



Multi-Purpose Service Program reporting requirements

Under the new Aged Care Act (the new Act), you must keep records and report on the services you provide under the MPSP.

What reports do I need to provide?

All registered aged care providers must meet any reporting and related record keeping obligations under the new Act and the *Aged Care Rules 2025* (the Rules).

You must provide:

- MPSP specific reports outlined in the Rules
- vaccination reports for staff and other individuals
- quarterly and annual financial reporting where applicable
- a complaints and feedback management report
- Serious Incident Response Scheme (SIRS) reporting.

You must also follow any extra reporting requirements as agreed with the department and/or specified in your MPSP Agreement, such as reporting on 24/7 registered nursing under trial arrangements.

The new Act and the Rules also outline additional situations where you will need to notify the department. This includes times when there are changes of circumstances – examples might include changing funding or place arrangements.

MPSP specific reports

You must submit the following reports if delivering services under the MPSP:

- an annual activity report
- an annual statement of income and expenditure
- a service demographics report.

These reports help inform the development and delivery of the MPSP and other aged care services in rural and remote Australia.

Annual activity report and the service demographics report

These reports must be submitted by 31 July each year unless otherwise agreed with the Department of Health, Disability and Ageing (the department). They include information on:

- demographic information about the people who accessed your aged care services
- income received and funds spent on the delivery of services
- fees and payments charged to older people
- the type of aged care and health care services delivered
- the number of older people who accessed aged care services
- the number of older people waiting to access services
- information about older people's access approval, including the dates they started and stopped accessing services
- activities taken to prevent disease outbreaks.

Annual statement of income and expenditure

The annual statement of income and expenditure report must be lodged by 31 October each year. This report includes information on:

- income received from the state/territory government, other Australian Government funding (outside of the MPSP), client contributions, and other sources such as investments and donations
- expenditure on salaries/wages, on-costs, non-salary related other expenditure, capital expenditure, and disease outbreak management activities.

Vaccination reporting

You must provide reports on influenza, COVID-19, pneumococcal and shingles vaccinations when requested by the Secretary of the Department of Health, Disability and Ageing, or the Aged Care Quality and Safety Commissioner.

Annual reporting of influenza vaccinations for older people accessing residential care is also required by 31 July each year.

Quarterly Financial Report

You need to complete the food and nutrition expenditure component of the aged care Quarterly Financial Report ([QFR](#)) through the Government Provider Management System ([GPMS](#)). This includes providing information on:

- oral nutrition supplements
- oral health living costs
- allied health costs and hours
- the food preparation model, including catering type and location
- food catering costs, including whether food and ingredients are classified as 'fresh'
- food preparation hours.

The QFR is due to the Department within 35 days after the end of each quarter (or 45 days after the end of the quarter ending 31 December).

More information about the Quarterly Financial Report can be found on the [department website](#).

Aged Care Financial Report where applicable

If you only deliver services under the MPSP, you **do not** need to complete the full Aged Care Financial Report (ACFR) and the General Purpose Financial Report. However, you will still need to complete the Annual Prudential Compliance Statement within the ACFR.

If your MPS collects Refundable Accommodation Deposits (RADs), you will also need to complete the relevant sections within the ACFR.

You will be notified when the annual ACFR is ready for you to complete.

The Aged Care Financial Report, where required, must be uploaded through the [Forms Administration portal](#) using a myID login. More information is available on the [department website](#).

Complaints and feedback management report

Like all registered providers, you must report on your management of complaints and feedback received to the Commissioner within 4 months of the end of the financial year. The department will provide advice on how to provide this information.

Serious Incident Response Scheme

You must manage and report serious incidents involving an older person's care, in accordance with Serious Incident Response Scheme (SIRS). This aims to reduce abuse and neglect among older people in aged care.

Reportable incidents must be notified to the Aged Care Quality and Safety Commission through the My Aged Care [provider portal](#), within timeframes based on the priority level of the incident.

The SIRS [decision support tool](#) can help you decide if you need to report an incident.

More information

For more information, you can email mpsagedcare@health.gov.au.

Start a conversation about aged care

Transforming aged care laws to put the rights of older people first.



Visit **MyAgedCare.gov.au**



Phone **1800 200 422** (My Aged Care's free-call phone line)

For translating and interpreting services, call 131 450 and ask for 1800 318 209.

To use the National Relay Service, visit nrschat.nrscall.gov.au/nrs to choose your preferred access point on their website, or call the NRS Helpdesk on 1800 555 660.