NOVEMBER 2026 – RELEASE NOTES

5.4

Release 5.4.0 delivers updates focused on

- **better sign-in and sign-out**
- **clearer reporting**
- **smoother navigation**
- **more intuitive everyday use of the Centro ASSIST web app.**

This release reduces everyday admin and strengthens audit-readiness, so your team can spend more time on the people you support.

This is a web app release and applies to all Centro ASSIST customers.

Some updates are only visible to administrators, content editors or users who download reports, as explained below.

COLOUR KEY

Everyone | Administrators | Content editors | Report users | New users | Risk Viewer and above

In this release

No.	Update	Type	Applies to
01	Updated password requirements	CHANGE Action	Everyone
02	Microsoft Entra ID	NEW	Administrators
03	Sign-out timings	IMPROVED	Everyone
04	Updated browser support	CHANGE Action	Everyone
05	Embedded video improvements	IMPROVED	Content editors Everyone
06	Content editing improvements	IMPROVED	Content editors
07	Visibility of Controls	CHANGE	Risk Viewer and above
08	Linking policies to other policies	NEW	Content editors
09	Lists, search and navigation	IMPROVED	Everyone
10	Spreadsheet and PDF report improvements	IMPROVED	Report users

No.	Update	Type	Applies to
11	**Invitation emails**	IMPROVED	New users

01

Updated password requirements

CHANGED Everyone

! ACTION MAY BE NEEDED

New and reset passwords must meet the new requirements. Let workers know about the new requirements before they next change their password.

BEFORE

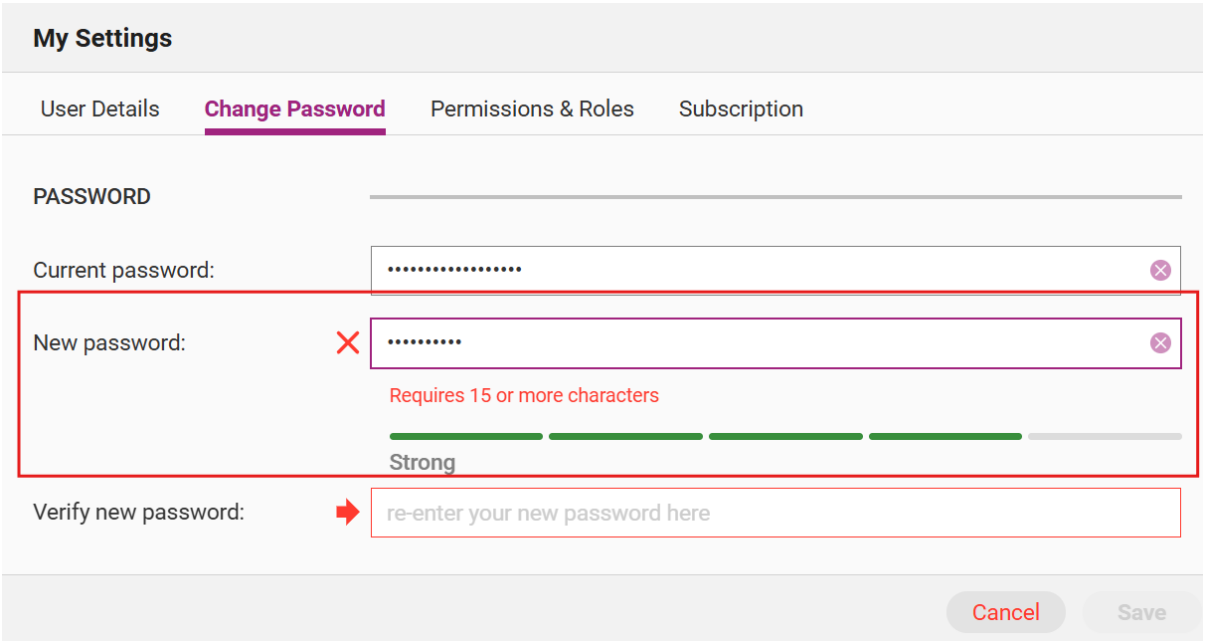
Previously, the default requirements were: At least 10 characters, at least one number, at least one upper-case letter and at least one special character.

NOW · RELEASE 5.4

In keeping up with the best security practices, password requirements have changed. New passwords must be at least 15 characters long and must not have appeared in a known data breach.

The system automatically checks that the password is not commonly used to prevent unauthorised attempts or were present in data breaches.

A password strength indicator will appear while you type. Existing passwords will continue to work until they are changed or reset.



02 Microsoft Entra ID

NEW Administrators

Azure AD is now called Microsoft Entra ID throughout the app for new options.

WHO THIS APPLIES TO

This update applies to organisations that connect Microsoft Entra ID to Centro ASSIST.

BEFORE

Previously, administrators added users individually or through a bulk import spreadsheet. Users received an invitation or signed in with Microsoft if single sign-on (SSO) was configured. Changes to user details and account deactivations had to be managed separately in Centro ASSIST, which could leave accounts out of sync with the organisation's directory.

