



# **Government Provider Management System**

## **User Guide: Reporting Assessments**

**February 2024**

**Version 1.2**

This Government Provider Management System (GPMS) User Guide aims to provide Residential Aged Care Providers with an overview of how to access the Reporting Assessment application, upload information and documents for Care Minutes and 24/7 Registered Nurse Reporting Assessments, and view on-site bookings.

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# 1. Introduction

With the introduction of mandatory [Care Minutes](#) and [24/7 Registered Nurse \(RN\)](#) staffing responsibilities, Residential Aged Care Providers will be required to report the hours worked by their RNs and care staff to meet mandatory targets. As part of ensuring compliance, the Department will undertake Reporting Assessments of Care Minutes and 24/7 RN reports submitted by providers to support accurate reporting.

## 1.1 Purpose

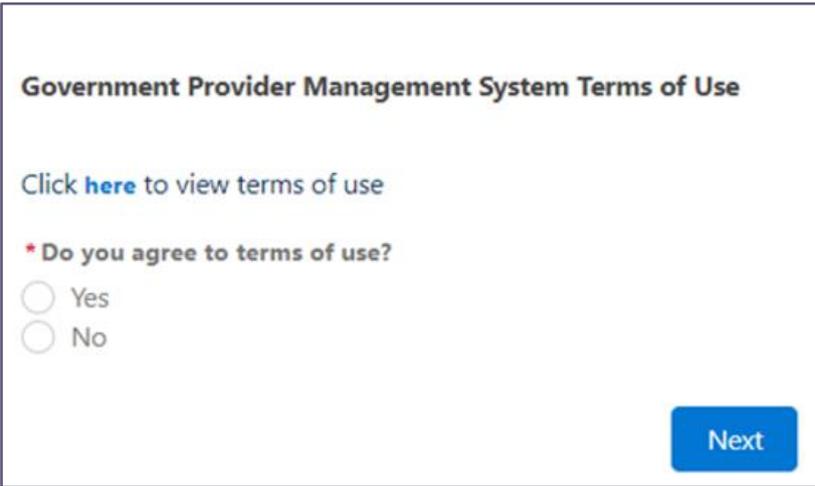
This User Guide has been designed to support Residential Aged Care Providers with the following actions:

- Accessing the Reporting Assessments application
- Uploading information and documents
- Viewing on-site bookings
- Viewing notifications

## 1.2 Before proceeding

Please be advised of the following:

The Department of Health and Aged Care will retain records of your access to GPMS. When prompted, you must accept the [GPMS Terms of Use](#) to be able to access the system.



**Government Provider Management System Terms of Use**

Click [here](#) to view terms of use

\* Do you agree to terms of use?

Yes

No

Next

## 1.3 Login to the GPMS portal

To login to the GPMS portal please visit [Log In Using | Service Provider Portal](#).

If you require assistance logging into the GPMS portal, please refer to the [GPMS Logging in to the Aged Care Systems](#).

## 2. Further information and support

Visit the [Care time reporting assessments](#) website for more information.

If you require further assistance to login to GPMS please contact the My Aged Care service provider and assessor helpline on **1800 836 799**, Monday to Friday (8am to 8pm) and Saturday (10am to 2pm) local time across Australia.

For translating and interpreting services, call **131 450** and ask for My Aged Care service provider and assessor helpline on **1800 836 799**.

To use the National Relay Service, visit [About the National Relay Service \(NRS\) | Access Hub](#) or call **1800 555 660**.

To access sign language interpreting and captioning services through Deaf Connect, call **1300 773 803** or email [interpreting@deafconnect.org.au](mailto:interpreting@deafconnect.org.au).

## 3. Reporting Assessments

### 3.1 Accessing Reporting Assessments Application

Reporting Assessments are completed through the GPMS portal.

The primary purpose of the Reporting Assessment application is to allow residential aged care provider services to provide requested documentation and information, and to check the correct date and time have been recorded for their on-site booking.

