

Digital Transformation

Sector Partners

Digital Transformation for the Aged Care Sector





WELCOME

Fay Flevaras

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



Sector Partners #71

Agenda

Digital Transformation for the Aged Care Sector

**Welcome &
Agenda**

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State of Play

Fay Flevaras

**Electronic
National
Residential
Medication Chart
(eNRMC) Project**

Jenene Baker

**Update: Aged
Care Quality
and Safety
Commission**

**Luke Stines &
Narelle Cameron**

**Questions and
Close**

Fay Flevaras



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We're trying something new for Q&A



- We have enabled the **Q&A** function in Teams for this meeting.
- Please post any program-related **questions** in the **Q&A**. General **discussion** still happens in the **chat**.
- You can **upvote** the questions you most want answered.

State of Play

Fay Flevaras

Chief Digital Information Officer

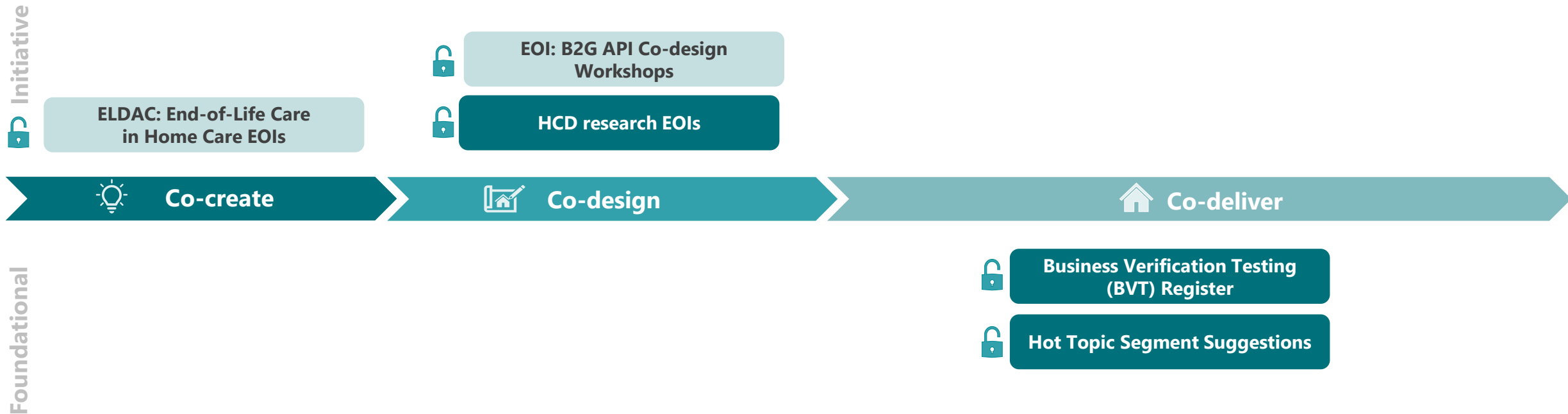
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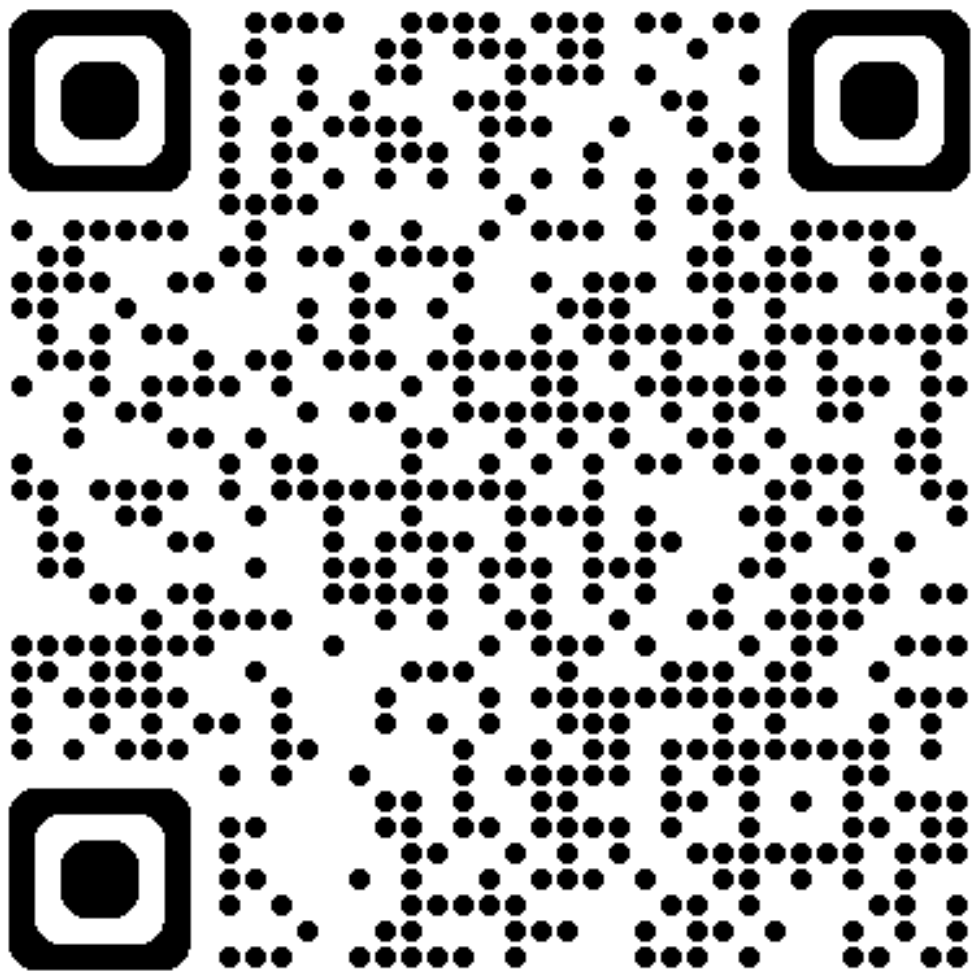


