Tech Talk

Digital Transformation for the Aged Care sector – Webinar Series

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

Welcome

Connect by phone

Dial-in 02 8318 0010 PIN 745 034 497#

Session is recorded

Australian Government
Department of Health, Disability and Ageing

Q&A

1 Ask your questions on Teams, using the **Q&A Tab** at the top of your screen.

2 Vote up the questions you like Use the up arrow below the question.

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Digital Transformation Roadmap

Disclaimer

This is a CURRENT STATE view, shared to provide early visibility of the work ahead (a 'working timeline').

The timeline is NOT a Government commitment.

Formal decisions – regarding the scope, sequence, and timeframes of the department's portfolio delivery will be determined by the Government – therefore the timeline is subject to change as policy decisions and planning evolves.

DoHDA systems

- My Aged Care (MAC)
- Government Provider Management System (GPMS)
- Business to Government (B2G)

SEP – OCT

NOV – DEC 2025

FEB 2026

Department of Health, Disability and Ageing

SEP – OCT
- Provider data integration with Services Australia to support payments under the new Aged Care Act
- Launch GPMS for Registered Providers
- New regulatory information via GPMS (e.g. registration categories and information)
- GPMS Provider Register integration with Commission
- Enhancements to Manage Your Organisation functionality
- Uplift bed data management to accommodate places to people and occupancy level tracking
- GPMS platform enhancements for new Aged Care Act & Provider Register
- GPMS data migration to support New Aged Care Act

NOV – DEC 2025 (column 2)
- Enhancements to Risk Based Targeting and Information Sharing Program
- Enhancements to Quarterly Financial Reporting
- Quality Indicators and QFR reporting for Registered Providers
- Enhancements to GPMS Operational Reporting
- 24/7 RN reporting capabilities for Registered Providers
- Updates to Quality Indicators API to support the Aged Care Act
- Updates to Registered Nurses 24/7 API to support the Aged Care Act
- Updates to Provider Management API to support the Aged Care Act
- Updates to Authentication API to support the Aged Care Act

NOV – DEC 2025 (column 3)
- Updated provider payments and client integration with Services Australia
- Transition to the new Supported Decision Making framework
- Alignment of My Aged Care 'Find a Provider' and referral model
- Outlet, Service Referrals and Find a Service
- Refinements to letters and notices
- Support at Home service list
- Support at Home information sharing with partner systems
- Classification decision support
- New Aged Care Act wording updates
- New prioritisation system for Support at Home
- Budget allocation for ongoing services and short-term support

NOV – DEC 2025 (column 4)
- HCP client digital transition
- Capturing First Nations Assessment Organisations
- AT and HM prioritisation system
- Updates to notifications from Aged Care Gateway after an AN-ACC reconsideration
- NACA SIRS form and payload
- Amendments to service catalogue
- Residential Places to People Go Live
- Improvements to eligibility pathways
- End of life assessments
- CHSP Service List updates aligned with Care Services Model

FEB 2026 (column 5)
- GPMS offline beds self-reporting service
- GPMS end-to-end processing of Specialised Status Applications
- Expansion of regulatory decisions features on GPMS and MAC
- Care Minute Supplement link to care minute performance
- Data Migration for internal aged care reporting
- Dollars Going to Care and Star Ratings preview functionality
- Aged Care System Integration Updates

FEB 2026 (column 6)
- Enhancements to GPMS Operational Reporting
- Specialised Base Care Tariff eligibility
- Staffing requirement updates to Star Ratings
- Star Ratings Compliance Redesign
- Data Admin user role for GPMS

Services Australia

SEP – OCT
- Focus on Notice of Integration (NOI) progression and finalisation
- B2G third party code rolled out
- Updates to Services Australia's change of circumstances functionality
- Aged care provider portal in read only for a short period
- System Go-live for NACA
- Transition of HCP claims to Support at Home
- Ongoing monitoring and stabilisation post-Go-live

OFFICIAL

Support at Home service agreement resources

The new service agreement resources include:

- guidance for providers
- a checklist for providers
- a template
- key messaging for older people.

These documents are designed to assist providers in preparing for the implementation of the Support at Home program on 1 November 2025.

NEW

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Support at Home program claims and payment business rules guidance

UPDATED
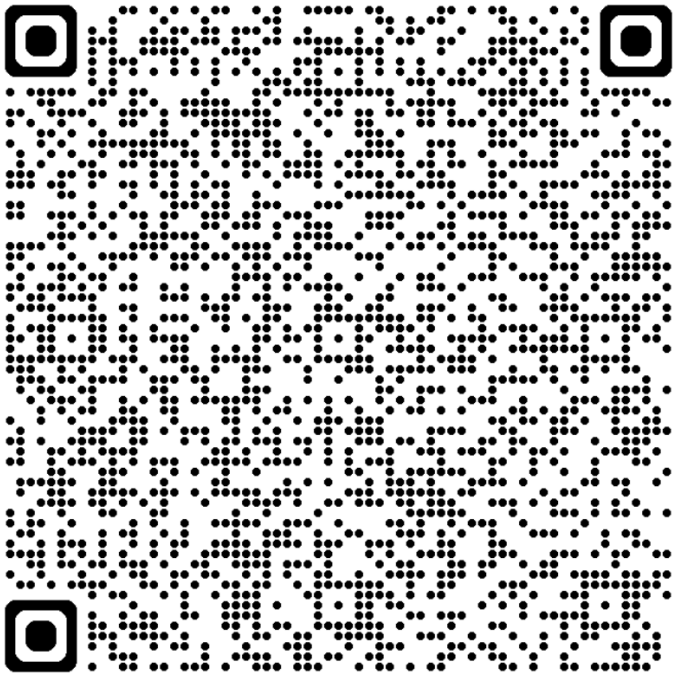
The Support at Home program claims and payments business rules guidance (v1.5) includes updates in response to stakeholder feedback, including changes to requirements on evidence for certain Support at Home ongoing services, and Assistive Technology and Home Modification claims.

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Getting started with Developer Portal registration

NEW

Developed in response to developer feedback, the video was co-designed and tested with sector users to ensure it provides a clear, step-by-step guide to support portal registration.

Available on the Aged Care Business to Government project page.

