



# What's New?

## My Aged Care & Government Provider Management System

This update provides a summary of the system changes delivered on **Monday 03 July 2023** relating to:

- Release 27 of the **My Aged Care** system; and
- Release 5.0 of the **Government Provider Management System (GPMS)**.

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# My Aged Care changes

## Changes to logging in for myGovID users

My Aged Care users that log in to the Service & Support Portal, Assessor Portal or Hospital Portal using myGovID will now be presented with the 'Continue with digital identity' tile instead of 'Login with myGovID' tile.

This is a visual change only to align with branding changes for using Digital Identity. Clicking on the tile will continue to lead users to select 'myGovID' in the Australian Government Digital Identity website ([www.digitalidentity.gov.au](http://www.digitalidentity.gov.au)).

## Respite Care Extensions for Historical Respite Care Approvals

My Aged Care staff, providers and assessor portal users that have historical respite care approvals from a legacy payment system, will now be able to request care extensions via My Aged Care, bypassing manual workarounds and Contact Centre assistance.

## Remediated CHSP Client records in My Aged Care

Remediated client records that CHSP service providers submitted via the CHSP Grandfathering tile within MAC have been migrated into the system, where there were no errors identified. Providers should now be able to see the client records against their nominated outlet.

## Service Provider Workload Management Report update

The Service Provider Workload Management Report, available in the Service and Support Portal, is being updated to include the ACMPS ID for each client where this is available. This will reduce the amount of administration required by service providers to match My Aged Care details with clients for claiming through Services Australia systems.

## Care Minutes History report update

From 15 September 2023, the My Aged Care portals will calculate a Residential aged care service's care minutes target prior to the Quarter in which the target will apply. This will allow providers to have visibility of their targets in advance.

In addition, two new fields will be available for targets calculated post 03 July 2023 to assist in determining the period the target applies to.

They are: Responsibility period start date, and Responsibility period end date.

## Removal of three Home Care Package letters

The following Home Care Package letters are being discontinued: HCP Consumer Readiness letter, HCP Package Reminder letter, and HCP Not Seeking Service letter.

## GPMS changes

GPMS is an IT system built for aged care providers. In the future, it will be the primary source of information across the aged care system. GPMS currently contains the Star Ratings application but is being extended to include the following functionality.

### 24/7 Registered Nurse Reporting

The introduction of 24/7 RN reporting functionality in the GPMS Portal allows authorised users to view and complete their monthly 24/7 RN reporting.

From July 2023, residential aged care providers must report their RN coverage for the [24/7 RN responsibility](#) in the 24/7 RN application in GPMS each month.

A 24/7 Registered Nurse Reporting User Guide is available on the [GPMS resources page](#) on the Department of Health and Aged Care Website.

Visit the [24/7 registered nurse reporting page](#) for more information.

### Provider Operations Reporting

Approved providers of residential care and home care will now be able to access the Provider Operations Collection Form through the 'Provider Operations Reporting' tile in the GPMS Portal.

Users can use this form to submit the following information about their services:

- Key personnel
- Governing body membership
- Governing body statement
- Diversity and inclusion information on a provider and service level
- Feedback, complaints and any key improvements made

Report due dates, active and historical submissions as well as guides and FAQs can also be found in the 'Provider Operations Reporting' tile.

A Provider Operations Reporting User Guide is available on the [GPMS resources page](#) on the Department of Health and Aged Care Website.

Visit [Strengthening provider governance in aged care](#) for more information on the program.

### Quality Indicators

The Quality Indicators (QI) functionality and tile has been migrated from the My Aged Care Service and Support Portal and is now located within GPMS. These functions are the same as that in the My Aged Care Service and Support Portal.

All 11 quality indicators in the QI Program are included in the GPMS QI application. This includes the six new quality indicators: Activities of Daily Living, Hospitalisation, Quality of Life, Consumer Experience, Workforce, and Continence.

A GPMS Quality Indicators application User Guide is available on the [GPMS resources page](#) on the Department of Health and Aged Care Website.

Visit the [QI Program](#) web page for more information about the QI Program.

## Star Ratings User Guide

Guidance material for navigating the Star Ratings application in GPMS has been moved from the GPMS User Guide to a Star Ratings specific guide.

The new Star Ratings User Guide, updated GPMS User Guide and other supporting guides are available on the [GPMS resources page](#) on the Department of Health and Aged Care Website.

## Additional My Aged Care resources

**Guidance material for Assessors** is available on the Department of Health and Aged Care Website: [My Aged Care - Assessor Portal Resources](#)

**Guidance material for Service Providers** is available on the Department of Health and Aged Care Website: [My Aged Care - Service and Support Portal Resources](#)

**Guidance material for Hospital Staff** is available on the Department of Health and Aged Care Website: [My Aged Care - Hospital Portal resources](#)

## Additional GPMS resources

**Guidance material for GPMS Users** is available on the Department of Health and Aged Care Website here: [Government Provider Management System \(GPMS\)](#)

## Further assistance

For help with any of the above changes, please 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.