What's New?

Aged Care Gateway & Government Provider Management System

This update provides a summary of the system changes delivered from **Monday 1 July 2024** relating to:

- Release 30 of the **Aged Care Gateway** systems; and

- Release 8 of the **Government Provider Management system (GPMS)**.

Contents

Aged Care Gateway changes

Introduction of the new Integrated Assessment Tool (IAT) for aged care assessors

IAT

The new IAT is now available for assessors to use in the My Aged Care Assessor Portal in place of the National Screening and Assessment Form (NSAF). This will enable the assessment workforce to collect more complete information and ensure that service recommendations and referrals are tailored to each older person's needs.

NSAF assessments that were commenced and saved prior to 1 July 2024 (i.e. status "In-progress"), should still be completed using the NSAF either in the Assessor Portal or in the existing myAssessor app.

All assessments commenced by assessors on or after 1 July 2024 will be completed using the IAT.

For more information regarding completing assessments using the IAT within the Assessor Portal please refer to the [Assessor Portal User Guide 6 – Accessing and completing an Assessment – RAS](#) and [Assessor Portal User Guide 6 – Completing an assessment - ACAT.](#)

Detailed guidance on how to conduct an assessment using the IAT can be found in the [IAT User Guide](#) and [My Aged Care Assessment Manual](#).

Triage

As part of the IAT launch, a new Triage process for assessments has been introduced. Team Leaders will complete Triage between the referral and assessment steps in the assessment process.

Triage requires client consent and includes questions to further clarify the older person's needs prior to their assessment appointment. Triage will also ensure the right assessor is allocated to an assessment with the introduction of a Single Assessment Workforce late in 2024.

Team Leaders will have the ability to refer the client for urgent services or change the priority of the assessment, prior to, and during Triage.

Assessors who do not have a Team Leader role in the My Aged Care Assessor Portal will require Triage to be conducted by, or with oversight from, a Team Leader before commencing an assessment.

For more information regarding the Triage process, please refer to the [Assessor Portal User Guide 3 – Managing Referrals for Assessment and Support Plan Reviews – RAS](#) and [Assessor Portal User Guide 3 – Managing Referrals for Assessment and Support Plan Reviews – ACAT](#).

Transfer of Support Plan Reviews

Team Leaders and assessors can now transfer Support Plan Reviews (SPRs) between assessment organisations within the My Aged Care Assessor Portal. This function is only applicable to SPRs with a status of 'Submitted' and 'Assigned.'

For more information regarding this function for Team Leaders please refer to the [Assessor Portal User Guide 3 – Managing Referrals for Assessment and Support Plan Reviews – RAS](#) and [Assessor Portal User Guide 3 – Managing Referrals for Assessment and Support Plan Reviews – ACAT](#).

For more information regarding this function for assessors please refer to the [Assessor Portal User Guide 7 – Completing a support plan and support plan review – RAS](#) and [Assessor Portal User Guide 7 – Completing a support plan and support plan review – ACAT](#).

Update - launch of the new Aged Care Assessor App

The launch of the new Aged Care Assessor Application is delayed as it has not passed final quality assurance checks yet. The department will confirm a launch date in July and continue provide updates to assessment organisations when the new App will be available to download.

Any simple or comprehensive assessments that have commenced and saved (e.g. in-progress) prior to 1 July 2024 in the existing myAssessor App can be completed in the myAssessor App with the available NSAF screening tool.

AN-ACC Assessments will continue to be completed using the AN-ACC Assessor App until the new combined Aged Care Assessment app is ready.

Changes to Refundable Accommodation Deposits (RAD)

Changes to the Service and Support portal have been implemented to improve room pricing information displayed on My Aged Care.

Providers cannot advertise or charge over $550,000 without approval from the Independent Health and Aged Care Pricing Authority (IHACPA).

Providers will be required to add additional information including the IHACPA approval letter and reference number when creating/editing a room with a RAD over $550,000.