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Commonwealth Home Support Program – Frequently asked questions

NEW
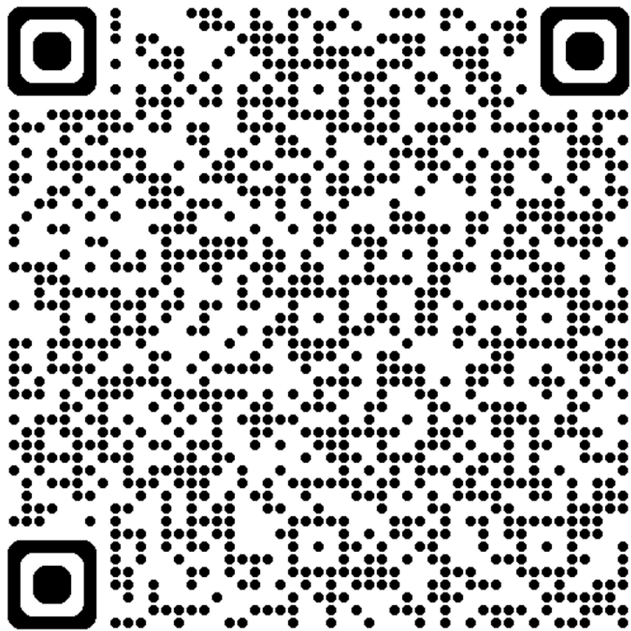
This newly published FAQ about the Commonwealth Home Support Program (CHSP) includes answers to questions about:

- 2025-27 extension and funding arrangements
- service list changes
- client assessment and eligibility
- service agreements and provider obligations
- Sector Support and Development (SSD) and Specialised Support Services (SSS)
- client support and transition to the new Aged Care Act.

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The **Aged Care Reform Sector Pulse Survey** aims to gather stakeholder insights to help us understand:

- how ready you are to implement upcoming reforms
- your progress in implementing the reforms
- how we can best support you
- areas where you need more guidance.

We want to hear from:

- aged care providers
- assessors
- sector workers
- **IT vendors, developers and anyone that provides data, digital and technological services to the aged care sector.**

Sector Pulse Survey
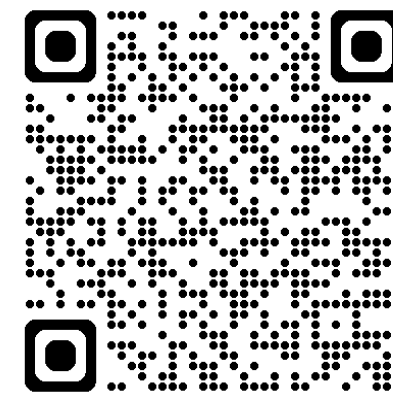
Survey closes **7 September 2025**

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Reform Update

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

Australian Government
Department of Health, Disability and Ageing

Aged Care Legislative Reform Timeline

Royal Commission Final Report
1 Mar 2021

ACOLA (Royal Commission Response No.1) Act 2021
Introduced 27 May 2021
Passed 24 June 2021
Royal Assent 28 June 2021

ACOLA (Royal Commission Response) Act 2022
Introduced 27 July 2022
Passed 2 Aug 2022
Royal Assent 5 Aug 2022

Aged Care Amendment (Implementing Care Reform) Act 2022
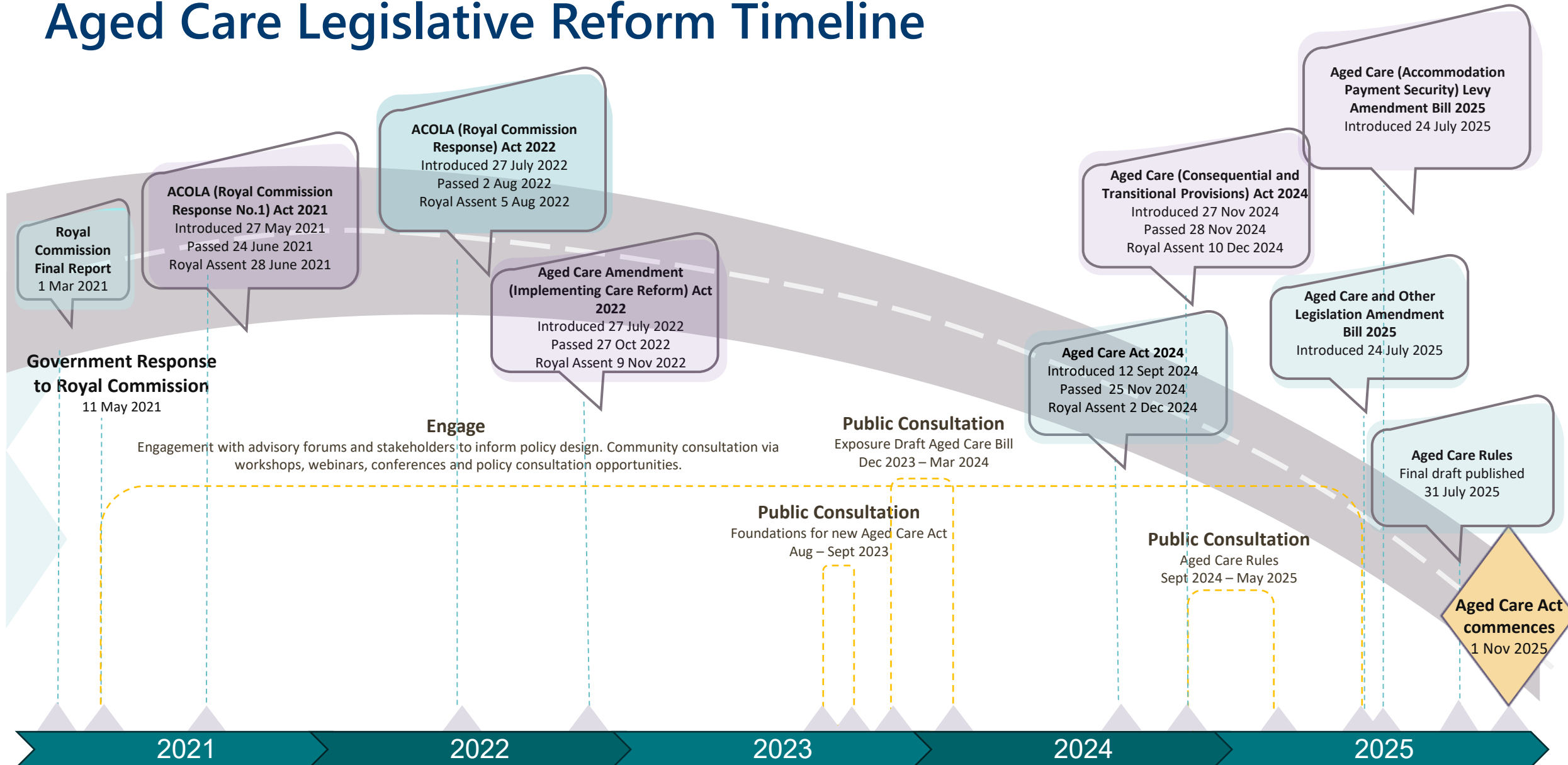Introduced 27 July 2022
Passed 27 Oct 2022
Royal Assent 9 Nov 2022

Aged Care (Consequential and Transitional Provisions) Act 2024
Introduced 27 Nov 2024
Passed 28 Nov 2024
Royal Assent 10 Dec 2024

Aged Care (Accommodation Payment Security) Levy Amendment Bill 2025
Introduced 24 July 2025

Aged Care Act 2024
Introduced 12 Sept 2024
Passed 25 Nov 2024
Royal Assent 2 Dec 2024

Aged Care and Other Legislation Amendment Bill 2025
Introduced 24 July 2025

Aged Care Rules
Final draft published
31 July 2025

Government Response to Royal Commission
11 May 2021

Engage
Engagement with advisory forums and stakeholders to inform policy design. Community consultation via workshops, webinars, conferences and policy consultation opportunities.

