



Government Provider Management System

User guide: Service Transfer and Provider Merge

July 2026

Version 1.0

This GPMS user guide includes information for providers when requesting or progressing a service transfer or provider merge. It focuses on provider responsibilities, key dependencies and expected coordination points with the department, the Aged Care Quality and Safety Commission and Services Australia.

Contents

1. Introduction	3
1.1 Purpose	3
2. Key Transfer Activities	3
2.1 Before the transfer	5
2.1.1 Submit required documentation	5
2.1.2 Prepare user access arrangements	5
2.1.3 Review authentication requirements	5
2.1.4 Review user extracts and provide priorities	6
2.1.5 Review and update client records	6
2.1.6 Keep claims up to date	6
2.1.7 Create shell outlets	6
2.1.8 Start client mapping	7
2.2 During the transfer	7
2.2.1 Make services offline in the My Aged Care Service and Support Portal	7
2.2.2 Review final client extracts	7
2.2.3 Submit residential RN 24/7 reporting, where relevant	7
2.2.4 Finalise claims and confirm payment	8
2.2.5 Transfer in GPMS	8
2.3 After the transfer	8
2.3.1 Transfer and set up services in the My Aged Care Service and Support Portal	8
2.3.2 Check My Aged Care visibility	8
2.3.3 Return final client mapping	9
2.3.4 Confirm client transfers	9
2.3.5 Close original outlets	9
2.3.6 Final user deactivation	9
2.4 Viewing transferred Homes/Branches in GPMS	10
2.5 Viewing acquired homes/branches in GPMS	10
2.6 Additional Information	11
2.6.1 User Access	11
2.6.2 CHSP Services	12
3. Reporting and value stream impacts	12
4. Contacts	13
5. Glossary	13

1. Introduction

A service transfer or provider merge requires coordinated activity across providers, the Department of Health, Disability and Ageing, the Aged Care Quality and Safety Commission (ACQSC), Services Australia and relevant system support teams.

This guide outlines the key steps for transfers or merges involving the Government Provider Management System (GPMS), My Aged Care Service and Support Portal, the Services Australia Provider Portal, and where relevant, the My Aged Care website.

1.1 Purpose

This guide is designed to help providers understand their responsibilities before, during and after a service transfer or provider merge. It aims to:

- Summarise the activities providers are expected to complete or coordinate.
- Identify key dependencies that may affect the transfer timing, including user access, client mapping, claims and reporting.
- Explain when providers may need to engage with the department, ACQSC, Services Australia or program areas.

Note:

This guide provides a high-level overview. Providers may receive additional instructions from the relevant program area or regulatory body, depending on the service type and circumstances of the transfer or merge.

2.Key Transfer Activities

The table below summarises the key activities across the transfer process and highlights the steps providers are responsible for. Some activities are completed by the department or other agencies but may depend on information or confirmation from the provider.

Additional information regarding each activity is provided in the sections immediately following this table.

When	Provider-facing activity	Primary responsibility
Before transfer	Submit required documentation to the relevant department.	Provider
Before transfer	Review existing GPMS and My Aged Care Service and Support Portal user access	Provider

When	Provider-facing activity	Primary responsibility
	arrangements, including authentication requirements.	
Before transfer	Review user extracts and provide prioritised lists for any users who need deactivation and recreation under the receiving provider.	Provider
Before transfer	Review and clean up client records in My Aged Care Service and Support Portal using client extracts supplied by the relevant team within the department.	Provider
Before transfer	Ensure claims and reporting are up to date with Services Australia.	Provider
Before transfer	Create shell outlets in My Aged Care Service and Support Portal for the receiving provider, where required.	Provider
Before transfer	Commence client mapping as early as possible.	Provider
During transfer	Make relevant services offline in My Aged Care Service and Support Portal before final mapping extracts are produced.	Provider
During transfer	For residential services, submit final RN 24/7 reporting for the previous month by the 7th day of the month.	Provider
During transfer	Finalise claims in the Services Australia Provider Portal and confirm payment has been received.	Provider
After transfer	Add transferred services to shell outlets in My Aged Care Service and Support Portal and make them operational.	Provider
After transfer	Check My Aged Care website to confirm service visibility and, for residential care, check the expected Star Ratings display.	Provider / ACG Data Transfer team
After transfer	Return final client mapping, preferably by whole service rather than partial service extracts.	Provider
After transfer	Confirm all clients have transferred correctly and close/inactivate original outlets under the transferring provider.	Provider

2.1 Before the transfer

The following section provides a detailed breakdown of what actions are included in each of the pretransfer activities.

2.1.1 Submit required documentation

Providers must submit the required documentation to ACQSC or the relevant department program area.

