



Australian Government

Department of Health, Disability and Ageing

# **Government Provider Management System**

## **User Guide: Provider Operations Reporting**

**April 2026**

**Version 3.0**

This Government Provider Management System (GPMS) – Registered Provider Portal User Guide aims to support residential aged care and Support at Home providers in completing and submitting their annual provider operations reporting requirements via the GPMS portal.

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# 1. Introduction

Since July 2023, the Department of Health, Disability and Ageing (the Department) has been collecting information annually from registered providers about their operations, to enable publication of additional information about provider operations (and provider finances) on the My Aged Care website.

For residential care and Support at Home providers, the additional operations information being collected is:

- A statement signed by the governing body that the provider complied with its duties under the aged care legislation, and if not, why and what is being done to fix this.
- Diversity information about:
  - Whether the providers' governing body includes representatives from Aboriginal and/or Torres Strait Islander, disability, gender diverse and cultural and linguistically diverse communities.
  - Initiatives to support a diverse and inclusive environment for care recipients and staff at each service.
- The kind of feedback and complaints received by each service, and key improvements made at the service in response.
- Information regarding the provider's executive and membership of the governing body about:
  - whether the provider has a majority of independent members and a person with clinical experience on their governing body
  - has an exemption from this responsibility
  - any individual who holds an executive position in the organisation (such as the CEO) (optional).

Under the new Aged Care Act, Category 5 and 6 providers will be required to submit the Provider Operations Collection Form through the GPMS – Registered Provider Portal.

## Important information

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- Submission deadline: The Collection Form must be submitted by 31 October each year.
  - Reporting period: The reporting period for the submitted information is the financial year period 1 July - 30 June.
  - You will not be able to submit the Form unless all mandatory sections of the form are completed.
  - If you need to access the Guides and FAQs, at any stage while completing the Form, be sure to first save your data (as these resources will take you outside the Form).
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## 1.1 Purpose

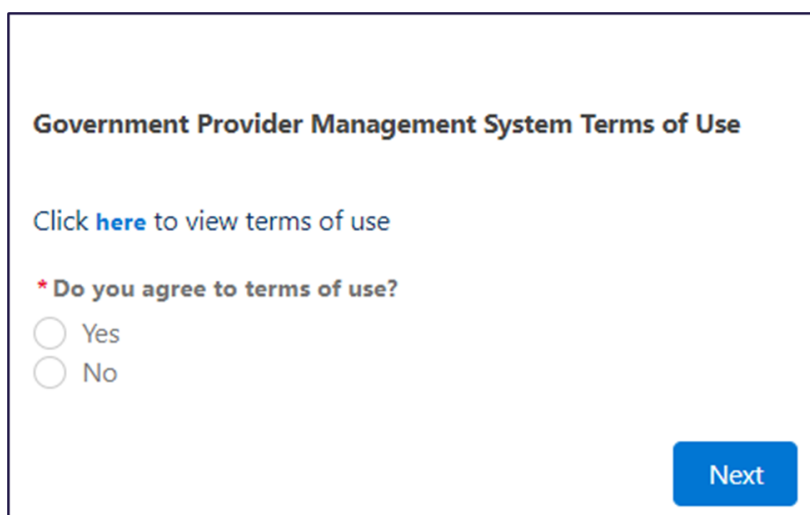
This user guide will help explain how to complete the Form which includes:

- accessing the online Form in GPMS
- entering the data into the Form
- submitting the Form.

## 1.2 Before proceeding

Please be advised of the following:

The Department of Health, Ageing and Disability will retain records of your access to GPMS and when prompted, you must accept the GPMS Terms of Use to be able to access the system.



The screenshot shows a web interface for the Government Provider Management System. At the top, it reads "Government Provider Management System Terms of Use". Below this, there is a link: "Click [here](#) to view terms of use". A red asterisk is followed by the question "\* Do you agree to terms of use?". There are two radio button options: "Yes" and "No". In the bottom right corner, there is a blue button labeled "Next".

## 1.3 Log in to the GPMS portal

To log into the GPMS portal please visit [Log In Using | Service Provider Portal](#).

If you require assistance logging into the GPMS portal, please refer to the [Government Provider Management System – Troubleshooting Guide: Login support](#).

## 2. Further information and support

To view additional Provider Operations Reporting resources (including Frequently Asked Questions and a Quick Reference Guide), please go to the Resources section of [this webpage](#).

For more information on GPMS please refer to the [Government Provider Management System](#) webpage.

Email the Department if you have provider operations reporting Collection Form completion enquiries (prior to submission) at [ACFRQFRQueries@health.gov.au](mailto:ACFRQFRQueries@health.gov.au)

If you require further assistance to login to GPMS please contact the My Aged Care service provider and assessor helpline on 1800 836 799, Monday to Friday (8am to 8pm) and Saturday (10am to 2pm) local time across Australia.

For translating and interpreting services, call 131 450 and ask for My Aged Care service provider and assessor helpline on 1800 836 799.

To use the National Relay Service, visit [About the National Relay Service \(NRS\) | Access Hub](#) or call 1800 555 660.

To access sign language interpreting and captioning services through Deaf Connect, call [1300 773 803](tel:1300773803) or email [interpreting@deafconnect.org.au](mailto:interpreting@deafconnect.org.au).

### 3. Access to the Provider Operations Collection Form

If you are a GPMS Organisation Administrator, you will need to make sure you correctly set up access and roles for people in your organisation who need to access the Form.

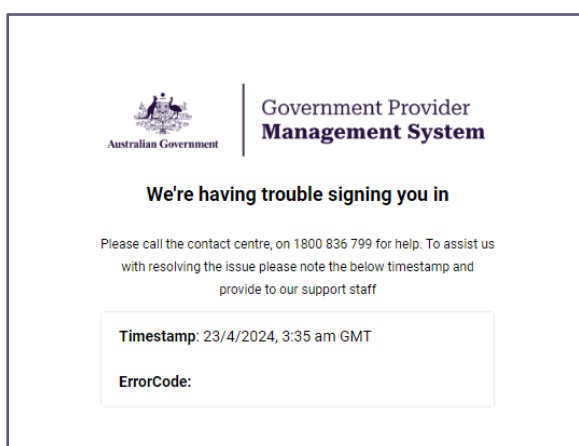
For more information on how to set up access and roles within GPMS please refer to the [Government Provider Management System – User guide](#).

As Organisation Administrator:

- you should regularly review the users within your organisation that have access to provider operations reporting. If people leave or change positions, you may need to revoke or revise their GPMS user assess.
- you will only have access to provider operations reporting, if you are an assigned provider operations user.

If you are a general user in a residential care and/or Support at Home provider, please contact your Organisation Administrator if you have not yet been given access to the Form.

Once logged in, if you leave the system idle for some time the system will automatically log you out of GPMS for security reasons - see below notice. Simply log back in again with your GPMS Organisation Administrator credentials. Contact the My Aged Care service provider and assessor helpline on **1800 836 799** if you require further assistance.

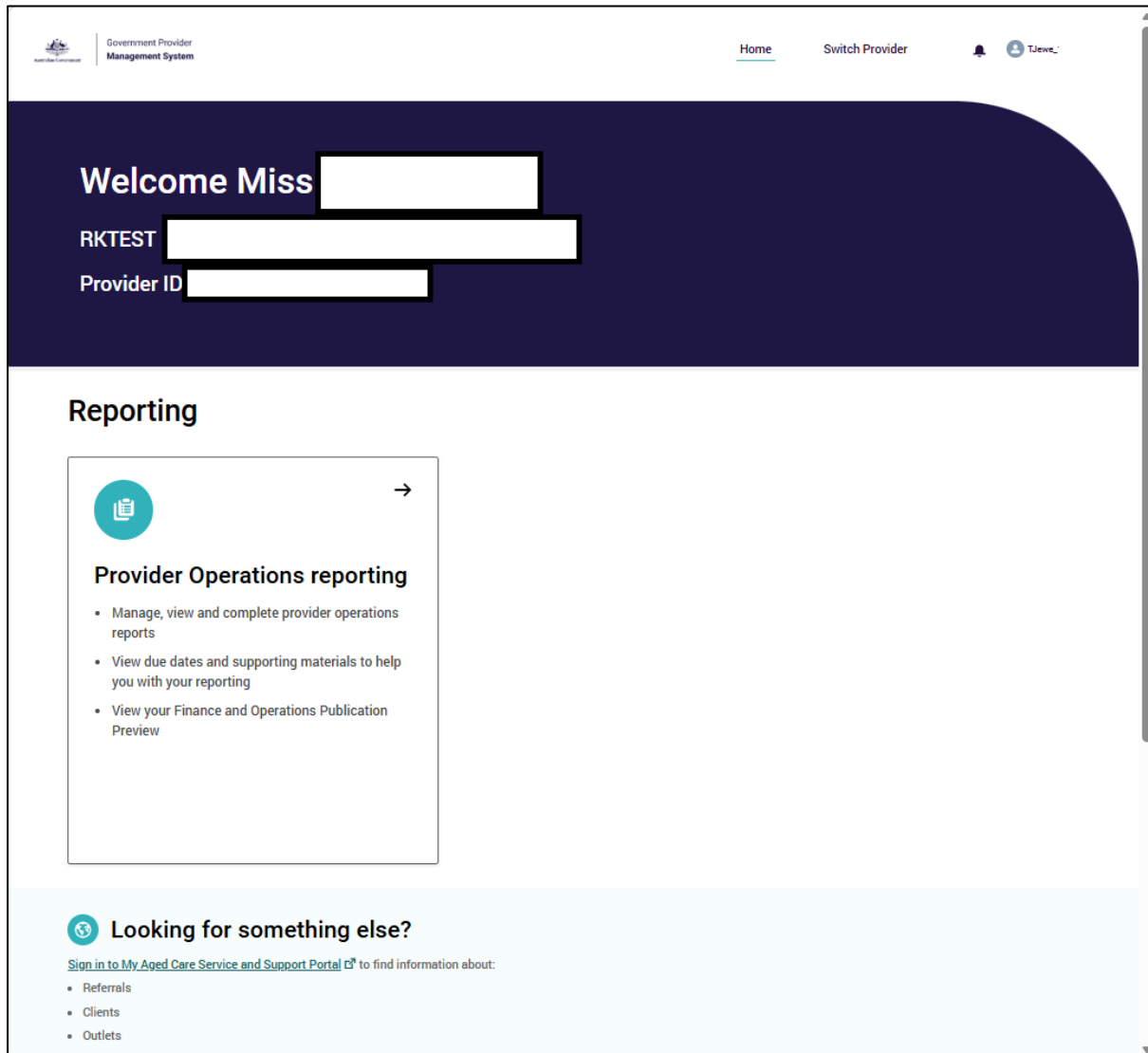


## 4. GPMS home page

When you log in to GPMS – Registered Provider portal, you will be taken to the GPMS Home Page.

You will only be able to see the tiles that you, as a user, have been given access to.

Select the Provider Operations Reporting tile to access the Form.



If you do not yet have access to GPMS, or cannot see the Provider Operations Reporting tile, visit the [Accessing the Government Provider Management System](#) webpage.

## 5. Provider Operations Reporting submission page

When you select the Provider Operations Reporting tile in GPMS, you will be taken to the home page of Provider Operations Reporting.

This page is called the Submission page (as it has your active and historical submissions).

The screenshot shows the 'Government Provider Management System' interface. At the top left is the Australian Government logo. The main header reads 'Government Provider Management System'. On the right, there are links for 'Home', 'Switch Provider', and a user profile 'T.Jenev\_17...'. Below the header, there is a 'Back' link and the title 'Provider Operations reporting'. A notification bar shows 'RKTEST RP7\_APO DoNotUse' and 'Provider ID: PRV-100089 (Registered)', with a 'Publication Preview' button. A navigation bar contains 'What's new', 'Report due dates', and 'Guides & FAQs'. A message dated 19 Mar 2025 states: 'Information to be published on the MAC website is ready for preview. Finance and operations information is expected to be published on My Aged Care for all residential and support at home aged care services in approximately 14 days. Ahead of publication on the My Aged Care, a preview of your financial and operations information is now available for review. Should you have any concerns regarding the information presented please act now to: • check self-reported data • report any IT or technical errors to the My Aged Care service provider and assessor helpline on 1800 636 799. The helpline is open Monday to Friday between 9am-5pm and Saturday between 10am-2pm. For more information, please visit the Department of Health, Disability and Ageing website.' Below this is a 'Submissions' section with a table:

Case number	Period ending	Status	Due date
00009910	30 June 2025	Draft	15 Oct 2025
00019435	30 June 2025	Draft	31 Oct 2025

At the bottom, it says 'Showing 1 - 2 of 2 items' and '10 items per page'.

On the top half of the Submissions page, there are three tabs:

- What's new
- Report due dates
- Guides and FAQs

On the lower half of each of these three tabs, there is a Submission section.

## 5.1 What's new

The screenshot shows the 'Government Provider Management System' interface. The top navigation bar includes 'Home', 'Switch Provider', 'Manage Users', 'Help', and a user profile 'User1671495607...'. The main heading is 'Provider Operations Reporting'. Below this, there are three tabs: 'What's new' (highlighted with a red box), 'Report due dates', and 'Guides and FAQ's'. A notification card is visible, dated '3 July 2023', with a bell icon and the title 'Provider Operations Collection Form is Now Open'. The card text states: 'The Provider Operations Collection Form is now available to help you submit annual information to the Department of Health and Aged Care. You will need to submit the completed form by 31 October 2023. For information about completing this form, please go to the Guides & FAQ's tab.' Below the notification, there are sections for 'Active Submissions' and 'Historical Submissions'. The 'Active Submissions' section contains a table with columns: 'Case number', 'Period ending', 'Status', and 'Due date'. A 'Resume' button is located to the right of the table. The 'Historical Submissions' section shows 'No historical submissions'.

The screenshot shows the 'Government Provider Management System' interface for 'Provider Operations reporting'. The top navigation bar includes 'Home', 'Switch Provider', and a user profile 'TJewe\_17...'. A 'Back' link is visible. The main heading is 'Provider Operations reporting'. Below this, there are two tabs: 'What's new' (selected) and 'Report due dates'. A notification card is visible, dated '09 Apr 2026', with a bell icon and the title 'Provider Operations Collection Form is Now Open'. The card text states: 'The Provider Operations Collection Form is now available to help you submit annual information to the Department of Health, Disability and Ageing. You will need to submit the completed form by 31 October 2026. For information about completing this form, please go to the Guides & FAQ's tab.' Below the notification, there is another notification card dated '19 Mar 2026' with the title 'Information to be published on the MAC website is ready for preview'. The card text states: 'Finance and operations information is expected to be published on My Aged Care for all residential and support at home aged care services in approximately 14 days.' A 'Publication Preview' button is located to the right of the notification cards.

