



Government Provider Management System

Glossary

July 2024

Version 1.0

This Government Provider Management System (GPMS) User Guide Glossary aims to provide clarity and definition on terms that are frequently used within the GPMS Portal and / or GPMS guidance material.

1. Glossary

Term	Description
ACCO	Aboriginal Community Controlled Organisations
ACCHO	Aboriginal Community Controlled Health Organisations
Accountability Principles	The <i>Accountability Principles 2014</i> . These principles set out various requirements an approved provider must comply with in relation to its Key Personnel, staff members, governing body, and quality care advisory body.
Accredited service	<p>A service which has been approved by the Commission to provide care and services to aged care consumers.</p> <p>As defined in the Aged Care Quality and Safety Commission Rules 2018:</p> <p>a residential care service, or a flexible care service, that has been accredited or re-accredited under Part 3 for a particular period and that period has not ended; or</p> <p>a residential care service for which a determination under section 42-5 of the Aged Care Act 1997 in force; or</p> <p>a flexible care service that is a deemed accredited service.</p>
Aged Care Act	<i>The Aged Care Act 1997.</i>
Aged Care	<p>Care of one or more of the following types:</p> <ul style="list-style-type: none"> • Residential care • Home care • Flexible care - in the form of short-term restorative care.
Approved provider	<p>Approved provider: a person or body is an approved provider if:</p> <p>(a) the person or body:</p> <p>(i) has been approved as a provider of aged care under section 63D; or</p> <p>(ii) is taken, under paragraph 63F(2)(a), to be an approved provider; and</p> <p>(b) the approval of the person or body is in effect.</p> <p>Note: The approval of the person or body ceases to have effect if it is suspended or revoked under Division 4 of Part 7A or Part 7B.</p>
Approved provider ID	This is the ID allocated to you when you were approved to provide aged care.
Approvals, Compliance and Investigations Group	<p>The Group within the Commission responsible for the:</p> <ul style="list-style-type: none"> • assessment and determination of applicants suitable to become an approved provider of home, flexible or residential care.

Term	Description
	<ul style="list-style-type: none"> management of material change notifications by approved providers revocation on request by approved providers determining non-compliance with provider aged care responsibilities and the regulatory response monitoring and management of non-compliance action with a provider review of prudential requirements of residential and financial operations of home care providers assessment of incidents reported under the Serious Incident Response Scheme.
Commission (ACQSC)	<p>The Aged Care Quality and Safety Commission. The Commission is the national end-to-end regulator of aged care services, and the primary point of contact for care recipients and providers in relation to quality and safety.</p> <p>This is undertaken in accordance with the Commission Act and the Commission Rules, or through contractual arrangements.</p>
Australian Business Number (ABN)	The entity's ABN (eleven-digit number) as shown in the Australian Business Register (see section 41 of the <i>A New Tax System (Australian Business Number) Act 1999</i>).
Australian Company Number (ACN)	The number given by the Australian Securities and Investments Commission (ASIC) to a company on registration.
Australian Securities and Investments Commission (ASIC)	Australia's integrated corporate, markets, financial services and consumer credit regulator
APHRA	<p>A person responsible for nursing services must be appropriately qualified for the role they're doing.</p> <p>This includes making sure that they're working within the scope of their training and that they have been working as a nurse in recent years.</p> <p>Medical and health practitioners should hold a current Australian Health Practitioner Regulation Agency (AHPRA) registration that allows them to practice.</p>
Business Model	A plan for the successful operation of a business, identifying sources of revenue, the intended customer base, products, and details of financing.
Care recipient	Care recipient means a person to whom an approved provider provides, or is to provide, care through an aged care service.
CEO	Chief Executive Officer.

