



STEWART BROWN
Business Solutions

**AGED CARE FINANCIAL
PERFORMANCE SURVEYS**

REGISTRATION KIT

STEWART BROWN BUSINESS SOLUTIONS AGED CARE FINANCIAL PERFORMANCE SURVEYS REGISTRATION KIT

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:

Grant Corderoy – Partner (grant.corderoy@stewartbrown.com.au)
David Sinclair – Manager (david.sinclair@stewartbrown.com.au)
Sarah Frost – Administration Officer (sarah.frost@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 and 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.

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1. Application Form

Name of Organisation

Group Name (if part of a network or group - e.g. UnitingCare)

Operating Turnover (year ended 30 June 2009)

Classification: Not-for-profit / Private-for-profit / Government (please select one)

CONTACT DETAILS

Postal Address:

City: State: Post Code:

Phone (.....) Fax (.....)..... Mobile

Contact Name 1: (main contact).....

Position:..... Email:

Contact Name 2 (survey results are to go to:).....

Position:..... Email:

DETAILS OF FACILITIES PARTICIPATING IN SURVEY (High and Low Care)

Facility 1 Name: Postcode:.....

Facility Type: High Care / Low Care (*please circle one*)

Total number of places: Number of approved places (including respite):

Number of respite places: Is the facility - Stand Alone / Part of Campus or adjoining other facilities?

Does facility support any ethnic or other community group?: Yes / No Details:

Facility 2 Name: Postcode:.....

Facility Type: High Care / Low Care (*please circle one*)

Total number of places: Number of approved places (including respite):

Number of respite places: Is the facility - Stand Alone / Part of Campus or adjoining other facilities?

Does facility support any ethnic or other community group?: Yes / No Details:

Facility 3 Name: Postcode:.....

Facility Type: High Care / Low Care (*please circle one*)

Total number of places: Number of approved places (including respite):

Number of respite places: Is the facility - Stand Alone / Part of Campus or adjoining other facilities?

Does facility support any ethnic or other community group?: Yes / No Details:

For all additional facilities please attach appropriate details.

COMMUNITY CARE PACKAGES (CACP)

Programme 1 Name of Programme:

Number of approved packages: Number of Private clients:

Programme 2 Name of Programme:

Number of approved packages: Number of Private clients:

Programme 3 Name of Programme:

Number of approved packages: Number of Private clients:

For all additional programmes please attach appropriate details.

EXTENDED AGED CARE IN THE HOME (EACH & EACHD)

Programme 1 Name of Programme:

Number of approved packages: Number of Private clients:

Programme 2 Name of Programme:

Number of approved packages: Number of Private clients:

Programme 3 Name of Programme:

Number of approved packages: Number of Private clients:

For all additional programmes please attach appropriate details.

Registration Declaration

I have read and understood the terms and conditions of participating in the Stewart Brown 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)

.....
(Name of Person)

Position:

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

Email to:

Attention: David Sinclair
Stewart, Brown Business Solutions.
david.sinclair@stewartbrown.com.au

Post to:

Attention: David Sinclair
Stewart Brown Business Solutions.
PO Box 5515
CHATSWOOD WEST NSW 1515

Facsimile to:

Attention: David Sinclair
Stewart, Brown Business Solutions.
Facsimile Number: (02) 9411 3242

All enquiries with respect to this application can be made by telephone to David Sinclair on (02) 9412 3033 or by email to david.sinclair@stewartbrown.com.au

Further information regarding this service can also be found on our web site at www.sbbsolutions.com.au

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2. Timetable for Survey

Quarter	Forms to be completed (where applicable)	Deadline for data submission	Due date for Survey distribution
September	<ul style="list-style-type: none"> • High Care • Low Care • Community Care • Bed days - High Care • Bed days - Low Care • Wages 	31 October	30 November
December	<ul style="list-style-type: none"> • High Care • Low Care • Community Care • Bed days - High Care • Bed days - Low Care • Wages 	31 January	28 February
March	<ul style="list-style-type: none"> • High Care • Low Care • Community Care • Bed days - High Care • Bed days - Low Care • Wages 	30 April	31 May
June	<ul style="list-style-type: none"> • High Care • Low Care • Community Care • Bed days - High Care • Bed days - Low Care • Self Care Detailed • Wages 	15 September	31 October

Note: The reason for the delay in submission of the June data is that we have found it better to wait until the annual audit of facilities has been finalised before we enter the data, as there can be significant changes between the June management accounts and the final audited 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.

