



Government Provider Management System – Quick Reference Guide: Provider Operations Reporting

Introduction

Since 2023, residential care, Support at Home and transition care providers have been required to report additional information about their operations to the Department of Health, Disability and Ageing on an annual basis.

Reporting opens 01 July and is **due by 31 October annually**, for the previous financial year.

With the introduction of the new Aged Care Act 2024, residential care and Support at Home providers within Category 5 and 6 will be required to complete the Provider Operations Collection Form via the Government Provider Management System – Registered Provider portal.

Information collected through the Provider Operations Collection Form, as well as additional information reported by providers, is published on the My Aged Care website. This can be previewed on GPMS – Registered Provider portal for a short period before it is published on the My Aged Care website.

The published information is to provide greater transparency about providers' finances and operations and to help older people, their families and carers to make informed decisions about their care and selecting the right provider.

Please note

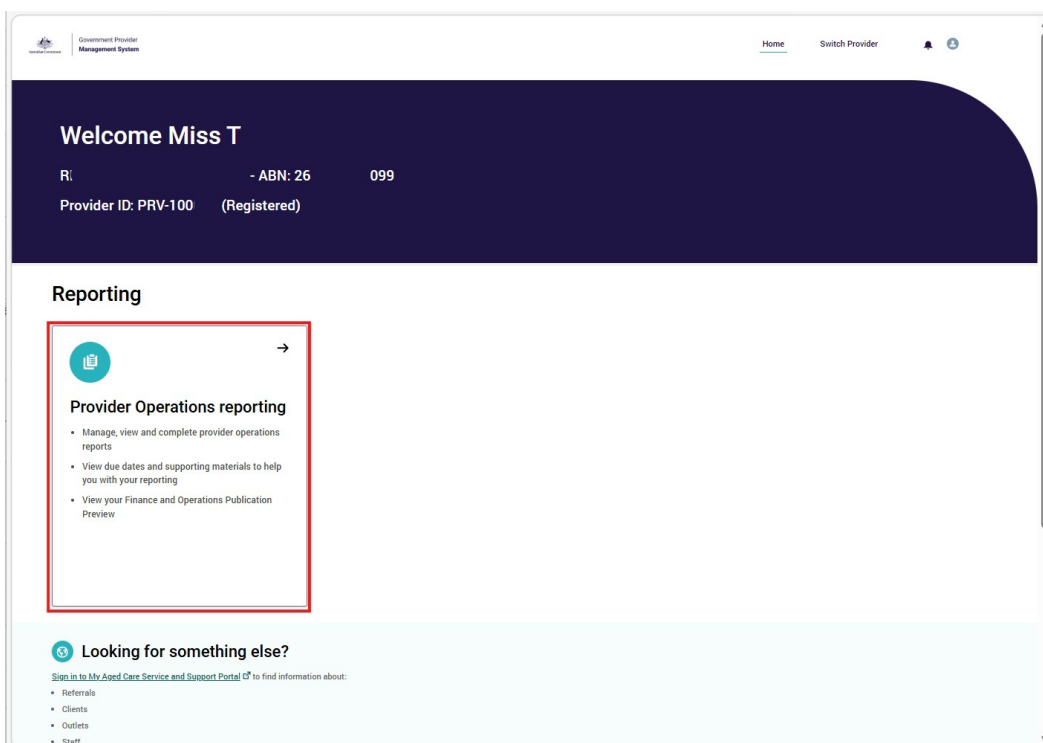
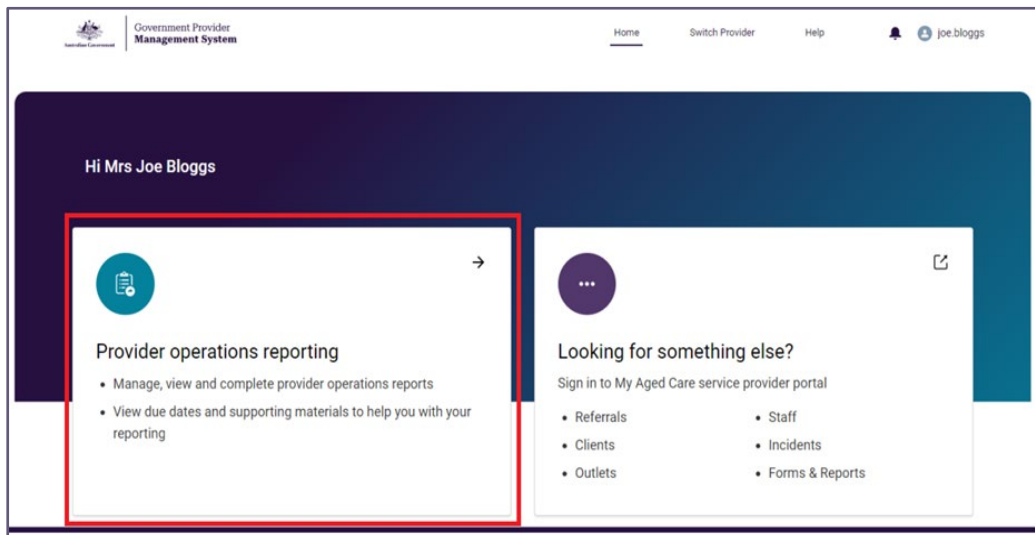
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- **Submission deadline:** The Collection Form must be submitted by 31 October each year.
 - **Reporting period:** The reporting period you are submitting information for is 1 July - 30 June for the previous financial year. (In 2026, this will be for the period 1 July 2025 – 30 June 2026)
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Accessing GPMS, Provider Operations Reporting tile and Provider Operations Collection Form

The Provider Operations Collection Form is accessed in the GPMS – Registered Provider Portal, through the Provider Operations Reporting tile.