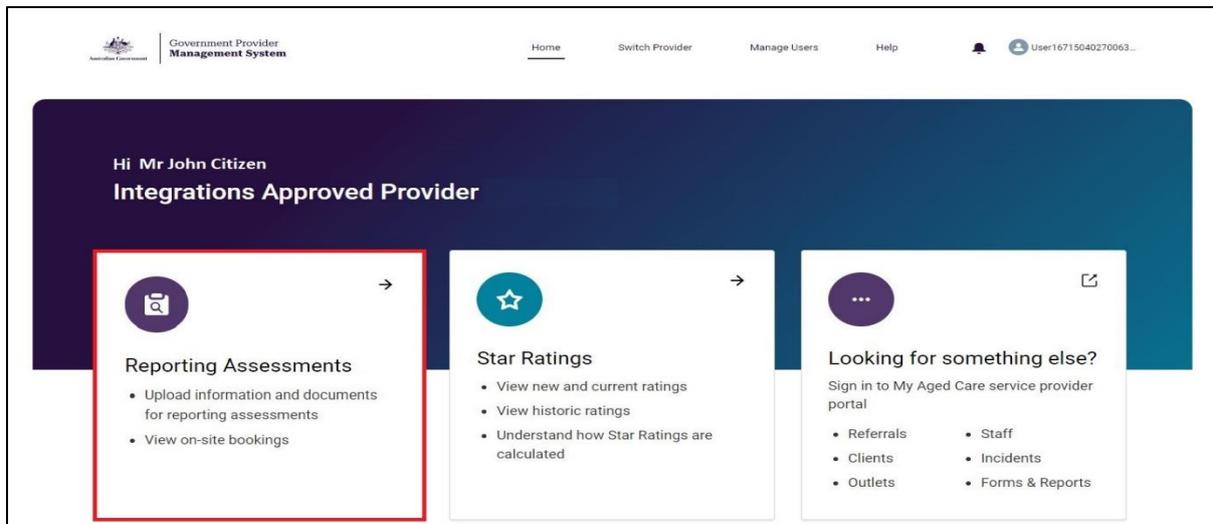
To access the Reporting Assessment application, you will need to have the 24/7 RN Reporter role. If you do not have this role you will need to discuss your need with your Organisation Administrator.

If you are an Organisation Administrator, you can assign yourself and other staff members 24/7 RN Reporter access. To do this, please refer to the [Government Provider Management System – User Guide](#) for more information.

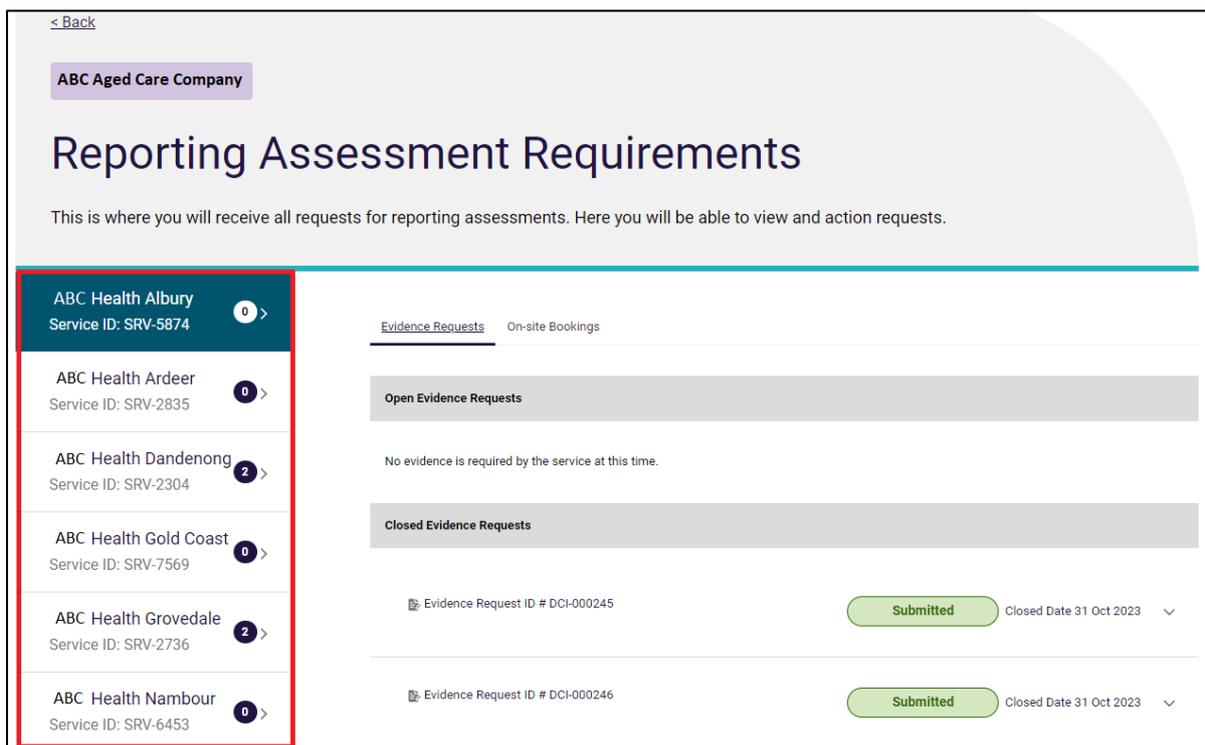
If you are not an Organisation Administrator, at the time of being given reporter access, you will receive a welcome email with the details of the GPMS portal's internet address (URL) and next steps. To do this, please refer to the [Government Provider Management System – User Guide](#) for more information.

