

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 #27

30 September 2025

Welcome

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Dial-in 02 8318 0010 ID 615 983 379#



Session is recorded



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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.





Agenda

Digital Transformation for the Aged Care sector

Welcome

Janine Bennett

**Digital
Transformation
Update**

Fay Flevaras

**Support at
Home**

Erika Barnett

**Aged Care
Quality and
Safety
Commission**

Luke Stines

**GPMS
Update**

Shehara Perera

Q&A

Panellists





Digital Transformation Update



Fay Flevaras

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



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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)

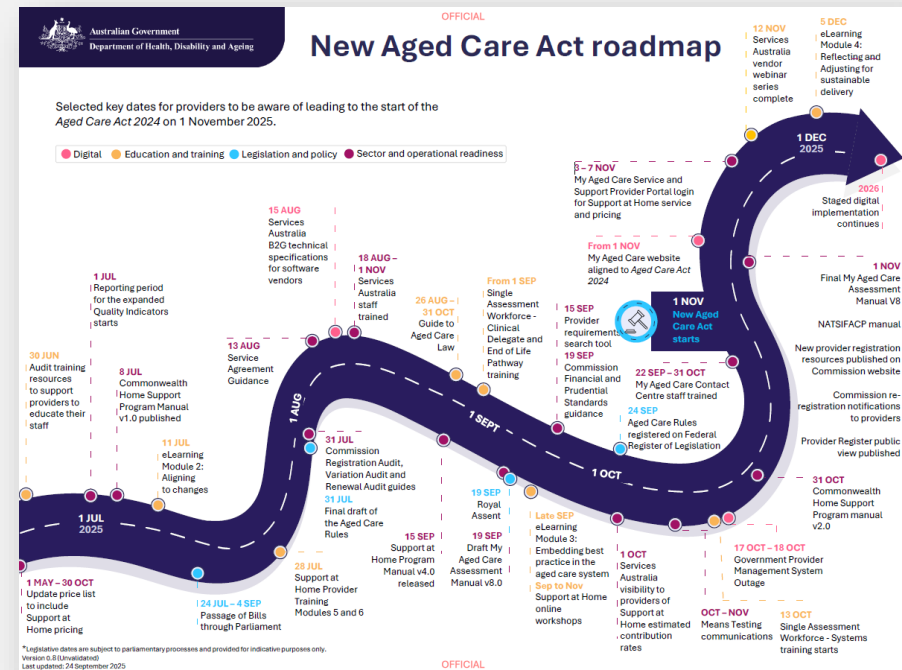
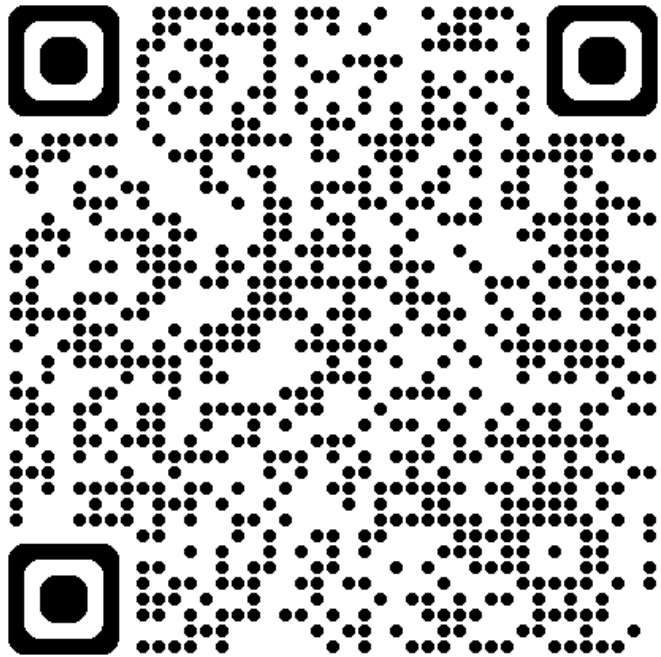
Department of Health, Disability and Ageing

Services Australia

SEP – OCT		NOV – DEC 2025				JAN 2026	FEB 2026	
Department of Health, Disability and Ageing		Provider data integration with Services Australia to support payments under the new Aged Care Act	Enhancements to Risk Based Targeting and Information Sharing Program	Updated provider payments and client integration with Services Australia	HCP client digital transition		GPMS offline beds self-reporting service	Specialised Base Care Tariff eligibility
		Launch GPMS for Registered Providers	Enhancements to Quarterly Financial Reporting	Transition to the new Supported Decision Making framework	Capturing First Nations Assessment Organisations		GPMS end-to-end processing of Specialised Status Applications	Staffing requirement updates to Star Ratings
		New regulatory information via GPMS (e.g. registration categories and information)	Quality Indicators and QFR reporting for Registered Providers	Alignment of My Aged Care 'Find a Provider' and referral model	AT and HM prioritisation system		Expansion of regulatory decisions features on GPMS and MAC	Star Ratings Compliance Redesign
		GPMS Provider Register integration with Commission	Enhancements to GPMS Operational Reporting	Outlet, Service Referrals and Find a Service	Updates to notifications from Aged Care Gateway after an AN-ACC reconsideration		Care Minute Supplement link to care minute performance	Improving Care Notification data transmission with Services Australia
		Enhancements to Manage Your Organisation functionality	24/7 RN reporting capabilities for Registered Providers	Refinements to letters and notices	NACA SIRS form and payload		Data Migration for internal aged care reporting	CHSP Delegate approval workflow
		Uplift bed data management to accommodate places to people and occupancy level tracking	Updates to Quality Indicators API to support the Aged Care Act	Support at Home service list	Amendments to service catalogue		Dollars Going to Care and Star Ratings preview functionality	Residual Support at Home transition
		GPMS platform enhancements for new Aged Care Act & Provider Register	Updates to Registered Nurses 24/7 API to support the Aged Care Act	Support at Home information sharing with partner systems	Residential Places to People Go Live		Aged Care System Integration Updates	Urgent services required update
		GPMS data migration to support New Aged Care Act	Updates to Provider Management API to support the Aged Care Act	Classification decision support	Improvements to eligibility pathways	End of life assessments	Data Admin user role for GPMS	
			Updates to Authentication API to support the Aged Care Act	New Aged Care Act wording updates	CHSP Service List updates aligned with Care Services Model		Data Admin user role for GPMS	
				New prioritisation system for Support at Home				
Services Australia	Support at Home Contribution Rates available in the ACP	Updates to Services Australia's change of circumstances functionality	Updates to Support at Home claiming	Budget allocation for ongoing services and short-term support				
	Focus on Notice of Integration (NOI) progression and finalisation	Aged care provider portal in read only for a short period	Providers can commence Support at Home invoicing				Business as Usual rate updates	
		System Go-live for NACA	Ongoing monitoring and stabilisation post-Go-live	Providers can commence Support at Home claiming			Reset of Support at Home budgets	
	B2G third party code rolled out	Transition of HCP claims to Support at Home						

