

Digital Transformation

Sector Partners

Digital Transformation for the Aged Care Sector



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 #72
02/10/2025



WELCOME

Fay Flevaras

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



Sector Partners #72

Agenda

Digital Transformation for the Aged Care Sector

**Welcome &
Agenda**

Fay Flevaras

State of Play

Fay Flevaras

**Cyber Green
Paper**

Steve Miller

Update: GPMS

Shehara Perera

**Questions and
Close**

Fay Flevaras



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State of Play

Fay Flevaras

Chief Digital Information Officer

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

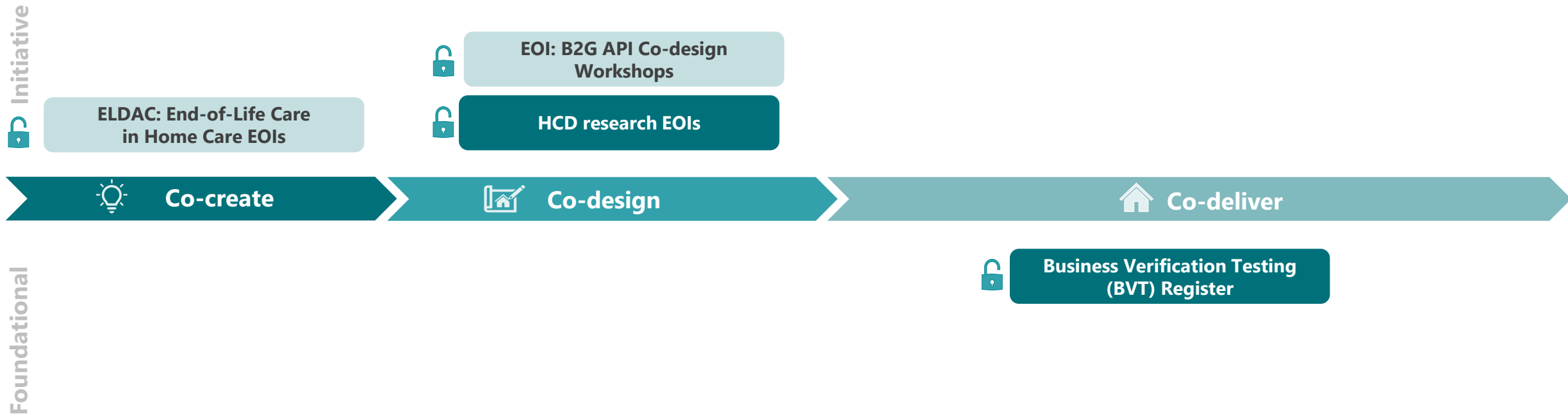


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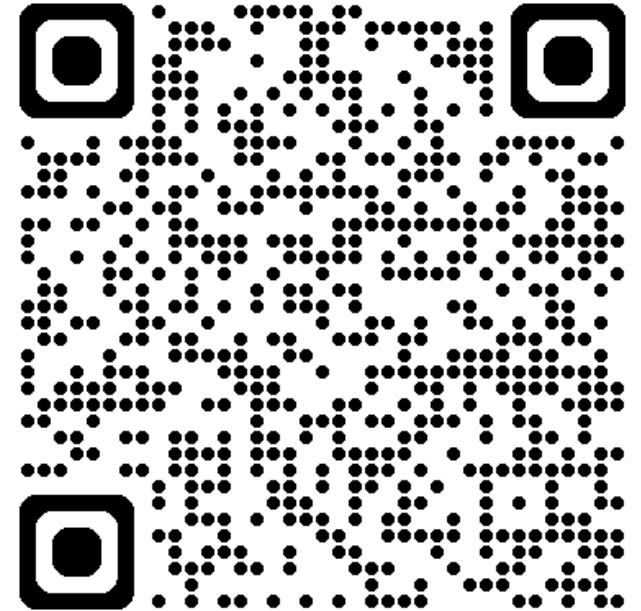
Open collaboration activities



Aged Care Rules 2025 now available

The Aged Care Rules 2025 have been published on the [Federal Register of Legislation](#).

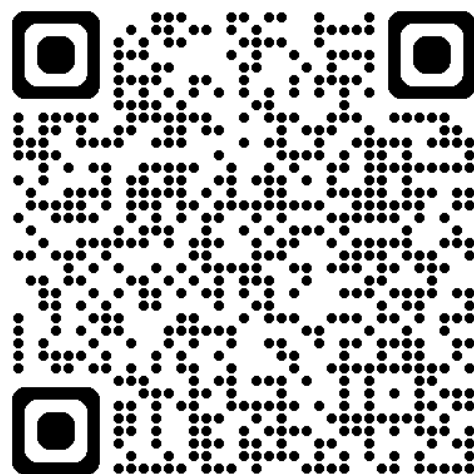
The new Aged Care Rules establish the operational detail required to implement the Aged Care Act 2024.



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Support at Home – Estimated Contribution Rates



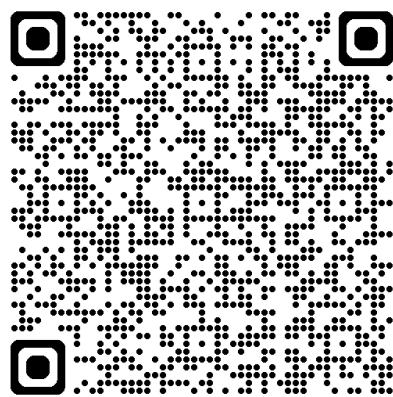
**Estimated Contribution
Rates eKit
– Services Australia**

- Home care providers can now view estimated Support at Home contribution rates for their eligible home care recipients in the Aged Care Provider Portal (ACPP).
- Services Australia have published an **eKit** for providers containing detailed instructions on how to access the estimates and resources to help discuss them with care recipients.
- Providers can bulk download estimates for all care recipients in their care from the portal.

