



Guide to report offline beds in residential aged care

An operational bed is considered 'offline' when it is temporarily unavailable for use by an older person to enable them to live at your residential care home. This guide provides clear and practical instructions for residential aged care providers on how to report offline beds.

Provider requirements

Residential care homes are approved through the Aged Care Quality and Safety Commission (the Commission) as part of the aged care regulatory model.

The Commission approves the total number of beds at each residential care home and is responsible for overseeing changes to bed numbers.

The [Aged Care Rules 2025](#) (sections 167-5-70) require registered providers to notify the Commission when beds in a residential care home are offline and not available for:

- a period of at least 3 months for homes in Modified Monash (MM) 1-5 regions
- any period of time for homes in MM 6 and 7 regions

For beds that are offline for **2 years or more**, this is considered a variation to the approval of a residential care home. If required, [lodge a variation request](#) with the Commission.

Why it's important

Reporting offline beds helps the Department of Health, Disability and Ageing (the department) monitor bed availability in aged care homes across Australia and inform future planning.

How to report offline beds

As of 23 March 2026, residential aged care providers can report changes to operational beds in the Government Provider Management System (GPMS).

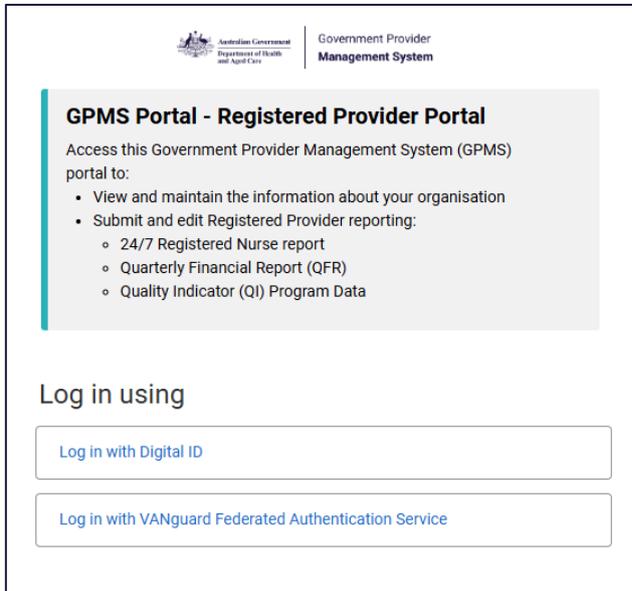
[Log on to the GPMS Registered Provider portal](#), and follow step-by-step instructions to:

- report beds as offline (pages 2-7)
- make offline beds available for use (pages 8-10)