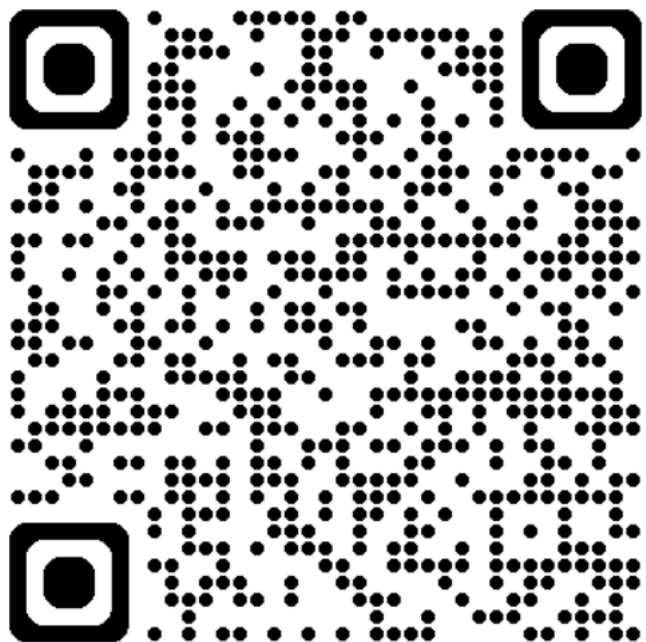
New Aged Care Act Roadmap released

NEW



Aged Care Rules 2025 now available

NEW

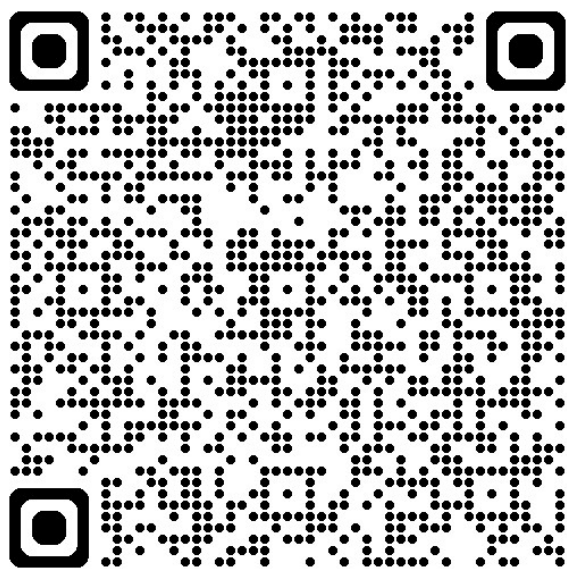


- Aged Care Rules 2025 published on the [Federal Register of Legislation](#)
- New Aged Care Rules establish the operational detail required to implement the Aged Care Act 2024



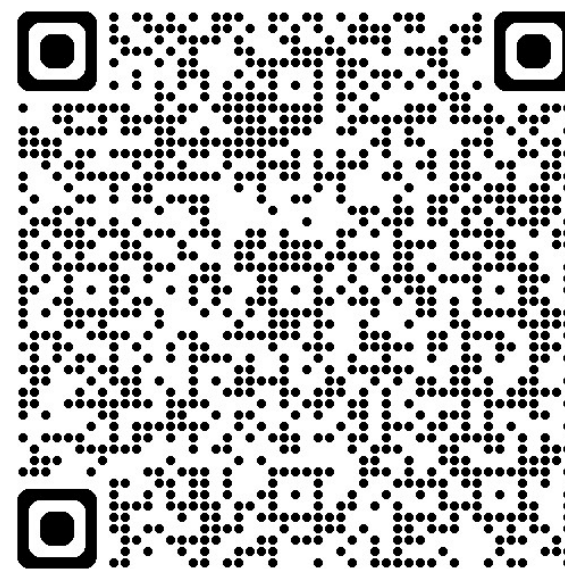
Australian National Aged Care Classification (AN-ACC) funding guide

UPDATED



The Australian
National Aged
Care Classification
(AN-ACC)
funding guide

UPDATED



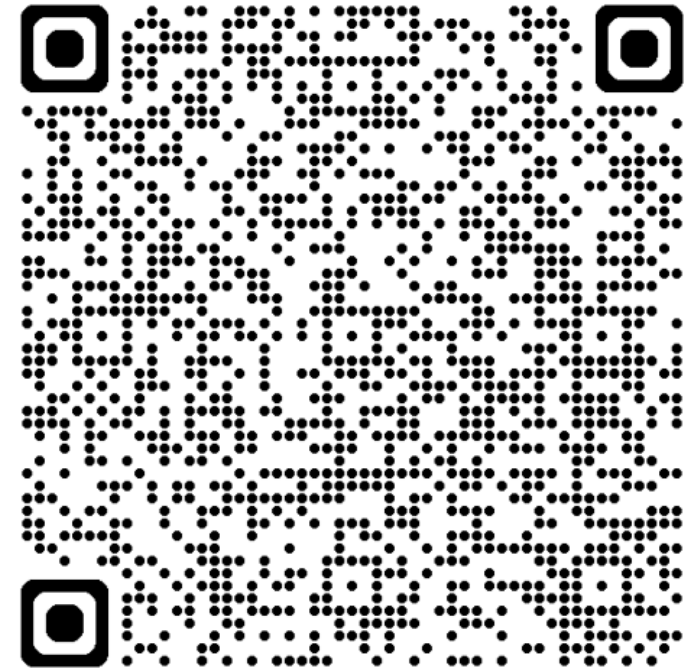
Specialised status
guide for residential
aged care approved
providers



Care minutes and 24/7 registered nurse responsibilities

Guides for residential aged care providers to learn about mandatory care minutes and 24/7 registered nurse responsibilities, including delivery of care minutes and registered nurse coverage and reporting obligations

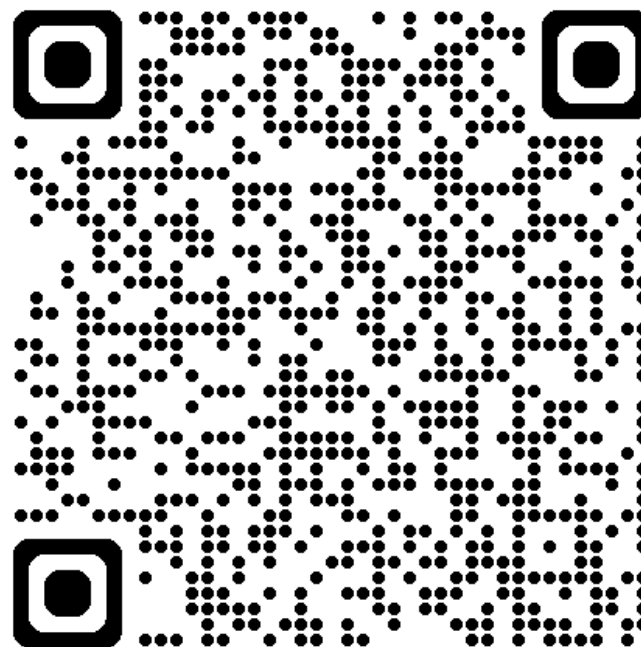
UPDATED



Commonwealth Home Support Program (CHSP)

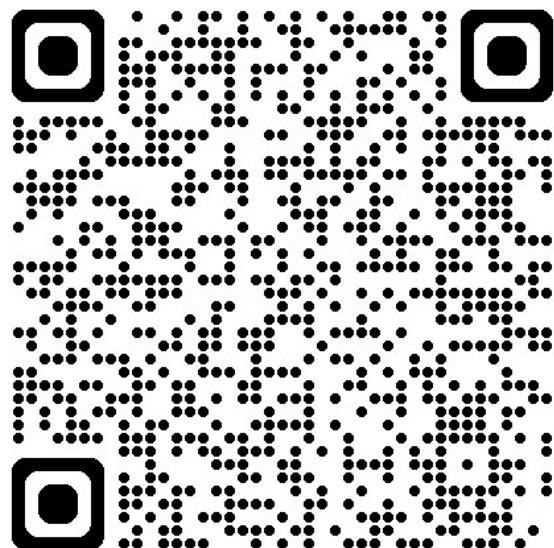
New resources published to aid CHSP providers in understanding their compliance requirements under the new Aged Care Act starting from 1 November, including a letter to providers, a factsheet for providers and a fact sheet for clients

NEW



Commonwealth Home Support Program

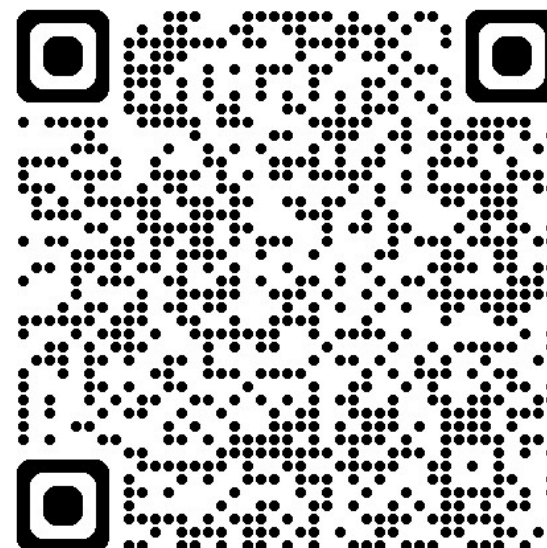
UPDATED



Data Exchange (DEX)
Toolkit (Stage 1)

Terms of reference

UPDATED



Data Exchange
Dictionary (Stage 1)

Terms of reference



Support at Home



NEW



UPDATED

- Version 4.0 of the Support at Home Program Manual Transition guidance to providers delivering services to older Aboriginal and Torres Strait Islander people.
- A summary of indicative Support at Home prices.
- Fact sheets on consumer protections and setting prices.