3. Terms and Conditions of Participation in the Stewart Brown Financial Performance Surveys

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

- 3.1 Role and responsibility of Stewart Brown Business Solutions
- 3.2 Role and responsibility of participating organisations/facilities
- 3.3 Data collection methods
- 3.4 Details of data to be collected
- 3.5 Reports to be produced and method of distribution
- 3.6 Privacy policy
- 3.7 Confidentiality of information
- 3.8 Copyright matters
- 3.9 Quality assurance

3.1 Role and Responsibility of Stewart Brown Business Solutions Pty Limited

As the provider of the Financial Performance Surveys service, Stewart Brown Business Solutions 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.

3.2 Role and Responsibilities of Participants

Organisations participating in the Financial Performance Surveys will:

- (a) Provide the data to Stewart Brown Business Solutions 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 Stewart Brown Business Solutions 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

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- Government and decisions to change between providing services using in-house staff to providing 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 Stewart Brown Business Solutions facilitating contact between two or more participants.

3.3 Data Collection Methods

Stewart Brown Business Solutions 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) A hard copy and an electronic copy of the data collection forms. The electronic copy 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 on disk, cd, or 100MB Zip disks.

3.4 Data to be Collected

The survey will collect financial data for the following operations:

- High Care Facility (quarterly)
- Low Care Facility (quarterly)
- Community Care – CACP, EACH, EACHD (quarterly)
- Employee hours by major category (quarterly)
- Occupied bed days (High Care & Low 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 high care and low care facilities the line items will be collected under the following major headings:

- Operating Income
- Care expenses
- Catering expenses
- Cleaning expenses
- Laundry expenses
- Property & maintenance expenses
- Utilities
- Administration expenses
- Non-operating income
- Non-operating expenses

Bed day statistics collected will include the occupied bed days based on the subsidy 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.

3.5 Reports to be Produced and 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 that compares the results of that facility against all other facilities as well as against the facilities of a similar resident mix and size as the participating facility.

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 as directed by individual participants:

- Electronic copy by e-mail (in PDF format)

3.6 Privacy Policy

Stewart Brown Business Solutions 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 Stewart Brown Business Solutions, 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.

3.7 Confidentiality of Information

Stewart Brown Business Solutions 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, Stewart Brown Business Solutions has the right to publish data resulting from the survey as examples of the benchmarking

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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 Stewart Brown Business Solutions at all times.
- (c) Any material provided to third parties such as industry groups under contract to any such group will not identify and individual participant.
- (d) Any report or material provided to participants as part of the survey process will be kept confidential by the participant.
- (e) Where Stewart Brown Business Solutions facilitates contact between participants to discuss the survey results, such discussions and any information shared between participants will be kept confidential by the participants.

3.8 Copyright Issues

Unauthorised copying of any material or report produced by Stewart Brown Business Solutions 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 Stewart, Brown Business Solutions.

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.

3.9 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) Stewart Brown Business Solutions will ensure that procedures are in place to safeguard the integrity of the information produced in the survey process.
- (b) Stewart Brown Business Solutions 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) Stewart Brown Business Solutions will continue to work with participants to develop the service through feedback and discussion.

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4. Price Structure

The fees for participating in the Aged Care Financial Performance Surveys in the year ending 30 June 2010 are as follows:

ONE-OFF JOINING FEE:

The one-off Joining Fee is based on the total number of RACF, CACP, EACH and EACHD programs of each organisation. The fees shown below do not include GST.

	SMALL	MEDIUM	LARGE
Number of programs	1 to 4	5 to 10	More than 10
Joining Fee	\$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.

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 Community programs. The table below shows the fee for each additional program, as follows:

Number of Programs	RESIDENTIAL (RACF)		COMMUNITY (CACP / EACH / EACHD)	
	Per survey \$	Per Annum \$	Per survey \$	Per Annum \$
First (1)	170	680	85	340
Second to Fourth (2 – 4)	140	560	70	280
Fifth to Tenth (5 – 10)	120	480	60	240
Eleventh to Twentieth (11 – 20)	110	440	55	220
Twenty-First & thereafter (21+)	100	400	50	200

The fee for each additional program decreases as the total number of programs increases. In this way, all organisations will pay the same fee for their "first" program.

The Participation Fees are reviewed annually. The next review will apply from the September 2011 Survey.

5. Contact Details

Postal Address:

Attention: David Sinclair
Stewart Brown Business Solutions.
PO Box 5515
CHATSWOOD WEST NSW 1515

Delivery Address for Couriers

Attention: David Sinclair
Stewart, Brown Business Solutions.
Level 2, Tower 1
495 Victoria Avenue
CHATSWOOD NSW 2067

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Project Contacts

Grant Corderoy - Partner email – grant.corderoy@stewartbrown.com.au

David Sinclair - Manager email - david.sinclair@stewartbrown.com.au

Sarah Frost - Administration Officer email - sarah.frost@stewartbrown.com.au

Telephone: (02) 9412 3033

Facsimile: (02) 9411 3242

Further information regarding this service or on other services provided by our firm can also be found on our web site at www.sbsolutions.com.au