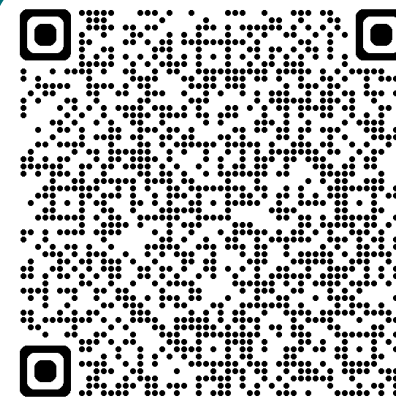
Support at Home – Estimated Contribution Rates Letters



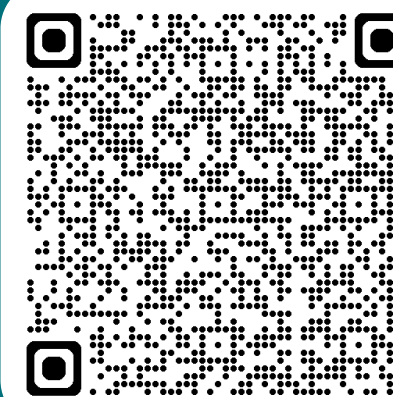
**Full pensioner approved
before 12 September
2024**



**Full pensioner approved
after 12 September
2024**



**Part-pensioner
approved before 12
September 2024**



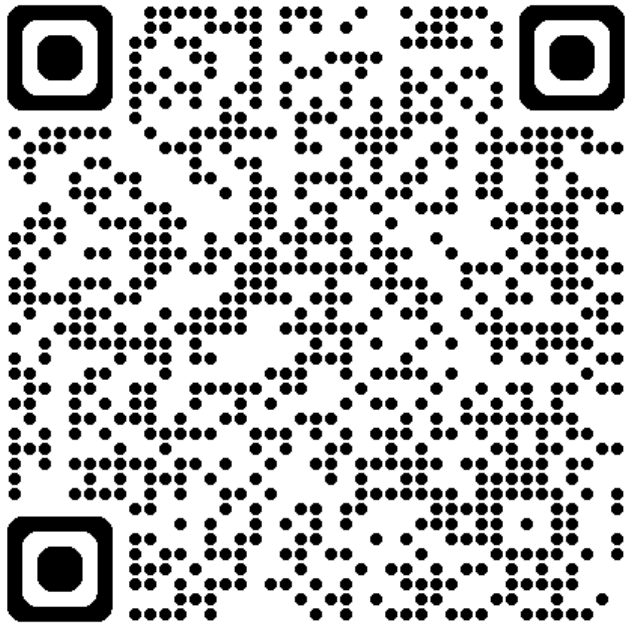
**Older people approved
after 12 September
2024**



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New Aged Care Act Roadmap released



The New Aged Care Act Roadmap outlines key dates and milestones for aged care providers to be aware of as we approach implementation on 1 November 2025.



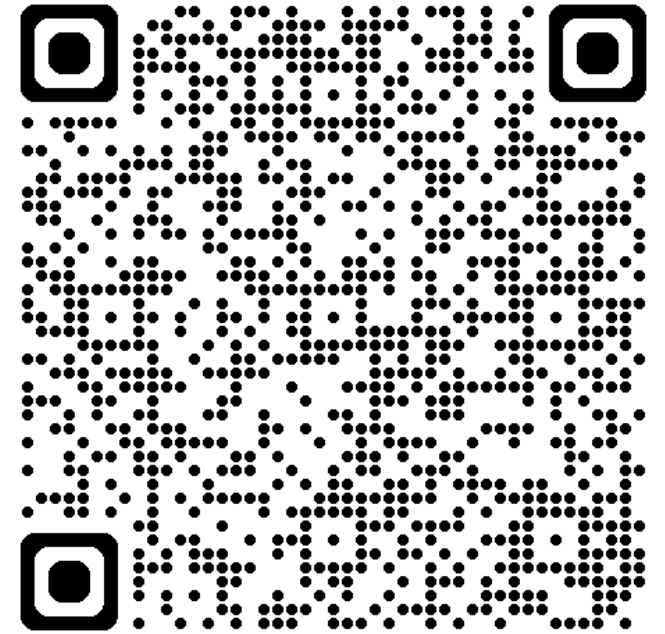
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Provider Operational Readiness – Priority Actions List V3

Version 3 of the Priority Actions List has been published.

Updates include additional links to the final Aged Care Rules 2025, including the aged care service list, and additional published guidance materials on the new regulatory model, claiming and reporting, worker screening, and more.



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Aboriginal and Torres Strait Islander aged care assessment organisations

