

Tech Talk

Digital Transformation for the Aged Care sector –
Webinar Series



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



Australian Government
Department of Health, Disability and Ageing

www.health.gov.au

Meeting #24

11 June 2025

Welcome

Connect by phone



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Session is recorded



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Q&A

There are multiple ways to ask your question:

- 1 Ask your questions on Teams, using the **Q&A Tab**
- 2 If you see a questions you like, vote it up!

Want to ask your question directly?

Add your name when submitting your question in Teams. Raise your hand using the option at the top of the MS Team window and we'll invite you to our virtual stage.



Raise





Agenda

Digital Transformation for the Aged Care sector

Welcome

Janine Bennett

**Digital
Transformation
/ Aged Care
Reform**

Brian Schumacher
Greg Pugh

**Support at
Home**

Lezah Rushton
Marguerite
Gandini

**Government
Provider
Management
System**

Amanda Smith
Emma Cook

Q&A/Close

Panellists



Digital Transformation / Aged Care Reform



Brian Schumacher

a/g Chief Digital Information Officer
Department of Health, Disability and Ageing

Greg Pugh


First Assistant Secretary, Reform Implementation Division
Department of Health, Disability and Ageing



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Digital capability releases are currently being re-planned, based on the revised GO LIVE date for the new Aged Care Act

Prepare for the new Aged Care Act



Provider Operational Readiness Priority Actions List

May 2025

This list aims to guide aged care providers on what you need to do before and after 1 July 2025, to implement the new Aged Care Act and Support at Home program. This list consolidates information and guidance that has been (or soon will be) released to support transition and readiness.

We recommend providers consider these actions to prepare for the changes. The approach taken by your organisation may be different to others and individual circumstances should be considered.

May – June 2025

Actions to take with your residents and participants

Engage with your residents and/or home care participants

All providers

- ensure your aged care residents and home care participants are aware of their rights and protections under the new aged care act including the [Principles of Rights](#), the [new aged care code of conduct](#) and changes to participant consent (where applicable); share the [Changes to consent in aged care](#) booklet (where relevant).

Home care providers

- work with participants, engage with service care package (or) participants to meet new service agreements, quarterly reflections to review care agreements under work and discuss care plans; the Department of Health and Aged Care will send a letter to service providers to make sure you are making transition to the Support at Home program. A Support at Home participant guide – information for RCP recipients with check up will be provided to support these discussions (to be published); share the [Support at Home booklet for older people, families and carers](#) and separate edition for [Aboriginal and Torres Strait Islander people](#).

Commonwealth Home Support Programme (CHSP) Providers

- confirm all CHSP recipients are registered with the Aged Care and have an assessment for CHSP services. Support them to access an assessment by 1 July 2025.

Actions to take for your organisation

New regulations and the new Aged Care Act

All providers

- The planning process will be based on information to support in: CHSP services, RCP and new participants; ensure the provider is complete it from early information.
- If operational details, email: [questions@agedcare.gov.au](#)

Provider Operational Readiness, May 2025






Aged care reference guide

A guide for providers and the sector

MAY 2025





See how much you might pay for services using the Support at Home fee estimator

In the Support at Home fee estimator below, you can see what you may have to contribute towards each service under Support at Home. This simple tool gives you a general idea of how the new funding arrangements may impact your contributions and how they vary based on your services.

The new arrangements won't start until 1 July 2025, but the projections in the Support at Home fee estimator can help you prepare for that decision.

1 Your details

Were you approved for services on or before 12 September 2024?

☐ Yes

☐ No


What is your age pension status?

☐ Full pensioner

☐ Part pensioner or

☐ Fully self-funded

[View contributions](#)



Data Exchange – Commonwealth Home Support Program



NEW

Data Exchange Dictionary (Stage 1)

Introduction

Purpose of the Data Exchange Dictionary (Stage 1)

The Data Exchange Dictionary (Data Dictionary) assists service providers to enter data into the Data Exchange (DEX) in a consistent way that best reflects the program activity being delivered. This document provides policy guidance on entering data into DEX for Commonwealth Home Support Program (CHSP) services funded by the Department of Health and Aged Care. These guidelines should be read in conjunction with:

- [DEX DEX - the e-learning module](#)
- [CHSP 2025-27 Manual](#)
- [Proposed changes to CHSP Data Exchange from 1 July 2025 – Fact sheet](#)
- [CHSP DEX Stage 1 Provider Toolkit](#)
- [CHSP 2025-27 extension resources](#)

Intended use

The Data Dictionary is intended to provide practical information for service providers and front-line staff to better understand the data reporting requirements for the CHSP program. It aims to provide consistency on how program data is interpreted within program activities and support a consistent interpretation of the DEX predicate across commonly funded organisations.