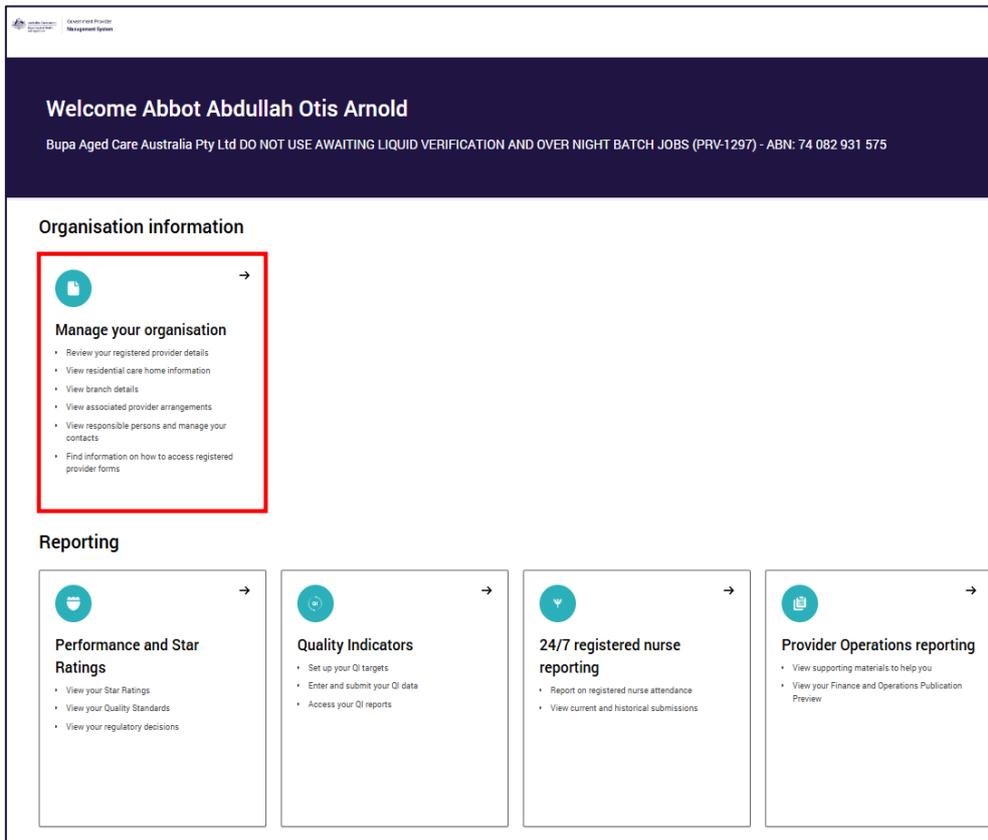
User guide: To report beds as offline

- 1 Log into the GPMS Registered Provider portal using your usual way of logging in via VANguard or Digital ID.

GPMS Portal - Registered Provider Portal login



- 2 Click on the **Manage your organisation** tile:



3 Click on the **Residential care homes** tile:

The screenshot shows the 'Manage your organisation' page. At the top, there is a header with the Australian Government logo, 'Department of Health and Aged Care', and 'Government Provider Management System'. Navigation links for 'Home' and 'Manage users' are present, along with a user profile 'User1760...'. Below the header, a banner for 'Bupa Aged Care Australia Pty Ltd' includes a warning: 'DO NOT USE AWAITING LIQUID VERIFICATION AND OVER NIGHT BATCH JOBS', and provides 'Provider ID: PRV-1297' and 'ABN: 74 082 931 575'. The main content area is titled 'Manage your organisation's details' and contains three tiles: 'Provider details', 'Residential care homes' (highlighted with a red border), and 'Branches'. The 'Residential care homes' tile lists: 'View your residential care homes', 'View details of specialist age care programs', and 'View associated responsible persons'.

4 Find the residential care home you are wanting to make changes to the offline beds and click the drop down on right hand side and click on **View home details**:

The screenshot shows the 'Residential care homes' page. It features the same header as the previous screenshot. Below the header, a banner for 'Bupa Aged Care Australia Pty Ltd' includes the same warning and provider information. The main content area is titled 'Residential care homes' and contains a table with filters and a list of care homes. The filters include 'RCH ID, name, or prog/payment ID' (with an input field), 'Program type' (set to 'Show all'), 'State' (set to 'Show all'), and 'Status' (set to 'Active'). There are 'Clear filters' and 'Apply filters' buttons. The table has columns for 'RCH ID', 'RCH name', 'Program type', 'Program/payment ID', 'State', and 'Status'. The first row is highlighted and has a dropdown arrow on the right. A red box highlights the 'View home details' button in the dropdown menu for the first row.

RCH ID	RCH name	Program type	Program/payment ID	State	Status
ARCH-05152	Bupa Armidale	RESI Program	SRV-924	NSW	Active
ARCH-05168	Bupa Ashbury	RESI Program	SRV-954	NSW	Active
script:void(0)	Bupa Ashfield	RESI Program	SRV-949	NSW	Active

- 5 When you click into your Residential Care Home, the **Details** tab will open.
Click on the **Aged care programs** tab:

Bupa Armidale (ARCH-05152)

Details **Aged care programs** Contacts

Changing your registration details?
Contact the Aged Care Quality and Safety Commission for any changes.
For more information, visit the [Commission's website](#).

