

Sector Partners

Digital Transformation for the Aged Care Sector



Digital Services within Corporate Operations Group

Department of Health, Disability and Ageing

www.health.gov.au

Meeting #86

17/09/2026



Australian Government

Department of Health, Disability and Ageing

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Australian Government

Department of Health, Disability and Ageing



WELCOME

Greetings and Acknowledgement of Country

Janine Bennett

Assistant Secretary
Digital Business and Adoption Branch
Department of Health, Disability and Ageing



Sector Partners #86

Agenda

Digital Transformation for the Aged Care Sector

**Welcome
& Agenda**

Janine Bennett

**Digital
Delivery
Update**

Shehara Perera

**SaH:
Personal
Care
Changes
Update**

Michelle Smith

**Learning
Byte**

Jess Kim

**Questions
and Close**

Janine Bennett

State of Play

Janine Bennett

Assistant Secretary

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



Open collaboration activities

State of Play

**Business Verification
Testing (BVT) Register**

Open to: Providers

Legend

Open

Evergreen

On today's agenda

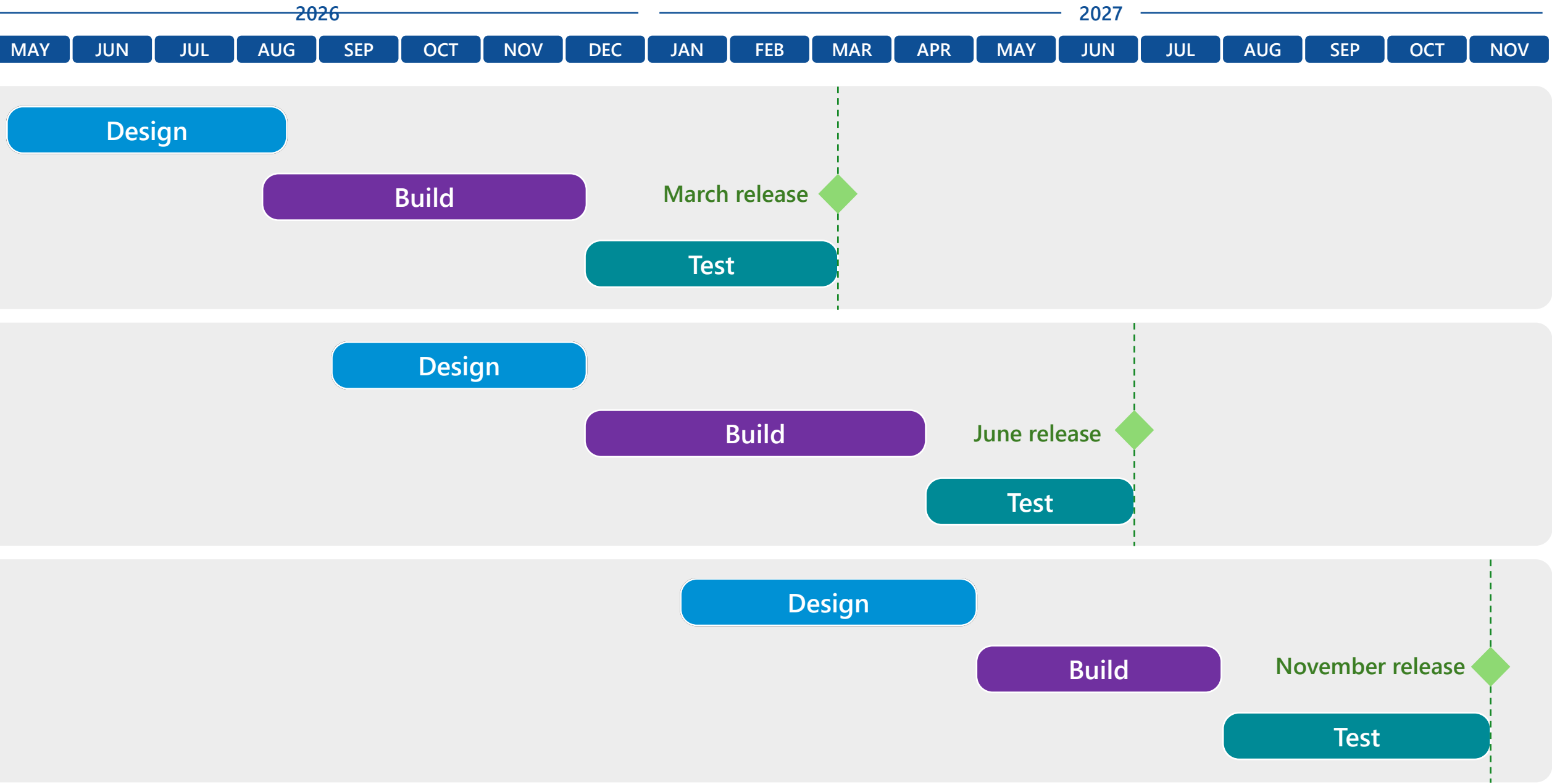
Recently closed

☆☆☆ New

🕒 Closing soon



Digital Release Timeline – 2027 Releases



Digital Delivery Update

Shehara Perera

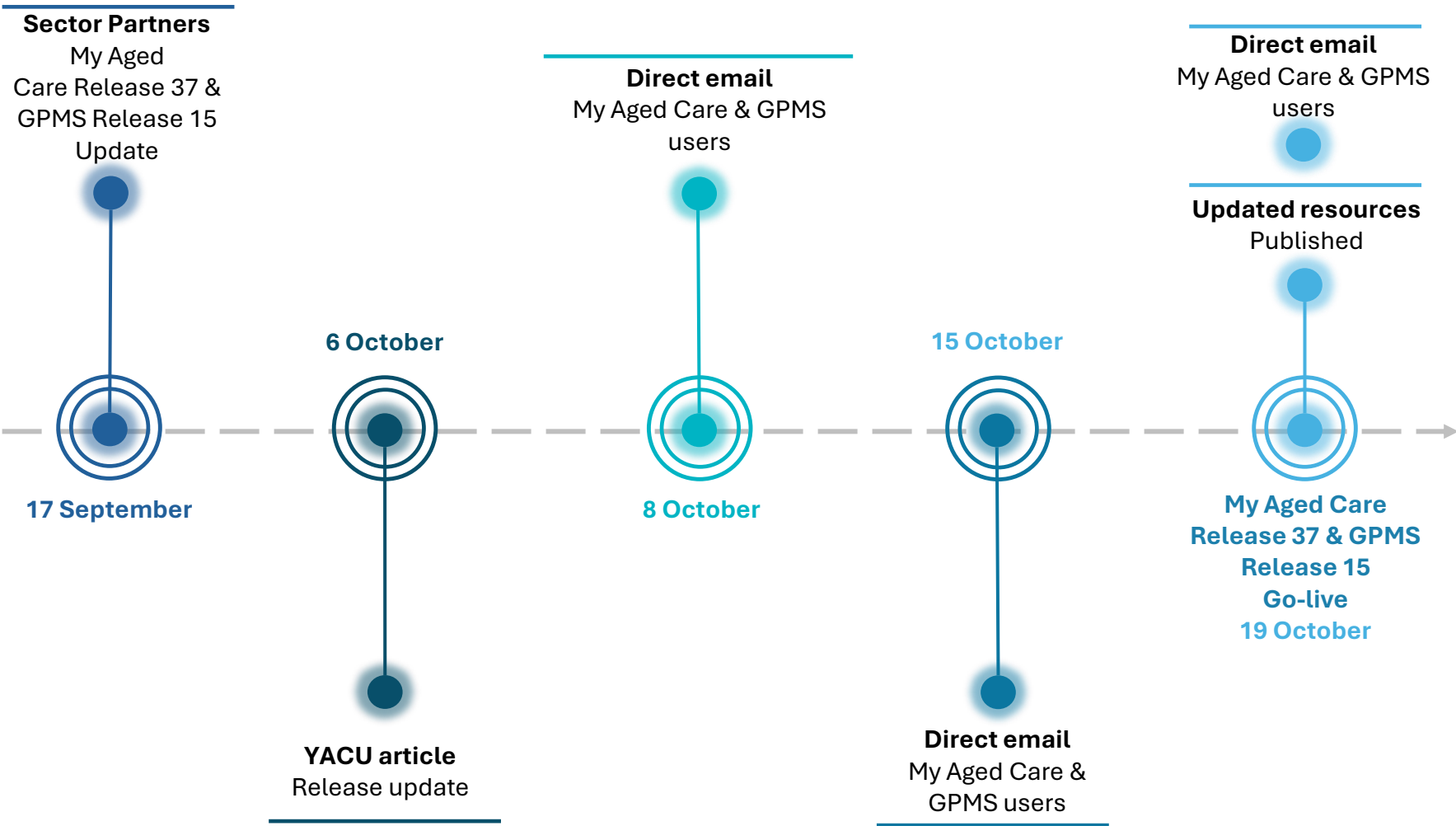
Assistant Director

Digital Strategy Assurance Branch
Department of Health, Disability and Ageing



My Aged Care and GPMS