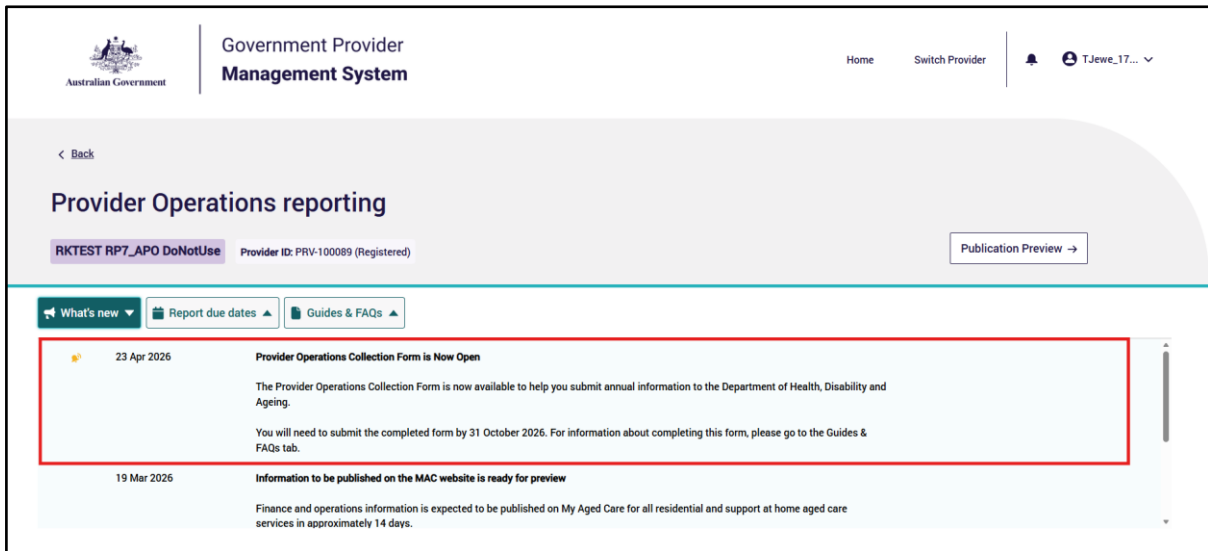
Selecting the What's new tab will highlight key information and events.

For example, What's new messages will let you know the date the Form is open from, when it closes, when information is available for preview, and when the data has been released to be published.

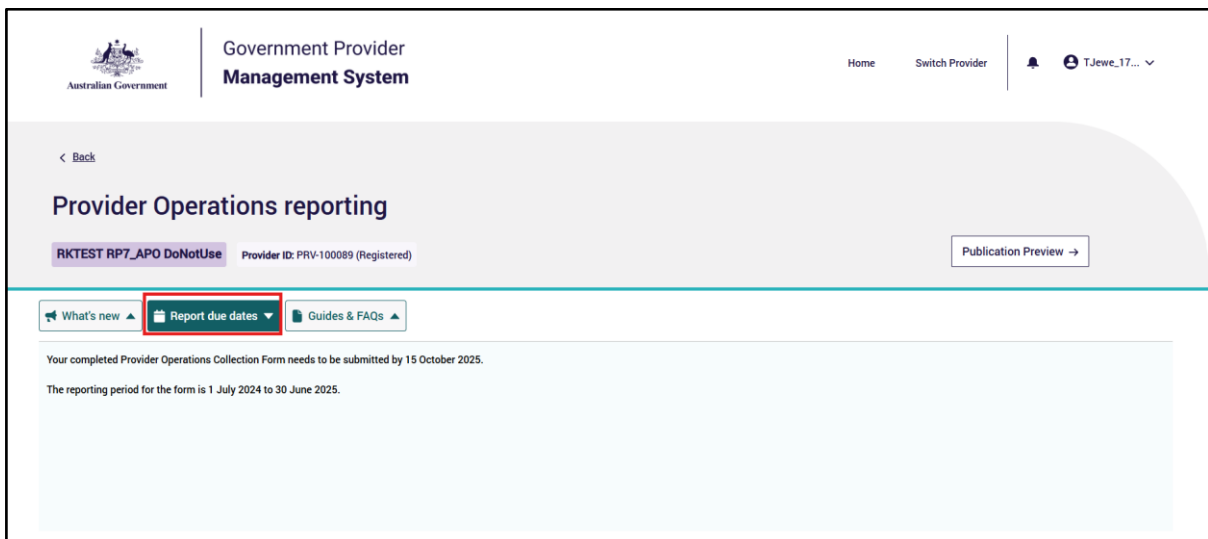
Organisation Administrators will also be advised via email once the information they have submitted during the reporting/ collection period is available for preview, prior to being published on the My Aged Care website.

This information will also be communicated through the Department's newsletter.

New updates will be outlined in the light blue section, indicated with a bell icon and the date it takes effect. It is recommended that users check this section at least each quarter, as new updates will be published throughout the year.



## 5.2 Report due dates



This Report due dates tab lists key dates when the Form must be submitted.

The reporting period is the period of 12 months starting on 1 July and ending on 30 June each year.

The Form should be open for data collection from 1 July each year and must be submitted by 31 October each year (for the previous year's reporting information).

## 5.3 Guides and FAQs

The screenshot shows the Government Provider Management System interface. At the top left is the Australian Government logo. The main header reads 'Government Provider Management System'. On the right, there are links for 'Home' and 'Switch Provider', along with a user profile icon for 'TJew\_17...'. Below the header, there is a 'Back' link and a 'Provider Operations reporting' section. A purple banner indicates 'RKTEST RP7\_APO DoNotUse' and 'Provider ID: PRV-100089 (Registered)'. A 'Publication Preview' button is visible. A navigation bar contains 'What's new', 'Report due dates', and 'Guides & FAQs' (highlighted with a red box). Below this, a section titled 'Provider Operations Collection Form' is highlighted with a red box. It contains a list of resources:

- GPMS user guide
- Provider Operations Reporting Collection Form frequently asked questions
- Provider Operations Reporting Collection Form user guide
- Provider Operations Reporting Collection Form screenshots
- Residential, home care and transition care provider transparency - fact sheet
- Greater transparency about aged care providers and services: upcoming reporting requirements webinar recording 30 June 2023
- Provider Operations Reporting Collection Form training video/s

The Guides and FAQs tab contains links to various resources to help you complete the Form.

Resources include:

- Provider Operations Reporting – GPMS User Guide (this document)
- Provider Operations Reporting – Quick Reference Guide
- Provider Operations Reporting - Frequently Asked Questions (FAQs)
- Provider Operations Reporting - Privacy Statement
- GPMS - User Guide

The resources in this section will be updated.

### 5.3.1 Active Submissions

The screenshot shows a table with two sections: 'Active Submissions' and 'Historical Submissions'. The 'Active Submissions' section is highlighted with a red box. It contains one row with the following data:

Case number	Period ending	Status ↓	Due date	
00046968	30 Jun 2024	New	31 Oct 2024	<a href="#">Start</a> <a href="#">Download</a>

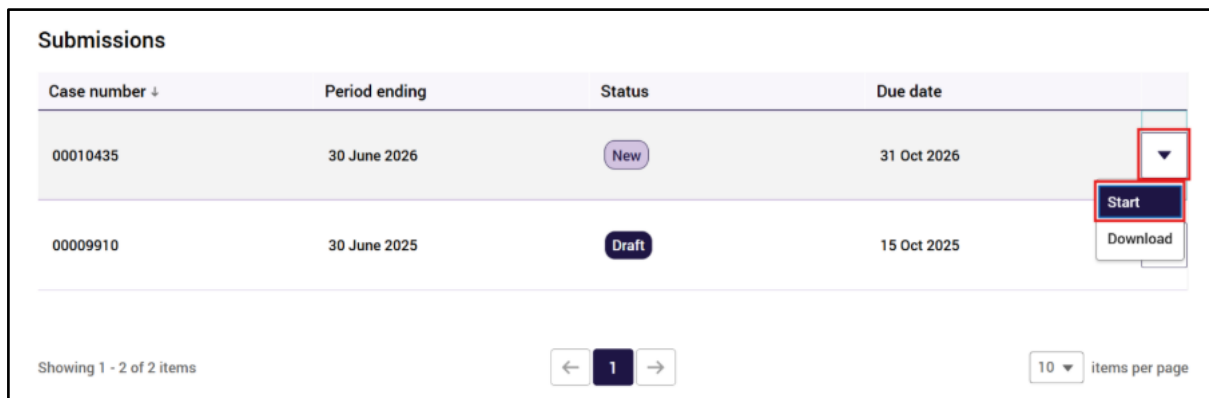
The 'Historical Submissions' section contains one row with the following data:

Case number	Period ending	Status ↓	Due date	
00003775	30 Jun 2023	Published	31 Oct 2023	<a href="#">View</a> <a href="#">Download</a>

This area displays all current submissions. Each Submission will have a:

- Case number
- Period ending
- Status
- Due date
- Actions (e.g. Start/ Resume/ View and Download)

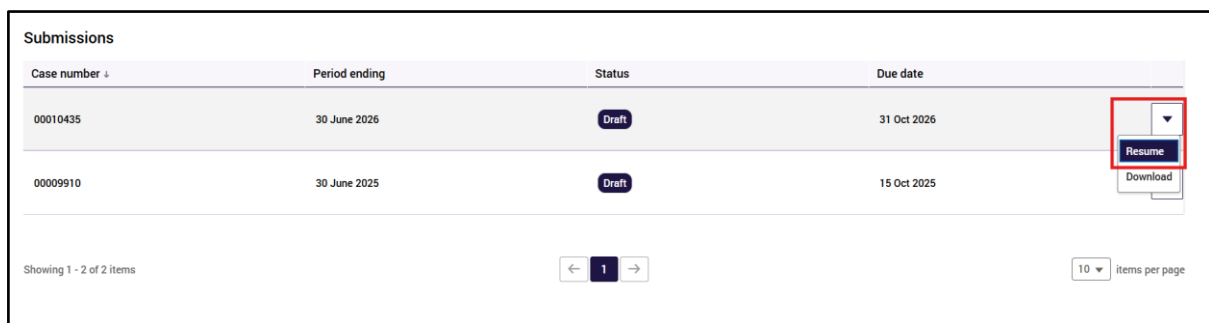
For New submissions, select Start – this will take you to start the Form for your organisation for the reporting period.



The screenshot shows a table titled 'Submissions' with the following columns: Case number, Period ending, Status, and Due date. There are two rows of data. The first row has Case number 00010435, Period ending 30 June 2026, Status 'New', and Due date 31 Oct 2026. The second row has Case number 00009910, Period ending 30 June 2025, Status 'Draft', and Due date 15 Oct 2025. A dropdown menu is open for the first row, showing 'Start' and 'Download' options. The 'Start' button is highlighted with a red box. At the bottom, it says 'Showing 1 - 2 of 2 items' and '10 items per page'.

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

If an Active submission is in Draft, you will be able to continue completing the Form by selecting Resume.



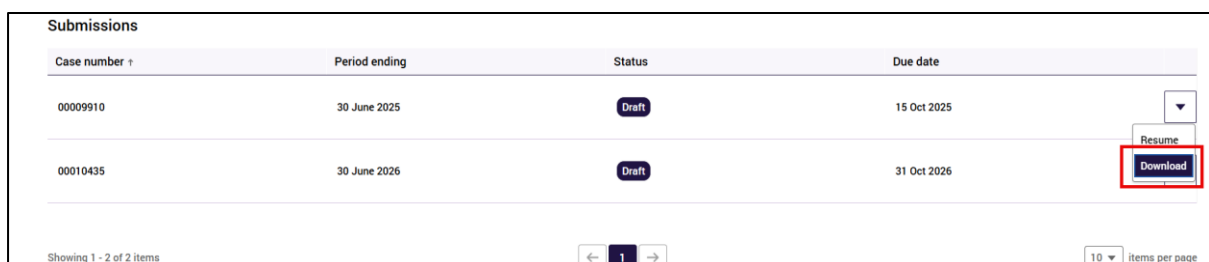
The screenshot shows a table titled 'Submissions' with the same columns as the previous one. The first row now has Status 'Draft' and Due date 31 Oct 2026. The second row has Status 'Draft' and Due date 15 Oct 2025. A dropdown menu is open for the first row, showing 'Resume' and 'Download' options. The 'Resume' button is highlighted with a red box. At the bottom, it says 'Showing 1 - 2 of 2 items' and '10 items per page'.

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

## 5.3.2 Download

You can download a PDF copy of a specific period's Form at any stage in the annual reporting cycle. The Form can be downloaded in Draft, Overdue or Submitted status under Submissions, or in Published status under Historical Submissions. Note, historical submissions can only be accessed from the GPMS – Provider portal.

From there you can save the downloaded Collection Form to your preferred folder or print a copy for your records.



The screenshot shows a table titled 'Submissions' with the same columns. The first row has Case number 00009910, Period ending 30 June 2025, Status 'Draft', and Due date 15 Oct 2025. The second row has Case number 00010435, Period ending 30 June 2026, Status 'Draft', and Due date 31 Oct 2026. A dropdown menu is open for the second row, showing 'Resume' and 'Download' options. The 'Download' button is highlighted with a red box. At the bottom, it says 'Showing 1 - 2 of 2 items' and '10 items per page'.

Case number ↑	Period ending	Status	Due date
00009910	30 June 2025	Draft	15 Oct 2025
00010435	30 June 2026	Draft	31 Oct 2026

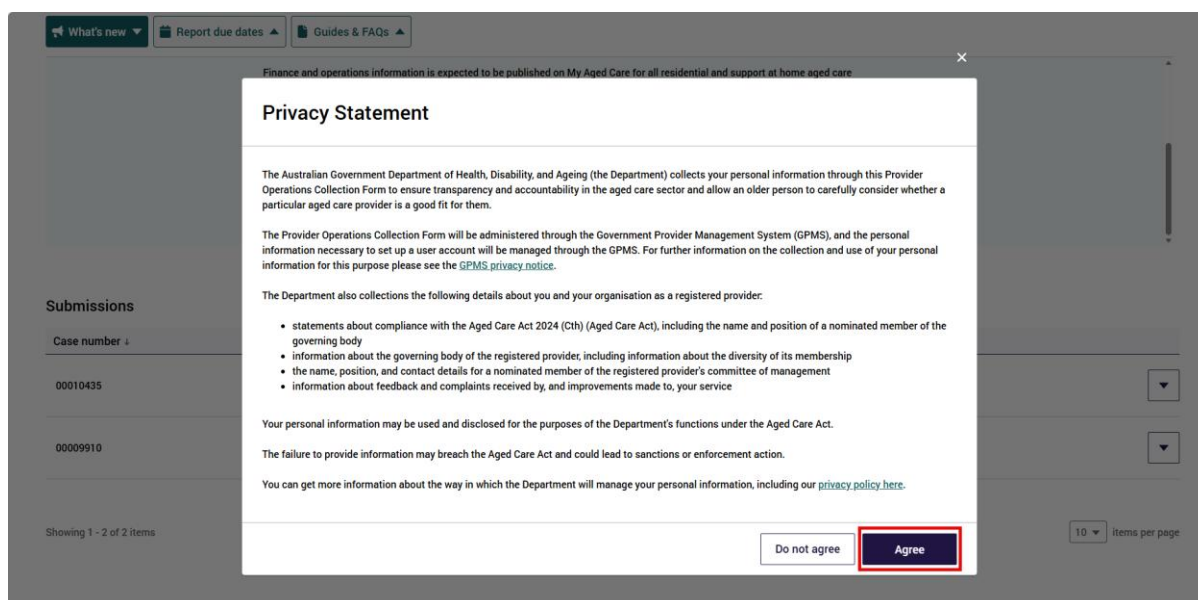
## 6. The Form

The following section explains how to enter data into the Form.

