



Provider operations reporting

What is required?

Residential care and Support at Home providers in Categories 5 and 6 are required to report additional information about their operations to the Department of Health, Disability and Ageing. Providers report this information annually via the Provider Operations Collection Form on the Government Provider Management System (GPMS) – Registered Provider portal.

Why do I need to report?

The [Royal Commission into Aged Care Quality and Safety](#) recommended older people have better access to information about the operations of aged care providers.

This information promotes greater accountability and transparency across the Aged Care sector.

What do I need to report?

Providers are required to report the following additional information:

- a responsible person who holds an executive position in the organisation (such as the CEO)
- information on the governing body membership
- a statement signed by the governing body
- diversity information
- the most common kinds of feedback and complaints received by each service
- key improvements made to service quality.

More detailed information on what information needs to be reported, and why, is available in the [User Guide](#) and the [Frequently Asked Questions \(FAQs\)](#) on the department's website.

How do I submit my information?

Residential care and Support at Home providers can submit the required information online through a Provider Operations Collection Form (Collection Form). The Collection Form is available through the Government Provider Management System (GPMS) – Registered Provider portal.

When is the reporting period?

The reporting period begins on 1 July and ends on 30 June the next year.

When is information due?

The Collection Form must be completed by 31 October each year for the previous reporting period.

Let's change aged care together

We invite Australians to continue to have their say about the aged care reforms.



Visit agedcareengagement.health.gov.au



Phone **1800 318 209** (Aged care reform free-call phone line)

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