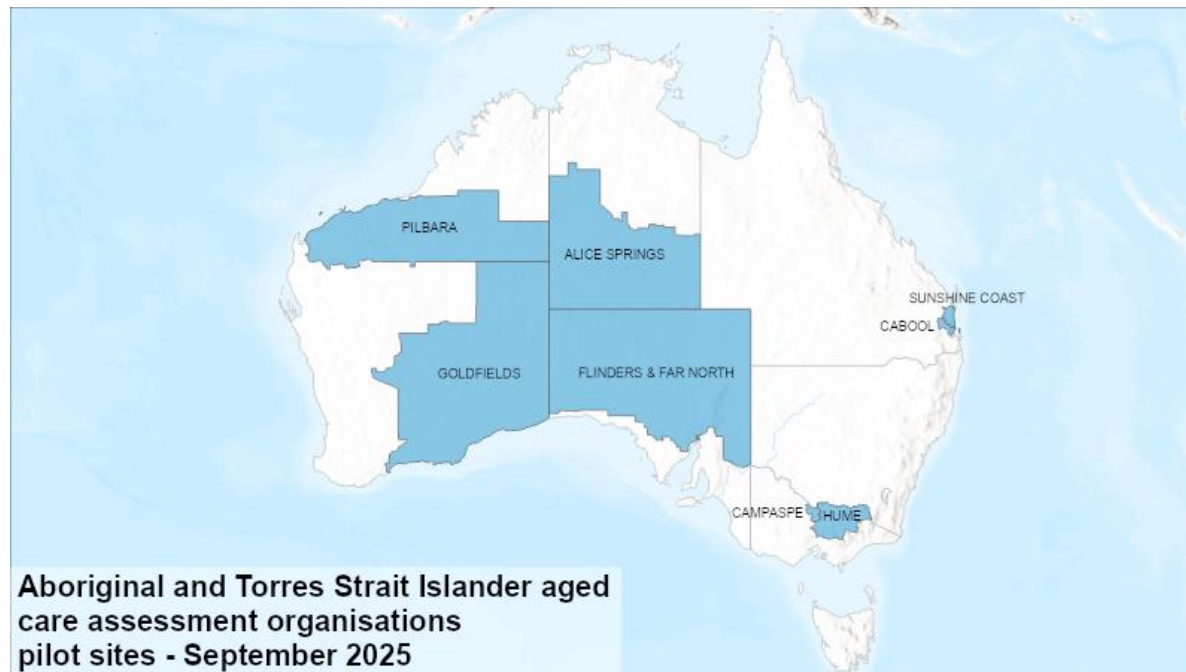
The Department of Health, Disability and Ageing have entered into contracts with 3 Aboriginal and Torres Strait Islander aged care assessment organisations.

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.

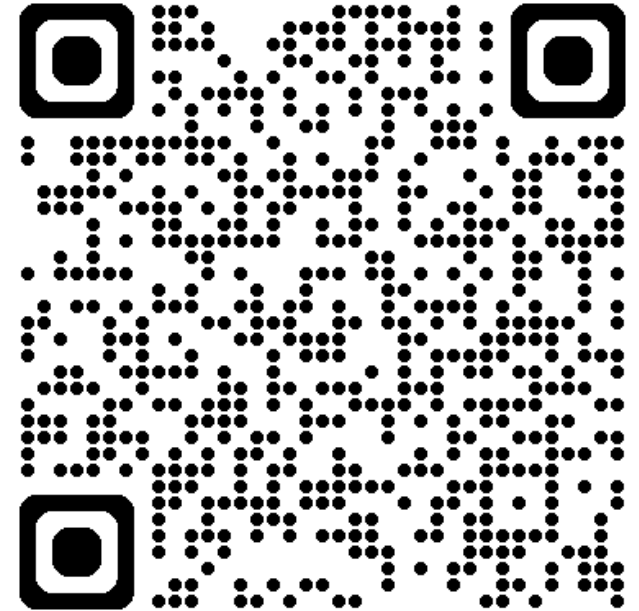
The rollout of the Aboriginal and Torres Strait Islander assessment pathway will be phased, with learnings and insights gathered from each phase informing the next iteration.

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

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

Support at Home business and workforce workshops

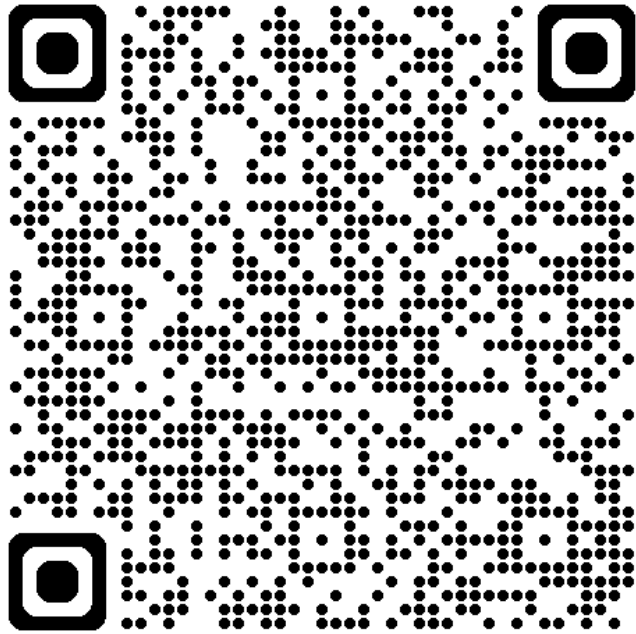
A series of Support at Home online workshops will be run by EY as part of our Aged Care Business and Workforce Advisory program. These free 1.5–2 hour workshops aim to help Home Care Package providers prepare to transition on 1 November.



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1 October 2025 Schedule of Subsidies and Supplements



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).



