

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 #74
30/10/2025



WELCOME

Fay Flevaras

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



Sector Partners #74

Agenda

Digital Transformation for the Aged Care Sector

**Welcome &
Agenda**

Fay Flevaras

State of Play

Fay Flevaras

**Reform Update –
Digital
Transformation**

**Brian
Schumacher**

GPMS Update

Emma Cook

**Questions and
Close**

Fay Flevaras



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State of Play

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Open collaboration activities

Initiative



Cyber Security Green Paper:
Consultation Questions



EOI: B2G API Co-design
Workshops



ELDAC: End-of-Life Care
in Home Care EOIs



HCD research EOIs



Co-create



Co-design



Co-deliver



Business Verification Testing
(BVT) Register

Foundational



Sector Enquiries Update

A quick update on your enquiries

340 questions since June 2025

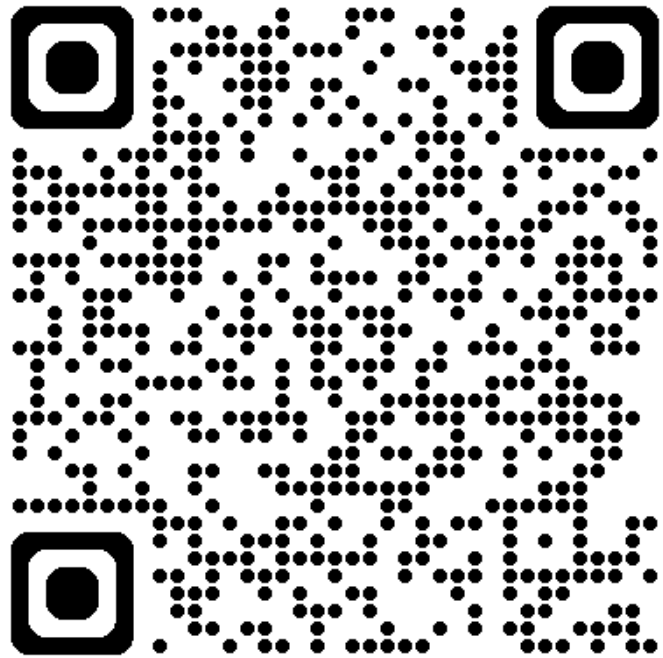
319 answered

94% completion rate



ACQSC: Statement of Intent (June 2025)

Transitioning to the New Act: Intended Regulatory Approach



Together with our partner agencies, we understand the new Act marks a significant change for the sector.

The Aged Care Quality and Safety Commissioner's Statement of Intent outlines a regulatory approach that:

- focuses on fair and balanced decision-making, and risk-based and proportionate regulatory actions
- acknowledges that immediate, strict compliance with new or changed legislative obligations may be challenging for some providers
- recognises where providers are making efforts to comply with legislative obligations and places an emphasis on continuous improvement.