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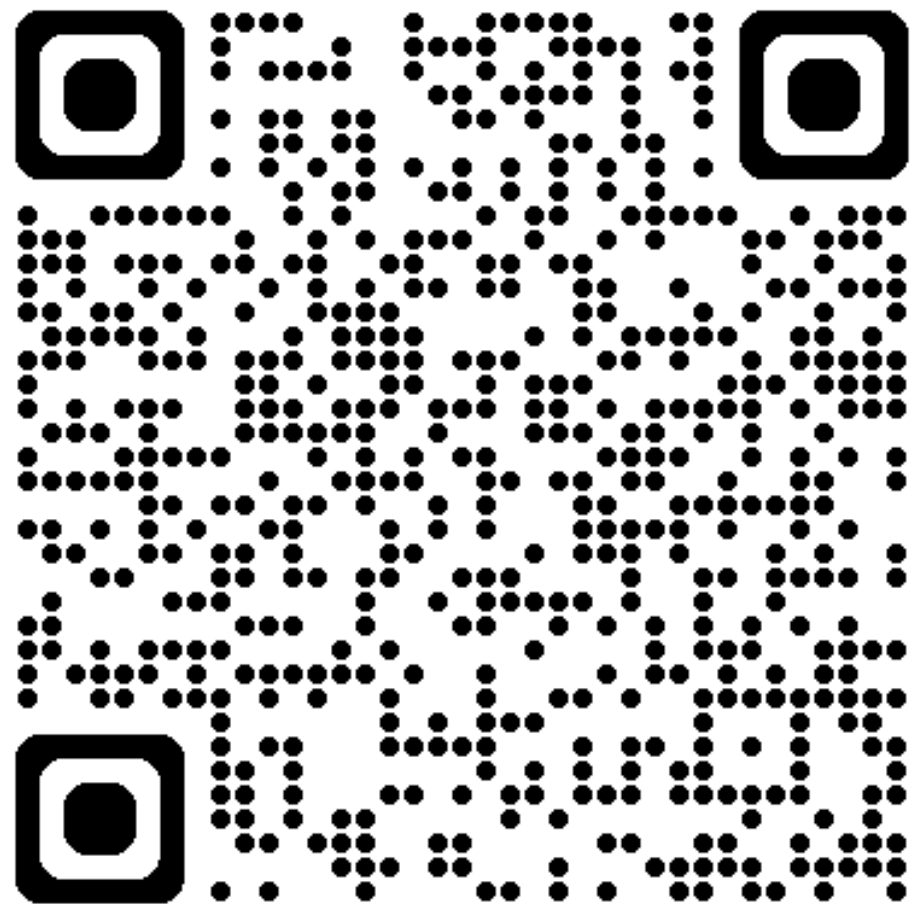
Open collaboration activities





New Commonwealth Home Support Program (CHSP) Resources Available

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



New and Updated Support at Home Resources Available

Several new or updated Support at Home resources have been published, including:

- version 4.0 of the Support at Home Program Manual
- transition guidance for 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.

New resources: AN-ACC

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

This guide provides information for approved residential care providers on the AN-ACC funding model. It sets out how to receive AN-ACC subsidies, including relevant compliance requirements that may apply.



Specialised status guide for residential aged care approved providers

Outlines the eligibility criteria, application process, and operational requirements relating to specialised status under the Australian National Aged Care Classification (AN-ACC) funding model.



Care minutes and 24/7 registered nurse responsibilities – guides for residential aged care providers

These guides provide information about the mandatory care minutes and 24/7 registered nurse responsibilities. Learn more about each responsibility, including delivery of care minutes and registered nurse coverage and reporting obligations.

Updated resources: New Aged Care Act

New Aged Care Act – A Digital Readiness Checklist for Providers

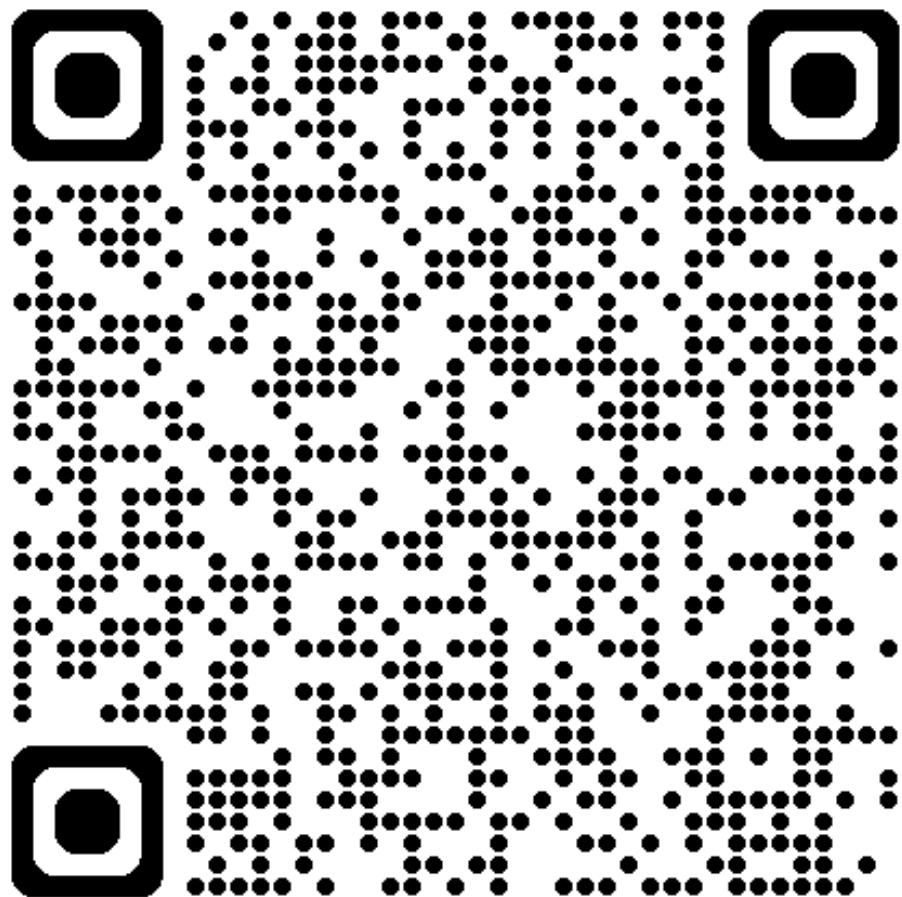
Version 2.0 of the readiness checklist has been published. This checklist covers digital readiness activities for providers in the lead up to the implementation of the new Act on 1 November 2025. The activities covered will help providers to achieve mission critical changes relating to digital readiness.