The [My Aged Care – Service and support portal user guide – Part 1: Administrator functions](#) has been updated to assist providers with these changes.

Learn more at [Changes to publication of room pricing on My Aged Care](#).

Ability to change room status or delete a room

Providers can now edit the status of a room to 'offline' or 'operational' and can also permanently delete a room.

The [My Aged Care – Service and support portal user guide – Part 1: Administrator functions](#) has now updated with these new function.

GPMS changes

Star Ratings changes to Find a provider tool

Minor updates will be made to Star Ratings for Residential Aged Care within the Find a Provider tool on the My Aged Care website. These updates will display further supporting information regarding a home's Star Rating for older people and their support network.

- A new explanatory tag for services receiving 1 star due to late or non-submission of their QFR will now display on the Staffing sub-category tab. This tag will read 'This provider has been given a one star staffing rating for failure to report their care data on time'.

- Additional information for services exempt from receiving a Star Rating including:
  - My Aged Care will display a 'Business Exemption' label for services that have an exemption for 24/7 RN coverage.
  - Explanation of what 'Business Exemption' or 'No Data Available' label means. This additional information is available in the Overall Star Rating description and on the relevant sub-category tab.

- The reporting period for data used to determine the Quality Measures and Staffing ratings will now display on their sub-category tabs, as well as in the historical rating tables.

24/7 Registered Nursing reporting and supplement changes

Several modifications have been made to the 24/7 registered nurse report, and supplement entitlement.

There are now an additional four supplementary questions when the provider indicates the absence of a registered nurse on site. An additional set of new questions have been posed at the end of each month when there has been a reported absence. Providers that haven't reported any absences during the month can now also proceed directly to submit their report. These changes will only apply to reporting from 1 July 2024 onwards (reporting for June 2024, submitted in July will not include this new set of questions).

A reduced rate 24/7 registered nurse supplement rate is available from 1 July 2024 to better support very small facilities (30 residents or fewer) who have a RN on site or on duty for an average of 12 hours a day (50%) or more, but less than 21 hours a day (87.5%) on average over a calendar month. The reduced-supplement is provided at 50% of the full rate and based on the number of residents in care and provider location.

The Government Provider Management System User Guide: 24/7 Registered Nurse Reporting has been updated to reflect these changes.

For more information on 24/7 Registered Nurse reporting, see:

- Section 6.4.4 of the Care minutes and 24/7 registered nurse responsibility guide
- 24/7 registered nurse reporting – training video.

Enhancements to the Provider Operations Collection Form and introduction of e-signature

Minor changes have been introduced to improve the Provider Operations Collection Form, including:

- Updates to the *Before you Start* information, and the *About this section* for both the Governing Body Membership and Declaration and Submission sections.

- Updated options contained in pre-defined lists to help providers submit information in the Key Personnel, Governing Body Statement and Feedback, Complaints and Improvements sections.

- The introduction of new question logic within the Diversity and Inclusion – Provider section to improve data quality.

- The ability to download a copy of the Collection Form at any stage.

Providers will have the option to use e-signature (DocuSign) to sign their Governing Body Statement. This will enable providers to email the statement to a Governing Body Member for electronic signature. Providers will still have the option to complete the statement manually if preferred.

For more information, please see the updated [Government Provider Management System – User Guide: Provider Operations Reporting](#) as well as the new [Government Provider Management System - Quick Reference Guide: Provider Operations Reporting](#).

Outbreak management reporting now included in the Quarterly Financial Report

Approved residential aged care providers are now required to report outbreak management expenditure.

To support this, the Quarterly Financial Report for Quarter 4 2023-24 (1 April – 30 June) has been updated to include:

- an additional question in the Residential Viability and Prudential Reporting section regarding if the organisation has had any outbreaks during the reporting period

- a new Outbreak Expenditure sub-section in the Residential Labour Costs and Hours section.

For more information regarding completing the updated Quarterly Financial Report please refer to the [Government Provider Management System (GPMS) – User guide: Quarterly Financial Report](#).

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.