



Provider Operations Reporting

Frequently asked questions (FAQs)

These FAQs help aged care providers understand their provider operations reporting obligations.

It also helps providers complete the Provider Operations Collection Form (the Form) in the Government Provider Management System (GPMS) – Registered Provider portal.

2026

Contents

Provider Operations Reporting	5
What is Provider Operations Reporting?	5
What are key dates for the Provider Operations Reporting?	5
Who completes the Form?.....	5
If I am no longer an approved provider, do I need to complete the Form?	5
What provider operations information do I need to submit?.....	5
How do I submit the information?	6
How do I access GPMS – Registered Provider Portal?	6
How will the department know if the response is for a specific service?.....	6
Can I view the Form after I've submitted it?.....	6
What happens if I don't submit or submit late?	7
Can I change my responses after I submit?	7
How is the department managing my data privacy?	7
The Form.....	8
How do I use the Form?	8
Can I submit an incomplete Form?.....	8
Responsible Persons	8
What are responsible persons?	8
Why does the form ask for responsible persons information?	9
Can I list details of key personnel without their consent?	9
Governing Body membership.....	10
What is the governing body?	10
What are the governing body membership requirements?	10
What are independent non-executive members?	10
What is clinical care experience?.....	10
What is an Aboriginal Community Controlled Organisation (ACCO)?.....	10
Governing Body Statement	11
What is the Governing Body Statement?.....	11
What personal information should I include in the Statement?	11
What non-compliances must I report?	11
What happens if a non-compliance is identified?.....	12
What is in the 'responsibilities and requirements' dropdown menu?	12

Aged Care Quality Standards	12
Aged Care Code of Conduct	12
Statement of Rights.....	12
Fees and payments.....	12
Incident management.....	12
Management of refundable deposits, accommodation bonds and entry contributions.....	12
Notification of changes to key personnel.....	13
Notification of material changes	13
Prudential standards	13
Security of tenure	13
Specified care and services	13
Use of restrictive practices	13
Other	13
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?	13
What is in the 'reasons for failing to comply' dropdown menu?	14
How do I send a request for electronic signature to the governing body member?	15
Diversity and inclusion – Provider's governing body	15
What diversity information about the governing body is collected?	15
Do we have to select and complete 'Other diversity'?	16
Why is this information being collected and published?.....	17
What diversity information about services is collected?.....	17
What are policies, procedures and training for cultural safety?	18
What are social activities to support culture, diversity and inclusion?.....	18
What if we have cultural 'policies' but don't have 'procedures'?	19
Will the diversity and inclusion information be published?	19
Feedback, complaints and improvements	19
What information will be collected?.....	19
Which complaints can be included?.....	19
Why have you categorised responses?	19
Can the feedback/complaint relate to multiple categories?.....	20

Why is this information being collected?	20
Will this information be published?	20
Declaration and submission	20
How do I submit the Form?.....	20
Publication of provider operations information	21
Is the provider operations information published?	21
What information will be published?	21
Support.....	22
Resources	22
Contacts	22
My Aged Care Service Industry, Provider and Assessor Helpline, including GPMS	22
Provider Operations Collection Form	22
Translating services	22

Provider Operations Reporting

What is Provider Operations Reporting?

Aged care providers who delivered Category 5 or 6 services must report information about their operations to the Department of Health, Disability and Ageing (the department) each year. This information is published on the My Aged Care website to improve the quality and transparency of aged care services.

This reporting was introduced in response to the [Royal Commission into Aged Care Quality and Safety](#). The Royal Commission recommended older people in Australia have better access to information about approved providers' operations.

The Your Aged Care Update Newsletter gives alerts when the Form is available. It also gives links to helpful resources and any other relevant updates. [Subscribe](#) to the Your Aged Care Update Newsletter.

What are key dates for the Provider Operations Reporting?

Providers can enter their information in the form 1 July each year.

The form is due by 31 October.