Public Consultation
Exposure Draft Aged Care Bill
Dec 2023 – Mar 2024

Public Consultation
Foundations for new Aged Care Act
Aug – Sept 2023

Public Consultation
Aged Care Rules
Sept 2024 – May 2025

Aged Care Act commences
1 Nov 2025

2021   2022   2023   2024   2025

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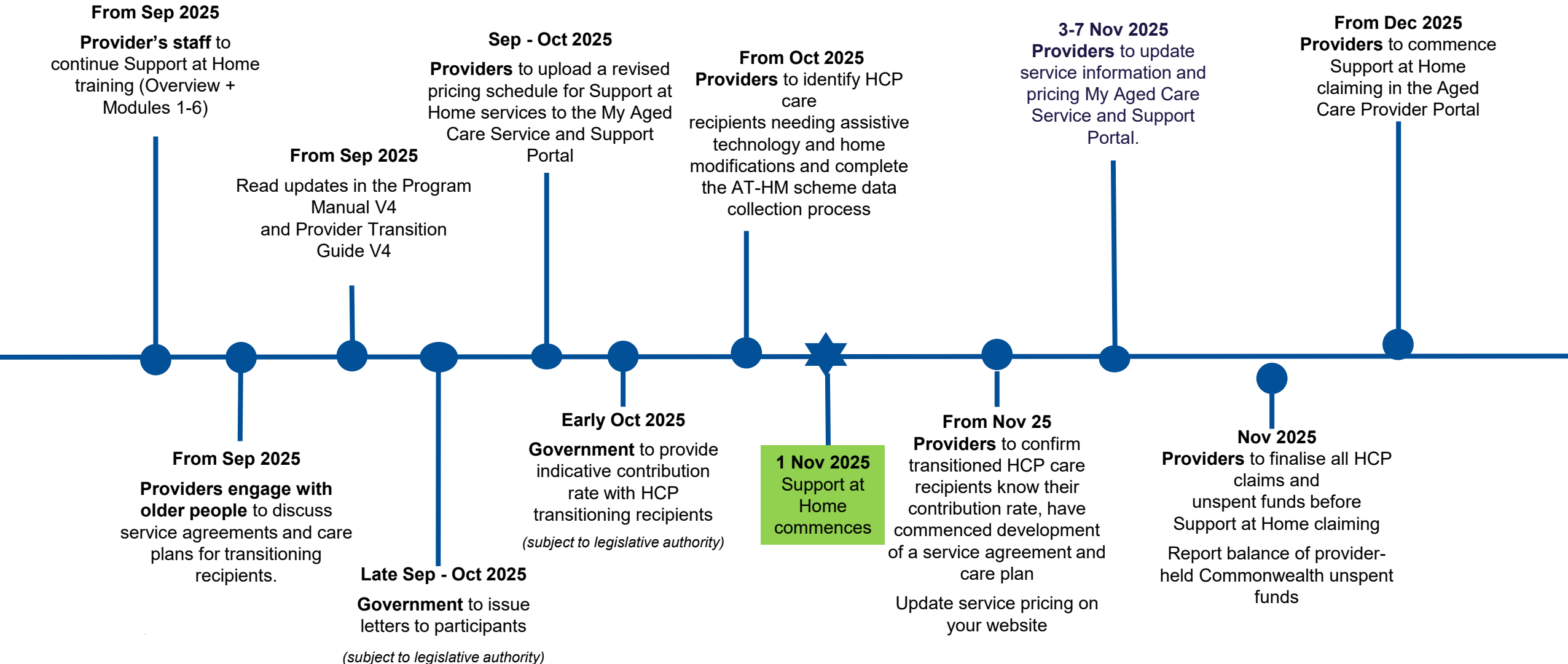Department of Health, Disability and Ageing

Current Amendment Bills

- Aged Care (Accommodation Payment Security) Levy Amendment Bill 2025

  o Amends the *Aged Care (Accommodation Payment Security) Levy Act 2006*

- Aged Care and Other Legislation Amendment Bill 2025

  o Amends the *Aged Care Act 2024*

  o Amends the *Aged Care (Consequential and Transitional Provisions) Act 2024*

  o Consequential amendments to other Commonwealth legislation

Key transition activities for Support at Home

From Sep 2025

Provider's staff to continue Support at Home training (Overview + Modules 1-6)

From Sep 2025

Read updates in the Program Manual V4 and Provider Transition Guide V4

Sep - Oct 2025

Providers to upload a revised pricing schedule for Support at Home services to the My Aged Care Service and Support Portal

From Oct 2025
Providers to identify HCP care recipients needing assistive technology and home modifications and complete the AT-HM scheme data collection process

3-7 Nov 2025
Providers to update service information and pricing My Aged Care Service and Support Portal.

From Dec 2025
Providers to commence Support at Home claiming in the Aged Care Provider Portal

From Sep 2025

Providers engage with older people to discuss service agreements and care plans for transitioning recipients.

Late Sep - Oct 2025

Government to issue letters to participants

(subject to legislative authority)

Early Oct 2025

Government to provide indicative contribution rate with HCP transitioning recipients

(subject to legislative authority)

1 Nov 2025
Support at Home commences

From Nov 25
Providers to confirm transitioned HCP care recipients know their contribution rate, have commenced development of a service agreement and care plan

Update service pricing on your website

Nov 2025
Providers to finalise all HCP claims and unspent funds before Support at Home claiming

Report balance of provider-held Commonwealth unspent funds

Support at Home service agreements

What's changing?

In preparation for the commencement of Support at Home, providers will need to **establish new service agreements** with transitioning Home Care Package (HCP) recipients OR **complete a variation** where there is a gap between Home Care Agreements and the requirements for service agreements under the *Aged Care Act 2024*.

A new service agreement may be:

- A whole new agreement, or
- An addendum or variation to a current Home Care Agreement.