Basic details

RCH ID	ARCH-05152
RCH name	Bupa Armidale
Date of approval	01/11/2025
Approval revocation date	
Maximum occupancy	66
Total number of beds	66

Address

Physical address 112 BROWN STREET, ARMIDALE, NS

- 6 At the bottom of the aged care programs tab, click the **Manage offline beds** button:

Residential care home details

Bupa Aged Care Australia Pty Ltd DO NOT USE AWAITING LIQUID VERIFICATION AND OVER NIGHT BATCH JOBS Provider ID: PRV-1297 ABN: 74 082 931 575

Bupa Armidale (ARCH-05152)

Details Aged care programs Contacts

Changing your registration details?
Contact the Aged Care Quality and Safety Commission for any changes.
For more information, visit the [Commission's website](#).

Residential Care Home (RESI)

Program/payment ID	SRV-924
Beds	
Operational beds	56
Offline beds	10
AN-ACC	
Classification	Class 4
Start date	01/10/2024
End date	

Manage offline beds

7 Find the relevant reason your beds are being taken offline and click **Edit**:

Temporary offline beds

Mission Aged Care Australia Provider ID: PRV/23456 ABN: 343 645 342 78

RCH name (SRV-44556)

Total Bed Number: 150 | Total Offline Beds: 97 Bring all beds online

Offline beds	Reason for being offline ↑	Last updated	Last updated by	
17	Data migration - beds reported offline prior to 1 November 2025	8 Aug 2025	Internal user	Edit
40	Lack of capacity to deliver care due to workforce or operational issues	3 Jul 2023	Internal user	Edit
10	Delivering other Commonwealth funded aged care (e.g. TCP, MPS, NATSIFAC)	17 Aug 2022	Lasa Kahale	Edit
10	Delivering other non-aged care or non-Commonwealth funded services (e.g. private residential care, NDIS, health services)	29 Sep 2022	Joanne Chen	Edit
0	Offline due to the redevelopment, refurbishment or extension of the whole or part of the building or site			Edit
10	Opening of new residential care home in stages	29 Sep 2022	Joanne Chen	Edit
0	Offline pending permanent closure of whole or part of the residential care home			Edit

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Reasons for taking beds offline include:

- Lack of capacity to deliver care due to workforce or operational issues
- Delivering other Commonwealth funded aged care (e.g. TCP, MPS, NATSIFAC)
- Delivering other non-aged care or non-Commonwealth funded services (e.g. private residential care, NDIS, health services)
- Offline due to the redevelopment, refurbishment or extension of the whole or part of the building or site
- Opening of new residential care home in stages
- Offline pending permanent closure of whole or part of the residential care home

Note: You may have an additional category 'Data migration – beds reported as offline prior to 1 November 2025'. This category was used to migrate existing offline bed data to the new GPMS. Offline beds in this category can be brought online as operational or be moved to a different category. Beds will not be able to be reported as offline for this category.

- 8 Enter the number of beds you would like to be made offline for the reason selected. Click **Submit**:

Update offline beds

Mission Aged Care Australia Provider ID: PRV-23456 ABN: 343 645 342 78

Total Bed Number
100
Effective from: 1 July 2024

Offline Beds
30
Data migration - beds reported offline prior to 1 November 2025

Other Offline Beds
20
Beds offline for other reasons

What is an offline bed?

An offline bed is one that is temporarily not being offered to older people at your residential care home.

The Aged Care Rules 2025 (see sections 167-5-70) requires residential providers to notify the Commission when beds in a residential care home are offline and not available for use in:

- Modified Monash (MM) 1-5 regions for a period of at least three months
- MM 6 and 7 for any period of time.