### 6.1 Privacy Statement

Whenever you enter the Form, you will be taken to a Privacy Statement.

Please read this statement carefully. If you accept the statement, select **Agree to continue**.



The screenshot shows a web application interface with a 'Privacy Statement' modal dialog box. The dialog box has a title bar with a close button (X) and a subtitle: 'Finance and operations information is expected to be published on My Aged Care for all residential and support at home aged care'. The main content of the dialog box is titled 'Privacy Statement' and contains the following text:

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 collects 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 management
- information about feedback and complaints received by, and improvements made to, your service

Your personal information may be used and disclosed for the purposes of the Department's functions under the Aged Care Act.

The failure to provide information may breach the Aged Care Act and could lead to sanctions or enforcement action.

You can get more information about the way in which the Department will manage your personal information, including our [privacy policy here](#).

At the bottom of the dialog box, there are two buttons: 'Do not agree' and 'Agree'. The 'Agree' button is highlighted with a red border.

In the background, a 'Submissions' table is visible with the following data:

Case number
00010435
00009910

Below the table, it says 'Showing 1 - 2 of 2 items'. On the right side of the dialog box, there is a dropdown menu showing '10 items per page'.

This Privacy Statement will appear each time you enter the Submission section, and you will need to select **Agree** to progress with the Form.

If you select **Do not agree**, you will not be able to continue with the Form.

### 6.2 Before you start

After agreeing to the Privacy Statement, the Before you start page will display.

This page is the first page of the Form.

It provides you with introductory information to help you complete the Form.

This page also includes a link to the Guides and FAQs tab (which contain weblinks outside of the Form to GPMS-Registered Provider portal user guides, FAQs and other resources).

**Please note:**

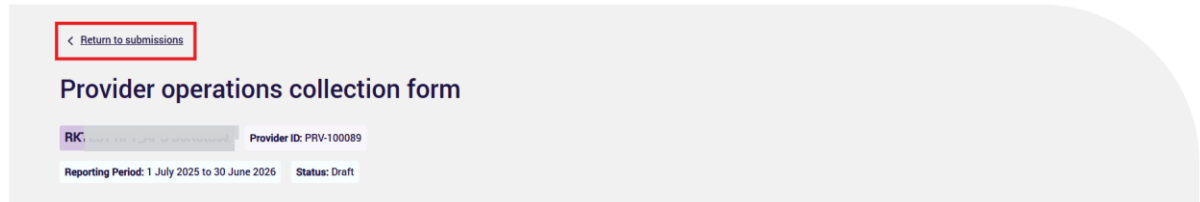
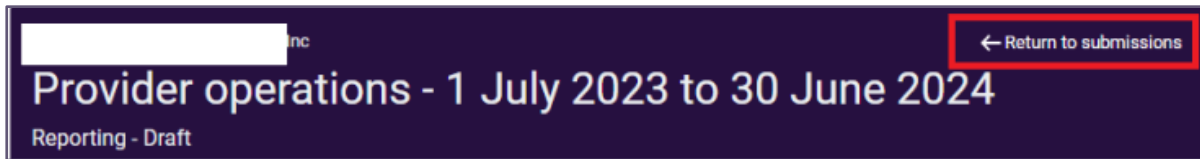
- Be sure to save your progress in the Form when accessing these resources, as the links take you outside the Form.

### 6.2.1 Collection Form banner

The banner that appears at the top of every page on the Form indicates:

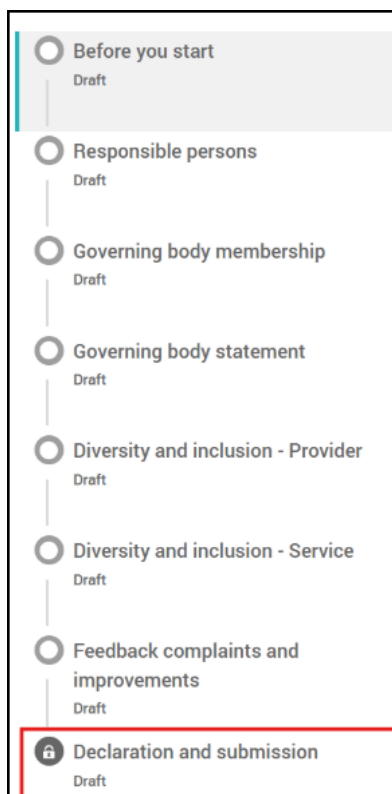
- the name of the aged care provider/ your organisation (top left)
- that you are in the Provider Operations tile (GPMS application)
- the financial year reporting period
- the status of your Collection Report (e.g. Draft/ Submitted/ Reissued).

At the top right of the banner you can return to the Submissions page (Active and Historical Submissions information).



## 6.2.2 Side-bar navigation


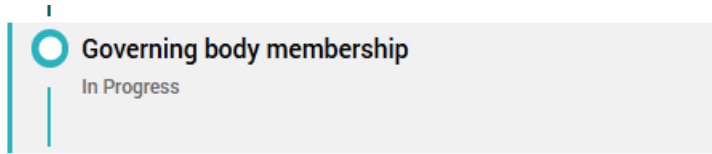








On the left hand side is the navigation bar for the Form. The navigation bar provides links to each part of the Form.



The navigation bar indicates your progress through the sections of the Form, from Before you start through to Declaration and submission.

You can move between sections in the navigation bar in any order, but you will not be able to submit your form (last step in Declaration and submission) until all sections are completed (indicated by green tick).

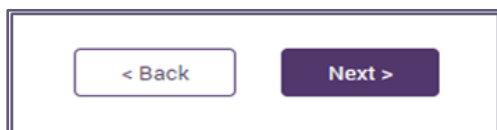
Status of pages in the navigation bar:

Icon	Meaning
	Section you are currently in  'Section currently in' shown as a blue bar and in greyed shade
 Draft  In Progress	Section remains incomplete and needs completion
 	Section is complete
 	Section has errors and needs completion
 	Declaration and submission locked and greyed out until all sections are completed and have a green tick

### 6.2.3 Saving your data in the Collection Form

The Next and Back buttons and clicking on the side-bar navigation - will save the information entered providing there are no errors on the page.

These are located at the bottom right-hand corner of each page.



# Validation Error

Please resolve any issues so you can complete this step.  
All steps must be complete and free of errors before you can submit the form.

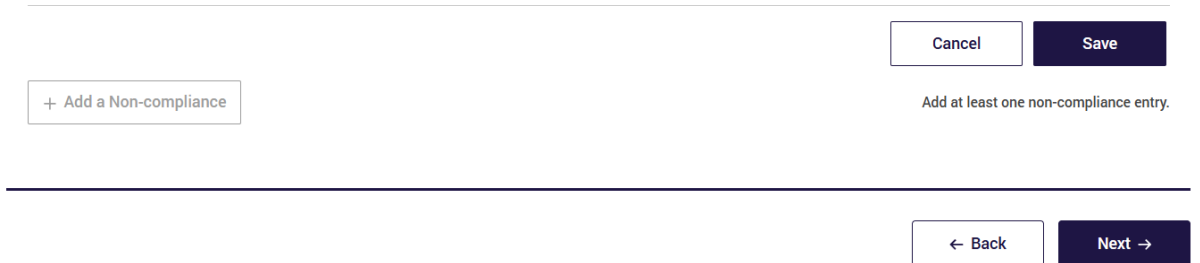
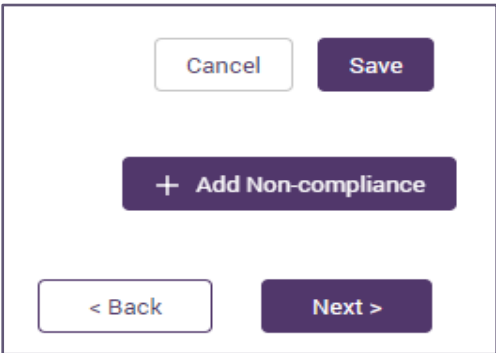
**The following issues require your attention before you leave this step:**

- Please answer all required questions.

**Please note:**

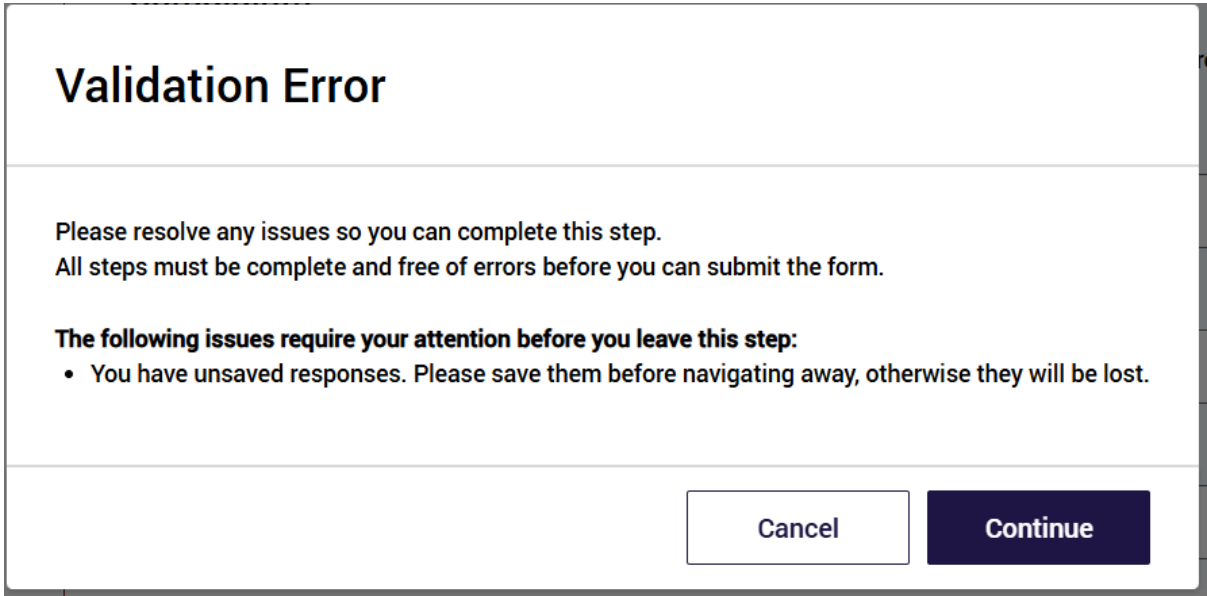
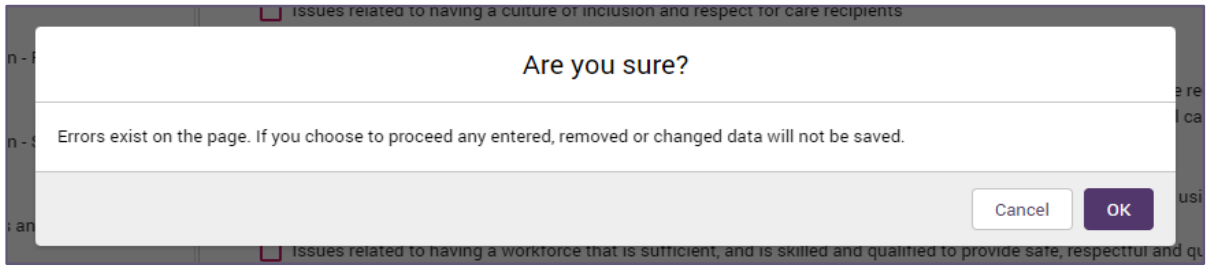
- Not all sections in the Form have a Save button. If there is no save button click on Back, Next or the navigation bar to save.

On the sections with a Save at the bottom right (above Back and Next) you should save your work regularly and when moving away from the page.

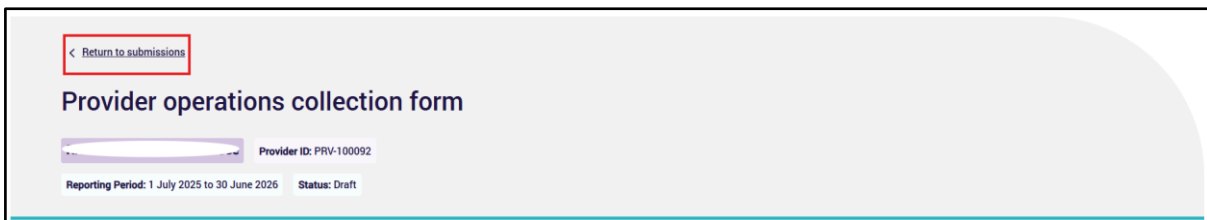
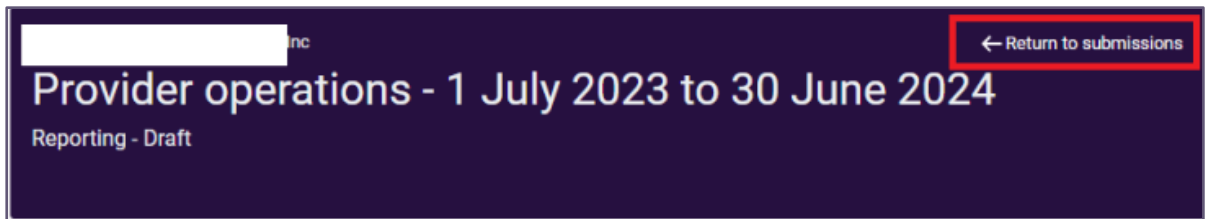


If you do not click Save, then you will lose the data entered when you move to other sections or pages.