New Aged Care Act – A Guide to Digital Changes for Providers

Version 3.0 of the Guide to Digital Changes for Providers has been published. It has been updated with a range of changes to align data and digital project and program activities to new Aged Care Act commencement date 1 November 2025, and GPMS release planning activities for 3 November 2025. It also includes updated information about GPMS cut off dates for transition activities in preparation for 3 November 2025.





New Government Provider Management System (GPMS) resources

Several new GPMS resources have recently been published. These include:

- an instructional video on how to view organisation details in the registered provider portal
- a user guide for the Manage Your Organisation tile
- a user guide for 24/7 Registered Nurse reporting
- an FAQ on GPMS system changes for the new Aged Care Act 2025.

Electronic National Residential Medication Chart (eNRMC) Project

Jenene Baker

Director

Care Integration & Access Branch
Medicare Benefits & Digital Health Division
Department of Health, Disability and Ageing



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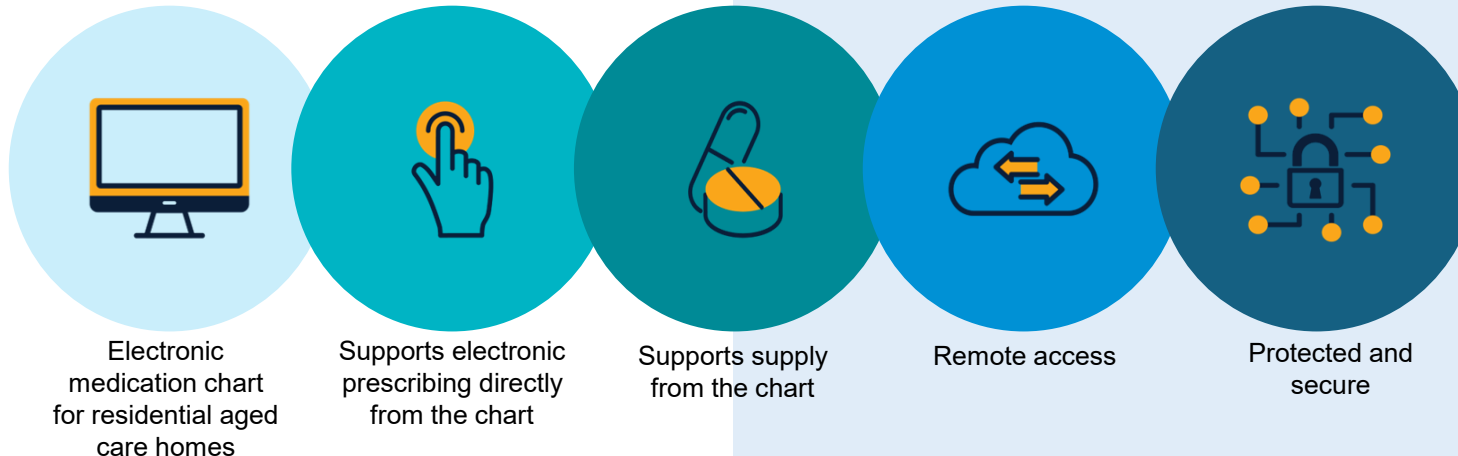


What is an eNRMC?

- A type of Electronic Medication Management (EMM) system for aged care.
- Provides a single source of truth for resident medication records.
- Enables real-time access for prescribers, pharmacists, and care staff.
- Supports prescribing, dispensing, and PBS/RPBS claiming—no paper needed.
- Streamlines medication management and enhances digital enablement.

eNRMC Benefits

- Improves medication safety
- Eliminates paper prescriptions and charts
- Enhances visibility of medication records
- Strengthens communication among care teams
- Supports timely medication delivery
- Reduces admin burden for staff
- Reduce the number of daily medications taken by an individual (polypharmacy)