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Introduction: Cyber Green Paper

Steve Miller

Director Digital Health Resilience

Digital Health Branch

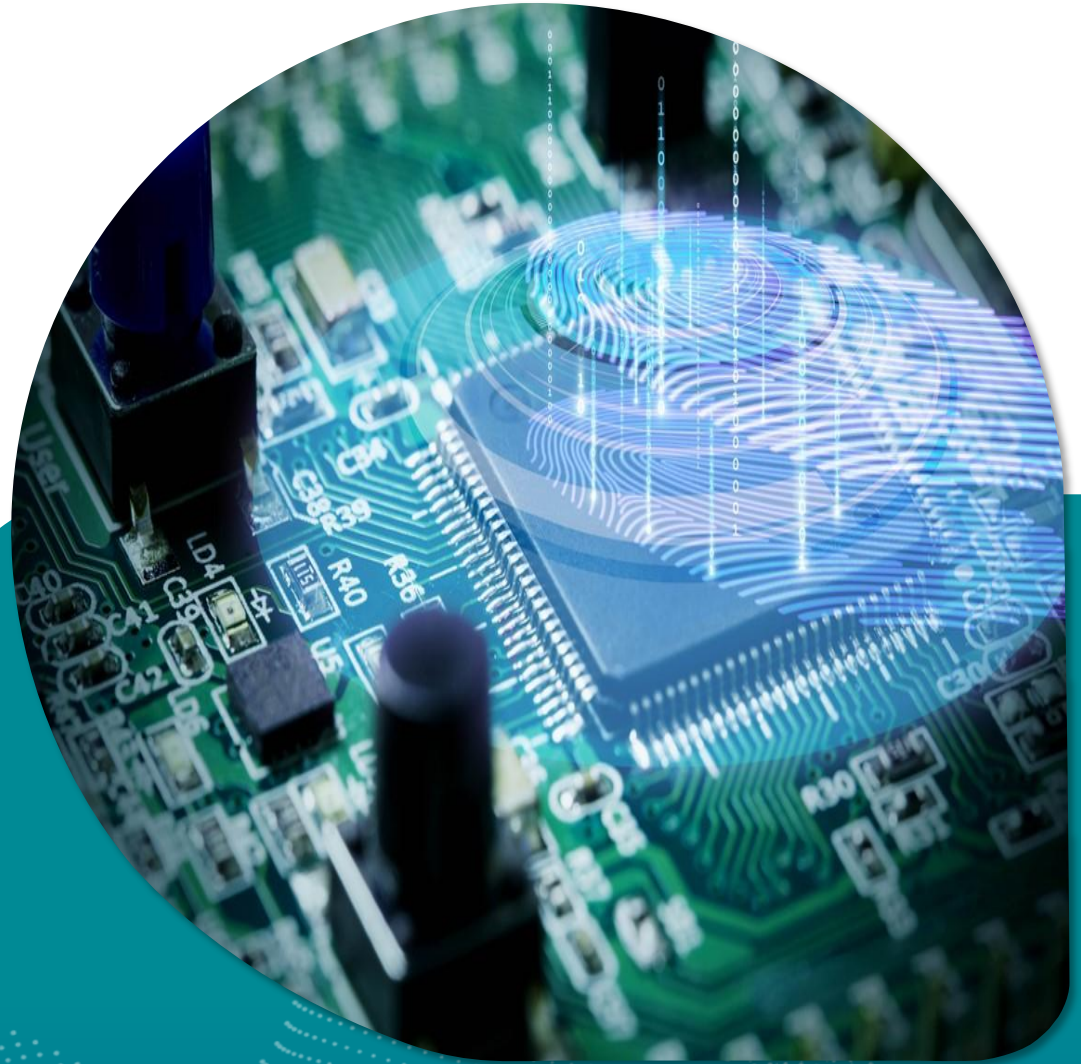
Medicare Benefits and Digital Health Division

Department of Health, Disability and Ageing



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Australian Cyber Strategy 2023-2030