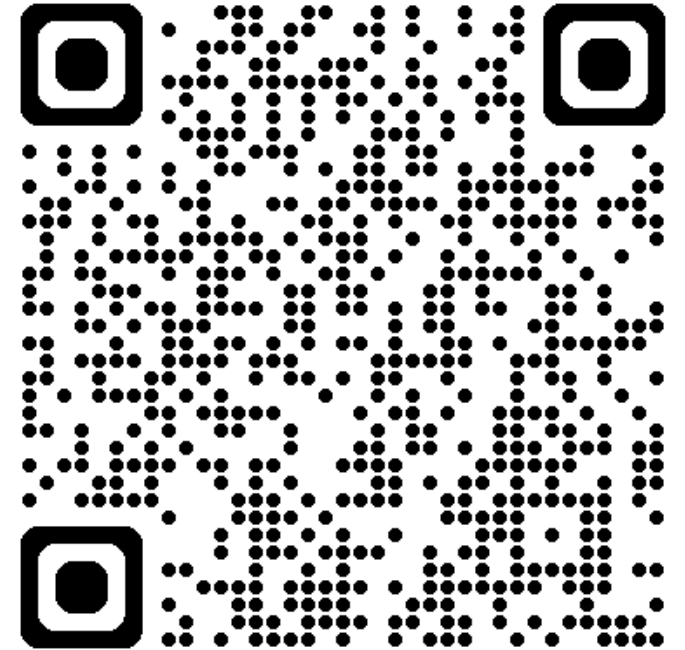
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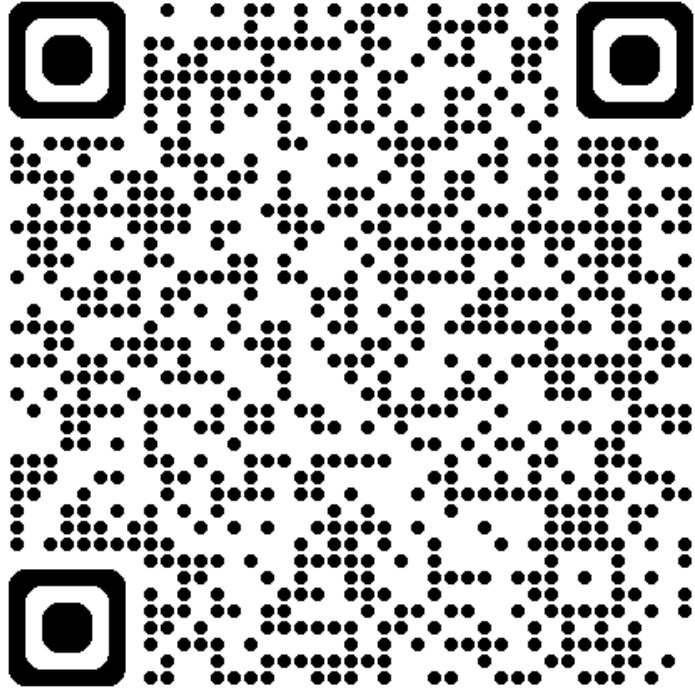
Aged care transitional rules available

The Aged Care (Consequential and Transitional Provisions) Rules 2025 are available on the Federal Register of Legislation.

These rules cover provisions to prevent disruption in the delivery of aged care services during this transition period.



New: SAH Monthly Statement Resources



An updated template for the Support at Home monthly participant statement is now available on the department's website.

This template is intended as an example to help providers develop the monthly statements they will give to participants under Support at Home.

A new guide to help care recipients understand the information on their monthly statements has also been published.



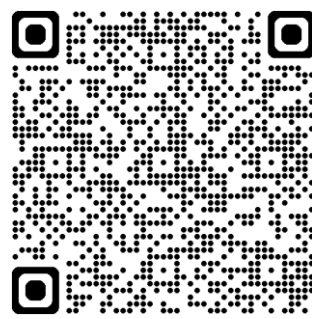
New residential care resources



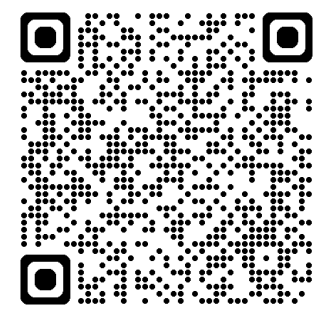
Residential Care
Service List and
higher everyday
living fee