1 October 2025 Schedule of Subsidies and Supplements

UPDATED



The latest schedule of subsidies and supplements is now available.

It includes the daily rates of subsidies and supplements for government-subsidised:

- home care (Home Care Packages)
- residential aged care
- transition care
- short-term restorative care (STRC).

Aboriginal and Torres Strait Islander aged care assessment organisations

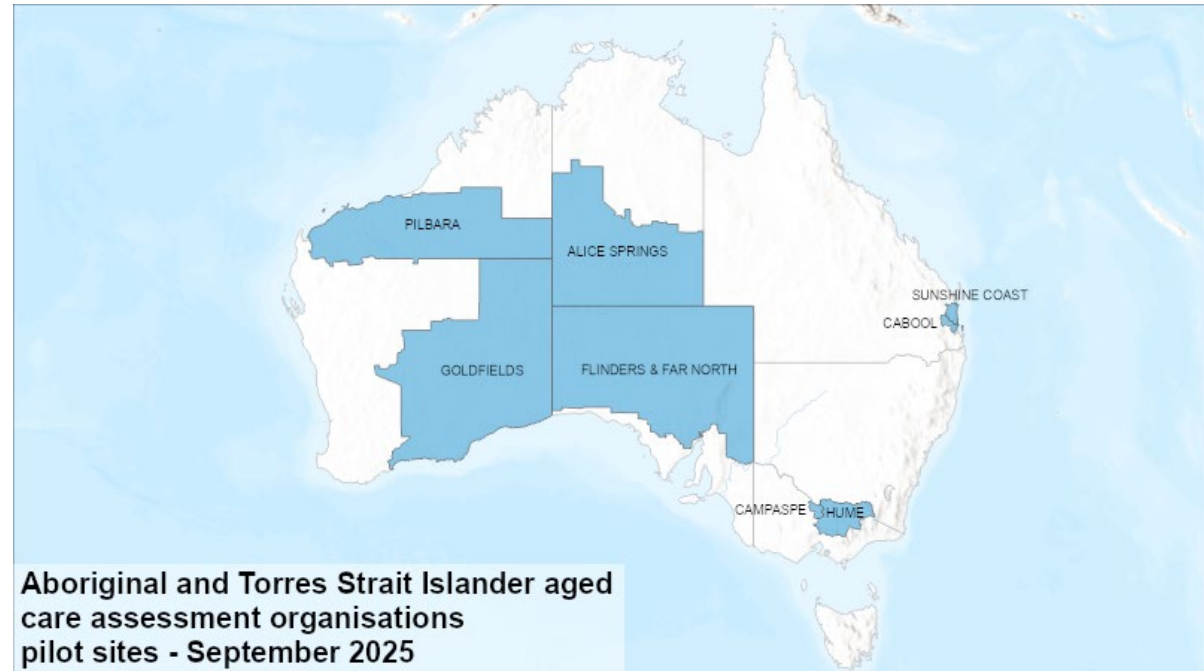
The Department of Health, Disability and Ageing have entered into contract with 3 Aboriginal and Torres Strait Islander aged care assessment organisations.

This phase will pilot the IT systems, onboarding processes, assessment processes and outcomes; as well as training and support systems to ensure everything is working well before expanding more broadly.

The pilot organisations are located in a few different regions and are distributed across 5 States and Territories and settings with a mix of metro, regional, remote and very remote locations covered.

The organisations and their ACPRs (Aged Care Planning Regions) are:

1. Ngaanyatjarra Pitjantjatjara Yankunytjatjara (NPY) Women's Council Aboriginal Corporation
 - SA2 Flinders and Far North
 - NT Alice Springs
 - WA3 Goldfields
 - WA3 Pilbara
2. Rumbalara Aboriginal Co-operative
 - VIC 3 Campaspe LGA within Loddon Mallee
 - VIC 4 Hume
3. The Urban Institute of Indigenous Health (UIIH)
 - QLD 2 Sunshine Coast
 - QLD 2 Cabool



These organisations are currently onboarding, and they will be listed on the [Single Assessment System list of assessment organisations](#) and [interactive map](#) for consumers.

Local readiness sessions will be offered to support the impacted regions.

The rollout of the Aboriginal and Torres Strait Islander assessment pathway will be phased, with learnings and insights gathered from each phase informing the next iteration.

We'll work with ACCOs, ACCHOs and other experienced providers to expand in the future.

For more information visit our [web page](#).



In conversation with

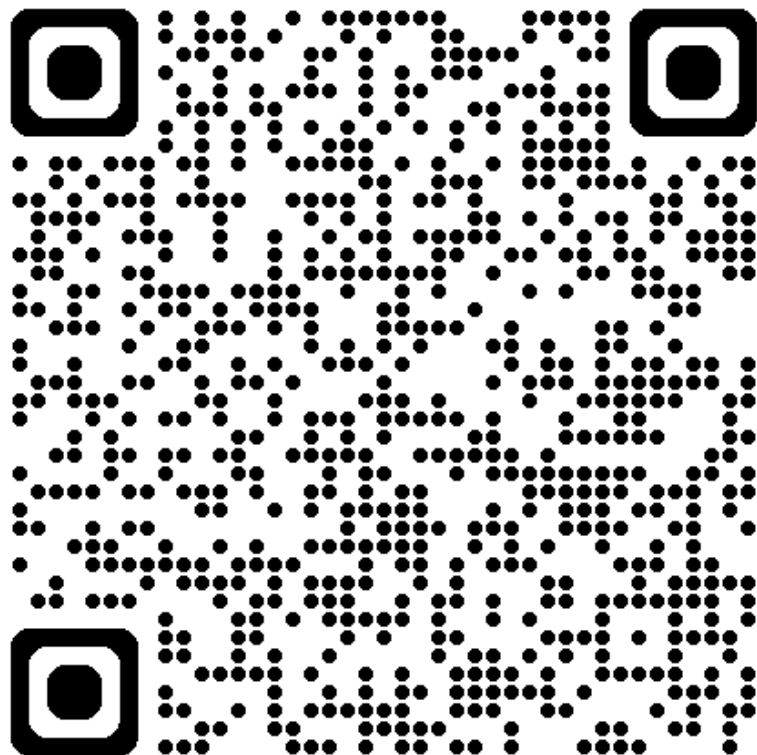
Professor John Hirdes **University of Waterloo, Canada**

Integrated care: Perspectives on AI,
data standards and digital transformation



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**Watch the full
conversation...**