All resources associated with DEX are available on the [DEX website](#).

Grouping

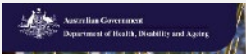
Common data reporting requirements are applicable. The examples provided are for illustrative purposes only. All other services listed have their own unique nature of the service.

Staged Approach


From 1 July 2025, DEX reporting requirements will be implemented in a staged approach. The department will support providers through the implementation of the DEX service list and improve visibility of services being accessed by clients. The changes will require systems updates by providers.

Data Exchange Dictionary






NEW



Data Exchange Toolkit – Stage 1

Commonwealth Home Support Program

agedcareengagement.health.gov.au





UPDATED

Proposed changes to Commonwealth Home Support Programme (CHSP) Data Exchange (DEX) from 1 July 2025

This fact sheet outlines what CHSP providers need to know about the proposed changes to reporting requirements to reflect service list changes and provide greater program assurance.

What do these changes mean for CHSP providers?

From 1 July 2025, DEX reporting requirements are changing to ensure services align to the proposed CHSP service list and improve visibility of services being accessed by clients. The changes will require systems updates by providers.

Program assurance


From July 2025, providers will need to accurately report services delivered in accordance with their registration category and CHSP grant agreement. Data is critical for compliance activities and ensures funding is spent efficiently and effectively, and for funded services.

It also provides assurance to the department that providers can provide high-quality, safe, and consistent care to eligible older people who wish to remain in their own homes. The department can use the data to better understand how clients interact with the entire aged care system.

All clients must have a My Aged Care ID

Appropriate compliance and reporting measures are required to ensure that all older people receiving CHSP services have a My Aged Care ID. The new Aged Care Act requires that aged care providers ensure that all older people receiving care in the CHSP have a My Aged Care ID. This is not a new policy for CHSP providers as they are already required to ensure that all older people receiving care in the CHSP have a My Aged Care ID. From 1 July 2025, providers will need to report this to the department as part of their service list. The department will support providers through the implementation of the DEX service list and improve visibility of services being accessed by clients. The changes will require systems updates by providers.

Proposed changes to CHSP DEX from 1 July 2025



Support at Home



Lezah Rushton

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Assessment Home Care Transition Branch
Department of Health, Disability and Ageing

Marguerite Gandini

a/g Assistant Secretary,
Aged Care Funding Reform and Systems Branch
Department of Health, Disability and Ageing



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Support at Home update

- Digital readiness for transitioning HCP providers
- HCP participant arrangements
- Provider held unspent funds
- AT-HM Transition
- Service Delivery Branch and claiming data

HCP Provider transition – digital readiness



1 month prior to commencement

Validate roles assigned to users in the My Aged Care Service and Support Portal



1 month prior to commencement

Upload service pricing schedule in the My Aged Care Service and Support Portal.



From commencement

Update service information in the My Aged Care Service and Support Portal



From commencement - Changes will be implemented in the My Aged Care Service and Support Portal and My Aged Care Online Account to reflect Support at Home program features

Re-cap on key items

Transitioned HCP recipients – Classifications

- Transitioned HCP recipients will retain their current funding level and will be transitioned to special HCP classifications
- This will be managed as 4 additional classifications - Transitioned HCP classification 1-4

Transitional claiming arrangements

- During the first month from commencement, providers will continue to invoice monthly. Once all HCP claims have been successfully processed, providers can submit claims up to daily or batched
- Providers will not be able to submit claims for Support at Home until their HCP claims have been finalised and final unspent funds balances are reported

Arrangements for existing Home Care Package recipients

- Home care package (HCP) recipients and people on the National priority system will automatically transition to Support at Home.
- Existing HCP recipients will:
 - have their HCP entry notification transitioned to Support at Home
 - have access to all services on the Support at Home service list through transition deeming arrangements
 - receive a budget that matches the same funding level as their current Home Care Package
 - keep any HCP unspent funds (provider-held and/or Commonwealth-held) for use under Support at Home
 - have access to assistive technology and/or home modifications if needed through the separately funded AT-HM Scheme or HCP unspent funds (provider-held and/or Commonwealth-held).