The reporting period covers the previous financial year (1 July – 30 June).

We encourage you to complete the Form as soon as possible after 1 July. This will give you time to gather your data and resolve any issues you may experience in completing the Form. It can also help you get the signed governing body declaration before the 31 October deadline.

Who completes the Form?

- Providers delivering services only in Category 1 – 4 do not need to complete the Form.

If I am no longer an approved provider, do I need to complete the Form?

If you provided a Category 5 or 6 service during the last financial year, you need to complete the Form.

What provider operations information do I need to submit?

Providers must submit the following:

- name and role of up to three responsible persons (such as the Chief Executive Officer)
- governing body membership, including:

- whether the provider’s governing body has a majority of independent non-executive members and at least one member with experience in providing clinical care
- whether the provider is exempt from these responsibilities
- a statement signed by the governing body stating whether the provider did or did not comply with its duties under the aged care legislation and:
 - each duty the provider failed to comply with
 - whether the non-compliance affected one or more services
 - the reasons why the provider failed to comply
 - actions taken to rectify the non-compliance
 - resolution of the non-compliance
 - diversity information, including:
 - representation of First Nations, disability, gender diverse and cultural and linguistically diverse communities (or any other diversity demographic) within the provider’s governing body
 - initiatives to support a diverse and inclusive environment for care recipients, residents and staff
 - common kinds of feedback and complaints received by each service
 - key improvements made to service quality.

How do I submit the information?

The Form can be completed using the GPMS – Registered Provider portal.

How do I access GPMS – Registered Provider Portal?

Contact your organisation’s GPMS administrator to request access to the Form. A GPMS User Guide and [supporting information](#) is available on the department’s website.

More than one person in your organisation can add information to the Form.

How will the department know if the response is for a specific service?

The form automatically includes a list of all the services that you operated during the reporting period. Each service has an ID.

You should check all services listed in the Form were operating during the reporting period (the previous financial year).

If the list of services is incorrect, contact the GPMS helpline on **1800 836 799**.

Can I view the Form after I’ve submitted it?

After you submit the Form, you can view a read-only version in GPMS.

You can also view Forms for previous financial years. Historical submissions cannot be edited.

What happens if I don't submit or submit late?

You are required by legislation to submit your provider operations data by 31 October each year.

The Form is locked after this date. Contact ACFRQFRQueries@health.gov.au to unlock it.

If you do not submit your data, My Aged Care will show less information about your organisation than other providers. This means people have less information to help choose the best provider for them.

Can I change my responses after I submit?

If you need to change any of the information in the Form after you have submitted it, contact ACFRQFRQueries@health.gov.au.

How is the department managing my data privacy?

We have ensured the Form only collects necessary information.

More information on the collection and use of personal information for this purpose is in the [GPMS Privacy Notice](#).

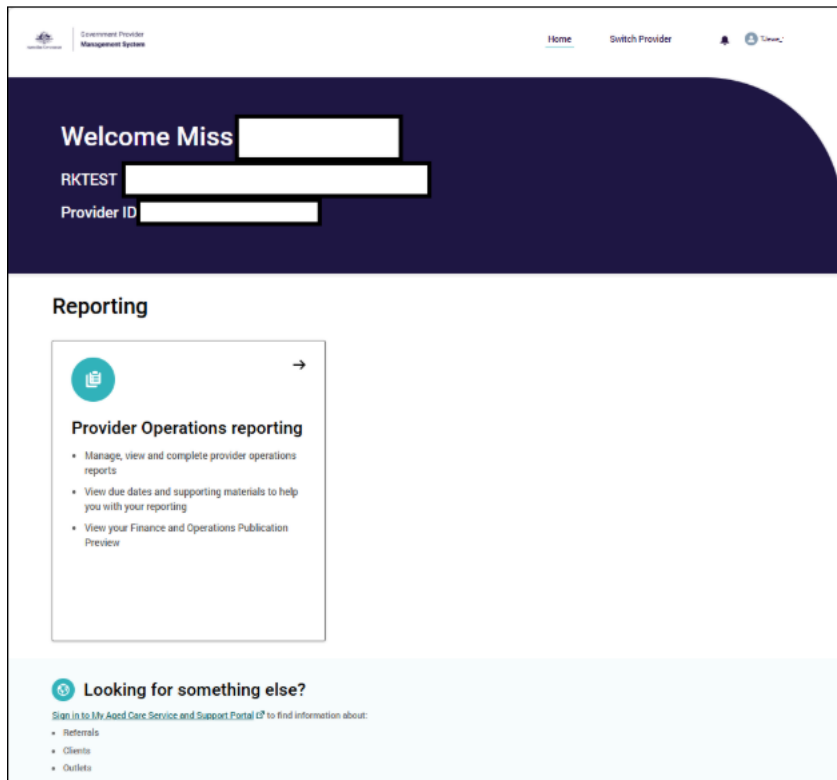
Personal information may be used and disclosed for the purposes of the Department's functions under the Aged Care Act.