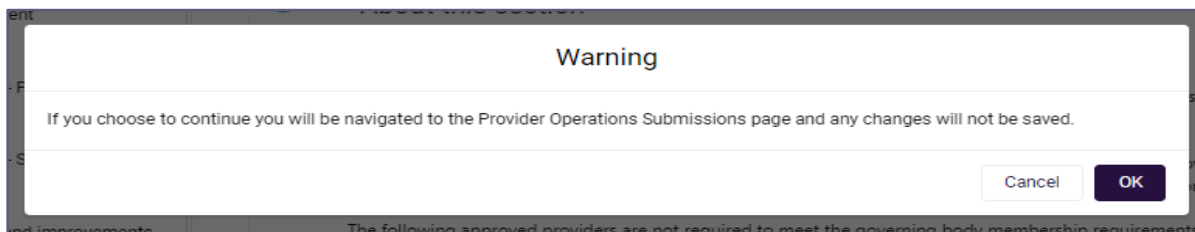
A pop-up message will be displayed:



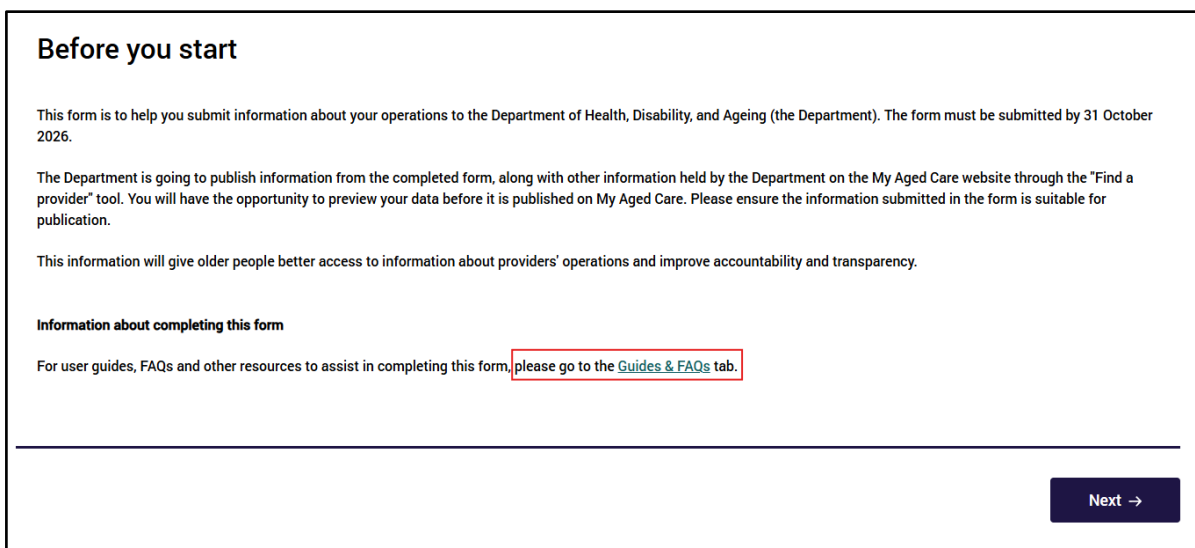
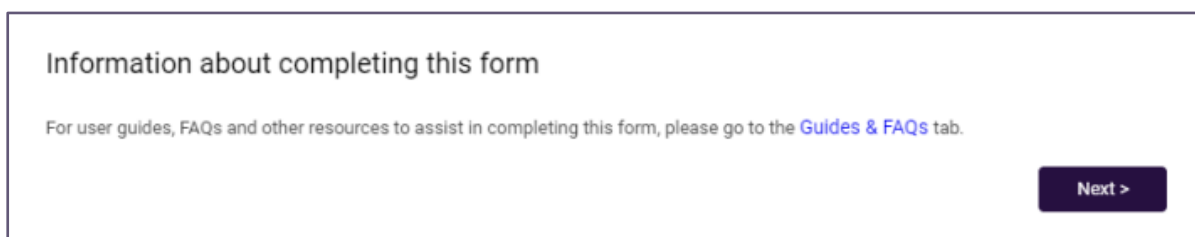
Selecting Return to submissions (top right of banner on each page) will not save your work and a pop up message will be displayed to warn you that your changes have not been saved.



The return to submissions action does not support checking for any unsaved responses. Hence, it will not remind users to fix issues before leaving the Form.



## 6.2.4 Information about completing the Form



If you need to access the **Guides and FAQs** while completing the Form, be sure to first save your data. Accessing the Guides and FAQs from within the Before you start section of the Form opens the resources in another browser window protecting the user from accidentally navigating away from the form and losing unsaved responses.

Alternatively, you can visit the Department's website to access [provider information and resources](#) to support you in completing the Form.

## 6.2.5 Reissuing the Collection Form

There are certain circumstances where a Form may be reissued, such as:

- You have submitted the Form and realised that you have provided a response that was not correct.
- You have submitted incorrect information for one or more sections of the Form.
- You have missed the deadline to report data and the form is locked and no longer able to be modified or submitted.

- A reissued form has reached the defined due date and is now overdue, it is locked, and you are no longer able to modify the Form.

In the rare event that you need to request that your Form be reissued after submitting, email the Department at [ACFRQFRQueries@health.gov.au](mailto:ACFRQFRQueries@health.gov.au)

When a Form is reissued, you will receive a notification in the GPMS portal, an email notification, and your submission will have the status of **Reissued** in the Submissions section of the Provider Operations Reporting submission page.

## 6.3 Responsible persons

This section is about providing the name and role of at least one (and up to three) responsible person at a senior executive level, who is responsible for executive decisions.

The screenshot shows the 'Government Provider Management System' interface. The top navigation bar includes 'Home', 'Switch Provider', and a user profile 'acg-sit-5'. A sidebar on the left lists the steps of the reporting process: 'Before you start', 'Key personnel', 'Governing body membership', 'Governing body statement', 'Diversity and inclusion - Provider', 'Diversity and inclusion - Service', 'Feedback, complaints and improvements', and 'Declaration and submission'. The main content area is titled 'Provider operations - 1 July 2023 to 30 June 2024 Reporting - Draft'. Under the 'Key personnel' section, there is an 'About this section' information box with the following text: 'Please provide the name of at least one key personnel within your organisation who is responsible for executive decisions. This person needs to be available to be contacted by care recipients and their representatives should they wish to escalate an issue concerning your organisation. You may enter up to a maximum of three person's names and roles. Each person should be a senior executive of the organisation, such as a Chief Executive Officer (CEO) or similar. You must have consent of the person to report their name and role. Their name and role will be published on the My Aged Care website.' Below this is a 'Privacy consent' section with a question: '\* Do you have the consent of the named person(s) to report their information in this data collection. This person(s) is aware that their name and role is being reported to the Department for the purpose of being published on My Aged Care website under each service of the provider.' There are 'Yes' and 'No' radio buttons for the consent question. A note at the bottom right states 'All fields marked with an asterisk (\*) are required.'

The screenshot shows the 'Responsible persons' section of the reporting form. The sidebar on the left indicates that 'Responsible persons' is the current step, marked as 'In Progress'. The main content area has a title 'Responsible persons' and an 'About this section' information box with the following text: 'Please provide the name of at least one responsible person within your organisation who is responsible for executive decisions. This person needs to be available to be contacted by an older person and their representatives should they wish to escalate an issue concerning your organisation. You may enter up to a maximum of three person's names and roles. Each person should be a senior executive of the organisation, such as a Chief Executive Officer (CEO) or similar. You must have consent of the person to report their name and role. Their name and role will be published on the My Aged Care website.' Below this is a 'Privacy consent' section with a question: '\* Privacy consent Do you have the consent of the named person(s) to report their information in this data collection and are they aware that their name and role is being reported to the Department for the purpose of being published on My Aged Care website under each service of the provider?' There are 'Yes' and 'No' radio buttons for the consent question. A note at the bottom right states 'Fields marked with an \* are mandatory'. At the bottom of the form, there are 'Back' and 'Next' navigation buttons.

To begin completing the responsible person data fields:

1. In response to the Privacy Consent question, select a **Yes** or **No** response.

\* Privacy consent

Do you have the consent of the named person(s) to report their information in this data collection and are they aware that their name and role is being reported to the Department for the purpose of being published on My Aged Care website under each service of the provider?

Yes  No

Only select **Yes** if you have the consent of all the named person/s. If you selected **Yes** to the Privacy Consent question, you will be able to enter the name and role of the executive.

You must select **No** if you have not yet obtained the person's consent or they have not provided you with consent

You will be able to continue with the rest of the Form in the meantime. (You can move between sections in the Form).

Should you need to come back later and add consent details and agreement, select **Yes**, and enter the name and role of the nominated person.

#### Please note:

- 
- You will be able to submit the Form even if you select **No** (to the Privacy consent question) and do not enter the name of a responsible person
  - If you submit the Form with **No** selected (to the Privacy consent), no senior executive's name will be displayed on the My Aged Care website for your provider.
  - Each responsible person must be added separately and saved separately. Up to 3 responsible persons can be saved.
- 

Responsible persons

You must have consent of the person to report their name and role. Provide **at least one Responsible person within your organisation**. Their name and role will be published on the My Aged Care website.

[+ Add responsible person](#)

**Responsible persons**

You must have consent of the person to report their name and role. Provide **at least one Responsible person within your organisation**. Their name and role will be published on the My Aged Care website.

▼ 1 Responsible person

\* Executive Name

Maximum 50 characters

\* Role

Select an Option

Save Cancel

+ Add responsible person

**Responsible persons**

You must have consent of the person to report their name and role. Provide **at least one Responsible person within your organisation**. Their name and role will be published on the My Aged Care website.

▼ 1 Responsible person

\* Executive Name

⊘ Maximum 50 characters

A response is required.

\* Role

Select an Option

- Chief Executive Officer
- Deputy Chief Executive Officer
- Board Member
- Chief Financial Officer
- Chief Operating Officer
- President
- Secretary
- Treasurer
- Other

2. Complete up to three executives' names and roles. You do not need to enter all three names and roles.
  - Executive name: Enter first and last name of executive . Please do not use nicknames, previous names or initials. Complete the name in the free text space provided in the form.
  - Role: Select from the options provided.to enter the person's role in the organisation (for example: CEO or similar. They should be a senior executive of the organisation). You can select **Other** is none of the options shown are suitable. Selecting **Other** will enable you to enter a free text response.
3. Select Next to continue (noting you may also select Back to go back to update or edit the previous section).

Each individual Responsible person must be saved separately. Use the Add responsible person to open entry for another one. Up to three responsible persons can be saved.

Both Next and Back icons (and accessing the left Navigation Bar) will save the information that you have entered, provided there are no errors on the page.

**Responsible persons**

About this section

Fields marked with an \* are mandatory

\* Privacy consent

Do you have the consent of the named person(s) to report their information in this data collection and are they aware that their name and role is being reported to the Department for the purpose of being published on My Aged Care website under each service of the provider?

Yes  No

**Responsible persons**

You must have consent of the person to report their name and role. Provide at least one Responsible person within your organisation. Their name and role will be published on the My Aged Care website.

+ Add responsible person

← Back Next →

3 Responsible person	
Executive Name	Barney Rubble
Role	Board Member

[Edit](#) [Delete](#)

You can add up to 3 responsible persons.

Each responsible person is numbered, each have Save and Cancel actions available before saving, and each have Edit and Delete actions available once saved. If one responsible person is deleted, then the remaining ones have their numbering corrected automatically

## 6.4 Governing Body Membership

This section is about the two governing body membership requirements (majority of independent non-executive members and at least one member with experience in providing clinical care).

It seeks information about whether your organisation meets these requirements, as well as some addition information, which may mean your your organisation is exempt from meeting the requirements.

All providers (except state, territory or local government authority providers) are required to complete all questions in this section of the Form, even if the governing body requirements do not apply to them. (State, territory or local government authority providers will be directed to the next part of the Form.)

Answer all questions in this section **honestly and accurately** and as it applies to your organisation at 30 June at the end of the reporting report (not at a possible future point in time).

We need to know where your organisation is currently at with this requirement.

## 6.5 Governing Body Membership data fields

1. To complete the this section of the Form, select Yes or No to each question.

If you select Yes to the first question “Is your organisation a state and territory, a state or territory authority, or a local government authority?”, you will be directed to the next section. Select Next to continue to the next page.

The screenshot shows a web-based reporting form. On the left is a vertical navigation menu with seven items: 'Before you start' (Completed), 'Responsible persons' (Completed), 'Governing body membership' (In Progress), 'Governing body statement' (Draft), 'Diversity and inclusion - Provider' (Draft), 'Diversity and inclusion - Service' (Draft), 'Feedback complaints and improvements' (Draft), and 'Declaration and submission' (Draft). The main content area is titled 'Governing body membership' and contains an information box with the heading 'About this section'. The text in the box explains that certain providers must have a majority of independent non-executive members and at least one member with experience in providing clinical care. It lists exemptions: government entities, local government authorities, providers with fewer than 5 members and fewer than 40 individuals, approved Aboriginal Community Controlled Organisations (ACCO), and registered co-operatives. A note states that if requirements are not met, an application can be made to the Aged Care Quality and Safety Commission. Below this is a mandatory question: '\* Is your organisation a state and territory, a state or territory authority, or a local government authority?'. The 'Yes' button is highlighted with a red box. At the bottom right are 'Back' and 'Next' buttons.

If you select No to the first question “Is your organisation a state and territory, a state or territory authority, or a local government authority?”, you will be directed to further questions in this section. Answer Yes or No as appropriate.

Fields marked with an \* are mandatory

\* Is your organisation a state and territory, a state or territory authority, or a local government authority?

---

\* Does your governing body have a majority of independent non-executive members?

---

\* Does your governing body include a person with clinical experience?

---

\* Does your organisation have fewer than 5 governing body members and less than 40 care recipients?

---

\* Is your organisation an Aboriginal Community Controlled Organisation?

---

\* Has a determination been made by Aged Care Quality and Safety Commission that the responsibility to have majority of independent non-executive members does not apply to your organisation?

---

\* Has a determination been made by Aged Care Quality and Safety Commission that the responsibility to have a person with clinical experience on your governing body does not apply to your organisation?

---

2. Select Next to continue to the next page. This will save your data.

Select Back to go back to update or edit the previous page.

Select the navigation bar to go to any page of the Form.

Both Next and Back icons (and accessing the left navigation bar) will save the information that you have entered provided there are no errors on the page.

## 6.6 Governing Body Statement

This section is about the completion of 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.

The Governing Body Statement requires the governing body to provide details of any responsibility under Section 166-705 of the Aged Care Rules 2025, requires providers that deliver nursing and transition care services or residential care services to submit a statement about the provider's compliance with its conditions, obligations and requirements (responsibilities) under the Aged Care Act 2024.

This is beyond non-compliance identified by the Aged Care Quality and Safety Commission. This information is collected at the provider level.

Please read the instructions carefully, in particular: 6.5.1 Completing the Governing Body Statement.

**Governing body statement**

**1 About this section**

**About the Governing Body Statement**

Section 166-705 of the Aged Care Rules 2025, requires providers that deliver nursing and transition care services or residential care services to submit a statement about the provider's compliance with its conditions, obligations and requirements (responsibilities) under the Aged Care Act 2024.

The report does not capture non-compliance relating to any other category of aged care services that the provider may deliver.

The Governing Body Statement (the Statement) is intended to support the governing body to examine the provider's compliance with its responsibilities.

A provider's demonstrated and transparent commitment to identifying and addressing compliance matters can give confidence to care recipients about the provider's commitment to quality and safety.

Information from the Statement will be published. The publication of this information aims to increase provider transparency and accountability and help drive continuous improvement across the sector.

**How to complete the Statement**

The Statement is for the period 1 July 2025 - 30 June 2026.

This Statement is to report compliance matters identified by the provider that include and go beyond those identified by the Aged Care Quality and Safety Commission.

With the exception of the governing body member's details, no personal information is to be included in the Statement.

The Statement MUST be accompanied by a Declaration signed by a member of the provider's governing body on behalf of all members of the governing body. This can be done by either:

- downloading the Declaration for the governing body member to sign. The signed Declaration is to be uploaded to the Provider Operations Collection Form for submission through GPMS.
- requesting an electronic signature from the governing body member through DocuSign. DocuSign will automatically upload the signed Declaration to the Provider Operations Collection Form.

Please see the guidance material for further details about using these options.

