



Australian Government

Department of Health, Disability and Ageing

Multi-Purpose Service Program (MPSP) Annual Activity Report (AAR) User Guide



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1. Purpose

This document has been created to provide basic information on accessing, navigating, and using the online version of the Multi-Purpose Service Program (MPSP) Annual Activity Report (AAR).

For the purposes of this User Guide, the *Multi-Purpose Service Program (MPSP)* refers to the Commonwealth program under which funding and reporting obligations apply, while a *Multi-Purpose Service (MPS)* refers to the individual site at which services are delivered.

2. Introduction

The Multi-Purpose Service Program (MPSP) delivers integrated health and aged care services to rural and remote communities that cannot support both a separate aged care home and a hospital. MPSP registered providers receive funding through a combination of aged care subsidies from the Australian Government and state or territory government funding for health services, capital works and infrastructure.

Under Chapter 5, Subdivision H of the Aged Care Rules 2025 (Sections 166 725, 166 730 and 166 735), MPSP registered providers must submit to the Commonwealth Department of Health, Disability and Ageing an AAR, and an Annual Statement of Financial Compliance and Income and Expenditure. Timely completion and submission of these reports is a legislative requirement.

Please note the AAR and Service Demographics Report must be submitted by 31 July each year, while the Annual Statement of Financial Compliance and Income and Expenditure must be submitted by 31 October.

The department provides reporting templates each year. From the 2025-26 reporting period, the AAR must be completed online. Each MPS must submit one report, and MPS operating for less than a full reporting period must provide information from the date they commenced service delivery.

3. Compliance and Enforcement

Providers must ensure that all information submitted is accurate, complete and not misleading. While late submission of reports may be managed through compliance processes, knowingly providing false or misleading information may result in civil penalties under the Aged Care Act 2024.

The *Aged Care Act 2024* (the Act) provides the enforcement framework that applies where a registered provider, including a Multi-Purpose Service (MPS), fails to comply with obligations imposed under the Act or the Rules, including reporting obligations (section 557).

Failure to comply with reporting requirements may result in regulatory action under the Act's compliance and enforcement provisions.

4. False or Misleading Information

Under the Act, it is unlawful for a registered provider to give information that is false or misleading in a material particular, or to omit information where the omission makes the information misleading.

Specifically:

- An entity is liable to a civil penalty if it gives information in compliance or purported compliance with the Act knowing that the information is false or misleading in a material particular, including by omission (section 529).
- This provision applies to information provided under the Act or the Rules, including information required to be given to the Secretary.

In addition, an entity contravenes the Act if it knowingly provides false or misleading information or documents in, or in connection with, an application, claim or request made under the Act (section 591).

5. Privacy and Client Data

All use and handling of client data is undertaken in accordance with the Privacy Act 1988, including the Australian Privacy Principles, and in line with Departmental privacy governance arrangements, including relevant Privacy Impact Assessments (PIAs). This includes ensuring that personal information is accessed, used and disclosed only where authorised, and that appropriate safeguards are in place to protect the privacy and security of individuals.

MPSP registered providers should note that they remain responsible for complying with their obligations under the Privacy Act 1988, including Australian Privacy Principle 12, in relation to any personal information they access or handle.

Client data used for reporting purposes, including the Service Demographics Report, may be drawn from information held within the My Aged Care system.

The Department intends to use client-level data held in My Aged Care to generate aggregated, non-identifiable service demographic reporting for the MPSP. This use is analytical and statistical in nature and does not involve the publication of identifiable information.

6. Objectives of the Annual Activity Report

The AAR aims to collect a range of information on the provision of aged care services at each MPS. Information is used to help the department undertake policy development and reporting on compliance with Aged Care Quality Standards and the costs for MPSP clients. Importantly the AAR is used to measure current and future demand for services and the challenges that MPSP registered providers face in service delivery. Overall, the information in the AAR is used to help the department to manage the MPSP and undertake planning for the future.

The data is also used to measure current and future demand for services under the MPSP, with data provided to other areas within the department to calculate occupancy rates and publish other data sets as part of the Report on the Operation of the Aged Care Act (ROACA) and the MPSP Factsheet.

7. Accessing the Online Annual Activity Report

At the beginning of each reporting cycle, a secure Qualtrics link will be emailed to all registered contact persons. The AAR is to be submitted through the Qualtrics online reporting platform, which is the department's approved mechanism for collecting reporting information in line with the

requirements of the Rules (section 166 725). Each MPS is responsible for completing and submitting the report.

