



Reporting COVID-19 cases in residential aged care

Older people are at an increased risk of serious illness, hospitalisation and death from COVID-19. In particular, COVID-19 disproportionately impacts people in residential aged care, where there is an increased risk of infection due to a range of factors including close living conditions.

Reporting COVID-19 cases among residents and staff helps the Department of Health and Aged Care (the department) monitor the impact of COVID-19 in aged care and provide support and information to the sector.

Reporting a COVID-19 outbreak or exposure

Residential aged care services, including residential aged care homes (RACHs), Multi-Purpose Services (MPS) and National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP) should notify the department of all COVID-19 cases among residents, staff.

This includes reporting the initial outbreak, each individual COVID-19 positive case in a resident or staff member, COVID-19 positive resident deaths and the closure of outbreaks.

You should notify positive COVID-19 cases to:

- the Commonwealth Department of Health and Aged Care via the [My Aged Care Service and Support portal](#)
- your local PHU, where applicable and in line with state and territory reporting requirements.
 - to find out about reporting requirements in your jurisdiction, please refer to your [state or territory health department](#).
- your state or territory Work Safe organisation, where applicable and in accordance with any state or territory requirements that may apply.

Information on how to manage a COVID-19 outbreak

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

All approved providers are required to have in place:

- a process to vaccinate eligible residents against COVID-19 in line with current [recommendations](#)
- an outbreak management plan that can be quickly activated
- the ability to enact enhanced infection prevention and control measures
- sufficient stock of personal protective equipment and rapid antigen test kits.

Resources available

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

- [FAQs - How to access and use the COVID-19 Support Portal](#)
- [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](#).