When establishing service agreements HCP providers must consider that:
- Participants will need to agree to any changes, including service prices.
- Providers must give participants the time they need to properly review the service agreement or variation.
- The provider cannot cease providing services to participants if they have not signed a new service agreement. The provider can only cease services to participants in certain circumstances.
- Providers will also need to assist participants to understand the contribution Framework and how it may apply to them

New Service Agreement resources have been released, including the [Support at Home: Template for service agreements.](#)

This supports providers compare clauses of existing Home Care Agreement's with the requirements of service agreements under the new Act.

Transition arrangements for care management

- Transitioned HCP care recipients will have their care management funding allocated to their provider's care management account and this funding will be available from the commencement of Support at Home.

- Care management funding will be at a pro-rata rate for the period of 1 November to 31 December. This will enable providers to deliver care management services from day 1 of the program commencing.

- From 1 January 2026, care management funding will be credited to the provider's care management account on the first day of each quarter.

- Services Australia will calculate the amount of care management funding to be allocated to each care management account.

Evidence for claiming

Resource:
Claims and payments
business rules guidance

Funding tier/classification	Evidence requirement	Type of evidence
Ongoing Support at Home Services		
• Any services on the Support at Home service List that are delivered to participants	**Maintain evidence**	Confirmation of delivery of care or service such as care notes, clinical records, worker sign in, or an invoice for allied health.
Assistive Technology		
• AT Low • AT Medium • AT Specified needs	**Maintain evidence**	• Proof of purchase: invoice or receipt. • Claim for a prescription under AT prescription and clinical support: invoice or receipt will be for the service delivered by the allied health professional. A prescription will also need to be attached separately. • Wraparound service: invoice or receipt.
• AT High	**Provide evidence**	
Home Modifications		
• HM Low • HM Medium	**Maintain evidence**	• Proof of purchase: invoice or receipt. • Claim for a prescription under HM prescription and clinical support: invoice or receipt will be for the service delivered by the allied health professional. A prescription will also need to be attached separately. • Home modifications products: a quote for items claimed (if submitting a claim for the first payment of this item).
• HM High	**Provide evidence**	

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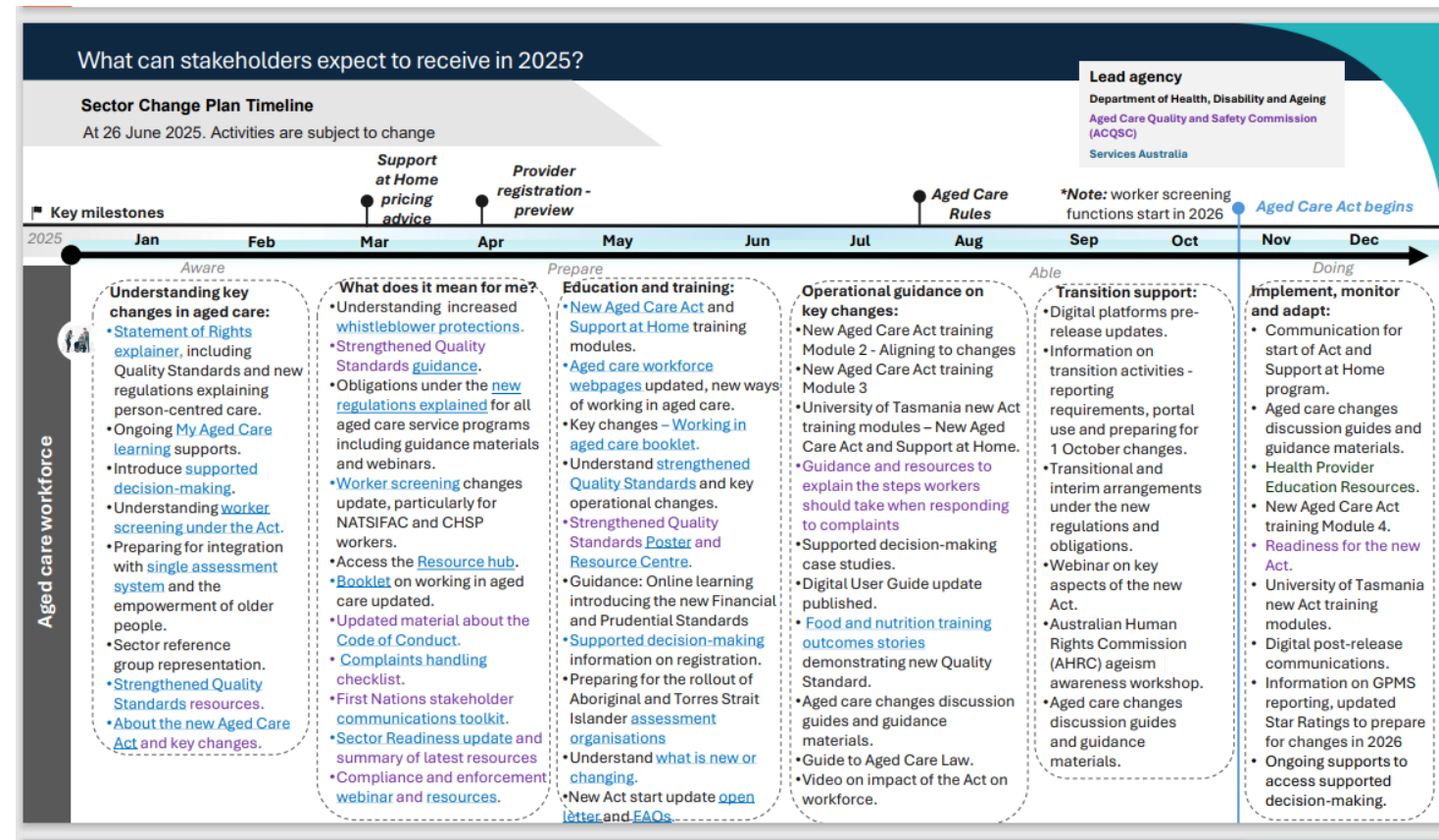
Sector Change Plan – resources

- Recently **updated to include links to recent materials**

- Refines communication and engagement activities to further streamline information delivery to sector

- Segments activities for different stakeholder groups

- Visit:

[New Aged Care Act – Sector Change Plan](#)

Sector readiness activities – recent updates

Resources

- a summary of the rights of older people

- Guide to Aged Care Law

- resources for communication practitioners to use with their audiences about the new Act

- guidance on fees and charges

- New facts sheets, videos and guidance materials on:
    - Higher Everyday Living Fees
    - food and nutrition demonstrating the new Quality Standards
    - information for CHSP and NATSIFAC providers on the new Regulatory Model

Engagement

- information hubs on aged care and the reforms in 30 community libraries across Australia - August to November

- Support at Home webinar held 14 August

Training

- New Aged Care Act eLearning module 2 – aligning to changes

- Support at Home eLearning modules 5 and 6 – care management and self-management

To hear your feedback

- Sector Pulse Survey – open until 7 September: [Start the Sector Pulse Survey](#)

Sector readiness activities – coming soon

Training

- Open letters from the Minister on worker training
- New Aged Care Act elearning module 3 - implementation toolkit for providers
  - o Webinars to support training
- University of Tasmania EQUIP training for aged care workers – modules for the new Aged Care Act and the Support at Home program.