Six shields, three phases of work on the path to 2030

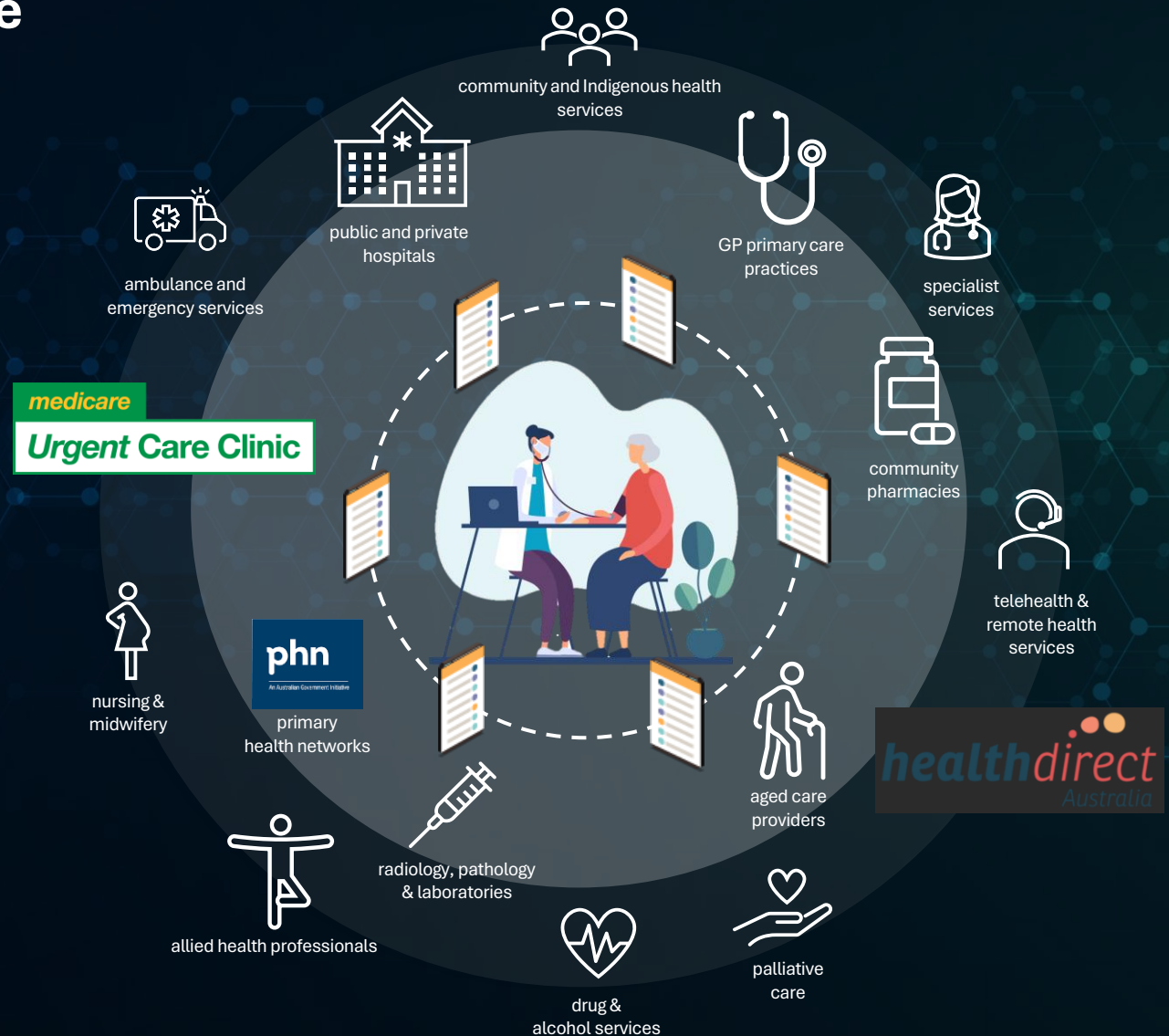


Our digital health initiatives aim to connect all parts of the health system, improving healthcare access, experience and outcomes for all Australians

We are driving towards a modern health system that provides a more **connected care experience for all Australians...**

...where health information is organised around the patient so that it can be easily accessed by all members of their healthcare team, no matter where they present...

...and consumers can easily navigate between services, providers and care settings, to access **the right care at the right time.**



Why focus on cyber?

Australian consumers expect sustained confidentiality, integrity, and availability of their healthcare services.



- Health Sector is strongly affected by data breaches
- Recent high profile security incidents in health, disability and aged care
- Importance of safety for patients and continuity of care
- Social licence strongly impacted by confidence in cyber security of the health and aged care digital ecosystem
- Many unregulated third-party providers
- Expectation from whole of government for the health portfolio to take a leadership role and to align with the *2023-2030 Australian Cyber Security Strategy*

Key



Technical misconfigurations.