Professor John Hirdes
University of Waterloo, Canada

Integrated care: Perspectives on AI,
data standards and digital transformation



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Support at Home

Erika Barnett

A/g Assistant Secretary
Assessment and Home Care Transition Branch



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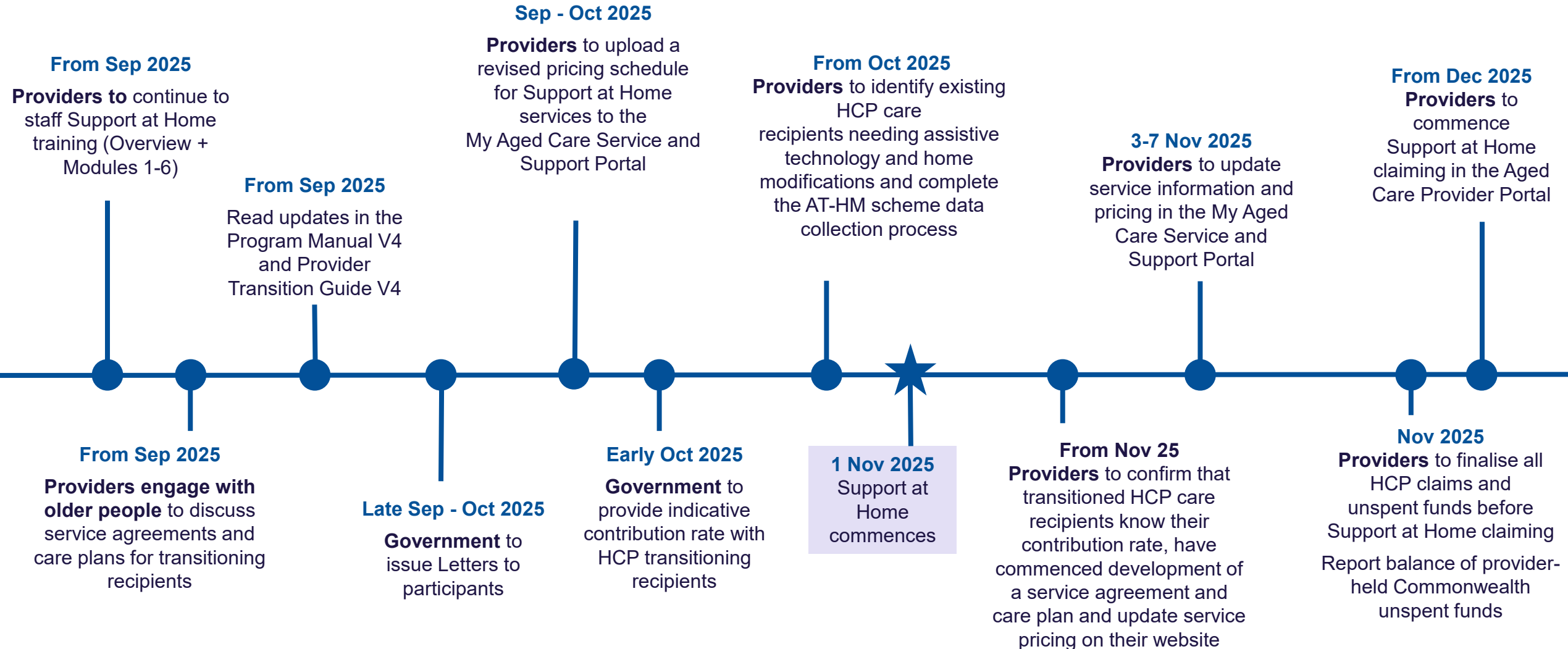


Support at Home Update

Erika Barnett

A/g Assistant Secretary, Assessment and Home Care Transition Branch

Transition activities September to December 2025

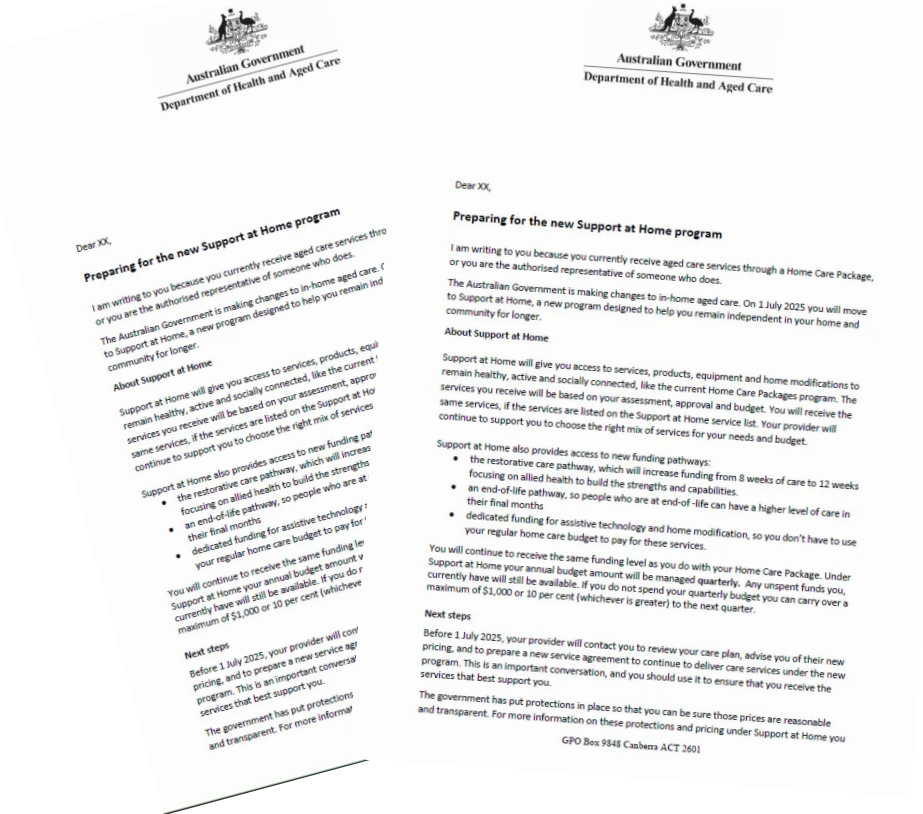


Early Means Testing

- The Aged Care and Other Legislation Amendment Bill 2025 has passed, which allows Services Australia to undertake a one-off, point in time calculation of each Support at Home participant's indicative contribution rate.
- Earliest date that Services Australia can provide **indicative** contribution rates is **1 October 2025**.
- From October, the Department is writing to Home Care Package recipients to provide information on their indicative contribution rate.
- **Formal** calculations and notification to participants will occur post **1 November 2025**.
- Services Australia will then send individual letters to every participant advising them of their contribution amounts for Support at Home services.

Letters to HCP recipients

- Letters will include information on the:
 - commencement of Support at Home
 - treatment of HCP unspent funds
 - financial contribution rates that may apply based on individual circumstances.
- Recipients will also receive a copy of the Support at Home booklet, which provides further information on the program.
- Letters will be sent from late September and should be received by mid to late October.



Commonwealth Unspent Funds

- The Home Care Packages (HCP) Program will close on 31 October, with the Support at Home program starting from 1 November.
- In the October claim, home care providers must declare the final amounts of provider-held Commonwealth unspent funds. These are funds built up before September 2021, which you might still manage for individual care recipients.
- The reported amount will roll over into Support at Home from 1 November.

Closing Out Home Care Package Claims

- Providers should ensure all residential claims and entry events are up to date **prior to 24 October**.
- Home care providers transitioning to Support at Home should ensure all claims and entry events are up to date **prior to 31 October**.
- Providers will use November to finalise all HCP claims and report final balances for any unspent HCP funds they are holding. Additional guidance is in development to support providers further with closing out their HCP claims.
- Support at Home claiming will commence **from 1 December**.

AT-HM data collection

- The AT-HM Scheme commences with Support at Home from 1 November 2025.
- All transitioned HCP participants will have approval to access the scheme, without a new aged care assessment.
- If a transitioned HCP participant has no or insufficient HCP unspent funds for their AT-HM needs, providers will be able to request a funding tier for them directly until February 2026.
- The AT-HM Scheme Data Collection for these requests will commence from **October 2025**.
- Providers to provide brief information on transitioned participants in a submission via the [Health Data Portal](#) and provide supporting evidence in the participant's record in the [My Aged Care Service and Support Portal](#).
- From February onwards, providers will use the existing Support Plan Review pathway for funding tiers, where requests will flow to an aged care assessor.

The Aged Care and Other Legislation Amendment Bill

- The Aged Care and Other Legislation Amendment Bill 2025 has passed and received Royal Assent on 19 September 2025.
 - 20,000 Home Care Packages to be delivered before the Act commences
 - 63,000 extra Support at Home places by 30 June 2026
- Updated Rules were registered on 24 September.