Engagement

- Information on engagement sessions with older people
  - o 8 Town Hall events and options for virtual connection
  - o Community of practice sessions to follow up questions

Resources

- updates across our Digital User guides
- Supported decision-making case studies and policy library
- targeted Support at Home booklets for health professionals and GPs
- Updates to the Priority Actions List on critical activities providers need to do across guidance materials
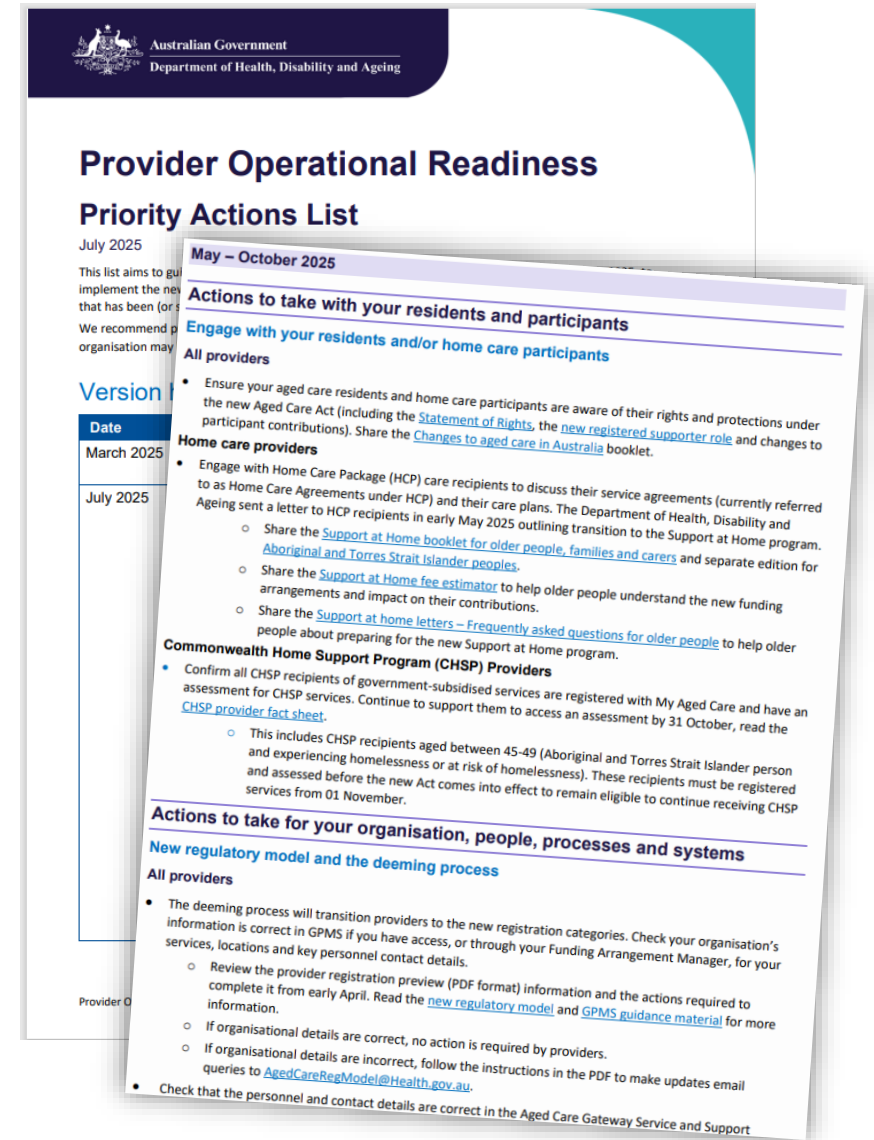
Priority Actions List – what providers need to do

- Guides providers on what you need to do before and after 1 November 2025, to implement the new Act and Support at Home program

- Consolidates across guidance materials in the one place

- Version 3 updates will be published in early September.

- Available here: Provider Operational Readiness – Priority Actions List

Q & A playback

Fay Flevaras

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

Emily Simlat

Acting Director
Digital Business and Sector Engagement Branch
Digital Services within Corporate Operations Group

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Please note:

Slides indicating verbal answers given in response to questions at Tech Talk on 3 September 2025 are included in this publication.

These are additional to the presentation in the video recording.

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Support at Home: Care Management

?

Q1. What is the definition of a Service Branch for care management?

Is this the same as an "outlet" on My Aged Care?

Does the NAPSID define the outlet or is there one NAPSID per organisation or franchise? How else is the Service Branch "known" by Services Australia?

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Support at Home: Care Management

A1. Service delivery branch, while a new term, is equivalent to what is called a home care service in the current state and will continue to have the same NAPS Service ID associated with it. All existing home care services will keep the same ID following migration to the Provider Register (GPMSv2). Pooling of care management funding will be by NAPS Service ID.

Existing providers will continue to use their NAPS Provider ID for Services Australia integration post 1 November 2025.

Existing providers will continue to use their NAPS Service ID for Services Australia claims and payments post 1 November 2025.

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Support at Home: Claiming

?

Q2. If the Aged Care Provider Portal is closed/read-only from the 1st to the 5th of November, over what time period can HCP claims for October be entered, and from what date can Support at Home claims for November be lodged?

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Support at Home: Claiming

A2. For November, providers will retain the current monthly invoice arrangements under the Home Care Package Program (HCP).

This transitional period is to allow providers to submit and settle all HCP claims for care delivered up to and including 31 October. This will also allow for the reconciliation of HCP unspent funds following the closure of the HCP program on 31 October.

Providers must submit their final HCP October claim and Services Australia must approve the claim before Support at Home claiming can commence from 1 December (for services delivered from 1 November).

Please note: Providers will not be able to submit any HCP claims during the Aged Care Provider Portal closure period from 1-5 November 2025.

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Support at Home: Claiming

?

Q3. Will it be possible to see how much a client must contribute per line item submitted in a claim? In a dollar figure, not a percentage.

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Support at Home: Claiming

A3. Yes, it is possible to see how much a client must contribute per line item submitted in a claim.

This information can be found on the payment statement.

The statement will display the client's contribution in a dollar figure, not just a percentage, which will assist in reconciliation.

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Support at Home: Certified Software Vendors

?

Q4. Is there a list of the software vendors that have been certified integrated with Services Australia?