Provider held Commonwealth unspent funds

- Providers will report their final provider-held Commonwealth unspent fund balance in the final HCP claim
- Commonwealth unspent funds can remain with the provider
- SvA will draw down on the provider-held Commonwealth unspent fund balance when SaH claiming commences
- Participant contributions will not be deducted from the Commonwealth unspent funds.
- Participant and providers can view the Commonwealth unspent funds balances via the Aged Care Provider Portal or B2G solution
- Providers may return provider-held Commonwealth unspent funds on behalf of an HCP care recipient at any time

Provider-held

Accumulated HCP subsidy, paid by the Commonwealth to the provider, where the recipient was receiving a HCP prior to September 2021

Held by the provider

Order of utilising Commonwealth unspent funds

When a service provider submits a claim SvA will utilise funds as per the following order:

Payment for AT-HM services

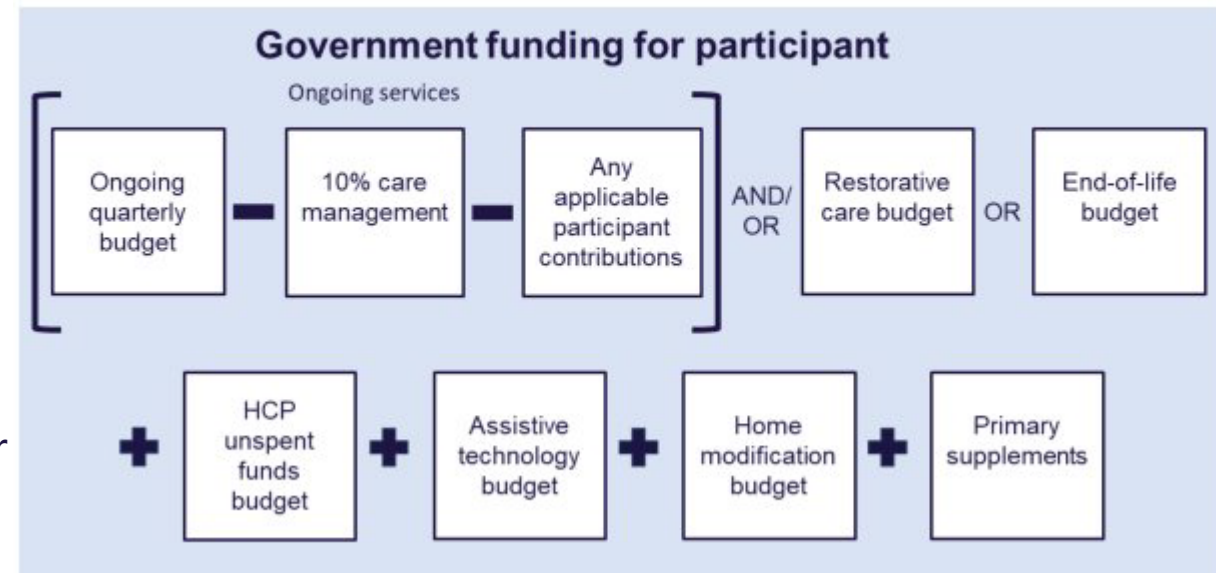
- ✓ Commonwealth Unspent Funds
- ✓ Home Care Account
- ✓ Participant AT-HM Funding Tier

Payment for non AT-HM services

- ✓ Participant Quarterly budget
- ✓ Commonwealth Unspent Funds
- ✓ Home Care Account

