



What's new?

My Aged Care and Government Provider Management System (GPMS)

This update provides a summary of the system changes delivered from 1 November 2025, in line with the commencement of the [Aged Care Act 2024](#) relating to:

- Release 33 & 34 of My Aged Care systems including:
 - Service and Support Portal
 - Client Online Account
 - Assessor Portal
 - Aged Care Assessor App
 - Hospital Portal
 - My Aged Care Website
- Release 11 & 12 of the Government Provider Management System (GPMS) including:
 - GPMS Approved Provider Portal
 - GPMS Registered Provider Portal.

A summary of these changes is also available on the Department of Health, Disability and Ageing [website](#).

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The new Aged Care Act and the Support at Home program commences 1 November 2025

The new Aged Care Act 2024 (new Act) commenced on 1 November 2025 and aligns with the launch of the new [Support at Home program](#).

This guide outlines My Aged Care and GPMS **system updates and changes** introduced to support the policy changes associated with the new Act and Support at Home program.

New rights-based Aged Care Act

The new Act responds to issues facing older people, aged care providers, workers and the broader sector. It will put the rights of older people at the centre of the aged care system. For more information on the Act, visit our [website](#).

Support at Home

From 1 November 2025, the Support at Home program replaces:

- Home Care Packages (HCP) Program
- Short-Term Restorative Care (STRC) Programme.

Support at Home provides coordinated care and services to meet the assessed ageing related care needs of eligible older people.

For more information visit the [Support at Home program manual - A guide for registered providers](#).

For more information and resources on Support at Home, visit our [website](#).

My Aged Care changes

Supported decision-making

Updates to Supporter Relationships in My Aged Care

From 1 November 2025, new functionality improves how supporter relationships are registered and managed in My Aged Care. These updates align with the new Act, and are designed to support informed consent, improve transparency, and enhance privacy protections for older people.

Updated registration and consent processes

A new Supporter Lite role has been introduced for care recipients who consent to registering a supporter relationship but do not consent to automated information sharing. Supporter Lite roles can request information in line with the care recipient's will and preferences, including via the Contact Centre or an Assessor. However, the system will not automatically share information with a Supporter Lite that would otherwise be provided to a Supporter or Supporter Guardian under the new Act.

Mandatory conflict of interest declarations

All supporter roles — Supporter, Supporter Lite and Supporter Guardian must now declare any conflicts of interest during registration. System workflows have been updated to support appropriate review and oversight.

System Governor protocols

System Governor delegates must follow new protocols to ensure compliance with legislative requirements relating to supporters.

These changes will help ensure only supporters who meet the duties outlined in the Act are registered, and that each relationship reflects the appropriate level of access and responsibility. They also support the System Governor in making decisions that uphold the rights and preferences of older people.

Most representative relationships in My Aged Care will go through changes to come under the new Act. Regular and authorised representatives active in My Aged Care on 31 October 2025 will be known as 'registered supporters' from 1 November 2025.

For more information on registered supporters visit our [website](#).

Support at Home

HCP care recipient transition to Support at Home

Existing HCP care recipients and older people who were approved and/or on the National Priority System (NPS) prior to 1 November 2025, who have not yet been assigned a Home Care Package, will be reclassified as a 'Transitioned HCP' classification under Support at Home program.

- HCP Level 1 = Transitioned HCP Level 1
- HCP Level 2 = Transitioned HCP Level 2
- HCP Level 3 = Transitioned HCP Level 3
- HCP Level 4 = Transitioned HCP Level 4.

Each older person will continue to receive an equivalent level of funding (including supplements) as their previous Home Care Package level.

At reassessment:

- if there are no changes to the older person's classification level, they will keep their current 'Transitioned HCP' classification.
- if the level of funding requires changes, they will move to a Support at Home classification.

For system guidance, refer to the [My Aged Care assessor portal user guides](#) and [My Aged Care Service and Support Portal user guides](#).

Transferring clients from the National Priority System (NPS) to the Support at Home Priority System

From 31 October 2025, older people who were on the National Priority System (NPS) or assessed as eligible for a Home Care Package (HCP) will transition to Support at Home when funding becomes available. These participants will receive a level of funding equivalent to their approved HCP.

While waiting for funding, older people will be moved to the Support at Home Priority System. Key data will be transferred from the NPS to the Support at Home Priority System to determine each participant's new priority category. This will be based on:

- their current priority status in the NPS
- their combined characteristic score, calculated from responses in their most recent Integrated Assessment Tool (IAT) assessment (including any historical assessments).

