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 #88

12/11/2026

Disclaimer

The department makes every effort to ensure that the material shared is accurate and up-to date.

Any material provided is high level and should not be taken or relied upon as specific advice. Sector Partners is not a substitute for professional advice and organisations should obtain professional advice relevant to their requirements or circumstances.

Organisations should exercise independent skill and judgement before relying on any information shared.

Material presented may incorporate or summarise views, standards or recommendations of other parties, and may not necessarily reflect the considered views of the department or government.

Any references to particular products or platforms should not be taken as an endorsement of that product or platform.



WELCOME

Greetings and Acknowledgement of Country

Janine Bennett

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

Emily Simlat

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



Agenda

Digital Transformation for the Aged Care Sector

Welcome	State of Play	Synopsis of recent: Aged Care Events	End-of-Life Pathway Extension	Software Vendor Engagement	Year in Review	Q&A and Close
Janine Bennett & Emily Simlat	Janine Bennett	George Margelis	Penny Ward	Lali Gunasekara	Janine Bennett & Emily Simlat	Janine Bennett

State of Play



Janine Bennett

Assistant Secretary

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

1 year anniversary of the New Aged Care Act

Recognising the collective effort behind a more respectful, transparent and connected aged care system.

Thank you for your feedback, insights and continued partnership.



Aged Care Act, one year on.
Read about it here

Open collaboration activities

State of Play

Business Verification Testing (BVT) Register

Open to: Providers

Software vendor engagement

Open to: Software vendors

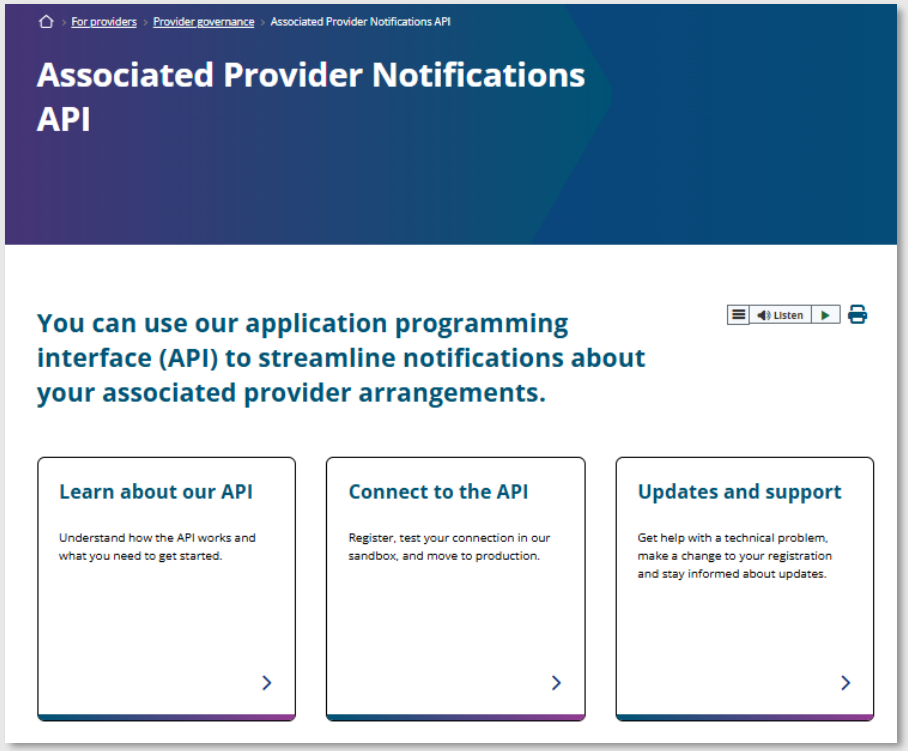
Legend

Open | Evergreen | On today's agenda | Recently closed | New | Closing soon

Associated Provider API

Aged Care Quality and Safey Commission

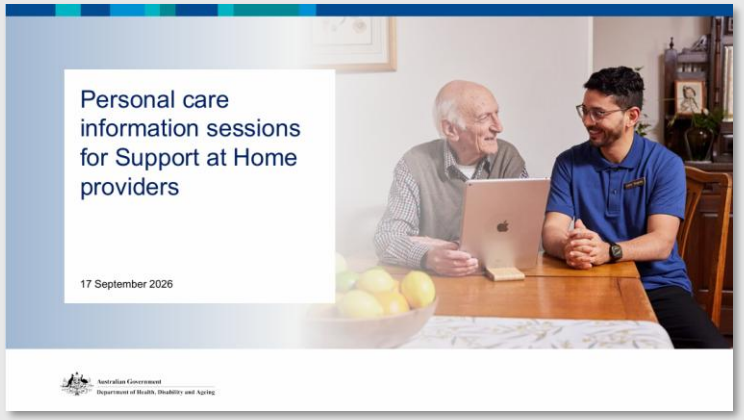
Learn more about the Associated Provider API