Term	Description
Certificate of registration	Certificate issued by ASIC upon registering a body corporate.
CFO	Chief Financial Officer.
Charitable Organisation	An organisation that intends social value or utility to the general community or an appreciable section of the public, and that is not established primarily to provide profit, gain, or benefit to its individual owners or members.
Clinical Care	Health care that encompasses the prevention, treatment and management of illness or injury, as well as the maintenance of psychosocial, mental and physical well-being. It includes care provided by doctors, nurses, pharmacists, allied health professionals and other regulated health practitioners. Organisations providing clinical care are expected to make sure it is best practice, meets the consumer's needs, and optimises the consumer's health and well-being.
Commission Act	The <i>Aged Care Quality and Safety Commission Act 2018</i> .
Commission Rules	The <i>Aged Care Quality and Safety Commission Rules 2018</i> .
Commissioner	The Aged Care Quality and Safety Commissioner.
COO	Chief Operating Officer.
Description	A statement or account that describes or provides a representation in words.
The Department	The Commonwealth Department of Health and Aged Care.
DON	Director of Nursing.
Flexible Care	Defined in section 49-3 of the Aged Care Act to mean, 'care provided in a residential or community setting through an aged care service that addresses the needs of care recipients in alternative ways to the care provided through residential care services and home care services'.
Governance	The rules, practices, processes, and systems an organisation uses to direct and manage that organisation and its services.
Governing Body	As defined under the Aged Care Act, a governing body means: <ul style="list-style-type: none"> • if the provider is a body corporate incorporated, or taken to be incorporated, under the Corporations Act 2001—the board of directors of the provider; or • otherwise—the group of persons responsible for the executive decisions of the provider.
Governing Person	A governing person of an approved provider means an individual who is one of the Key Personnel of the provider under paragraph 8B(1)(a) or (b) of the Commission Act.
GPMS	Government Provider Management System
Home Care	Defined in section 45-3 of the Aged Care Act to mean, 'care consisting of a package of personal care services and other

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	<p>personal assistance to a person who is not being provided with residential care’.</p> <p>The <i>Subsidy Principles 2014</i> may specify care that does or does not constitute home care for the purposes of the Aged Care Act.</p>
Independent non-executive member	<p>An independent non-executive member is a person who does not hold another position in the organisation (i.e. is not otherwise a member of the executive team), is not able to be influenced by their connection to the organisation, does not have a conflict of interest (pecuniary or non-pecuniary), and is able to act objectively and independently in the best interests of consumers.</p>
Indictable Offence	<p>An indictable offence is defined under section 7 of the Commission Act as:</p> <ul style="list-style-type: none"> (a) an indictable offence against a law of the Commonwealth or of a State or Territory; or (b) an offence that: <ul style="list-style-type: none"> (i) is an offence against a law of a foreign country or a part of a foreign country; and (ii) when committed, corresponds to an indictable offence against a law of the Commonwealth or of a State or Territory.
Key Personnel	<p>Key Personnel as defined under section 8B of the Commission Act and includes:</p> <ul style="list-style-type: none"> (a) if the entity is not a State or Territory—a member of the group of persons who is responsible for the executive decisions of the entity at that time which includes: <ul style="list-style-type: none"> (i) if the entity is a body corporate that is incorporated, or taken to be incorporated, under the Corporations Act 2001—a director of the body corporate for the purposes of that Act; and (ii) in any other case—a member of the entity’s governing body. (b) if the entity is not a State or Territory—any other person who has authority or responsibility for, or significant influence over, planning, directing, or controlling the activities of the entity at that time; (c) if, at that time, the entity conducts an aged care service: <ul style="list-style-type: none"> (i) any person who is responsible for the nursing services provided by the service and who holds a recognised qualification in nursing; and (ii) any person who is responsible for the day-to-day operations of the service; whether or not the person is employed by the entity;