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Support at Home: Certified Software Vendor

A4. Services Australia is unable to provide names of vendors who are currently certified for Support at Home.

If vendors choose to self disclose/opt in following implementation, details will be provided on our website (on or after the 1 November start date).

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Support at Home: AT-HM claiming

Q5. Are Assistive Technology and Home Modifications (AT-HM) claims going to be at the individual product level? In other words, is the purchase linked to the specific item of the AT-HM list or the function)?

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Support at Home: AT-HM Claiming

A5. Yes, AT-HM claims are going to be at the individual product level. This means that each purchase will be linked to the specific item on the AT-HM list rather than just the function.

This detailed level of claiming ensures that each item is accurately tracked and accounted for.

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Commonwealth Home Support Program: Service Agreements

?

Q6. Are Service Agreements required for Commonwealth Home Support Program clients from 1 November 2025? If so, are they required for all clients or just new clients?

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Commonwealth Home Support Program: Service Agreements'

A6. From 1 November 2025, under the Act, all CHSP providers will be required to have a Service Agreement in place with new clients who are commencing CHSP services.

It is expected transitional arrangements will be put in place for existing CHSP clients who are already receiving CHSP services and have similar arrangements in place. This will allow providers up to 12 months to establish a new Service Agreement with their existing clients which will meet the provider obligations under the Act from 1 November 2025.

Most of the Service Agreement requirements should already exist in CHSP providers' current arrangements with clients, as per their CHSP grant agreement, the CHSP Manual and in Quality Standard 2 – Ongoing assessment, as well as through planning with clients.

Further guidance, including templates and user guides, will be available to assist providers in preparing for this change in the lead up to 1 November 2025.

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Commonwealth Home Support Program:
Data Exchange (DEX)

?

Q7. How long does it take to get our new DEX outlets approved at present?

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Commonwealth Home Support Program: Data Exchange (DEX).

A7. The process may initially take up to 15 business days.

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Government Provider Management System

Emma Cook
Assistant Secretary
Reform Implementation Division
Digital Reform branch

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Department of Health, Disability and Ageing

In this GPMS update

1	What is changing and what is staying the same with GPMS following implementation of the new Act
2	Preparing for the new Act, including GPMS system outage information
3	GPMS Portals update from 3 November 2025
4	Updated and new digital guidance materials
5	Selection of recent Frequently Asked Questions

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What's changing in GPMS?

Provider Registration

- Registered Providers become active in GPMS from 3 November 2025

- New providers will apply for registration through the Commission's website

- The Commission will use the registration category listed for a provider in GPMS to regulate it

- Registered Providers will have a single ABN

GPMS access

- Grant funded providers can log on to GPMS for the first time

- Existing Third-Party Organisations (TPO) will move to the GPMS Registered Provider Portal with all deemed Registered Provider information

- Existing users will automatically be given access to the new Registered Provider Portal. The Organisation Administrator will need to set up new users
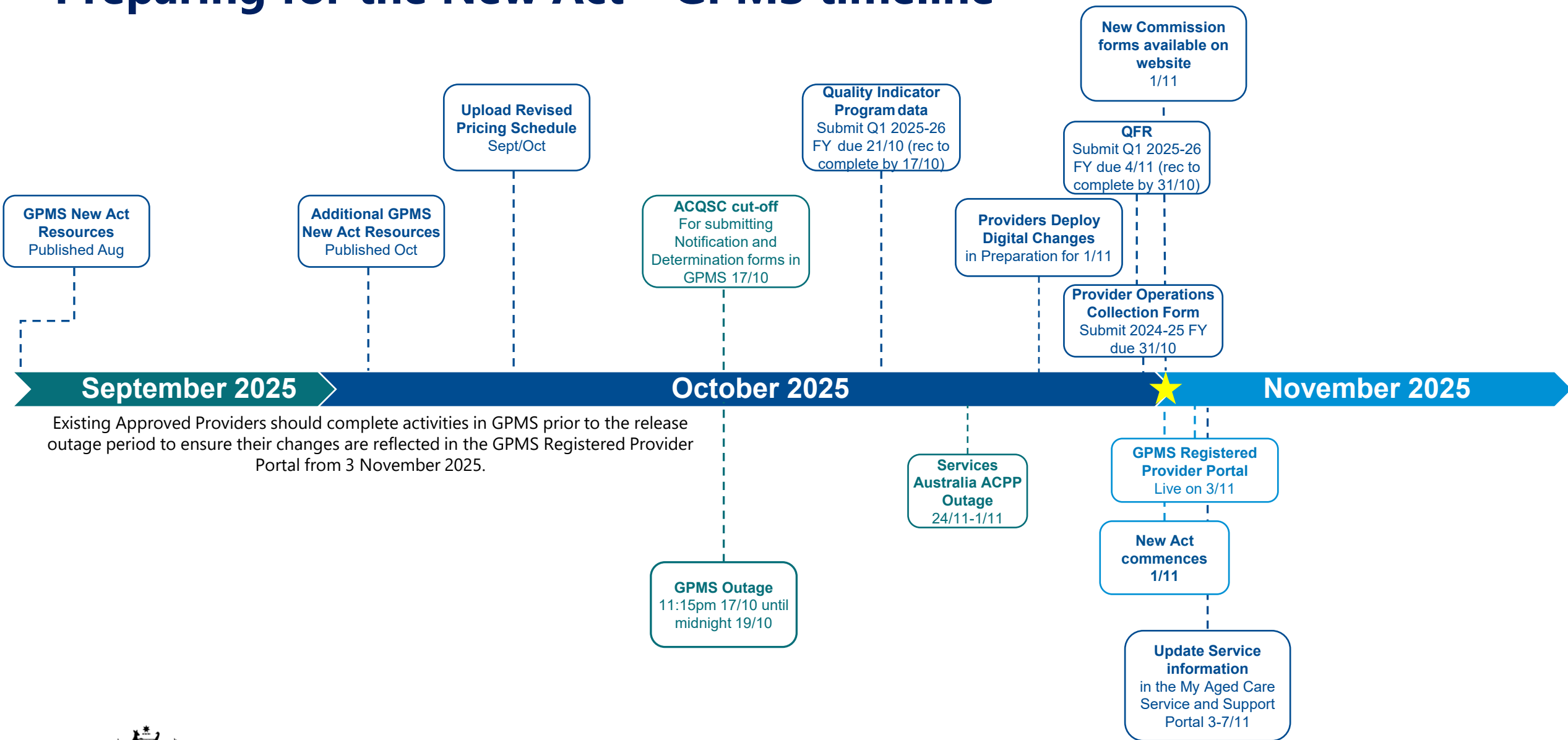
Manage your organisation

- GPMS data model will reflect requirements under the new Act

- Change in Circumstance form and other forms (e.g. variations, suspensions, revocations and corrections) will be available on the Commission's website with submissions to the Commission (draft forms available to view now)

- Providers will use the two GPMS portals for specific reporting and submission requirements

- Providers will view and maintain organisational information in the GPMS Registered Provider Portal from 3 November 2025.