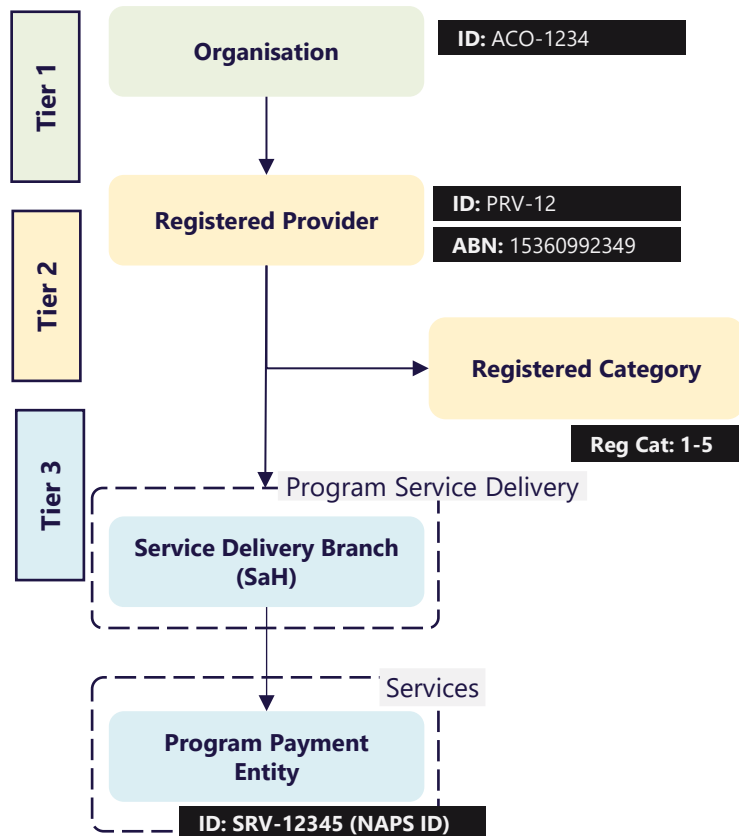
Assistive Technology and Home Modifications

- Home Care recipients will be deemed to have an AT-HM approval when we transition to Support at Home – this will allow them to spend their unspent funds on AT-HM from commencement of the program.
- The Department will temporarily manage requests for AT-HM funding tiers for existing clients via a provider data collection process rather than individual SPRs.
- Providers will need to have supporting evidence for their requests, for example, quotes from suppliers or prescriptions.
- Transitioned participants will still need to exhaust any unspent funds before accessing any additional funding approved.

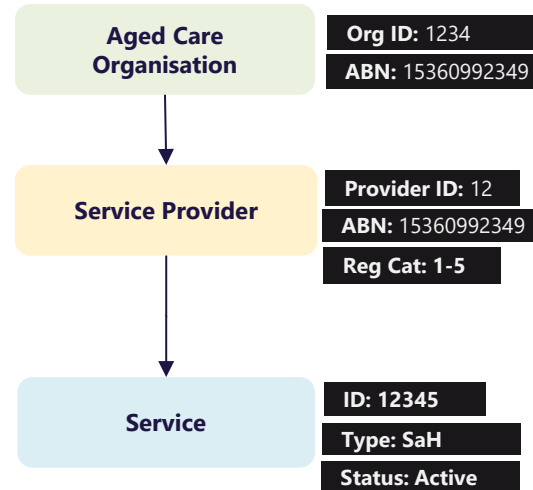


Support at Home Providers – GPMS and ACG transition simplified view

GPMS V2 Data Structure (From 1st November)