Accommodation
Pricing Review
Consultation Paper



Higher everyday
living fees in
residential care
homes



Higher Everyday
Living Fee fact sheet



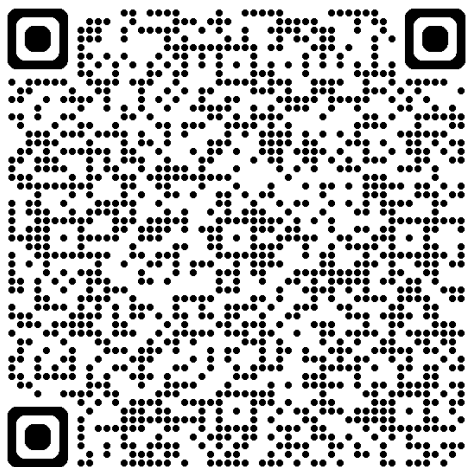
Residential Care
Service List



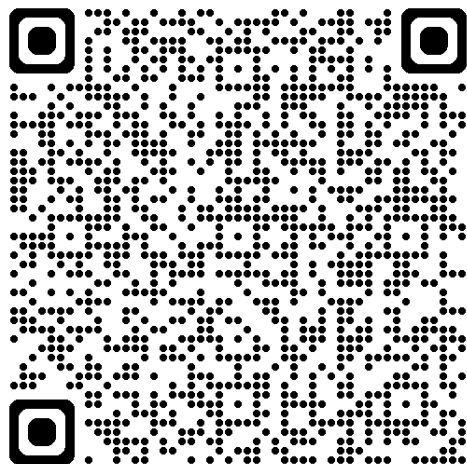
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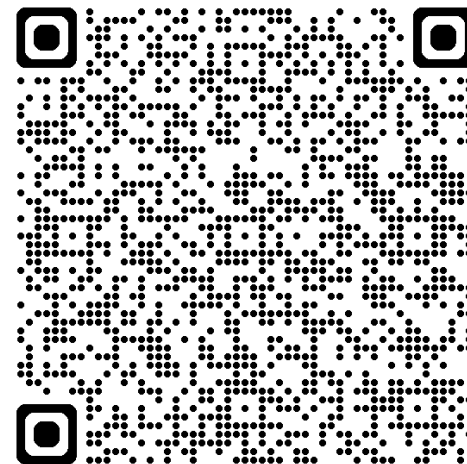
Resources for Aboriginal and Torres Strait Islander people



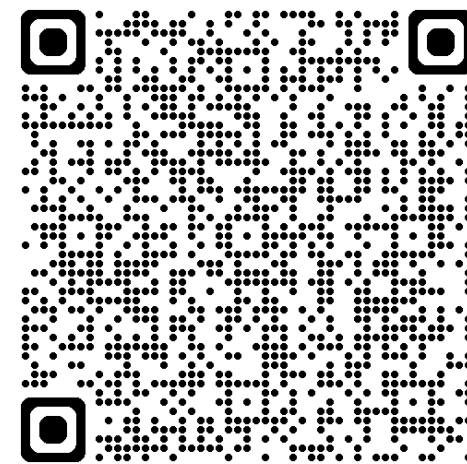
Support at Home
communication toolkit for
older Aboriginal and Torres
Strait Islander people



Support at Home
booklet for Aboriginal
and Torres Strait
Islander people



Support at Home
classifications and funding
fact sheet for Aboriginal and
Torres Strait Islander people



Support at Home fact
sheet for Aboriginal
and Torres Strait
Islander people

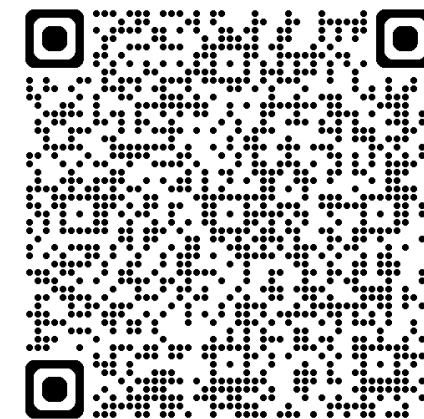


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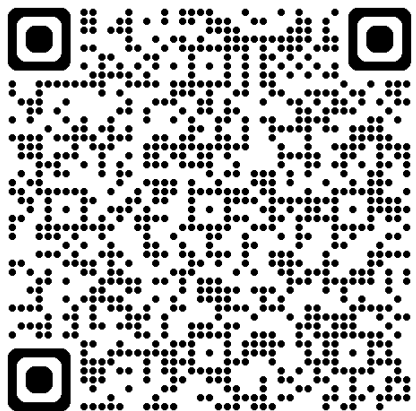
Support at Home: Key messaging for older people on service agreements

We've published a document containing key messages to assist older Australians in understanding service agreement requirements.



Support at Home: Guidance for providers on service agreements

Additional guidance about service agreements under the Support at Home program has been published for providers of in-home aged care.



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Issue escalation process



New Aged Care Act Implementation

1. For any issues, please **first log a ticket** including all the relevant information through the official support channels.
2. If your issue is not resolved, you can escalate it with us, quoting your ticket number. We will capture it in our issues register, then run an impact and urgency assessment.
3. Depending on the issue, our team will either directly provide info/support or will refer your issue to the Response Room for resolution.

Email: DTSectorPartners@Health.gov.au

A consolidated issue escalation process has been put in place to help support you through go-live.



