



# What's New?

## Government Provider Management System

This update provides a summary of the system changes delivered from **Monday 21 October 2024** relating to Release 9 of the **Government Provider Management system (GPMS)**.

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## GPMS changes

### Updates to Star Ratings

A minor update has been made to Star Ratings for Residential Aged Care within the Find a Provider tool on the My Aged Care website. This update includes:

- A new explanatory tag for services receiving a 1 star Quality Measures rating in cases where providers did not submit their Quality Indicators by the due date.
- A new Technical Issue exemption category has been added for use where a technical issue has impacted the data available for calculation one or more of the ratings. This means a rating may not be available in the 'Find a Provider' tool, and/or explanatory notes may be included to explain the decision.

The [Government Provider Management System – User guide: Star Ratings](#) has been updated to reflect these changes.

### Updates to 24/7 Registered Nursing reporting user interface

Two minor changes have been made in the 24/7 Registered Nurse (RN) Reporting tile within the Government Provider Management System. These include:

- When an extension has been granted by the Department for RN coverage, the new reporting date will be displayed under the associated month, replacing the original submission due date.
- Submission categories now have functional improvements for easier navigation, these are:
  - Left and right arrows to control which page is being displayed.
  - Page numbers, with each page containing up to 5 or 10 submissions.
  - A quick skip button for faster selection.

The [Government Provider Management System – User guide: 24/7 registered nurse reporting](#) has been updated to reflect these changes.

### De-duplication of contacts

GPMS users can now identify, and submit a request, to resolve duplicate contacts within the Manage Your Organisation tile.

If a duplicate is identified, users can complete the [GPMS Reporting a Duplicate Contact](#) template and submit a request to the Department via [GPMS.project@health.gov.au](mailto:GPMS.project@health.gov.au) to remove the duplicated contact. Users will receive a confirmation email once the template has been received and further confirmation once the request has been actioned. Please note, requests relating to key personnel will be directed to the Aged Care Quality and Safety Commission.

For more information regarding this process please refer to the [Government Provider Management System \(GPMS\) – User Guide: Maintenance and Services](#).

## **Additional GPMS resources**

Additional resources are available for GPMS Users on the Department of Health and Aged Care website here: [Government Provider Management System resources](#).

## **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.