Reporting offline beds helps the Department of Health, Disability and Ageing monitor bed availability in residential care homes across Australia and informs future planning.

Requests to take beds offline for two years or more is considered a variation to the approval of an aged care home. Providers will need to lodge a request to vary the total number of beds with the Aged Care Quality and Safety Commission.

You will not be able to claim for subsidies for your residential care home if all the beds are reported as offline. You will need to bring beds back online to begin claiming subsidies.

Guidance on the reporting of offline beds is available on the Department's [website](#).

Change offline bed number

* How many total beds are offline for 'Data migration - beds reported offline prior to 1 November 2025'?

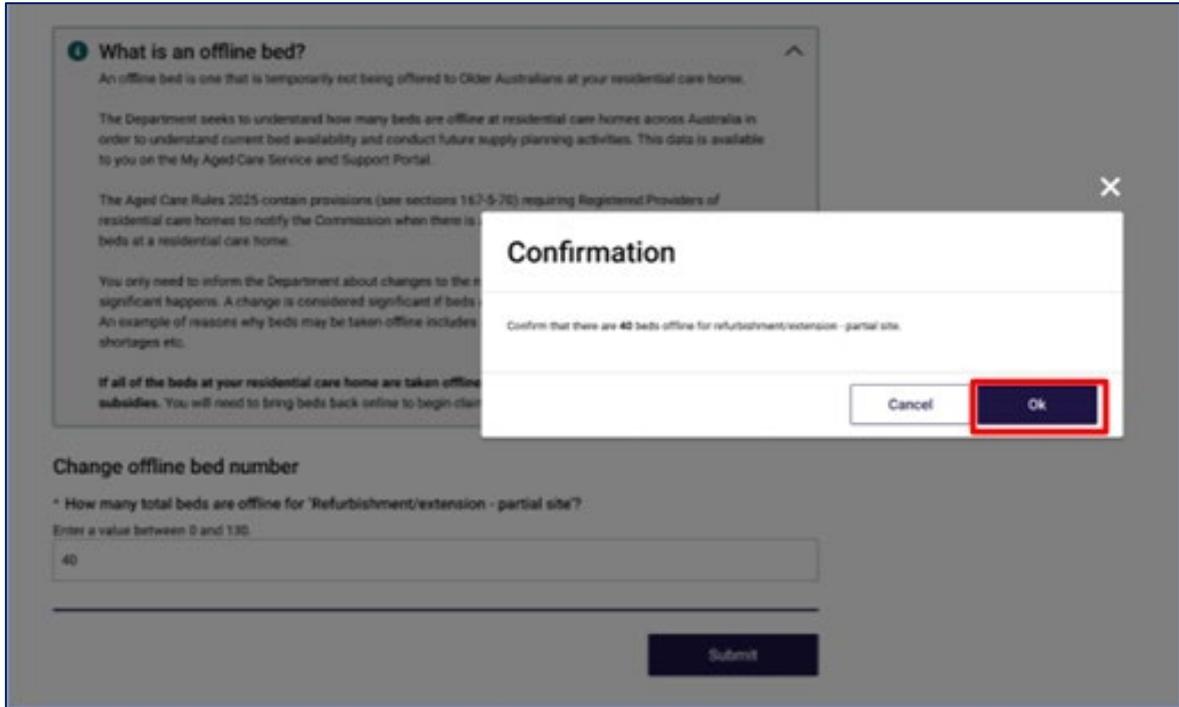
Enter a value between 0 and 130 (Inclusive).

Submit

Notes:

- Offline bed entries cannot exceed your total number of beds at your Residential care home.
- Offline bed entries will be effective from the date of submission. If you require date adjustments, please [contact support](#) (details provided below).
- You will not be able to claim for subsidies for your residential care home if all beds are reported as offline. You will need to bring beds back online to begin claiming subsidies.

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- 9 Confirm the number of beds to report offline and click **Ok**. Your offline bed entry will be saved.



