



What's New?

Aged Care Gateway & Government Provider Management System

This update provides a summary of the system changes delivered from **Monday 19 February 2024** relating to:

- Release 29 of the **Aged Care Gateway**; and
- Release 7 of the **Government Provider Management system (GPMS)**.

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Aged Care Gateway changes

AN-ACC Referral Management and Assessments, Classifications, and Assessment Request enhancements

Several system changes have been implemented which aim to benefit assessors and providers. These include:

The ability for Assessor Team leads to bulk assign referrals to their assessors.

- New and/or updated provider portal and client notifications for initial and respite classifications, reconsideration and reassessment to ensure consistency across the AN-ACC classifications.
- Provider and client portal Palliative Care Status Form notifications text will be updated to be more informative.

AN-ACC app

Changes affecting the AN-ACC App are being implemented on 26 February 2024. These include:

- A system upgrade by Microsoft will improve performance. Following this update, non-sideload users are required to update their AN-ACC app from their device's app store, in order to continue submitting their assessments successfully. Sideload users should see their Aged Care Organisation or their IT Administrator for further advice. For more information refer to [Australian National Aged Care Classification \(AN-ACC\) app – sideloading files](#).
- For reconsideration assessments, new compulsory questions under 'Assessor comments form' to indicate sources the assessor used when undertaking the assessment.

IT System upgrade – myAssessor app

A system upgrade by Microsoft has been implemented to improve the performance of the myAssessor app.

Following this update, myAssessor app users can update their myAssessor app via the app store (Apple or iOS, Android, Windows).

Please note: For Sideload app users, a manual reinstallation of the app will be required. Sideload app users are advised to discuss reinstalling their app with their Aged Care Organisation or IT Administrator. For more information refer to [myAssessor app – sideloading files](#).

Ability to transfer a linked client record to an active assessment outlet

- Introducing functionality for Departmental staff to transfer client records linked to an inactive outlet to an active outlet in the same assessment organisation or to another assessment organisation.
- Future requests for support plan review requests or new assessment will be issued to the active outlet. Care extension requests transferred to the active outlet will appear as 'unassigned' in the delegate queue.
- The assessors and the contact centre will see a note of the transfer in the My Aged Care client record. The client's online account includes a notification of the transfer.

GPMS changes

Care Minutes now available in GPMS

A new application called 'Care Minutes Targets' that displays current and upcoming care minutes targets across multiple services (if applicable) is now available in GPMS.

Users who have been assigned the Star Rating Reviewer role at both an Organisational and Service level will automatically gain access to this application.

For more information, please refer to the [Government Provider Management System User Guide: Care Minutes Targets](#).

New Reporting Assessments Notifications

New notifications relating to a provider's reporting assessment will now be displayed via the bell icon in GPMS. Notifications will include alerts relating to on-site bookings, evidence requests and completion of assessments.

For more information, please refer to the [Government Provider Management System User Guide: Reporting Assessments](#).

Publication of Provider Finance and Operations information on the My Aged Care website

As part of the department's initiatives on greater transparency, residential aged care and home care finance and operations information will be published on the My Aged Care website using the 'Find a Provider' tool from late February 2024.

This publication includes information about providers' finances, key personnel, governing body statement, service provision and use, food preparation, diversity and inclusion, and feedback, complaints and improvements.

Enhancements to Quarterly Financial Report

Minor enhancements to the Quarterly Financial Report (QFR) functionality will be implemented and made visible to providers during the next reporting round (01 April 2024). These changes include the introduction of an expandable tooltip, which will provide users with helpful information as they navigate through their QFR.

Publication of additional residential aged care provider data on the My Aged Care website

By late February, additional information will be published on the Staffing page within the Find a Provider Tool on the My Aged Care website. This includes:

- a historical calendar displaying the extent to which a service met the 24/7 RN responsibility in previous months
- care minutes for Personal Care Workers and Assistants in Nursing alongside the data for Registered Nurses and Enrolled Nurses.

Assessment providers and services now available in GPMS

In preparation for the decommissioning of NAPS, assessment providers and services have been migrated to GPMS. Functionality has been introduced to allow departmental staff to maintain this information in GPMS.

Additional Aged Care Gateway 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

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.