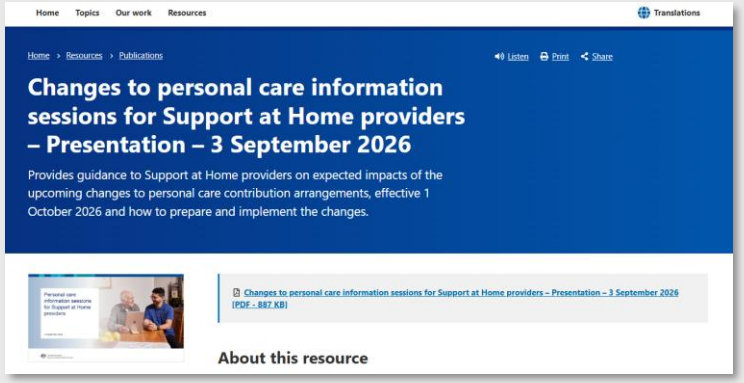


Support at Home Changes to Personal Care

Resource Collection

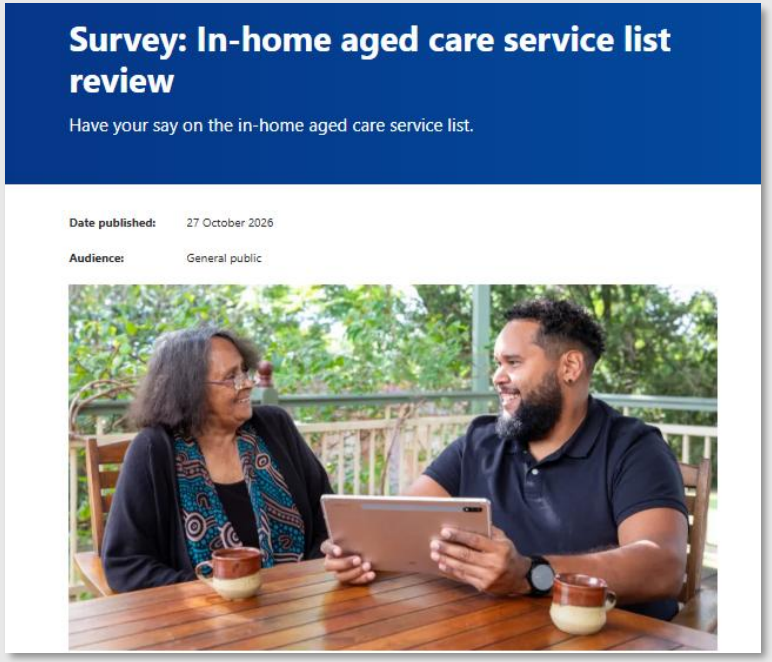
SaH Resources:
changes to personal care contribution arrangements





Survey: In-home aged care service list review

Survey:
In-home aged care service list



October Release

System changes to MAC and GPMS


Australian Government
Department of Health, Disability and Ageing

myagedcare

Government Provider Management System

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

Key updates on improving provider experience, strengthening portal access and supporting aged care reform implementation.

What's New?
Changes to MAC and GPMS
October 2026

Sector Pulse Survey

Aged Care Sector Pulse Survey

9 November 2026 – 7 December 2026

We want to hear about:

- your experience implementing aged care reform and rights-based aged care in practice
- how we can best support you
- areas where you need more guidance.

