Tech Talk

Digital Transformation for the Aged Care sector – Webinar Series

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

Australian Government
Department of Health, Disability and Ageing

www.health.gov.au
Webinar #28
20 November 2025

Welcome

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Session is recorded

Australian Government
Department of Health, Disability and Ageing

Q&A

1. Ask your questions on Teams using the **Q&A tab** at the top of your screen.

2. Vote up the questions you like. Use the **up** arrow below the question.

Agenda

Digital Transformation for the Aged Care Sector

Welcome	Aged Care Reform Update	Digital Transformation Delivery Update	Services Australia Update	Digital Transformation Year in Review	Q&A	Close
Janine Bennett	Maria Filardo	Brian Schumacher	Kathy Volkert Catherine Veitch	Fay Flevaras	Panellists	Janine Bennett Fay Flevaras

News

The Aged Care Act 2024 came into effect on 1 November 2025.

High quality care

Choice and transparency

Access and entry

A strong workforce

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Aged Care Reform Update

Maria Filardo

Assistant Secretary (A/g)
New Aged Care Act Transition Branch

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Department of Health, Disability and Ageing

The new Aged Care Act puts you at the centre of your aged care

It will make aged care safer, fairer and more respectful.
This infographic outlines the main parts of the new Act and how they work together.

Your rights matter

- Respect for your choices
- More independence
- Better complaints process
- Choose who helps you to make decisions
- Respect for your culture and identity
- Stay connected to your community

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Digital Transformation Delivery Update

Brian Schumacher

First Assistant Secretary
Digital Transformation and Delivery Division

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Digital Transformation Roadmap

Disclaimer

This is a CURRENT STATE view, shared to provide early visibility of the work ahead (a 'working timeline').

The timeline is NOT a Government commitment.

Formal decisions – regarding the scope, sequence, and timeframes of the department's portfolio delivery will be determined by the Government – therefore the timeline is subject to change as policy decisions and planning evolves.

DHDA systems

- My Aged Care (MAC)
- Government Provider Management System (GPMS)
- Business to Government (B2G)

JAN – FEB

Department of Health, Disability and Ageing

- Identify and record aged care exceptional circumstances
- Younger person in residential aged care supporting documentation
- First Nations assessment organisations preference
- First Nations assessment organisations
- Enhancements to Single Assessment System:
  - Introduce triage role
  - Updates to delegate form
- Supported Decision Making framework
- Decommission legacy apps
- Serious Incident Response Scheme (SIRS) Integration
- New staffing Quality Indicators
- Changes to care minutes and staffing rating
- Star Ratings enhancements
- Worker Screening technical release
- Updates to Quality Indicators API to support new staffing indicator for Allied Health

Services Australia

MAR – APR

Department of Health, Disability and Ageing

- Care Service Model – entities, relationships and governance
- Generate provider preview
- Provider deeming and migration to support the initial provider preview
- Provider data model to support the new Aged Care Act
- Updates to Quality Indicators API – Updated terminology

Services Australia

JUL – OCT

Services Australia

- ACG Residual Scope Design & Build continues
- Developers continue preparing for integrating software through to Nov
- Final Services Australia API release
- Support at Home Contribution Rates available in the ACPP
- Focus on Notice of Integration (NOI) progression and finalisation
- B2G third party code rolled out

