

Digital Transformation

# Sector Partners

Digital Transformation for the Aged Care Sector



Digital Services within Corporate Operations Group  
Department of Health, Disability and Ageing



Australian Government  
Department of Health, Disability and Ageing

[www.health.gov.au](http://www.health.gov.au)

Meeting #63

29/05/2025



# WELCOME

**Janine Bennett**

Assistant Secretary

Digital Business and Sector Engagement Branch

Digital Services within Corporate Operations Group

Department of Health, Disability and Ageing | Australian Government



Sector Partners #63

# Agenda

Digital Transformation for the Aged Care sector

**Welcome &  
Agenda**

**Janine  
Bennett**

**State of Play**

**Janine  
Bennett**

**GPMS Update**

**Emma Cook**

**Q&A and Sector  
Readiness  
Discussion**

**Janine  
Bennett**

**Close**

**Janine  
Bennett**



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# State of Play

## **Janine Bennett** Assistant Secretary

Digital Business and Sector Engagement Branch  
Digital Services within Corporate Operations Group  
Department of Health, Disability and Ageing

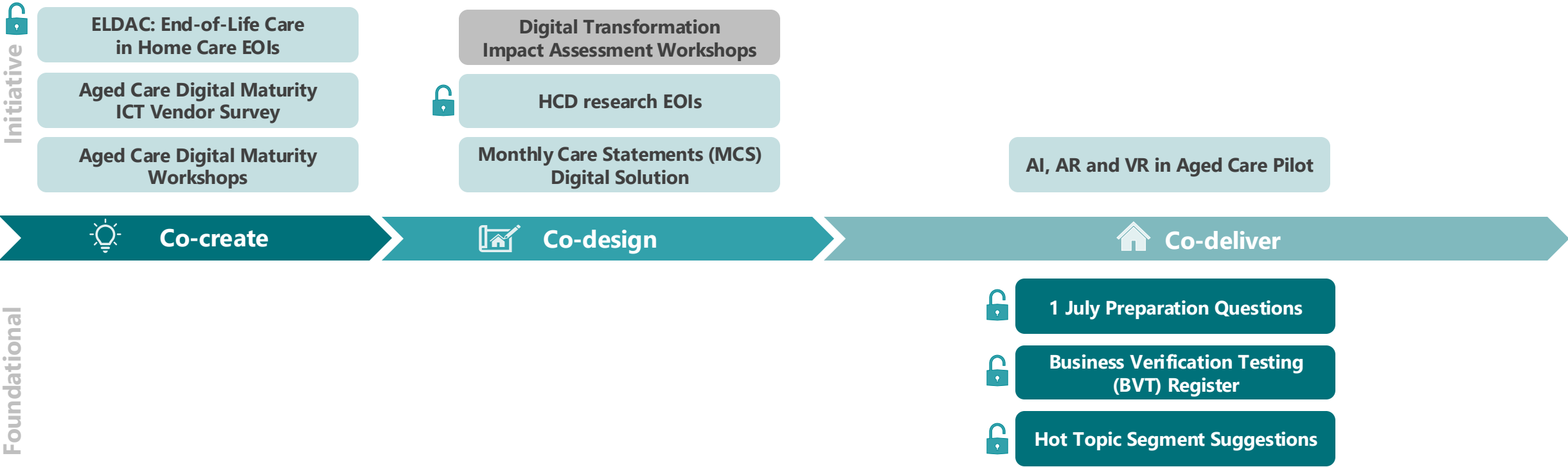


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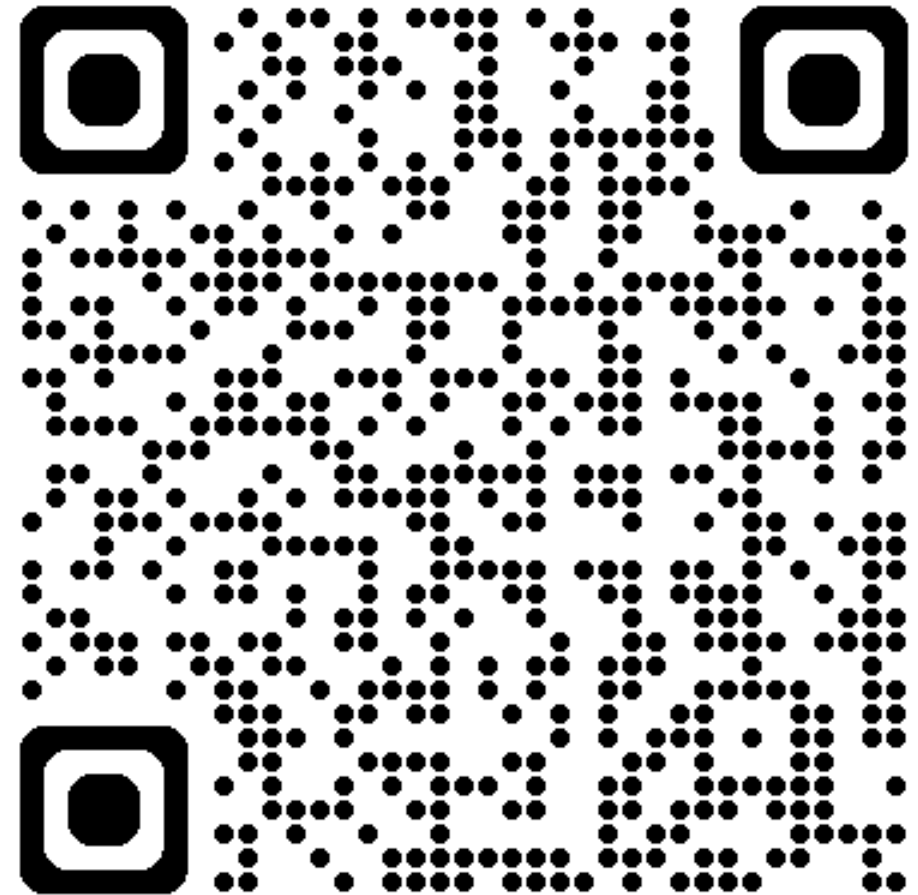
# Open collaboration activities