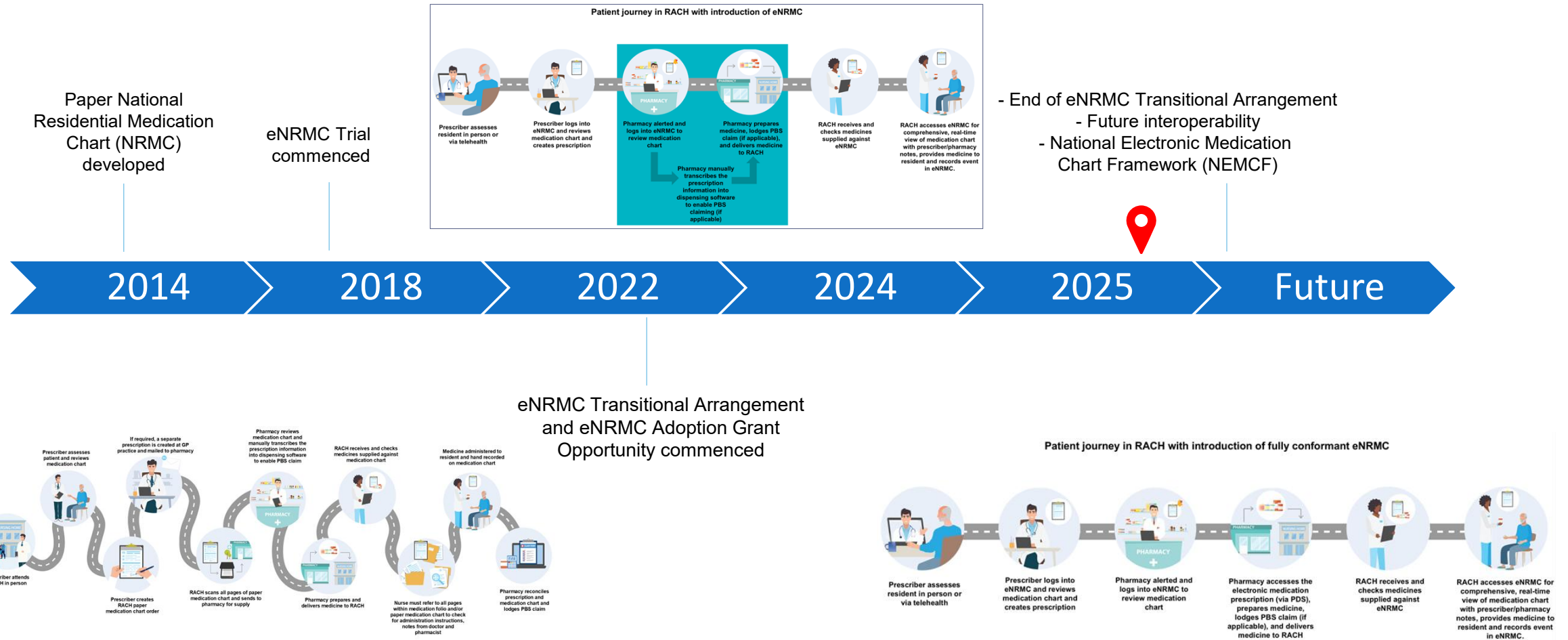


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eNRMC Evolution Timeline

A brief history (2014 - 2025) and future



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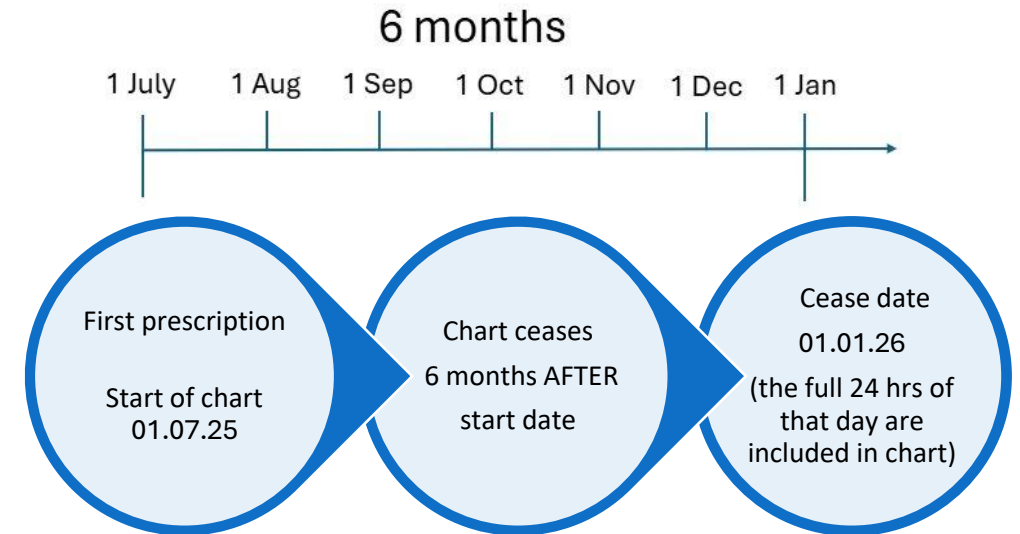
Differences between Transitional eNRMC and electronic prescribing eNRMC

Functionality/parameter	Transitional eNRMC	Electronic Prescribing eNRMC
User restrictions	Open to any RACH and pharmacy, using software listed on <i>Transitional eNRMC Conformance Register</i>	Open to any RACH and pharmacy, using eNRMC vendor listed on <i>Electronic Prescribing - External Conformance Register</i>
Connects to the National Prescription Delivery Service	✗ No	✓ Yes
Prescription location	Stored within the eNRMC system	Stored in the National Prescription Delivery Service (NPDS)
Safety and Quality Use of Medicines (QUM) features	Provides benefits in comparison to paper NRMC	Enhanced safety and quality features
Pharmacist access to prescriptions enhanced	Pharmacists need to manually transcribe the prescription information from the eNRMC into their dispensing software	Pharmacists can retrieve chart-based electronic prescriptions from the NPDS through a token.
Chart duration	Up to the end of 4 months	6 months from date of first PBS prescription



New chart cease dates for conformant eNRMC

- **Regulation update (Oct 2024):** Conformant eNRMCs will be valid for up to a full **6 months** from commencement date
- **Chart commencement date:** Defined as the date the **first PBS item is prescribed**
- **Chart cease date:** No longer cease at the end of the month as in place for paper charts.
 - Example: A chart starting on **7 Jan 2026** will cease on **7 Jul 2026**