Communication and resources timeline





Assessor Portal resources

health.gov.au/resources/collections/my-aged-care-assessor-portal-resources



Service and Support Portal resources

www.health.gov.au/resources/collections/my-aged-care-service-and-support-portal-resources



GPMS resources

www.health.gov.au/our-work/government-provider-management-system-gpms/resources

Government Provider Management System (GPMS)

Release update

The next GPMS release will occur on 19 October 2026.

Key Updates for Providers

24/7 Registered Nurse reporting for Multi-Purpose Service Program providers

Introduces 24/7 RN reporting capability for MPSP providers in GPMS or through business to government APIs.

Quality Standards audit enhancements

The change will enable Providers to:

- access more detailed Quality Standards audit information in GPMS.
- view more detailed Quality Standards audit information, including audit purpose and the aged care categories assessed.

Please note: My Aged Care system & GPMS is expected to be unavailable due to a scheduled maintenance from Saturday 17 October to Monday 19 October 2026. Timing has not been confirmed but will be communicated once it is set.

My Aged Care system release update

The next My Aged Care system release will occur on 19 October 2026. The following enhancements will be introduced.

Key Updates for Providers

Reinstate provider Specialisation Verification functions in Service and Support Portal

Providers will be able to:

- submit, view and manage Specialisation Verification applications through the Service and Support Portal.
- remove verified specialisations through the Service and Support Portal.
- view updated verified specialisation names for specialisation naming convention for a consistent approach across the 2022 and 2025 Specialisation Verification Frameworks.
- experience clearer system messaging and automatic of verified specialisations across all service items of an outlet.

Improved prioritisation for clients with MND

Enabling providers to:

- receive referrals for people with MND more quickly through automatic prioritisation of urgent referrals.
- support faster access to aged care services for clients with high and immediate care needs.

Client Journey Tracker re-instatement

This enhancement will allow providers to:

- view the main stages along the client journey from registration to service delivery.
- access tracker information aligned with the Support at Home program.
- better understand client status and journey stages.

Improved portal access controls

This enhancement will:

- strengthen role-based access controls.
- improve user access and session management.
- enhance user account and organisational access controls.

***Please note: My Aged Care system & GPMS is expected to be unavailable due to a scheduled maintenance from Saturday 17 October to Monday 19 October 2026. Timing has not been confirmed but will be communicated once it is set.*