Survey here:



Australian Government
Department of Health, Disability and Ageing

Synopsis of recent: Aged Care Events



George Margelis

Chief Technology Advisor

Ageing Australia

End-of-Life Pathway extension



Penny Ward

Change Manager

Reform Delivery Branch
Department of Health, Disability and Ageing

End-of-Life Pathway extension

- From **8 March 2027**, the End-of-Life Pathway **will be extended to support continuity of care** for older people who remain living at home after the initial 12-week period.
- Eligible participants will receive an **initial funding allocation** of approximately $25,000 when they enter the pathway.
- Participants who **remain living at home at the end of the initial 12-week period** will automatically continue for a further 12 weeks and receive an **additional funding allocation** of approximately $25,000.
- **Providers do not need to arrange a reassessment** or **submit a new form** for the participant to continue on the pathway.
- **There are no changes to eligibility criteria or arrangements for accessing the pathway.**

Support at Home

End-of-Life Pathway extension

What's changing from 8 March 2027

- Participants who remain living at home at the end of the initial 12-week period **will automatically continue on the pathway for a further 12 weeks**
- Participants who continue on the pathway will receive an **additional funding allocation** of approximately $25,000.
- Providers do not need to arrange a reassessment or submit a new form for the participant to continue on the pathway
- Eligible participants **already approved for or receiving End-of-Life Pathway** services at commencement will **automatically transition to the extended arrangements**
- **The Minister signed amendments to the Aged Care Rules,** with the changes commencing on **8 March 2027**

Key message: The extension supports continuity of care by providing longer support and additional funding, without requiring eligible participants to reapply or be reassessed.

What's not changing

- Eligibility criteria and arrangements for accessing the pathway remain unchanged
- An expected prognosis of approximately three months or less to live remains required
- An AKPS score of 40 or below remains required
- Certification by a medical practitioner or nurse practitioner remains required
- A completed End-of-Life Pathway Form remains required to confirm eligibility
- Older people can access the End-of-Life Pathway once through Support at Home
- The pathway continues to complement, not replace, state and territory specialist palliative care services.

Accessing services beyond the End-of-Life Pathway

What remains in place

- Participants will exit the pathway when they pass away, no longer wish to or cannot remain at home, or their pathway ends
- Urgent Support Plan Reviews remain available where ongoing support is required
- Transition to an ongoing Support at Home classification where appropriate

Supporting continuity of care

- Providers will receive an SPR reminder from week 20
- New indicators and filters will help assessors identify participants returning from the pathway
- Participants previously receiving ongoing Support at Home services will have their account automatically reinstated

Key message:

Existing pathways to ongoing Support at Home services remain available, helping reduce disruption when participants require ongoing care.

What the change means in practice



Providers

- Plan care across **24 weeks** and **two funding allocations**
- Support participants to **understand the extended pathway**
- **Update service agreements** where required



Older People

- **Automatic release of funding** at week 13
- **No need to reapply, request an SPR** or **undergo reassessment**
- **Continued care with less disruption at a sensitive time**



Assessors

- **Improved identification of End-of-Life assessments and SPRs**
- **Improved prioritisation of End-of-Life related work**
- **No change to eligibility criteria**
- **No change to assessment arrangements for accessing the pathway**

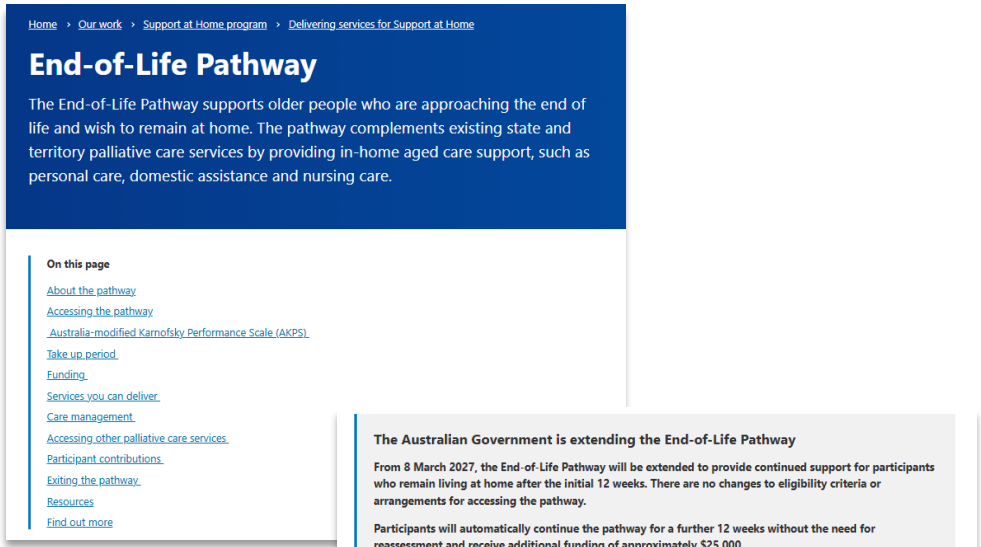
Supporting the sector

Our approach to supporting the change

- We recognise this change requires **preparation, coordination** across the sector
- **Providers, health professionals, assessors** and **sector partners** play an important role
- Our approach focuses on **early engagement, practical support and clear guidance.**
- Support will be provided **before, during and after implementation**
- We will **work with the sector** to support consistent and effective delivery