Support at Home resources and information channels

- [Visit the departments website](#) to access Support at Home resources including:
 - [Support at Home program manual](#)
 - [Support at Home claims and payments business rules guidance](#)
 - [Support at Home monthly statement template](#)
 - [Support at Home User Guide – submitting claims to the ACP](#)
 - [Support at Home program – pooled care management funding and service delivery branches fact sheet | Australian Government Department of Health, Disability and Ageing](#)
- [Subscribe](#) to receive the Your Aged Care Update e-newsletter
- [Register](#) for the Support at Home and Home Care Packages Community of Practice (COP)

Scan here to access our
Resources page



www.health.gov.au



Paula Jones



health.gov.au



Phone **1800 200 422**
(My Aged Care's free call phone line)



Aged Care Quality and Safety Commission

Luke Stines

Chief Digital and Information Officer
Aged Care Quality and Safety Commission



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Digital transformation: Supporting the new Aged Care Act

Preparing for 1 November 2025

Digital Transformation Tech Talk - 30th September 2025





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Introduction





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- Most significant reform in aged care regulation in decades.
- We've been on the same journey as you.
- Digital transformation has been one of the most critical enablers for the Commission.





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Why digital transformation was essential





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Our digital transformation ensures we can deliver:

- Efficient compliance and reporting.
- Better support for providers and older people.
- Security and trust in handling sensitive data.





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How providers and older people will engage with us





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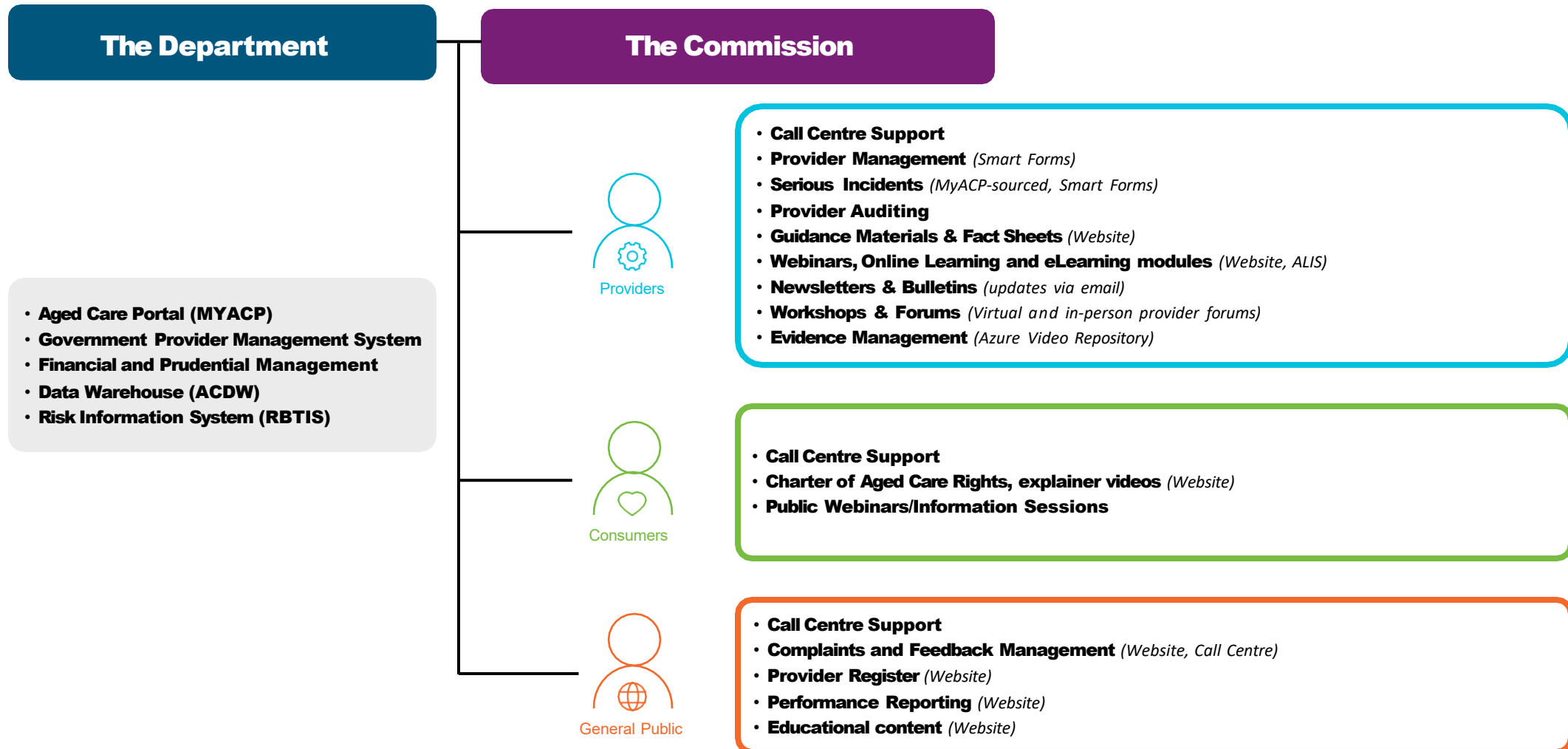
Under the new framework...

- Providers will benefit from streamlined communications through our digital channels.
- Older people and families will experience stronger protections, including opportunities to provide feedback and raise complaints through simpler engagement.





How providers and older people engage with us





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SmartForms





A number of forms are being created to capture information about providers and workers, which are then uploaded into ACRES.

Registration application form

Application for registration as a new provider of aged care services

Digital only form
This PDF form is designed to be completed electronically. Complete this form using a PDF reader or a similar application. Don't open the PDF in your web browser. Some features may not work correctly and this may affect the submission of the form.
Please do not print it out. Fill it out digitally and submit it as required.

Purpose of this application
To deliver funded aged care services you must apply to the Aged Care Quality and Safety Commission (Commission) using this application form.
If you are an existing registered provider applying for renewal of registration, use the Renewal of registration application form.

How to complete the application form
This application form refers to 'you/your' and 'the applicant'. This means the legal entity (organisation or person) applying to renew their registration as a provider.
We will likely reject your application if you don't answer all the questions. We may also decide to reject your registration if you don't include enough information to show how you meet the registration requirements.

Provider guidance
There is detailed guidance on our website to help you understand the questions asked in this form. This includes information on the registration requirements.
[Application for registration: application guidance](#)
Have the guidance open when filling out this form. We expect that you will have read and followed it on submitting your application.

Part A: Applicant details

Section 1: Applicant type

1.1 Are you applying as a:

- ☐ Individual/Sole trader
Go to [question 1.4](#)
- ☐ Body corporate
Including Australia private or public company, co-operatives, other incorporated entity
Go to [question 1.4](#)
- ☐ Body politic
Including Australian state, territory or local government
Go to [question 1.4](#)
- ☐ Partnership
Go to [question 1.4](#)
- ☐ Other unincorporated association that has a governing body
Go to [question 1.4](#)

1.2 Are you applying as the trustee of a trust?

- ☐ Yes
Complete [question 1.3](#) & [question 1.4](#)
- ☐ No
Go to [question 1.4](#)

1.3 What is the name of the Trust?

1.4 What is the ABN of the Trust?

Section 2: Registered nurse

You must complete this section if the responsible person is a registered nurse responsible for management of the nursing services.

Registered nurse details

2.2.1 Registration type (profession)
Please select:

2.2.2 Australian Health Practitioner Regulation Agency (AHPRA) registration number

2.2.3 Date of first registration in profession
Provide the date as DD/MM/YYYY.

2.2.4 Registration expiry date
Provide the date as DD/MM/YYYY.

2.2.5 Has the registration ever been subject to any of the following?
Select 'Yes' or 'No' for each state of registration.
If you select 'Yes' to any of the below, complete [question 2.2.6](#).

	Yes	No
Registration is subject to:	<input type="checkbox"/>	<input type="checkbox"/>
Conditions, undertakings or reprimands	<input type="checkbox"/>	<input type="checkbox"/>
Endorsements	<input type="checkbox"/>	<input type="checkbox"/>
Notations	<input type="checkbox"/>	<input type="checkbox"/>
Requirements	<input type="checkbox"/>	<input type="checkbox"/>



Our SmartForms

Form Name	Large forms with sub forms	Single-page form	Downloaded from Commission website	Invite-Only
Application for registration	✓		✓	
Application for renewal of registration	✓		✗	✓
Change in circumstance notification	✓		✓	
Application for registration variation	✓		✓	
Request for reconsideration	✓		✓	
Request for revocation of registration		✓	✓	
Request for suspension of registration		✓	✓	
Request for a determination		✓	✓	
Serious Incident Response Scheme (SIRS) Notice		✓	✓	



How to access and submit SmartForms

What are you looking to do?