Vulnerability exploitation



3rd and 4th party compromise

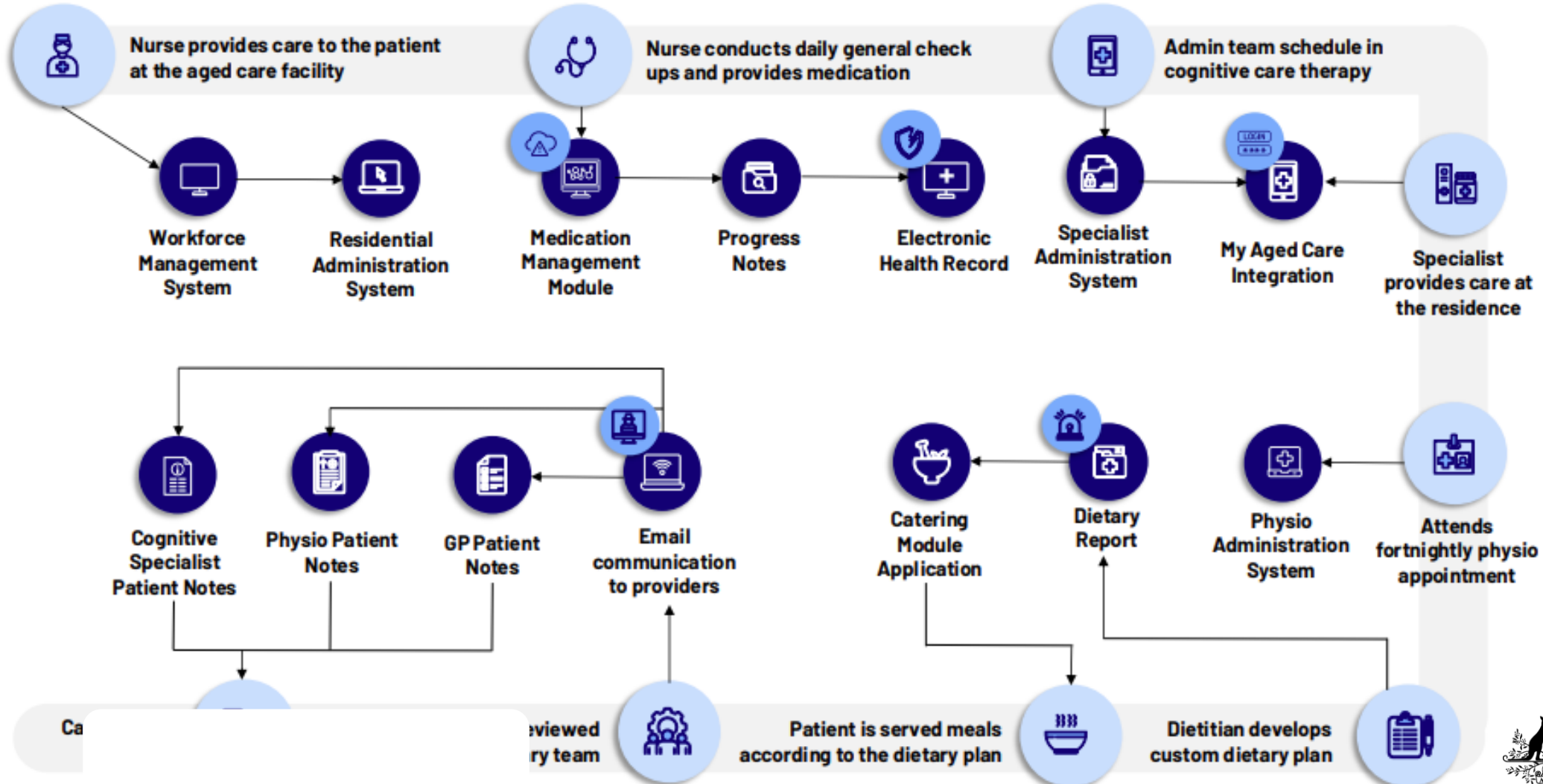


Exposed legitimate credentials

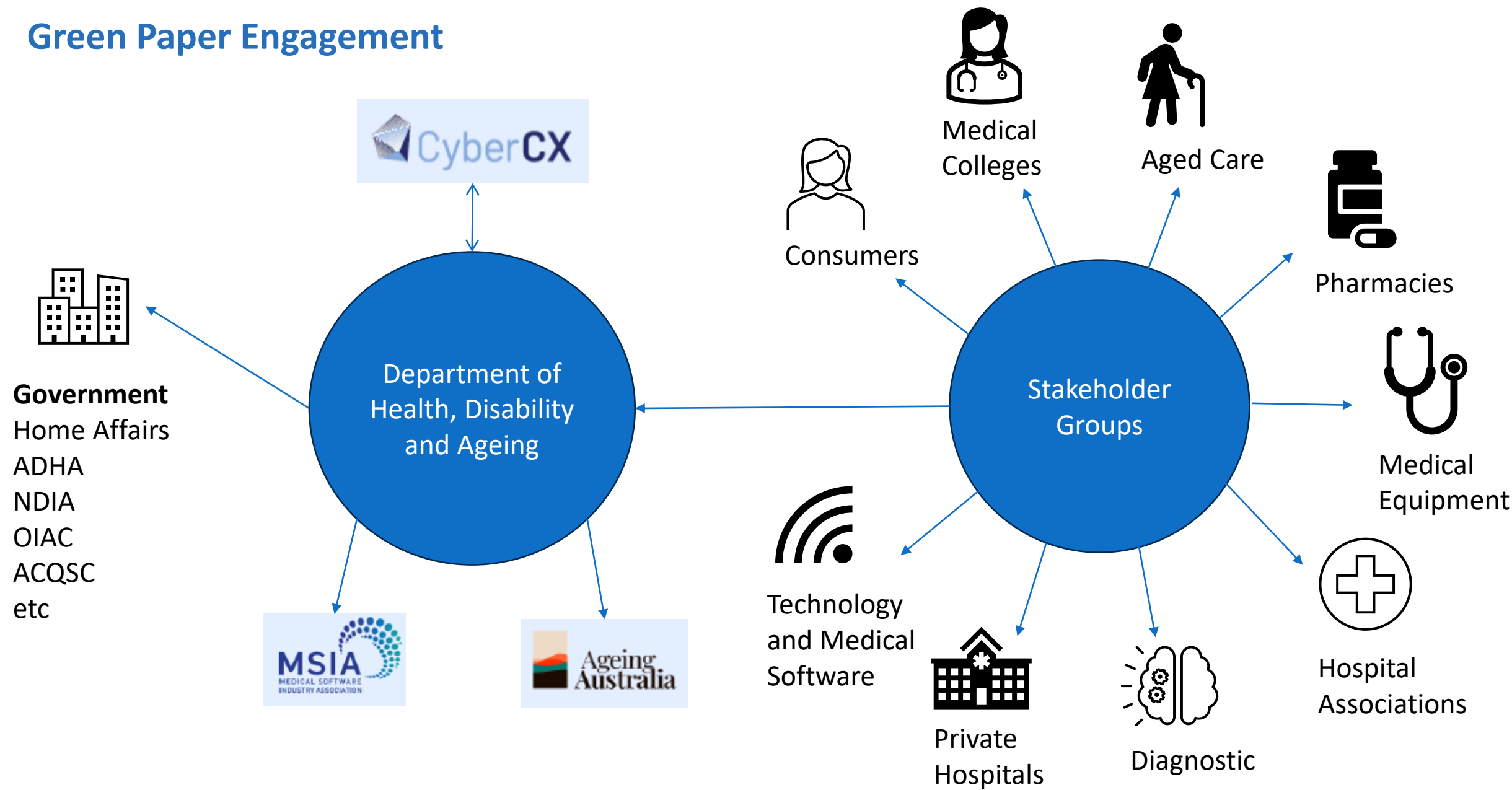


Social engineering

Care Pathways – Aged Care example



Green Paper Engagement



Update: Government Provider Management System (GPMS)

Shehara Perera

Director (a/g)