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Reform Update – Digital Transformation

Brian Schumacher

First Assistant Secretary

Digital Transformation and Delivery Division
Department of Health, Disability and Ageing



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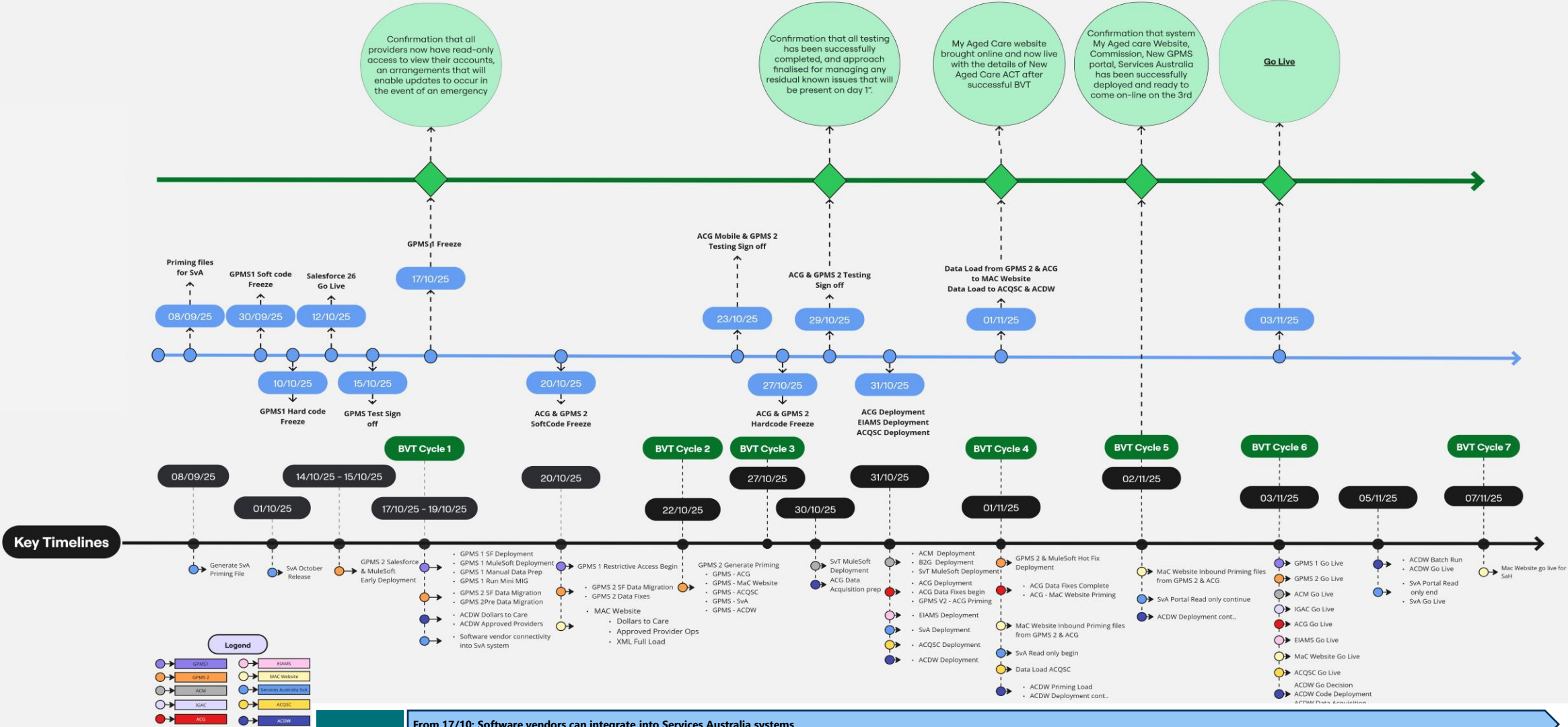
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Digital Delivery – Implementation Update



- Our digital delivery is tracking against all milestones for 1 November implementation of the new Aged Care Act.
- We're ready to implement changes in the Aged Care Gateway (ACG), Government Provider Management System (GPMS) and My Aged Care Service and Support Portal to align with the new Act and Support at Home.
- Interagency testing, end-to-end testing and data migration are complete.