Once you are in the GPMS portal, you can access the Reporting Assessment application, by completing the following actions:

1. In the GPMS portal landing page select the Reporting Assessments tile.



2. The Reporting Assessments page will display the list of services currently associated with your provider that have active tasks and/or inactive tasks.



3. You can select any service that you are authorised to view and report on.

By selecting the service, you will be able to view the requests for evidence for the service and on-site bookings. You will be able to view all of the open and closed requests for evidence under the 'Evidence Requests' tab, and all of the on-site bookings under the 'On-site Bookings' tab.

The screenshot displays the 'Reporting Assessment Requirements' page for 'ABC Aged Care Company'. At the top, there is a '< Back' link and a purple header for the company name. Below this is the main title 'Reporting Assessment Requirements' and a descriptive sentence: 'This is where you will receive all requests for reporting assessments. Here you will be able to view and action requests.' The interface is divided into a sidebar on the left and a main content area on the right. The sidebar lists six services with their IDs and status indicators (0 or 2). The main content area has two tabs: 'Evidence Requests' (highlighted with a red box) and 'On-site Bookings'. Under 'Evidence Requests', there are sections for 'Open Evidence Requests' (showing 'No evidence is required by the service at this time.') and 'Closed Evidence Requests'. Two closed requests are listed, each with an ID and a 'Submitted' status indicator (highlighted with a red box) and a 'Closed Date 31 Oct 2023'.

Evidence requests can have the following statuses

- **Pending upload:** The evidence request hasn't been actioned yet.
- **Upload in progress:** Documents have been uploaded but not submitted yet.
- **Overdue:** The due date for the request has passed.
- **Submitted:** The request has been submitted.
- **Submitted Late:** The request has been submitted after the due date.

## 3.2 Uploading documents

1. To identify which services have a request for evidence, the indicator against the service will include a number. Select the service to view the requests that need to be actioned.

< Back

PO Data Collection vNM Provider278

### Reporting Assessment requirements

This is where you will receive all requests for reporting assessments. Here you will be able to view and action requests.

Service	Indicator	Evidence Request ID	Status	Due Date
88_Croydon Service ID: SRV-15372	1			
D_485297676RESI service Service ID: SRV-22345	0	DCI-000132	Upload in Progress	26 Oct 2023
D_487368004RESI service Service ID: SRV-14984	1			
D_662026802RESI service Service ID: SRV-14980	0	DCI-000052	Withdrawn	Closed Date
Efm Test 1 Service ID: SRV-15796	0	DCI-000084	Withdrawn	Closed Date

2. To begin uploading a document for a service's evidence request, select the dropdown on the right-hand side of the evidence request that you want to action.

< Back

PO Data Collection vNM Provider278

### Reporting Assessment Requirements

This is where you will receive all requests for reporting assessments. Here you will be able to view and action requests.

Service	Indicator	Evidence Request ID	Status	Due Date
88_Croydon Service ID: SRV-15372	18			
D_485297676RESI service Service ID: SRV-22345	10	DCI-000311	Upload in Progress	16 Nov 2023
D_662026802RESI service Service ID: SRV-14980	0			
Efm Test 1 Service ID: SRV-15796	0	DCI-000334	Upload in Progress	16 Nov 2023

3. The request will expand and show the file management table. This table displays all the documents that have been uploaded.