The AAR **must be submitted via Qualtrics** as the department’s approved submission mechanism.

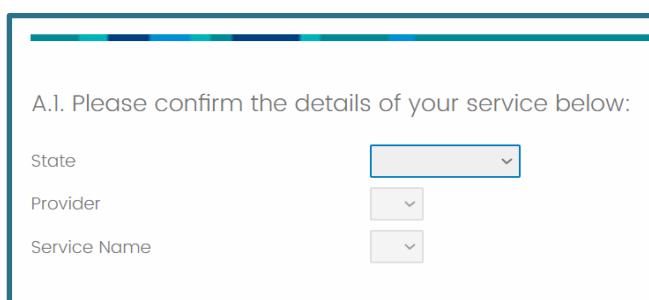
A PDF version of the report is available on the departments’ website to assist users in gathering information and preparing their responses prior to completing the online submission. This PDF is provided for reference and preparation only and cannot be used for formal submission.

Completed reports must be entered and submitted through Qualtrics to ensure alignment with legislative and departmental reporting requirements under the Act and the Rules. The Qualtrics reporting platform is designated by the Department as the approved collection mechanism through program guidance and administrative processes. It is not explicitly prescribed in the Rules.

Using the Qualtrics platform supports a streamlined and consistent reporting process. The system guides users through mandatory fields, applies automated skip logic for non-relevant questions, and allows supporting documents to be uploaded directly to the department. This helps reduce errors and supports the accurate capture of required information in the approved reporting format.

8. Navigating the Online Report

To progress through the system, select the [NEXT] button at the bottom of the screen. Only one report can be completed for each MPS.



A.1. Please confirm the details of your service below:

State

Provider

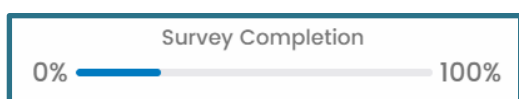
Service Name

Note: that if a response or further information is required, a prompt will appear. The user cannot proceed until a response is provided in the correct format.

The user can return to previous screens by selecting the [BACK] button on any screen.

The user can choose to Restart the survey by selecting ‘Restart Survey’ button located at the top right-hand corner of the screen. A user may also bookmark their place and return later by selecting the ‘Place Bookmark’ button.

Report Progress - A bar appears at the top of the screen showing the progress and how much of the report has been completed which is expressed as Survey Completion.



The survey is divided into multiple sections. The questions have been numbered with the section letter prefixing the question number e.g., E.4.

Only numerical characters can be entered into certain fields where numbers are required. The system cannot validate numbers, so the user needs to take great care when entering numbers into fields. Please use whole numbers or numbers with decimal points, if appropriate, do not use commas in numbers. E.g., if the number to be entered is 3,456 simply enter 3456.

Only one report can be completed per MPS.

Previously, responses entered into the system were saved for up to 90 days. Under the *Aged Care Act 2024* and the *Aged Care Rules 2025* (section 166 725), the Annual Activity Report must now be submitted no later than 31 July each year. This legislative requirement provides a defined reporting window of 31 days for providers to complete both the AAR and the Service Demographics Report.

The Annual Activity Report has been designed to support review prior to submission. This is facilitated through the review page in Qualtrics, which includes a warning that proceeding beyond this point constitutes a declaration. This step is intended to ensure that all relevant parties have an opportunity to review the information before final submission, supporting accuracy and compliance with reporting obligations.

Please review your responses to the Annual Activity Report before completing a declaration.

Please note: Once you have completed your review via the table of contents, you may be required to click "next" twice to progress to the declaration page.

After completing the declaration, and you press the submit button, the report will be submitted, and you will not be able to edit the report through this online link.

Once you proceed past the declaration stage, the data can no longer be reviewed in Qualtrics. In such cases, we can reset the link to allow for further review. If the user needs to change their responses after submitting the report, please contact mpsagedcare@health.gov.au and an opportunity to edit the responses can be arranged.

9. Sections in the Annual Activity Report

PART A – REGISTERED PROVIDER DETAILS

The State, Registered Provider and Service Name details are pre-populated; please check and confirm the pre-filled details before progressing. If the pre-filled details are incorrect, there is an option to enter the correct details.

