



Provider reporting of offline beds in residential care homes

Since 1 November 2025, residential care homes are approved through the Aged Care Quality and Safety Commission (the Commission) as part of the new aged care regulatory model.

The total number of beds at each residential care home is approved and the Commission is responsible for overseeing changes to bed numbers.

The Aged Care Rules 2025 (see sections 167-5-70) require registered providers to notify the Commission when beds in a residential care home are offline and not available for use for services in:

- MM 1-5 regions for a period of at least 3 months
- MM 6 and 7 for any period of time.

Reporting offline beds will help the department monitor bed availability in aged care homes across Australia and inform future planning. This data will be available to you on the My Aged Care Service and Support Portal.

How to report offline beds

Staff in the department's Local Network state offices can assist registered providers to record beds as offline or to make offline beds available for use. The department will update the Government Provider Management System (GPMS), and this information will be shared with the Commission to meet the requirements of the Aged Care Rules. Please email your request to the office responsible for the location of your residential care home:

NSW/ACT – nswplaces@health.gov.au

NT – NTPlaces@health.gov.au

Qld – Engagement.QLD@health.gov.au

SA – saplaces@health.gov.au

Tas – Tas.office@health.gov.au

Vic – vicplaces@health.gov.au

WA – waplaces@health.gov.au

Your request should include the following details:

- name of registered provider
- name of residential care home
- the number of beds you wish to take offline or bring online
- proposed date of effect for the change
- the reason for taking beds offline, including:

- reduced capacity to provide care for residents due workforce shortages or other reasons
- delivering care not subsidised by the Australian Government
- delivering other Australian Government-funded care (for example, MPSP or NATSIAFAC)
- natural disasters
- redevelopment, partial redevelopment or extension of the site
- staged operationalisation of the home.

A confirmation email will be sent to your responsible person or points of contact in the My Aged Care Service and Support Portal. Please ensure your contact details are up to date, so you can receive this information

Please note that requests to take beds offline for 2 years or more is considered a variation to the approval of your residential care home. Providers should lodge a variation request with the [Aged Care Quality and Safety Commission](#).

Future functionality

The My Aged Care Service and Support Portal will be enhanced early in 2026 to allow providers to self-manage their offline beds. Further information about this functionality will be provided in advance.

Learn more

- [Places to people – Embedding choice in residential aged care](#)
- [Government Provider Management System \(GPMS\) – Frequently Asked Questions - New Act 2025 System Changes](#)
- [Government Provider Management System \(GPMS\) – User Guide - Manage Your Organisation tile](#)
- [Government Provider Management System resources](#)
- [New aged care regulatory model](#)
- [Aged Care Quality and Safety Commission](#)

Contact us

- [Our Local Network | Australian Government Department of Health, Disability and Ageing](#)