Medication Chart requirements (all)

- A **new chart** (paper or electronic) must be created **before the old one expires** to ensure patient safety and continuity of care
- **No supply or administration** can occur from an **expired chart**
- Prescribers can **review and start a new chart at any time** to support workflow efficiency



Adding Administration Only Orders

Recording prescriptions generated outside eNRMC

- Only **PBS-authorised prescribers** can create prescriptions within eNRMC.
- However, external prescriptions (paper/electronic) from hospitals or specialists can be recorded by a **pharmacist or GP** in eNRMC.
- These are **administration-only orders/records**, not new prescriptions.
- Must include:
 - Prescriber details, prescribing date, medicine info, instructions, authority details.
 - Clear indication the record is for “**Administration Only**”
- Does **not generate** an electronic prescription or enable supply.
- Use only when **no alternative is available** (e.g., post-hospital discharge).
- Subject to **pharmacist agreement** and **system capability**.
- RACHs should work with pharmacists to ensure **safe transcription** and **continuity of care**.

IMPORTANT:

Pharmacists **must not supply** medicine from this record.



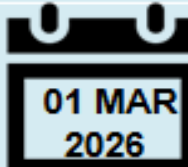
Supply must occur from the **original prescription**.



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Key dates – When will changes be happening?

	<p>Electronic prescribing conformance for eNRMC</p> <p>Deadline for all eNRMC vendors to achieve electronic prescribing conformance. Some vendors may achieve conformance sooner.</p> <p>Conformant vendors will be listed on the Agency's Electronic Prescribing – External Conformance Register.</p>
	<p>Implementation phase (01 October to 28 February 2026)</p> <p>Transitional Arrangement remains active <u>only</u> for eNRMC systems that have approved electronic prescribing conformant versions available. These eNRMC systems can continue to operate under the Transitional Arrangement until RACHs can safely upgrade to the new electronic prescribing conformant version.</p>
	<p>Transitional Arrangement ends</p> <p>All RACHs using an eNRMC system must either:</p> <ul style="list-style-type: none">• Use an electronic prescribing conformant version of their eNRMC systems <i>OR</i>• use non-conformant version of eNRMC for administration purposes only and revert to using separate paper/electronic PBS prescriptions or revert to paper NRMC.



eNPMC vendor conformance status

4

COMPLETED

Approved and listed on the Australian Digital Health Agency's Electronic Prescribing Register of Conformance

- Leecare - P6Med
- Best Health Solutions - BestMed
- Another 2 vendors will be published in the coming days

3

IN PROGRESS

1 vendor is 91% complete
2 vendors are 75% complete

3

REMAINING

Yet to begin testing



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Next Steps for Residential Aged Care Homes

1

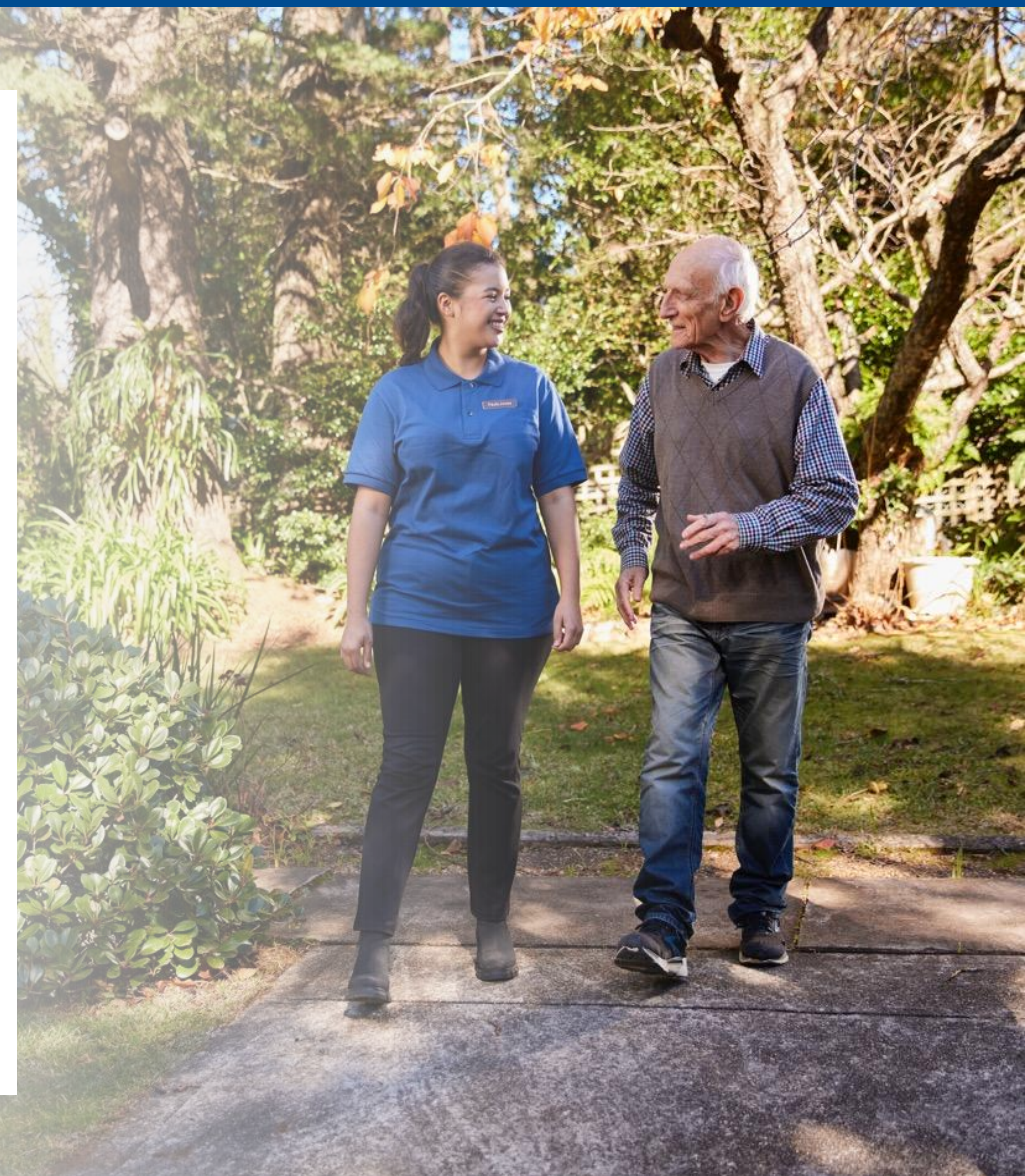
Contact your eNRM software vendor to confirm:

- conformance timelines
- support and training available to enable safe transition
- upgrade process for existing medication charts created under the Transitional Arrangement.

2

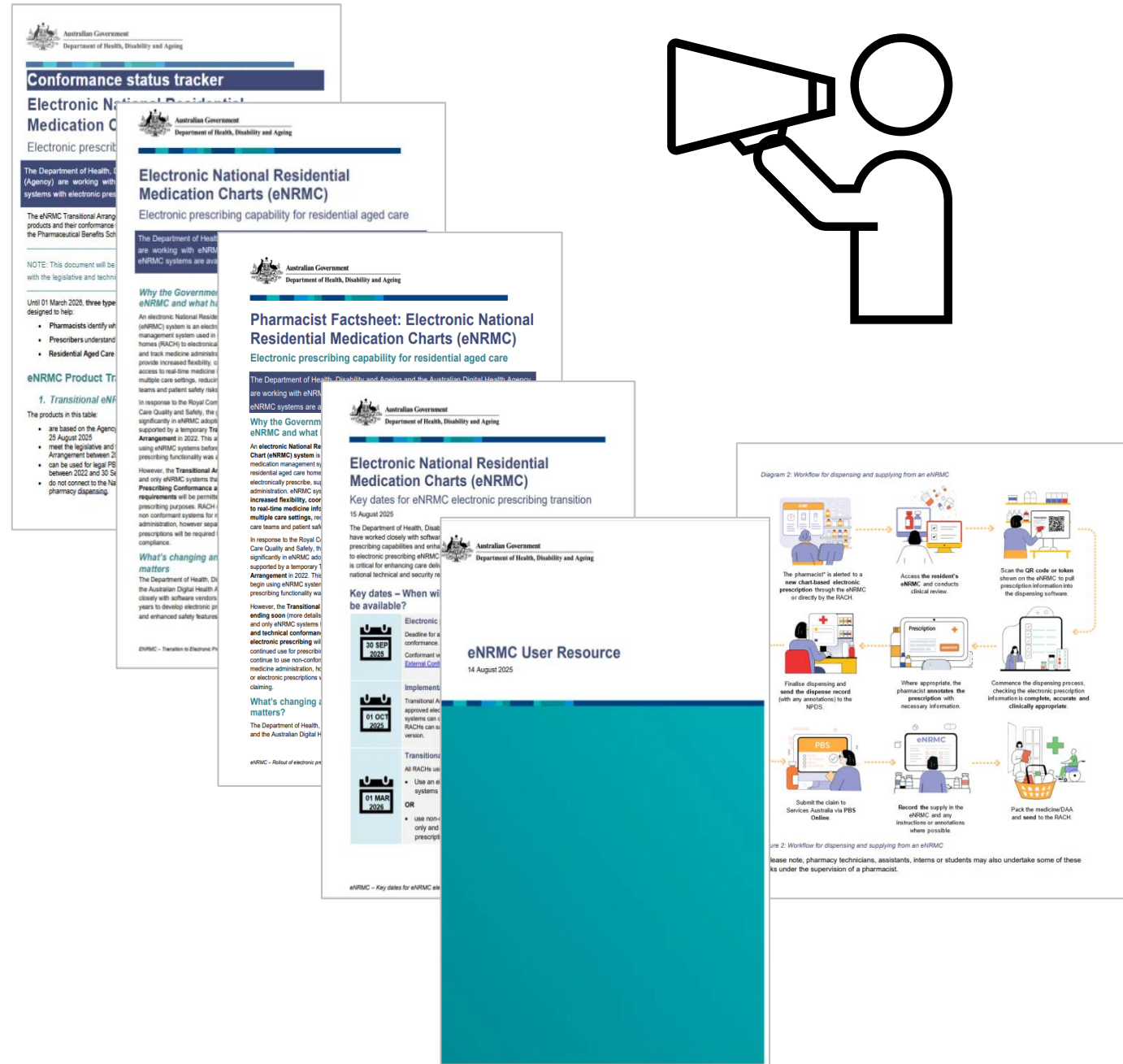
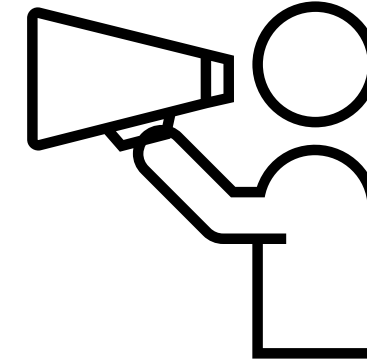
Engage with your servicing pharmacy(s):

- to ensure readiness and access to information and training via the software vendor.