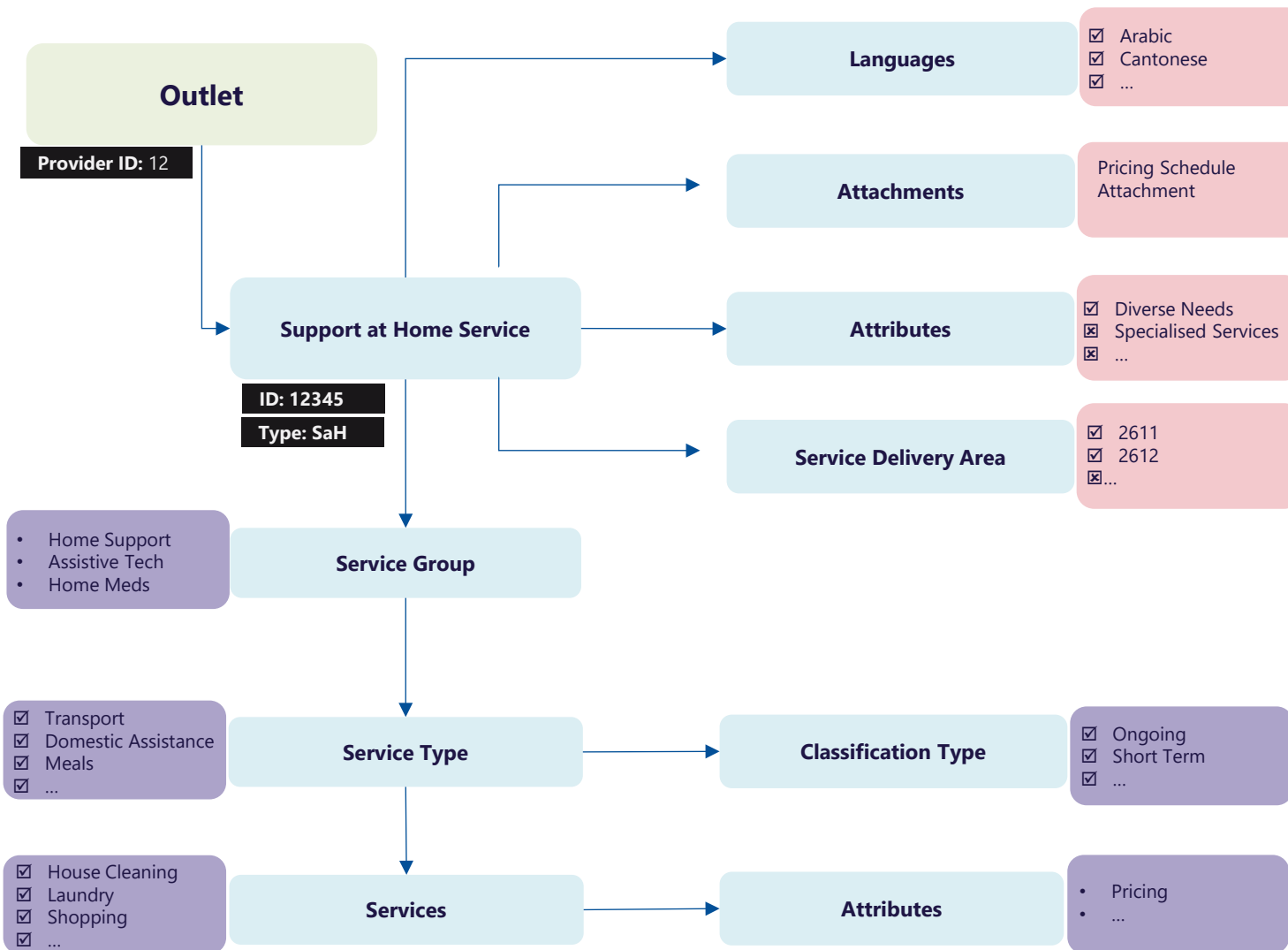
ACG Data Structure (From 1st November)



What we will do as part of the release:

- Ensure all Support at Home Provider data in ACG aligns to the registered provider structure in GPMS.
 - Registered categories the provider is approved for will be stored against the provider record (Tier 2) in ACG.
 - For each Service Delivery Branch/Program Payment entity a new service item (Tier 3) of type "Support at Home" will be created in ACG.
- Each Service is also associated with an Outlet Service Item in ACG, available for intake.
 - We will seek to align the existing Home Care Package outlet configuration for Support at Home, as detailed on the next slide.

Support at Home – Outlets in ACG



What Providers are requested to do prior to the release:

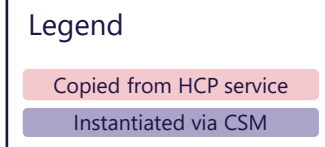
- Upload the Support at Home Pricing Schedule against the existing HCP Service. This will be copied over to the new SaH service as part of the release.
- Ensure Outlet names and descriptions are up to date as the existing HCP outlets will be transitioned into Support at Home outlets.

What we will do as part of the release:

- Each HCP and STRC Outlets will be converted into a Support at Home Outlet.
- A Support at Home service will be created for each unique group of HCP¹ or STRC items within an outlet.
- Languages, Attributes, Service Delivery Area and Attachment² from the HCP Service will be copied over to the Support at Home service.
- All services in each registration category that a provider is deemed into will be set to available².

What providers will be asked to do post release:

- Login to Service and Support Portal to confirm and configure their Outlets as required, including
 - Confirm service availability, delivery hours, and other copied data
 - Add prices for each service to ensure that the budget calculator will be operational



1. HCP group identified by Service ID, Service Name and Funding Region Code
2. Providers should endeavour to review and update this information as soon as possible after the release.