This is where you will receive all requests for reporting assessments. Here you will be able to view and action requests.

88\_Croydon  
Service ID: SRV-15372 18 >

**D\_485297676RESI service**  
Service ID: SRV-22345 10

D\_662026802RESI service  
Service ID: SRV-14980 0 >

Efm Test 1  
Service ID: SRV-15796 0 >

Evidence Requests   On-site Bookings

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**Open Evidence Requests**

Evidence Request ID # DCI-000311 Upload in Progress Due Date 16 Nov 2023 ^

**Upload files**

The system supports the upload of files in the following formats: PDF, RTF, DOC, DOCX, XLSX, CSV, XLS, XLSM, JPEG, JPG and PNG. You cannot upload a file that is larger than 30mb.

File Management (1)

Title	Owner	Created Date	Size	Status
Dummy doc	Community User	6 Nov 2023	11.6KB	Available

[View All](#)

Search

Upload Files   Or drop files

Uploaded files are scanned by the system. Once the scanning is complete and the status is Available, you'll be able to submit your uploads.

I have uploaded all the required documents

4. To upload files you can either:
  - a. Click the "Upload Files" button, which will open your file manager. Select the documents and press open;
  - b. Drag and drop files into the file management table.

This is where you will receive all requests for reporting assessments. Here you will be able to view and action requests.

88\_Croydon  
Service ID: SRV-15372 18 >

**D\_485297676RESI service**  
Service ID: SRV-22345 10

D\_662026802RESI service  
Service ID: SRV-14980 0 >

Efm Test 1  
Service ID: SRV-15796 0 >

Evidence Requests   On-site Bookings

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**Open Evidence Requests**

Evidence Request ID # DCI-000311 Upload in Progress Due Date 16 Nov 2023 ^

**Upload files**

The system supports the upload of files in the following formats: PDF, RTF, DOC, DOCX, XLSX, CSV, XLS, XLSM, JPEG, JPG and PNG. You cannot upload a file that is larger than 30mb.

File Management (1)

Title	Owner	Created Date	Size	Status
Dummy doc	Community User	6 Nov 2023	11.6KB	Available

[View All](#)

Search

Upload Files   Or drop files

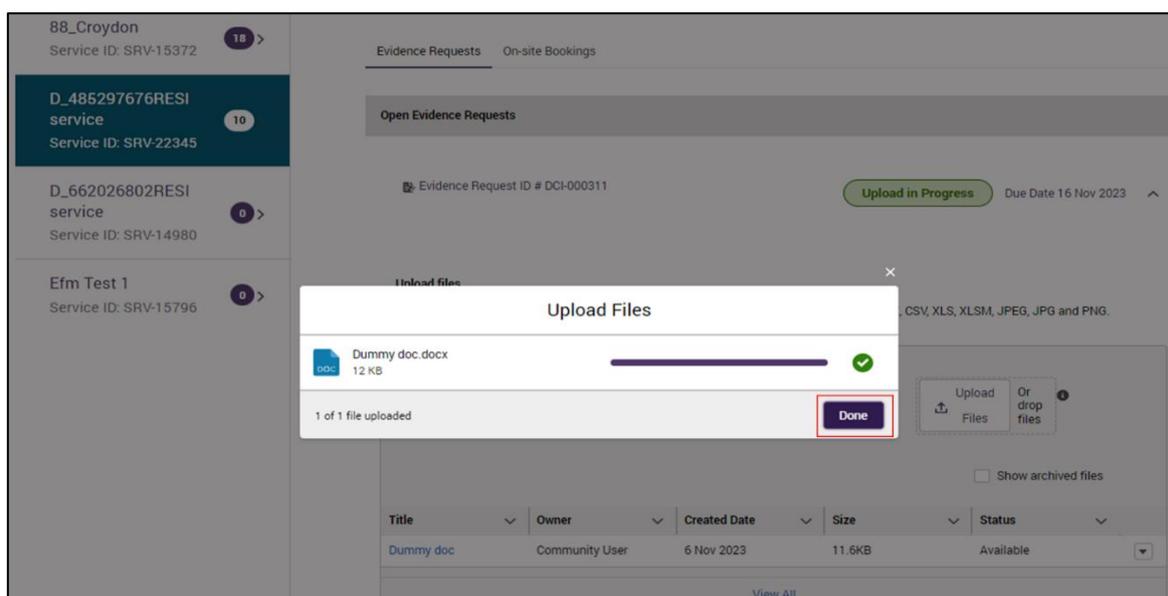
Uploaded files are scanned by the system. Once the scanning is complete and the status is Available, you'll be able to submit your uploads.