NOW · RELEASE 5.4

Microsoft Entra ID can now be set up to be the single source of truth for user accounts in Centro ASSIST. This reduces the need to add, update or deactivate users separately in Centro ASSIST, helping keep accounts in sync with your organisation's directory.

When Microsoft Entra ID is connected:

1. Users assigned to the Centro app in Entra are automatically created in Centro ASSIST.
2. Changes to user details, such as names and job titles, flow through from Entra to Centro ASSIST.
3. Users who are unassigned from the Centro app or disabled in Entra are deactivated in Centro ASSIST.
4. External (guest) users invited into your organisation's Entra tenant are also supported.

If a user already has a Centro ASSIST account with the same sign-in address as in Microsoft Entra ID, provisioning updates the existing account rather than creating a duplicate. The first time the user signs in with Microsoft, their Microsoft sign-in is linked to that account and their history is retained.

If a user's sign-in address changes, contact Centro support to update their account.

Automatic user provisioning (SCIM) is available for organisations that use Microsoft sign-in, and this can be set up upon request, in accordance with the instructions in our **Centro Entra ID Implementation guide.**

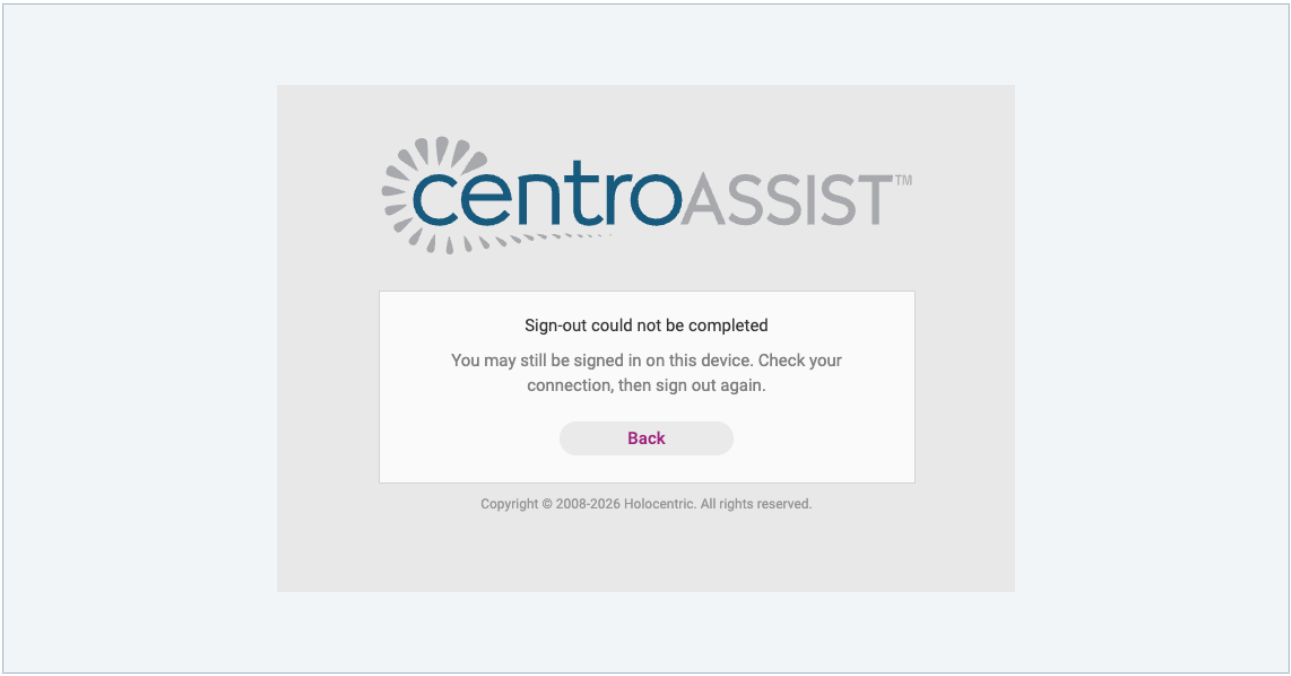
03

Sign-out timings

IMPROVED Everyone

Automatic sign-out now completes only once Centro ASSIST has confirmed your session has ended.

If it can't be confirmed (for example, while offline), you will see a message that you may still be signed in on this device, instead of being told you are signed out.



04

Updated browser support

CHANGED **Everyone**

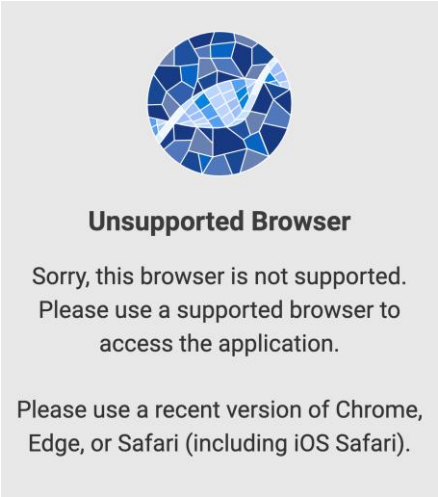
> **! ACTION MAY BE NEEDED**
> Check that the devices your staff use run a supported browser version. To continue using the web app, update your browser or operating system.