Government Provider Management System



Emma Cook

Assistant Secretary
Digital Reform Branch
Department of Health, Disability and Ageing

Amanda Smith

Assistant Secretary
Transformation and Quality Branch
Department of Health, Disability and Ageing



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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 *Aged Care Act 2024* (the Act).
- A Registered Provider will have a single ABN.
- ACQSC will approve total number of beds for a Registered Provider
- GPMS will display registration category information and form the basis of the Provider Register.

What is staying the same

- New providers will apply for registration through the ACQSC website.
- GPMS will continue to be integrated with Services Australia to support payments to Registered Providers.



Who has access

- Grant funded providers will receive guidance to support their initial login and navigation of GPMS.
- A one to one email to Registered Provider user is required. The department will assist users who currently use a single email across multiple providers to meet new login requirements.

- Existing providers continue to use GPMS, with a continuation of information aligned to organisation's ABN.
- User roles will come across with provider ABN.
- Users will retain access to one provider/ABN.

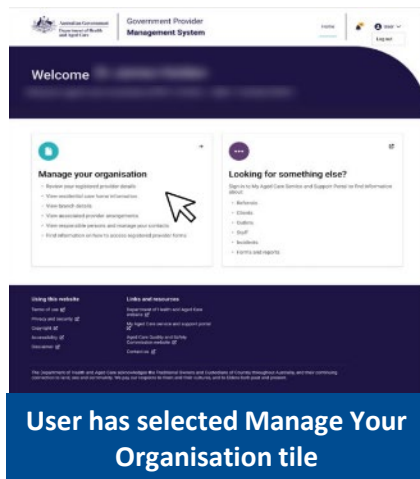


Manage your organisation

- GPMS and Registered Provider information structure will align to the Act.
- Associated provider construct (defined by the Act) will replace Third-Party Organisations (TPOs), will be maintained via ACQSC forms and viewable in GPMS.
- All regulatory reporting will be completed via forms available on the ACQSC website. This includes: Change in Circumstance (CiC), *variations, suspensions, revocations and corrections*. Once processed relevant information will be updated and viewable in GPMS.
- Some Registered Provider information will be updated through supporting channels including the State and Territory Network (STN). For example, contact the STN to make any updates to offline/operational beds.
- Improvements have been made to the information display and function of Manage Your Organisation in GPMS, which will be further enhanced over time.

- Registered Providers view and maintain organisational information in GPMS.
- Associated provider records will be stored in GPMS, consistent with current TPOs.
- Continue to submit 24/7, Quarterly Financial Reports, Quality Indicators and APO reports as a Registered Provider via GPMS.
- Supporting channels including the STN, contact centre, ACQSC and other government portals will continue to operate alongside GPMS.

Manage your organisation portal



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



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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

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

Registered provider ID	
Legal name	
Business name	
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

Residential care home ID	Residential care home name	Program type	State	Status	
Enter RCH ID, name, or prog/payment ID		Show all	Show all	Active	
Clear filters Apply filters					
RCH ID	RCH name ↑	Program type	Program/ payment ID	State	Status
		NATSFAC program		VIC	Active
		RESI program		NSW	Active
					View home details

Branches details

- 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

Clear filters

Apply filters

Branch ID	Branch name	Program type	State	Status	
BR000001	BR000001	Service delivery branch	VIC	Operational	
BR000002	BR000002	Service delivery branch	NSW	Operational	View branch details
BR000003	BR000003	NATSFAC branch	NSW	Operational	
BR000004	BR000004	TOP branch	VIC	Operational	
BR000005	BR000005	NATSFAC branch	VIC	Operational	
BR000006	BR000006	NATSFAC branch	NSW	Operational	
BR000007	BR000007	TOP branch	QLD	Operational	
BR000008	BR000008	NATSFAC branch	QLD	Operational	
BR000009	BR000009	TOP branch	ATC	Operational	
BR000010	BR000010	NATSFAC branch	ATC	Operational	

1/10 of 10 records

<

1

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Rows per page 10



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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 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.

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



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Guidance material details

New and additional information to be made available on the department's website:

Guidance Material	What to expect?	How can they help you?
FAQs	The FAQs provide clear, concise answers to common questions on GPMS changes from commencement of the new Act 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.
Quick Reference Guide (QRG)	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.
User Guide	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.
Fact Sheet	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.
Video	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.



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.