Resources & further information

- ☐ Website
- ☐ eNRM User resource
- ☐ Factsheets
- ☐ Workflow diagrams
- ☐ Conformance Status Tracker
- ☐ Webinar
- ☐ Links to legislation



Resources & further information

Department of Health, Disability and Ageing

- General eNRM information: [Medication management for health practitioners](#)
- Information Packs, Fact Sheets and Legislation: [Electronic National Residential Medication Chart \(eNRM collection\)](#)

Note: This collection includes resources for ***both*** eP eNRM and Transitional Arrangement Systems including the following:

- Fact Sheet: [Transition to electronic prescribing and end of Transitional Arrangement \(May 2025\)](#)
- Fact Sheet: [eNRM Conformance status tracker](#)
- Fact Sheet: [Key dates for eNRM electronic prescribing transition \(August 2025\)](#)
- eNRM User Resource: [eNRM User Resource \(August 2025\)](#)

ACSQHC

- [Requirements and Implementing an Electronic National Residential Medication Chart](#)

ADHA

- [eNRM Conformance Registers – Transitional Arrangement & EP conformant](#)
- eLearning module: [eNRM | DigitalHealth](#)



Contact

Department of Health, Disability and Ageing



www.health.gov.au

www.health.gov.au/topics/medicines/medication-management-for-health-practitioners



DigitalMedCharts@health.gov.au

eNRMCA@health.gov.au



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Update: Aged Care Quality and Safety Commission

Luke Stines

CDIO

Digital Group
Aged Care Quality and Safety
Commission (ACQSC)

Narelle Cameron

Executive Director

Knowledge Management Branch
Aged Care Quality and Safety
Commission (ACQSC)



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Digital transformation: Supporting the new Aged Care Act

Preparing for 1 November 2025

18th 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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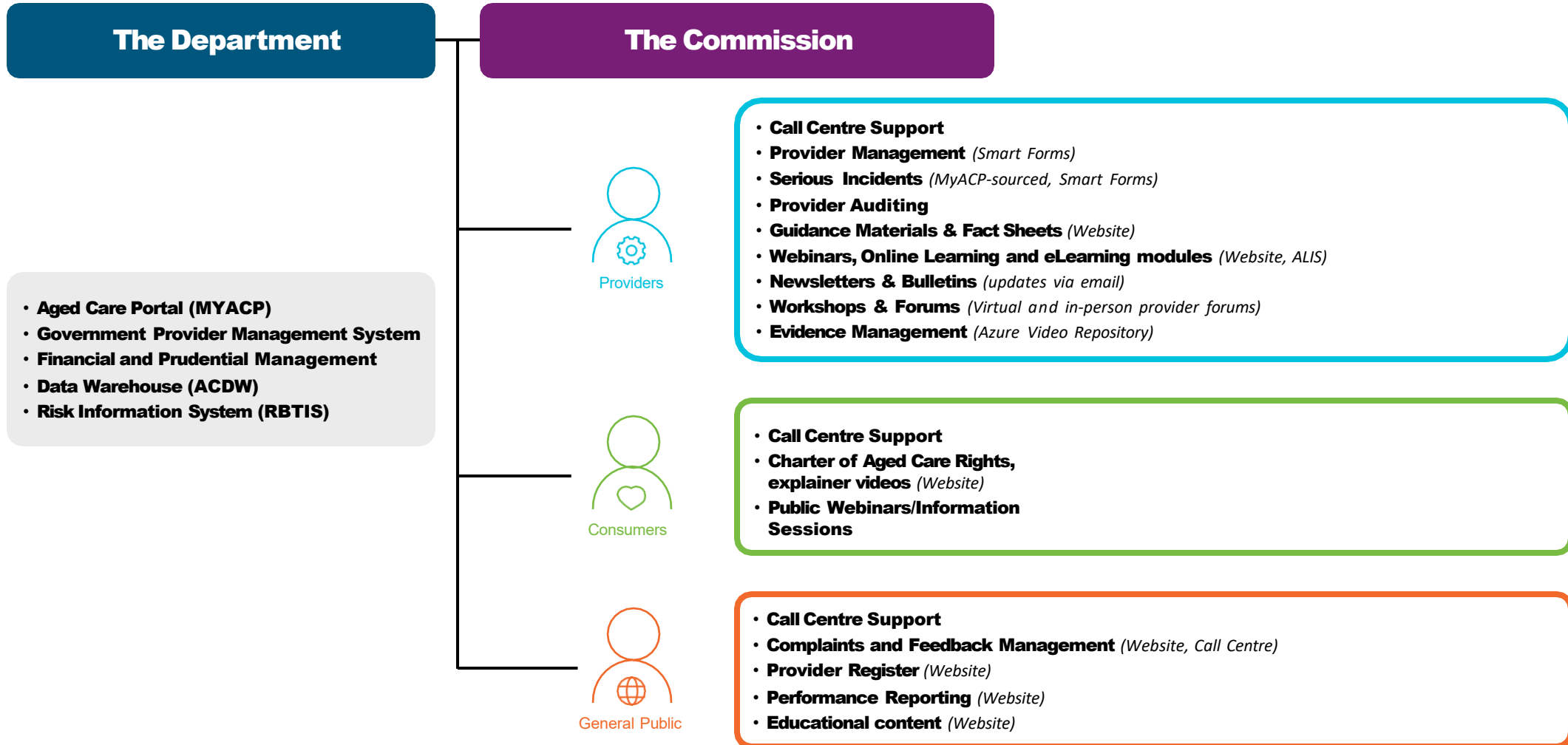
Under the new framework...

- 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 1.6](#)
- ☐ Body corporate
Including Australia private or public company, cooperative or other incorporated entity
Go to [question 1.6](#)
- ☐ Body politic
Including Australian state, territory or local government
Go to [question 1.6](#)
- ☐ Partnership
Go to [question 1.6](#)
- ☐ Other unincorporated association that has a governing body
Go to [question 1.6](#)

1.2 Are you applying as the trustee of a trust?

- ☐ Yes
Complete [question 1.3](#) & [question 1.4](#)
- ☐ No
Go to [question 1.6](#)

1.3 What is the name of the Trust?

1.4 What is the ABN of the Trust?

Section 2.2: 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 either yes or no for each state or organisation.
If you select 'yes' to any of the below, complete [question 2.2.6](#).