Business to Government (B2G) API Journey

From sector onboarding to automated, real-time aged care interoperability



TIMING	JOURNEY MILESTONE	WHAT IT UNLOCKS
Jul-Sep 2023	Developer portal launch	Single entry point for sector engagement, on-boarding, roadmap visibility and early integration guidance.
Apr 2024	Registered Nurse version 1.0 Authentication API version 1.0 Provider management API version 1.0	Secure system-to-system connectivity; less reliance on manual portal interactions.
Jul 2024	Quality Indicator API version 1.0. Registered Nurse API version 2.0 to reflect policy changes	Automated Quality Indicator submission aligned with policy changes.
Feb 2025	Quality Indicators version 1.1 - now incl. Allied Health	Broader clinical reporting and a stronger evidence base for oversight.
Nov 2025	NACA API refactor	Better performance, scalability, reliability and vendor integration experience, aligning APIs to evolving policy and operational needs.
Jun 2026	Client APIs	Real-time access to client, referral, support plan and assessment data, reducing duplication of data entry across provider and government systems.

Support and assistance

Department of Health, Disability and Ageing



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.



www.health.gov.au/contacts/my-aged-care-service-provider-and-assessor-helpline

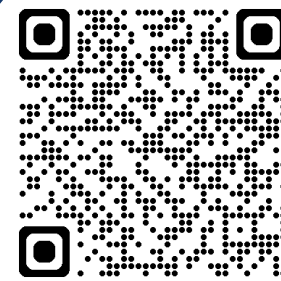
Visit **Health.gov.au** for more information about the My Aged Care Service and Support portal or GPMS, including support material. For general enquiries relating to GPMS, contact **GPMS.project@health.gov.au**.

GPMS Resources



www.health.gov.au/our-work/government-provider-management-system-gpms/resources

My Aged Care Terms of Use



www.myagedcare.gov.au/terms-use

My Aged Care Resources



www.health.gov.au/resources/collections/my-aged-care-assessor-portal-resources

Support and assistance

Other agencies



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, Provider forms, online claiming registrations and transitional and respite care extensions.

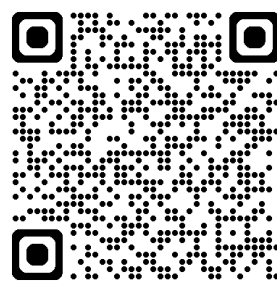


<https://www.health.gov.au/contacts/services-australia-aged-care-providers-enquiry-line>



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** on **1800 951 822**.



<https://www.agedcarequality.gov.au/contact-us>

Support at Home : Personal Care Contribution Change

Michelle Smith

Assistant Director

Assessment and Home Care Transition Branch
Department of Health, Disability and Ageing