Digital Reform Branch

Reform Implementation Division

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

6 Where to find support

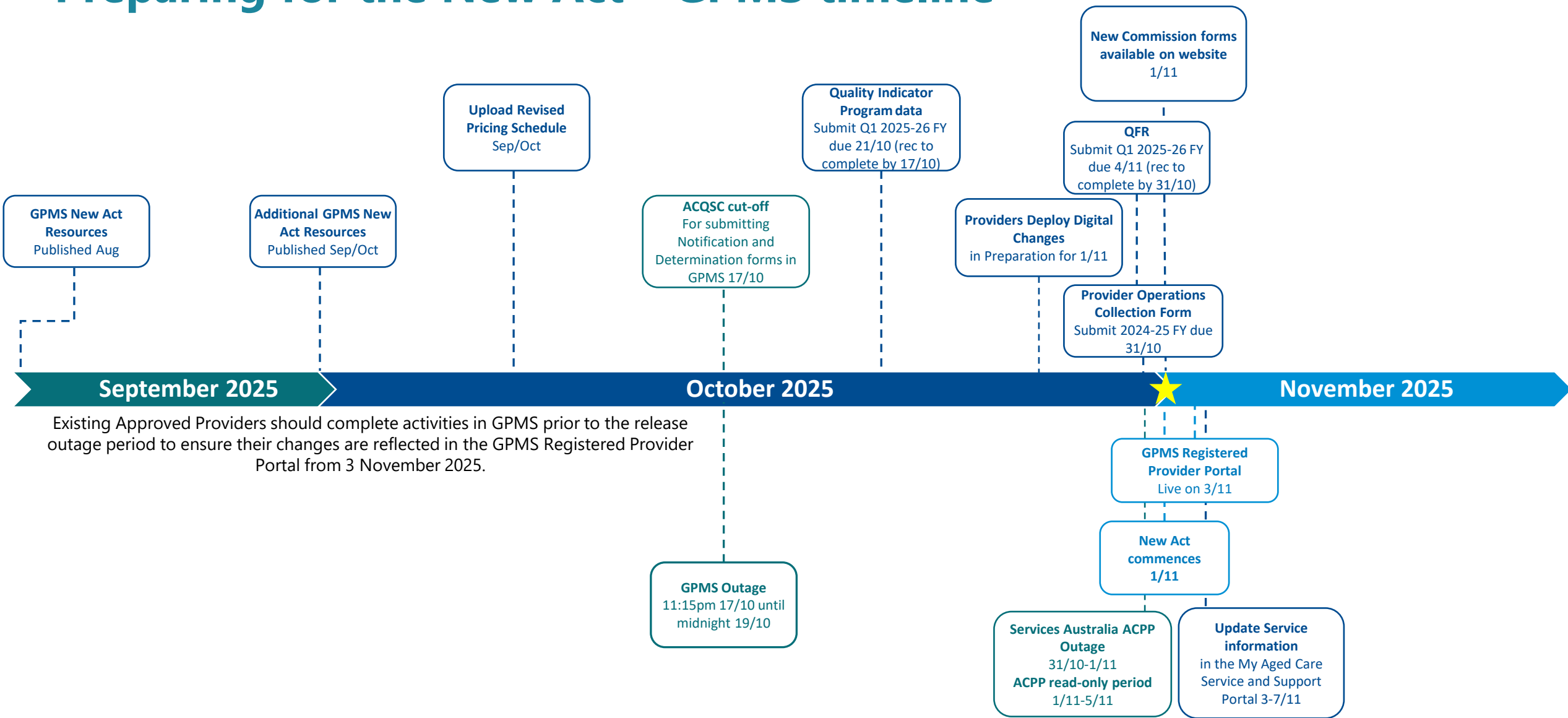


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Preparing for the New Act – GPMS timeline

As of 29 September 2025

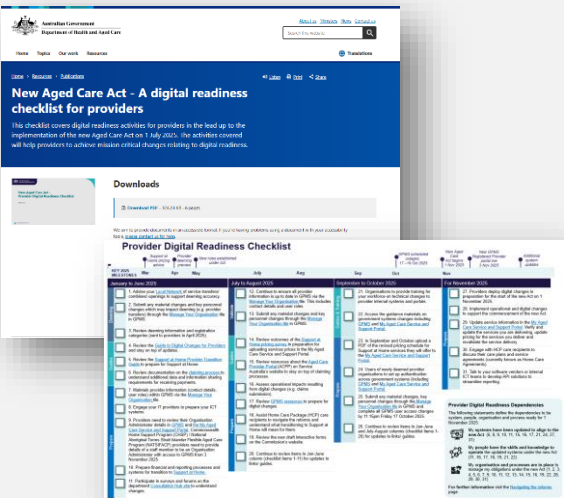


Existing Approved Providers should complete activities in GPMS prior to the release outage period to ensure their changes are reflected in the GPMS Registered Provider Portal from 3 November 2025.

GPMS 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.



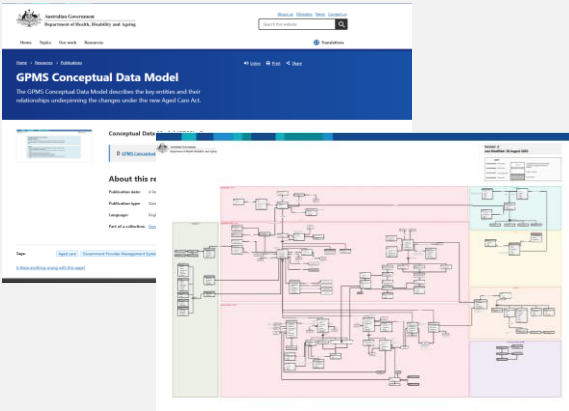
Version 3.0 A guide to digital changes for providers

- 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

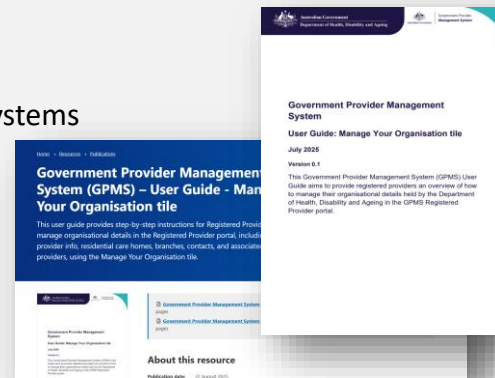
- GPMS Conceptual Data Model and business glossary, has been updated to respond to providers seeking more detailed technical information.
- This Data model describes the key entities and their relationships underpinning the changes under the new Aged Care Act
- The business glossary provides a shared 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