Older people who were already receiving interim funding while waiting in the queue will continue to receive interim funding or if higher, the minimum service offer from 1 November 2025.

System portals, recipient letters and reports have been updated to replace HCP with Transitioned HCP where required.

Accessing the End-of-Life Pathway

Following a request for a high priority aged care assessment to access the [End-of-Life Pathway](#), an aged care assessor will review and verify the submitted End-of-Life Pathway form, to confirm eligibility. Delegate approval will be required for all End-of-Life Classification and associated services.

Once approved for the End-of-Life Pathway, assessors can recommend End-of-Life services and Assistive Technology (AT). All End-of-Life services are pre-approved, however these can be adjusted to suit the participants needs.

Existing services under HCP or Support at Home continue in the background; additional services must be re-added when required.

The Assessor portals, Aged Care Assessor App and the Service and Support Portal interfaces have been updated to reflect End-of-Life functionality. Static service lists and classification details are available to support decision-making.

The End-of-Life Pathway can also be accessed by contacting My Aged Care on 1800 200 422 or visiting an Aged Care Specialist Officer (ACSO) at a Services Australia service centre.

For system guidance, assessors can refer to the [Aged Care Assessor Application user guide](#) and [Assessor portal guides](#).

Providers can refer to [My Aged Care – Service and Support Portal resources](#).

Assistive Technology (AT) and Home Modifications (HM) scheme

From 1 November 2025, the Assistive Technology and Home Modifications (AT-HM) scheme will provide products, equipment, and home modifications based on participant needs.

An aged care assessment will determine whether participants are allocated an assistive technology funding tier, a home modifications funding tier, or both.

Access to AT-HM services will be supported through a new prioritisation system.

Assessors will be required to record the client's preference for seeking AT-HM services through the Support at Home program.

Following an assessment, care recipients will be assigned a priority category for AT-HM – High, Medium, or Standard – and placed on the queue.

Priority categories are automatically assigned based on specific criteria collected at assessment.

For more information, assessors can refer to the [My Aged Care Assessment Manual](#).

For system guidance, assessors can refer to the [Aged Care Assessor Application user guide](#) and [Assessor portal guides](#).

Classification algorithm in the Integrated Assessment Tool (IAT)

To align with Support at Home, the IAT classification algorithm is now a mandatory step in all aged care assessments. Assessors must complete all mandatory questions, to allow the IAT algorithm to run upon finalisation. Assessors can accept or override the recommendation but must provide justification.

Support at Home providers required to verify and update service and pricing information

Between 3 – 7 November 2025, Support at Home providers **MUST** verify and update service and pricing information in the [My Aged Care Service and Support Portal](#).

Important: Providers who do not complete this within the specified window will not have accurate service and pricing information available in the My Aged Care Find a Provider Tool.

The following actions are critical for the transition to Support at Home:

- verify and update the services you deliver, this includes removing services that are not included in the [Support at Home service list](#)
- update pricing for the services you deliver
- revalidate that your service delivery area is accurate
- confirm outlet names and descriptions. Support at Home outlets will be created using existing home care information as the basis on most data points.

For more information refer to:

- [Support at Home Provider Transition Guide](#)
- [The deeming process – transitioning providers to the new system](#)
- [Provider Digital Readiness Checklist](#)
- [My Aged Care – Service and Support Portal resources](#) for user guides to support outlet set up.

Data migration and alignment with Support at Home policy

To support the implementation of the Support at Home program, the following system enhancements and updates have been deployed across key platforms, including My Aged Care systems, and the My Aged Care website.

Live updates across key systems

- System updates now reflect the new provider structure for Support at Home across core functions including Outlets, Service Referral, Find a Service, and Support at Home Pricing.
- Updated static content in Support at Home letters to comply with the new Act.
- Improvements to provider data in the Find a Provider tool enhance accuracy and usability.

Data migration and back-end improvements

- Service List and the Care Service Model data sharing with Services Australia is supported.
- Automated data sharing and synchronisation between My Aged Care systems and Services Australia is now supported, enabling secure exchange of key client data. Key data includes:
 - Client demographic information
 - Care approvals and extensions
 - Funding classifications
 - Entry and Exit Events.
- Payment and claim data will be automatically transmitted from Services Australia to the department's Aged Care Data Warehouse, supporting improved reporting and analysis under the new Act.