Start a form

- Applications
 - Applying to become a registered provider
 - Application for variation of registration
 - Approval of a residential care home is included in these forms.
- Requests
 - Suspend provider's registration
 - End provider's registration
 - Request that we reconsider a decision
 - Request a determination
- Notifications
 - Change in circumstance notification



Submit a completed form

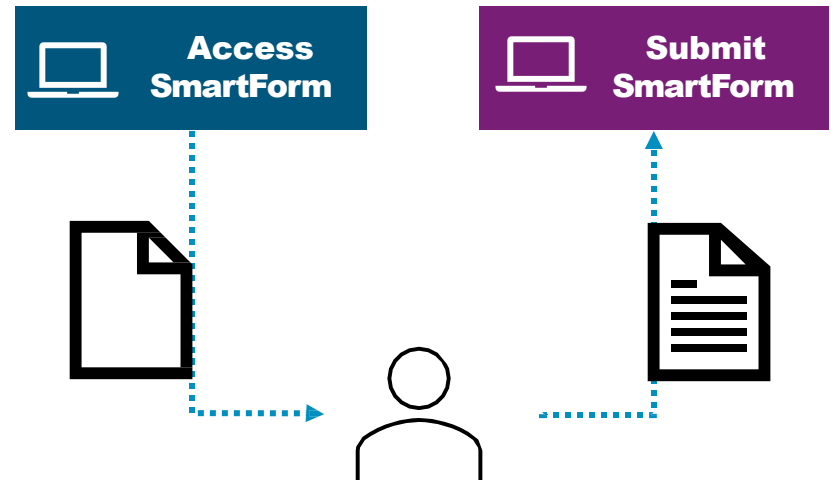
Upload your completed forms and documents here.

Remember to check that you have all supporting documents and attachments ready before starting this section.

You will not be able to save your progress.



Renewal of registration forms are emailed to registered provider's and not available here.





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How we achieve our goals through technology





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- Integrating core systems.
- Streamlining case management and provider interactions.
- Ensuring systems ‘talk to each other’.
- Preparing for future scalability and responsiveness.





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Key milestones





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Build Completion

- All systems are now built and end to end testing is in progress, except for the Provider Register, which remains on track for 1 November go-live.

Interagency Testing

- Conducted across all relevant systems.

Data Priming, Integration & Case Management Dry Runs

- Completed successfully in collaboration with the Department.
- Data propagation through case management workflows has been validated.
- Issue resolution is currently underway to address minor findings.





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Next steps





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- Finalise building our Provider Register.
- Monitor and resolve issues from dry runs.
- Continue interagency collaboration through testing phase.
- Resolve all issues prior to code freeze on 18 October.





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Looking ahead





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- Ongoing alignment with the Aged Care Act (from 1 Nov 2025)
- Continuing to embed digital maturity across the Commission.
- Commitment to safe, responsible, and effective digital services.
- Vision: a modern digital environment that strengthens aged care for all Australians.





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Associated providers

Aboriginal and Torres Strait Islander viewers are advised that photographs on this resource may contain images of deceased persons



Government Provider Management System



Shehara Perera

Assistant Director, Reform Implementation Division
Department of Health, Disability and Ageing



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Department of Health, Disability and Ageing

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In this GPMS update

1

Timeline - Preparing for the new Act, including GPMS system outage information

2

GPMS Checklist, Guide and Conceptual Data Model

3

New and updated GPMS Resources

4

Key resources

5

GPMS Website enhancements

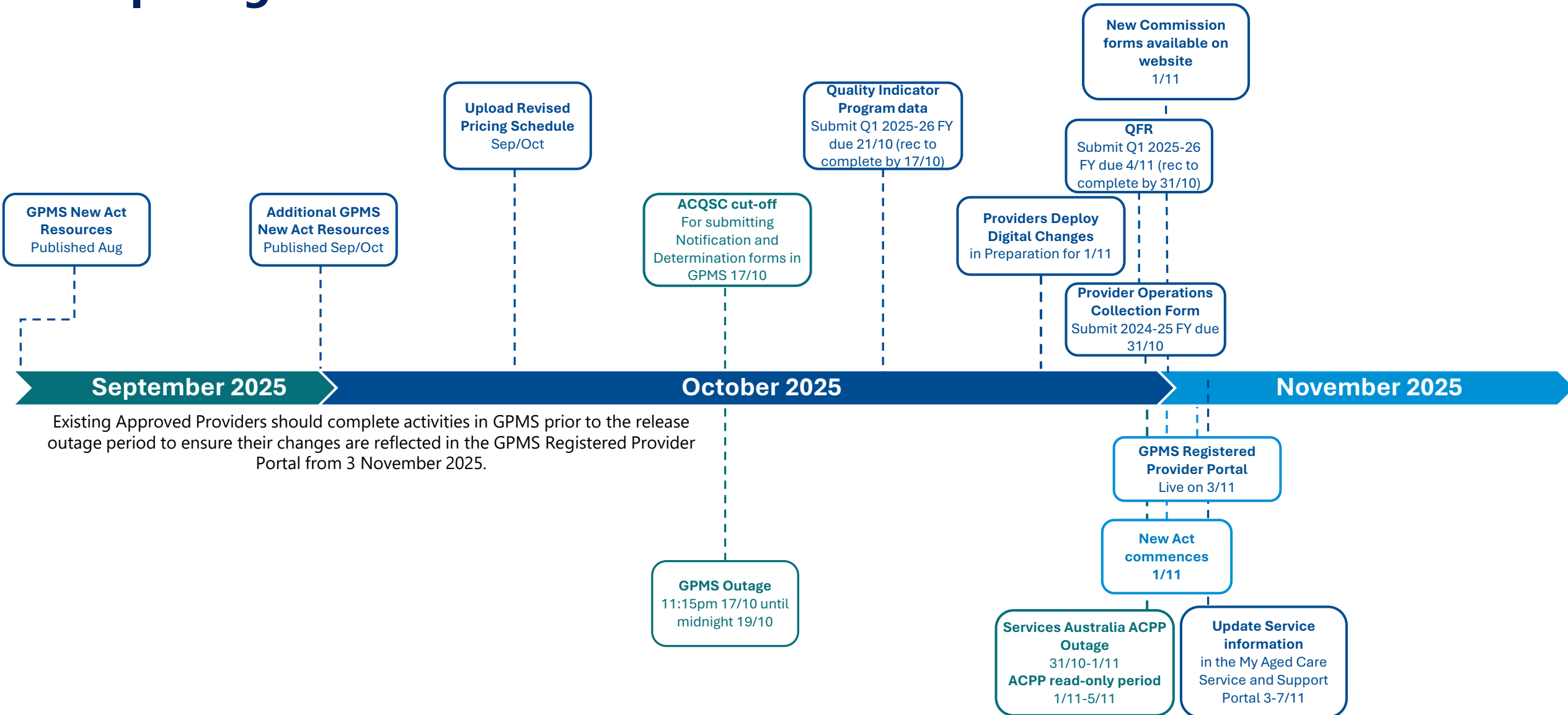
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Where to find support



Preparing for the New Act – GPMS timeline

As of 29 September 2025



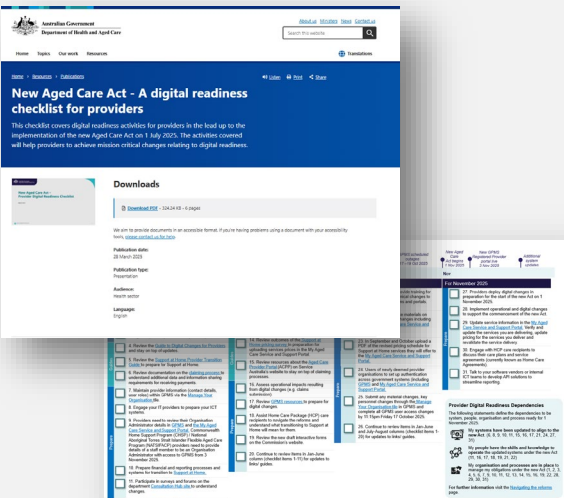
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GPMS Checklist, Guide and Conceptual Data Model

Version 2.0 A digital readiness checklist for providers

- 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.