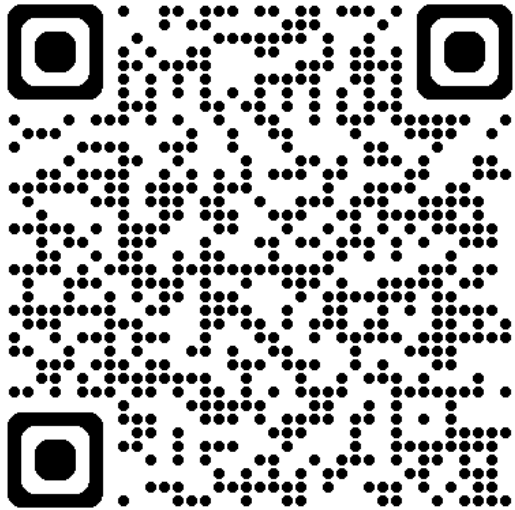
# Support at Home fee estimator



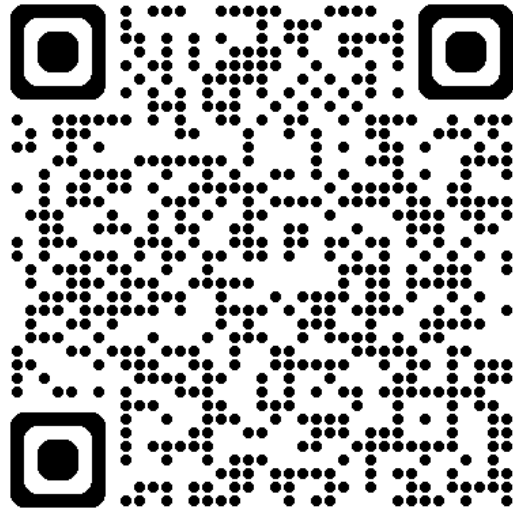
The Support at Home fee estimate calculator is now available on the My Aged Care website. It will provide an estimate of the contributions a participant will need to pay towards the services they receive under Support at Home.



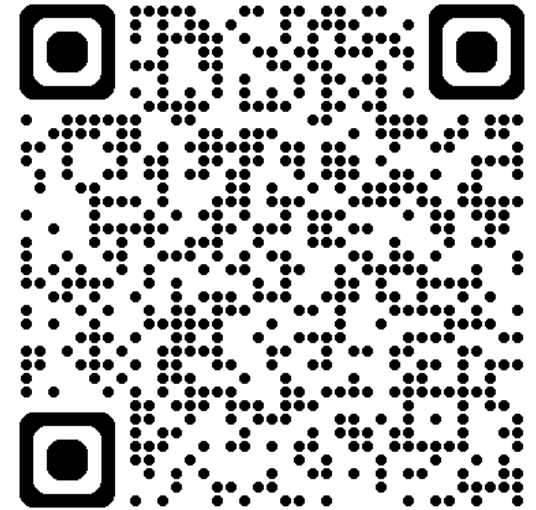
## New Support at Home material on My Aged Care Website



