



Reporting COVID-19 cases in residential aged care homes

Information current as at 2 May 2024

Residential aged care homes must submit a notification report of all COVID-19 cases among residents, staff and visitors. This can be done through the COVID-19 Support Portal accessible via the [My Aged Care](#) provider Portal. In the Portal, providers can update COVID-19 outbreak or exposure information, including reporting further cases, COVID-19 positive resident deaths and to close the outbreak or exposure.

Reporting a COVID-19 outbreak or exposure

You need to notify positive COVID-19 cases to:

- the Commonwealth Department of Health and Aged Care via the [My Aged Care provider portal](#) to assist the department to have an up-to-date view of COVID-19 within aged care.
- your local PHU, only where applicable, and in line with state and territory reporting requirements. To find out about whether this reporting requirement applies in your jurisdiction, please refer to your [state or territory health department](#).
- report the positive case/s to the relevant Work Safe organisation in your state or territory, in accordance with any state or territory requirements that may apply.

Information on how to manage a COVID-19 outbreak

In October 2023, Australia's Chief Medical Officer announced COVID-19 is no longer a Communicable Disease Incident of National Significance (CDINS). Australia has now transitioned toward managing COVID-19 like any other respiratory illness.

However, older age continues to be the biggest risk factor for severe COVID-19 and aged care providers have a number of responsibilities in [responding to and managing COVID-19 outbreaks](#).

All approved providers are required to have in place an [outbreak management plan](#) and activate when appropriate.

Resources available

Further resources available to residential aged care homes to report a COVID-19 exposure or outbreak are here:

- [FAQs](#)
- [My Aged Care - Quick reference guide](#)
- If you need assistance to access the Portal, please call 1800 836 799

Stay up to date

- [Aged care newsletters and alerts](#)
- visit your [local State or Territory health department](#)