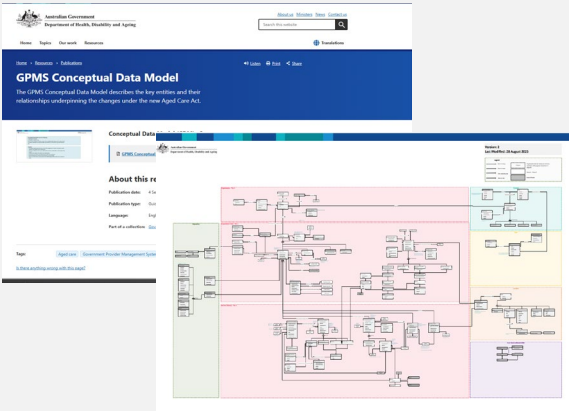
Version 3.0 A guide to digital changes for providers

- 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.



Version 2.0 Conceptual Data Model and associated Business Glossary

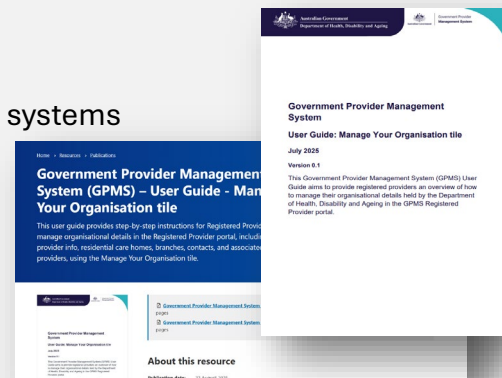
- GPMS Conceptual Data Model and business glossary, has been updated to respond to providers seeking more detailed technical information.
- This Data model describes the key entities and their relationships underpinning the changes under the new Aged Care Act
- The business glossary provides a shared understanding of key business terms and concepts in the Conceptual Data Model (CDM) to support the changes as part of the new Aged Care Act.



New and updated GPMS Resources

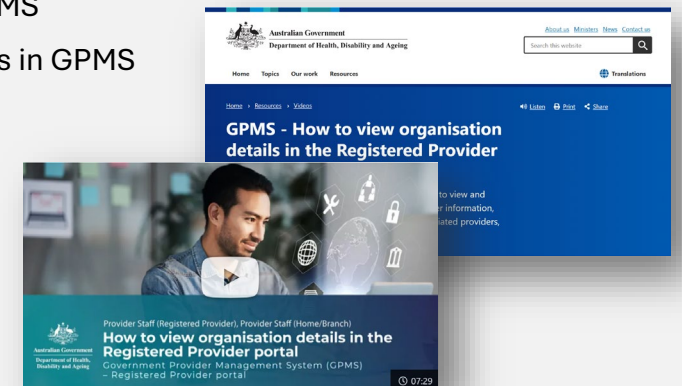
GPMS User Guides

- Updated User guide – Manage your organisation tile
- New User guide – Registered provider Portal
- Updated User guide – 24/7 RN
- Updated Procedure – Logging into aged care systems



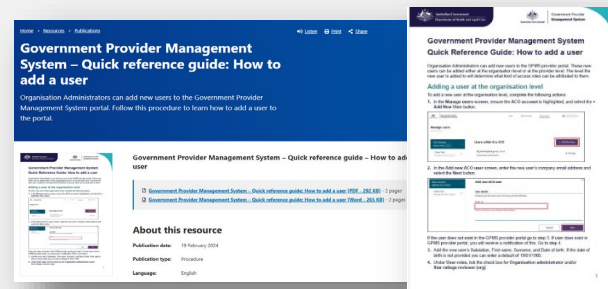
GPMS Videos

- New Video – Logging into GPMS Registered Provider portal
- New Video – Adding users in GPMS
- New Video – Editing access roles in GPMS
- New Video – About GPMS



GPMS Quick Reference Guides

- New QRG – How to add user Registered Provider portal
- New QRG – How to edit user Registered Provider Portal
- New QRG – Which GPMS portal to use and how to login to GPMS

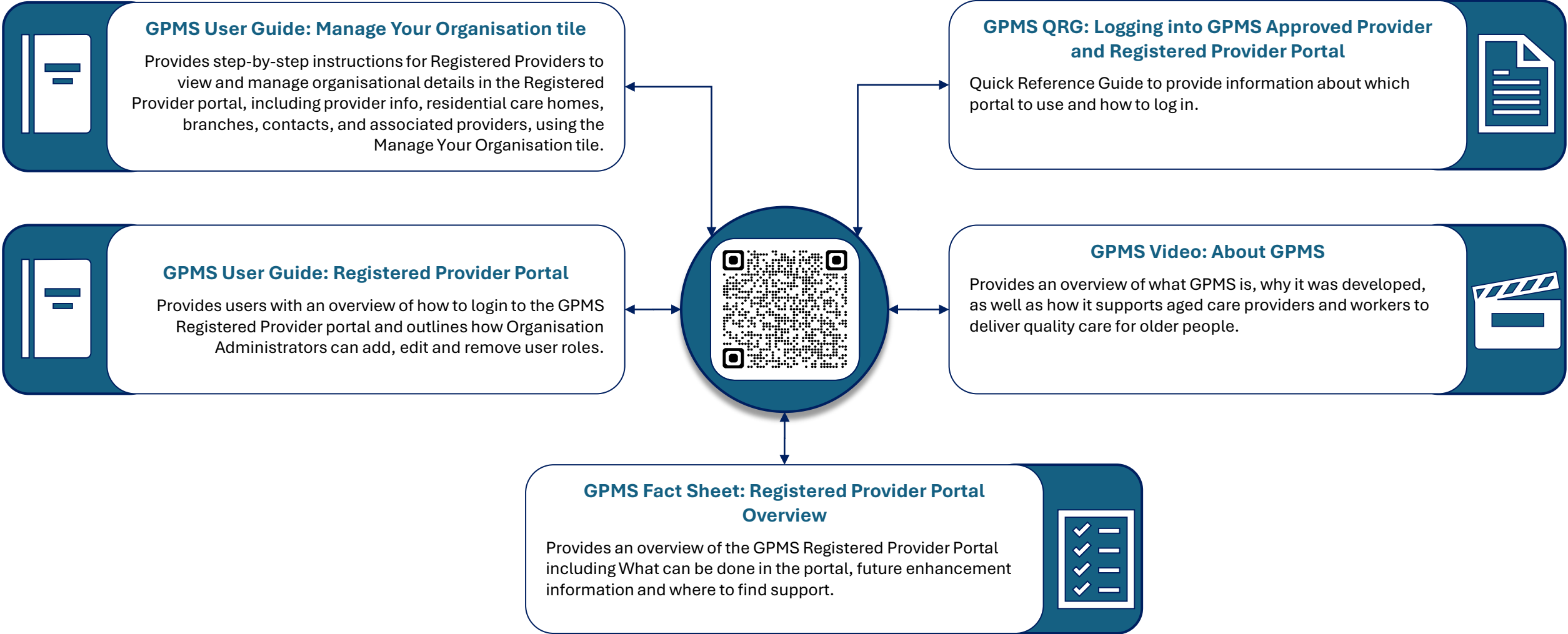


GPMS Fact Sheet and Glossary

- Updated Factsheet – GPMS Registered Provider Portal overview
- Updated – GPMS Glossary

