

Financial Reporting Help Desks for Aged Care Providers

Aged Care Financial Report

Resources regarding the ACFR are available on the department's website to support providers with their submissions.



Quarterly Financial Report

Resources regarding the QFR are available on the department's website to support providers with their submissions.



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 application on GPMS



1800 836 799

If you have questions about completing the QFR & ACFR

Forms Administration Help Desk

Can support with:

- Submission related questions
- Re-opening the portal for resubmissions
- General reporting queries



(02) 4403 0640



health@formsadministration.com.au

If you have questions about your specific financial reporting data

Financial Reporting Operations Team Help Desk

Can support with:

- Submission related questions
- Support at Home financial reporting questions
- Changes to reporting from 1 November 2025 questions



ACFRQFRQueries@Health.gov.au

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

Residential Care Help Desk

Can support with:

- Residential Labour Costs & Hours reporting questions
- Care Minutes reporting questions
- Residential data quality check questions



QFRACFRHelp@health.gov.au