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- 10 Submitted updates in GPMS will send an update to Services Australia and the Commission systems.

Note - Changes to offline beds will change the number of operational beds that your service can claim subsidies for. Making all beds offline will change the status of the residential service to 'inactive' and claims will not be able to be made against that service.

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- 11 A confirmation email will be sent to your responsible person or points of contact. Please ensure your contact details are up to date, so you can receive this information.
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User guide: To bring beds back online (make operational):

1 Follow steps 1-6 as per above instructions.

2 Find the relevant reason beds are being brought back online (operational) and click **Edit**.

For example, redevelopment works at your residential service have completed and an area or wing of the service is ready to be re-opened.

Temporary offline beds

Mission Aged Care Australia Provider ID: PRV-23456 ABN: 343 645 342 78

RCH name (SRV-44556)

Total Bed Number: 150 | Total Offline Beds: 97 Bring all beds online

Offline beds	Reason for being offline ↑	Last updated	Last updated by	
17	Data migration - beds reported offline prior to 1 November 2025	8 Aug 2025	Internal user	Edit
40	Lack of capacity to deliver care due to workforce or operational issues	3 Jul 2023	Internal user	Edit
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10	Delivering other non-aged care or non-Commonwealth funded services (e.g. private residential care, NDIS, health services)	29 Sep 2022	Joanne Chen	Edit
0	Offline due to the redevelopment, refurbishment or extension of the whole or part of the building or site			Edit
10	Opening of new residential care home in stages	29 Sep 2022	Joanne Chen	Edit
0	Offline pending permanent closure of whole or part of the residential care home			Edit

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3 Enter in the updated offline bed number and click **Submit**.

Note – You can either reduce the number of beds offline (i.e 10 beds offline to 5) or you can bring all beds back online by entering zero.

Update offline beds

Mission Aged Care Australia Provider ID: PRV-23456 ABN: 343 645 342 78

Total Bed Number
100
Effective from: 1 July 2024

Offline Beds
30
Data migration - beds reported offline prior to 1 November 2025

Other Offline Beds
20
Beds offline for other reasons

What is an offline bed?
An offline bed is one that is temporarily not being offered to older people at your residential care home.
The Aged Care Rules 2025 (see sections 167-5-70) requires residential providers to notify the Commission when beds in a residential care home are offline and not available for use in:
• Modified Monash (MM) 1-5 regions for a period of at least three months
• MM 6 and 7 for any period of time.
Reporting offline beds helps the Department of Health, Disability and Ageing monitor bed availability in residential care homes across Australia and informs future planning.
Requests to take beds offline for two years or more is considered a variation to the approval of an aged care home. Providers will need to lodge a request to vary the total number of beds with the Aged Care Quality and Safety Commission.
You will not be able to claim for subsidies for your residential care home if all the beds are reported as offline. You will need to bring beds back online to begin claiming subsidies.
Guidance on the reporting of offline beds is available on the Department's [website](#).

Change offline bed number
* How many total beds are offline for 'Data migration - beds reported offline prior to 1 November 2025'?
Enter a value between 0 and 130 (inclusive).
40
Submit

Notes:

- Offline bed entries cannot exceed your total number of beds at your Residential care home.
- Offline bed entries will be effective from the date of submission. If you require date adjustments, please [contact support](#) (details provided below).

4 A confirmation will appear to confirm you are bringing beds back to operational status.

What is an offline bed?
An offline bed is one that is temporarily not being offered to Older Australians at your residential care home.
The Department seeks to understand how many beds are offline at residential care homes across Australia in order to understand current bed availability and conduct future supply planning activities. This data is available to you on the My Aged Care Service and Support Portal.
The Aged Care Rules 2025 contain provisions (see sections 167-5-70) residential care homes to notify the Commission when there is beds at a residential care home.
You only need to inform the Department about changes to the if significant happens. A change is considered significant if beds An example of reasons why beds may be taken offline includes shortages etc.
If all of the beds at your residential care home are taken offline subsidies. You will need to bring beds back online to begin claim