More information about how we manage personal information is on our website. See our [Privacy Policy](#) and [My Aged Care Privacy Policy](#).

The Form

How do I use the Form?

Log onto GPMS. Click the Provider Operations Reporting tile to use the Form.



Resources to help navigate the Form are available on our [website](#).

Can I submit an incomplete Form?

No. The final section (declaration and submission) will remain locked until all prior sections are complete.

Sections will show a white tick in a green circle when they are complete.

You can complete the sections in any order.

Responsible Persons

What are responsible persons?

Responsible persons are defined in the new Aged Care Act.

They are in charge of or has a significant influence over the work of a provider. It also includes someone who has day-to-day responsibility for the provider's operations. As well as provider obligations around responsible persons, a responsible person has their own obligations:

- Code of Conduct: Responsible persons must follow the Aged Care Code of Conduct. They may also be required to follow the Grantee Code of Conduct if the provider also receives other grant funding under the Act.
- Complaints and whistleblowers: Responsible persons must not threaten or cause harm to whistleblowers or people who might be whistleblowers. Responsible persons must not share the identity of whistleblowers who make a protected disclosure.
- Suitability: Responsible persons must tell the provider if there has been a change in their situation that affects whether they are suitable to be a responsible person.
- Financial accountability: Responsible persons must support meeting financial requirements, such as making sure providers use refundable deposits appropriately.
- Applications, requests and notifications: Responsible persons must not give false or misleading information in applications, claims and requests.

Registered aged care providers must tell the Aged Care Quality and Safety Commission (the Commission) when certain changes occur. These include:

- if a person becomes a member of the key personnel
- if a person ceases to be a member of the key personnel
- if a provider becomes aware of a change of circumstances that relates to a suitability matter in relation to a person who is one of their key personnel.

Why does the form ask for responsible persons information?

This question has been included in the Form so providers can nominate up to three people whose details will be published on My Aged Care. They must:

- hold an executive position with the provider
- be willing to have their name and role published on the My Aged Care website.

The list of responsible persons reported to the Aged Care Quality and Safety Commission (the Commission), can include many individuals from within each organisation. Feedback from the sector indicated a preference for My Aged Care to only include details of a person to whom issues could be escalated.

In the Form only list the names and contact details of people who are available to be contacted by care recipients and their representatives.

Can I list details of key personnel without their consent?

Consent must be obtained by the executive before providing their details for publication. The person is not obliged to give consent.

Governing Body membership

What is the governing body?

The Aged Care Act defines the governing body of a registered provider as:

- the board of directors (if the provider is a body corporate incorporated, or taken to be incorporated, under the Corporations Act 2001); or
- the group of persons responsible for the executive decisions of the provider.

What are the governing body membership requirements?

