$460 ea (11th-20th)
Twenty-First & thereafter (21+)	420.00	\$10,040 + \$420 ea (21st +)

Participation Fee per Package	COMMUNITY (Level 1 to 4)		SUMMARY OF FEES (Level 1 to 4)
	Per package \$	Per Annum \$	\$
Up to Five (1-5)	28	140.00	\$ 140
Six to Twenty (6-20)	18	270.00	\$ 140 + \$18 ea (6-20)
Twenty-One to Fifty (21-50)	9	270.00	\$ 410 + \$ 9 ea (21-50)
Fifty-One to Two-Hundred (51-200)	7	1,050.00	\$ 680 + \$ 7 ea (51-200)
Two-Hundred & One to Four-Hundred (201-400)	6	1,200.00	\$1,730 + \$ 6 ea (201-400)
Four-Hundred & One to Seven-Hundred & Fifty (401-750)	5	1,750.00	\$2,930 + \$ 5 ea (401-750)
Seven-Hundred & Fifty-One to Two Thousand (751-2000)	3	3,750.00	\$4,680 + \$ 3 ea (751-2000)
Two Thousand & One & thereafter (2001+)	0	0	\$8,430 (2001+)

The fee for each additional facility/package decreases as the total number of facilities/packages increases. In this way, all organisations will pay the same fee for their “first” facility/package. Please find below an example of the participation fees to join the residential and community surveys:

#### Residential Fees Example

The annual fee for an organisation with four facilities to join the survey would be calculated as follows:

First facility charge is \$700.00	\$700.00
Second to fourth facility is \$580.00 each	\$1,740.00
One-off joining fee is \$400.00	\$400.00
Total initial participation fee	\$2,840.00

#### Community Fees Example

The annual fee for an organisation with twenty-five community packages to join the survey would be calculated as follows:

First five packages is \$140.00	\$140.00
Packages six to twenty is \$18.00 each	\$270.00
Packages twenty-one to twenty-five are \$9.00 each	\$45.00
One-off joining fee	\$400.00
Total initial participation fee	\$855.00

Please note: If an organisation has residential and community packages there is only **one** one-off joining fee.

The Participation Fees are reviewed annually. The next review will apply from the September 2019 Survey.

## CONTACT DETAILS

### Postal Address:

Attention: Vicky Stimson  
StewartBrown  
PO Box 5515  
CHATSWOOD NSW 2067

### Street Address:

Attention: Vicky Stimson  
StewartBrown  
Level 2, Tower 1  
495 Victoria Avenue  
CHATSWOOD NSW 2067

**Phone:** (02) 9412 3033

**Web:** [www.stewartbrown.com.au](http://www.stewartbrown.com.au)

**Email:** [benchmark@stewartbrown.com.au](mailto:benchmark@stewartbrown.com.au)

## PROJECT CONTACTS

### Grant Corderoy

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### Robert Krebs

*Project Manager*

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### Vicky Stimson

*Administration*

[vicky.stimson@stewartbrown.com.au](mailto:vicky.stimson@stewartbrown.com.au)