Learn more



End-of-Life Pathway overview

Provider information sessions

TODAY

Thursday 12 November 1.00 – 1.45 pm

End-of-Life Pathway extension

Scan to register

Software vendor engagement



Lali Gunasekara

Director

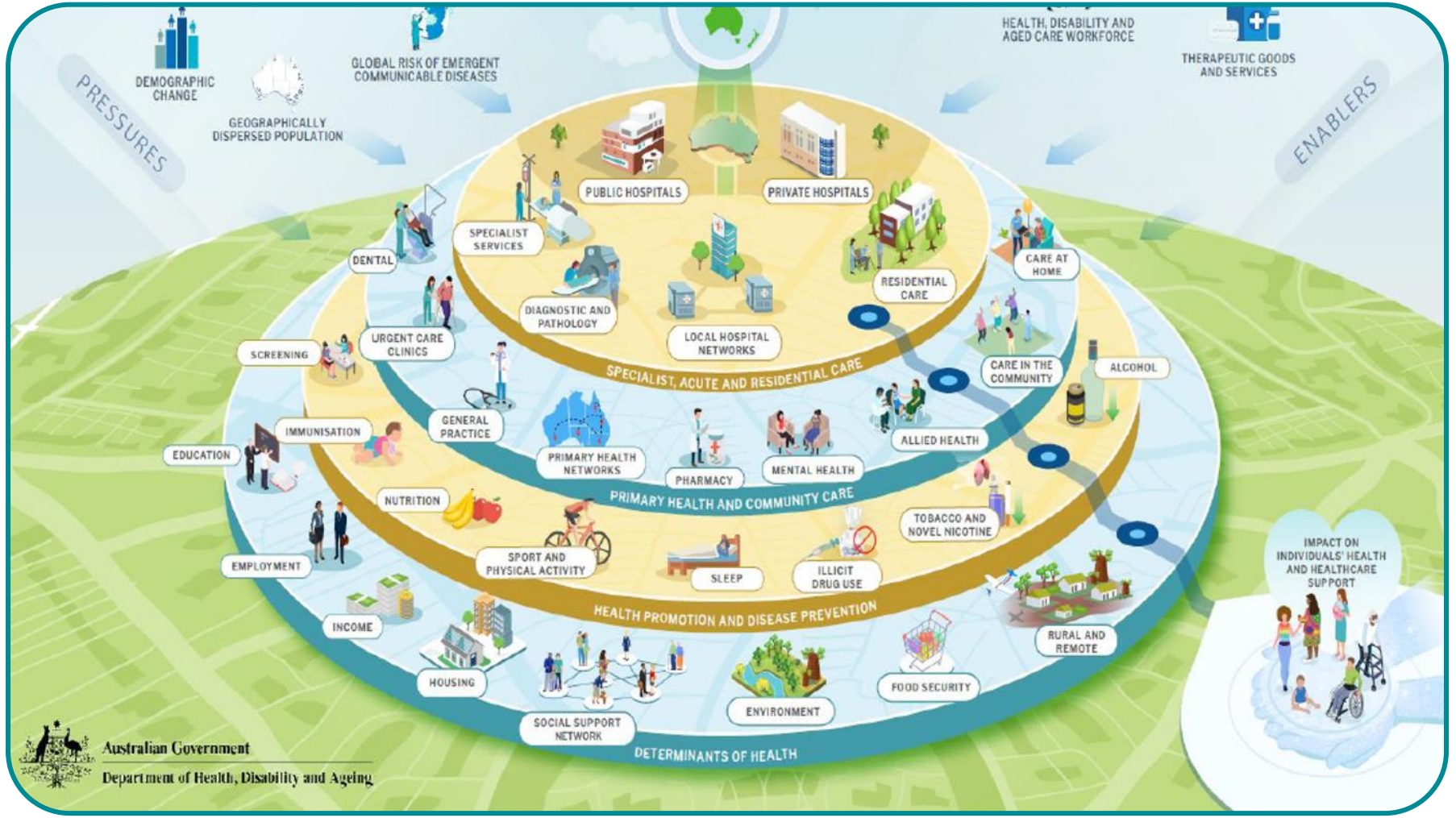
Aged Care Provider Systems Branch
Department of Health, Disability and Ageing

The context

"Government operates within an increasingly interconnected environment, where critical enabling technology is distributed across providers and third-party software vendors."