Centro ASSIST now supports

Chrome version 119 or later	**Microsoft Edge** version 119 or later	**Firefox** version 119 or later	**Safari or iOS** version 17 or later

If your device cannot use a supported browser version, you will see an unsupported browser message when signing in.

To continue using the web app, update your browser or operating system.



For the best web app experiences, always keep your preferred browser up to date.

05

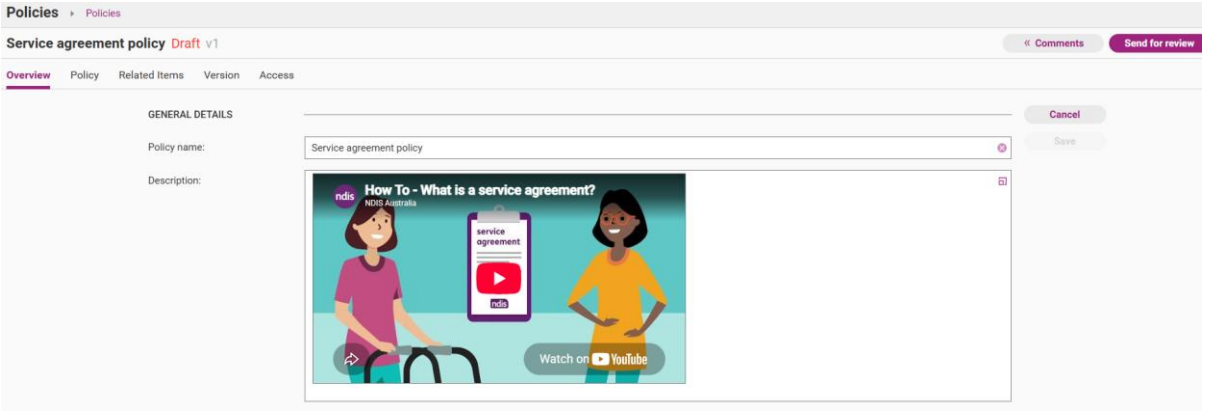
Embedded video improvements

IMPROVED Content editors

Videos from approved providers can now play while you are viewing or editing content. This includes:

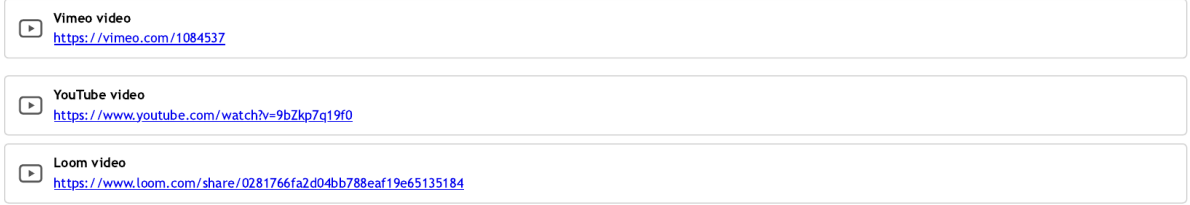
YouTube **Vimeo** **Dailymotion** **Loom** **Microsoft 365 videos from SharePoint, OneDrive and Stream.**

Videos that were embedded before this release will work without needing to be added again.



Microsoft 365 videos remain subject to their existing access permissions, so viewers must be signed in to an account that can access the video.

When content containing a video is exported to PDF, the video will appear as a card showing the provider and a link.

