



Australian Government

Department of Health and Aged Care

QI Program Reporting via GPMS – Additional Guidance



I am having trouble with dates when using the bulk upload function.

The formula for dates does not allow leading zeros for either day or month. For example, for 1 January 2023, you must reflect the date as 1/1/2023 and not 01/01/2023.

In the data recording template, the various data I am inputting into Table 2 is not totalling correctly in Table 1.

Please ensure **all** data fields are entered, including a name for each care recipient (noting names will not be provided to or received by the Department and are for internal collection purposes only). The data recording template is formulated to only calculate data totals once all fields have a value added.

My bulk upload is not working or is giving me errors for a few of my services.

Please ensure you are using the correct NAPS service ID when completing the file upload template for your bulk upload.

My bulk upload is not working but my data is correct and complete.

There is a character limit of 1000 characters in the 'comments' sections. Please note the character limit includes spaces and new lines.

My data relating to total care recipients offered to complete a survey does not look correct in the Quality of Life and Consumer Experience tabs of the data recording template.

After inputting all care recipient names and their information in Table 2, the **Total number of care recipients offered a consumer experience assessment** listed in Table 1 will only equal the total number of care recipients that completed the survey via the three collection methods. This field will not include care recipients that were offered the survey but chose not to complete it or were absent from the service on the date of collection. For example, if you have 22 care recipients who were offered a survey, 3 did not provide consent and 6 were absent, the 'Total number of care recipients offered a consumer experience assessment through self-completion, interviewer facilitated completion or proxy-completion' will be equal to 13.

I am having issues submitting my data through GPMS.

Please contact the My Aged Care Service Provider and Assessor helpline on 1800 836 799. We encourage you to raise your concerns as early as possible as there is no provision within the legislation to extend the QI submission due date.