



What's New?

Aged Care Gateway (ACG) Systems and Government Provider Management System (GPMS)

This update provides a summary of the system changes delivered from 29 June 2026 relating to the June Release for the:

- **Aged Care Gateway** systems (ACG), including enhancement to the:
 - Client Online Account
 - Assessor Portal
 - Service and Support Portal
 - Hospital Portal
 - Contact Centre Portal
 - Aged Care Assessor App (unable to upload, download or support new user activation)
 - My Aged Care Website Tools (Apply for an assessment & make a referral)
- **Government Provider Management System** (GPMS) including enhancements to the:
 - GPMS Approved Provider Portal
 - GPMS Registered Provider Portal

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Aged Care Gateway (ACG) 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 ACG changes.

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

New Commonwealth Home Support Program (CHSP) delegate workflow and approval record for transitioned Multi-Purpose Service Program (MPSP) and National Aboriginal and Torres Strait Islander Flexible Aged Care Program (NATSIFACP) clients

An update to the My Aged Care portals introduces a new in-system process for delegate approval of CHSP service recommendations made during Home Support Assessments. This removes the need for manual Notice of Decision processes and improves compliance with the *Aged Care Act 2024*. It also improves how MPSP and NATSIFACP clients are recorded so approvals are accurate and visible across portals.

Key changes:

- Delegate approval is now built in for CHSP service recommendations made during assessments, reviews, and support periods.
- Clients still need assessment and approval for relevant service groups before referral, maintaining compliance while removing unnecessary steps.
- Urgent CHSP services now require an end date and are easier to track.
- CHSP approval information is clearer and consistent across all portals.
- Manual approval workarounds have been removed, reducing admin effort and errors.
- MPSP and NATSIFACP service recommendations, approvals, and referrals are now recorded in client records, with follow-up if data issues arise.
- MPSP and NATSIFACP approvals are aligned with the *Aged Care Act 2024* for consistency across systems.
- The warning message shown when no care type applies has been updated to match the *Aged Care Act 2024*, making it clearer for assessors and reducing confusion.

Overall, these updates improve oversight, reduce manual work, and ensure approvals are accurately recorded across systems.

Outlet Configuration – Service delivery enhancements

Service delivery hours enhancements:

- Delivery hours have been simplified to match SaH pricing time periods, reducing confusion. The new categories are: Standard and non-standard hours, Saturday, Sunday and Public holidays.

- Providers can now choose which time periods their services are available. This will be shown on the My Aged Care website, helping older people pick providers that suit their preferred service times.

Pricing update

- The “Expenses for home maintenance and repairs” category has changed from “Service” to “Market Price.” Providers no longer need to enter a price, and any existing pricing has been removed.

Support at Home (SaH) Refinements to Assessments and Home Modifications Extension Process

Improvements have been made to the aged care assessments and the Home Modifications extension process.

What’s changed:

- Triage delegates can mark someone ineligible without completing the full questionnaire if this is clear.
- Most triage questions are now optional for in-hospital triage for existing clients.
- Reassessments have been made easier because assessors can collect triage answers during a Support Plan Review, so delegates may not need to contact the person again.
- Improved IAT questions and guidance for more accurate, consistent assessments.
- Updated Assistive Technology and Home Modifications (AT-HM) assessment content.
- System prompts now help assessors choose the right services.
- Unnecessary workflow steps have been removed.
- Providers can request extensions in-system:
 - Assistive Technology: up to 48 months for eligible clients with progressive conditions.
 - Home Modifications (High Tier): up to 24 months with supporting evidence.
 - Eligible extensions are processed automatically and shared with Services Australia.
- When Restorative Care Pathway is recommended, AT and HM are automatically applied under current rules.
- When End-of-Life Pathway is recommended, AT is automatically applied under current rules (note HM cannot be applied for end-of-life)

Through these enhancements, there will be less duplication and fewer repeat questions for older people. It also means less manual work and admin, making it faster with clearer extension decisions. Further, these enhancements will result in

fewer errors in referral priority making more accurate records and supporting better funding integrity and continuity of care.