The care economy



Aged care stakeholders

The operation of the aged care system to support aged care stakeholders is reliant on ICT platforms to make enquiries or to source information.

These platforms support the following stakeholders:



Older People

Older people, their friends, families and authorised representatives, informal carers, other diverse groups (both in care and looking for care), Public Guardian and Trustee Agencies and young people in aged care.



Navigation & advocacy

My Aged Care, Care Finders, advocacy organisations and support programs.



Workforce Representative Organisations

Tertiary institutions, employment agencies, registered training organisations and unions.



Providers & workforce

Commonwealth Home Support Program providers, Support at Home providers, Residential aged care providers, flexible and innovative care, aged care workers and volunteers, sole traders and employees within these providers.



Assessors

Assessors and Assessment Organisations.



Other Healthcare

GPs and nurses outside of aged care services, hospitals, Primary Health Networks, allied health professionals, pharmacists and multi-disciplinary teams.



Government Agencies

Other federal, state and local government departments and agencies involved in or impacted by aged care reform delivery (e.g. DSS, SvA, NDIA, DVA and ACQSC).



Internal

Ageing and Aged Care Group and broader department.



Tech Enablers

Software vendors, regulatory bodies, data and benchmarking agencies and other organisations that facilitate technological adoption and change.

Stakeholder insights on vendor engagement



Consistent guidance and co-design

Providers need clear advice, practical support and a stronger voice in designing solutions.



Requirements and ongoing support

Changes in integration direction add costs. Clear escalation and reliable government data matter.



Realistic testing and lead time

Vendors need stable specifications, realistic test data and shared visibility of readiness.



Conformance within wider assurance

Product testing addresses software risks. Operational readiness and ongoing oversight remain essential.

Strengthening aged care and the care economy



Next steps

- Flexible approach
- Focus on priority issues
- Bring the right people together
- Shape engagement around interest
- Get involved

Expressions of interest

Email us: DTSectorPartners@health.gov.au

Year in Review

Janine Bennett

Assistant Secretary

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

Emily Simlat

Acting Director

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



Digital Transformation Roadmap 2026

Disclaimer

This digital delivery roadmap is a planning artefact intended to inform forward-looking discussions and prioritisation activities. It does not represent a commitment to deliver specific initiatives, scope, or timelines.

Final decisions regarding scope, sequencing, funding, and policy outcomes are subject to formal governance and approval processes, including Cabinet and Government decision-making processes. All such decisions remain at the discretion of the Government.

Department of Health, Disability and Ageing

JAN – MAR

Government Provider Management System

- GPMS offline beds self-reporting service
- Star Ratings Compliance Enhancements
- Changes for upcoming Care Minute performance-based supplements
- Provider Operations and Dollars Going to Care Preview and Publication

Business to Government

- Client Beta APIs

My Aged Care

- Support at Home letters AT-HM refinements
- Outlet configuration - Support at Home Pricing References and copy functions
- Restorative Care cap approval alignment
- Expanded Notice of Decision access permissions for provider staff
- Restorative Care Pathway cessation changes
- Automated management of Restorative Care Pathway caps

APR – JUN

Government Provider Management System

- Display of Quality Standards conformance
- Quarterly Financial Reporting updates for residential care
- Provider Operations form updates

Business to Government

- Client Production APIs
- Conformance Profiles

My Aged Care

- Digital Commonwealth Home Support Program process
- Refinements to Support at Home letters and notifications
- Statement of Reasons securely viewable in Care Recipient's profile
- Residual Support at Home assessment updates
- Delegate approval workflow for Act alignment
- Supporting Better Data Analytics for ANACC reassessments
- Care Recipient Homeless Status Flag in MAC

JUL – DEC

Government Provider Management System

- Upgrades to support future capital subsidy payments for newly built aged care homes or significantly expanded existing aged care homes

Business to Government

My Aged Care

- Digital capabilities for provider specialisation verification
- Enhanced specialisation verification application and assessment processes
- 'Find a Provider' specialisation search functionality
- Provider specialisation search enhancements for Assessor Portal
- New client journey tracker
- Additional IAT cognitive screening tool options
- Escalated assessment pathways
- Enabling review of decisions team to convert Home Support Assessment to Comprehensive Assessment