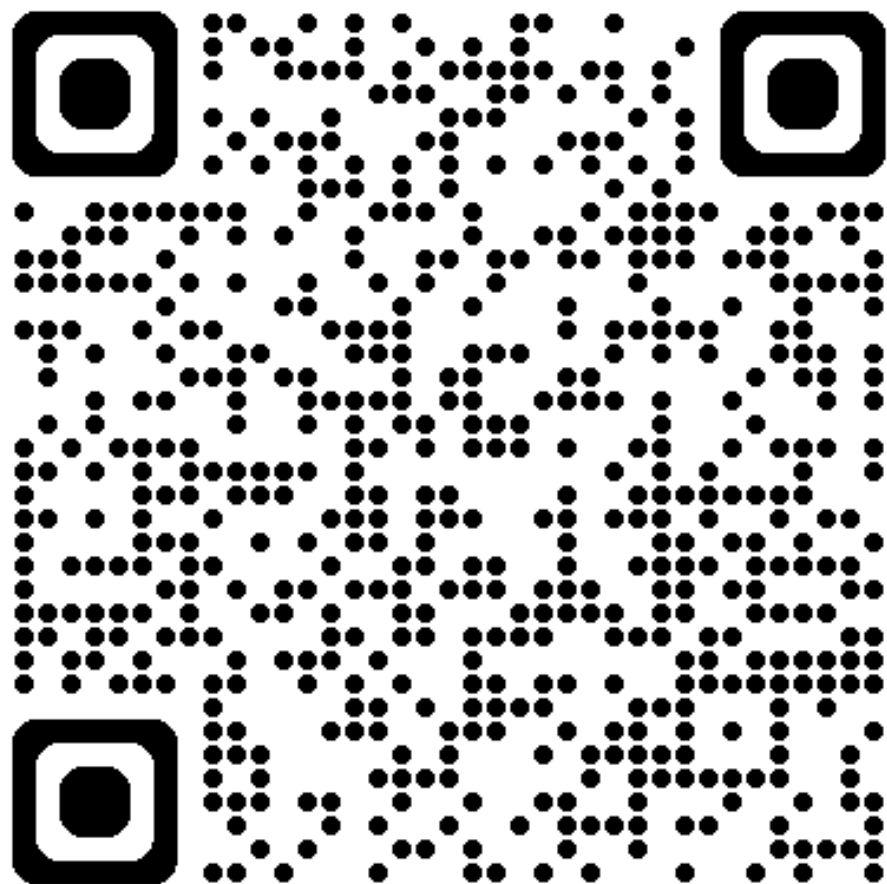
**Understanding Costs**



**Home Care Packages**



**Home Care Package  
Costs and Fees**



## Support at Home sample invoice CSV files and eKit published

CSV sample files for providers and software developers to transition to Support at Home from 1 July 2025 are now available. The Support at Home changes eKit has the following files for you or your software developer:

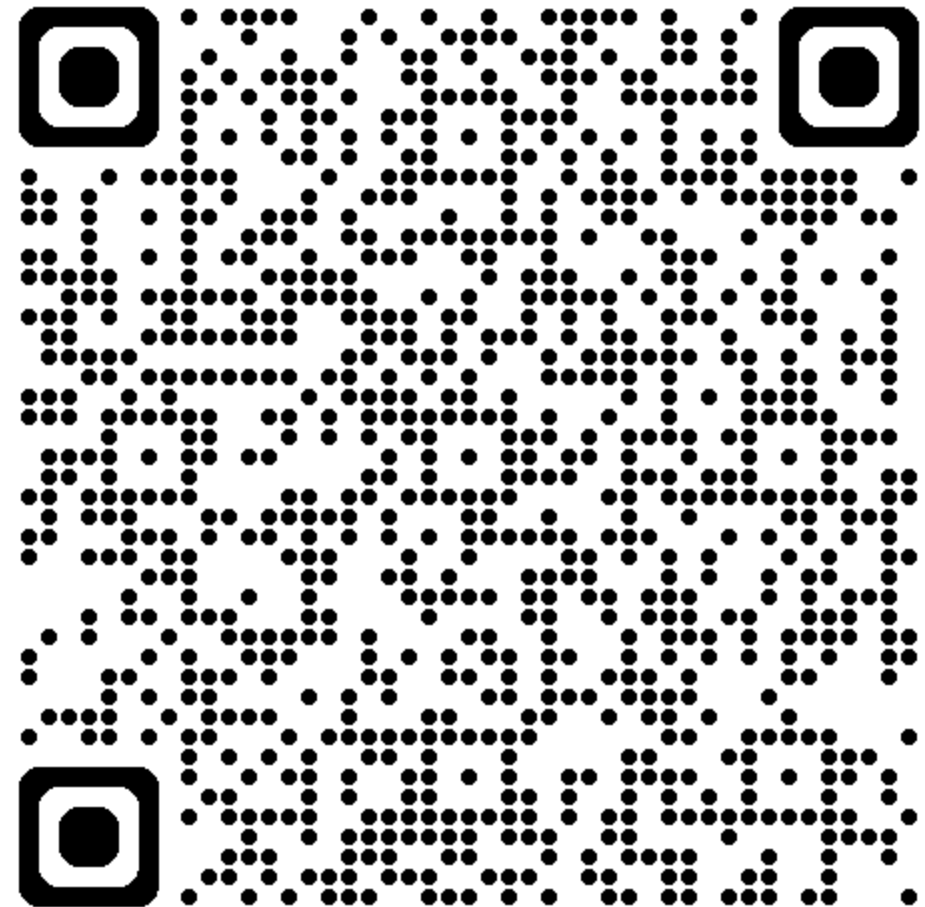
- sample invoice CSV upload file
- sample invoice CSV download file
- explanations of the structure and file elements for uploading and downloading.