- Residential care providers should submit the [Application to Vary a Registration](#) to the ACQSC.
- Support at Home providers should complete and submit the [Service Delivery Branch transfer form](#) **at least 90 days before the proposed transfer date** to ServiceDeliveryBranchRequests@health.gov.au.
- Providers of TCP, NATSIFACP or MPS services should liaise directly with the relevant contacts listed in [section 4 of this document](#) about documentation requirements.

Note:

The process for CHSP providers differs from that of the programs listed above. See [section 2.6.2](#) for more information.

2.1.2 Prepare user access arrangements

Providers should review their existing GPMS and My Aged Care Service and Support Portal users and determine which users will need access under the receiving provider. If users keep the same email address, their existing accounts may need to be deactivated before they can be recreated under the receiving provider. More information relating to this can be found in [section 2.6.1 of this document](#).

2.1.3 Review authentication requirements

Providers should confirm that relevant users can be established through RAM or Vanguard for the receiving provider, considering any ABN changes.

This should be coordinated by the provider's internal IT or administration teams.

For more information about using RAM or VANguard, please see the [Logging in to the Aged Care Systems user guide](#).

2.1.4 Review user extracts and provide priorities

Providers can request an extract of their GPMS and My Aged Care Service and Support Portal users by emailing AgedCareTransfers@health.gov.au. They can use this extract to provide the department with a prioritised list of users for deactivation, generally grouped by users who can be deactivated before transfer, after service transfer, and after all remaining activities have been completed.

Once the provider has reviewed and grouped their users using the extract provided it can be returned to AgedCareTransfers@health.gov.au. While the email should include the timing for when to deactivate each group of users the provider should still email again when the time comes for each group to be deactivated to request the deactivation occurs. This is to ensure no users are deactivated before they are ready and there are no unintended impacts on their access noting that things can change that affect the timing of when a user should be deactivated.

Once a group of users has been deactivated the provider will receive an email advising this has been done and they can commence setting up these users against their new provider.

2.1.5 Review and update client records

To prepare for the client transfer, the department will provide extracts of the clients currently linked to the services being transferred. Providers should use the client extracts to review and clean up client records, including ceasing services in the My Aged Care Service and Support Portal that have already ceased in practice.

For more information and guidance with managing referrals for services in the My Aged Care Service and Support portal, see the [My Aged Care Service and Support Portal user guide – Manage referrals for service](#).

2.1.6 Keep claims up to date

Providers should ensure claims are up to date in the Services Australia Aged Care Provider Portal (ACPP). A transfer of residential or Support at Home services cannot be actioned in GPMS until final claims have been submitted and payment has been received.

More information about the Aged Care Provider Portal can be found on the Services Australia [website](#).

2.1.7 Create shell outlets

The receiving provider should create shell outlets in the My Aged Care Service and Support Portal before the transfer where required, so services can be added and made operational once the transfer is processed.

For guidance with creating outlets in the My Aged Care Service and Support portal, please see the [My Aged Care Service and Support portal user guide: Creating service delivery outlets and adding service information](#).

2.1.8 Start client mapping

Providers should commence client mapping as early as possible using the extracts provided by the department upon request. Providers should email AgedCareTransfers@health.gov.au to request their client mapping extracts. This will help to ensure that clients can be transferred to the new provider as soon as possible following the service transfers. If shell outlet names are not final, placeholder names may be used to allow mapping work to begin. A final extract will be provided once the services are made offline, to ensure all clients are included in the mapping process.

Any questions or requests for assistance relating to the mapping process should be directed to AgedCareTransfers@health.gov.au

2.2 During the transfer

2.2.1 Make services offline in the My Aged Care Service and Support Portal

Before final client mapping extracts are produced, providers are required to make the existing services offline in the My Aged Care Service and Support Portal.

This helps ensure no new referrals are received and that final extracts include all clients and referrals required for the transfer.

For more information, or guidance on how to make services offline, please see section 2.2.9 of the [My Aged Care Service and Support portal user guide: Part 1: Administrator Functions](#).

2.2.2 Review final client extracts

Once services are offline, the relevant team within the department will provide final client mapping extracts. Providers should use these extracts to finalise mapping.

2.2.3 Submit residential RN 24/7 reporting, where relevant

Residential care providers should submit final RN 24/7 reporting for the previous month no later than the 7th day of the month, before final claims are submitted.

For more information about how to access, complete and submit 24/7 registered nurse reporting, please see the [GPMS User Guide: 24/7 registered nurse reporting](#).

2.2.4 Finalise claims and confirm payment

Providers transferring residential or Support at Home services must confirm that reporting and claims are up to date in the Services Australia Provider Portal and notify the department by emailing the responsible area as outlined in [section 4](#) once final payments have been received in your nominated bank account.

2.2.5 Transfer in GPMS

After the provider confirms payment has been received, the relevant team within the department can complete the transfer in GPMS.