Services Australia

JAN – MAR

Services Australia Systems

- Business as Usual rate updates
- Reset of Support at Home budgets

APR – JUN

Services Australia Systems

- Reset of Support at Home budgets
- Entry Exit API
- Care Minutes

JUL – DEC

Services Australia Systems

- Personal Care Changes
- Aged Care Financial Hardship Online Solution Phase 1 [Due December]

ACQSC

JAN – MAR

Aged Care Quality and Safety Commission

- Star Rating Changes for Regulatory & Quality Decisions

APR – JUN

Aged Care Quality and Safety Commission

- Regulatory Assessment of Digital Platform Operators
- Provider Register Phase 2

JUL – DEC

Aged Care Quality and Safety Commission

- Enhancements to Smart Forms and the Bulk Upload Solution
- Internal case management system maintenance
- API Provisioning to Providers

Digital Transformation Roadmap 2027

Disclaimer

This digital delivery roadmap is a planning artefact intended to inform forward-looking discussions and prioritisation activities. It does not represent a commitment to deliver specific initiatives, scope, or timelines.

Final decisions regarding scope, sequencing, funding, and policy outcomes are subject to formal governance and approval processes, including Cabinet and Government decision-making processes. All such decisions remain at the discretion of the Government.

Department of Health, Disability and Ageing

JAN – MAR

Government Provider Management System

- Dollars Going to Care updates for financial reporting
- Enabling registered providers to view care minutes targets and performance in provider portal
- To be advised.

Business to Government

- To be advised.

My Aged Care

- System changes to support End-of-Life Pathway extension
- System changes to support End-of-Life Pathway extension
- To be advised.

APR – JUN

Government Provider Management System

- To be advised.
- To be advised.

Business to Government

- To be advised.

My Aged Care

- Changes to residential aged care accommodation pricing
- To be advised.

Services Australia

JAN – MAR

Services Australia Systems

- Residential accommodation supporting capital investment
- Support at Home End of Life Pathway Refinements
- Residential Aged Care Equity of Access – Tiering of Accommodation Supplements

APR – JUN

Services Australia Systems

- Aged Care Financial Hardship Online Solution Phase 2

ACQSC

JAN – MAR

Aged Care Quality and Safety Commission

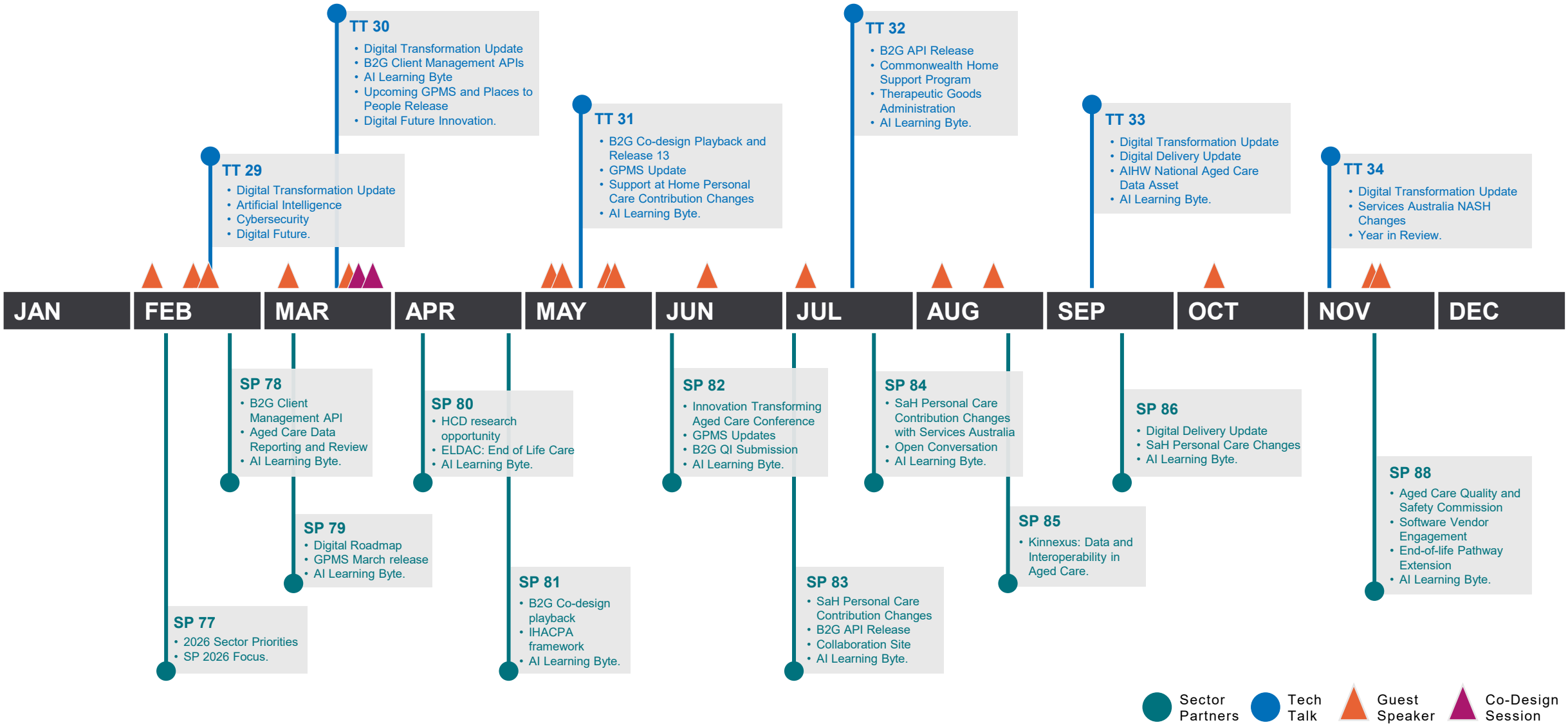
- To be advised.