Personal care contribution change

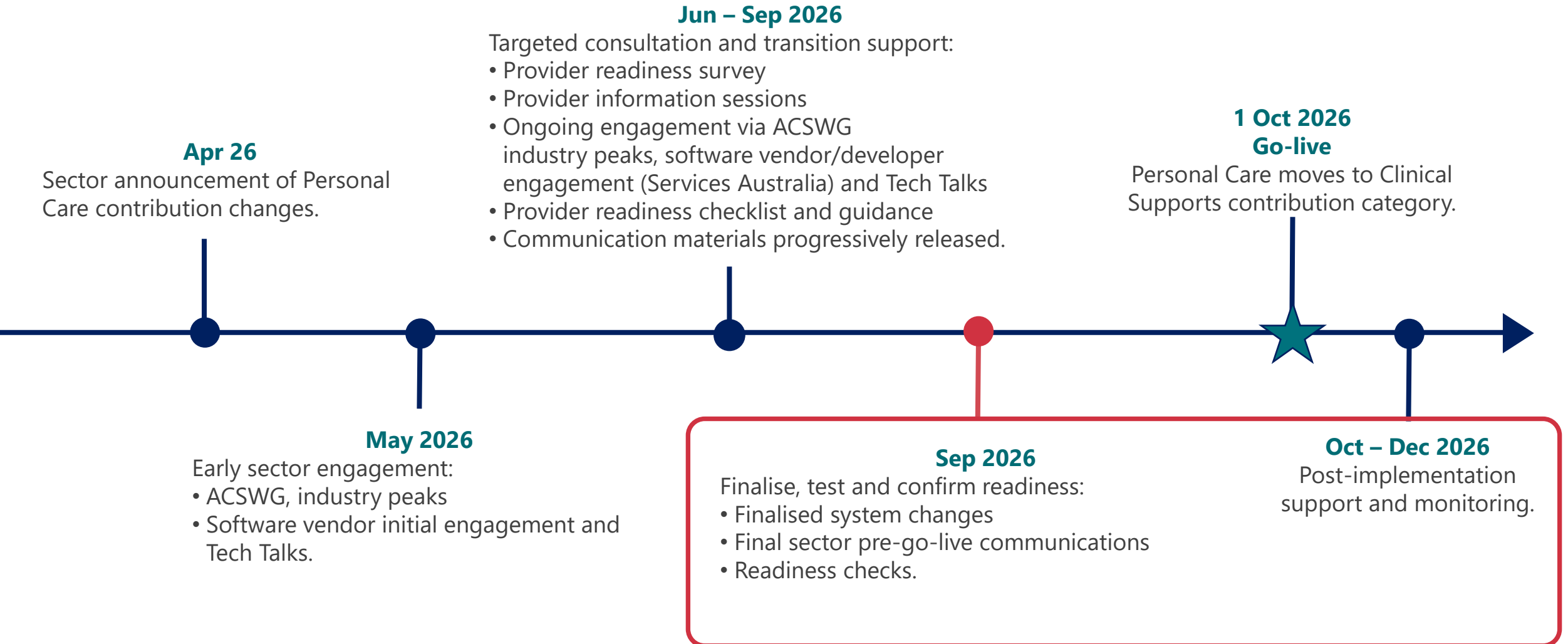
What's changing from 1 October 2026

- **ALL personal care services** will move from Independence to Clinical Supports for contribution purposes.
- **Participants will no longer pay contributions** for approved personal care delivered on or after 1 October 2026, where they are approved and have funding.
- Change will be made in the Aged Care Rules.

What's not changing

- **What is considered personal care remains the same.** No changes to service type scope or activities.
- **How personal care is delivered does not change.** No changes to workforce roles, qualifications or delivery models.
- **Eligibility and approval requirements remain unchanged.** Participants must still be approved for personal care and have available funding.
- **Service IDs and pricing structures remain the same.** Only the participant contribution category is changing.
- **Provider responsibilities and obligations remain unchanged.** Providers must continue to meet existing requirements for claiming, billing and record keeping.

Personal Care Contribution Change – approaching go-live



Key actions for go-live and October



Apply the correct billing treatment.

- Participants should not be charged a personal care contribution for services delivered from 1 October.



Explain the change consistently.

- Participants should understand what has changed, what has not changed, and where to get help.



Support participant questions and requests.

- Be prepared to explain statements, available funding, service options and capacity constraints.

Implementation support

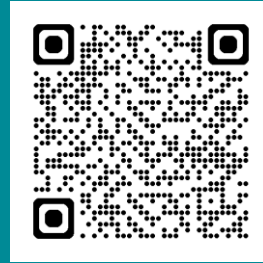
Provider Readiness
Checklist



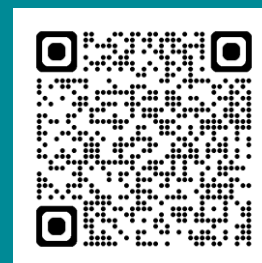
Stakeholder Kit
for Providers



Department
web page



My Aged Care
web page



How to get support:



Support at Home implementation support: **SAH.implementation@health.gov.au**



Support at Home **Community of Practice**: join by emailing SAH.implementation@health.gov.au



Your Aged Care Update (YACU): [Subscribe for aged care news, resources and updates](#)