Change 110374 and 118296 - ACG R34 / SF R12 - Go Live Plan



From 17/10: Software vendors can integrate into Services Australia systems

From 01/11: Services Australia Portals and Business-2-Government (B2G) go into Read Only Mode until 5/11

From 05/11: Full access to SvA Portals and B2G

Software vendors (and providers) can access system in read only from 01/11
(data will be continued to be updated until 05/11)

Software vendor participation

My Aged Care – Website Upgrades

To coincide with the start of the new Act, the public-facing My Aged Care website will be refreshed.

On 1 November, the website will launch with updated information to reflect the new Aged Care Act.

On 3 November, other significant upgrades will go live on the site, including:

- a redesigned 'Find a provider' tool that makes it easier to search and compare providers
- a new Wayfinder on the homepage to help users find relevant information
- enhanced Aged Care Home and Support at Home Fee Estimators
- an improved Help explorer
- a new personalisation approach via 'My Guide to Aged Care', which includes a checklist and dashboard, allowing users to pick up where they left off.



**Watch the video:
'Find a provider' tool**



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GPMS Update

Emma Cook

Assistant Secretary

Digital Reform Branch

Reform Implementation Division

Department of Health, Disability and Ageing



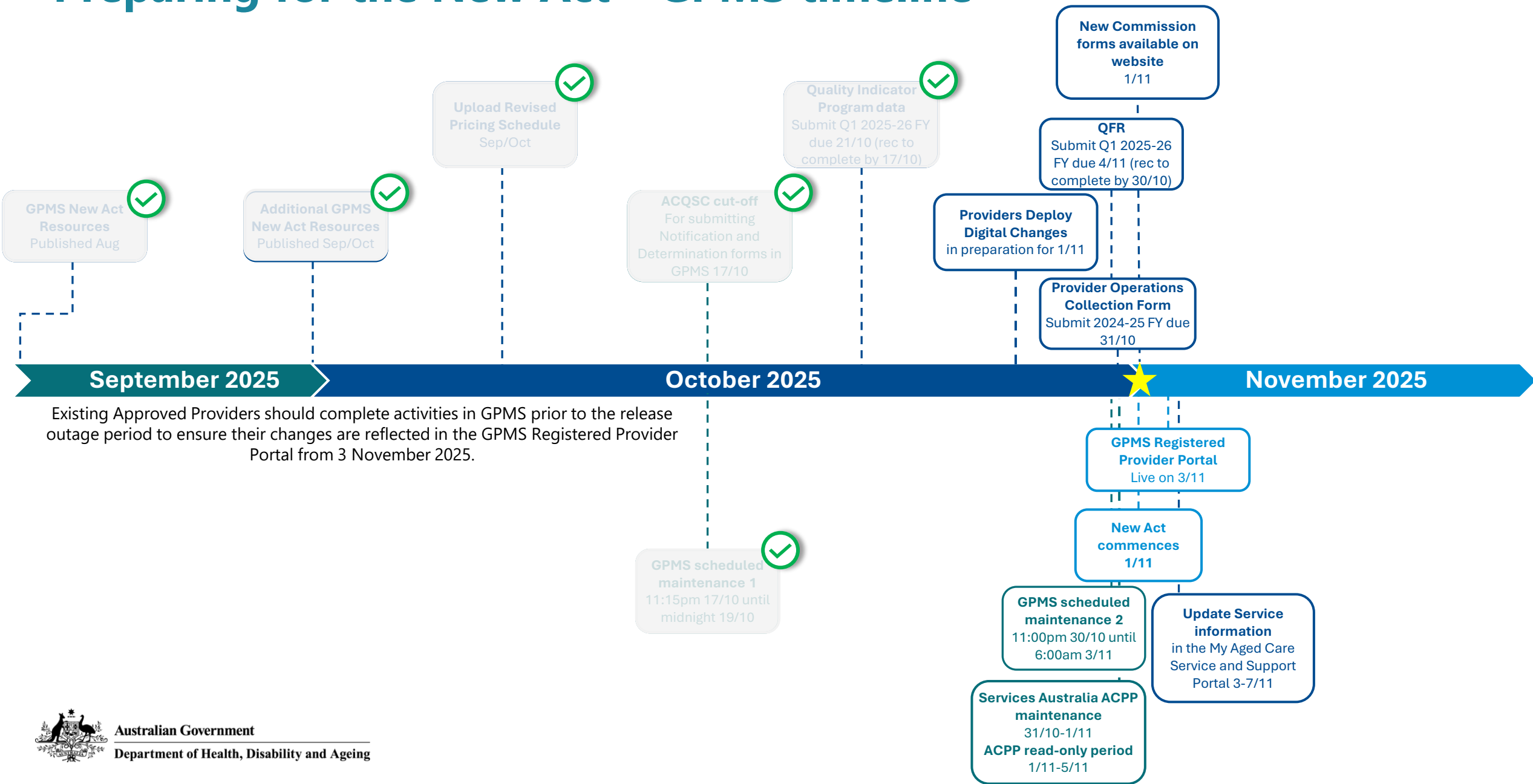
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Preparing for the New Act – GPMS timeline