All parts in this initial section of the Statement need to be completed by all residential care and home care providers.

Fields marked with an \* are mandatory

\* Name of governing body member making the Statement

\* Role / Position / Designation of member

\* 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?

Has complied  Has failed to comply

← Back Next →

## 6.6.1 Completing the Governing Body Statement

To complete the Governing Body Statement:

1. Provide the full name of governing body member making the statement.
2. Enter the role, position, or designation of the governing body member who is making the statement and will sign the declaration. (Please check that this member will be available to sign the statement).
3. Select Has complied or Has failed to comply.

### Statement

All fields marked with an asterisk (\*) are required.

\* Name of governing body member making the Statement

\* Role / Position / Designation of member

\* Does the governing body believe the approved provider has complied / has failed to comply with all of its responsibilities under the Aged Care Act 1997 and the requirements under the Aged Care Quality and Safety Commission Act 2018?

Fields marked with an \* are mandatory

\* Name of governing body member making the Statement

\* Role / Position / Designation of member

\* 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?

Has complied  Has failed to comply

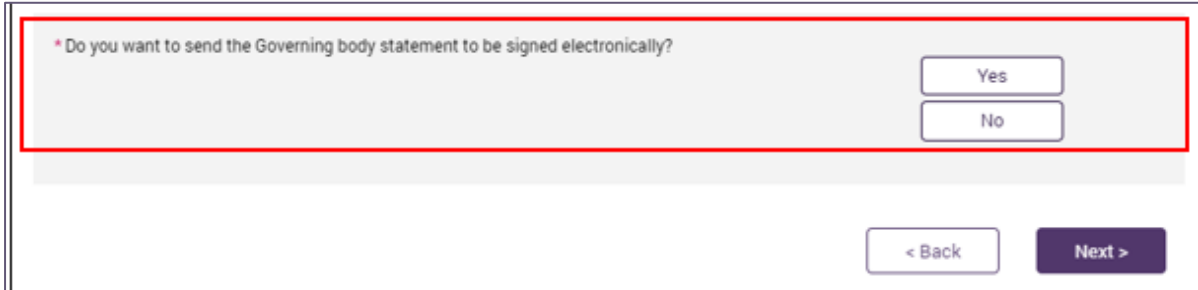
### Please note:

- This Statement captures non-compliances beyond those identified by the Aged Care Quality and Safety Commission.
- It covers any non-compliance with the provider's responsibilities under the Section 166-705 of the Aged Care Rules 2025, requires providers that deliver nursing and transition care services or residential care services to submit a statement about the provider's compliance with its conditions,

obligations and requirements (responsibilities) under the Aged Care Act 2024.

---

If you select Has complied, a pop up message will ask if you want the Governing Body Statement to be signed electronically? Respond Yes or No:



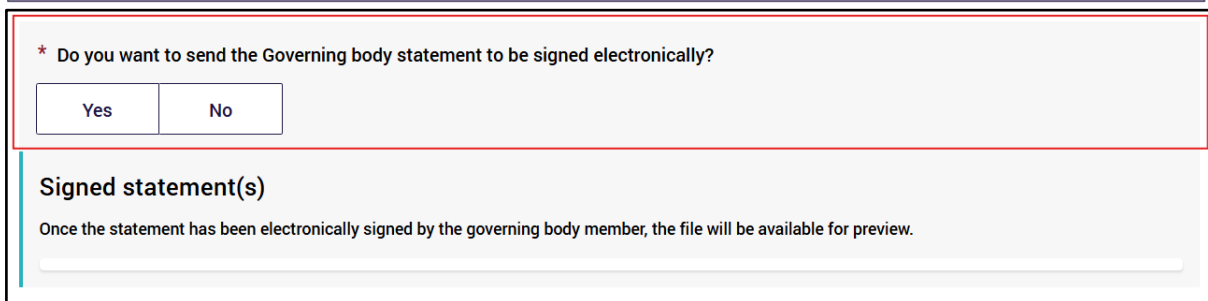
\* Do you want to send the Governing body statement to be signed electronically?

Yes

No

< Back

Next >



\* Do you want to send the Governing body statement to be signed electronically?

Yes

No

Signed statement(s)

Once the statement has been electronically signed by the governing body member, the file will be available for preview.

- If Yes, follow the electronic e-Signature process ([see 6.5.2 below](#)).
- If No, follow instructions for downloading the Declaration to allow the governing body member to sign a hard copy of the Declaration. The signed Statement will then need to be scanned and uploaded to the Form ([see 6.5.3 below](#)).

If you select Has failed to comply, go to the Non-Compliance section within this User Guide ([section 6.5.4](#)).

4. Select **Next** to continue.

## 6.6.2 Signing the Governing Body Statement

The Governing Body Statement MUST be accompanied by a Declaration signed by a member of the provider's Governing Body on behalf of all members of the Governing Body.

The Statement MUST be accompanied by a Declaration signed by a member of the provider's governing body on behalf of all members of the governing body. This can be done by either:

- downloading the Declaration for the governing body member to sign. The signed Declaration is to be uploaded to the Provider Operations Collection Form for submission through GPMS.
- requesting an electronic signature from the governing body member through DocuSign. DocuSign will automatically upload the signed Declaration to the Provider Operations Collection Form.

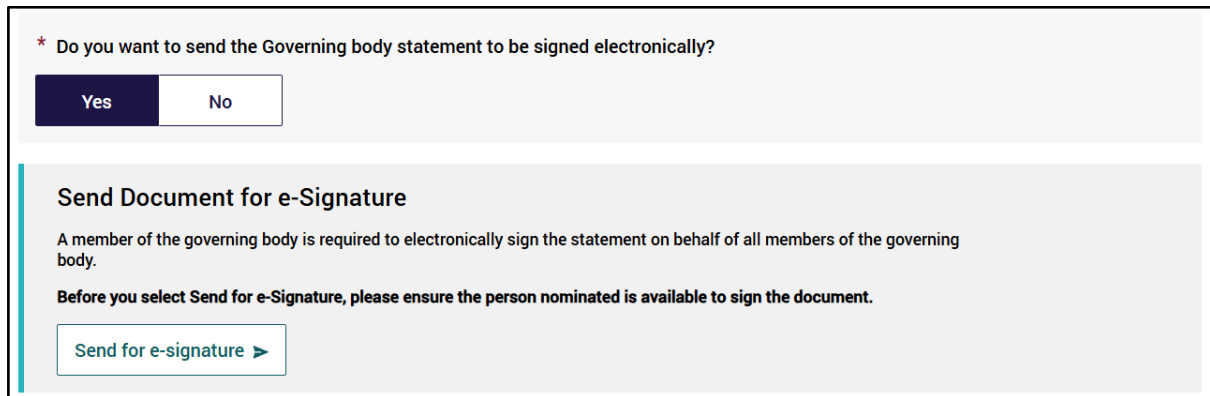
The Declaration can be signed either by – Electronic signature through DocuSign or by signing a hard copy of the Declaration.

### 6.6.3 Electronic e-Signature (DocuSign)

This option allows providers to request an electronic signature from a Governing Body Member through DocuSign. Send Document for e-Signature.

1. Ensure you have selected the Yes option for the Governing Body Statement to be signed electronically.

Instructions appear when you choose to sign electronically. Proceed to click or press Send for e-signature.



\* Do you want to send the Governing body statement to be signed electronically?

Yes No

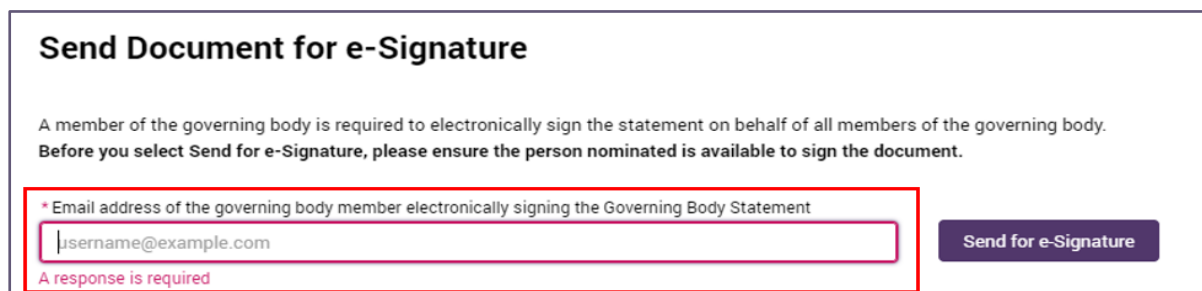
**Send Document for e-Signature**

A member of the governing body is required to electronically sign the statement on behalf of all members of the governing body.

Before you select Send for e-Signature, please ensure the person nominated is available to sign the document.

Send for e-signature >

2. In the pop up window enter the email address of the Governing Body Member who will be electronically signing the Statement.



**Send Document for e-Signature**

A member of the governing body is required to electronically sign the statement on behalf of all members of the governing body.

Before you select Send for e-Signature, please ensure the person nominated is available to sign the document.

\* Email address of the governing body member electronically signing the Governing Body Statement

username@example.com

A response is required

Send for e-Signature

In the popup modal, enter both the email address and the mobile number of the governing body member who will be electronically signing the Statement.

#### Please note:

- Please check the Governing Body Member selected to electronically sign the Declaration is available before assigning the document to the member.
- Having to cancel an e-Signature request [ACFRQFRQueries@health.gov.au](mailto:ACFRQFRQueries@health.gov.au) will involve a delay in completing your Form.

3. Then press Send for e-Signature.

## Send Document for e-Signature

A member of the governing body is required to electronically sign the statement on behalf of all members of the governing body. Before you select Send for e-Signature, please ensure the person nominated is available to sign the document.

\* Email address of the governing body member electronically signing the Governing Body Statement

## Send document for e-Signature

Fields marked with an \* are mandatory

\* Email address of the governing body member electronically signing the Governing Body Statement

\* Mobile number of the governing body member electronically signing the Governing Body Statement

Enter a 10-digit Australian mobile number starting with 04 (e.g., 0412345678). No spaces or symbols.

A green banner will then display at the top of the screen confirming the request and been successfully sent.

### E-sign request sent



The request to electronically sign the Governing Body Statement has been generated and sent to the email address entered. The form will be completed once a signed document is uploaded if the remainder of the page is completed.

## Edit form

This form has already been completed. Updating it will require resubmitting a declaration to the governing body for electronic or manual signing. Continue only if you wish to make changes.

**i Document for e-Signature currently in progress**

You cannot make changes to this governing body statement form while an e-signature request is in progress. Once it has completed, editing will be available again.

Alternatively, the e-sign request must be cancelled before the form can be changed or 'No' can be selected to manually sign the governing body statement. Please contact [ACFRQFRQueries@health.gov.au](mailto:ACFRQFRQueries@health.gov.au) to cancel the request.


4. Keep a look out for new notifications in GPMS (red light on the bell icon, at the top right of the page, next to your user name):
- You will be notified of a Fail/ Rejected/ Expired e-Signature request.
  - You will be notified of the e-Signature success.

Once the statement has been electronically signed by the Governing Body Member, the file will be available for preview in the Signed statement section below:

**i** This governing body statement form has already been completed and signed. Any further changes requires a new signed GBS declaration. To make edits, please select the Edit button to make editing available again.

Name of governing body member making the Statement	John Hancock
Role / Position / Designation of member	CEO
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?	Has complied
Do you want to send the Governing body statement to be signed electronically?	Yes

**Signed statement(s)**

 GBS Declaration\_2026-04-24 15:54:08 - Signed.pdf  
Uploaded 24/04/2026, 04:10 pm  
0.7MB

### cancelling a request for e-Signature

If you need to cancel the e-Signature request for any reason (e.g. change to manual download option or change the email address to request another e-Signature) you will first need to cancel the e-Signature request.

If you need to cancel the e-Signature request please email [ACFRQFRQueries@health.gov.au](mailto:ACFRQFRQueries@health.gov.au)


Once the e-Signature process has been cancelled, you can refollow the steps above to send another document for electronic e-Signature (e.g. with a new or correct email address) OR select the download process to sign the Governing Body Statement (download, print, scan and upload).


**i Document for e-Signature currently in progress**

You cannot make changes to this governing body statement form while an e-signature request is in progress. Once it has completed, editing will be available again.

Alternatively, the e-sign request must be cancelled before the form can be changed or 'No' can be selected to manually sign the governing body statement. Please contact [ACFRQFRQueries@health.gov.au](mailto:ACFRQFRQueries@health.gov.au) to cancel the request.

The form reverts to view only mode after a signature has been received to protect it from accidental changes. If any changes are made, a new signed GBS declaration must be provided. To intentionally make further changes to the GBS form, click the Edit button, which will revert the form back to entry mode.

 This governing body statement form has already been completed and signed. Any further changes requires a new signed GBS declaration. To make edits, please select the Edit button to make editing available again.



#### **6.6.4 Hard copy signature**

This is the other option for signing the Governing Body Statement.

1. Once all compliance information has been entered into the Form, select Download Statement for signing.

## Download statement for signing

Download and print the statement. A member of the governing body is required to sign the statement on behalf of all members of the governing body.

[Download Statement](#)

## Upload signed statement

Once the statement has been signed by the governing body member, either drag and drop the file into the box (as indicated) or click the 'Upload Files' button, locate the file from the stored location and select the file and click upload.

File Management (0)  [Upload Files](#) Or drop files ⓘ

Title	Owner	Created Date	Size	Status
-------	-------	--------------	------	--------

< Back [Next >](#)

\* Do you want to send the Governing body statement to be signed electronically?

Yes

No

## Download statement for signing

Download and print the statement. A member of the governing body is required to sign the statement on behalf of all members of the governing body.

[Download Statement](#) ↓

## Upload signed statement

Once the statement has been signed by the governing body member, either drag and drop the file into the box (as indicated) or click the 'Upload Files' button, locate the file from the stored location and select the file and click upload.

[Upload Files](#)

Or drop files

2. Once the printed Statement has been signed by the Governing Body Member, scan the document and save it to a folder on your computer where you can locate it.
3. Ensure you name and date the document so you can easily locate it, for example, 'FY2023/24 Governing body statement signed statement', to differentiate from a previously downloaded document (and from other financial years' documents).
4. Upload the latest document to GPMS using one of the two following methods:
  - a) In the Form, select the Upload File button.

When the file window appears locate the signed Statement saved on your computer and upload the document; OR

b) Drag and drop the file into the box provided in the Form.

**Upload signed statement**

Once the statement has been signed by the governing body member, either drag and drop the file into the box (as indicated) or click the 'Upload Files' button, locate the file from the stored location and select the file and click upload.

[↑ Upload Files](#)

Or drop files

Make sure to upload the correct file from your folders.

Please ensure only PDF files of less than 30 megabytes in size are uploaded, or else the upload will fail.

**Please note:**

- 
- For the downloading, signing, scanning and uploading option:
  - When you upload your document, it will be scanned for viruses.
  - This process may take up to 48 hours (two days). Please do not leave your submission to the last day for this reason (e.g. last few days of October).
  - Your document will not be successfully uploaded until this virus scan has confirmed the uploaded document does not contain a virus.
  - If a virus is detected, the document will not be uploaded and will be deleted – you will not be notified if this occurs.