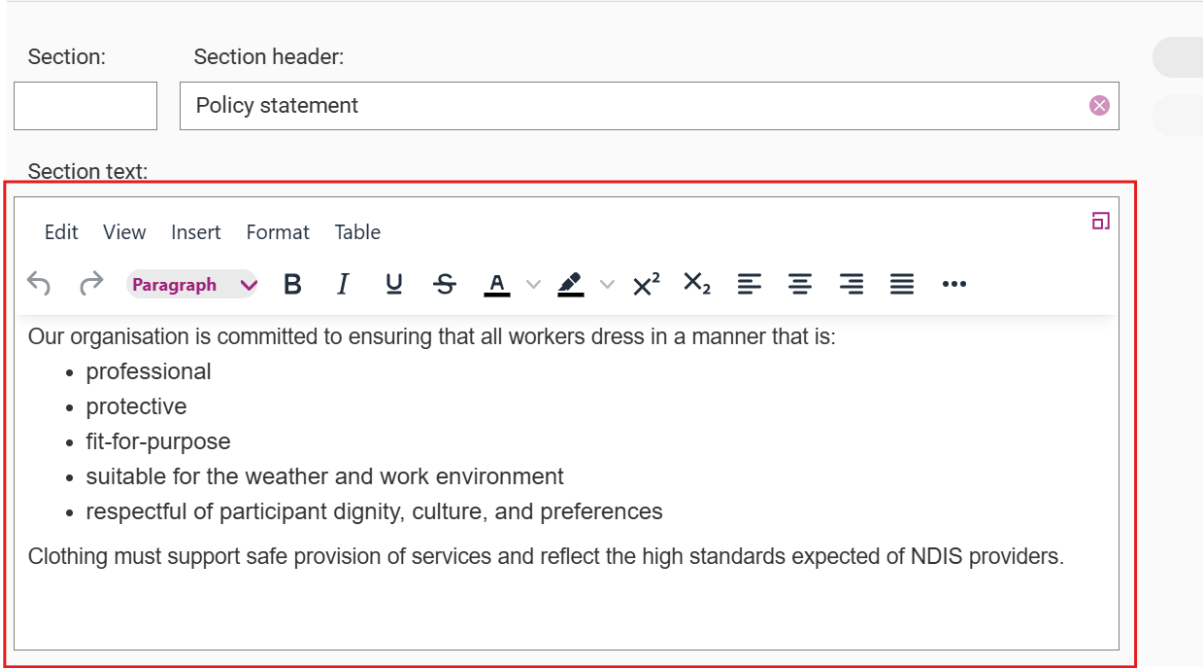


06

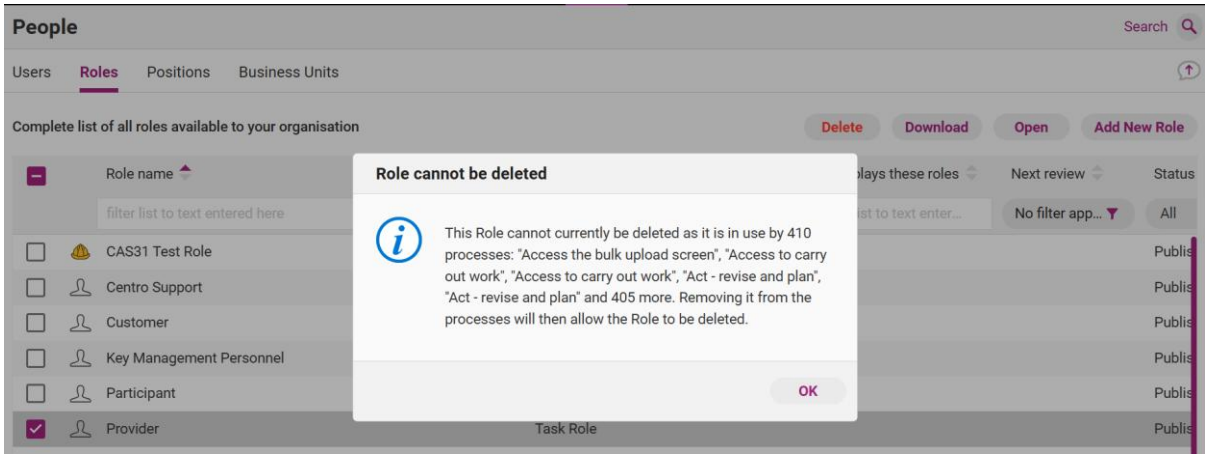
Content editing improvements

IMPROVED Content editors

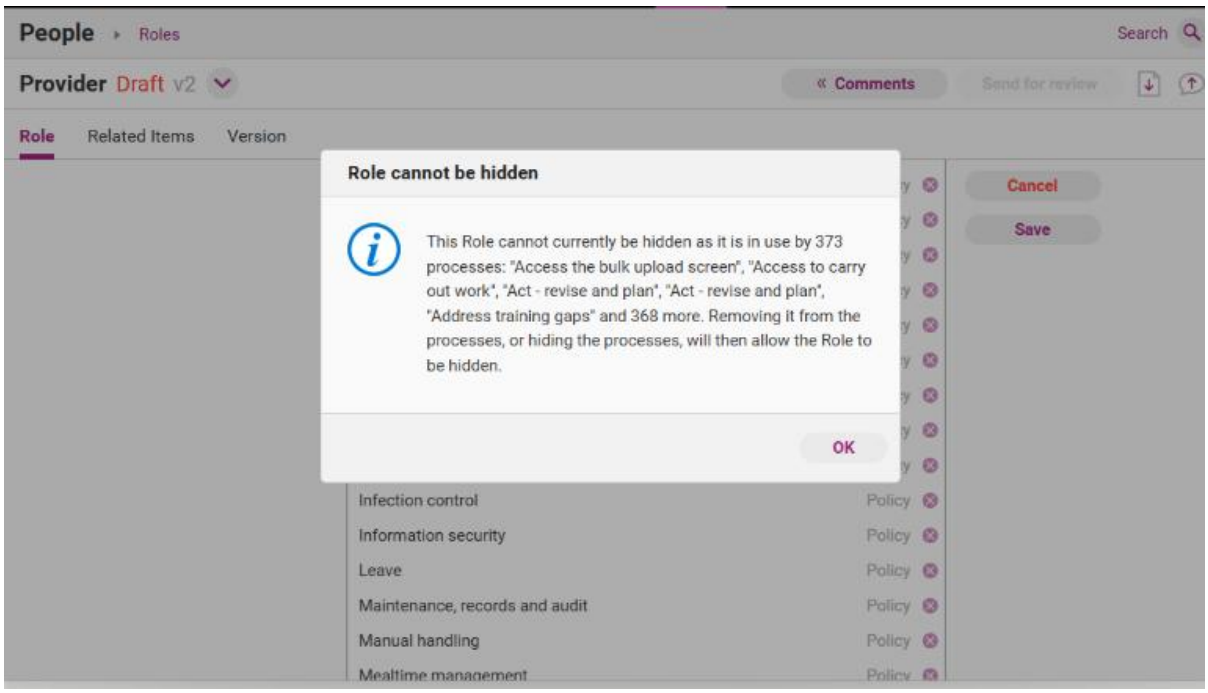
- Paragraph spacing is now shown while you edit rich-text content, helping the editing view match the published result.
- Bulleted and numbered lists pasted from Word now stay as proper lists, with their indentation.