I have uploaded all the required documents

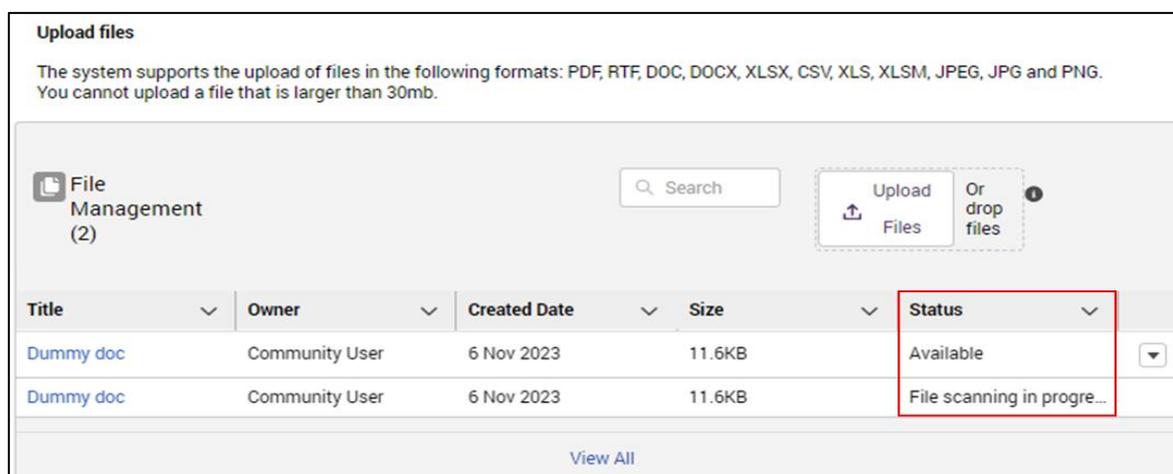
**Please note:**

- Please ensure that personal sensitive information is not included or is appropriately redacted in any documents before you upload them.
- Once a document has been uploaded it can only be archived.
- Only 3 documents can be uploaded at a time. If you want to upload more than 3 documents, upload the first 3 and then select the 'upload files' button again to upload any other documents.

5. A pop-up will appear showing the upload progress of the file. Once the upload is successful, select the "Done" button.



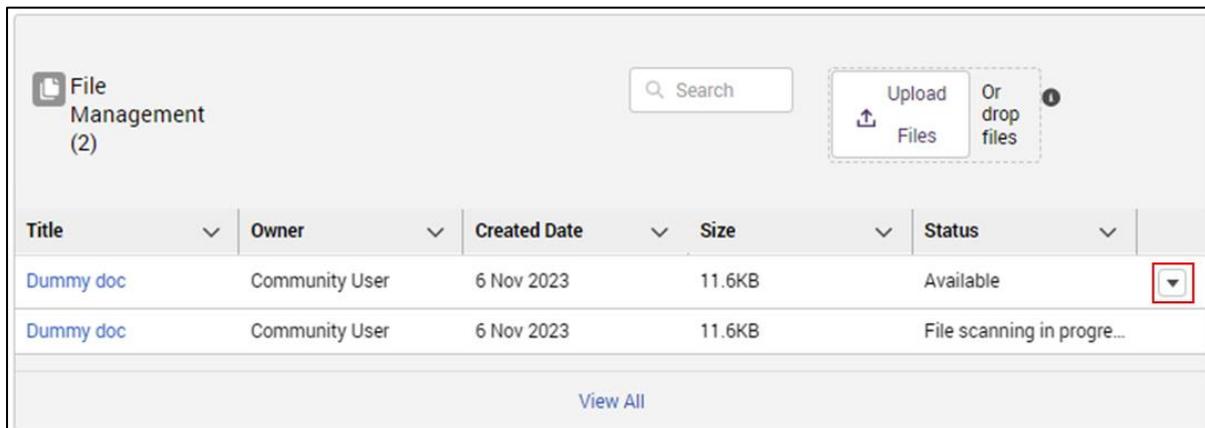
6. The system will begin to scan the file for viruses. The status of the scan can be seen in the status column of the File Management table. If the status changes to 'Available', this means no viruses were found and the document can be viewed.