PART B – REFERRAL AND INTAKE

In this section, you must report how clients accessed your MPS aged care services during the reporting period. You are required to provide the number of individuals who commenced services without an access approval and were later approved through the alternative entry pathway (subsection 71(2) of the Aged Care Act 2024). You must identify the referral pathways used by clients to enter your service. Referral pathway reporting must be completed in accordance with the relevant timeframes, with different pathway categories applying to clients who entered the service before and after 1 November 2025. Ensure that responses accurately reflect the pathways used by clients, as this information is used by the department to understand entry pathways and inform program monitoring and policy development.

PART C – FEES AND PAYMENTS

This section captures the daily fees charged to MPS clients. This includes the daily fees for Residential Care and Respite Care, as well as the daily or hourly fees for home or community care services. You must report any fees or contributions charged to clients who accessed Commonwealth funded aged care services delivered in, or from, an approved residential care home.

A registered provider delivering services under the MPSP may charge older people a specialist aged care program fee (Rules, section 286-10).

The Rules provide that the fee **can be NO more than:**

- 85% of the basic age pension amount (worked out on a per day basis) for residential care, or
- 17.5% of the basic age pension amount (worked out on a per day basis) for home support, assistive technology or home modifications services.

The Rules also require that the registered provider has a financial hardship policy. This policy must be considered when charging any specialist aged care program fee.

PART D – SERVICE PROVISION

The Service Provision section collects information on the aged care services delivered by the MPS during the reporting period.

An MPS is the location where, or from which, aged care services are delivered under the Multi-Purpose Service Program (MPSP). While MPSs also deliver health services as part of their broader service model, this section of the report relates only to aged care services delivered under the MPSP and does not seek information on health service delivery.

Current Services

The first question in this section asks providers to identify the aged care services delivered during the reporting period. A list of service types is provided, covering both residential and home or community-based aged care services. Providers should select **all services** that were delivered as part of the MPSP.

Home or Community Care Services

If the registered provider delivers MPSP funded home or community care services, these must be selected from the list.

The information collected relates only to aged care services funded under the MPSP (including services delivered through residential or home care funding streams) and does not include services delivered under other funding arrangements.

Home or Community Care Sub-Contracting

If any home or community care services are delivered by an associated provider, details of each associated provider must be provided. Multiple associated providers can be recorded where applicable.

NOTE: An associated provider is an organisation delivering funded aged care services on behalf of the registered provider (registration is not required where services are delivered under an arrangement).

PART E – SERVICE DEMAND

The Service Demand section collects information about waiting lists and service capacity. You **must** report the number of older people on a waiting list with an appropriate referral code to enter the facility or access home or community care services, along with the reasons why they are waiting. If there were no older people on a waiting list, select the option indicating this.

In this context, a “waiting list” refers to older people assessed as needing to access MPSP aged care services in the immediate future, but for whom a place is not yet available. It does not include the people on a waiting list for future planning or expressions of interest.

You will also be asked to report:

- The number of older people who had to leave the local community to access residential care, and the reasons why they were required to leave.
- The total number of physical residential aged care beds for MPS clients, if the number of beds changed during the year, record the number available at the end of the reporting period.

PART F – INFECTION PREVENTION AND OUTBREAK MANAGEMENT

You must indicate whether an Outbreak Management Plan is in place and provide details of outbreak management activities undertaken at each MPS. This includes infection prevention and control measures, client support, preventative actions, and any additional workforce responses.

You must identify any major challenges or difficulties experienced in managing outbreaks.

PART G – ADDITIONAL COMMENTS

This section provides an opportunity for services to share feedback that can help improve the MPSP and reduce administrative burden. Your comments assist in shaping policy development, improving aged care service delivery in rural and remote areas, and assessing current and future demand for services.

You may wish to comment on:

- Challenges or successes experienced during the reporting period
- Suggestions for service improvement
- Emerging needs in your community
- Any other matters relevant to the MPSP

PART H – SERVICE DEMOGRAPHICS REPORT (Attachment to be uploaded)

The Service Demographics Report is a required supporting dataset to the Annual Activity Report (AAR) and supports compliance with record-keeping obligations under Subdivision K of the *Aged Care Rules 2025*. It collects de-identified, client-level information on individuals who have accessed, or are waiting to access, MPSP-funded aged care services during the reporting period. Providers are required to complete the Service Demographics spreadsheet for each Multi-Purpose Service (MPS) and submit it to the department by 31 July each year, alongside the AAR.

