



# Government Provider Management System

Making it easier for aged care providers to deliver better outcomes for older Australians.

## Overview

Delivering improvements to technology is critical to enable aged care reform. Improving the management of provider service, organisation, and compliance information will better connect aged care providers, older Australians and government with up-to-date information. Our aim is for all Australians to feel confident about accessing high quality aged care where and when they need it.

That is why the Department of Health and Aged Care is developing the Government Provider Management System (GPMS) to replace the current 20-year old National Approved Provider System (NAPS).

GPMS will establish a modern system to give aged care providers, government, and older Australians access to up-to-date information on the quality and safety of aged care services.

## How will GPMS be delivered?

To develop a system that provides useful and quality information for older Australians, the department will work with aged care providers and software vendors to collect their views, understand their preferences, and test appropriate technology and process solutions.

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**GPMS will improve the way aged care provider information is managed, making it easier for older Australians to access quality, safety and choice for aged care services.**

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## What are the benefits of GPMS?

GPMS will increase visibility and transparency to support greater choice for older Australians by:

- Better connecting the aged care and healthcare systems to deliver the right services throughout their care journey.
- Enabling government to access up-to-date information about aged care providers and their services to improve safety for older Australians
- Reduce complexity for providers by working towards a modern, consolidated, and single interface-solution to support their interactions with government.

GPMS has the potential to create a flexible system that will, in the future, allow for greater connectivity and data sharing between care providers and government – understanding that similar services are provided to older Australians across aged care, disability support and veterans' care, with an overlap of providers across these sectors.

This approach will also enable future access to up-to-date and accurate information about the care needs of older Australians, regardless of the care service they are accessing.

## Why is GPMS important?

The Australian Government reforms will improve aged care quality and safety, with strengthened providers' clinical care standards and introduce stronger regulation.

### **For older Australians, GPMS will:**

- Provide access to timely and up-to-date information to inform choices about their care needs and the quality of aged care provider services.
- Increased safety and quality in care, including improving the ability of government and providers to respond in times of crisis.

### **For aged care providers, GPMS will:**

- Allow aged care providers to self-manage, view, and maintain their records with the government.
- Support provider reporting requirements.
- Improve information sharing between the aged care and healthcare systems to deliver the right care the first time.

### **For aged care workers, GPMS will:**

- Reduce duplication and manual reporting processes.
- Increase the time available to spend on the direct delivery of care to older Australians.
- Provide a better view of care requirements for each resident to improve quality of care.

### **For government, GPMS will:**

- Provide a master source of aged care provider information for collection and sharing with relevant stakeholders.
- Allow the future development of a whole-of-government provider management system.

## **Stay up to date with GPMS**

Updates are progressively published on our website. You can stay informed and register for engagement activities through the [Home Page - Ageing and Aged Care Engagement Hub \(health.gov.au\)](#) website.

Interested in talking tech? You can register to enrol in the regular Digital Transformation Tech Talk Webinars at the [Digital transformation for the aged care sector | Australian Government Department of Health and Aged Care](#) website.

Keen to get involved in co-design activities for B2G? Volunteer to join the [Digital Transformation Sector Partners | Australian Government Department of Health and Aged Care](#).