Aged care service list updates

The [aged care service list](#) is the full list of services that can be funded by the Australian Government. It has been updated to align with the structure and terminology of the new Act.

These changes are reflected in portals and applications used for provider registration, service recommendations and provider outlet service offering and configuration.

Providers are encouraged to ensure staff are familiar with the updated processes and terminology.

Historical records will continue to show previous service catalogue data.

Commonwealth Home Support Program (CHSP) service catalogue updates to align with the new Aged Care Act

The [CHSP service catalogue](#) now aligns with the Aged Care Act's [aged care service list](#).

This involves service name changes to service types and services, noting new services under Therapeutic services for independent living that align with the aged care service list.

Please review the [updated service list](#) and refer to the [Service and Support Portal User Guide - Creating service delivery outlets and adding service information](#) for further details on how these changes may appear in your outlet configuration and service setup.

Commencement of Places to People for residential aged care

From 1 November 2025, places for residential aged care are allocated to older Australians rather than providers. A place will be allocated in My Aged Care to residents in care as well as those that have been approved but have not yet entered care.

Places will then continue to be allocated in My Aged Care to individuals when they are approved for care.

Information about the place allocation will be shared with Services Australia to enable the correct payment of subsidies.

Aboriginal and Torres Strait Islander assessment organisations – new ways to register preference

A pilot with a small number of [Aboriginal and Torres Strait Islander assessment organisations](#) has commenced to deliver culturally safe, trauma-aware aged care assessments. We aim to support Elders and older people to access services that meet their needs.

Recent system updates make it easier for older people and supporters to register and manage their preferences for Aboriginal and Torres Strait Islander assessment organisations:

- Older people will now be able to register their preference in the My Aged Care Online account by ticking the preference box.
- System navigators such as Elder Care Support workers, care finders and Older Persons Advocacy Network (OPAN) advocates will also be able to register the older persons preference in the My Aged Care portal.
- GPs will be able to register the preference using Health link.
- This builds on earlier improvements which when enabled, allowed them to register their preference with MAC by phone, or face-to-face channels, or when speaking directly to an assessment organisation.

Over time, the service will extend its reach, and future phases will work towards covering more areas across Australia. This is why it's important to collect the preferences for older First Nation Aboriginal and Torres Strait Islander people now – as one way to assist in the understanding of demand.

Until a First Nations and Aboriginal and Torres Strait Islander assessment service is available in their area, older Aboriginal and Torres Strait Islander people can receive aged care needs assessments through existing Single Assessment System organisations. This process can be supported by an Elder Care Support worker, a care finder or an OPAN advocate to help the older person feel more culturally safe.

Australian National Aged Care Classification (AN-ACC): Updates to wording of reconsideration and classification reassessment notifications

To ensure legal compliance and clearer communication with care recipients and providers, the following text changes have been made to notifications and emails:

- System Governor replaces Secretary
- Information on recipient's right to review included on notifications.

Updated Serious Incident Response Scheme (SIRS) Webform

The SIRS notification webform has been updated to align with the new Aged Care Act. These updates include revised terminology and new fields to support accurate reporting and regulatory oversight by the Aged Care Quality and Safety Commission (ACQSC).

From 3 November 2025, providers will need to use the updated webform and:

- Ensure incidents are correctly linked to:
 - Registered Provider
 - Affected older person
 - Residential Care Home (if applicable)
 - Worker or responsible person
 - Location of care
 - Service Group, Registration Category and Service Type.
- Remove references to 'Outlet' – this field will be decommissioned.

For more information refer to the [Service and Support Portal user guide – Serious incident response scheme: Residential aged care services](#).

Additional My Aged Care resources

Guidance material for Assessors is available on the Department of Health, Disability and Ageing Website: [My Aged Care – Assessor Portal Resources](#) and [My Aged Care Assessment Manual](#).

Guidance material for Service Providers is available on the Department of Health, Disability and Ageing Website: [My Aged Care – Service and Support Portal Resources](#).

Guidance material for Hospital Staff is available on the Health, Disability and Ageing Website: [My Aged Care – Hospital Portal resources](#).

For information on how your hospital organisation can access the hospital portal, contact us at agedcare@health.gov.au.