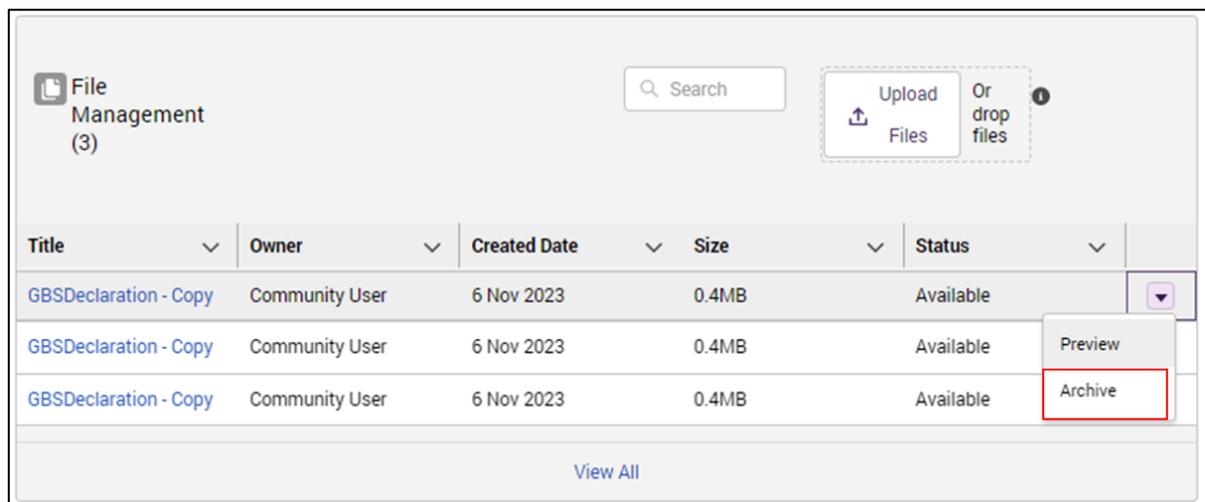
In the case a virus is detected, you will receive a notification in the bell icon and the document will become unviewable. You will then need to upload a new file to be scanned.

### 3.3 Archiving Documents

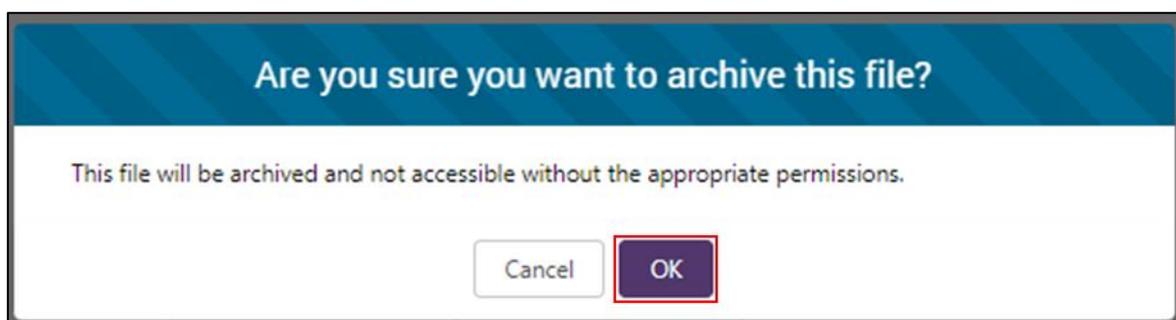
1. If a document is uploaded by accident, select the small triangle on the right-hand side of the document that you need to archive.