- 
5. Please continue to check that your document has been successfully uploaded.

Once the document has been successfully uploaded, you will see a new notification (red light on the bell icon) indicating your scanned document has been successfully uploaded to the system.



Notifications [Mark all as read](#) ✕

**Virus Scan Result Notification**  
The file GBSDeclaration - Latest\_25032026 has been uploaded.

a few seconds ago ●

You will also now see it listed in the Uploaded document section.

**6. Select Next to save and continue.**

Do you want to send the Governing body statement to be signed electronically? No

---

**Signed statement(s)**

GBS Declaration\_2026-04-24 15:54:08 - Signed.pdf  
Uploaded 24/04/2026, 04:10 pm  
0.7MB▼

Do you want to send the Governing body statement to be signed electronically? No

---

**Signed statement(s)**

GBS Declaration\_2026-04-24 15:54:08 - Signed.pdf  
Uploaded 24/04/2026, 04:10 pm  
0.7MB▼

Open preview

This governing body statement form has already been completed and signed. Any further changes requires a new signed GBS declaration. To make edits, please select the Edit button to make editing available again.

Edit

**Please note:**

- You can only select ONE option of signing the Governing Body Statement (electronic e-Signature OR downloaded/ uploaded hard copy signed Statement) - follow the required steps to complete the signing.
- Whether the Governing Body Statement is signed electronically or by hard copy, the person signing must be a member of the governing body and must sign the Statement on behalf of all Governing Body Members.

## 6.7 Non-compliance

If the governing body member selected **Has failed to comply** when completing the Governing Body Statement, you will be required to submit details of all non-compliance/s to the Department here in the Form.

\* 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?

Has complied  Has failed to comply

**Non-compliance**

[+ Add a Non-compliance](#) Add at least one non-compliance entry.

Non-compliance details required include:

- Non-compliance (type)
- Detail of non-compliance
- Services involved
- Cessation of non-compliance
- Reasons for non-compliance
- Actions taken to rectify non-compliance.

For each non-compliance selected, complete all fields for that non-compliance and save that entry, before entering details for another non-compliance.

You can enter multiple non-compliances.

You can link each non-compliance to one or more services, by selecting the **Add Service** button then choosing the checkbox next to the service/s.

Each entry will have the above series of questions to be completed (up to a maximum of 30 separate non-compliance entries). You are encouraged to group similar non-compliances together when reporting.

**Please note:**

- 
- Please do not include any personal or private information about any individual in your responses.
  - The responses will be published on the My Aged Care website exactly as you have submitted them.
-

## Non-compliance

### Non-compliance details

\* As a provider of nursing and transition care services or residential care, what type of responsibility does the governing body believe the provider has failed to comply with?

Select an Option

\* Please specify each responsibility the governing body believes the provider has failed to comply with during the period 1 July 2025 - 30 June 2026

Maximum 200 characters

#### Associate service(s)

[\(+ 1 service added\)](#)

If this non-compliance relates to a specific service(s) of a nursing and transition care services or residential care service, please select the service(s)

+ Add a service

\* Did the non-compliance cease during the period 1 July 2025 - 30 June 2026?

Yes

No

\* Select one or more reasons why the provider has failed to comply with the responsibility

Issues related to having a culture of inclusion and respect for an older person

Issues related to supporting an older person to exercise choice and independence

Issues related to respecting the privacy of an older person

Issues related to initial and ongoing assessment and planning for care and services in partnership with the older person

Issues related to the delivery of safe and effective personal care, clinical care, or both personal and clinical care

Issues related to the provision of safe and effective services and supports for daily living

Issues related to the provision of a safe and comfortable service environment

Issues related to seeking regular input the older person, carers, the workforce and others and using the input and feedback to inform continuous improvements

Issues related to having a workforce that is sufficient and is skilled and qualified to provide safe, respectful and quality care and services

Issues related to accountability of the governing body for the delivery of safe and quality care and services

Other, please specify

\* What actions have been taken to rectify the non-compliance?

Maximum 200 characters

Cancel

Save

+ Add a Non-compliance

Add at least one non-compliance entry.

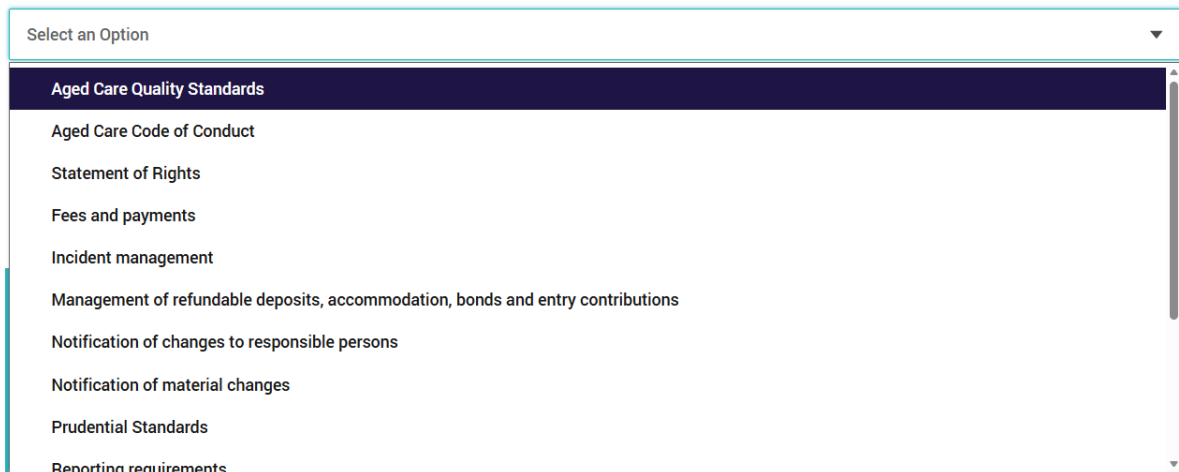
To complete the non-compliance section:

1. Select non-compliance items (types of responsibilities) from the dropdown menu of options that best applies for your provider organisation.

## Non-compliance

### Non-compliance details

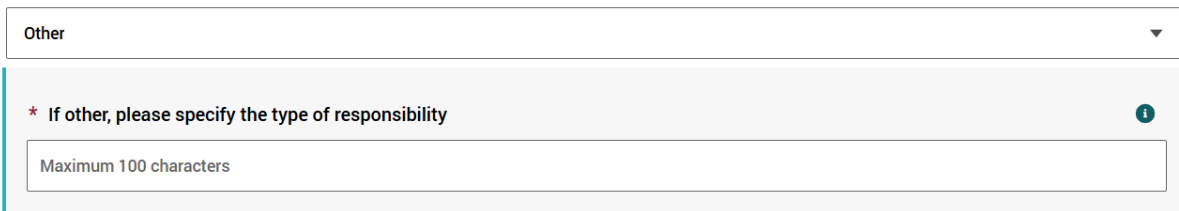
\* As a provider of nursing and transition care services or residential care, what type of responsibility does the governing body believe the provider has failed to comply with?



A screenshot of a web form showing a dropdown menu. The dropdown is open, displaying a list of options. The first option is highlighted in dark blue. The options listed are:

- Aged Care Quality Standards
- Aged Care Code of Conduct
- Statement of Rights
- Fees and payments
- Incident management
- Management of refundable deposits, accommodation, bonds and entry contributions
- Notification of changes to responsible persons
- Notification of material changes
- Prudential Standards
- Reporting requirements

\* As a provider of nursing and transition care services or residential care, what type of responsibility does the governing body believe the provider has failed to comply with?



A screenshot of a web form. The dropdown menu is set to 'Other'. Below the dropdown is a text input field with the placeholder text 'Maximum 100 characters'. To the right of the text input field is an information icon (i).

Select Other if a type of non-compliance is not listed in the drop down menu of options for your organisation, and complete the free text area for other types.

#### Please note:

- Do NOT include any personal information in this free text area due to privacy reasons.
- There is a 100 character limit on text entry, should you select Other.

For further information on this question (for example: explanations of the terms) please refer to the 'Frequently Asked Questions' document in the **Guides and FAQs** section.

Select the option/s that best fit your organisation.

#### Please note:

- Remember to save your responses after completing each non-compliance, as you progress through this section.

If a non-compliance relates to multiple types of non-compliance (e.g. the Aged Care Quality Standards *and* the Charter of User Rights), only list the non-compliance once, choosing the type that is most relevant to the circumstances.

1. For each non-compliance type selected from the drop-down menu below, you will need to enter your response in free text.

\* Please specify each responsibility the governing body believes the provider has failed to comply with during the period 1 July 2025 - 30 June 2026 i

Maximum 200 characters

\* Please specify each responsibility the governing body believes the provider has failed to comply with during the period 1 July 2025 - 30 June 2026 i

Maximum 200 characters

**Associate service(s)** 0 services added

If this non-compliance relates to a specific service(s) of a nursing and transition care services or residential care

[+ Add a service](#)

\* Did the non-compliance cease during the period 1 July 2025 - 30 June 2026?

Yes	No
-----	----

\* Select one or more reasons why the provider has failed to comply with the responsibility

Issues related to having a culture of inclusion and respect for an older person

Personal information is not to be included in the responses. Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable. Information is identifiable if the relevant person can be identified and includes but is not limited to a name, email or phone number. In considering whether a person is reasonably identifiable from any information you are providing, you must consider whether they may be identified by a person holding additional information not necessarily disclosed in your response. For instance, whether they may be identifiable to a third party who has some existing familiarity with the relevant person.

Personal information is not to be included in the responses. Personal information is information or an opinion about an identified individual, or an individual who is reasonably identifiable. Information is identifiable if the relevant person can be identified and includes but is not limited to a name, email or phone number. In considering whether a person is reasonably identifiable from any information you are providing, you must consider whether they may be identified by a person holding additional information not necessarily disclosed in your response. For instance, whether they may be identifiable to a third party who has some existing familiarity with the relevant person.

The information entered into the free text area must relate directly to the type of non-compliance selected.

Refer to the above question about type of non-compliance selected to assist you in determining the detail required for your response. Complete to the best of your ability and accuracy.

Please note:

- There is a 200 character limit on text entry in the free text area space.
- Do NOT include any personal information in this free text area due to privacy reasons.

2. For each non-compliance type, if the non-compliance relates to a service, you will need to select one or more of the provider's services.

To do this, select Add a service and select from the services listed for your organisation (check service name and service ID).

If this non-compliance relates to a specific service(s), please select the service(s) Add service

---

**Associate service(s)** 0 services added

If this non-compliance relates to a specific service(s) of a nursing and transition care services or residential care service, please select the services(s)

+ Add a service

Only select your organisation's services that were non-compliant with the specific requirement during the reporting period.

### Add service of nursing and transition care services or residential care

Clear Search

<input type="checkbox"/> ID ↑	Service Name
<input type="checkbox"/> SRV-██████	████████████████████
<input type="checkbox"/> SRV-██████	████████████████████
<input type="checkbox"/> SRV-██████	████████████████████
<input type="checkbox"/> SRV-██████	████████████████████

Cancel Add Selected

More than 1 service can be associated. Add only selected services that have failed to comply with the non-compliance.

**Associate service(s)** 2 services added

If this non-compliance relates to a specific service(s) of a nursing and transition care services or residential care service, please select the services(s)

SRV-  X SRV-  X

Associating services is not mandatory.

In some cases the non-compliance may only relate to the provider (for example: governing body requirements).

In that situation, do not select any services as being non-compliant with that responsibility or requirement.

Complete the cessation of non-compliance question by selecting:

- Yes if the non-compliance ceased or ended during the reporting period; or
- No as best applies to your organisation.

\* Did the non-compliance cease during the period 1 July 2025 - 30 June 2026?

3. Select the reason/s for failing to comply with a responsibility or requirement from a list of options. The list of reasons aligns with expectations set out in the Aged Care Quality Standards.

Select Other if a reason for non-compliance is not listed here for your organisation and complete the free text area for other reasons.

\* Select one or more reasons why the provider has failed to comply with the responsibility

Issues related to having a culture of inclusion and respect for an older person

Issues related to supporting an older person to exercise choice and independence

Issues related to respecting the privacy of an older person

Issues related to initial and ongoing assessment and planning for care and services in partnership with the older person

Issues related to the delivery of safe and effective personal care, clinical care, or both personal and clinical care

Issues related to the provision of safe and effective services and supports for daily living

Issues related to the provision of a safe and comfortable service environment

Issues related to seeking regular input the older person, carers, the workforce and others and using the input and feedback to inform continuous improvements

Issues related to having a workforce that is sufficient and is skilled and qualified to provide safe, respectful and quality care and services

Issues related to accountability of the governing body for the delivery of safe and quality care and services

Other, please specify

\* If other, reasons why the approved provider has failed to comply with the responsibility or requirement i

Maximum 100 characters

**Please note:**

- The information provided will be published on the My Aged Care website. Do NOT include any personal information in this free text area due to privacy reasons.
- There is a 100 character limit on text entry, should you select Other.

Providers are required to report the **reason why** the governing body believes the registered provider has failed to comply with a responsibility or requirement.

Non-compliances are often related to multiple reasons. Select as many reasons that apply for each non-compliance.

For supporting information on this question (for example: explanations of the terms), please refer to the 'Frequently Asked Questions' document in the Guides and FAQs **section**.

We have endeavoured to seek a wide range of possible reasons for non-compliance for providers.

4. For the non-compliance, outline the actions that have been taken to rectify the non-compliance in the field displayed below.

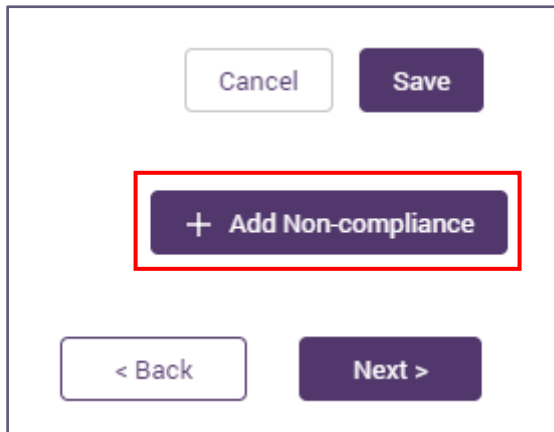
\* What actions have been taken to rectify the non-compliance? i

Maximum 300 characters

**Please note:**

- The information provided will be published on the My Aged Care website.
- Do NOT include any personal information in this free text area due to privacy reasons.
- There is a 300 character limit on text entry in the free text area.

2. To select another type of non-compliance, select Add a Non-compliance - select from the drop down menu of options (of non-compliance types).



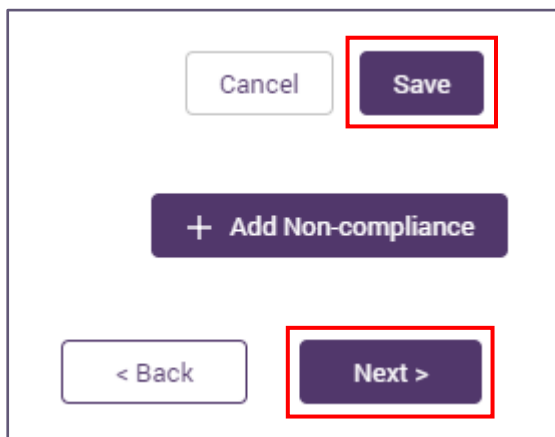
You will need to enter all the required information for each non-compliance and then Save, before adding another non-compliance.