The Service Demographics Report supports program monitoring, policy development, and service planning by enabling the department to analyse client characteristics and service utilisation across the MPSP, monitor access pathways and outcomes for aged care clients, and support demand modelling and reporting under the *Aged Care Act 2024* and *Aged Care Rules 2025*. The report must

be completed using the approved Excel template provided by the department and must not be altered, including through the addition of columns, changes to formatting, or renaming of fields. Submitted files must retain the required structure to support national data consolidation. The completed file should be uploaded with the AAR, where functionality is available, or submitted separately to mpsagedcare@health.gov.au by 31 July annually.

The Service Demographics Report must include all clients who received MPSP-funded aged care services during the reporting period from 1 July to 30 June, including both residential care clients and home or community care clients. Each record must relate to an individual and reflect their service use at the MPS (site level). The dataset aligns with prescribed record-keeping requirements, including the number of individuals accessing services, service types delivered, and demographic information such as gender, date of birth, First Nations status, and dementia status. You must ensure that all mandatory fields are completed, required formats are adhered to, and standardised response options are used where specified.

Client data must be de-identified prior to submission, with a unique client identifier used in place of a client name. Identifiers must be consistent, where possible, across reporting periods and must not include personally identifiable information, such as names or My Aged Care identifiers. All information is handled in accordance with the *Aged Care Act 2024* and the *Privacy Act 1988*.

To ensure data quality and integrity, you must review all entries prior to submission. Records containing inconsistent dates, missing mandatory fields, or invalid formats may be returned for correction. The accuracy of the Service Demographics data forms part of the provider's declaration under the AAR and contributes to compliance with record-keeping obligations, including the requirement to retain records for a minimum of seven years.

The Service Demographics Report is a **separate but complementary dataset to the AAR**. While the AAR collects aggregated and qualitative information on service delivery, the Service Demographics Report provides client-level data to support analysis, validation, and compliance reporting. Both must be submitted by 31 July annually to meet reporting and record-keeping obligations under the *Aged Care Act 2024* and associated Rules.

Part I - ANNUAL STATEMENT OF FINANCIAL COMPLIANCE AND INCOME AND EXPENDITURE (Section 166 730)

The Annual Statement of Financial Compliance and Income and Expenditure is sent to MPSP registered providers with the Commonwealth Contribution for the financial year already pre-filled. For further details, please refer to section 'Attachment C' below, which outlines the information required and the format for completing the statement.

The Statement must be provided in the required editable file format (Excel), as approved by the department. Submissions provided in PDF format do not meet reporting requirements and will not be accepted.

A physical or scanned signature is not required. Submission of the completed Statement constitutes the registered provider's signature and declaration, confirming acceptance of all declarations and compliance statements contained in the Statement.

Providing false or misleading information may expose a provider to civil penalties under the *Aged Care Act 2024* and, in serious cases, criminal liability under the Criminal Code (Cth) (Act, section 591).

The completed form can be uploaded into the online Annual Activity Report if completed early or emailed separately to: mpsagedcare@health.gov.au by 31 October annually.

PART J – REVIEW

Please review your responses to the Annual Activity Report before completing the declaration below. Once you have completed the declaration and submitted the report, you will not be able to edit your responses through the online link.

If you need to make changes after submission, registered providers should contact MPSagedcare@health.gov.au to discuss available options for amending provided responses.

PART K – DECLARATION

Time to complete the report

This section asks for the time your organisation spent completing the Annual Activity Report (AAR) and associated files. Please enter the number of hours taken to:

- complete the Annual Activity Report (AAR)
- complete the Service Demographics Report (spreadsheet)
- complete the Annual Statement of Financial Compliance and Income and Expenditure

Include all time spent reading and understanding the questions, conducting research, and completing the required information. This information is used to improve reporting processes.

Declaration

The declaration must be completed by a person authorised by the registered provider. To sign the declaration, enter your signature in the designated field.

By completing and submitting the declaration, you confirm that the information provided is true, complete and accurate and that you (the person submitting the report) is **authorised by the registered provider** to do so. Once submitted, the report cannot be edited through the online link.

If changes are required after submission, contact MPSagedcare@health.gov.au to discuss available options.

Note: You will receive an email confirming submission. If this is not received, you may request a PDF copy of your submission by emailing MPSagedcare@health.gov.au

Repeating the Annual Activity Report for another MPS

Each MPS will be Provided with its own unique web link. After completing the report for one MPS, the registered provider must use the relevant unique web link to complete and submit a separate report for each additional MPS.