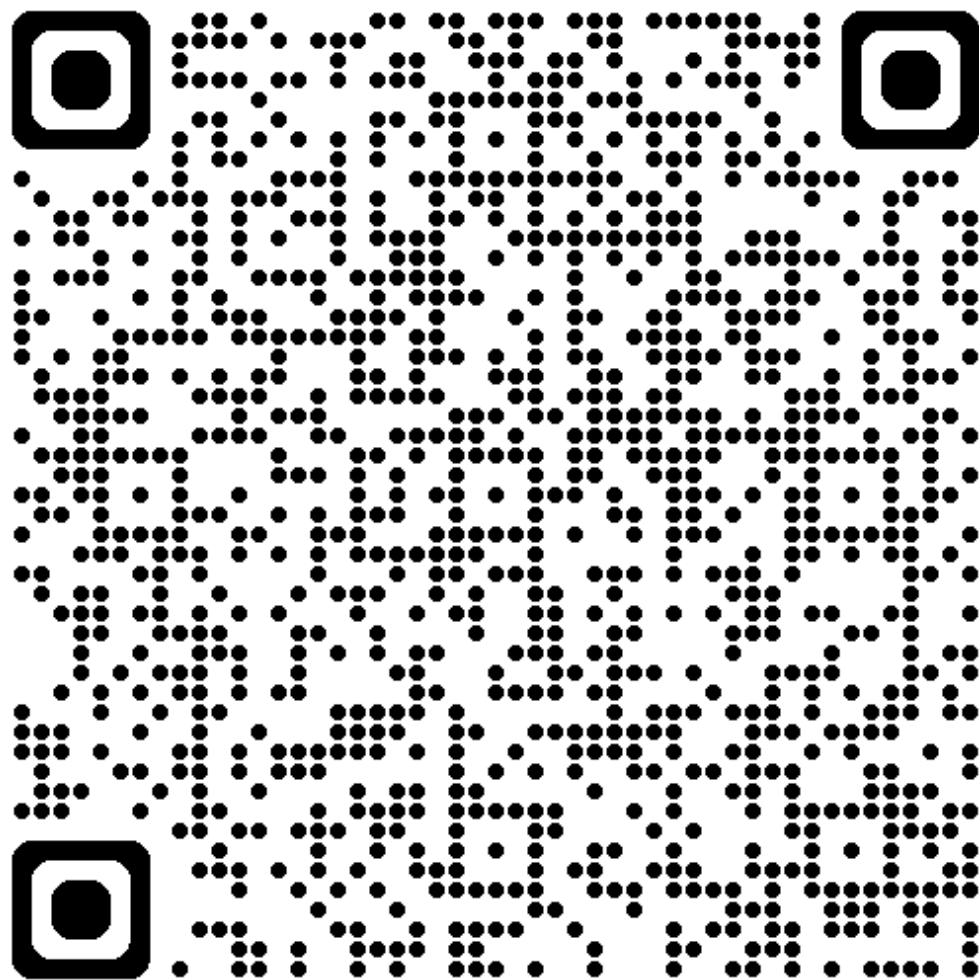


# Support at Home program provider transition guide v2

The SaH program provider transition guide has been updated. The primary changes to the May release (v2.0) of the transition guide include:

- Links to new resources in the resource section and actions where relevant throughout the guide.
- New actions added to the following sections:
  - Prepare for transition
  - Understand your regulatory obligations as a provider
  - Support at Home services for Aboriginal and Torres Strait Islander people
  - Receive payments



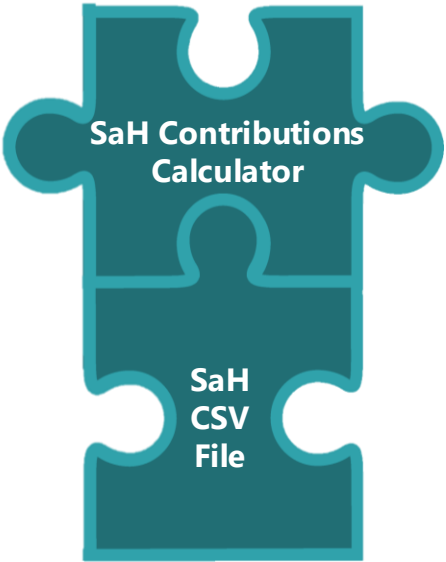
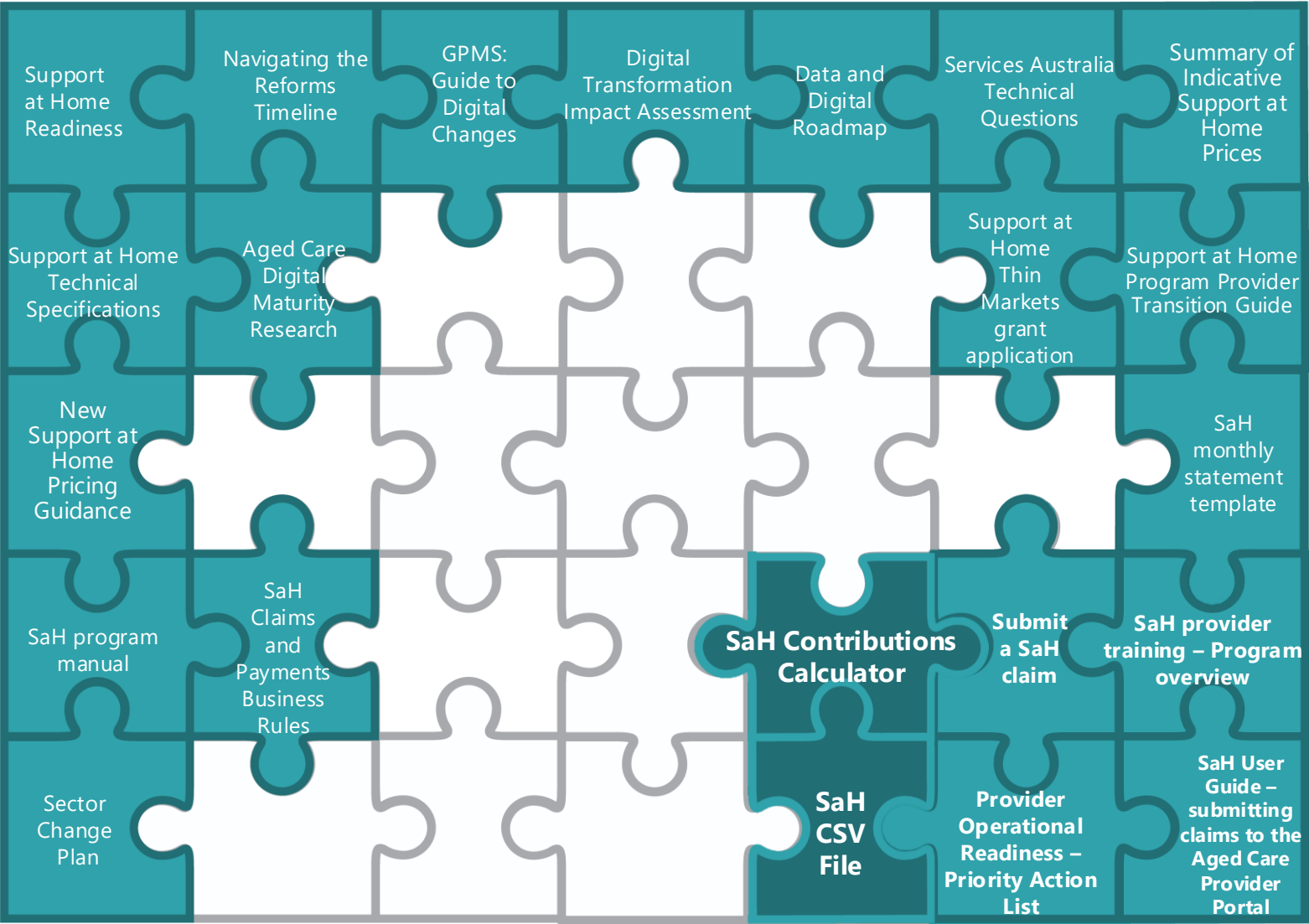