Support at Home (SaH) Refinements to Letters, updates and Notifications

SaH client letters have been updated to improve clarity, accuracy and compliance with legislative and policy requirements and additional letters have been introduced to support the client journey, including:

- New letters to support clients through Support at Home
- Minor updates to existing letters
- Redesigned approval and non-approval letters
- Corrected email address for lodging a Review of Decision

New notifications have been set up to inform organisations, outlets, assessors, and delegates of clients' milestones.

These improvements provide clearer, more accurate information for clients and families, better communication and a more confident client experience and less manual editing for delegates, improving efficiency.

Integrated Assessment Tool (IAT) Correction Process Prior to Delegate Approval

Enhancements have been made to amend IAT inputs before delegate decisions. Through this change:

- Delegates can now send a completed IAT back to assessors to fix administrative or data entry errors
- Changes can be made before the delegate makes a final decision
- The IAT remains the official assessment record under the *Aged Care Act 2024*

These improvements provide more accurate and reliable assessment records, fewer reassessments and review requests, faster decisions and less waiting for older people, better compliance with legislation

This change helps ensure high-quality assessments and that clients receive the right level of care.

Refining AN-ACC Reassessment Reasons

From 29 June 2026, updates to the My Aged Care Service and Support Portal will enhance how reassessment reasons are captured and recorded. Where a provider selects the broad option relating to changes in mobility, cognition, function, pressure sore risk or compounding factors, they will now be required to choose a single, more specific sub-category that best reflects the primary driver of the reassessment.

These sub-categories will distinguish between changes in mobility, changes in cognition, and changes in function, pressure sore risk and/or compounding factors, ensuring more precise data capture. The portal will also include supporting help text to guide providers in selecting the most appropriate category, and a free-text field to

provide additional context where needed. Selecting one of these sub-categories will be mandatory, strengthening data quality and enabling clearer insights into the reasons for reassessment activity.

Additional Aged Care Gateway resources

Guidance material for Assessors is available on the Department of Health and Aged Care Website: [My Aged Care – Assessor Portal Resources](#) and [My Aged Care Assessment Manual](#).

Guidance material for Service Providers is available on the Department of Health and Aged Care Website: [My Aged Care – Service and Support Portal Resources](#).

Guidance material for Hospital Staff is available on the Department of Health and Aged Care Website: [My Aged Care – Hospital Portal resources](#).

Government Provider Management System changes

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 29 June 2026, additional functionality will be added to the GPMS Registered Provider portal.

Quarterly Financial Report (QFR) Updates for 2026-27

The Residential Care Labour Costs and Hours form in the QFR has been updated with new reporting requirements to be used from Quarter 1 2026–27. The changes include:

- 14 new expense data items
- removal of six (6) existing data items in the labour hours worked – Registered Nurse minutes section
- removal of Outbreak management expense data items.

These updates support improved validation of reported residential care time delivery and enable closer monitoring of costs.

Manage Your Organisation (MYO) Enhancements

The Registered Provider Portal MYO tile has been enhanced to allow providers to make some updates to Responsible Person contact details and Residential Care Home responsibilities, reducing the need for Department or Commission assistance.

Providers have improved functionality to manage contact records, including the ability to update legal names and perform bulk updates. These enhancements are

available within the Residential Care Homes tile and Responsible persons and contacts tile.

Updates to Provider Operations Collection Form

The Provider Operations Collection form has been upgraded to incorporate the enhanced DocuSign functionality used in GPMS. This includes the ability to request and track signatures, apply multi-factor authentication, and correct, resend, or void envelopes.

Commonwealth Home Support Program (CHSP) enhancements

Enhancements have been implemented to improve the provider CHSP Activity Upload process by making it more automated, standardised, and validated. These changes ensure that data received from GovGPS is correctly formatted and ready for immediate processing.

GPMS Provider switcher

Changes have been implemented to allow GPMS users with the appropriate access to switch between provider records within the same Aged Care Organisation. This includes the ability to access provider records with an Expired or Revoked status.

Additional GPMS resources

- 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](#).