After you complete and save an entry for all questions related to a specific non-compliance, you can later edit the entry, or delete the non-compliance entry, if you need to do so.

Remember to Save your responses after entering the reasons for each non-compliance type, as you progress through this section.

Select Next to continue to the next section.



## 6.8 Important to note

The compliance data submitted in the Governing Body Statement is published on the My Aged Care website for your organisation under the *Find a provider* tool. Care recipients may use this data to make judgements about how informed the governing body is about the provider's performance.

This Governing Body Statement MUST NOT be changed after the Governing Body Member has signed and submitted their declaration.

After receiving a signed declaration, either via manual upload or via electronic signature, the GBS form remains in read-only mode to prevent accidental changes. The provider user CAN intentionally edit the GBS form to change non-compliance details, however that results in requiring attaining a new signed declaration for the GBS form to be considered completed.

### Electronic signing process

- The person completing the Form includes the correct email address of the Governing Body Member, to view and digitally DocuSign the completed Statement.

### Hard copy signing process

- Download and print a copy of the Statement for the Governing Body Member to sign - which you will then save and upload.
- Alternatively, Governing Body Members can be made a GPMS Provider Operations User (user access) by the Organisation Administrator to view the completed Statement online (before hard copy signing, scanning and uploading the document).

Below is an example of non-compliance information entered into this section - using the option 'Statement of Rights' as type of non-compliance:

Charter of Aged Care Rights

What type of responsibility or requirement does the governing body believe the approved provider has failed to comply with?

Charter of Aged Care Rights

Please specify each responsibility or requirement the governing body believes the provider has failed to comply with during the period 1 July 2022 - 30 June 2023

The approved provider failed to established a complaints resolution mechanism for the aged care service as per s 56-4 of the Aged Care Act

If this non-compliance relates to a specific service(s), please select the service(s)?

Add service

Did the non-compliance cease during the period 1 July 2022 - 30 June 2023?

Yes

No

Select one or more reasons why the approved provider has failed to comply with the responsibility or requirement?

- Issues related to having a culture of inclusion and respect for care recipients
- Issues related to supporting care recipients to exercise choice and independence
- Issues related to respecting the privacy of care recipients
- Issues related to initial and ongoing assessment and planning for care and services in partnership with the care recipient
- Issues related to the delivery of safe and effective personal care, clinical care, or both personal care and clinical care
- Issues related to the provision of safe and effective services and supports for daily living
- Issues related to the provision of a safe and comfortable service environment for care recipients
- Issues related to seeking regular input and feedback from care recipients, carers, the workforce and others and using the input and feedback to inform continuous improvements
- Issues related to having a workforce that is sufficient, and is skilled and qualified to provide safe, respectful and quality care and services
- Issues related to accountability of the governing body for the delivery of safe and quality care and services
- Other, please specify

If other, reasons why the approved provider has failed to comply with the responsibility or requirement

The provider did not have processes in place to ensure that a person could make a complaint.

What actions have been taken to rectify the non-compliance?

The provider will establish a complaints mechanism and use this mechanism to address any complaints made.

### Non-compliance details

\* As a provider of nursing and transition care services or residential care, what type of responsibility does the governing body believe the provider has failed to comply with?

Statement of Rights

\* Please specify each responsibility the governing body believes the provider has failed to comply with during the period 1 July 2025 - 30 June 2026

The registered provider failed to establish a complaints resolution mechanism for the aged care service as per s56-4 of the Aged Care Act.

Associate service(s) 0 services added

If this non-compliance relates to a specific service(s) of a nursing and transition care services or residential care service, please select the services(s)

+ Add a service

\* Did the non-compliance cease during the period 1 July 2025 - 30 June 2026?

Yes

No

\* Select one or more reasons why the provider has failed to comply with the responsibility

Issues related to having a culture of inclusion and respect for an older person

Issues related to supporting an older person to exercise choice and independence

Issues related to respecting the privacy of an older person

Issues related to initial and ongoing assessment and planning for care and services in partnership with the older person

Issues related to the delivery of safe and effective personal care, clinical care, or both personal and clinical care

Issues related to the provision of safe and effective services and supports for daily living

Issues related to the provision of a safe and comfortable service environment

Issues related to seeking regular input the older person, carers, the workforce and others and using the input and feedback to inform continuous improvements

Issues related to having a workforce that is sufficient and is skilled and qualified to provide safe, respectful and quality care and services

Issues related to accountability of the governing body for the delivery of safe and quality care and services

Other, please specify

\* If other, reasons why the approved provider has failed to comply with the responsibility or requirement

The provider did not have processes in place to ensure that a person could make a complaint.

\* What actions have been taken to rectify the non-compliance?

The provider will establish a complaints mechanism and use this mechanism to address any complaints made.

Cancel

Save

+ Add a Non-compliance

You can add more non-compliance entries if required.

Once the non-compliance entry is saved, it is shown in view mode.

▼ **2** Statement of Rights

As a provider of nursing and transition care services or residential care, what type of responsibility does the governing body believe the provider has failed to comply with?	Statement of Rights
Please specify each responsibility the governing body believes the provider has failed to comply with during the period 1 July 2025 - 30 June 2026	The registered provider failed to establish a complaints resolution mechanism for the aged care service as per s56-4 of the Aged Care Act.
If this non-compliance relates to a specific service(s) of a nursing and transition care services or residential care service, please select the services(s)	
Did the non-compliance cease during the period 1 July 2025 - 30 June 2026?	No
Select one or more reasons why the provider has failed to comply with the responsibility	Other, please specify The provider did not have processes in place to ensure that a person could make a complaint.
What actions have been taken to rectify the non-compliance?	The provider will establish a complaints mechanism and use this mechanism to address any complaints made.

Edit Delete

+ Add a Non-compliance

You can add more non-compliance entries if required.

## 6.9 Diversity and Inclusion - Provider

This section is about the diversity of your organisation's governing body.

Diversity and inclusion - Provider

**i** **▼ About this section**

This question is about the diversity of your organisation's governing body during the reporting period of 1 July 2023 to 30 June 2024.

The collection of this information is to assist aged care recipients to find the right care for them. The information collected is to be published on My Aged Care.

Before providing any information in response to this question you must note, and agree with, the following:

1. Reported information should not be drawn from assumptions about the diversity of governing body members, but from the way in which individual members of the governing body identify and wish to describe themselves.
2. Each member of the governing body must be asked to provide documented consent for the provider to include their individual information in the response given to the Department for publication on My Aged Care, and must be advised that their response is voluntary. It must be emphasised that individual members of the governing body are not obliged to disclose information about their diversity. Only the diversity of members who have provided consent should be included in your response.
3. To the extent that members of the governing body wish to consent to the information being provided, this information must be reported to the Department.
4. You are not obligated to report on other forms of diversity beyond those specifically listed in the following questions. Other forms of diversity should only be disclosed (in the space provided below) where a member of the governing body has specifically directed that they wish to report a form of diversity concerning themselves which is outside of the listed categories.

All fields marked with an asterix (\*) are required.

**Consent**

\* Do you have consent from individual governing body members to disclose the diversity and inclusion information to the Department?

No Consent provided

Please note, the above is a screenshot and the message is updated each year with accurate dates.

## Diversity and inclusion - Provider

### About this section

The question is about the diversity of your organisation's governing body during the reporting period of 1 July 2025 - 30 June 2026.


The collection of this information is to assist aged care recipients to find the right care for them. The information collected is to be published on My Aged Care.

Before providing any information in response to this question you must note, and agree with the following:

1. Reported information should not be drawn from assumptions about the diversity of governing body members, but from the way in which individual members of the governing body identify and wish to describe themselves.
2. Each member of the governing body must be asked to provide documented consent for the provider to include their individual information in the response given to the Department for publication on My Aged Care, and must be advised that their response is voluntary. It must be emphasised that individual members of the governing body are not obliged to disclose information about their diversity. Only the diversity of members who have provided consent should be included in your response.
3. To the extent that members of the governing body wish to consent to the information being provided, this information must be reported to the Department.
4. You are not obligated to report on other forms of diversity beyond those specifically listed in the following questions. Other forms of diversity should only be disclosed (in the space provided below) where a member of the governing body has specifically directed that they wish to report a form of diversity concerning themselves which is outside of the listed categories.

Please see the guidance material for further details about the diversity information that is being collected.

Fields marked with an \* are mandatory

 This question is optional and recognises the value of governing bodies and workforces reflecting the diversity of the people they care for. The Department acknowledges that some providers specialise in the provision of services to particular sectors of the community and this is likely reflected in their board membership. By selecting Yes you are committing to selecting options.

#### \* Privacy consent

Do you have consent from individual governing body members to disclose the diversity and inclusion information to the Department?

Yes

No

[← Back](#)

[Next →](#)

Select either Yes or No if one or more members of the governing body have consented to information about their diversity being reported in the Form.

### Consent

\* Do you have consent from individual governing body members to disclose the diversity and inclusion information to the Department?

Select one, multiple, or none of the following responses as appropriate for your organisation:

\* What diverse backgrounds and/or lived experience were included in your organisation's governing body during the period 1 July 2025 - 30 June 2026?

Aboriginal or Torres Strait Island persons, including those from Stolen Generations survivors

Adult survivors of institutional child sexual abuse

Care leavers, including Forgotten Australians and former child migrants placed in and out of home care

Carer

Cultural, ethnic and linguistic diversity

Deaf, deafblind, vision-impaired or hard of hearing

Dementia

Disability or mental ill-health

Experience of homelessness or at risk of experiencing homelessness

Financially or socially disadvantaged

LGBTQIA+

Neurodivergent

Older member (over 65)

Parents and children who are separated by forced adoption or removal

Religious diversity

Representation of women

Rural, remote or very remote

Veterans or war widows

Other diversity

For supporting information on this question (such as definitions), please refer to the 'Frequently Asked Questions' document in the Guides and FAQs section.

If Other is selected you will be asked to specify the form/s of diversity represented within the provider's governing body.

Only select Other if a member has specifically directed that they wish to report a form of diversity concerning themselves, outside of the above listed categories.

Other forms of diversity, please specify

\* If other, specify the forms of diversity represented within the provider's governing body ⓘ

\* If other, specify the forms of diversity represented within the provider's governing body ⓘ

**Please note:**

- The free text area is limited to 50 characters.

Click Next to continue (noting you may also select Back to go back to update/ edit the previous section).

Both Next and Back icons (and accessing the left Navigation Bar) will save the information that you have entered provided there are no errors on the page.

## 6.10 Diversity and Inclusion - Service

This section is to collect information about initiatives implemented at each residential service and home care service to support a diverse and inclusive environment between 1 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 1 July - 30 June.

The Form lists each service name and service ID that operated during the reporting period. All services under the provider that are operational for the reporting period will be displayed.

The screenshot displays the 'Government Provider Management System' interface. The top navigation bar includes 'Home', 'Switch Provider', 'Manage Users', 'Help', and a user profile 'User1671'. The main header shows the provider name 'Ltd' and a 'Return to submissions' link. The page title is 'Provider operations - 1 July 2022 to 30 June 2023 Reporting - Overdue'. The left sidebar lists steps: 'Before you start', 'Key personnel', 'Governing body membership', 'Governing body statement', 'Diversity and inclusion - Provider', 'Diversity and inclusion - Service' (highlighted), 'Feedback, complaints and improvements', and 'Declaration and submission'. The main content area is titled 'Diversity and inclusion - Service' and contains an 'About this section' box with an information icon and a dropdown arrow. Below this is a list of services with 'Service ID' fields and arrows. The form includes three questions marked with an asterisk (\*): 'Does the service have policies and procedures for culture, diversity and inclusion?', 'Does the service have policies and procedures for cultural safety?', and 'Does the service have social activities to support culture, diversity and inclusion?'. Each question has three radio button options: 'Developing', 'Implemented', and 'No'. A 'Save' button is located at the bottom right of the form area. At the very bottom of the page, there are '< Back' and 'Next >' buttons.

## Diversity and inclusion - Service

### About this section

This page is to collect information about initiatives implemented within a nursing and transition care or residential care service, to support a diverse and inclusive environment between 1 July 2025 and 30 June 2026. The information is being collected to help older Australians to choose a provider that is right for them.

Fields marked with an \* are mandatory

Show incomplete items only  All Items

>  Draft Home [redacted]

>  Draft Home [redacted]

>  Draft Home [redacted]

>  Draft Home [redacted]

To complete this section of the Form, select a service from the displayed list of services to enter data about the initiatives at that service.

### Please note:

- You do not need to select services in the order listed in the Form.
- When data has been entered for a service, a Completed stamp will be displayed against the service.
- This will allow you to track the services that have been completed and identify any services whose data has not yet been entered.

To assist you when there are many services listed, a Show incomplete items **only** toggle is shown at the top of the services listing.

The screenshot shows the 'About this section' information box with a green success message overlay. The success message reads: 'Success! Responses Saved'. Below the success message, the 'About this section' text is visible, stating: 'This page is to collect information about initiatives implemented at each residential care and home care service to support a diverse and inclusive environment between 1 July 2023 to 30 June 2024. The information is being collected to help older Australians to choose a provider that is right for them.'

The screenshot shows a service item with a green success message overlay. The service item is labeled 'Completed' and has a green checkmark icon. The success message reads: 'Success! Responses Saved'.

For each service you will need to select either **Developing**, **Implemented** or **No** for each of the following statements.

All fields marked with an asterisk (\*) are required.

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

\*Does the service have policies and procedures for cultural safety?

\*Does the service have social activities to support culture, diversity and inclusion?

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

Developing	Implemented	No
------------	-------------	----

\* Does the service have policies, procedures and training for cultural safety?

Developing	Implemented	No
------------	-------------	----

\* Does the service have social activities to support culture, diversity and inclusion?

