# What's new?

## Government Provider Management System (GPMS)

This update provides a summary of the system changes delivered from 23 March 2026, to support the *Aged Care Act 2024* relating to:

- Release 13 of the Government Provider Management System (GPMS) including enhancements to the:
  - GPMS Approved Provider Portal
  - GPMS Registered Provider Portal.

# Contents

# Government Provider Management System (GPMS) changes

The following updates complement existing resources for providers and assessors as part of the staged digital implementation that aligns with the new *Aged Care Act 2024,* which commenced on 1 November 2025. This summary outlines key GPMS changes.

For more information on digital updates refer to the [additional GPMS resources](#) section in this summary.

From 23 March 2026, additional functionality will be added to the Registered Provider portal.

## GPMS Registered Provider Portal

In this portal, providers will be able to view information about their Registered Provider entity, as it exists under the Aged Care Act 2024. Here you can:

- view and maintain information about your organisation
- view compliance information including performance against the strengthened Aged Care Quality Standards, regulatory decisions and Star Ratings
- submit and edit registered provider reporting for:
  - 24/7 Registered Nurse (RN) report
  - Quarterly Financial Report (QFR)
  - Quality Indicator (QI) Program data

- preview information before it is published for the next period:
  - Finance & Operations
  - Star Ratings, including the metrics used to calculate the ratings

## GPMS Approved Provider Portal

In this portal, providers will be able to view information about their Approved Provider entity, as it existed under the Aged Care Act 1997. Here you can:
  - View previous information about your organisation:

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

## Managing offline Beds

Providers will have the ability to self-report offline beds and manage their own data in the Registered Provider Portal. The Local Network will no longer be responsible for maintaining offline bed information on behalf of registered providers. Services Australia will receive updated operational bed numbers from the Department of Health, Disability and Ageing so it can calculate claims to pay appropriate residential subsidies.

Residential Providers can log into the Registered Provider portal - Manage your organisation tile to update their approved residential care home records including:

- recording beds as offline

- making offline beds available for use.

Providers can record beds as offline for the following reasons:

- 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 natural disaster
- 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

For step-by-step guidance, please see the Guide – how to report offline beds in residential aged care or visit the Departments webpage.

For more information, refer to the GPMS user guide - Manage Your Organisation tile.

## 24/7 RN Reporting – GPMS Registered Provider Portal

The My Aged Care website will display 24/7 Registered Nurse (RN) coverage data, along with the reason why a residential care home does not have this information displayed. The My Aged Care website will not display that a home failed to report its data for the following reasons:

- A new residential aged care home
- A recent transfer to a different registered provider
- A home has returned to being operational from offline.

## Star Ratings – changes to Compliance rating and inclusion of graded assessments

From 1 November 2025, aged care homes have transitioned to a redesigned Compliance rating that reflects aged care homes' graded assessment against the strengthened Aged Care Quality Standards and regulatory decisions undertaken against them by the Aged Care Quality and Safety Commission (ACQSC) and the Secretary of the Department of Health, Disability and Ageing as the System Governor.

From Release 13, Star Ratings will be available for viewing on the GPMS Registered Provider Portal at the 'Performance and Star Ratings' tile. The Star Ratings system (Compliance rating) will be updated to include graded assessments against the Strengthened Aged Care Quality Standards within the Compliance rating. This update is consistent with the requirements of the Aged Care Act 2024. Regulatory decisions may also impact the Compliance rating of a specific aged care home or aged care homes, or all aged care homes owned by a provider, based on evidence of whether non-compliance is related to a specific aged care home/s. Regulatory decisions will impact the Compliance rating based on the type and severity of

regulatory decisions, resulting in a 1 or 2 stars Compliance rating. Providers will be able to view Compliance information including performance against the strengthened Aged Care Quality Standards, and current and historic regulatory decisions on the GPMS Registered Provider Portal. This will be available through the 'Compliance information' tile within the 'Performance and Star Ratings' tile.

Residential aged care providers will be required to demonstrate stronger and more transparent compliance with the Strengthened Aged Care Quality Standards, as their graded performance will directly influence both their Compliance rating and overall Star Rating.

Residential aged care providers will be able to view all related Star Ratings information, including graded assessments and Quality Standard outcomes, on the My Aged Care website.

## Regulatory decisions

Regulatory decisions are recorded in GPMS and visible on the My Aged Care website for providers of category 6 services (residential aged care homes). Following this enhancement from Release 13, regulatory decisions issued to providers of all service types within categories 1-5 will be displayed on the Registered Provider Portal and the My Aged Care (MAC) website, with the ability for authorised Department and GPMS users to view, edit and manage current and historical regulatory decisions for providers registered in categories 1-6.

Regulatory decision features will also be extended on GPMS and the MAC website for providers of NATSIFAC services (noting regulatory decisions publication for MPS and TCP services was enabled from 1 November 2025).

The change adds new pages and features in the GPMS Registered Provider Portal for all providers registered in categories 1-6. These pages/features will sit under the 'Compliance information' tile within the 'Performance and Star Ratings' landing page on the Registered Provider Portal. Using this tile, providers will be able to view current and historic regulatory decisions issued to their organisation and relevant homes/branches, including details of the regulatory decisions.

Regulatory decisions for all providers on the new provider-level pages and existing outlet (service) level pages will be available on the MAC website *Find a Provider* from Release 13, for providers registered in all categories 1-6 including NATSIFAC services.

This change will increase information and data sharing between the organisations and allow for consistent publishing of critical public-facing data regarding regulatory decisions for aged care providers registered in all categories 1-6.

## Approved Provider Operations

As part of this enhancement, the Finance and Operations preview processes will be integrated into the GPMS Registered Provider portal. This change centralises key functionality into a single GPMS environment and provides a more streamlined and consistent experience for providers.

Approved Provider Operations will be renamed Provider Operations on the GPMS Register Provider Portal in line with Aged Care Act 2024. From April 2026, providers will be able to preview their Q2 2025/26 registered provider Finance and Operations information, through the Provider Operations application.

## Additional GPMS resources

Providers have previously received direct correspondence which contained links to the GPMS resources, including support on logging into the GPMS Registered Provider Portal.

- Additional resources are available for GPMS users on the Department of Health, Disability and Ageing website: Government Provider Management System resources.
- For more information about the transition to the new Aged Care Act and resources, visit Navigating the reforms
- For more information about Star Ratings, Quality Standards and regulatory decisions please refer to the User Guide on the departments website.
- The My Aged Care service provider and assessor helpline 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.
  - Call the My Aged Care service provider and assessor helpline from 8am to 8pm Monday to Friday or 10am to 2pm (local time) Saturday on 1800 836 799.
  - Visit MyAgedCare.gov.au for more information.
- For general enquiries relating to GPMS, contact GPMS.project@health.gov.au.
- For questions relating to Changes in Circumstances or smart forms contact the Commission via providernotifications@agedcarequality.gov.au. You can also contact the Commission's Customer Contact team via phone at 1800 951 822. For information about your reporting obligations, please visit the Aged Care Quality and Safety Commission's website.


## Further assistance

For technical support and help with any of the above changes, please contact the My Aged Care service provider and assessor helpline on 1800 836 799, Monday to Friday (8am to 8pm) and Saturday (10am to 2pm) local time across Australia

The department will continue to provide updates via direct email; Your Aged Care Update newsletter and regular engagement channels such as Sector Partners and Tech Talks.