1. Glossary	
Term	Definition
ACCO	Aboriginal Community Controlled Organisations
ACCHQ	Aboriginal Community Controlled Health Organisation
Agel Care Rules 2025	The Agel Care Rules 2025 is a statutory document under the Agel Care Act 2024, and to commence on 1 November 2025, providing practical instructions for the new rules, rights-based aged care system will be implemented.
Agel Care Act (the Act)	The Agel Care Act 2024. The Australian Parliament passed the Agel Care Act 2024 on the new law for government-funded aged care in Australia on 25 November 2024. The Act will commence from 1 November 2025.
Agel Care Code of Conduct	Agel Care Code of Conduct means the rules made for the purposes of section 12 of the Agel Care Act 2024.
Agel Care Worker screening check	Agel care worker screening check means an assessment, under an agel care worker screening law, of whether a person who works, or seeks to work, with or for an agel care provider, is suitable to work with or for an agel care provider.
Agel Care	Care of one or more of the following types: <ul style="list-style-type: none">• Residential care• Flexible care - in the form of short-term restorative care• Multi-purpose services• National Aboriginal and Torres Strait Islander Flexible Agel Care Program• Commonwealth Home Support Programme
Approval, Compliance and Investigation Group	The Group within the Commonwealth responsible for the assessment and determination of applications for approval to become a registered provider of agel care, management of material change notifications by registered providers, accreditation as required by registered providers, determining non-compliance with provider agel care responsibilities and the regulatory response, monitoring and management of non-compliance action with a provider, review of provider requirements of residential and flexible care providers.
Business Model	A plan for the sustainable operation of a business, identifying sources of revenue, the intended customer base, assets, and details of financing.
Care recipient	Agel care recipient is a person who is receiving agel care services, or is provided, care through an agel care service.
CSD	Chief Executive Officer

Key GPMS Resources



GPMS Website Enhancements

GPMS Website enhancements



Information about Approved Provider and Registered Provider obligations, reporting and resources



Improved search and navigation functionality on the resources page



Key content incorporated into main webpages



New videos



Clear navigation to other Health Webpages (NACA, Navigating the reforms, Provider reporting)



Updated Terms of Use and Privacy Policy from 1 November under the new Act

GPMS Website enhancements from 3 November

Log in to GPMS page, which will include information and buttons to access either the Approved Provider Portal or the Registered Provider Portal.

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:
 - Star Ratings
 - 24/7 Registered Nurse (RN) reports
 - Care Minutes Targets
 - Quality Indicator (QI) Program data
 - Provider Operations
 - Quarterly Financial Report (QFR) information
- Preview information before it is published for the next period:
 - Finance & Operations: Publication Preview

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

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

[Log in to GPMS – Registered Provider](#)



Australian Government

Department of Health, Disability and Ageing

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.



Where to go for support

My Aged Care Service and Support and GPMS

I need support with...

Technical and general information as a Registered Provider, assessor or hospital staff member using My Aged Service and Support Portal and the GPMS portal.

Call...

- My Aged Care service provider and assessor helpline on 1800 836 799 (8am to 8pm Mon to Fri or 10am to 2pm Sat)

Email...

- GPMS.project@health.gov.au

Aged Care Regulatory Model, deeming process & Support at Home Program

I need support with...

Deeming, Aged Care Regulatory Model and Support at Home program enquiries.

Visit...

- The deeming process [website](#), Regulatory Model [website](#) and Support at Home program [website](#).

Email...

- AgedCareRegModel@health.gov.au
- sah.implementation@health.gov.au

Provider registration, renewal and variation forms

I need support with...

Information on provider registration, renewal and variation forms.

Visit...

- The Commission's [website](#) to view information on provider registration, renewal and variation forms

Email...

- info@agedcarequality.gov.au

Provider Change in Circumstance

I need support with...

Reporting any circumstance changes which impact suitability as a Registered Provider through a change the Circumstance Form.

Visit...

- The Commission's [website](#) to view information and complete the Change in Circumstance form.

Email...

- providernotifications@agedcarequality.gov.au for questions about the form.

Call...

- [Customer Contact team](#) 1800 951 822 for all enquiries.

Provider obligations and responsibilities including reporting

I need support with...

Understanding provider obligations and responsibilities in delivering safe, quality care.

Visit...

- The Commission's [website](#) to view information on provider obligations and responsibilities

Call...

- [Customer Contact team](#) 1800 951 822 for all enquiries.

Email...

- info@agedcarequality.gov.au for general queries, access to information, complaints and concerns and more.

Associated Provider arrangements

I need support with...

Understanding how to report and manage associated provider arrangements.

Visit...

- The Commission's [website](#) to view information and complete the Change in Circumstance form to add, remove or change associated provider arrangements.
- The Associated providers under the new Aged Care Act [website](#).

Email...

- providernotifications@agedcarequality.gov.au for questions about the form.



Where to go for support

Maintaining operational beds, location, address and places events

I need support with...

Changing operational beds, location, address places events (e.g. service combine and transfers) details.

Email...

- Your Local Network. Local Network details can be found [here](#).

November 2025 GPMS changes

I need support with...

Understanding and learning about the November 2025 GPMS changes.

Visit...

- The GPMS resources [website](#).

Email...

- GPMS.project@health.gov.au

Aged Care Act 2024

I need support with...

Understanding the new Aged Care Act 2024.

Visit...

- About the new rights-based Aged Care Act [website](#).

Email...

- AgedCareLegislativeReform@health.gov.au

Aged care claims and payments

I need support with...

Aged care claims and payments, including supplement claims, online claiming registrations and transitional and respite care extensions.

Call...

- Services Australia aged care providers enquiry line on 1800 195 206

Services Australia software development

I need support with...

Software development for digital health and aged care programs.

Visit...

- the software developer [website](#).

Email...

- developerliaison@servicesaustralia.gov.au



Australian Government

Department of Health, Disability and Ageing

Where to go for support

Key contacts

My Aged Care Service provider and assessor helpline	1800 836 799 (8am to 8pm Mon to Fri or 10 am – 2 pm Sat)
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Aged Care Regulatory model	AgedCareRegModel@health.gov.au
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Australian Quality and Safety Commission	1800 951 822 info@agedcarequality.gov.au
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Aged Care Act 2024	agedcarelegislativereform@health.gov.au
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Quality Indicator program	qpsec@health.gov.au
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Serious Incident Response Scheme	sirs@health.gov.au
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Star Ratings	StarRatings@Health.gov.au
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Commonwealth Home support Program	chspprogram@health.gov.au
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Services Australia Software development	developerliaison@servicesaustralia.gov.au
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GPMS Project	gpms.project@health.gov.au
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Local Networks	Local Network contact details can be found at https://www.health.gov.au/about-us/contact-us/local-network-contacts
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Support at Home program	sah.implementation@health.gov.au
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National Aboriginal and Torres Strait Islander Flexible Aged Care program	natsifacp@health.gov.au
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Aged Care Subsidies and Supplements	subsidiesandsupplements@health.gov.au
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Residential Aged Care fees	agedcarefees@health.gov.au enquiries@health.gov.au
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Short-Term Restorative Care Programme	strc@health.gov.au
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Services Australia Provider enquiry line	1800 195 206
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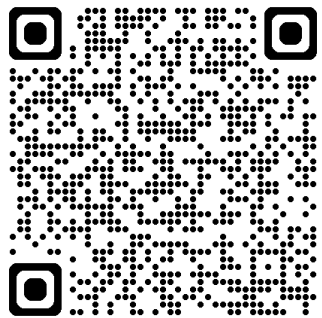


Q&A

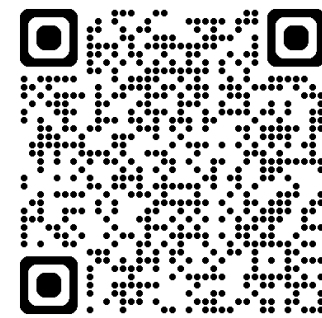
- 1 Ask your questions on Teams, using the **Q&A Tab** at the top of your screen.
- 2 Vote up the questions you like
Use the up arrow below the question.



Thank you!



Register for our next Tech Talk



Give us your feedback



Australian Government
Department of Health, Disability and Ageing

OFFICIAL



DTDDEngagementOffice@health.gov.au