Governing body membership requirements are legislative requirements for residential, home and flexible aged care providers. These providers approved under the *Aged Care Act 2025* must ensure their governing body has:

- a majority of independent non-executive members
- at least one member with experience in providing clinical care.

Some approved providers do not need to meet the governing body membership requirements. They are still required to complete the governing body membership section of the Form to indicate they are exempt. These providers are:

- state or territory approved providers (including state or territory authorities), and local government authorities
- providers with a governing body with fewer than 5 members and who provide care to fewer than 40 care recipients
- providers that are an approved Aboriginal Community Controlled Organisation (ACCO)
- providers where the Commission determined that one or both governing body membership requirements did not apply during the reporting period.

What are independent non-executive members?

Information about independent non-executive members and their requirements is available on the [Commission's website](#).

What is clinical care experience?

Information about clinical care (experience) is available on the [Commission's website](#).

What is an Aboriginal Community Controlled Organisation (ACCO)?

Aboriginal Community Controlled Organisations are defined under the National Agreement on Closing the Gap. They are:

- incorporated under relevant legislation and not-for-profit
- controlled and operated by Aboriginal and/or Torres Strait Islander people

- connected to the community, or communities, in which they deliver the services
- governed by a majority Aboriginal and/or Torres Strait Islander governing body.

Governing Body Statement

What is the Governing Body Statement?

The Governing Body Statement states whether the governing body believes the provider has complied with its responsibilities and requirements during the reporting period under:

- the Aged Care Act 2024
- the Aged Care Quality and Safety Commission Act 2018

Section 166-705 of the Aged Care Rules 2025.

The Statement is to include non-compliances identified by the governing body, as well as those identified by the Aged Care Quality and Safety Commission.

The Governing Body Statement demonstrates that governing bodies understand and are accountable for issues affecting the quality of care of recipients. Reporting this information increases accountability and helps drive continuous improvement. It also shows the governing body's commitment to addressing non-compliance. This can give care recipients confidence about the provider's commitment to quality and safety.

The Governing Body Statement must be signed by a member of the provider's governing body on behalf of all members of the governing body.

What personal information should I include in the Statement?

Only include the governing body member's details (name, email address and role) in the Governing Body Statement form. The governing body member's details are not published. No other personal information is to be included.

What non-compliances must I report?

Include all non-compliances that occurred during the reporting period. These can be identified by:

- the governing body
- the Aged Care Quality and Safety Commission.

Up to 30 non-compliance types can be reported. Group similar issues together if possible.

What happens if a non-compliance is identified?

You should include the following information for each non-compliance included in the Statement:

- the type of non-compliance
- whether the non-compliance affected one or more services
- the reasons why the provider failed to comply
- actions taken to rectify the non-compliance
- resolution of the non-compliance.

The information in the Governing Body Statement must be reported in a way that can be published. Do not include personal information in your response.

What is in the ‘responsibilities and requirements’ dropdown menu?

Aged Care Quality Standards

Registered aged care providers must comply with the Aged Care Quality Standards (Aged Care Quality Standards 2025)

Aged Care Code of Conduct

Registered aged care providers must comply with the Aged Care Code of Conduct (*Aged Care Act 2024, Aged Care Rules 2025*)

Statement of Rights

Registered aged care providers must comply with the Statement of Rights ((Aged Care Act 2024)

Fees and payments

Registered aged care providers must comply with requirements on fees, costs, and charges (*Aged Care Rules 2025*).

Incident management

Registered aged care providers must manage and resolve complaints and reported incidents from care recipients (Serious Incident Response Scheme, Aged Care Quality Standards).

Report all reportable incidents under the Serious Incident Response Scheme (Serious Incident Response Scheme, Aged Care Quality Standards).

Management of refundable deposits, accommodation bonds and entry contributions

Registered aged care providers have legislated responsibilities for managing care recipients:

- refundable deposits
- accommodation bonds
- entry contributions.