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

- Providers will continue to complete pre-new Act commencement mandatory reporting requirements via the Approved Provider Portal. Post-new Act commencement, mandatory reporting requirements will be undertaken in the Registered Provider Portal.

Preparing for the New Act – GPMS timeline

GPMS New Act Resources
Published Aug

Additional GPMS New Act Resources
Published Oct

Upload Revised Pricing Schedule
Sept/Oct

ACQSC cut-off
For submitting Notification and Determination forms in GPMS 17/10

Quality Indicator Program data
Submit Q1 2025-26 FY due 21/10 (rec to complete by 17/10)

Providers Deploy Digital Changes
in Preparation for 1/11

QFR
Submit Q1 2025-26 FY due 4/11 (rec to complete by 31/10)

New Commission forms available on website
1/11

Provider Operations Collection Form
Submit 2024-25 FY due 31/10

September 2025   **October 2025**   **November 2025**

Existing Approved Providers should complete activities in GPMS prior to the release outage period to ensure their changes are reflected in the GPMS Registered Provider Portal from 3 November 2025.

GPMS Outage
11:15pm 17/10 until midnight 19/10

Services Australia ACPP Outage
24/11-1/11

GPMS Registered Provider Portal
Live on 3/11

New Act commences
1/11

Update Service information
in the My Aged Care Service and Support Portal 3-7/11

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GPMS Portals update from 3 November 2025

From 3 November 2025, Registered Providers will gain access to an additional GPMS portal (Registered Provider Portal). It will be used to complete certain mandatory reporting requirements and manage organisation details under the new Aged Care Act.

GPMS Approved Provider Portal

Access this portal to view information about your Approved Provider entity, as it existed under the *Aged Care Act 1997,* up to 31 October 2025. Here you can:

- View information about your organisation and personnel, as well as submit Approved Provider reporting:
    o Star Ratings
    o 24/7 Registered Nurse (RN) reports
    o Care Minutes Targets
    o Quality Indicator (QI) Program data
    o Provider Operations
    o Quarterly Financial Report (QFR) information
- Preview information before it is published for the next period:
    o Finance & Operations: Publication Preview
    o Star Ratings

Log in to GPMS – Approved Provider

GPMS Registered Provider Portal

Access this portal to view information about your Registered Provider entity, as it exists under the *Aged Care Act 2024*, from 3 November 2025. Here you can:

- View and maintain the information about your organisation
- Submit Registered Provider reporting:

    o 24/7 Registered Nurse (RN) report
    o Quarterly Financial Report (QFR)
    o Quality Indicator (QI) Program data

As GPMS is enhanced, additional applications will be introduced through future updates.

Log in to GPMS – Registered Provider

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Department of Health, Disability and Ageing

- Covers digital readiness activities for providers in the lead up to the implementation of the new Aged Care Act on 1 November 2025.
- Co-designed with sector groups including the Digital and Data Reference Group.
- Will continue to be updated, with support from sector forums operated by the department.
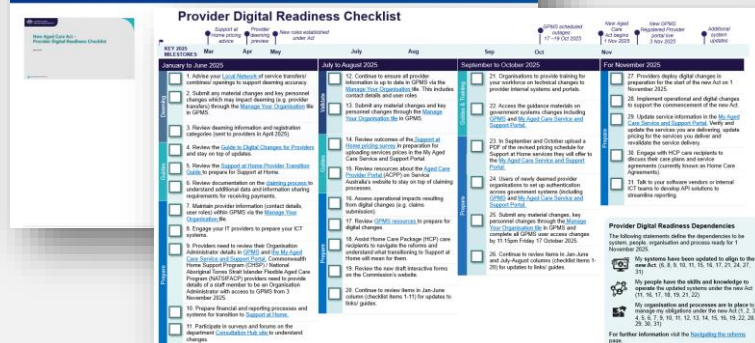
- Updated with new information on Support at Home, GPMS Conceptual Data Model, GPMS Portals, updated APIs, new interactive forms
- Defines key digital changes that providers will experience in the lead up to the implementation of the new Act on 1 November 2025.
- Outlines information to assist providers to anticipate and prepare for digital changes.
- Provides information on the support and resources available to help providers transition smoothly to operate under the new Act.

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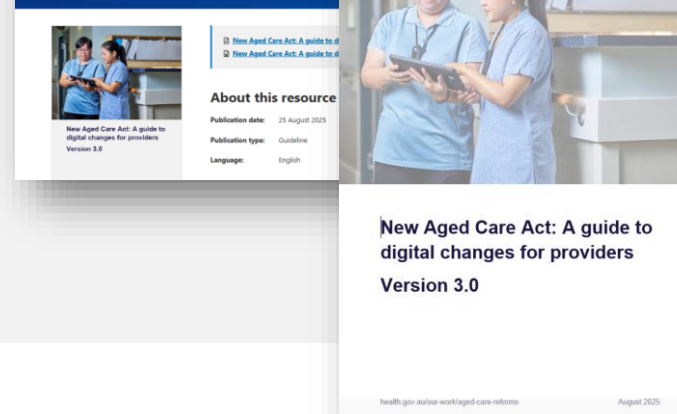
New GPMS Resources - new Act system enhancements

NEW | GPMS FAQs

A new FAQs document on 'GPMS - November 2025 system changes' has just been published. An updated version will be published in October to capture any updates.
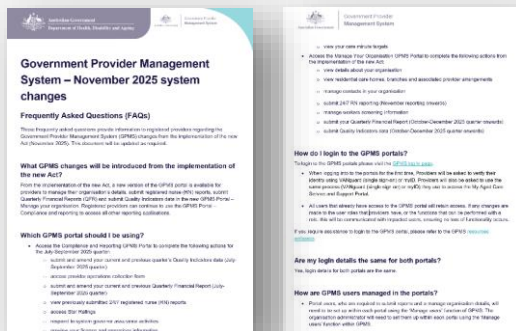
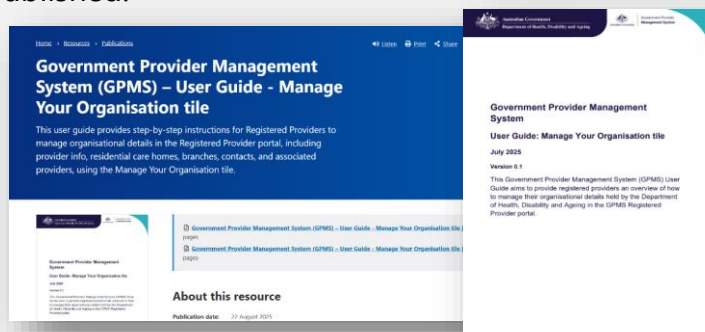## NEW | GPMS Video – Manage your organisation

A new video on how to view organisation details in the Registered Provider portal (from 3 November 2025) has just been published.