10. Contacts

For assistance or enquiries about completing the report, or to request adjustments, registered providers should contact mpsagedcare@health.gov.au to discuss available options.

11.Attachment

Attachment A: Annual Statement of Financial Compliance and Income and Expenditure template

To complete this form, you will need to provide detailed financial information for your MPS for the reporting period. The form is divided into two main parts:

Part A – Annual Statement of Financial Compliance and Income and Expenditure

In Part A, you must report both projected (budget) and actual revenue and expenditure for the relevant financial year. Information entered in this section must accurately reflect the financial position and operations of the Multi-Purpose Service (MPS) for the reporting period.

All sources of revenue must be included. This includes State Government funding, Commonwealth funding provided for the Multi-Purpose Service Program (MPSP) aged care services and Outbreak Management Support, funding received under other Commonwealth programs such as the Commonwealth Home Support Programme (CHSP) and Support at Home, fees and contributions received from MPSP clients for residential and home or community-based services, Daily Accommodation Payments, and any other revenue such as donations or investment income.

All expenditure incurred during the financial year must also be reported. This includes salaries and wages for aged care workers and responsible persons, together with associated labour-related costs such as superannuation, leave loadings, payroll tax, workers' compensation, insurance, subsidised services and training. You must include non-salary related expenditure, capital expenditure (for example, capital works and information technology costs), and expenditure related to outbreak management activities, including personal protective equipment (PPE), rapid antigen tests (RATs) and workforce costs.

Providers are required to calculate the surplus or deficit by subtracting total expenditure from total revenue for the financial year. Where there is a variance of greater than 5 per cent between total expenditure for the current year and the previous year, an explanation of the variance must be provided.

Part B – Certification

Part B must be completed and signed by an authorised person of the registered provider. By signing this section, the authorised person certifies that the information provided is correct, that all terms and conditions of the Multi-Purpose Service Program Agreement have been met, and that MPSP funding has been used for the delivery of aged care services in accordance with the Aged Care Act 2024 (Chapter 4, Part 2, Division 5). The authorised person also acknowledges that providing false or misleading information is an offence under the [Criminal Code Act 1995](#).

Tips for Completion:

Providers should ensure that all figures reported are accurate and consistent with supporting documentation. Refundable Accommodation Deposits (RADs) **must not be included** in revenue or expenditure, as RAD information is reported separately as part of the Aged Care Financial Report (ACFR). Providers are not required to duplicate information that is submitted through other Commonwealth reporting mechanisms.

The Annual Statement of Financial Compliance and Income and Expenditure must be provided in the required editable file format, as approved by the department. Submissions provided in PDF format **do not meet reporting requirements and will not be accepted.**

A physical or scanned signature is not required. Submission of the completed Statement constitutes the registered provider's signature and declaration, confirming acceptance of all declarations and compliance statements contained in this document.

Providers should use the definitions and instructions provided in the template when completing each category.

Attachment B: SERVICE DEMOGRAPHICS REPORT (refer to Part H)

The Service Demographics Report is a required supporting dataset to the Annual Activity Report (AAR). It collects de-identified, client-level information on individuals who accessed MPSP-funded aged care services during the reporting period.

Providers must complete the Service Demographics spreadsheet for each Multi-Purpose Service (MPS) and submit it to the department **by 31 July each year**, alongside the AAR.

Part A – Residential Client Data

This worksheet captures information on individuals who received residential care services (including respite) at the MPS during the reporting period.

You must complete one row per client, ensuring that all required fields are populated. Service-level fields such as Service ID, State, Provider and MPS Name are pre-filled and must not be altered. A unique client identifier must be recorded for each individual and must remain consistent across all entries for that client.

For each client, you must record key demographic information, including date of birth, gender and First Nations status, as well as information relating to service access and delivery. This includes whether the client had an access approval at commencement, the date the client commenced and (where applicable) ceased accessing services, and the reason for cessation.

You must identify whether the client received residential care or respite services, and whether the client has a diagnosed or suspected dementia condition. Where a client has not ceased accessing services, the exit date and reason fields should be left blank.

All dates must be entered in the required format and must fall within the reporting period. Entries must be accurate, complete and consistent across all fields.

Part B – Home and Community Care Client Data

This worksheet captures information on individuals who received home or community care services from the MPS during the reporting period.

You must complete one row per client and ensure that all relevant demographic and service information is recorded. This includes client identifiers, demographic characteristics, access approval status, and service commencement and cessation dates.