To access the Provider Operations Reporting tile:

1. Log into the GPMS Portal.
2. For assistance logging in to GPMS refer to Government Provider Management System – Troubleshooting Guide: Login support.
3. On the GPMS home page select the **Provider Operations Reporting** tile to access the Provider Operations Collection Form.



4. On the Provider Operations Reporting home (submission) page, under **Submissions**, select the **Case number** for the current reporting period.
5. Select the **Start** button – to start completing your Collection Form for the current period.

Case number	Period ending	Status ↓	Due date	
00004186	30 Jun 2023	New	31 Oct 2023	Start

Historical Submissions
No historical submissions

Submissions

Case number ↓	Period ending	Status	Due date	
00010435	30 June 2026	New	31 Oct 2026	▼ Start Download
00009910	30 June 2025	Draft	15 Oct 2025	Download

Showing 1 - 2 of 2 items



10 items per page

6. A Privacy Statement will appear each time you enter the Submission section - you will need to select **Agree** to progress with the Collection Form.

Privacy Statement

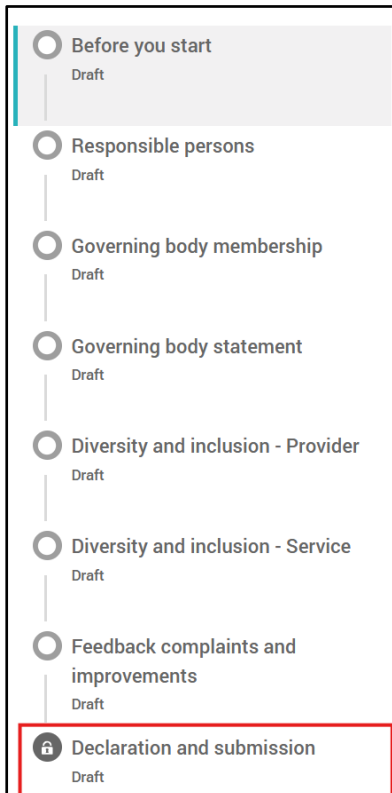
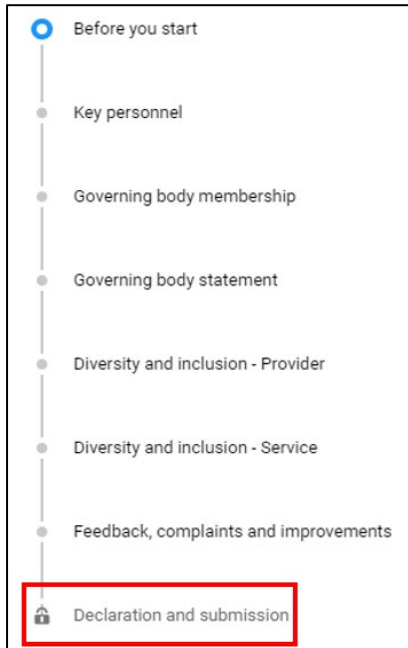
The Australian Government Department of Health, Disability, and Ageing (the Department) collects your personal information through this Provider Operations Collection Form to ensure transparency and accountability in the aged care sector and allow an older person to carefully consider whether a particular aged care provider is a good fit for them.

The Provider Operations Collection Form will be administered through the Government Provider Management System (GPMS), and the personal information necessary to set up a user account will be managed through the GPMS. For further information on the collection and use of your personal information for this purpose please see the [GPMS privacy notice](#).

The Department also collections the following details about you and your organisation as a registered provider:

- statements about compliance with the Aged Care Act 2024 (Cth) (Aged Care Act), including the name and position of a nominated member of the governing body
- information about the governing body of the registered provider, including information about the diversity of its membership
- the name, position, and contact details for a nominated member of the registered provider's committee of

7. The navigation bar on the left of the page in GPMS indicates your progress through the sections of the Collection Form, all the way through to the **Declaration and submission**.



8. Follow the sections in the navigation bar (which can be completed **in any order**) to complete the Collection Form.
9. You will not be able to submit your Collection Form (last step in Declaration and submission) until **all sections of the Collection Form are completed** (each completed item in the navigation bar indicated by a green tick).
10. You can **download** (and save or print) a PDF copy of the Collection Form at any time while completing it, or after you have submitted it.