Developing	Implemented	No
------------	-------------	----

Respond as appropriate for your organisation for each of the three questions listed, for each service offered in the reporting period:

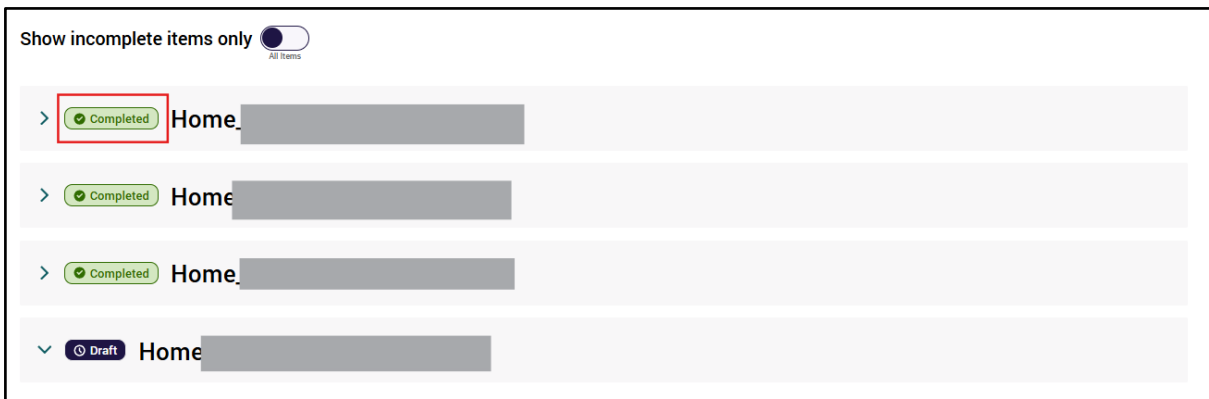
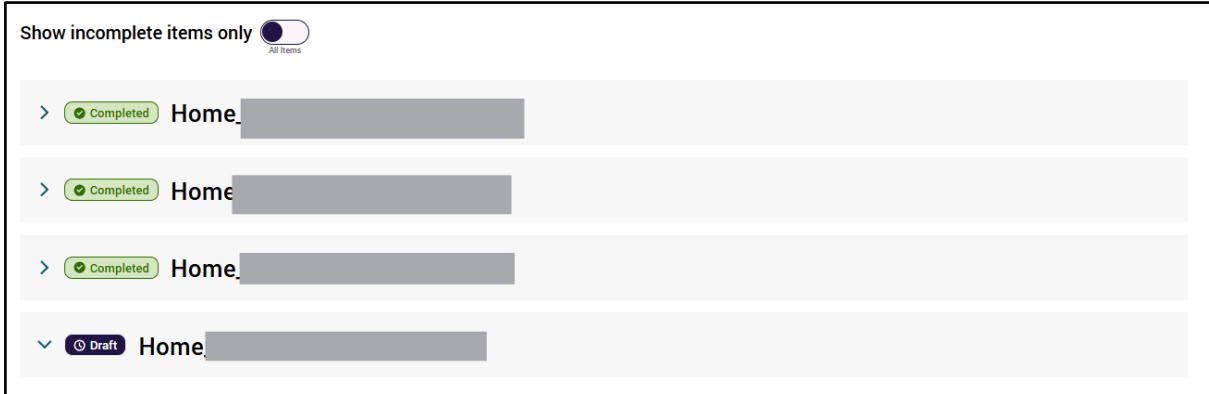
- **Developing:** work is underway, in progress, or has commenced in our organisation for this service.
- **Implemented:** this has been completed and we have policies and procedures in our organisation for this service.
- **No:** not yet started or completed or underway, no work has been done in this in our organisation for this service.

Remember to Save your responses for each service.

If you offer an additional service expand the next service applicable to your organisation.



When you have completed entering the data for each service - this will be indicated by a tick Completed stamp.



The screenshot shows a web form interface. On the left, there is a list of services, each with a 'Service ID' field and a status indicator (a checkmark in a red box). The main area contains three questions, each with three radio button options: 'Developing', 'Implemented', and 'No'. A 'Save' button is located below the questions. At the bottom right, there are '< Back' and 'Next >' buttons.

All fields marked with an asterisk (\*) are required.

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

Developing  
Implemented  
No

\*Does the service have policies and procedures for cultural safety?

Developing  
Implemented  
No

\*Does the service have social activities to support culture, diversity and inclusion?

Developing  
Implemented  
No

Save

< Back    Next >

Continue until the three questions have been completed for every service operated in the reporting period.

Then click Next to progress to the next section of the Form.

## 6.11 Feedback, Complaints and Improvements

This section is to collect information about the most common kinds of positive feedback and complaints received about each residential care and home care service, as well as information about the key improvements made at each residential care and home care service between the reporting period 1 July and 30 June.

Government Provider Management System

Home Switch Provider

Steps

- Before you start
- Key personnel
- Governing body membership
- Governing body statement
- Diversity and inclusion - Provider
- Diversity and inclusion - Service
- Feedback, complaints and improvements**
- Declaration and submission

Provider operations - 1 July 2023 to 30 June 2024  
Reporting - Draft

Feedback, complaints and improvements

**About this section**

This page is to collect information about the most common kinds of positive feedback and complaints received about each residential care and home care service and information about the key improvements made at each residential care and home care service between 1 July 2023 to 30 June 2024.

For complaints, this includes all complaints made in regard to the service, including those made to the provider, as well as those made to other agencies that the provider is aware of. This information is being collected as one information source to help older Australians, their families or carers to choose a provider that is right for them. A provider's response to feedback or a complaint demonstrates its commitment to improving its quality of care.

All fields marked with an asterisk (\*) are required.

**Feedback**

\*During the period 01 July 2023 to 30 June 2024 what were the three most common kinds of positive feedback received about the service?

Select answer

Select answer

Select answer

**Complaints**

\*During the period 01 July 2023 to 30 June 2024 what were the three most common kinds of complaints received about the service?

## Feedback complaints and improvements

**About this section**

This page is to collect 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 1 July 2025 and 30 June 2026.

For complaints, this includes all complaints made in regard to the service, including those made to the provider, as well as those made to other agencies that the provider is aware of. This information is being collected as one information source to help older Australians, their families or carers to choose a provider that is right for them. A provider's response to feedback or a complaint demonstrates its commitment to improving its quality of care.

Fields marked with an \* are mandatory

Show incomplete items only  All items

- > **Draft** Home
- > **Draft** Home
- > **Draft** Home

All questions in this section are required for each service operated by the providers during the reporting period 1 July - 30 June.

We have endeavoured to provide a wide range of categories for you to record positive feedback, complaints and improvements.

For supporting information on this question including explanations about each category, please refer to the 'Frequently Asked Questions' document in the Guides and FAQs section.

Select the categories that best fit the most common feedback, complaints and improvements for each residential care and home care service within your organisation. In selecting the most common kinds of feedback and complaints, providers should consider the frequency in which the kind of feedback and complaint is raised.

Select Other if the most common feedback, complaint, or improvement does not fit in with the provided menu of options.

When data has been entered for a service, a tick will be displayed against the service. This will allow you to track the services that have been completed and identify any services whose data has not yet been entered.

The Form lists each service name and service ID that operated during the reporting period.

1. Select a service to enter information for feedback, complaints and key improvements each service.

**\* Complaints**

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

**\* Complaint 1**

Select an Option ▼

**\* Complaint 2**

Select an Option ▼

**\* Complaint 3**

Select an Option ▼

**\* Improvements**

During the period 1 July 2025 to 30 June 2026 what were three main kinds of improvements made in relation to the quality of the service?

**\* Improvement 1**

Select an Option ▼

**\* Improvement 2**

Select an Option ▼

**\* Improvement 3**

Select an Option ▼

Save

2. Select the top three categories that best fit the positive feedback received on each service (not the whole organisation) during the reporting period.

Select **Other** if the most common kind of positive feedback received about the service does not fit in with the provided menu of options.

**\* 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**

Agreements

- ✓ Agreements
  - Assessment and implementation (including care management)
  - Clinical care
  - Communication and consultation
  - Fees and charges
  - Financial statements
  - Food and catering
  - Goods and equipment (including technology)
  - Infection disease control
  - Medication management
  - Palliative/End of life care

**\* 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**

Agreements

**\* Feedback 2**

Choice and dignity (including lifestyle and activities)

**\* Feedback 3**

Other (please specify)

**\* If other, what common feedback was received?**

Maximum 50 characters

### Feedback

\*During the period 01 July 2023 to 30 June 2024 what were the three most common kinds of positive feedback received about the service?

Select answer ▼

Select answer ▼

Select answer ▼

3. Select the top three categories that best fit the most common kind of complaints received about your service (not the whole organisation) during the reporting period.

### Complaints

\*During the period 01 July 2023 to 30 June 2024 what were the three most common kinds of complaints received about the service?

Select answer ▼

Select answer ▼

Select answer ▼

Select Other if the most common complaint/s made about the service does not fit in with the provided menu of options. You may select **Other** for each of the three responses.

**Please note:**

- The categories selected should capture include all complaints made during the reporting period in regard to the service, including those made to the provider, as well as those made to other agencies (such as the Aged Care Quality and Safety Commission) that the provider is aware of.
- If you select *Other* do not include personal information about any individual due to privacy reasons.
- Click Save often to regularly save your work as you progress.

4. Select the top three kinds of improvements made in relation to the quality of the service (not the whole organisation) during the reporting period.

Select **Other** if the most common improvement made at the service does not fit in with the provided menu of options.

### Improvements

\*During the period 01 July 2023 to 30 June 2024 what were three main kinds of improvements made in relation to the quality of the service?

Select answer ▼

Select answer ▼

Select answer ▼

Save

### \* Improvements

During the period 1 July 2025 to 30 June 2026 what were three main kinds of improvements made in relation to the quality of the service?

\* Improvement 1

Financial statements ▼

\* Improvement 2

Personal care ▼

\* Improvement 3

Other (please specify) ▼

\* If other, what common improvements were received? ⓘ

Maximum 50 characters

Save

**Please note:**

- If you select *Other* do not include personal information about any individual due to privacy reasons.
- Click Save often to regularly save your work as you progress.

5. Click Next to continue (noting you may also select Back to go back to update or edit the previous entry).

< Back      Next >

← Back

Next →

## 6.12 Declaration and Submission

This section is the final step in completing the Form and preparing for final submission via the GPMS portal.

The screenshot shows the 'Government Provider Management System' interface. The top navigation bar includes 'Home', 'Switch Provider', and a user profile 'acg-sit-5'. A left-hand 'Steps' sidebar lists: 'Before you start', 'Key personnel', 'Governing body membership', 'Governing body statement', 'Diversity and inclusion - Provider', 'Diversity and inclusion - Service', 'Feedback, complaints and improvements', and 'Declaration and submission'. The main content area is titled 'Provider operations - 1 July 2023 to 30 June 2024' and 'Reporting - Draft'. It features an 'About this section' box with information about submitting the form. Below this is a 'Declaration' section with a text box for a statement and a list of items to confirm. At the bottom, there is a signature 'Joe Bloggs' dated '24-Apr-2024' and buttons for '< Back' and 'Agree and Submit'.

### Declaration and submission

#### About this section

This page is where you submit your Provider Operations Collection Form to the Department of Health, Disability and Ageing.

You will not be able to submit your Form unless it has been fully completed.

You are encouraged to carefully check the information that you have submitted through the Provider Operations Collection Form. Please ensure the information submitted is suitable for publication on the My Aged Care website.

As a person authorised by the registered provider submitting this Provider Operations Collection Form (the Form), I certify that all particulars disclosed in this Form are true and correct.

I confirm that the completed information does not include any personal information, other than where specifically requested in this Form, including:

- the name and role of an executive member of the provider,
- the name and signature of the governing body member signing the Statement by the Governing Body,
- diversity information for members of the governing board.

← Back

Agree and submit

This final page (at the bottom of the left navigation bar) is where you submit your Form to the Department.

You will not be able to submit your Form unless it has been fully completed.

If you have not completed all sections in the Form, you will see those sections in the left-hand navigation bar marked with a red cross (⊗): has errors, or grey dot (⊙): not yet started – both these icons indicate these sections are incomplete.

Return to these sections in the Form and complete the ones marked with a red cross (⊗) or grey dot (⊙).

You are encouraged to carefully check all the data that you have entered into the Form, prior to final submission. Please ensure the information submitted is suitable for publication on the My Aged Care website.

**Please note:**

- 
- You must be the person authorised by the registered provider to submit the completed Form.
  - Your name as a provider operations user will appear at the bottom of the Declaration Statement, above the date.
  - Once submitted, you will not be able to go back and edit/ update/ review your responses within the Form.
- 

If you have completed all sections in the Form (confirmed by green ticks in all sections in the left navigation bar (barring **Declaration and submission**, the last section)):

**1. Review the declaration**

**Declaration**

As a person authorised by the approved provider submitting this Provider Operations Collection Form (the Form), I certify that all particulars disclosed in this Form are true and correct.

I confirm that the completed information does not include any personal information, other than where specifically requested in this Form, including:

- the name and role of an executive member of the provider,
- the name and signature of the governing body member signing the Statement by the Governing Body,
- diversity information for members of the governing board.

Joe Bloggs  
06-Jun-2023

< Back      Agree and Submit

As a person authorised by the registered provider submitting this Provider Operations Collection Form (the Form), I certify that all particulars disclosed in this Form are true and correct.

I confirm that the completed information does not include any personal information, other than where specifically requested in this Form, including:

- the name and role of an executive member of the provider,
- the name and signature of the governing body member signing the Statement by the Governing Body,
- diversity information for members of the governing board.

< Back

Agree and submit

2. If you are ready to make the declaration and submit the Form, select Agree and submit.

The screenshot shows the 'Government Provider Management System' interface. The top navigation bar includes 'Home' and 'Switch Provider'. The main content area is titled 'The Central & Upper Burnett District Home for the Aged' and 'Provider operations - 1 July 2023 to 30 June 2024 Reporting - Reissued'. A sidebar on the left lists the steps of the process, with 'Declaration and submission' highlighted. The main content area contains a 'Submission of Provider Operations Collection Form' section with an 'About this section' information box and a 'Declaration' section. The 'Declaration' section contains the same text as the previous image. At the bottom right, there are two buttons: '< Back' and 'Agree and Submit', with the latter highlighted by a red box.

As a person authorised by the registered provider submitting this Provider Operations Collection Form (the Form), I certify that all particulars disclosed in this Form are true and correct.

I confirm that the completed information does not include any personal information, other than where specifically requested in this Form, including:

- the name and role of an executive member of the provider,
- the name and signature of the governing body member signing the Statement by the Governing Body,
- diversity information for members of the governing board.

< Back

Agree and submit

Once submitted, you will receive an acknowledgement There will be a record on the screen confirming the name of the person and the date submitted. This will also be recorded in the system records.

[< Back](#)

## Provider Operations reporting

Provider ID: PRV-10 (Registered)

[Publication Preview →](#)

Thank you for submitting your Provider Operations report.

Report was submitted by [redacted] on 28 April 2026

Need assistance or have questions about the submission  
Please contact [ACFRQFRQueries@health.gov.au](mailto:ACFRQFRQueries@health.gov.au)

[Return to submissions →](#)

Report was submitted by <full name> on <date month year>.

Thank you for submitting your Provider Operations report.

Report was submitted by [redacted] on 28 April 2026

Need assistance or have questions about the submission  
Please contact [ACFRQFRQueries@health.gov.au](mailto:ACFRQFRQueries@health.gov.au)

[Return to submissions →](#)

After submission, you will have access to a read-only view of your Form and you will be able to download, save and print a copy of your Form.

00010430	30 June 2026	Submitted	31 Oct 2026	<a href="#">Download</a>
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**Submissions**

Case number ↑	Period ending	Status	Due date	
00010430	30 June 2026	Submitted	31 Oct 2026	<a href="#">View</a> <a href="#">Download</a>
00011258	30 June 2025	Overdue	15 Oct 2025	

Showing 1 - 2 of 2 items

← 1 →

10 items per page