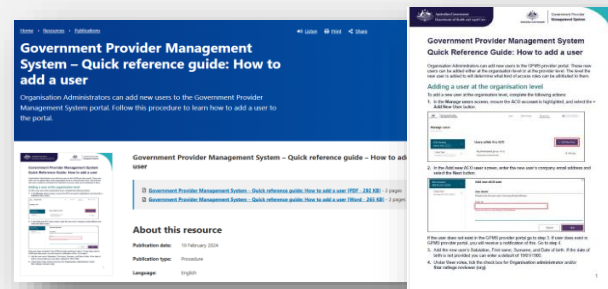
GPMS User Guides

- 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 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 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

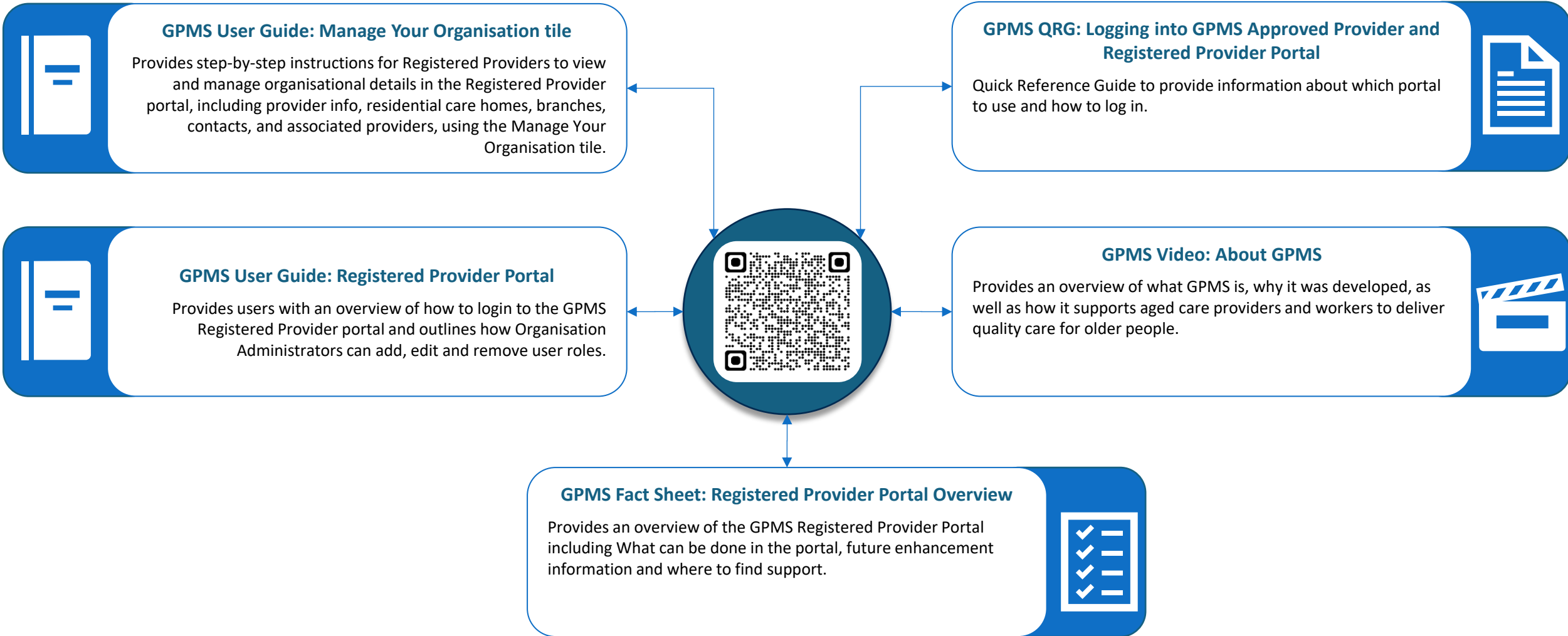


GPMS Fact Sheet and Glossary

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

[illegible]

Key GPMS Resources



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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](#)



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Where to go for support



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



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



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



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



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.

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 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.

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

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.



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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](#).

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

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

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



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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 10am to 2pm
Sat)

GPMS Project

✉ GPMS_project@health.gov.au

**Aged Care
Regulatory Model**

✉ AgedCareReqModel@health.gov.au

Local Networks

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

**Australian Quality
and Safety
Commission**

☎ 1800 951 822
✉ info@agedcarequality.gov.au

**Support at Home
program**

✉ sah.implementation@health.gov.au

Aged Care Act 2024

✉ AgedCareLegislativeReform@health.gov.au

**National Aboriginal
and Torres Strait
Islander Flexible
Aged Care Program**

✉ NATSIFACP@health.gov.au

**Quality Indicator
Program**

✉ qpsec@health.gov.au

**Aged care subsidies
and supplements**

✉ subsidiesandsupplements@health.gov.au

**Serious Incident
Response Scheme**

✉ sirs@agedcarequality.gov.au

**Residential aged
care fees**

✉ AgedCareFees@health.gov.au
✉ enquiries@health.gov.au

Star Ratings

✉ StarRatings@health.gov.au

My Aged Care

☎ 1800 200 422, 1800 836
799 (8am to 8pm Mon to
Fri or 10am to 2pm Sat)

**Commonwealth
Home Support
Program**

✉ CHSPprogram@health.gov.au

**Short-Term
Restorative Care
Programme**

✉ STRC@health.gov.au

**Services Australia
software
development**

✉ developerliaison@servicesaustralia.gov.au

**Services Australia
Provider Enquiry
Line**

☎ 1800 195 206

[A full list of aged care contacts can be found here](#)



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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, 16 October 2025.**



DTSectorPartners@Health.gov.au