



# Quarterly Financial Report Help Desks for aged care Providers

## Government Provider Management System

From 1 January 2024, providers submit Quarterly Financial Reports through the Government Provider Management System.



## Quarterly Financial Report

Providers have access to resources to assist in their submissions, available on the department's website.



If you have technical questions about GPMS or the QFR application

### My Aged Care Service Provider Assessor Helpline

Can support with:

- Assigning user access
- Logging into GPMS
- Accessing the QFR



1800 836 799

If you have questions about completing the Quarterly Financial Report

### Forms Administration Help Desk

Can support with:

- Submission related questions
- Re-opening the portal for resubmissions
- Wages
- Outbreak expenses



[health@formsadministration.com.au](mailto:health@formsadministration.com.au)



(02) 4403 0640

If you have questions about direct care reporting or the residential data quality checks

### Residential and Home Care Help Desk

Can support with:

- Residential Labour Costs & Hours
- Home Care Labour Costs & Hours
- Care Minutes



[QFRACFRHelp@health.gov.au](mailto:QFRACFRHelp@health.gov.au)