NOV – DEC 2025

Department of Health, Disability and Ageing

- Provider data integration with Services Australia to support payments under the new Aged Care Act
- Launch GPMS for Registered Providers
- New regulatory information via GPMS (e.g. registration categories and information)
- GPMS Provider Register integration with Commission
- Enhancements to Manage Your Organisation functionality
- Uplift bed data management to accommodate places to people and occupancy level tracking
- GPMS platform enhancements for new Aged Care Act & Provider Register
- GPMS data migration to support New Aged Care Act
- Enhancements to Risk Based Targeting and Information Sharing Program
- Enhancements to Quarterly Financial Reporting
- Quality Indicators and QFR reporting for Registered Providers
- Enhancements to GPMS Operational Reporting
- 24/7 RN reporting capabilities for Registered Providers
- Updates to Quality Indicators API to support the Aged Care Act
- Updates to Registered Nurses 24/7 API to support the Aged Care Act
- Updates to Provider Management API to support the Aged Care Act
- Updates to Authentication API to support the Aged Care Act
- Updated provider payments and client integration with Services Australia
- Transition to the new Supported Decision Making framework
- Alignment of My Aged Care 'Find a Provider' and referral model
- Outlet, Service Referrals and Find a Service
- Refinements to letters and notices
- Support at Home service list
- Support at Home information sharing with partner systems
- Classification decision support
- New Aged Care Act wording updates
- New prioritisation system for Support at Home
- Budget allocation for ongoing services and short-term support
- HCP client digital transition
- Capturing First Nations Assessment Organisations
- AT and HM prioritisation system
- Updates to notifications from Aged Care Gateway after an AN-ACC reconsideration
- NACA SIRS form and payload
- Amendments to service catalogue
- Residential Places to People Go Live
- Improvements to eligibility pathways
- End of life assessments
- CHSP Service List updates aligned with Care Services Model

Services Australia

- Updates to Services Australia's change of circumstances functionality
- Aged care provider portal in read only for a short period
- System Go-live for NACA
- Transition of HCP claims to Support at Home
- Providers can commence Support at Home invoicing
- Ongoing monitoring and stabilisation post-Go-live
- Providers can commence Support at Home claiming

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	JAN – MAR 2026	APR – JUN 2026	JUL – SEP 2026	OCT – DEC 2026
Department of Health, Disability and Ageing	GPMS offline beds self-reporting service Specialised Base Care Tariff eligibility Improving Care Notification data transmission with Services Australia Star Ratings compliance redesign Care Minute Supplement link to care minute performance CHSP delegate approval workflow Staffing requirement updates to Star Ratings Data migration for internal aged care reporting Residual Support at Home transition GPMS end-to-end processing of Specialised Status Applications Dollars Going to Care and Star Ratings preview functionality Urgent services required update Expansion of regulatory decisions features on GPMS and MAC Aged Care System integration updates Enhancements to GPMS operational reporting Data admin user role for GPMS			
Services Australia	Business as usual rate updates Reset of Support at Home budgets			

Loading .....

Services Australia Update

Kathy Volkert
National Manager, Aged Care Projects Branch
Services Australia

Catherine Veitch
Director, Aged Care Projects Branch
Services Australia

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Services Australia – Our Journey So Far

API technical specifications and APIs released earlier in the year for vendors to start developing their software.

Released APIs in the vendor **test environment** for testing.

Published **API change log** and error codes.

Released a Support at Home Invoice CSV to **simulate invoice uploads** in the Aged Care Provider Portal.

Published over **400 developer Q+As** and information for Providers on HPE Resources. Hosted **25 software developer webinars**.

Published CSV documentation and **sample files** to the Services Australia website.

Delivered **early rate calculations** for most Home Care Package participants in the Services Australia Aged Care Provider Portal from 1 October.

Delivered **system releases** for implementation of all aged care projects on 1 November.

Transitioned care recipients from Home Care to support at Home following extensive testing.

Delivered functionality for providers to **commence submitting Support at Home invoices** prior to 1 December claiming.

Nearly **500,000 Support at Home budgets have been calculated** as part of transition so far.

Sent **letters to approx. 300,000** care recipients.

Certified applications for 26 vendors to lodge transactions with Services Australia and provided one on one support to improve readiness.

Services Australia – Current Priorities

Processing October Home Care Package claims as a priority

Continued **software developer support**

Transition of Home Care Account and unspent funds budgets to **Support at Home budgets**

Responding to escalations and issues via response room

Soft launch **testing of Support at Home claims** with a select number of developers and their providers

Aged care sector support through **specialist officers and tailored communications**