Change offline bed number
* How many total beds are offline for 'Refurbishment/extension - partial site'?
Enter a value between 0 and 130.
40
Submit

Confirmation
You are bringing beds online. By bringing beds online, Services Australia will be informed that this service is operational and subsidies can be claimed.
Confirm that you would like to bring beds online.
Cancel Ok

- 5 You can also bring all beds back online from all categories. This can be done from the temporary offline beds page by clicking **Bring all beds online**.

Temporary offline beds

Mission Aged Care Australia Provider ID: PRV-23456 ABN: 343 645 342 78

RCH name (SRV-44556)

Total Bed Number: 150 | Total Offline Beds: 97 **Bring all beds online**

Offline beds	Reason for being offline ↑	Last updated	Last updated by	
17	Data migration - beds reported offline prior to 1 November 2025	8 Aug 2025	Internal user	Edit
40	Lack of capacity to deliver care due to workforce or operational issues	3 Jul 2023	Internal user	Edit
10	Delivering other Commonwealth funded aged care (e.g. TCP, MPS, NATSFAC)	17 Aug 2022	Lara Kahle	Edit
10	Delivering other non-aged care or non-Commonwealth funded services (e.g. private residential care, NDIS, health services)	29 Sep 2022	Joanne Chen	Edit
0	Offline due to the redevelopment, refurbishment or extension of the whole or part of the building or site			Edit
10	Opening of new residential care home in stages	29 Sep 2022	Joanne Chen	Edit
0	Offline pending permanent closure of whole or part of the residential care home			Edit

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Note – the offline beds value has to be greater than zero for the ‘Bring all beds online’ field to be editable.

- 6 In the confirmation, click **Ok** to confirm bringing the beds back online.

RCH name (SRV-44556)

Total Bed Number: 150 | Total Offline Beds: 50 **Bring all beds online**

Offline beds	Reason for being offline	Last updated	Last updated by	
0	Bed data migration			Edit
40	Care capacity issues (i.e. workforce or operational issues)		Joanne Chen	Edit
10	Delivering other care (not Commonwealth funded)		Lara Kahle	Edit
10	Delivering other Commonwealth funded services		Joanne Chen	Edit
0	Natural disaster			Edit
10	Redevelopment - whole site/ refurbishment		Joanne Chen	Edit

Confirmation

You are bringing all your beds online. This will set all the values of offline beds to 0.

This will have an impact on the number of government funded beds that you can claim for.

Are you sure you want to continue?

Ok Cancel

- 7 Submitted updates in GPMS will send an update to Services Australia and the Commission systems.

Note - Changes to offline beds will change the number of operational beds that your service can claim subsidies for. Making all beds offline will change the status of the residential service to ‘inactive’ and claims will not be able to be made against that service.

- 8 A confirmation email will be sent to your responsible person or points of contact. Please ensure your contact details are up to date, so you can receive this information.

Need help?

If you experience technical difficulties with GPMS, please contact the My Aged Care service provider and assessor helpline on [1800 836 799](tel:1800836799).

Alternatively, your Local network will also be able to assist:

- New South Wales/Australian Capital Territory – NSWPlaces@health.gov.au
- Northern Territory – EngagementNT@health.gov.au
- Queensland – Engagement.QLD@health.gov.au
- South Australia – SAPlaces@health.gov.au
- Tasmania – Tas.office@health.gov.au
- Victoria – VICPlaces@health.gov.au
- Western Australia – WAPlaces@health.gov.au

Learn more

- [Places to people – Embedding choice in residential aged care](#)
- [GPMS User Guide - Manage Your Organisation tile](#)
- [GPMS FAQs - New Act 2025 System Changes](#)
- [New aged care regulatory model](#)
- [Aged Care Quality and Safety Commission.](#)