(Aged Care Act 2024, Aged Care Rules 2025)

Notification of changes to key personnel

Registered aged care providers must notify the Aged Care Quality Safety Commission (the Commission) when certain changes or events occur. Examples include:

- if a person becomes or ceases to be responsible person
- where the provider becomes aware of a change of circumstances that relates to a suitability matter in relation to a person who is one of their responsible persons (Section 13 of the Aged Care Act 2024).

Notification of material changes

Registered aged care providers must notify the Aged Care Quality Safety Commission when certain changes or events occur. For example, a change of circumstances that materially affects the providers' suitability as a registered provider (Aged Care Act 2024, Aged Care Rules 2025)

Prudential standards

Registered providers are expected to comply with the [Prudential Standards](#).

Security of tenure

Registered aged care providers must ensure security of tenure for residential aged care recipients. They must also allow access to persons acting for residents (User Rights (Aged Care Rules 2025))

Specified care and services

Registered aged care providers must provide a range of legislated specified care and services at no extra cost (Aged Care Rules 2025)).

Use of restrictive practices

Registered aged care providers must minimise the use of restrictive practices Serious Incident Response Scheme, Aged Care Quality Standards).

Other

Choose 'Other' if a type of non-compliance is not listed in the drop-down menu. Use the free text area to add detail within the 100-character limit.

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 from the following:

- 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
- Security of tenure
- Specified care and services
- Use of restrictive practices
- Administrative error/oversight
- Other

What is in the ‘reasons for failing to comply’ dropdown menu?

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)

How do I send a request for electronic signature to the governing body member?

The Governing Body Statement must include a Declaration signed by a member of the provider's Governing Body on behalf of all members of the governing body. The Declaration can be signed electronically or in hard copy.

If you use DocuSign, enter the email address and mobile number of the Governing Body Member. A green banner appears when the request has been successfully sent.

The governing body member will receive an email from noreply@signature.health.gov.au. It will ask them to sign the Declaration. It will have the subject title 'For Action: e-Signature Request - Governing Body Declaration'.

Diversity and inclusion – Provider's governing body

What diversity information about the governing body is collected?

Providers can include information about the diversity your governing body's members. Forms of diversity and/or lived experience may include:

- Older member (over 65)'
- Aboriginal or Torres Strait Island persons, including those from Stolen Generations survivors '
- Carer
- Neurodivergent
- Dementia
- Cultural, ethnic and linguistic diversity
- Disability or mental ill-health
- LGBTIQ+
- Representation of women
- Financially or socially disadvantaged
- Religious diversity
- Rural, remote or very remote'
- Veterans or war widows
- Experience of homelessness or at risk of experiencing homelessness
- Parents and children who are separated by forced adoption or removal
- Adult survivors of institutional child sexual abuse

- Care leavers, including Forgotten Australians and former child migrants placed in and out of home care
- Deaf, deafblind, vision-impaired or hard of hearing
- Other diversity
- The diversity question is: What diverse backgrounds and/or lived experience were included in your organisation's governing body during the period 1 July 2025 - 30 June 2026?
- The options presented to the provider are in alphabetical order:
- 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
- LGBTIQ+
- 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

Providers must have consent from individual governing body members to give information about their diversity and/or lived experience. Individual members of the governing body are not obliged to disclose this information.

If governing body members do not consent, please respond that consent has not been provided in the Form. This will allow you to complete the Form.

Do we have to select and complete 'Other diversity'?

No. This section is optional.

Why is this information being collected and published?

The diversity of a provider's governing body can help support a diverse and inclusive environment in the organisation.

Publishing information about diversity and lived experience in a provider's governing body helps older people decide if a provider is a good fit for them. It will also help older people and their loved ones talk to the provider about inclusive practices and meeting their needs and preferences.

What diversity information about services is collected?

Information is collected about how each nursing and transition care or residential care service supported a diverse and inclusive environment during the reporting period. The information includes:

- policies, procedures and training for culture, diversity and inclusion
- policies, procedures and training for cultural safety
- social activities to support culture, diversity and inclusion.