NEW | GPMS MYO User Guide

A new GPMS User Guide providing instructions to Manage Your Organisation (MYO) details in the Registered Provider portal (from 3 November 2025) has just been published.

NEW | GPMS 24/7 RN User Guide

A new GPMS User Guide to explain how to access, complete and submit 24/7 Registered Nurse reports via GPMS (from 3 November 2025) has just been published.
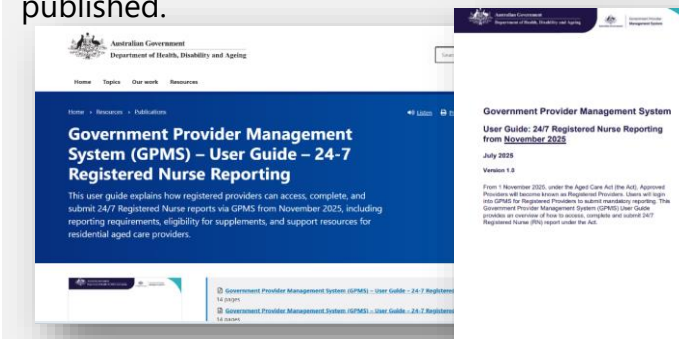
FAQ: How will I update Associated Providers listed in GPMS from Nov?

Response:

Upon implementation of the Act, all deemed and operational provider information in relation to Third Party Organisations will have been transferred over as Associated Providers into the GPMS Registered Provider Portal.

Reporting of Associated Providers to the Aged Care Quality and Safety Commission will be done via a Change in Circumstance (CiC) form, following commencement of the new Act. Once processed, updates will be viewable on the GPMS Registered Provider Portal.

The department is considering how a digital solution can be implemented over time to assist to streamline provider reporting.

FAQ: What are the new requirements for reporting on Associated Providers (i.e.: does it apply to all provider types

Response:

Once the new Act commences, Registered Providers in registration categories 4, 5 or 6 must notify the Aged Care Quality and Safety Commission when an arrangement with an Associated Provider commences or is varied, extended or ceases in relation to services provided under those categories.

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FAQ: Are the Provider IDs and Service IDs changing?

Response:
- All Provider IDs and Service IDs were preserved, just in a slightly different format.
- All existing Home Care service providers will keep the same Service ID following transition to the Provider Register on commencement of the new Act.
- The Service ID will continue to be used by Services Australia for claiming and payments. The pooling of care management fundings will occur at this level.

	Pre new Act		Post new Act
	NAP IDs	GPMS IDs	GPMS IDs
Organisation level	ACO ID (ACO-123)	ACO ID (ACO-123)	Organisation ID (ACO-123)
Approved Provider/ Registered Provider level	NAPS Provider ID (PRV-123)	PRV ID (PRV-123)	Provider ID (PRV-123)
Service level	NAPS Service ID (SRV-0123)	Service ID (SRV-0123) Payment System ID (for Residential and Transition Care only) (RACS ID-3987)	For Residential and Transition Care: Approved Residential Care Home ID (ARCH-123) Program Payment Entity ID (SRV-4150) For Support at Home: Branch ID (SRV-123)

- To learn more about the upcoming changes, please visit the **GPMS FAQs – New Act 2025 System Changes**
- For any further enquiries, feel free to contact the team at **GPMS.Project@health.gov.au**

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What can Registered Providers do within the Manage Your Organisation tile?

Within GPMS Registered Provider Portal, Manage Your Organisation tile, registered providers can:

- view details about your organisation
- view residential care homes, branches and associated provider arrangements
- manage personnel contact details and user roles in your organisation

Who within an organisation can view and make updates to information within the Manage Your Organisation tile?

Two roles allow access to the Manage Your Organisation tile within the Registered Provider Portal. Organisation Administrators will be able to assign these roles as follows:

- **Provider Staff (Registered Provider)** to manage contacts and to view organisational information
- **Provider Staff (Home/Branch)** to manage contacts and to view Homes and Branches information for assigned services
- o The Provider Staff (Registered Provider) user can view all details about their organisation and reported contacts.
- o The Provider Staff (Home/Branch) user can view limited details about their organisation and only has access to details for homes or branches they have been granted access to by their Organisation Administrator.

Your Organisation Administrators can assign these roles to new or existing users. If you are unsure who your Organisation Administrator is, call the My Aged Care service provider and assessor helpline from 8am to 8pm Monday to Friday or 10am to 2pm (local time) Saturday on 1800 836 799.

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Where to go for support

- The **My Aged Care service provider and assessor helpline** (1800 836 799) provides technical support and general information to Registered Providers, assessors, and hospital staff who use the My Aged Care Service and Support Portal and GPMS portal.

- Visit **Health.gov.au** for more information and the **GPMS Resources** webpage for updated GPMS support material. For general enquiries relating to GPMS, contact **GPMS.project@health.gov.au**.

- Call the **Services Australia aged care providers enquiry line** on 1800 195 206 for help with aged care claims and payments. This includes supplement claims, Approved Provider forms, online claiming registrations and transitional and respite care extensions.
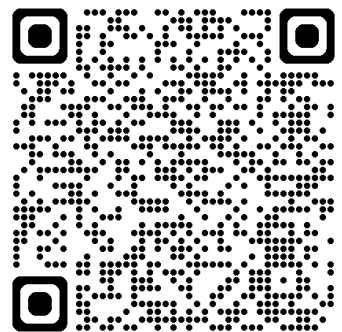
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Q&A's

1 Ask your questions on Teams, using the **Q&A Tab** at the top of your screen

2 Vote up the questions you like Use the up arrow below the question

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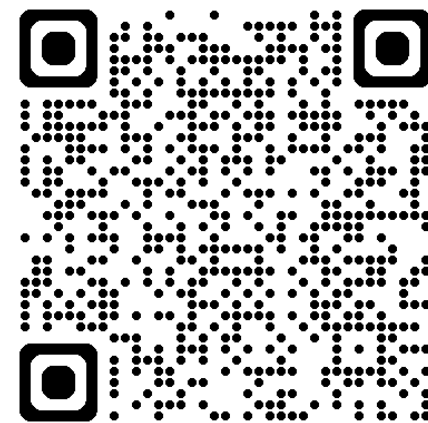**Department of Health, Disability and Ageing**

Thank you!

Give us your feedback

Register for Tech Talk #27

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