



Financial reporting help desks for aged care providers

Aged Care Financial Report

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

 [ACFR Resources](#)

Quarterly Financial Report

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


 [QFR Resources](#)

Completing ACFR & QFR

Forms Administration Help Desk

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


 formsadministration@health.gov.au

 (02) 4403 0640

Specific financial reporting data

Financial Reporting Operations Team Help Desk

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

 ACFRQFRQueries@Health.gov.au

Residential direct care reporting & data quality checks

Residential Care QFR & ACFR Help Desk

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

 QFRACFRHelp@health.gov.au

Annual Prudential Compliance Statement reporting

ACQSC Prudential Supervision team

- Annual Prudential Compliance Statement related questions
- Understanding your obligations when overcharging is identified
- Changes to reporting 1 November 2025 questions

 prudential@agedcarequality.gov.au

Care Minutes Performance Statement reporting

Residential Risk & Funding Risk Policy Team


- Understanding your reporting obligations
- How this reporting will affect your Care Minutes funding

 ACFRQFRQueries@health.gov.au

Technical IT questions about GPMS, or the QFR application

My Aged Care Service Provider Assessor Helpline

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

 1800 836 799