# Digital Transformation Impact Assessment Playbook v2.0

Version 2 of the DTIA playbook has been published on the Sector Partners collaboration site.

The new version incorporates changes to the design format, updates to the change card links and additional instructions to assist the user to independently facilitate an impact assessment within their organisation.

# Assembling the puzzle



**Disclaimer:** This puzzle is for illustration purposes only and is not an accurate representation of the actual amount of new material expected.

# GPMS Update

## Emma Cook

Assistant Secretary  
Digital Reform Branch  
Reform Implementation Division  
Ageing and Aged Care Group  
Department of Health, Disability and Ageing



# What is changing and what is staying the same in GPMS following implementation of the new Act?



## Provider Registration

### What is changing

- Registered providers become active in GPMS from the implementation of the new Aged Care Act 2025.
- NEW providers will apply for registration through the ACQSC website.
- ACQSC will use the registration category listed for a provider in GPMS to regulate it.
- A Registered Provider will have a single ABN.

### What is staying the same

- GPMS will continue to be integrated with Services Australia to support payments to Registered Providers.



## Who has access

- Grant funded providers can log on for the first time and navigate GPMS functionality.
- Associated providers included in registration and renewal process in alignment with parent org ABN. Associated provider records stored in GPMS.
- Portal users who want to both submit reports and manage their organisation will need to set up users on both functions.

- Existing providers continue to use GPMS, with access aligned to their provider registration and ABN.
- User roles will come across with provider ABN.
- Continuity of mandatory reporting for 1 July quarter.




## Manage your organisation

- GPMS data model will reflect requirements under the new Act.
- Users of newly deemed organisations to setup authentication methods in GPMS.
- Change in Circumstance (CiC) form and other forms (e.g. *variations, suspensions, revocations and corrections*) will be available from the ACQSC website with submissions to ACQSC.
- Registered providers will use:
  - *GPMS Portal – Compliance* and reporting function to submit mandatory reporting
  - *GPMS Portal – Manage your organisation* function to manage organisation and personnel details, view service/branch details.

- ALL registered providers view and maintain organisational information in GPMS.
- Continue to submit Quarterly Financial Reports, Quality Indicators and APO reports as a Registered Provider via GPMS.



# Logging into the GPMS



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## Government Provider Management System

Registered providers can log in to the Government Provider Management System (GPMS) to access reporting applications.

Log in to GPMS – Compliance and reporting



On 1 July 2025 the [Aged Care Act 2024](#) came into effect.

As part of the new Act, a new version of the Government Provider Management System (GPMS) portal is available for providers to manage their organisation's details and submit registered nurse (RN) reporting in the new GPMS Portal – Manage your organisation. Registered providers can continue to use the GPMS Portal – Compliance and reporting to access reporting applications.

### GPMS Portal – Compliance and reporting

Access this portal to complete the following actions for the April-June 2025 quarter:

- submit and amend current and previous quarter's Quality Indicator Program data
- access Provider Operations Collection Form
- submit your Quarterly Financial Report
- access Star Ratings
- respond to system governor assurance activities
- preview your finance and operations information
- view your care minute targets.

Log in to GPMS – Compliance and reporting

Log in to GPMS – Manage your organisation

### GPMS Portal – Manage your organisation

Access this portal to complete the following actions from 1 July 2025:

- manage your organisation and personnel details
- view your residential care homes, branches and associated provider arrangements
- submit 24/7 registered nurse (RN) reporting.

Log in to GPMS – Manage your organisation

You will be asked to verify your identity using VANguard (single sign-on) or myID. Please choose the same process you use to access the My Aged Care Service and Support Portal.

If you have any problems with this step, please contact your organisation's IT support service first.

### More information

The Government Provider Management System resources collection provides detailed instructions about how to access and

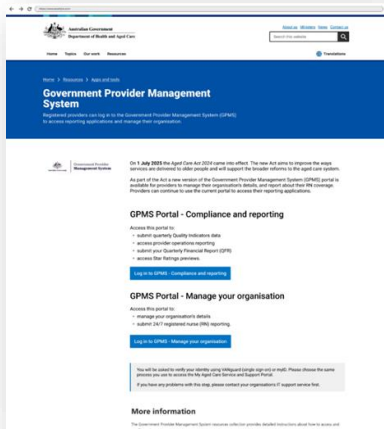
EXAMPLE ONLY – please note this content is not final and may be subject to change




# Authentication method



# Manage your organisation tile (Manage your organisation portal)





Manage your organisation



Australian Government  
Department of Health  
and Aged Care

Government Provider  
Management System

Home

User  

Log out

Welcome



**Manage your organisation**

- Review your registered provider details
- View residential care home information
- View branch details
- View associated provider arrangements
- View responsible persons and manage your contacts
- Find information on how to access registered provider forms



**Looking for something else?**

Sign in to My Aged Care Service and Support Portal to find information about:

- Referrals
- Clients
- Outlets
- Staff
- Incidents
- Forms and reports

**Using this website**

- Terms of use 
- Privacy and security 
- Copyright 
- Accessibility 
- Disclaimer 

**Links and resources**

- Department of Health and Aged Care website 
- My Aged Care service and support portal 
- Aged Care Quality and Safety Commission website 
- Contact us 


The Department of Health and Aged Care acknowledges the Traditional Owners and Custodians of Country throughout Australia, and their continuing connection to land, sea and community. We pay our respects to them and their cultures, and to Elders both past and present.