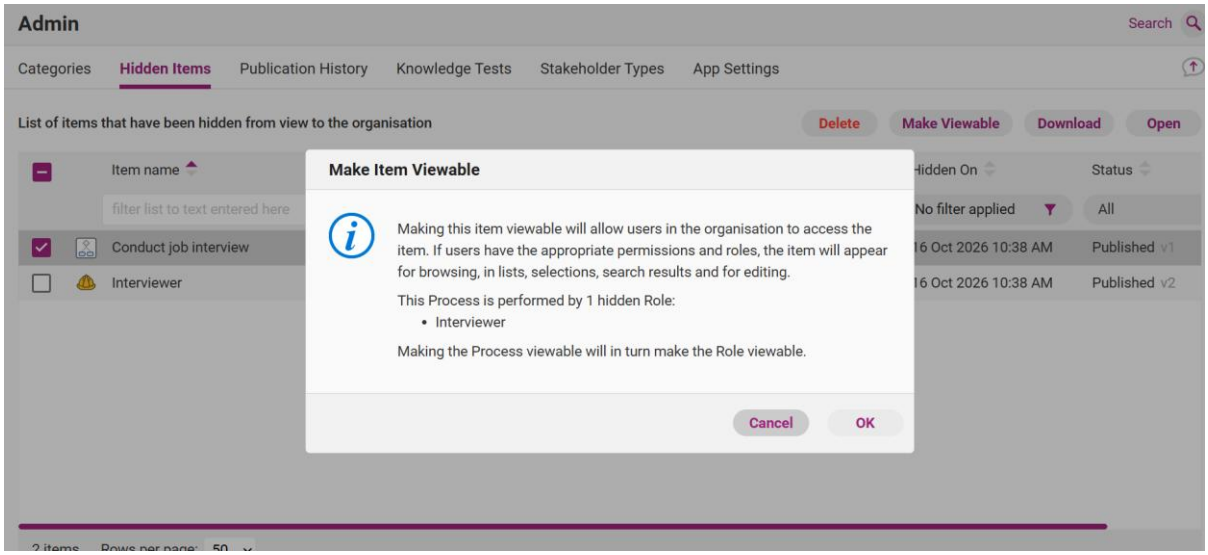
- When an action cannot be completed, the message provides a clearer explanation of what is preventing it.



- A Role used only by hidden processes can now be hidden. If the Role is still used by a visible process, it cannot be hidden and the message names the process step using it.



- When a hidden process is made visible, any hidden Roles used by that process are also made visible. The confirmation message lists the affected Roles.