The agreed transfer activation date is used to support the transfer regardless of the date the system action is completed. This means a transfer can be actioned after the intended transfer date and still reflect the intended date once the transfer is completed.

Note:

This step is completed by departmental staff and does not require any action from the provider.

2.3 After the transfer

2.3.1 Transfer and set up services in the My Aged Care Service and Support Portal

Once the transfer is completed in GPMS, the relevant team within the department will process the transfer in the My Aged Care Service and Support Portal.

The receiving provider can then add transferred services to shell outlets and make them operational.

For guidance with adding services to outlets in the My Aged Care Service and Support portal, please see the [My Aged Care Service and Support portal user guide: Creating service delivery outlets and adding service information](#).

2.3.2 Check My Aged Care visibility

Providers should check that the service is visible on the My Aged Care [website](#) following the transfer. The My Aged Care Service and Support Portal sends information to the My Aged Care website at 2 am and 2 pm each day, with website processing expected by 8 am and 8 pm respectively.

If your service does not appear within 24 hours please contact the My Aged Care Helpdesk on **1800 846 799**

2.3.3 Return final client mapping

The completed final client mapping extracts should be returned to the department using the AgedCareTransfers@health.gov.au email address.

When returning the final client mapping documents to the department, providers do not need to wait until they have completed the mapping for all services. They can return it one service at a time.

For example, a provider transferring 3 services who has completed the mapping for service 1 can return that to the department while still working on the mapping for services 2 and 3. This will allow the department to commence actioning service 1 while the provider continues to work on the other two services. Providers should only return completed mapping for a service.

It is also important to note that where the provider has used placeholder names for the outlets in their preliminary mapping, they need to ensure their final mapping returned to the department contains the actual outlet details.

Any questions or requests for assistance relating to the mapping process should be directed to AgedCareTransfers@health.gov.au

2.3.4 Confirm client transfers

After client transfers are completed, a team lead from the receiving provider should confirm they can see all clients, and a team lead from the transferring provider should confirm that no clients remain visible against existing outlets.

If any further action is required please email AgedCareTransfers@health.gov.au for assistance.

2.3.5 Close original outlets

Once client transfers have been confirmed, the transferring provider should close or inactivate the original outlets under the transferring provider.

For more information and steps on how to make outlets inactive, see the [My Aged Care Service and Support Portal User Guide - Part 1: Administrator Functions](#).

2.3.6 Final user deactivation

Where users are retaining their email addresses, final user deactivation may occur once no further GPMS or My Aged Care Service and Support Portal activity is required under the transferring provider.

The provider's organisation administrator can then create the final users under the receiving provider.

For information about adding users in GPMS, see the [GPMS Quick Reference Guide: How to add a user](#).

For information about adding users in the My Aged Care portal, see the [My Aged Care Service and Support Portal User Guide - Part 1: Administrator Functions](#).

2.4 Viewing transferred Homes/Branches in GPMS

Users can view transferred and acquired homes/branches within the GPMS Manage Your Organisation tile.

A registered provider that has transferred one of its homes/branch to another registered provider will see a status of **Inactive** for a transferred home or **Transferred** for a transferred branch.

Any updates to the home/branch that occur after the change of ownership by the new registered provider, will not be visible to the previous registered provider. Registered providers are only able to see information relevant to transferred home/branch up until the date of transfer.

The user will not be able to add any new contacts to a transferred home/branch.

- If searching for a transferred home in the **Residential Care Homes** landing page, select **Inactive** status and apply relevant filters.
- If searching for a transferred Branch on the **Branch** landing page, select **Non-operational** status and apply relevant filters. Branches that have been transferred will display a status of Transferred

A banner will display on the home/branch details page if the home/branch has been transferred within the last 30 days.

❗ Change of ownership

The ownership of this branch was recently transferred from your organisation to [NEW Registered Provider's Name].

For guidance with using the Manage Your Organisation tile in GPMS, see the [GPMS User Guide: Manage Your Organisation tile](#).

2.5 Viewing acquired homes/branches in GPMS

In the Manage Your Organisation tile, on the **Residential Care Home/Branch** landing pages, users can view information for homes/branches that have recently been acquired or have had a change in ownership.

Information banners will display on the relevant homes'/branches page to alert users to the transfer status of the home.

❗ Acquired home

The ownership of this home was recently transferred to your organisation from [Previous Registered Provider's Name]. Review the details to ensure they are correct.

2.6 Additional Information

2.6.1 User Access

Where users are transferring with a service, the required user access action depends on whether users will receive new email addresses as part of the transfer or will keep their existing email addresses.