As of 20 October 2025



Reporting from 1 November 2025

Reporting in the GPMS Registered Provider Portal

- Mandatory provider reporting for Providers under the *Aged Care Act 2024*, will be completed in the GPMS Registered Provider Portal (portal will be live on 3 November 2025).
- All 24/7 Registered Nurse Reporting will be completed through the Registered Provider Portal.

Accessing the GPMS Approved Provider Portal

- The GPMS Approved Provider Portal will be available for providers to view information about their Approved Provider entity, as it existed under the *Aged Care Act 1997*.
- Providers can preview Star Ratings before the next publication period.



- Additional guidance is available to providers via the [‘New Aged Care Act: A guide to digital changes for providers’](#)
- The [GPMS resources](#) page has been updated to include a [‘New Aged Care Act - 1 November 2025 system enhancements’ section](#), where providers can get early access to new Act information relevant to GPMS, including new GPMS FAQs, videos and user guides.

- Financial Reporting: [Guide to Changes in Financial Reporting from 1 November 2025 and webinar](#).



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GPMS Portal – Approved Provider

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
- Care Minutes Targets
- Quality Indicator (QI) Program data
- Provider Operations
- Quarterly Financial Report (QFR)

- Preview information before it is published for the next period:

- Finance & Operations
- Star Ratings

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

GPMS Portal – Registered Provider

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](#)

First steps - 3 November 2025

These steps are recommended for all Registered Providers, in particularly if you are a new provider to GPMS or your organisation has recently restructured.

Ensure your email login is setup -

- To access the GPMS portal, each staff member must have a My Aged Care portal user account linked to a supported third-party authentication service.
- Please ensure your authentication method is correctly set up to log into GPMS.
 - You can [set up](#) and authenticate via [myID and Relationship Authorisation Manager \(RAM\)](#), or the [VANguard Federated Authentication Service](#).

Establish users for your organisation -

- Review and update GPMS user access for your organisation.
- Ensure that users are notified if their access to the GPMS portals has changed. More information for managing GPMS users can be accessed [here](#).

Check and update your information in GPMS -

- Review your organisation's details in the Registered Provider Portal, under the Manage Your Organisation tile.
- Information about how to navigate, use and update information on GPMS can be found [here](#).

Information and Technical Support

For technical support, check:

- [myID – Help](#) or
- [Relationship Authorisation Manager](#)

If you are unable to find what you are looking for on the myID or RAM websites, please refer to the [Online services help](#) | Australian Taxation Office

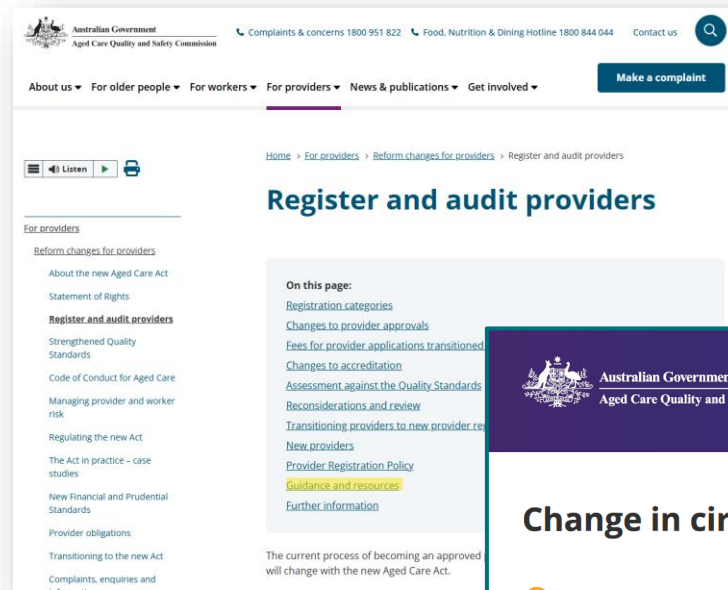



Commission Change in Circumstance Smart Form from 1 November 2025

From 1 November 2025, any change in circumstance under section 167 of the Act will need to be reported to the Aged Care Quality and Safety Commission (Commission) through the Change in Circumstance form, which will be available on the Commission's [website](#).