Claiming support: **Services Australia Aged Care Provider Line 1800 195 206**

Learning Byte: AI Adopt Centres

Jess Kim

Sector Engagement Officer

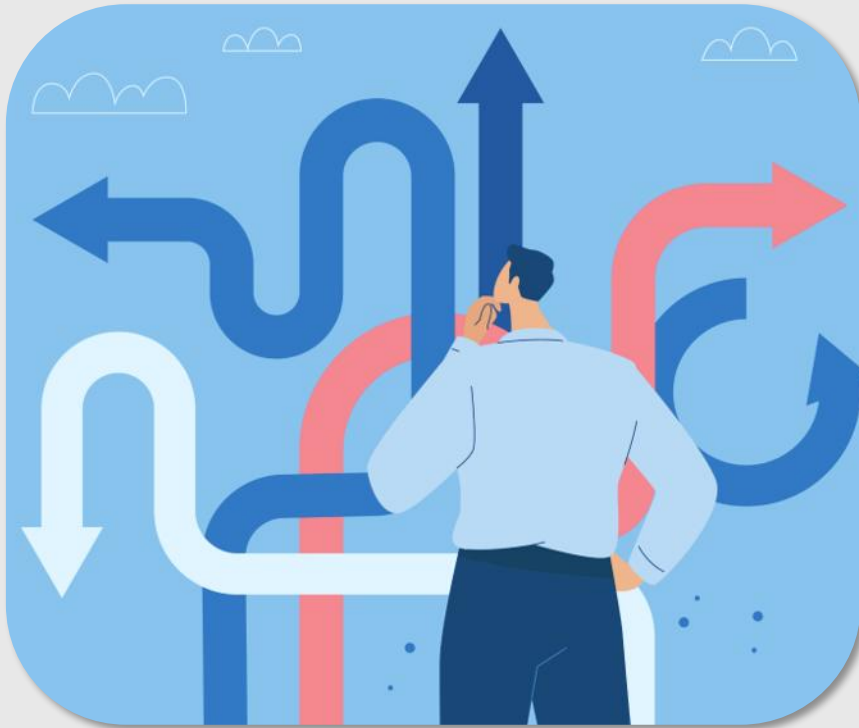
Digital Business and Adoption Branch
Department of Health, Disability and Ageing



Learning byte

Where to start with AI

Your AI journey



Tips &
guidelines

AI adopt centres

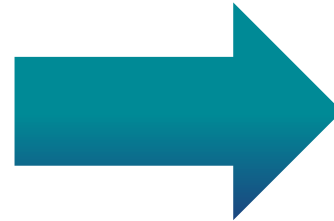
Resources:
ai.gov.au

Where to start with AI



AI adopt centres

Provide free support to eligible organisations



Support includes:

- one-on-one AI advice
- training courses
- demonstrations of AI tools
- adoption roadmaps and guidance on safe use.

Catering for your organisation

AI adopt centres



SMALL



MEDIUM



LARGE

Every organisation starts from a different point.

- Support is tailored to different levels of digital maturity.
- Helping you move from awareness → action.

Resources

AI adopt centres

Planning tools and templates

Access practical resources to help plan, test and manage artificial intelligence



Search

On this page

Understanding AI

Planning for AI

Staying safe and responsible

Practical guides and learning

News and insights

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AI adopt centres

Get practical support to understand how artificial intelligence can help your work

On this page

Available support

Find the right support for your needs

SMECAI

ARM Hub AI Adopt Centre

Australian Regional AI Network (ARAIN)

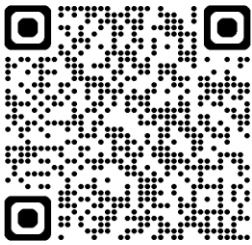
AI adopt centres help small and medium businesses use AI in a practical and responsible way. They are part of the Australian Government's AI Adopt Program and are delivered by experts with strong industry and technical experience.

Free support is available to eligible Australian organisations. This support can help you understand where AI can add value and what to do next.

Available support



National AI Centre –
AI adopt centres



National AI Centre –
Planning tools and
templates

Q&A

There are multiple ways to ask your question:

- 1 Type your question into the meeting chat.
- 2 Raise your virtual hand to be brought to stage to ask your questions directly.

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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THANK YOU

Our next meeting will be on **Thursday, 15 October 2026.**



DTSectorPartners.health.gov.au