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



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

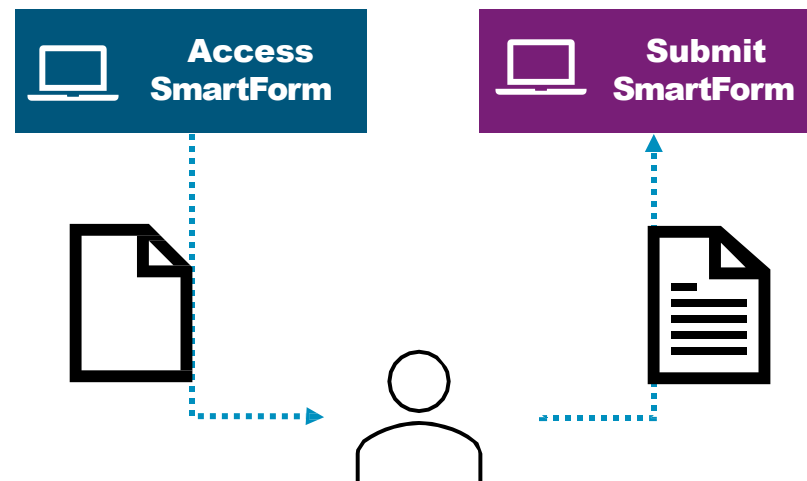
Upload your completed forms and documents here.

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

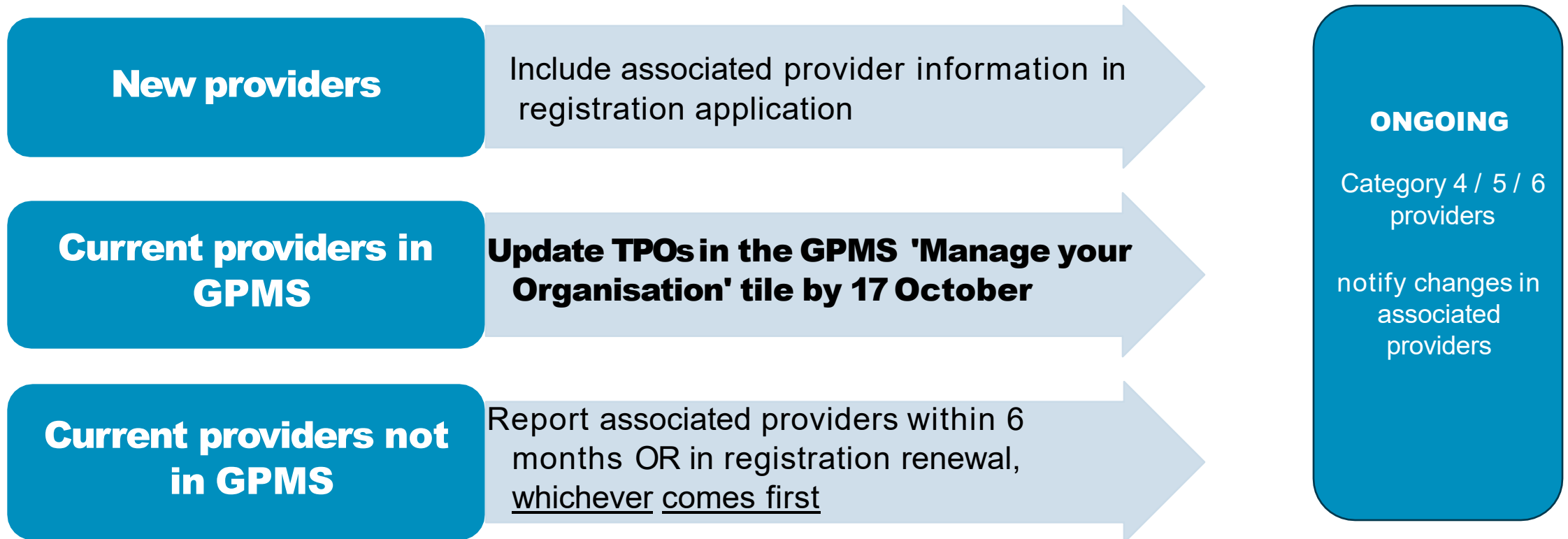
Aboriginal and Torres Strait Islander viewers are advised that photographs on this resource may contain images of deceased persons



Third Party Organisations >>Associated providers

From 1 November 2025

- all providers must inform the Commission of their associated providers at registration and renewal
- Providers registered in categories 4, 5 and 6 are also required to notify the Commission when their arrangement with an associated provider is varied in relation to services provided under those categories.





Change in circumstances

- Providers will use a smart form (downloadable from the Commission website) to notify changes in circumstances.
- Completed Smart Forms will be submitted to the Commission's website using a unique code.
- The Commission is exploring options to streamline the way providers can notify changes in associated provider arrangements.
- To help providers prepare for the new notification process, draft versions of the Smart Form are now available on the Commission website.
- Provider Guidance will also be available on the Commission website from October.

Questions/comments?





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Thank you



Q&A

Ask your questions

- 1 Type your question into the **Q&A**.
- 2 **Raise your virtual hand** in Teams if you'd like to ask your question directly.
- 3 When we get to your question, you can ask it directly on camera, or one of our team can read it out on your behalf.



Want to ask your question directly?

Just raise your hand using the option at the top of the MS Teams window.



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THANK YOU

Our next meeting will be on **Thursday, 2 October 2025.**



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