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# Manage your organisation tile (Manage your organisation portal)




Australian Government  
Department of Health  
and Aged Care

Government Provider  
Management System


Home

4


User 

Manage your organisation


Manage your organisation's details

**Provider details**


- View your registered provider details
- Update contact information

**Residential care homes**


- View your residential care homes
- View details of specialist age care programs
- View associated responsible persons

**Branches**

- View details of your branches delivering services in the home or community


**Responsible persons and contacts**

- View details about your responsible persons
- Manage your contacts

**Associated providers**

- View your associated provider arrangements

Contact the Commission

 Visit the Commission's website to:

- Manage your provider registration details
- Learn about provider regulatory obligations and responsibilities
- Find registered provider forms, including:
  - Change in circumstances
  - All registration application forms

[Contact the Commission](#)



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# Manage your organisation pages

## Provider details

- View provider details such as ABN, incorporation and parent/holding company details
- View registration details
- View provider contact and address details
- View specialist aged care programs delivered by the provider

### Provider details

Details	Registration	Business contact	Specialist aged care programs
---------	--------------	------------------	-------------------------------

### ❶ Changing your registration details?

For more information, visit the [Commission's website](#).

▼ Basic details

Registered provider ID	XXXXXXXXXX
Legal name	XXXXXXXXXXXXXXXXXXXX
Business name	XXXXXXXXXXXXXXXXXXXX
Is this provider an Aboriginal Community Controlled Organisation (ACCO)?	
 Edit	

## Residential Care Homes

- View a list of residential care homes under the organisation
- Search for a specific home and view the details below:
  - Residential care home details
  - Aged care programs
  - Responsible Persons and Points of Contact, including Personnel profile (role, position), manage contacts

### Residential care homes

RCH ID, name, or prog/payment ID	Program type	State	Status
<input type="text" value="Enter RCH ID, name, or prog/payment ID"/>	Show all	Show all	Active

RCH ID	RCH name ↑	Program type	Program/ payment ID	State	Status	
		NATSFAC program		VIC	Active	<a href="#">View home details</a>
		RESI program		NSW	Active	<a href="#">View home details</a>

## Branches

## Branches details page

- List of all branches under the organisation
- Search for a specific branch and view the details below:
  - Branch details
  - Branch Points of Contact, including Personnel profile (role, position), manage contacts

Branch ID or name		Program type	State	Status
<input type="text" value="Enter ID or name"/>		<input type="text" value="Show all"/>	<input type="text" value="Show all"/>	<input type="text" value="Operational"/>
<a href="#">Clear filters</a>				<a href="#">Apply filters</a>
Branch ID	Branch name	Program type	State	Status
BR000001	BR000001	Service delivery branch	VIC	Operational
BR000002	BR000002	Service delivery branch	NSW	Operational
BR000003	BR000003	NATSFAC branch	NSW	Operational
BR000004	BR000004	TCP branch	VIC	Operational
BR000005	BR000005	NATSFAC branch	VIC	Operational
BR000006	BR000006	NATSFAC branch	NSW	Operational
BR000007	BR000007	TCP branch	QLD	Operational
BR000008	BR000008	NATSFAC branch	QLD	Operational
BR000009	BR000009	TCP branch	ATC	Operational
BR000010	BR000010	NATSFAC branch	ATC	Operational





# Manage your organisation pages cont.

## Responsible persons and contacts

- View key contacts, responsible persons and points of contact associated with the registered provider, residential care homes and branches.
- Manage contacts
- Search for a specific individual and view their personnel profile.

### Responsible persons and contacts

All Residential care homes Branches

#### Change responsible person details?

The Ageing, Disability and Safety Commission manages changes to your responsible persons. This includes who you assign as a key contact. Visit the Commission's website to find out how.

#### Key contact

#### All responsible persons and points of contact

+ Add new point of contact

Contact ID or name		Role status			
Enter contact ID or name		Active		Clear filters Apply filters	
Contact ID	Contact name	Responsible person	Point of contact	Role status	
		✓	✓	Active	View personnel profile
			✓	Active	

## Associated providers

- View a list of associated providers.
- Search for a specific associated provided and view their details.
- This tile will only be available to users Provider Staff (Registered Provider) access role.

Associated provider ID or name		Service types	Status		
Enter ID or name		Show all	Active	Clear filters Apply filters	
Associated provider ID	Associated provider name	Service types	Status		
		Domestic assistance, Meals	Active	View associated provider details	
		Transport	Active		
		Nursing care	Active		
		Nursing care	Active		
		Home adjustments	Active		
		Nutrition care, Personal care	Active		
		Allied health and other therapy	Active		
1-7 of 7 records		1		Rows per page 10	



# Example of viewing residential care home details

If the user selects ‘View home details’ for a specific home, the residential care home details page will be displayed, where they can view the details about the residential care home. A selection of three tabs is available at the top of the page to view residential care home details, aged care programs details and Responsible Persons and Points of Contact details. Within the Responsible Persons and Points of Contact tab, the user will be able to manage contacts (e.g. add and edit contact).