Monitoring and stabilisation of **system and business performance**

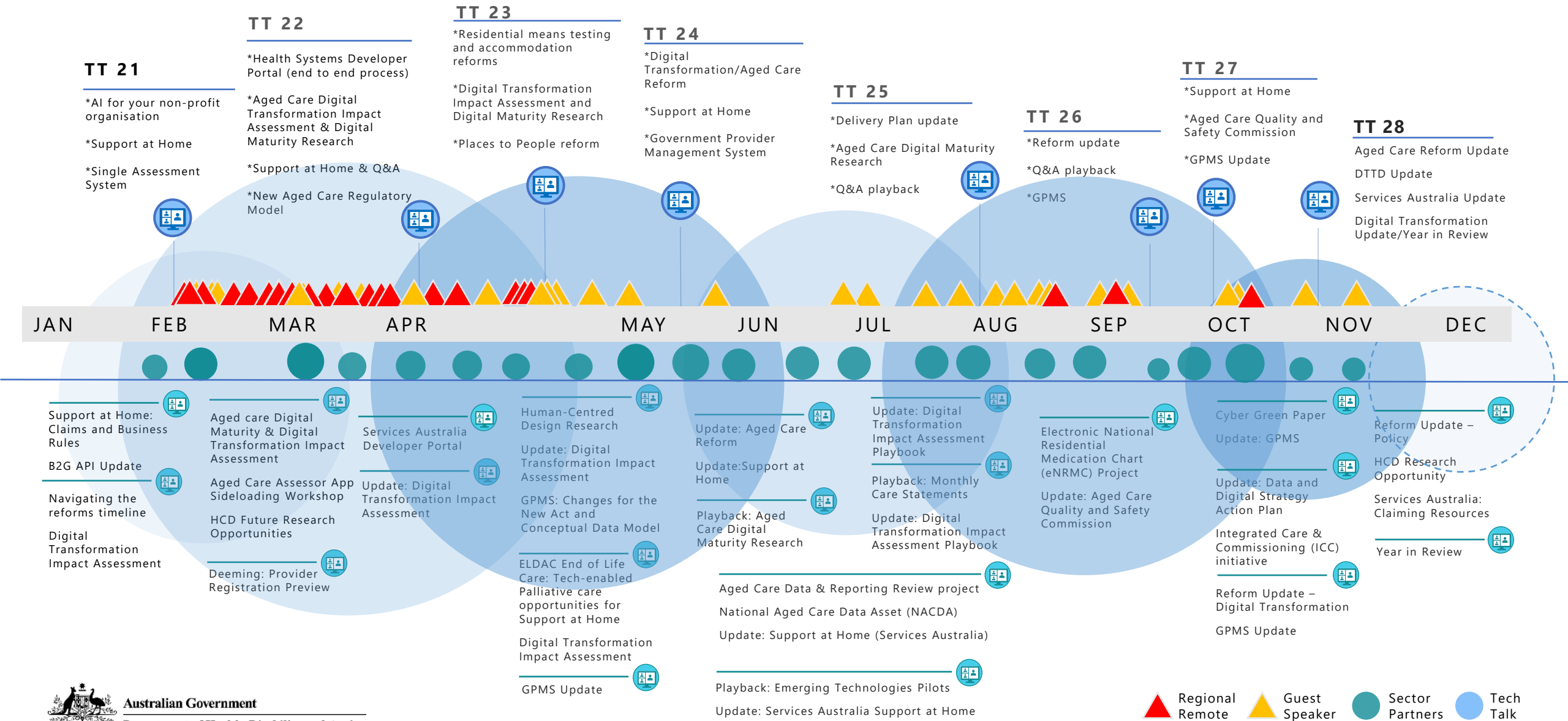
Preparing for Support at Home claiming available from 1 December (portal and B2G)

Digital Transformation: Year in Review

Fay Flevaras

Chief Digital Information Officer
Department of Health, Disability and Ageing

2025 Year in Review: Engagement focus



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Sector engagement

Talking with and listening to the sector

Responding to your questions

434 enquires from the sector since June
351 questions asked in our forums
338 questions answered