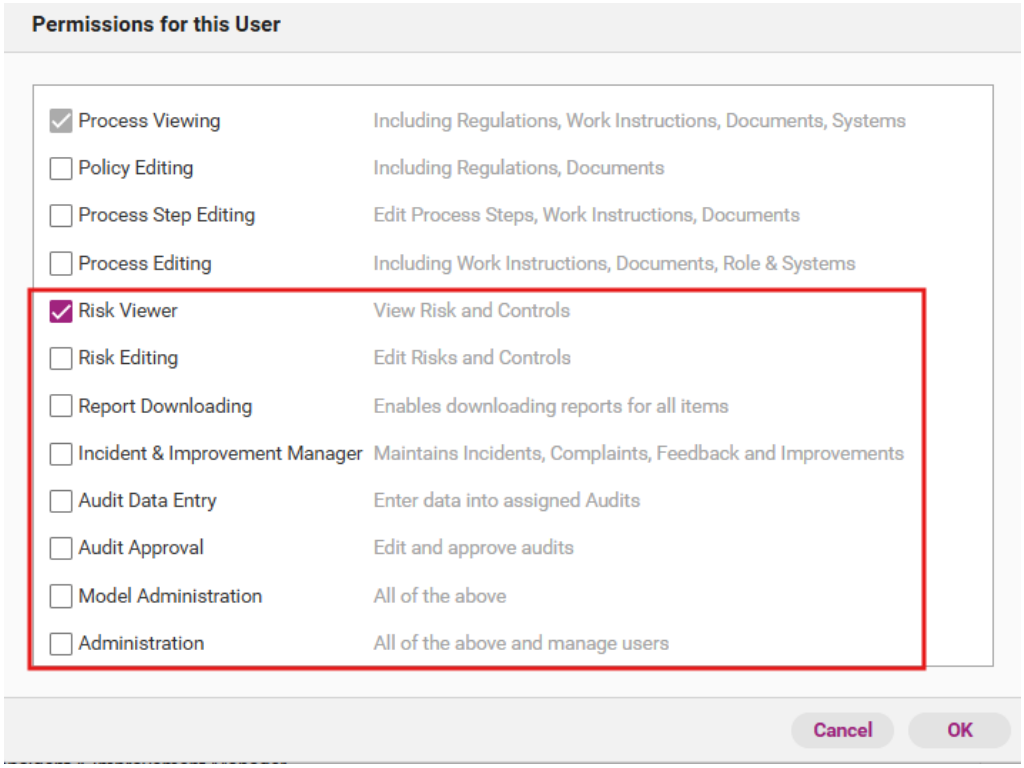


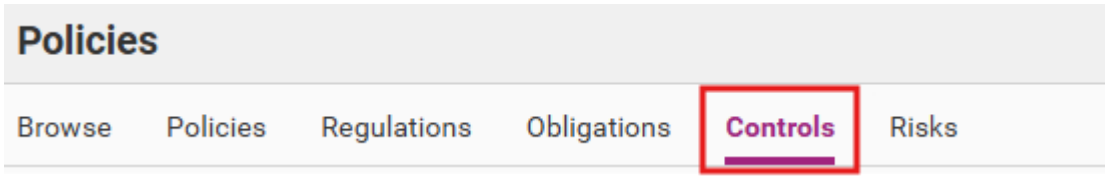
07

Visibility of Controls

CHANGED **Risk Viewer and above**

Control item types can now only be viewable by users with Risk Viewer and above. Users with Process Viewing permissions will no longer have visibility of Controls.



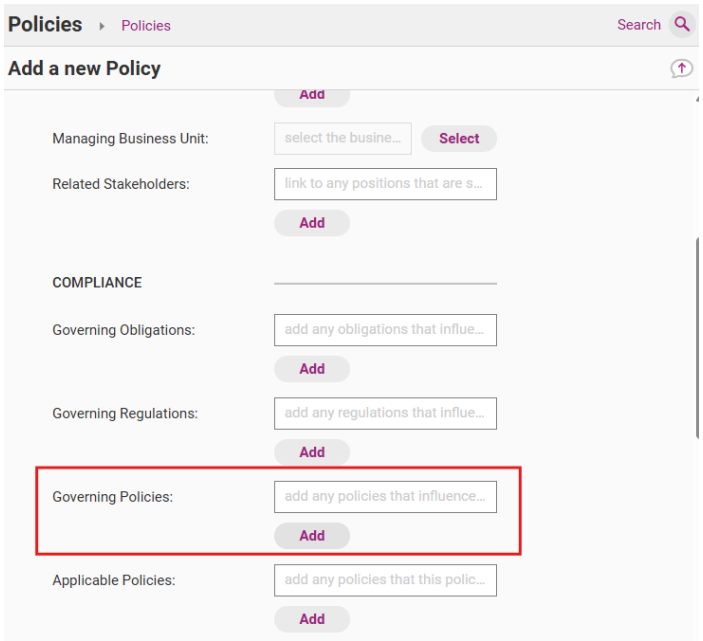


08

Linking policies to other policies

NEW Content editors

When creating or editing content in the web app, users can now link policies to other relevant policies in their system.

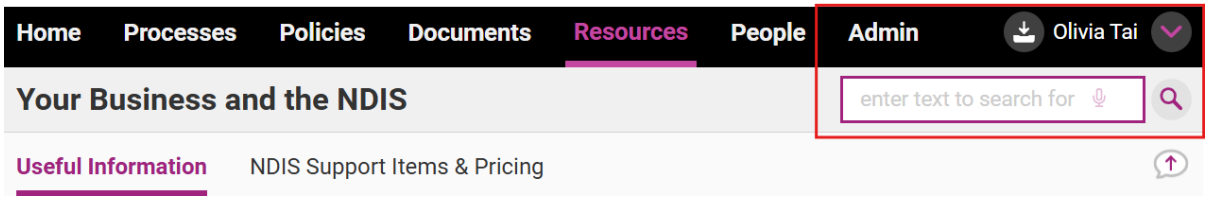


09

Lists, search and navigation

IMPROVED Everyone

- Search now reliably includes process stream stages and more accurately reflects items that have been hidden or deleted.
- The search panel now closes when you select another area of the screen.
- The user menu in the top-right corner can now be reached using the keyboard (by pressing the Tab key)



- Each list now keeps its own filters, sort order and page. For example, a filter applied to Audits To-Do no longer carries across to Approved.
- Knowledge test results now show the full date and time in the *Taken on* column.