Details tab

DetailsAged care programsContacts

Changing your registration details?

Contact the Aged Care Quality and Safety Commission for any changes.  
For more information, visit the Commission's website.

Basic details

RDH ID

RDH name

Date of approval

Approval revocation date

Association start date

Association end date

Maximum occupancy

Total number of beds

Address

Physical address

Contact details

Business contact number

Alternate phone number

Emergency after hours phone number

Email address

Website

Postal address

Aged care programs tab

DetailsAged care programsContacts

Changing your registration details?

Contact the Aged Care Quality and Safety Commission for any changes.  
For more information, visit the Commission's website.

Residential Care Home (RES)

Program/payment ID

Beds

Operational beds

Offline beds

AN-ACC

Classification

Start date

End date

View offline beds

Contacts tab

DetailsAged care programsContacts

Changing responsible person details?

The Aged Care Quality and Safety Commission manages changes to your responsible persons. This includes who you assign as a key contact.  
Visit the Commission's website to find out how.

Responsible persons

Contact ID or name

Role status

Clear filters

Apply filters

Contact ID	Contact name	Association start date	Association end date	Role status	
		15/12/2021	-	Active	View personal profile
		9/12/2022	-	Active	
		1/1/2023	-	Active	
		1/12/2023	9/1/2025	Active	
		10/12/2023	-	Active	
		9/1/2024	-	Active	

1 of 5 records

Reset per page

Points of contact

Contact ID or name

Contact purpose

Role status

Clear filters

Apply filters

Contact ID	Contact name	Contact purpose	Position	Association start date	Association end date	Role status	
		Primary contact	Position	11/12/2021	-	Active	View personal profile
		Emergency contact	Position	1/12/2022	-	Active	
		Emergency contact	Position	9/12/2023	-	Active	
		Alternate contact	Position	21/12/2022	12/12/2027	Active	
		Emergency contact	Position	1/1/2023	-	Active	

1 of 5 records

Reset per page

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# New Aged Care Act GPMS guidance materials and communications update

Update in progress

GPMS Resource Collection page



- Guidance materials are currently being drafted with the aim of supporting providers to:
  - understand the changes to GPMS and associated processes
  - use the updated GPMS
  - access further information and support.
- Regular communications to providers are planned via multiple channels (newsletters, webinars, emails etc.) in preparation for the implementation of the new Act.



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# Guidance material details

Guidance Material	What to expect?	How can they help you?	Where to find them?
<b>FAQs</b>	The FAQs provide clear, concise answers to common questions on GPMS changes from 1 July 2025. This includes information on the portals and managing your organisation.	Referring to the FAQ will ensure users can quickly access answers to common queries, helping to troubleshoot issues, clarify procedures and support confidence with using GPMS.	Department's website
<b>Quick Reference Guide (QRG)</b>	The GPMS QRGs provide step-by-step instructions to support users with completing key tasks within GPMS.	Referring to the QRGs ensures users have access to the latest system instructions, reduces risk of error and support consistent processes across the organisation for completing tasks accurately and efficiently.	Department's website
<b>User Guide</b>	The GPMS user guides provide detailed, step-by-step instructions to support users in understanding and navigating GPMS.	Referring to the user guides helps users confidently navigate GPMS by providing detailed instruction on key processes and tasks. The guides support accurate system use, reduce errors and assist users in resolving issues independently.	Department's website
<b>Fact Sheet</b>	The GPMS fact sheets provide a quick, high-level overview of key features, processes and updates within the system.	Referring to the fact sheets allows users to quickly access key information about GPMS processes, features and updates. The fact sheet will help users stay informed and build confidence in using the system effectively.	Department's website
<b>Video</b>	The GPMS instructional videos provide a visual, step-by-step demonstration of key system tasks and processes.	Referring to the instructional videos allows users to follow clear, visual demonstrations of key GPMS actions, making it easier to understand processes and apply them correctly in real situations.	Department's website

**Note:** Several existing GPMS guidance materials will be removed from the Department's website as they will be superseded by the above new/updated materials.

# GPMS communications for implementation of the new Act

Communications artefact	Description	Action (new / update / remove)	Channel	Target Release Date / Publication
<b>Guide to digital changes for providers</b>	<ul style="list-style-type: none"> <li>Version 3.0</li> <li>Version 4.0</li> <li>Version 5.0</li> </ul>	Update	Department website	May 2025 June 2025 October 2025
<b>Digital readiness checklist for providers</b>	<ul style="list-style-type: none"> <li>Version 2.0</li> </ul>	Update	Department website	May 2025
<b>Direct Emails</b>	<ul style="list-style-type: none"> <li>GPMS cut-off date is midnight 20 June and most associated activities providers will need to do in preparation.</li> <li>Pre-release / outage communications</li> <li>Post release communications</li> </ul>	New	<a href="mailto:noreply@health.gov.au">noreply@health.gov.au</a>	May 2025  June 2025 July 2025
<b>Your Aged Care Update (YACU) Newsletter</b>	<ul style="list-style-type: none"> <li>GPMS cut-off date is midnight 20 June and most associated activities providers will need to do in preparation.</li> </ul>	New	Your Aged Care Update (YACU)	May 2025
<b>Tech Talk presentation</b>	<ul style="list-style-type: none"> <li>Government Provider Management System (GPMS) updates for 1 July</li> <li>Communicate updates to publications and resources available from 1 July</li> </ul>	New	Tech Talks	June 2025
<b>Sector Partners presentation</b>	<ul style="list-style-type: none"> <li>Reminder: GPMS cut-off date is midnight 20 June</li> <li>Government Provider Management System (GPMS) updates for 1 July</li> <li>Communicate updates to publications and resources available from 1 July</li> </ul>	New	Sector Partners	May 2025 June 2025
<b>GPMS Website updates</b>	<ul style="list-style-type: none"> <li>GPMS Home Page</li> <li>GPMS Login Page</li> <li>Resource Collection Page</li> </ul>	Update Update Update	Department website	July 2025