Scenario	What this means for providers
Users receive new email addresses	Users can be created under the receiving provider using their new email addresses. No department deactivation action is required for those users.
Users keep existing email addresses	Existing user accounts may need to be deactivated before users can be created under the receiving provider, as GPMS and the My Aged Care Service and Support Portal do not allow multiple user accounts with the same email address.
Provider responsibility	The department will not create new user accounts. The receiving provider's organisation administrator is responsible for creating users under the receiving provider.
Coordinated deactivation	Where deactivation is required, the relevant teams within the department will coordinate these requests based on provider-prioritised user lists.

If the users need to be deactivated, the timing of the deactivation of the users will need to be coordinated with the provider. The suggested approach to prioritisation would be that the users are broken up into three categories

- **Priority 1 users:** Users who can be deactivated prior to the transfer occurring. These users can then be set up in the system against the receiving provider to create the shell outlets, add the services once they are transferred and be ready to receive any referrals that come in once the services are set up.
- **Priority 2 users:** Users who can be deactivated once the service transfer is completed
- **Priority 3 users:** Users who can be deactivated once all activities have been completed under the original providers. This should include reporting in GPMS and confirming client transfers and outlet closures have occurred in the My Aged Care Service and Support Portal.

2.6.2 CHSP Services

CHSP services do not transfer in GPMS. If multiple CHSP providers are merging into one provider, the CHSP business team should be engaged about the funding agreement and the desired outcome for any new or updated agreement.

From a system perspective, client record clean-up, client mapping and transfer of clients are still key activities. However, the service ID's of the transferring CHSP provider will no longer be used under the receiving provider. Clients will be transferred to the receiving provider's existing service IDs or to new service IDs generated under the receiving provider, depending on the final funding arrangement.

3.Reporting and value stream impacts

Area	Provider-facing impact
Star Ratings	A residential care home transferred to a different provider will no longer display previous Star Ratings history in GPMS or on My Aged Care. For a period after the transfer, My Aged Care will show that the home is exempt from Star Ratings due to transfer of ownership.
Star Ratings subcategories	The overall Star Rating remains exempt until the home has ratings for all four subcategories. Staffing, Quality Measures, Residents' Experience and Compliance ratings have different exemption timelines.
Quarterly Financial Reporting (QFR)	If a service transfers during a reporting quarter, reporting responsibilities are apportioned. The transferring provider reports from the start of the reporting period to the transfer date, and the receiving provider reports from the transfer date to the end of the reporting period.
24/7 Registered Nurse Reporting	RN data for periods before the transfer will no longer be available in GPMS or on My Aged Care after a residential service transfer. Data begins populating again following the next submission.
Provider Operations	Provider Operations data is published annually for the previous financial year. A transfer is not expected to have an immediate impact until the provider submits the next report that includes transferred services and the data is published.

4. Contacts

Providers should use the relevant contact below, depending on the service type or subject matter. Program areas may provide additional contacts as part of the transfer or merge process.

Area	Contact email
ACG Aged Care Data Transfer team	AgedCareTransfers@health.gov.au
Aged Care Payments	AGEDCARE.PAYMENTS@health.gov.au
ACQSC	Registrar.applications@agedcarequality.gov.au
Support at Home	Servicedeliverybranchrequests@health.gov.au
Transition Care	TCP@health.gov.au
NATSIFACP	NATSIFACP@health.gov.au
MPS	mpsagedcare@health.gov.au
CHSP	CHSPSelection@health.gov.au
Services Australia	Agedcare.Program.Management@servicesaustralia.gov.au
Star Ratings	StarRatings@health.gov.au
QFR / Provider Operations	ACFRQFRQueries@Health.gov.au
VIC/TAS Local Network	Vicplaces@health.gov.au
NSW Local Network	NSWplaces@health.gov.au
QLD Local Network	Engagement.QLD@health.gov.au
SA Local Network	Saplaces@health.gov.au
WA Local Network	Engagement.WA@health.gov.au
NT Local Network	NTplaces@health.gov.au

5. Glossary

Acronym	Definition
ABN	Australian Business Number
ACG	Aged Care Gateway

Acronym	Definition
ACQSC	Aged Care Quality and Safety Commission
CHSP	Commonwealth Home Support Programme
GPMS	Government Provider Management System
IT	Information Technology
MPS	Multi-Purpose Services
My Aged Care	Australian Government's aged care information and service finder platform (not an acronym, but referenced throughout the guide)
NATSIFACP	National Aboriginal and Torres Strait Islander Flexible Aged Care Program
QFR	Quarterly Financial Report
RAM	Relationship Authorisation Manager
RN	Registered Nurse
Support at Home	Australian Government aged care program replacing Home Care Packages and Short-Term Restorative Care (where relevant to current program terminology)
TCP	Transition Care Programme
Tier 2	Departmental/System Support Team responsible for escalated user management and technical support activities
Vanguard	Services Australia identity and authentication platform used for provider access management