Government Provider Management System (GPMS) changes

The following updates complement existing resources for providers and assessors ahead of 1 November 2025 to align with the new Act. This summary outlines key GPMS changes.

For more information on digital updates refer to the [additional GPMS resources](#) section in this summary.

From 3 November 2025, Registered Providers will have the ability to log into two GPMS portals where required.

GPMS Registered Provider Portal

In this portal you will be able to view your Registered Provider information as it exists under the new Act, which has been transformed from your Approved Provider Organisation. This includes information about your organisation's:

- Regulatory Category that applies under the new regulatory model of the new Act
- Service information, which aligns to Support at Home, Places to People and enables payments
- Associated Provider information, migrated from reported Third-Party Organisations
- Personnel and user roles nominated in GPMS.

From 3 November 2025, in the new Registered Provider portal, providers can:

- View and maintain the information about your organisation
- Submit and edit Registered Provider reporting:
 - 24/7 Registered Nurse (RN) report
 - Quarterly Financial Report (QFR) (from Q2 2025-26 onwards)
 - Quality Indicator (QI) Program data (from Q2 2025-26 onwards)

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

GPMS Approved Provider Portal

Continues to provide information and functionality relating to entities that existed under the Aged Care Act 1997 (up to 31 October 2025). In this portal, providers can:

- View information about your organisation and personnel
- Approved Provider Reporting:
 - Quarterly Financial Report (QFR)
 - Quality Indicator (QI) Program data and dashboards
 - Provider Operations
 - Care Minutes Targets
 - Star Ratings, including preview before the next publication period
 - Finance & Operations.

Note: From 1 January 2026, providers will only be able to view QI data in the Approved Provider portal (not edit or submit).

System changes include:

- Registered Providers will be able to access both the GPMS Approved Provider Portal and the Registered Provider Portal simultaneously.
- Registered Providers can continue to use the GPMS Approved Provider Portal to access all reporting applications, including to submit Quality Indicators data and Quarterly Financial Reporting for the July – September 2025 quarter and access and edit historical information (except viewing and resubmitting past reporting for 24/7 RN which will be available through the Registered Provider Portal).
- From 3 November 2025, Registered Providers will be able to manage their contact and user details in GPMS via the 'Manage Your Organisation' tile in the GPMS Registered Provider Portal.
- NATSIFACP and CHSP providers will gain access to GPMS for the first time from 3 November 2025 to view their organisation details.
- The 24/7 Registered Nurse (24/7 RN) reporting application will be available in GPMS Registered Provider Portal. It will be available from go-live with historical submissions migrated to the new portal.
- The QFR application will be updated to align with the new Act and Support at Home program. The QFR reporting from Quarter 2, 2025-26 includes updates to some questions and line items. Providers will be required to use both GPMS portals to manage QFR data submissions, depending on the reporting period.
- Registered Providers will need to use both GPMS portals to manage QI data, depending on the reporting period. Dashboards will also be accessed across both portals until the QI Program fully transitions.
- Registered Providers will be required to report a change in circumstance (i.e. as responsible persons or associated provider) to the Aged Care Quality and Safety Commission (Commission) through the Change in Circumstance (CiC) form, which will be available on the Commission's [website](#) from 1 November 2025.
- From the commencement of the new Act, the GPMS Registered Provider Portal will include terminology changes (e.g. Registered Provider and Responsible Person). For more information on portal terminology changes, view the [Frequently Asked Questions – New Act 2025 System Changes](#).

Residential Aged Care Places and Beds

From 1 November 2025, places for residential aged care are allocated to older Australians rather than providers.

As a result, all places allocated to providers ceased on 31 October 2025, and providers will no longer require an allocation of places to deliver residential care.

System changes include:

- Residential care will move from “places” to “bed data”.
- Calculations for AN-ACC Base Care Tariff Funding will change for residential services located in remote ([MMM 6](#)) and very remote ([MMM 7](#)) areas, due to changes in how data is collected and reported.
- The GPMS Registered Provider Portal has been updated to align with new data structure: Organisations, Registered Providers, Aged Care Homes, and Program/Payment Entities. The functionality originally built for Places to People in early 2024 was based on the legacy structure of Aged Care Organisation, Approved Provider, and Service.
- Residential services delivering specialist aged care programs will have place allocations. These include:
 - [National Aboriginal and Torres Strait Islander Flexible Aged Care Program](#) (NATSIFACP)
 - [Multi-Purpose Service Program](#) (MPSP)
 - [Transition Care Programme](#) (TCP).

