



# Government Provider Management System – Manage Your Organisation tile

## Frequently Asked Questions (FAQs)

These frequently asked questions provide information to approved providers regarding the Manage Your Organisation tile, accessible via the Government Provider Management System (GPMS). This document will be updated as required.

### What is the Manage Your Organisation tile?

The Manage Your Organisation tile enables approved providers to interact more efficiently with government.

### What can approved providers do within the Manage Your Organisation tile?

Approved providers can:

- View and maintain their information held by the Government for:
  - Provider details
  - Services
  - Key Personnel and contacts
  - Third party arrangements
- Complete regulatory reporting obligations via Approved Provider Notifications and Governing Body Determinations.

### How do approved providers access the Manage Your Organisation tile?

The Manage Your Organisation tile can be accessed within the GPMS Provider Portal. Three new roles have been introduced to access the Manage Your Organisation tile which will need to be assigned to you by your Organisation Administrator.

The GPMS User Guide provides users with guidance on how to log into the GPMS portal. Users can also refer to the [GPMS login support troubleshooting guide](#), which support's GPMS users to undertake basic troubleshooting with login issues. If you are still having issues, please call My Aged Care services provider and assessor helpline on **1800 836 799**.

## Who within an organisation can view and make updates to information?

Three roles allow access to the Manage Your Organisation tile. Organisation Administrators will be able to provision these roles as follows:

- **Provider Governing Person** to an active Key Personnel to allow them to review and submit digital forms
- **Provider Staff (Org)** to update contacts, to view organisational info and create digital forms
- **Provider Staff (Service)** to update contacts and to view service level information for assigned services

The Provider Governing Person and Provider Staff (Org) user can view all details about their organisation and reported contacts. Please note, a Notification form can only be initiated by the Provider Staff (Org) and Provider Governing Person user.

The Provider Staff (Service) user can view limited details about their organisation and only has access to details for services they have been granted access to by your Organisation Administrator.

Your Organisation Administrators can assign these roles to new or existing users. If you are unsure who your Organisation Administrator is, contact the My Aged Care service provider and assessor helpline on **1800 836 799** who will be able to assist.

## How do approved providers update or change details which impact suitability?

Any changes which impact your suitability as an approved provider will need to be reported to the Aged Care Quality and Safety Commission (Commission) through the Approved Provider Notification form, available on the Manage Your Organisation tile.

The requirements for assessing Approved Provider Notifications and Governing Body Determinations are not changing, just the way that approved providers can submit these forms.

For further information on your responsibilities please refer to the Commission's [website](#).

## Can I update service level Key Personnel in the Manage Your Organisation tile?

The Manage Your Organisation tile will not enable service level Key Personnel changes. To update service level Key Personnel please continue to follow existing processes. You can access relevant forms located on the Commission's website by clicking here [Notifying us of certain matters | Aged Care Quality and Safety Commission](#)

## Where can approved providers find support?

There are a range of different channels where approved providers can seek assistance.

User guides and support materials are available on the department's [website](#).

- The Aged Care Quality and Safety Commission have support materials on their website regarding approved provider obligations when notifying of material changes and Key Personnel events and changes.
- The My Aged Care service provider and assessor helpline on **1800 836 799** is available between 8am – 8pm AEST Monday to Friday and 10am – 2pm AEST Saturday.
- You can also contact the Aged Care Quality and Safety Commission's Contact Centre on **1800 951 822**

## Stay up to date with GPMS

The GPMS [website](#) will be frequently updated with information and guidance for approved providers.

To register for aged care engagement activities, visit the [Ageing and Aged Care Engagement Hub](#).

Interested in talking technology? You can register for the Digital Transformation Tech Talk Webinars via the [Digital transformation for the aged care sector](#) website.