APR – JUN

Aged Care Quality and Safety Commission

- To be advised.

2026 Sector Engagement



Sector Engagement: 2026 at a Glance

Breaking down our year in digital transformation engagement

Responding to your questions

209 questions asked through our sector forums
177 answered so far

Most popular question topics:
Support at Home, B2G, AI, GPMS and My Aged Care



Collaborating with the sector

11 Sector Partners meetings

354 members from 230 organisations
77 new members inducted in 2026

Digital transformation roadmap

Included 45 sector-facing digital outcomes from:

- Department of Health, Disability and Ageing
- Services Australia
- Aged Care Quality and Safety Commission (ACQSC)

Any questions?

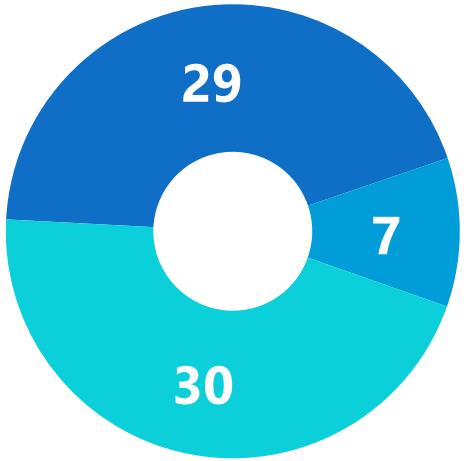
digitalservicessectorengagement@health.gov.au

2026 Membership

355 total members

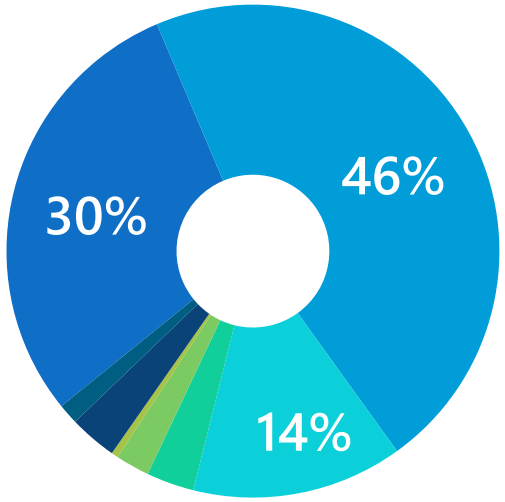
230 unique organisations

Aged Care Providers



- Homecare only
- Residential only
- Both homecare and residential

Member Organisations



- Service Providers
- ICT
- Consultants
- Government
- Peak Bodies
- Primary Health Network
- Research/Education
- Assessor Organisations
- Other

Changes in membership from the start of 2026

+77 new members

+14 total organisations

Australian Government
Department of Health, Disability and Ageing

Resource Collection

Business to Government (B2G)
Resources and Information

Services Australia
Aged Care Providers
Enquiry Hotline

My Aged Care (MAC)
Resources and Contact

Aged Care Quality and Safety Commission (ACQSC)
Contact

Government Provider Management System (GPMS)
Resources

Digital Sector Partner Meetings
Previous session and AI, cybersecurity learning bytes