Giving voice to the sector

Sector Partners meetings

385 members from 216 organisations
184 new members inducted in 2025

digitalservicessectorengagement@health.gov.au

Working with partner agencies

Agency representation at engagement activities

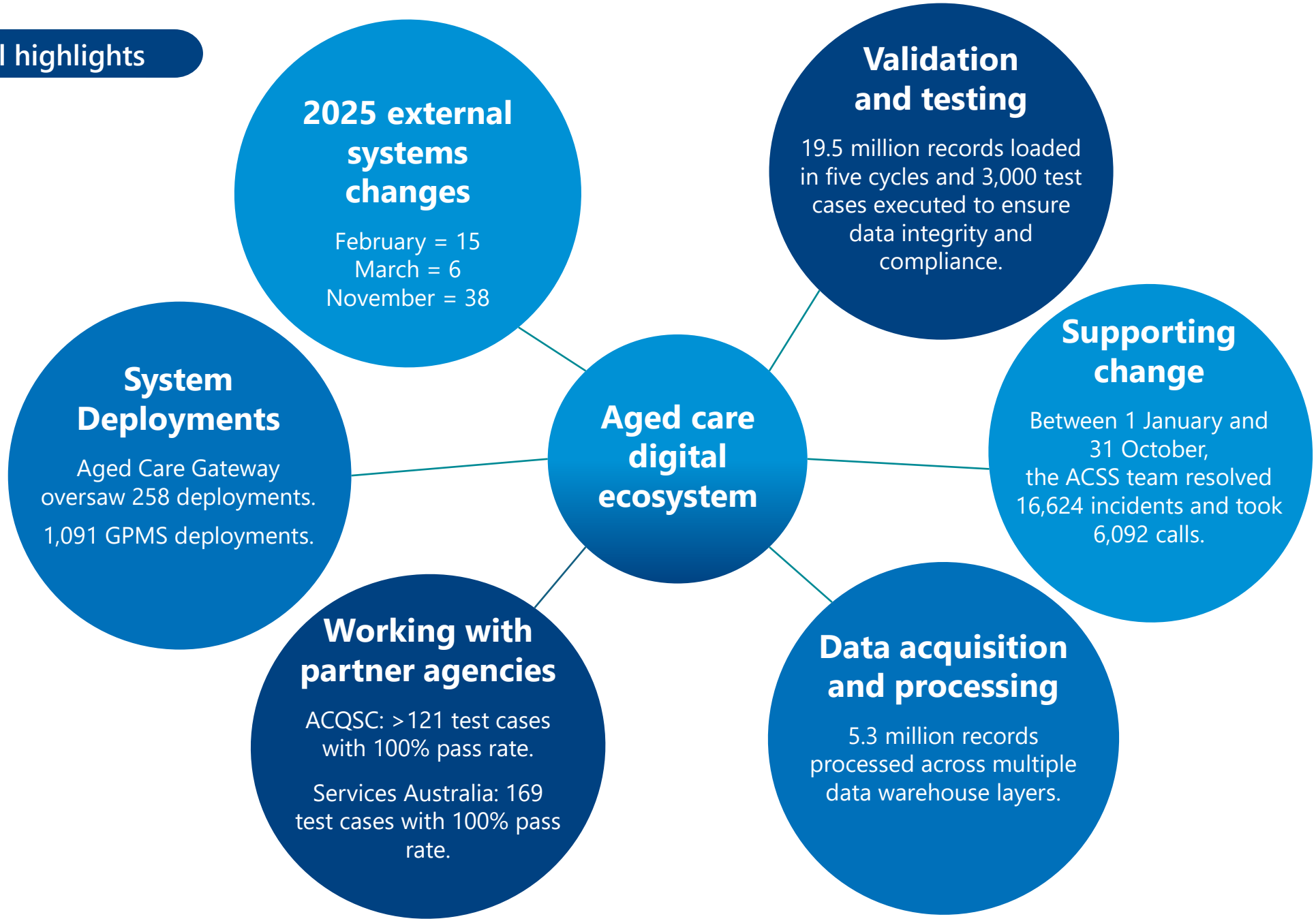
Services Australia
Aged Care Quality and Safety Commission (ACQSC)

Digital transformation for the aged care sector

2025 Year in Review: Technical highlights

Our IT achievements

During 2025, in preparation for the implementation of the new Aged Care Act on 1 November, our technical divisions worked together to deliver one of the most significant digital transformations in government.



Online resource collections

Support at Home

Business to Government (B2G)

My Aged Care

Government Provider Management System (GPMS)

Q&A

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Thank you!

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Tech Talk post-event survey

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