Policies, procedures and training for culture, diversity and inclusion create an environment where people:

- are treated with dignity and respect regardless of their background and life experiences
- can and are encouraged to maintain their full identity
- can participate in their culture
- feel included regardless of their background and life experiences.

Examples include:

- policies requiring staff to participate in relevant training about to delivery of appropriate care for diverse cohorts
- policies requiring staff to interact appropriately with clients, about their cultural background
- visible indicators of support for diverse people in a facility, such as rainbow flags
- facilitating access to care, resources and information in a client's preferred language
- employing bilingual, bicultural staff that reflect the cultural and linguistic demographic of clients at your service (this may change over time)
- developing or strengthening your service's policies around cultural safety, anti-discrimination, or codes of conduct for staff and clients
- appointing a diversity champion from senior levels of staff to motivate improvements to cultural competency
- obtaining LGBTI accreditation (such as Rainbow Tick)

- entering into a formal commitment to improving cultural safety and responsiveness that is visible in all aspects of core business, including vision and mission statements, organisational principles and values, and continuous improvement activities.

What are policies, procedures and training for cultural safety?

- Cultural safety is about creating an environment that is safe and inclusive for Aboriginal and Torres Strait Islander people and does not deny their identity and experience. Cultural safety is about how care is provided rather than what care is provided.
- Policies and procedures for cultural safety are those that facilitate care, and an environment, where a client's cultural safety is fostered.
- The [Aged Care Quality Standards](#) require care and services to be culturally safe. The Aged Care Quality and Safety Commission considers compliance with this requirement when it is assessing providers' performance against the Aged Care Quality Standards.

Examples include:

- Putting in place governance structures which support partnerships with Aboriginal and Torres Strait Islander communities, consumers and carers and enable dissemination of relevant and culturally appropriate information.
- Where the number of Aboriginal and Torres Strait Islander clients reaches 5 per cent, appointing at least one Aboriginal or Torres Strait Islander person to the Board of the provider organisation from amongst partner/ collaborating organisations.
- Ensuring organisational leadership actively models cultural safety and responsiveness by staff at all levels and across the organisation.
- Partnering with Aboriginal community-controlled organisations in the development and delivery of shared and flexible service delivery models for Aboriginal and Torres Strait Islander older people.

What are social activities to support culture, diversity and inclusion?

Examples of social activities to support culture, diversity and inclusion include:

- Facilitating links with local cultural and/or community groups relevant to the client (e.g. providing a space on-site for gatherings).
- Recognising and facilitating participation in days/events of cultural significance, celebration and commemoration (such as NAIDOC week, ANZAC Day, Pride Month, World AIDS Day, Diwali, Lunar New Year).
- Facilitating social groups encouraging clients' participation in their culture, or social interaction with other members of their diverse background.

What if we have cultural ‘policies’ but don’t have ‘procedures’?

If your service doesn't have cultural policies and procedures, select the response 'Developing'.

Will the diversity and inclusion information be published?

Yes - The information collected on the diversity of your organisation's governing body, policies and procedures, and activities to support diversity and inclusion may be published on the My Aged Care website.

Feedback, complaints and improvements

What information will be collected?

As part of the Form, providers must submit information for each of the following questions for each service operated by the provider:

- the three most common kinds of positive feedback received about each service operated by the provider during the reporting period
- the three most common kinds of complaints received about each service operated by the provider during the reporting period
- the three main kinds of improvements made in relation to the quality of the service.

Which complaints can be included?

All complaints received by the provider. Please include all complaints made regarding the service, including those made to the provider, as well as those made to the Aged Care Quality and Safety Commission or other agencies that the provider is aware of.

Why have you categorised responses?

We have tried to make the completion of this Form as simple as possible, including using drop down menus. If the desired category is not listed in the drop-down menu, please select Other.