2026 Video Production

★★★ **Most viewed!**

- Support at Home pricing in the My Aged Care Service and Support Portal
- How to add a Support at Home service item and complete pricing
- Logging into the GPMS portal
- Adding users in the GPMS Provider Portal
- Editing access roles in the GPMS Registered Provider Portal
- How to view organisation details in GPMS
- Government Provider Management System – About GPMS
- Reporting offline beds – GPMS
- Editing access roles in the GPMS Approved Provider Portal

9 new instructional videos

7,525 total views

Australian Government
Department of Health, Disability and Ageing

Q&A

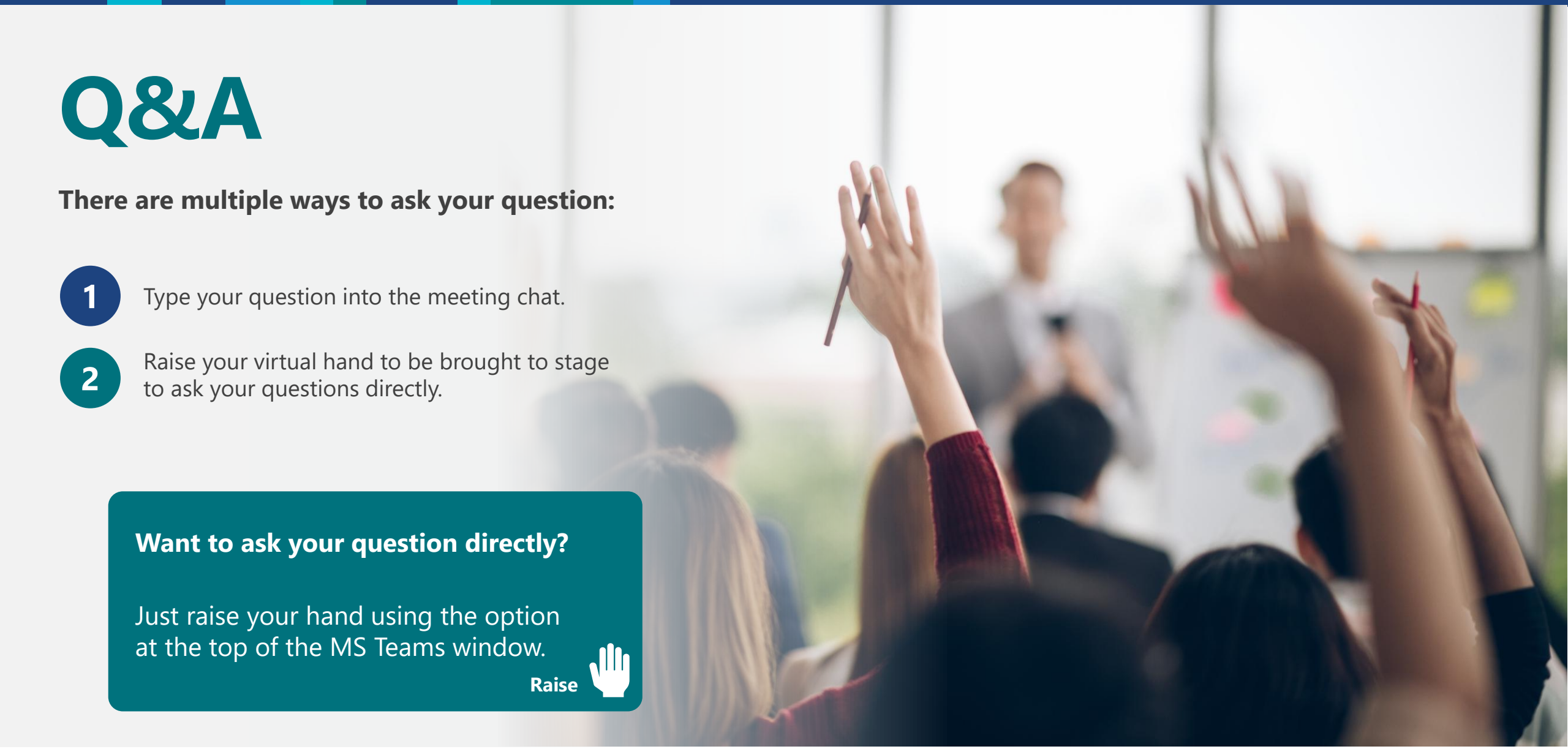
There are multiple ways to ask your question:

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.

Raise



Thank You

See you next year!

DTSectorPartners.health.gov.au