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	<p>(d) if, at that time, the entity proposes to conduct an aged care service:</p> <p>(i) any person who is likely to be responsible for the nursing services to be provided by the service and who holds a recognised qualification in nursing; and</p> <p>(ii) any person who is likely to be responsible for the day-to-day operations of the service; whether or not the person is employed by the entity.</p>
My Aged Care	<p>My Aged Care provides the information and support needed by consumers to understand, access and navigate the aged care system. My Aged Care can be accessed online, on the phone or in person.</p> <p>My Aged Care provides:</p> <ul style="list-style-type: none"> • information on the different types of aged care services available • an assessment of needs to identify eligibility and the right type of care • referrals and support to find service providers that can meet your needs • information on what you might need to pay towards the cost of your care.
Material Change	<p>A change that is substantial or considerable in nature and materially affects the suitability of an approved provider to provide aged care, notified to the Commission within 28 days of that change occurring.</p>
National Coordinated Criminal History Check (NCCHC)	<p>(A Nationally Coordinated Criminal History Check (previously known as a police check). Checks are often required when applying for employment, Australian citizenship, appointment to positions of trust and a variety of licensing and registration schemes.</p>
NDIS	<p>The National Disability Insurance Scheme (NDIS) supports support a better life for hundreds of thousands of Australians with a significant and permanent disability and their families and carers.</p>
NDIS worker screening clearances	<p>This is information acquired under or for the purpose of the Commission Act or rules that:</p> <ul style="list-style-type: none"> • is personal information; or • relates to the affairs of an approved provider or a service provider of a Commonwealth-funded aged care services; or • relates to the affairs of an applicant for approval under section 63B

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Organisation Administrator	User role within GPMS which allows the user to perform administrator functions in system such as managing user access.
Personal information	<p>Personal information and includes a broad range of information, or an opinion, that could identify an individual. What is personal information will vary, depending on whether a person can be identified or is reasonably identifiable in the circumstances. This might include:</p> <ul style="list-style-type: none"> • an individual's name, signature, address, phone number or date of birth • sensitive information • credit information • employee record information • photographs • internet protocol (IP) addresses • voice print and facial recognition biometrics (because they collect characteristics that make an individual's voice or face unique) • location information from a mobile device (because it can reveal user activity patterns and habits) <p>For more information go to oaic.gov.au</p>
Point of Contact	<p>This is a person who is nominated by an approved provider in the organisation and/or their service/s to be a Primary Contact, Alternative Contact or other contact type that will generally correspond to their role in the organisation or service.</p> <p>At least one point of contact must be allocated a Primary Contact role.</p>
Police certificates and NDIS worker screening clearance	<p>Section 48 and 50 of the Accountability Principles set out the requirements in relation to new staff members and volunteers, and the continuing responsibilities of approved providers.</p> <p>(1) An approved provider must not allow a person to become a staff member of the approved provider, or a volunteer for the approved provider, unless the approved provider is satisfied that subsection (2) or (3) applies to the person.</p>
Protected information	<p>This is information acquired under or for the purpose of the Commission Act or rules that:</p> <ul style="list-style-type: none"> • is personal information; or • relates to the affairs of an approved provider or a service provider of a Commonwealth-funded aged care services; or

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	<ul style="list-style-type: none"> relates to the affairs of an applicant for approval under section 63B
Provider responsibilities	<p>The set of responsibilities approved providers have in relation to the aged care they provide through their services to aged care consumers/care recipients. These responsibilities, under the <i>Aged Care Act 1997</i> relate to:</p> <ul style="list-style-type: none"> the quality of care they provide user rights for the people to whom the care is provided accountability for the care that is provided, and the basic suitability of their Key Personnel.
RN	Registered Nurse.
Residential Care	<p>Defined in section 41-3 of the Aged Care Act to mean, 'Personal care or nursing care, or both personal care and nursing care, that is provided to a person in a residential facility in which the person is also provided with accommodation'.</p>
Statutory Declaration	A written statement which a person signs and declares to be true before an authorised witness.
Suitability to provide aged care	<p>Section 63D(3) of the Commission Act sets out the matters that must be considered by the Commissioner when deciding whether to a person is suitable to provide aged care. These matters are mirrored in section 63J(3) and must be considered by the Commissioner when deciding whether an approved provider has ceased to be, or is not, suitable to provide aged care. The matters are:</p> <p>Sections 63D(3) and 63J(3):</p> <ul style="list-style-type: none"> the person's experience in providing, at any time, aged care, or other relevant forms of care; the person's demonstrated understanding of the person's responsibilities as a provider of the type of aged care for which approval is sought; the systems that the person has, or proposes to have, in place to meet the person's responsibilities as a provider of the type of aged care for which approval is sought; the person's record of financial management and the methods that the person uses, or proposes to use, to ensure sound financial management; if, at any time, the person has been a provider of aged care or other relevant forms of care—the person's conduct as such a provider and the person's compliance with: <ul style="list-style-type: none"> the person's responsibilities as a provider of that care; and

