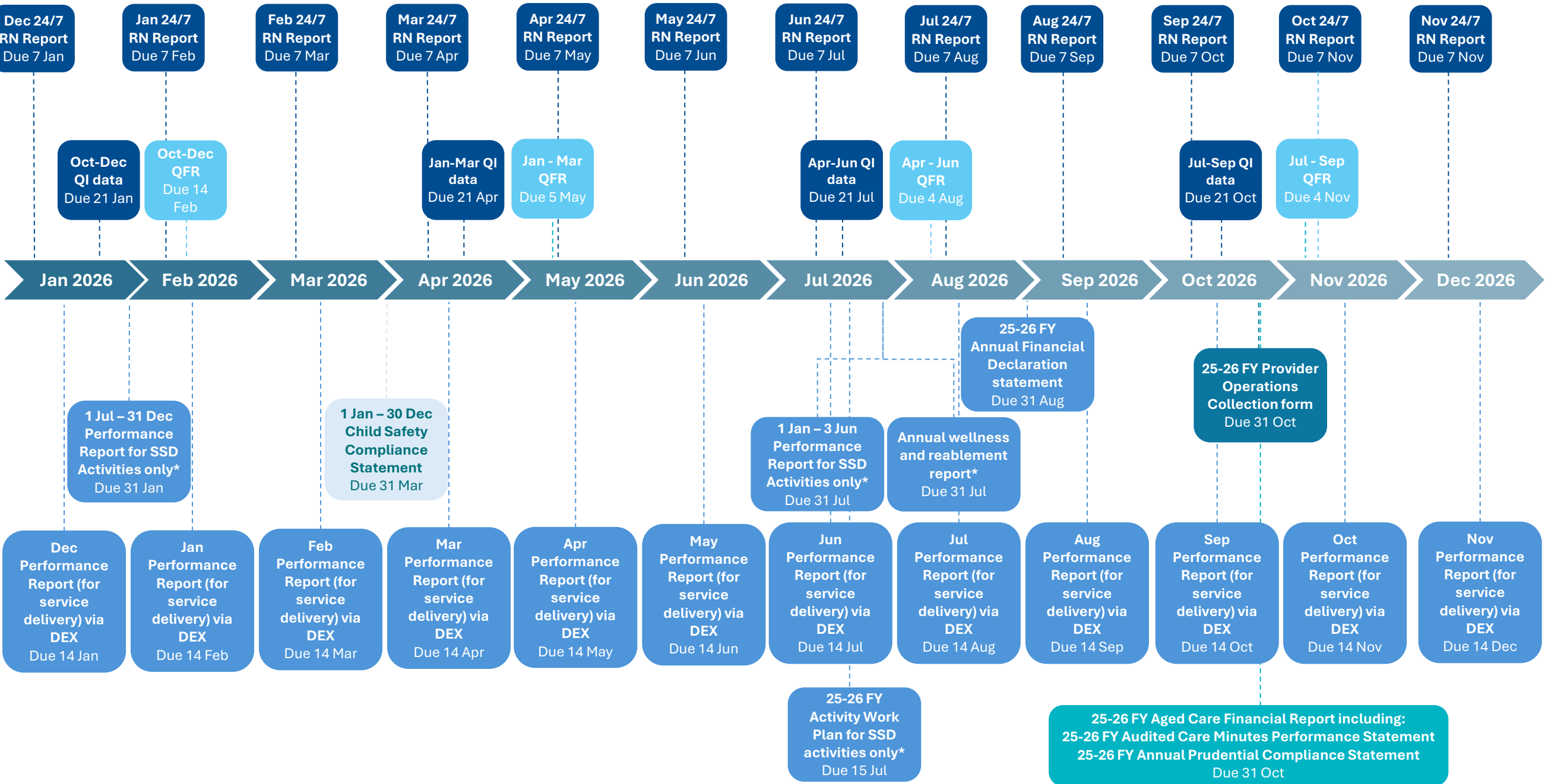


Registered Provider Reporting under the *Aged Care Act 2024*

This document summarises the key reporting requirements for Registered Providers in 2026.

Note: This timeline captures all scheduled regulatory reporting requirements; however, it does not account for any ad hoc reporting that providers may be required to undertake.



*These report due dates are subject to change at the discretion of the department. Any altered due dates will be communicated to affected providers, and a minimum of four weeks will be given for completing reports. Refer to the Reporting Clause in the Standard Grant Agreement Terms and Conditions for more information.

Key

- Residential, Support at Home, MPS, NATSIFACP providers
- Residential, Support at Home, & MPS providers
- Residential care providers
- Residential, Support at Home, Transition Care providers
- CHSP & NATSIFACP providers
- CHSP providers

Key contacts

For general help please contact the relevant enquiry phone lines in the first instance. If your issue is not resolved, it will be directed to the appropriate contact point for further support.

My Aged Care Service provider and assessor helpline



1800 836 799 (8am to 8pm Mon to Fri or 10am to 2pm Sat)

Commonwealth Home Support Program



CHSPprogram@health.gov.au

Residential aged care fees



AgedCareFees@health.gov.au



enquiries@health.gov.au

Aged Care Regulatory Model



AgedCareRegModel@health.gov.au

Services Australia software development



developerliaison@servicesaustralia.gov.au

Short-Term Restorative Care Programme



STRC@health.gov.au

Aged Care Quality and Safety Commission



1800 951 822



info@agedcarequality.gov.au

GPMS Project



GPMS.Project@health.gov.au

Services Australia Provider Enquiry Line



1800 195 206

Aged Care Act 2024



AgedCareLegislativeReform@health.gov.au

Local Networks



Local Network details can be found [here](#).

General enquiries regarding completing QFR / ACFR



(02) 4403 0640



health@formsadministration.com.au

National Aged Care Quality Indicator Program



QPSec@health.gov.au

Support at Home program



sah.implementation@health.gov.au

Care Minutes & 24/7 RN



ANACCOperations@Health.gov.au

Serious Incident Response Scheme



sirs@agedcarequality.gov.au

National Aboriginal and Torres Strait Islander Flexible Aged Care Program



NATSIFACP@health.gov.au

Aged Care Provider Operations / QFR / ACFR



ACFRQFRQueries@Health.gov.au

Star Ratings



StarRatings@health.gov.au

Aged care subsidies and supplements



subsidiesandsupplements@health.gov.au

Australian National Aged Care Classification (AN-ACC)



1800 020 103



ANACCOperations@health.gov.au

[A full list of aged care contacts can be found here](#)

[A full list of GPMS reporting resources can be found here](#)

