Government Provider Management System (GPMS)
Manage Your Organisation tile – Initial Launch Overview

Australian Government
Department of Health and Aged Care

What can be done via the Manage Your Organisation tile

Manage Organisation
The 'Manage Your Organisation' tile available on the GPMS Provider Portal homepage, will be used to:
- View and manage information relating to Organisation, Services, Third Party Arrangements and Contacts.

Update Organisation's details
There will be the ability to make real time updates for the following information:
- Organisation contact details, e.g. postal address and organisation contact.
- Create, update and cease Point of Contacts (including Primary Contacts).

Submit digital forms
To assist with reporting regulatory changes, there will be the ability to:
- Submit a Notification form about a Material Change or approved provider Key Personnel change or event.
- Request a Governing Body Determination.

View Organisation's details
See information the Department holds regarding:
- Organisation, Services and Third-Party Arrangements.
- Contacts (including Key Personnel and Point of Contacts).

Assign new roles
Organisation Administrators will be able to provision the following new roles:
- Governing Person to active Key Personnel to review and submit digital forms.
- Provider Staff (Organisation level) to update contacts, to view organisational information and create digital forms.
- Provider Staff (Service level) to update contacts, to view service information for assigned services.

What to expect in future releases

1 **Viewing and updating NATSIFAC and CHSP information**
The ability to view and update information for National Aboriginal and Torres Strait Islander Flexible Aged Care (NATSIFAC) Program and Commonwealth Home Support Programme (CHSP) will be added over time.

2 **Add Third Party Arrangements for services**
Access to create sub-contracting arrangements for services will be introduced. To continue adding Third Party Arrangements for services in the meantime, please contact the applicable State and Territory office.

3 **View all Key Personnel information**
Over time, visibility of Key Personnel information in the portal will be enhanced to display professional certifications, to better support users when notifying the Aged Care Quality and Safety Commission of a Key Personnel change or event. This includes police checks, NDIS Worker Screening Clearances, AHPRA registrations, Qualifications and Experience.

4 **Add, update and cease Service Key Personnel**
The approved provider Notification form will be further enhanced through future releases to allow the addition, update and ceasing of Key Personnel for services within the portal. In the interim a new form will be available on the portal to capture these requests.

Where to access support

Technical support
For technical support, approved providers are advised to contact the My Aged Care Contact Centre on **1800 836 799**.

User Guides
A series of user guides and support materials will be available on the department's website.

Release 8.1 questions
For any questions relating to Release 8.1, contact the team at GPMS.Project@health.gov.au.

Reporting obligations
The Aged Care Quality and Safety Commission will provide support relating to reporting obligations around Governing Body Determinations, notifying of material changes and Key Personnel events and changes.

Key Personnel changes or events
For further information about Key Personnel, go to the Aged Care Quality and Safety Commission website.

Alternative Notification form
If unable to submit the approved provider Notifications forms electronically, request a Word version by emailing APnotifications@agedcarequality.gov.au
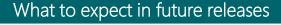
Alternative Determination form
If unable to submit the Governing Body Determinations form electronically, request a Word version by emailing GoverningBodyApplications@agedcarequality.gov.au

Third Party Arrangements for services
To add Third Party Arrangements to services, please contact the relevant State and Territory Office.