



**Australian Government**

**Department of Health**

**Deputy Secretary**

Dear provider

As we continue to work together to respond to COVID-19, we are implementing changes to reporting arrangements on COVID-19 outbreaks and exposure in residential aged care facilities.

These changes will enable providers and the Commonwealth to better prevent, prepare, manage and respond to outbreaks in residential aged care.

From 28 February 2022, the department is streamlining how approved providers of residential aged care services report outbreak and exposure cases of COVID-19 to the Commonwealth.

Providers will be able to report de-identified data on cases of COVID-19 outbreaks or exposure at a residential aged care facility via a new, online COVID-19 Support Portal.

This new reporting tool offers providers a more streamlined and efficient reporting mechanism, and it will further expedite the provision of support to providers when an outbreak or exposure occurs, connecting your service to the Commonwealth supports required more quickly and efficiently.

The COVID-19 Support Portal will be accessed via the My Aged Care provider portal and will replace the current process of notification of a COVID-19 case through [agedcareCOVIDcases@health.gov.au](mailto:agedcareCOVIDcases@health.gov.au).

Up until Sunday, 27 February 2022, providers will be required to continue to report COVID-19 cases to the Commonwealth using the above email address, as well as to the relevant state or territory health public health unit as is standard practice.

The department will continue to monitor this mailbox for a transition period, noting that providers will be redirected to provide their information through the COVID-19 Support Portal from Monday, 28 February 2022. Home Care providers will continue to report through the mailbox.

The information collected via the new COVID-19 Support Portal includes existing information already required to be reported by providers, currently provided via emails or phone calls with the department.

Immediate notification of COVID-19 cases is critical in the timely and effective provision of support by the Commonwealth to ensure optimum protection for residents and workers.

The portal will enable Commonwealth case management teams real time access to review the Commonwealth supports required. Providers will also be able to submit COVID-19 outbreak and exposure data and update it in the one place as the situation evolves.

Further information regarding the COVID-19 Support Portal, including an online reporting guide, will be available on the department's website shortly.

The department held a COVID-19 Support Portal webinar on Wednesday, 23 February 2022 to guide users through the new reporting process, including how to use the portal and the benefits of moving to a real time, streamlined system. This webinar has been recorded and will be available through the department's website.

The transition to the COVID-19 Support Portal reflects our ongoing commitment to support providers in our combined efforts to protect residents and workers through the challenges of the pandemic.

Yours sincerely

A handwritten signature in black ink, appearing to read 'M Lye', written in a cursive style.

Michael Lye  
Ageing & Aged Care

23 February 2022