Listing categories allows the Department to track and theme the information for all providers across the sector, to understand the areas of greatest need and support and where improvements are being conducted.

Free text responses must not contain personal information of any individuals. Free text responses are published on My Aged Care as submitted by the provider.

Can the feedback/complaint relate to multiple categories?

Yes - Each piece of feedback or complaint can relate to multiple categories. It is not expected that providers will reclassify each piece of feedback and complaint received during the reporting period according to the categories listed in the Form. Rather providers should consider how classifications that they have used, in analysing their feedback and complaints, relate to the categories used in the Form.

Why is this information being collected?

Information about positive feedback and complaints received for each service, and information about the key improvements made at each service during the reporting period, is being collected and published to help older people, their families and carers to choose a provider that is right for them.

The information is to support consumers and their families when having conversations with the providers about how the provider encourages and manages feedback and complaints, and actions they take to improve their service.

The reporting of improvements provides opportunities for providers to indicate how they respond to issues raised by care recipients and others.

Will this information be published?

The top three categories of positive feedback, complaints and improvements will be published on My Aged Care.

Declaration and submission

How do I submit the Form?

Providers will not be able to submit their Form unless it is fully completed. Providers are encouraged to carefully check the data entered through the Form.

A person authorised by the provider submitting the Form must certify that all particulars disclosed in the Form are true and correct and that any personal information is only provided where necessary.

If the authorised person can confirm the above, they agree to the declaration and submit the Form.

Providers will receive an acknowledgement to let them know their Form has been successfully submitted.

Publication of provider operations information

Is the provider operations information published?

The information submitted in the Form will be published on the [‘Find a Provider tool’](#) on [My Aged Care](#).

Providers have the opportunity to preview their submitted information before it is published. This is done through the “Publication Preview” functionality on GPMS – Registered Provider portal. Providers will be notified when their operations and financial information is available to preview.

What information will be published?

The provider operations information is integrated with other information on My Aged Care, including financial information. The following finance and operations information is published on My Aged Care:

- breakdowns of income, expenses and surplus or deficit budget positions
- minimum, maximum and average hourly wage rates for registered nurses, enrolled nurses and personal care workers
- name and role of up to three executives (such as the Chief Executive Officer)
- information from the statement signed by the governing body
- representation of different demographic groups in the membership of the governing body
- initiatives that the approved provider has implemented to support a diverse and inclusive environment
- common kinds of feedback and complaints received by each service
- key improvements made to service quality
- food preparation
- total number of persons to whom care is provided through the service
- occupancy rate (residential care services only)
- number of persons who entered the service
- number of persons for whom the approved provider ceased to provide care.

Support

Resources

Australian Department of Health, Ageing and Disability website:

- [Responsibilities of approved aged care providers](#)
- [Aged care provider reporting](#)
- [Provider Operations Collection Form](#)
- [Publishing provider reporting for stakeholders and the community](#)
- More [Resources](#)

Aged Care Quality and Safety Commission website

- [Strengthening provider governance](#)

Contacts

My Aged Care Service Industry, Provider and Assessor Helpline, including GPMS

- If you have concerns regarding **IT or technical errors** visit the [Accessing the GPMS webpage](#), or 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.

Provider Operations Collection Form

- Contact ACFRQFRQueries@health.gov.au [mailto:](#) if you have questions about provider operations reporting, preview and publication.

Translating services

- For translating and interpreting services, call 131 450.
- For Aboriginal and Torres Strait Islander interpreting services, call My Aged Care on 1800 200 422 and ask for an interpreter. A list of languages is available on the [Accessible for all](#) page.
- To use the National Relay Service (NRS) visit [About the National Relay Service \(NRS\) | Access Hub](#) or call the NRS Helpdesk on 1800 555 660.
- To access Sign Language Interpreting Services through [Deaf Connect](#), call 1300 773 803 or email interpreting@deafconnect.org.au well in advance to ensure an interpreter is available.