2. Select the Archive button.

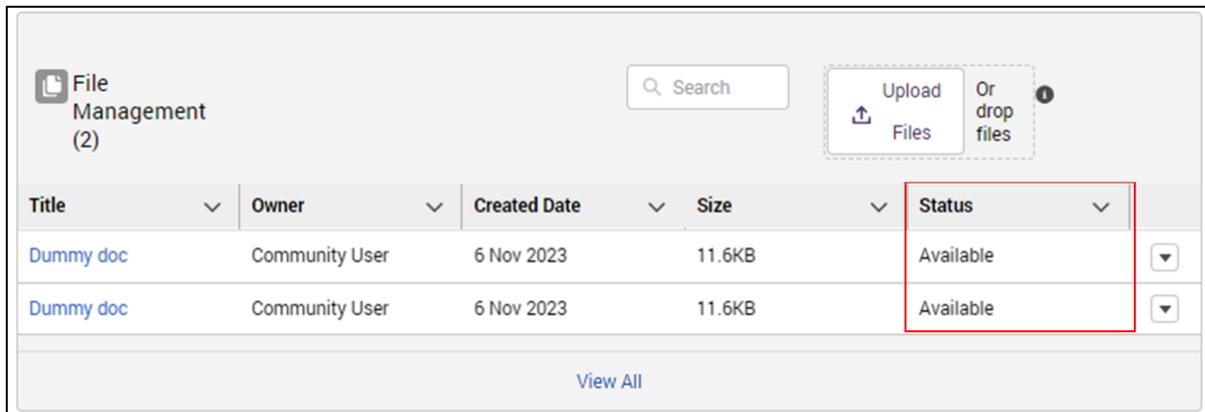


3. A pop-up will appear to confirm archiving of the document. Select "OK" to confirm intention to archive. Once confirmed, the document will no longer be displayed in the File Management table.

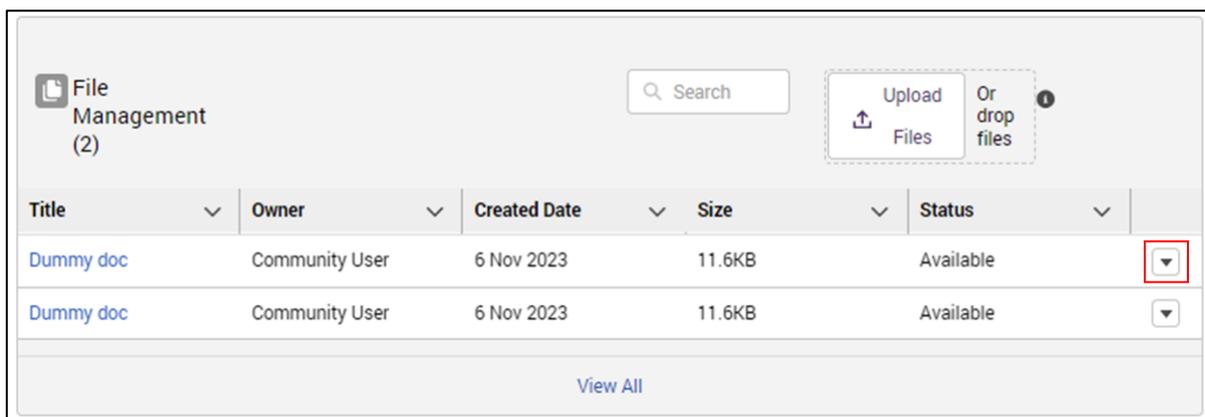


### 3.4 Submitting the request

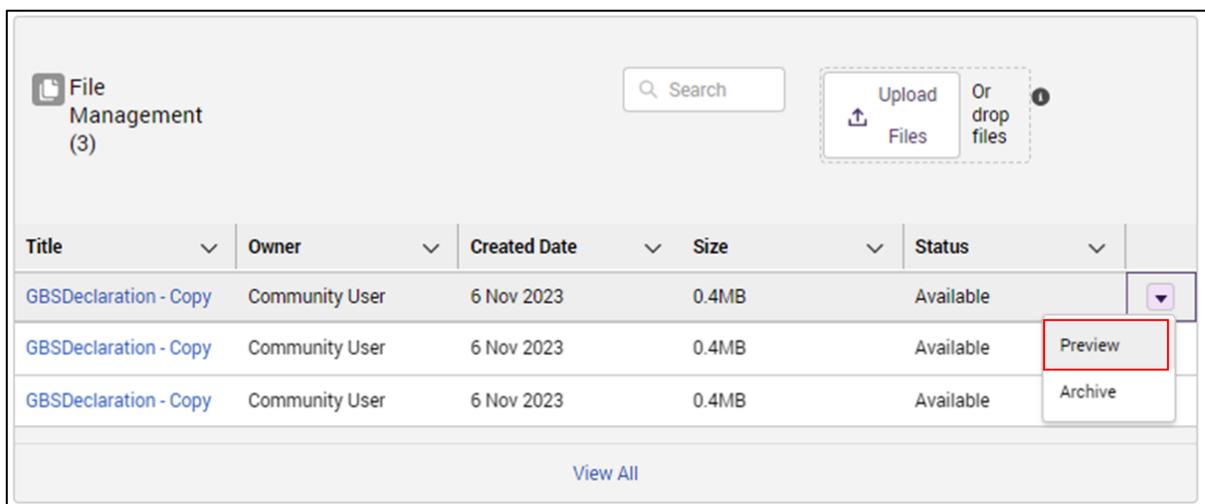
1. Before the evidence request can be submitted, the scanning status of the documents must be “available”. Once that is confirmed, you then need to confirm that the correct documents have been uploaded.