In addition to the core demographic and service access data, you must record the types of services delivered to each client. This is done by selecting all applicable service types provided during the reporting period. Only the service types listed in the template may be used.

You must complete referral pathway information where required and ensure that all entries align with the standardised categories provided in the template. Where a client has not exited services, exit-related fields should be left blank.

As with the residential worksheet, all data must be complete, correctly formatted, and consistent across entries.

Part C – Naming Conventions and Standardised Categories

The Naming Conventions worksheet provides the approved response options for key data fields, including gender, First Nations status, access approval, service types and reasons for ceasing services.

You must use only the values listed in this worksheet when completing the report. Free-text responses must not be entered in fields where standardised categories are required. This ensures consistency and supports accurate national data aggregation.

The content of this worksheet must not be modified.

Data Validation and Submission Checks

Before submitting the Service Demographics Report, you must review all worksheets to ensure each client record is complete and accurate, dates are valid and fall within the reporting period, all required fields have been completed, standardised categories have been used correctly, and there are no duplicate or inconsistent unique client identifiers. Cells highlighting errors or inconsistencies within the template must be reviewed and corrected prior to submission.

Failure to meet these requirements may result in the file being returned for correction and may delay the consolidation of national data, including the release of occupancy rates and other MPSP publications.

Submission

Once all worksheets have been completed and validated by the provider, the Service Demographics Report must be submitted to the department in accordance with the submission instructions outlined in the AAR. The submitted file must retain the approved structure and format.

12.Document Versions, Approvals

Trim Number	D26-2263094
Owner	Cathy Milfull Director, MPSP Payments and Reporting Team
Date issued	June 2026
Version no.	2.4

Revision History

This table lists all versions of this document:

Revision Date	Version	Author	Changes marked
21/10/2022	1.0	Rhonda Parrish	n/a
14/4/2023	1.1	Rhonda Parrish	yes
01/09/2023	2.0	Stuti Patel	Yes
10/05/2024	2.1	Karina Harding	Yes
24/06/2025	2.2	Karina Harding	Yes
17/12/25	2.3	Karina Harding	Yes
17/06/2026	2.4	Karina Harding	Yes

Approvals

This document requires the following approval:

Name	Title	Version	Date of Issue
Tony Lloyd	Assistant Director	1.0	21/10/22
Tony Lloyd	Assistant Director	2.0	30/08/23
Tony Lloyd	Assistant Director	2.1	30/06/2024
Tony Lloyd	Assistant Director	2.2	30/06/2025
Kate Harkins	Director	2.3	25/05/26
Cathy Milfull	Director	2.4	17/06/2026

Reference Documents

List of related documents:

Name	Reference/Section
Aged Care Act 1997 (Cth)	No Longer In Effect; Section 96-1 of the Aged Care Act 1997
Subsidy Principles 1997	No Longer In Effect; Section 104 of the Subsidy Principles 1997
Multi-Purpose Service Agreement	Clause 3.6 and Item F of each Schedule of the MPSP Agreement

Name	Reference/Section
Aged Care Act 2024	Chapter 5—Governance of the aged care system
Aged Care Rules 2025	Subdivision H—Multi-Purpose Service Program
MPSP Policy Manual	Section 8.6 – MPSP specific reports

Related Documents – Brief Descriptions

Aged Care Act 1997 (Cth)

Former legislation governing the provision of aged care services in Australia. Section 96-1 outlined requirements for reporting and compliance. This Act is no longer in effect.

Subsidy Principles 1997

Previous regulations detailing how subsidies for aged care services were administered. Section 104 covered specific subsidy arrangements. These principles are no longer in effect.

Multi-Purpose Service Agreement

The formal agreement between the Commonwealth and MPSP registered providers for the Multi-Purpose Service Program (MPSP). Clause 3.6 and Item F of each Schedule set out reporting and compliance obligations for MPSP registered providers.

Aged Care Act 2024

Current legislation governing aged care in Australia. Chapter 5 covers governance of the aged care system, including registered provider responsibilities and reporting requirements.

Aged Care Rules 2025

Regulations supporting the *Aged Care Act 2024*. Subdivision H specifically addresses the Multi-Purpose Service Program, including reporting and operational requirements.

MPSP Policy Manual

The official manual outlining policies and procedures for the Multi-Purpose Service Program. Section 8.6 details requirements for MPSP-specific reports.