



# Provider operations reporting

## What is required?

Residential care, home care and transition care providers are required to report additional information about their operations to the Department of Health and Aged Care. Providers report this information annually through the Provider Operations Collection Form.

## Why do I need to report?

The Royal Commission into Aged Care Quality and Safety recommended older people have better access to information about the operations of aged care providers.

This information promotes greater accountability and transparency across the sector.

## What do I need to report?

**Residential care** and **home care providers** are required to report the following additional information:

- an individual who holds an executive position in the organisation (such as the CEO)
- information on the governing body membership
- a statement signed by the governing body
- diversity information
- the most common kinds of feedback and complaints received by each service
- key improvements made to service quality.

**Transition care providers** will report on the following information:

- the most common kinds of feedback and complaints
- key improvements made to service quality.

More detailed information on what information needs to be reported, and why, is available in the [User Guide](#) and the [Frequently Asked Questions \(FAQs\)](#) on the department's website.

## When is the reporting period?

The reporting period begins on 1 July and ends on 30 June the next year.

## When is information due?

The information must be reported to the Department by 31 October each year.

## How do I submit my information?

Residential care and home care providers need to submit the required information online through a Provider Operations Collection Form (Collection Form). The Collection Form is available through the Government Provider Management System (GPMS).

Information from transition care providers will be collected through the Transition Care Annual Accountability Report.

## Let's change aged care together

We invite Australians to continue to have their say about the aged care reforms.



Visit **[agedcareengagement.health.gov.au](https://agedcareengagement.health.gov.au)**



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