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	<ul style="list-style-type: none"> ○ the person's obligations arising from the receipt of any payments from the Commonwealth for providing that care; <ul style="list-style-type: none"> ▪ (ea) whether the person has at any time been ▪ convicted of an indictable offence; ▪ (eb) whether a civil penalty order against the person ▪ has been made at any time; ○ (f) any other matters specified in the rules. <p>Section 63D(4): In considering a matter referred to in paragraph (3)(a), (b), (d), (e) or (f), the Commissioner may also consider the matter in relation to any or all the Key Personnel of the person.</p> <p>Section 63D(5): The rules may specify the matters to which the Commissioner must have regard in considering any of the matters set out in paragraphs (3)(a) to (f).</p> <p>Section 63D(6): Subsection (3) does not limit the matters the Commissioner may consider in deciding whether the person is suitable to provide aged care.</p>
Suitability matters	<p>Sections 9-2A and 63-1A of the Aged Care Act require approved providers to consider the suitability matters as set out in section 8C of the Commission Act in relation to each of its Key Personnel and to be reasonably satisfied that each individual (Key Personnel) is suitable to be involved in the provision of aged care.</p> <p>Section 8C(1) of the Commission Act states: Each of the following matters is a suitability matter in relation to an individual:</p> <ul style="list-style-type: none"> • the individual's experience in providing, at any time, aged care or other relevant forms of care; • whether a NDIS banning order against the individual is, or has at any time been, in force; • whether the individual has at any time been convicted of an indictable offence; • whether a civil penalty order against the individual has been made at any time; • whether the individual is, or has at any time been, an insolvent under administration; • whether the individual is or has at any time been the subject of adverse findings or enforcement action by any of the following: <ul style="list-style-type: none"> ○ a Department of the Commonwealth or of a State or Territory;

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	<ul style="list-style-type: none"> ○ the Australian Securities and Investments Commission; ○ the Australian Charities and Not-for-profits Commission; ○ the Australian Competition and Consumer Commission; ○ the Australian Prudential Regulation Authority; ○ the Australian Crime Commission; ○ AUSTRAC; ○ another body established for a public purpose by or under a law of the Commonwealth; ○ a State or Territory authority (including, but not limited to, a body that is equivalent to a body mentioned in subparagraphs (ii) to (vii)); ○ a local government authority; • (g) whether the individual: <ul style="list-style-type: none"> ○ is, or has at any time been, the subject of any findings or judgment in relation to fraud, misrepresentation or dishonesty in any administrative, civil or criminal proceedings; or ○ is currently party to any proceedings that may result in the individual being the subject of such findings or judgment; ○ (h) whether the individual is, or has at any time been, disqualified from managing corporations under Part 2D.6 of the <i>Corporations Act 2001</i>; ○ (i) any other matter specified in the [Commission Rules].
System	<p>A network of mutually dependent processes or work operations that work together to achieve the system's aim or intent of accomplishing organisational goals.</p> <p>A system contains sub-systems which typically include the functions that support the objective of the system.</p>
You, your	The approved provider, Key Personnel or authorised person completing this form.