



What's New?

Government Provider Management System

This update provides a summary of the system changes and enhancements delivered on **Monday 20 November 2023** relating to Release 6.0 of the **Government Provider Management (GPMS)** system.

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Summary of Changes

Finance and Operations: Publication Preview

To improve transparency and accountability in aged care, financial and operational information on residential and home care aged care services will be published on My Aged Care under the “Find a Provider” tool in February 2024.

Ahead of publication, providers will be able to preview their financial and operational information through the Provider Operations Reporting tile in GPMS in mid January.

Resources and more information will be available on the Department of Health and Aged Care [website](#).

New Quarterly Financial Report (QFR) application

The new Quarterly Financial Report (QFR) application in GPMS is available.

As of 20 November 2023, providers can review the guidance and support materials available under the ‘Guides and FAQ’s’ tab.

QFR submissions for the Quarter 2 2023/24 (reporting period 01 October to 31 December 2023) will open 01 January 2024.

From 01 January 2024, the new QFR application will deliver a more user friendly, intuitive interface and ensure faster access to required information for providers. This includes:

- enhancements to the excel template download and upload method, will deliver significant time saving for providers
- making quality assurance assessor comments visible within the application, streamlining the quality assurance process
- the addition of ‘What’s New’, ‘Reporting Due Dates’ and ‘Guides & FAQs’ tabs, to summarise updates and easily identify changes to reporting data, questions, or new validations within the provider portal.

Please continue to use the Forms Administration Help Desk on (02) 4403 0640 if you have any questions relating to your Quarter 1 QFR submission.

Important: Organisation Administrators (Org Admin) need to assign the correct system access to allow users to complete and submit the QFR. Refer to the [Government Provider Management System – User guide](#) for information regarding assigning user roles.

Publication of 24/7 Registered Nurse information

From December 2023, information will be displayed on the My Aged Care website (myagedcare.gov.au) for each aged care home regarding 24x7 Registered Nursing coverage.

Star Ratings preview for providers

Providers will now be able to view and print their aged care home's preview Star Ratings in PDF format. This will be available during each provider preview period, which occurs before each quarterly update. Providers will receive correspondence alerting them to preview dates before each update.

For more information regarding the Star Ratings PDF functionality please see [Government Provider Management System – User Guide: Star Ratings](#).

New Reporting Assessments application

The Department will undertake reporting assessments of care minutes and 24/7 Registered Nurse (RN) reports.

To support this, GPMS has a new “Reporting Assessments” functionality where residential aged care providers can upload information and documents, and view on-site assessment bookings.

For more information regarding the Reporting Assessments functionality on GPMS please see [Government Provider Management System - User Guide: Reporting Assessments](#).

Additional GPMS 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 \(GPMS\) | Australian Government Department of Health and Aged Care](#)

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.