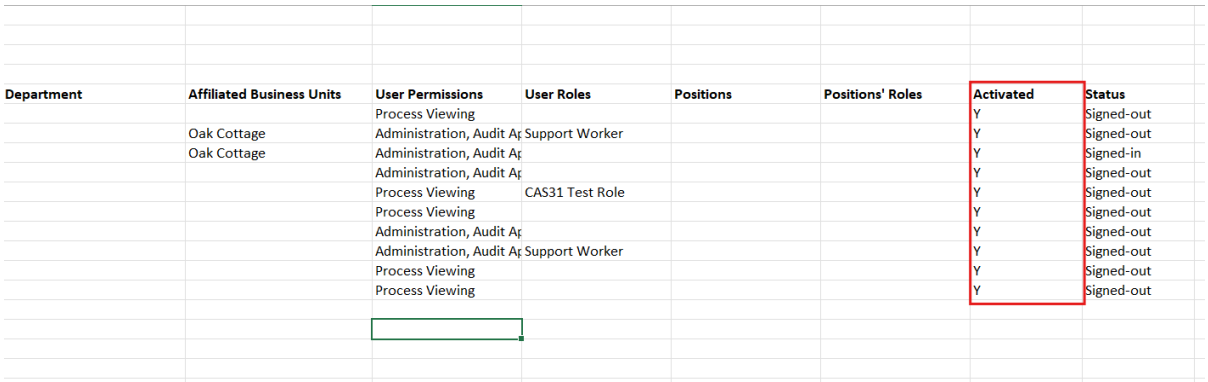


10

Spreadsheet and PDF report improvements

IMPROVED Report users

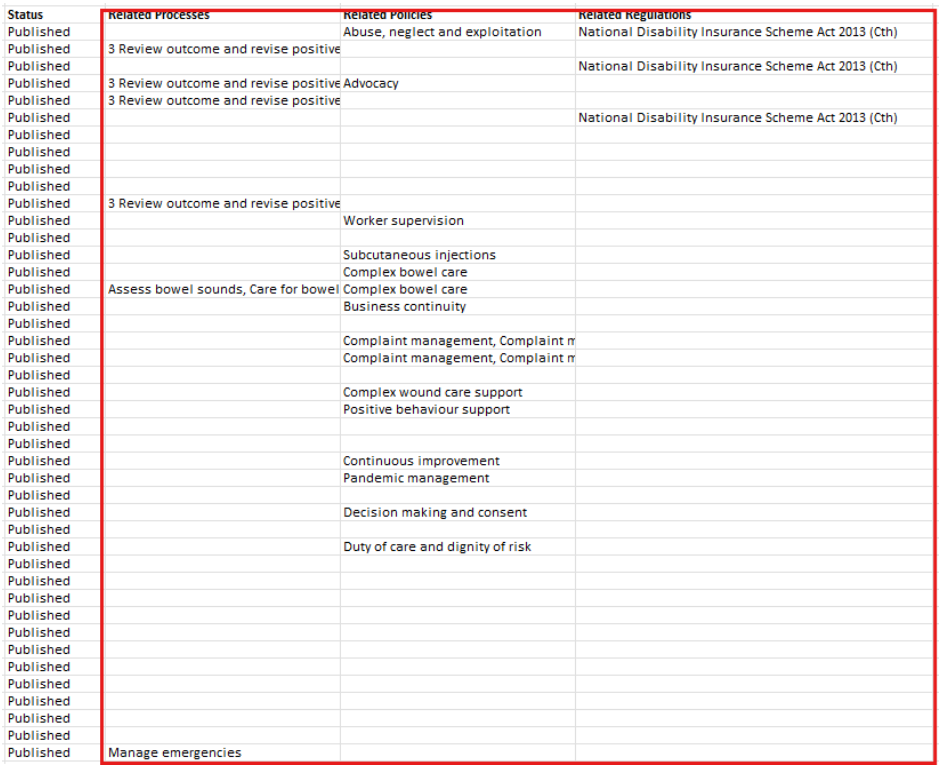
- The Required Reading and Knowledge Tests reports now include a User Activated column, making it easier to identify whether a user account is active.