For further information on your responsibilities please refer to the Commission's [website](#).

A draft Change in Circumstance form is available on the Commissions [website](#) now.



 Australian Government
Aged Care Quality and Safety Commission

Change in circumstance notification

 **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 notification

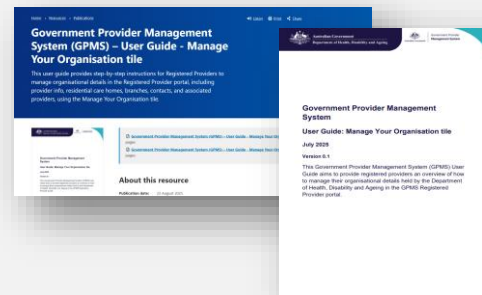
Use this form to notify the Commission of a change in circumstance. Registered providers have an obligation to tell the Commission of a change in circumstance within 14 days after they become aware of the change.



GPMS Registered Provider Resources

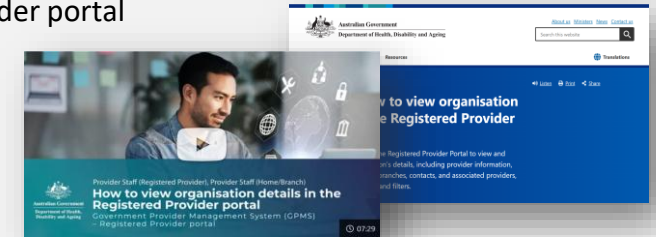
GPMS User Guides

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



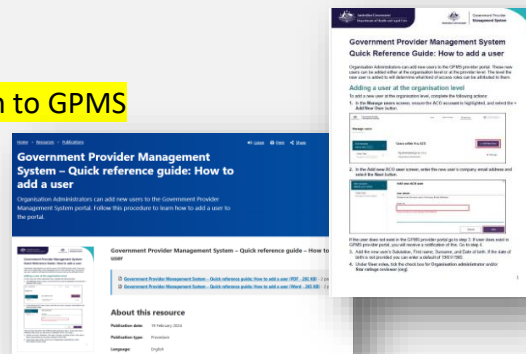
GPMS Videos

- How to view organisation details in the Registered Provider portal
- Logging into GPMS Registered Provider portal
- Adding users in GPMS
- Editing access roles in GPMS
- **About GPMS**



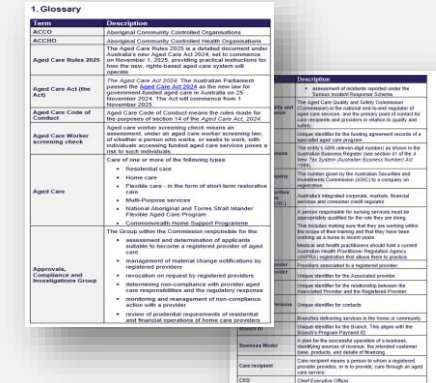
GPMS Quick Reference Guides

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



GPMS Fact Sheet and Glossary

- **GPMS Registered Provider Portal overview**
- GPMS Glossary



Visit [Government Provider Management System \(GPMS\) | Australian Government Department of Health, Disability and Ageing](#) to find the GPMS resource collection. We encourage you to view the highlighted resources in preparation for the November release.

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.



Contact the **Aged Care Quality and Safety Commission** for questions relating to Changes in Circumstances or smart forms via providernotifications@agedcarequality.gov.au. You can also contact the Commission's **Customer Contact team** via phone at 1800 951 822.



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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OFFICIAL

Congrats!

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THANK YOU

Our next meeting will be on **Thursday, 13 November 2025.**



DTSectorPartners@Health.gov.au