



What's New?

Aged Care Gateway and Government Provider Management System (GPMS)

This update provides a summary of the system changes delivered from **24 February 2025** relating to:

- Release 32 of the **Aged Care Gateway** systems
- Release 10 of the **Government Provider Management System (GPMS)**.

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Aged Care Gateway changes

New Triage Delegate Role

To complete triage, assessment organisation staff that were nominated as a triage delegate were required to hold a Team Leader role in the My Aged Care assessor portal. However, a new Triage Delegate role has now been introduced into the system. Now only staff who hold a Triage Delegate role will be able to complete triage.

From the 24 February 2025 all active users with the Team Leader role in the assessor portal will automatically be assigned the Triage Delegate role. If a user does not require the Triage Delegate role or is no longer qualified to hold this position in line with Triage Delegate clinical requirements, they will be required to submit a cease delegate position application via the delegate on/off form within the assessor portal.

For more information regarding the triage process and what functions a Triage Delegate can perform please refer to [My Aged Care – Assessor Portal User Guide 3 – Managing Referrals for assessment and Support Plan Reviews](#).

For more information regarding submitting an application to apply, cease or replace a Triage Delegate please refer to the [My Aged Care Assessor Portal User Guide 12 – Managing Delegate Roles](#).

Ability to apply, cease or replace delegate roles in the Assessor Portal

Assessment organisation staff can now submit an application to apply, cease or replace Delegate roles. This will replace the manual application process to become an Assessment Delegate.

The Delegate roles available to apply for will include:

- Triage Delegates
- Clinical Assessment Delegates (previously Assessment Delegate)
- Non-Clinical Assessment Delegates.

Please note that Non-clinical Assessment Delegates are being introduced in the system in preparation to the role being introduced with the establishment of the new Aged Care Act 2024.

To manage these Delegate roles, staff will be able to submit their application to a Team Leader for verification and an Operational Manager for support. Once the application has received support from the Operational Manager, it will be submitted to the Department for approval.

For more information regarding this process please refer to the [My Aged Care Assessor Portal User Guide 12 – Managing Delegate Roles](#).

Preference for assessment to be completed by a First Nations Assessment Organisation

Assessors will continue to capture/confirm Aboriginal and Torres Strait Islander status as per the current process.

Assessors will now be able to record if a client who identifies as Aboriginal and/or Torres Strait Islander would prefer for their assessment to be completed by a First Nations Assessment Organisation.

The client's preference for a First Nations Organisation should be recorded when registering a client and will be confirmed when completing the demographic details prior to completing triage. The preference will then display in the client details as well as on the client's card.

First Nations Organisations will commence rolling out from 1 July 2025.

- The rollout will begin with a small number of First Nations Organisations.
- Before then we are starting to test the processes and get ready with some existing Aboriginal and Torres Strait Islander organisations to inform the approach and get ready. These pilot sites will commence in March (date TBC), in limited regions across Australia. We will provide additional information as the pilot sites commence offering services.
- Over time, the service will extend its reach and work towards covering more areas across Australia. This is why it's important to collect the preferences for First Nation clients now to assist in the management of demand.
- Until a First Nations service is available in their area, older Aboriginal and Torres Strait Islander people can receive aged care needs assessments through existing organisations.

Guidance material for assessors will be distributed in February.

As more information becomes available, we will share it on the [First Nations Assessments](#) web page.

Decommission of myAssessor and AN-ACC app

Following the introduction of the Aged Care Assessor App in July 2024, the myAssessor App and AN-ACC have now been decommissioned.

Any in-flight assessments being completed using the myAssessor App can be completed either on the My Aged Care assessor portal or manually.

For more information regarding completing assessments using the Aged Care Assessor App please refer to the [Aged Care Assessor Application User Guide](#).

Document Younger People in Residential Aged Care

Assessment organisation staff are now able to capture and display exceptional circumstances for individuals under 65 seeking permanent residential or residential respite aged care.

This data is captured via new entry fields that appear in the assessor portal and the Aged Care Assessor app during comprehensive assessments as a care type. The fields displayed will vary based on the age of the client being assessed. Assessment organisations are responsible for ensuring that all data submitted aligns with the *Aged Care Act 1997*.

Assessment Delegates will also be able to record exceptional circumstances if they were not captured during the assessment or to make necessary corrections to the assessment.

There are also three new attachment types that can be added to client's profile if they are individuals under 65 seeking or residential respite aged care. These are:

- NDIA Younger People in Residential Aged Care (YPIRAC) Report
- AFA YPIRAC Summary Report
- Other YPIRAC Supporting Documents.

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](#) and [My Aged Care Assessment Manual](#).

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](#).

Government Provider Management System changes

Star Ratings updates to Find a Provider Tool and GPMS Portal

Updates to Star Ratings information for residential aged care homes, published on the Find a Provider Tool have been made. These include a breakdown of enrolled nurse care minutes that contributed to the monthly registered nurse care minutes of up to 10% and explanatory text to provide additional contextual information on specific ratings, for example if a rating has been affected by a technical issue.

This information will also display for providers in the Star Rating application in the GPMS portal. For more information please refer to the [Government Provider Management System User Guide – Star Ratings](#).

Additional staffing Quality Indicators

Three additional staffing Quality Indicators will be available from 1 April 2025. These indicators are to support the understanding of these important roles to the quality of care. The data will be collected from both the Quarterly Financial Report (QFR) and through the QI Program application for the data point 'recommended allied health services received'.

The new quality indicators will be:

- Enrolled Nursing
 - Proportion of EN care minutes (from QFR)
 - Proportion of nursing care minutes (from QFR)
- Allied Health
 - Allied health care minutes (from QFR)
 - Percentage of recommended allied health services received
- Lifestyle officers.
 - Lifestyle officer care minutes (from QFR)

For more information regarding this process please refer to the [Government Provider Management System – User guide: Quality Indicators application](#). Please note that this resource will not show the additional staffing quality indicators until 1 April 2025.

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.