Department	Affiliated Business Units	User Permissions	User Roles	Positions	Positions' Roles	Activated	Status
		Process Viewing				Y	Signed-out
	Oak Cottage	Administration, Audit Ap	Support Worker			Y	Signed-out
	Oak Cottage	Administration, Audit Ap				Y	Signed-in
		Administration, Audit Ap				Y	Signed-out
		Process Viewing	CAS31 Test Role			Y	Signed-out
		Process Viewing				Y	Signed-out
		Administration, Audit Ap				Y	Signed-out
		Administration, Audit Ap	Support Worker			Y	Signed-out
		Process Viewing				Y	Signed-out
		Process Viewing				Y	Signed-out

- Knowledge tests that are not assigned to a Role are now included in each user's Tests passed total and in the Knowledge Tests report.
- Numbered content in Excel reports is now sorted in numerical order.

- The Document Version Information export now includes Related Items, listing the related Processes, Policies and Regulations recorded against the document.



Status	Related Processes	Related Policies	Related Regulations
Published		Abuse, neglect and exploitation	National Disability Insurance Scheme Act 2013 (Cth)
Published	3 Review outcome and revise positive		
Published			National Disability Insurance Scheme Act 2013 (Cth)
Published	3 Review outcome and revise positive	Advocacy	
Published	3 Review outcome and revise positive		
Published			National Disability Insurance Scheme Act 2013 (Cth)
Published			
Published			
Published			
Published			
Published	3 Review outcome and revise positive		
Published		Worker supervision	
Published			
Published		Subcutaneous injections	
Published		Complex bowel care	
Published	Assess bowel sounds, Care for bowel	Complex bowel care	
Published		Business continuity	
Published			
Published		Complaint management, Complaint r	
Published		Complaint management, Complaint r	
Published			
Published		Complex wound care support	
Published		Positive behaviour support	
Published			
Published			
Published		Continuous improvement	
Published		Pandemic management	
Published			
Published		Decision making and consent	
Published			
Published		Duty of care and dignity of risk	
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Published	Manage emergencies		

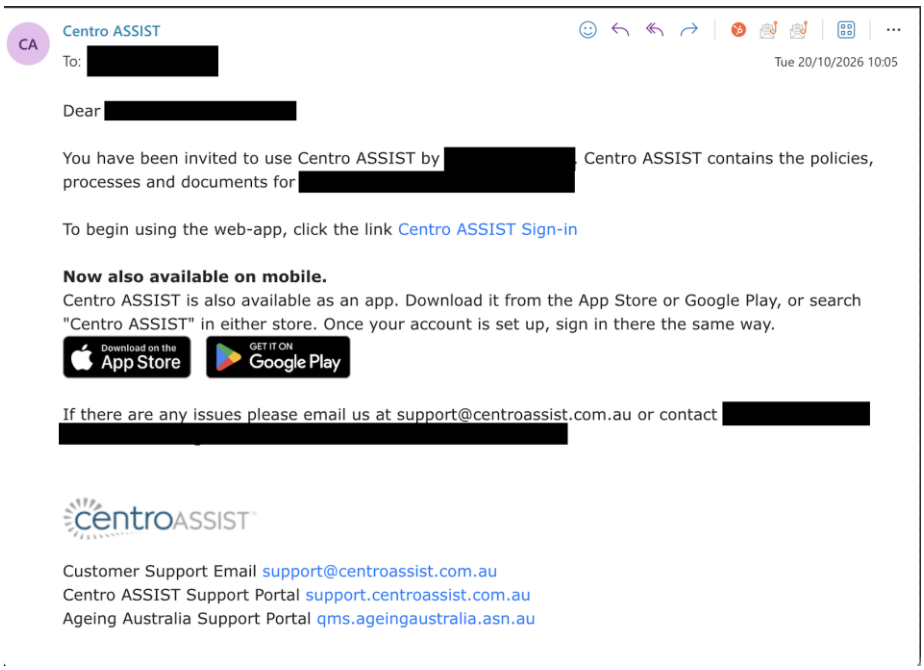
- If a report can't be completed, Centro ASSIST now shows a short message explaining why, instead of producing an empty or incomplete file.

11

Invitation emails

IMPROVED New users

Invitation and re-invitation emails now include App Store and Google Play links for the Centro ASSIST mobile app, so new users can download it when they set up their account.



CA

Centro ASSIST

To: [redacted]

Tue 20/10/2026 10:05

Dear [redacted]

You have been invited to use Centro ASSIST by [redacted]. Centro ASSIST contains the policies, processes and documents for [redacted]

To begin using the web-app, click the link Centro ASSIST Sign-in

Now also available on mobile.
Centro ASSIST is also available as an app. Download it from the App Store or Google Play, or search "Centro ASSIST" in either store. Once your account is set up, sign in there the same way.

Download on the App Store | GET IT ON Google Play

If there are any issues please email us at support@centroassist.com.au or contact [redacted]

centroASSIST

Customer Support Email support@centroassist.com.au
Centro ASSIST Support Portal support.centroassist.com.au
Ageing Australia Support Portal qms.ageingaustralia.asn.au