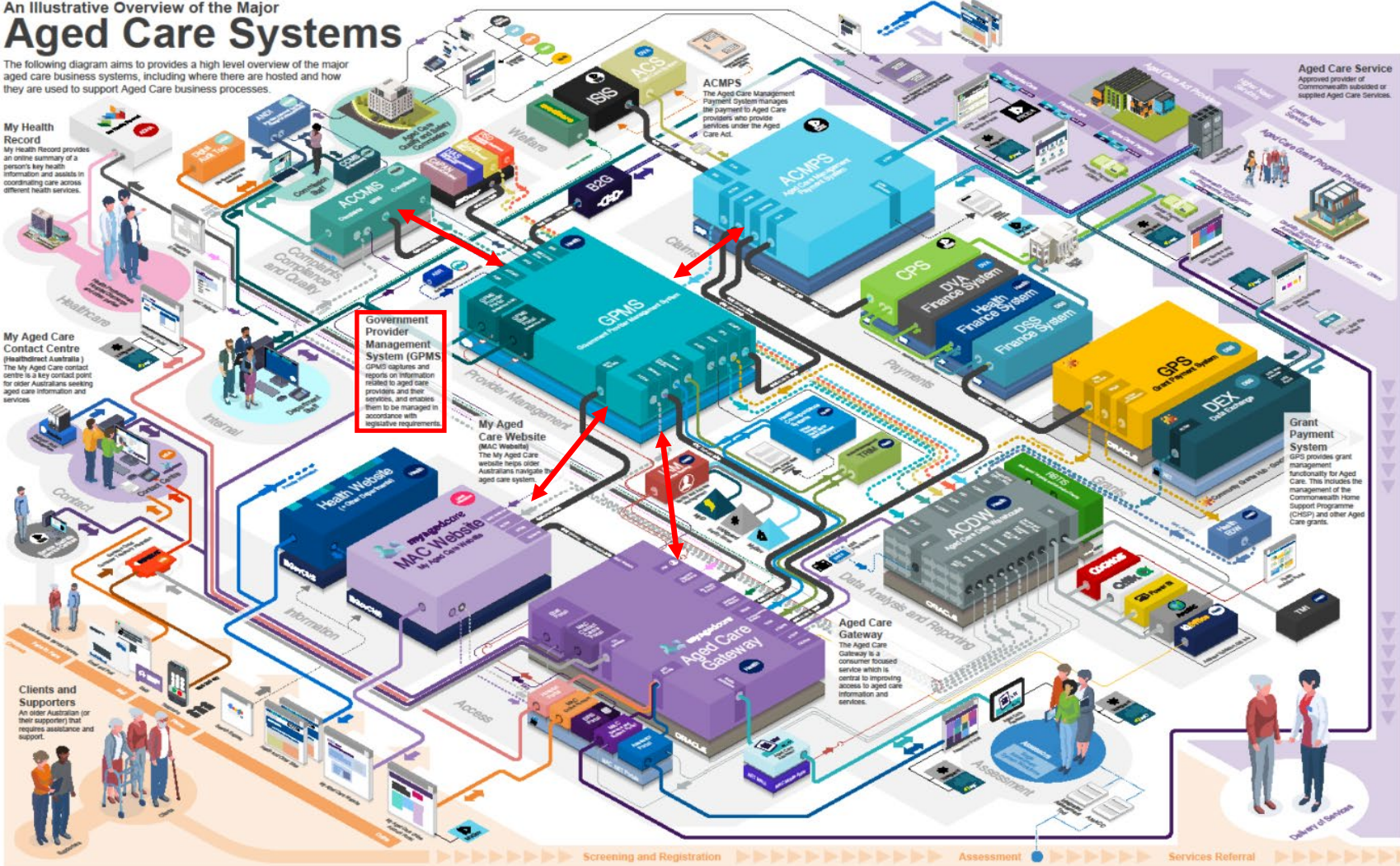


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An Illustrative Overview of the Major Aged Care Systems

The following diagram aims to provide a high level overview of the major aged care business systems, including where they are hosted and how they are used to support Aged Care business processes.



Q&A

There are multiple ways to ask your question:

- 1 Ask your questions on Teams, using the **Q&A Tab**
- 2 If you see a questions you like, vote it up!

Want to ask your question directly?

Add your name when submitting your question in Teams. Raise your hand using the option at the top of the MS Team window and we'll invite you to our virtual stage.



Raise



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Thank you!



Tech Talk post-event survey

Register for Tech Talk 25



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