For more information, refer to the [GPMS user guide - Manage Your Organisation tile](#).

24/7 RN Reporting – GPMS Registered Provider Portal Transition

From 1 November 2025, the 24/7 Registered Nurse (24/7 RN) reporting application will move to the GPMS Registered Provider Portal.

The reporting functionality will not change from the current 24/7 RN reporting application in the GPMS Approved Provider Portal. Data previously submitted in the GPMS Approved Provider Portal will be migrated to the new system.

You are required to report in GPMS Registered Provider Portal for each of your approved residential care homes, excluding any homes operating under MPS or NATSIFACP.

The reporting due date is not changing. You must complete and submit your report by 11:59pm AEST of the 7th day after the end of the calendar month. Your first report in the GPMS Registered Provider Portal will be due on **7 November 2025**.

You should submit your report before your monthly Services Australia subsidy claim. This will allow Services Australia to pay any [24/7 RN supplement](#) in the current claim cycle and include it in advance payment calculations. If you submit a late report, you will not be eligible for the 24/7 RN supplement for that home.

To support this change, refer to the updated [user guide](#).

Upcoming Changes to GPMS Quality Indicator Reporting

Enhancements to the GPMS Quality Indicator (QI) report allow new QI functionality in the GPMS Registered Provider Portal.

As a result of these changes:

- Providers will need to work across the two GPMS portals to submit, amend or view QI Program data, depending on the reporting period.
- Providers will need to access the QI Reporting Dashboards across the two GPMS portals until the QI Program fully transitions in a future release.

To support this transition, refer to the [GPMS User Guide - Quality Indicators application](#) for detailed instructions and support. If you are submitting via the Quality Indicators API please refer to your software vendor.

New Comment Field for Allied Health Quality Indicator (QI)

A new comment field has been introduced to the Allied Health Quality Indicator (QI) and the associated questionnaire in the GPMS Registered Provider Portal. This enhancement allows providers to include additional context or clarification when submitting Allied Health data. These comments will be visible to business teams, who will now consider this information as part of their data review processes.

This change supports more comprehensive and transparent reporting and enables providers to better reflect the care delivered.

For more information on how to use the new comment field, please refer to the [QI Reporting via GPMS – Additional guidance](#) resource.

Quarterly Financial Report

Quarterly Financial Report (QFR) application will be updated to align with the new Act and Support at Home program.

The QFR reporting from Quarter 2, 2025-26 includes updates to some questions and line items. For more information refer to [Guide to Changes in Financial Reporting from 1 November 2025](#).

System changes include:

- Providers will need to use different portals to submit QFR data, depending on the reporting period.
- The GPMS Registered Provider Portal landing page will display the latest updates, reporting due dates, and key information.
- The contact centre will direct providers to the appropriate team for information on how QFR requirements differ before and after the new Act.
- Reasonableness checks will be undertaken offline and loaded into GPMS by business teams.
- Department staff will manage cases in GPMS Registered Provider Portal using quality assessment processes for all submitted and re-submitted QFRs.
- Business teams will access refactored reports in GPMS Registered Provider Portal to continue managing procedures and processes reliant on operational reports.

Additional GPMS resources

Providers have previously received direct correspondence which contained links to the GPMS resources, including support on logging into the GPMS Registered Provider Portal.

Additional resources are available for GPMS users on the Department of Health, Disability and Ageing website here: [Government Provider Management System resources](#).

For more information about the transition to the new Aged Care Act and resources, visit [Navigating the reforms](#).

For general enquiries relating to GPMS, contact GPMS.project@health.gov.au.

For questions relating to Changes in Circumstances or smart forms contact the Commission via providernotifications@agedcarequality.gov.au. You can also contact the Commission's Customer Contact team via phone at 1800 951 822. For information about your reporting obligations, please visit the Aged Care Quality and Safety Commission's [website](#).

Further assistance

For technical support and help with any of the above changes, please contact the My Aged Care service provider and assessor helpline on 1800 836 799 (option 4 for GPMS queries), Monday to Friday (8am to 8pm) and Saturday (10am to 2pm) local time across Australia

The department will continue to provide updates via direct email; [Your Aged Care Update newsletter](#) and regular engagement channels such as [Sector Partners](#) and [Tech Talks](#).