11. When all sections have been successfully completed, navigate to the **Declaration and submission** section of the Collection Form. Make the declaration and **submit** the Collection Form.
12. After submission, you will have access to a read-only view of your Collection Form (status will now say **Submitted**).

Please note:

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- You can go back to the Form at any time to resume completion. Where the Status was 'Start' in the beginning, it will now say 'Resume'.
 - Regularly 'Save' your information as you progress through the Collection Form.
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Completing sections of the Collection Form

Responsible persons

- Provide the name and role of **at least one (and up to three)** responsible persons at a senior executive level, who is responsible for executive decisions.
- You can select roles from the dropdown menu provided in the Collection Form or select **Other** if none are suitable. You do not need to select all three names and roles.

Governing body membership

- Indicate whether your governing body has a majority of independent non-executive members and at least one member with experience in providing clinical care.
- The Collection Form includes reasons why the requirements may not apply to a provider.

Governing body statement

- Complete a signed Governing Body Statement which allows providers' governing bodies to demonstrate their understanding of, and accountability for, issues affecting the quality of care of aged care recipients.
- In their signed statement, the members of the provider's governing body will need to indicate **has complied** or **has failed to comply** with the following statement:
 - **Does the governing body believe the provider has complied/ has failed to comply with all of its responsibilities under the Aged Care Act 2024 in relation to all its responsibilities as a provider of nursing and transition care services or residential care services?**
- This information is collected at the provider level.

- Failure to comply with a requirement or responsibility go beyond non-compliances identified by the Aged Care Quality and Safety Commission. Information is to be provided about any non-compliances during the reporting period.
- After including the above information, providers will select **one of two options** to sign and submit the Governing Body Statement: DocuSign digital signature option OR signing a manual hard copy option (print/ sign/ scan/ upload).
- **Digital signature:** When you enter the email address of the person who is providing the e-Signature, please ensure they are available to sign the document and that you enter the correct email address and mobile phone number, which will be used for multi-factor authentication in order to access the document for e-signature.
- **Hard copy signature:** If manually uploading the Governing Body Statement, your document will be scanned for viruses, which may take up to 48 hours to upload.
- If any information is changed on the Governing Body Statement page of the Collection Form, the declaration will need to be resigned.

Diversity and inclusion – Provider

- Provide information about the diversity of your organisation's **governing body** by selecting from the dropdown menu of options provided.
- Consent of each governing body member is needed before including information about their diversity in the Collection Form. Their consent is voluntary.

Diversity and inclusion – Service

- Provide information about initiatives implemented at **each-nursing and transition care or residential care service** to support a diverse and inclusive environment between 01 July and 30 June annually for each financial year reporting period.
- All questions in this section are required **for each service operated** by the providers during the reporting period 01 July - 30 June.
- Select either **Developing, Implemented** or **No** to each of the statements for each service operated (during the reporting period).
- Remember to **Save** your responses for each service.

* Does the service have policies, procedures and training for culture, diversity and inclusion?

Developing	Implemented	No
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* Does the service have policies, procedures and training for cultural safety?

Developing	Implemented	No
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* Does the service have social activities to support culture, diversity and inclusion?

Developing	Implemented	No
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Save

Feedback, complaints and improvements

Provide information about the most common kinds of **positive feedback** and **complaints received** about each nursing and transition care or residential care service, and information about the **key improvements made** at each nursing and transition care or residential care service between 01 July and 30 June annually for each financial year reporting period.

Select from the dropdown menu of options of categories for positive feedback, complaints and improvements.

This form collects 3 of each - three most common kinds of positive feedback, three most common kinds of complaints and the three main kinds of improvements made. Those choices can be made from a long list of options, but offers an 'Other (please specify)' if none are suitable.

Remember to **Save** your responses for each service.

* Feedback

During the period 1 July 2025 to 30 June 2026 what were the three most common kinds of positive feedback received about the service?

* Feedback 1

Communication and consultation ▼

* Feedback 2

Clinical care ▼

* Feedback 3

Assessment and implementation (including care management) ▼

Please note:

- The Collection Form will be open 1 July each year and is to be submitted by 31 October each year, for the previous financial year.
 - Reminders will be sent by email and key dates will be highlighted in the 'What's new' tab on GPMS.
 - If selecting 'Other' in any question – providers are asked not to include personal information about any individual due to privacy reasons.
 - If you need to access the 'Guides and FAQs', at any stage while completing the Collection Form, be sure to first save your data (as these resources will take you outside the Collection Form).
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Further information and support

- Please report any IT or technical errors to the **My Aged Care service provider and assessor helpline** on **1800 836 799** (Option 5). The helpline is open Monday to Friday between 8am-8pm and Saturday between 10am-2pm (local time across Australia).
- For any residential care and home care provider operations reporting/submission enquiries, please email ACFRQFRQueries@health.gov.au
- Webpages and resources available on:
 - [Aged care provider reporting webpage](#)
 - [Provider Operations Collection Form webpage and training resources](#)
(including a more detailed *Provider Operations Collection Form User Guide*):
 - [Government Provider Management System webpage and training resources](#):