**Note:** This plan includes planned communications only and may be updated as required.



# Questions and Answers Playback



**Janine Bennett**

Assistant Secretary

Digital Business and Sector Engagement Branch  
Digital Services within Corporate Operations Group  
Department of Health, Disability and Ageing



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# Q&A playback

Questions taken on notice last session

## Topic: Support at Home Transport Service

**How are providers expected to quote unit prices and charge for the transport service under Support at Home when trip distance is variable?**

### SME Response

Providers are permitted to agree with their clients a price range for the Transport service. Agreeing a price range is only permissible for the Transport service. However, the price range may only be quoted on a “per trip” basis, and the provider may only charge a single price for delivering a unit (i.e. one trip) of the Transport service.

In calculating a price range, providers may wish to consider things like length, time or characteristics of the client, or other relevant cost elements.

For example: a provider quotes a price range for “low distance” transport for clients who require no mobility assistance. The provider defines low distance trips as 1-10km. The provider’s price for this service is quoted as \$30-\$60. The provider delivers a 10km trip to a client, and so the price for delivering this service is \$60. The provider is not able to charge any other fees for delivering this unit of service.



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# Q&A playback

Questions taken on notice last session

## Topic: Support at Home Transport Service

### How should providers account for accompanied activities including transport in pricing and claiming?

#### SME Response

The price claimed for delivering 'Social support and community engagement' needs to be inclusive of any travel costs. These costs may include travelling to the client's home, taking them to the doctor, and taking them back to their house. Time spent with the client to take them to the doctor, attend the appointment, and take them back to their house would constitute face-to-face time with the client, for billing purposes.



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## Period for Claiming HCP

### Q. How long will we have capacity to submit claims for HCP? (After 1 July)

**A:** Providers will use July to finalise all HCP claims and report final balances for any unspent HCP funds they are holding. The HCP program works on a monthly in arrears claiming cycle so we are expecting claims for services delivered to 30 June to be settled through the July period. To enable all HCP claims to be cleared through the existing monthly claiming cadence, Support at Home (SaH) claiming will commence from 1 August. Note: providers must submit their HCP June claim and Services Australia must approve the claim before SaH claiming can commence. Please note, the Aged Care Provider Portal will be offline from 1-6 July, and you can start claiming for HCP June claims from 7 July.

## Errors in claims and resubmission

### Q: What happens if the claims have errors and need resubmission after July?

**A:** Providers will be able to correct their previous Home Care Package (HCP) claims after 1 July. Support at Home claiming will commence from 1 August, once all HCP claims are finalised. [The Support at Home User Guide](#) provides detailed information on how to submit claims under the Support at Home Program. Please contact [Services Australia Provider Enquiry Line](#) on **1800 195 206** for enquiries related to claims.



# Q&A playback

Questions taken on notice last session

## Topic: Support at Home Monthly Statement

**Is the Support at Home Monthly Statement Template the final version? It doesn't cover situations where an invoice comes in after a quarter has already ended and you've issued the statement but want to claim off the previous quarter's balance.**

### SME Response

The monthly statement template will continue to be refined in response to feedback provided to the Department. It is intended as a guide to help providers present all required legislative information while accommodating a variety of participant scenarios. However, it may not cover every situation that a provider may come across.

If an invoice is received late into the next quarter and it meets the criteria for a late claim submission, it can be included in the next monthly statement. The template includes a line in the account summary table titled 'variations from previous months' and a section for 'adjustments or refunds from previous calendar months', where this information can be recorded. Use of the template is not mandatory, and providers are encouraged to adapt it to suit the needs of the individuals in their care.



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### Claims User Guide

**Q. The user guide for submitting SaH claims included a table showing that gardening and laundry services were being claimed against the Care Management budget. Can you please confirm this is not accurate?**

**A:** Confirming that the table illustrated in the guide is not accurate. The example is for illustration purposes only and is not true representation of an actual claim.

### Subsidy and Fee List

**Q. When will the subsidy and fee list be released for SaH? Will it finally be provided in a computer readable format like CSV instead of a PDF document?**

**A:** There is currently a released [Schedule of Subsidies and Supplements for Aged Care](#) on the department website. The updated Schedule of Subsidies and Supplements for Aged Care will be published on the Department of Health, Disability and Ageing website when available. A Word and PDF version of the Schedule will be published. Additionally, the [Support at Home program manual](#) includes the funding amounts for each classification and information on supplements.



# Q&A

**There are multiple ways to ask your question:**

- 1** Type your question into the meeting chat.
- 2** Raise your virtual hand to be brought to stage to ask your questions directly.

## **Want to ask your question directly?**

Just raise your hand using the option at the top of the MS Teams window.



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# THANK YOU

Our next meeting will be on **Thursday, 12 June 2025.**



[DTSectorPartners.health.gov.au](mailto:DTSectorPartners.health.gov.au)