



What's New?

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

This update provides a summary of the system changes delivered from 19 October 2026 Release for the:

- **Aged Care Gateway (ACG)**, including enhancement to the:
 - Assessor Portal
 - Service and Support Portal
 - Client Online Account
- **Government Provider Management System (GPMS)** including enhancements to the:
 - GPMS Registered Provider Portal

Contents

Aged Care Gateway (ACG) Portal changes	3
Reinstate provider specialisation verification functions in Service and Support Portal	3
Reinstate Client Journey Tracker	3
Improved prioritisation for clients with Motor Neurone Disease	4
Improved portal access controls	4
Additional Aged Care Gateway Portal resources	4
Government Provider Management System (GPMS) changes	5
24/7 registered nurse reporting for Multi-Purpose Service Program providers	5
Quality Standards audit enhancements	5
Additional GPMS resources	5

Aged Care Gateway (ACG) Portal changes

This summary outlines the key ACG changes available from 19 October 2026.

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

Reinstate provider specialisation verification functions in Service and Support Portal

The changes in this release align with the 2025 Specialisation Verification Framework and support all updates introduced from 1 November 2025. They enable prospective providers to apply for specialisation verification through the Service and Support Portal. The 2022 and 2025 applications remain separate, enabling providers to view 2022 applications, manage verified specialisations under the relevant framework, and submit and manage 2025 applications.

What's changed:

- specialisation verification applications can be submitted and managed through the Service and Support Portal. When viewing application details, specialisation under the 2022 framework remain read-only and unchanged for transparency and audit purposes
- applications are now managed at an individual specialisation level, allowing specialisations to be assessed and finalised independently
- applications that were submitted off system between 1 November 2025 and 19 October 2026 are now migrated and viewable in the Service and Support Portal and all other applicable systems. This includes interim application history, unsuccessful and withdrawn applications
- verified specialisations can be removed, through the Service and Support Portal
- renewal of verified specialisations can now occur at any time during the verification period, simplifying this process
- the specialisation names for all verified specialisations have been updated to create a unified specialisation naming convention for a consistent approach across the 2022 and 2025 Specialisation Verification Frameworks
- verified specialisations can be viewed from both frameworks using unified specialisation name search terms and filtering tools across all ACG portals, the Find a Provider tool, and the My Aged Care website
- improved provider experience, including clearer system messaging and automatic alignment of verified specialisations across all service items of an outlet

These changes improve the accuracy and consistency of provider specialisation verification process and information, reduce reliance on manual processes, increase visibility of verification outcomes, and make it easier for older people to find providers that offer the verified specialised care they need.

Reinstate Client Journey Tracker

The Client Journey Tracker is a visual tool that shows where a client is in their My Aged Care journey. It has been updated and re-introduced to reflect the changes brought in under the Support at Home program and the new Aged Care Act.

What's changed:

- the Client Journey Tracker is re-introduced across the Client Online Account, Assessor Portal, and Service and Support Portal
- the Client Journey Tracker illustrates the main stages along the client journey from registration to service delivery, as well as guidance on current stage and next steps
- the Client Journey Tracker has been updated to remove Home Care Package information

- for eligible clients, the Client Journey Tracker now includes the Support at Home program stages
- clients receiving home support assessments will now be able to view additional stages related to delegate approvals

These changes improve visibility of a person's progress through the aged care system, increase transparency, support more informed conversations, and provide clients and staff with clearer information to make decisions and plan next steps. The Client Journey Tracker should be viewed in conjunction with the Client Summary, which can be accessed through the client record and provides further detail.

Improved prioritisation for clients with Motor Neurone Disease

The Support at Home program has been enhanced to better support clients living with Motor Neurone Disease (MND). As part of these improvements, clients with MND will receive urgent priority access to the program.

What's changed:

- clients identified as having MND will be given a higher priority for assessment. This means that under this new criterion, clients with this condition are automatically assigned an urgent priority category as soon as their assessment is completed

These changes remove the need for manual updates and reducing the risk of inconsistent decisions. This helps ensure clients with complex and urgent care needs receive timely support and services while maintaining alignment with policy requirements.

Improved portal access controls

The My Aged Care Service and Support Portal has been updated to strengthen access controls and better protect client information. These enhancements are applied automatically to improve how user access is managed across the Aged Care Gateway portals, helping ensure client information is only available to authorised users.

What's changed:

- enhanced checks have been introduced to ensure users can only access information relevant to their role and responsibilities
- improvements to how user account access and sign-in sessions are managed across the portal
- additional controls have been implemented to support the management of user accounts and organisational access arrangements

These changes help strengthen the security and integrity of the portal, support the appropriate management of client information, and improve the Department's ability to manage access in line with system requirements and obligations.

Additional Aged Care Gateway Portal 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 (GPMS) changes

This summary outlines key GPMS Registered Provider portal changes available from 19 October 2026.

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

24/7 registered nurse reporting for Multi-Purpose Service Program providers

Additional functionality has been implemented to support 24/7 registered nurse (RN) reporting for Multi-Purpose Service Program (MPSP) providers.

What's changed:

- MPSP providers can now submit monthly 24/7 RN reports using GPMS
- Business to Government integration supports submission of reporting information through digital channels

These enhancements improve compliance monitoring, provide a consistent reporting experience across provider types, reduce manual administration and support monitoring of 24/7 RN obligations.

Quality Standards audit enhancements

GPMS has been enhanced to support the management and visibility of Quality Standards information.

What's changed:

- additional Quality Standards data can now be received, stored and displayed internally within GPMS
- GPMS will now display additional fields on the Quality Standards audit pages for all Quality Standards audits. This includes the audit purpose (e.g. renewal, registration, variation) and the aged care categories assessed in the audit
- audit information is more accurately represented within provider records
- audit outcomes will be displayed on the My Aged Care website where applicable
- visibility of provider Quality Standards performance information has been enhanced

These enhancements improve transparency, strengthen oversight capability and provide more complete information to support provider performance monitoring and informed consumer choice.

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 Department's 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](https://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's Customer Contact team via info@agedcarequality.gov.au or 1800 951 822. For information about your reporting obligations, please visit the Aged Care Quality and Safety Commission's [website](#).