2. To preview each document, select the little triangle on the right hand side of the document.



3. Next, select the preview button. This will open the document in another tab where you can preview it.



- Once you have confirmed that all the correct documents have been uploaded and their scanning status is “Available”, you can tick the “I have uploaded all the required documents” box.

**Upload files**

The system supports the upload of files in the following formats: PDF, RTF, DOC, DOCX, XLSX, CSV, XLS, XLSM, JPEG, JPG and PNG. You cannot upload a file that is larger than 30mb.

File Management (1)

Search

Upload Files Or drop files

Title	Owner	Created Date	Size	Status
Dummy doc	Community User	6 Nov 2023	11.6KB	Available

View All

Uploaded files are scanned by the system. Once the scanning is complete and the status is Available, you'll be able to submit your uploads.

I have uploaded all the required documents

Submit

- Then, you can select the “Submit” button.

**Upload files**

The system supports the upload of files in the following formats: PDF, RTF, DOC, DOCX, XLSX, CSV, XLS, XLSM, JPEG, JPG and PNG. You cannot upload a file that is larger than 30mb.

File Management (2)

Search

Upload Files Or drop files

Title	Owner	Created Date	Size	Status
Dummy doc	Community User	6 Nov 2023	11.6KB	Available
Dummy doc	Community User	6 Nov 2023	11.6KB	Available

View All

Uploaded files are scanned by the system. Once the scanning is complete and the status is Available, you'll be able to submit your uploads.

I have uploaded all the required documents

Submit

**Please note:**

- You can only select ‘Submit’ once you have ticked the ‘I have uploaded all the required documents’ box.
- Once a request has been submitted, no more changes can be made to it. If you have missed a document or uploaded the wrong document, please contact your assigned auditor.

- The Submitted Evidence Request will move from 'Open Evidence Requests' to 'Closed Evidence Requests'.

## Reporting assessment requirements

This is where you will receive all requests for reporting assessments. Here you will be able to view and action requests.

88\_Croydon  
Service ID: SRV-15372 0 >

D\_485297676RESI  
service  
Service ID: SRV-22345 0 >

**D\_487368004RESI  
service**  
Service ID: SRV-14984 1

Efm Test 1  
Service ID: SRV-15796 0 >

Evidence Requests On-site Bookings

**Open Evidence Requests**

Evidence Request ID # DCI-000127 Pending Upload Due Date 26 Oct 2023 ▾

**Closed Evidence Requests**

Evidence Request ID # DCI-000018 Submitted Closed Date ▾

Evidence Request ID # DCI-000019 Submitted Closed Date ▾

- Select the small triangle on the right hand side of the request to view the names of the documents that were submitted.

88\_Croydon  
Service ID: SRV-15372 0 >

D\_485297676RESI  
service  
Service ID: SRV-22345 0 >

**D\_487368004RESI  
service**  
Service ID: SRV-14984 1

Efm Test 1  
Service ID: SRV-15796 0 >

Evidence Requests On-site Bookings

**Open Evidence Requests**

Evidence Request ID # DCI-000127 Upload in Progress Due Date 26 Oct 2023 ▾

**Closed Evidence Requests**

Evidence Request ID # DCI-000018 Submitted Closed Date ▴

**Files uploaded**

File title	File size
GBSDeclaration	0.39mb
TestDocument	0.01mb

## 3.5 Viewing On-site Bookings

Please note:

On-site bookings will only be visible once the new Aged Care Act has passed.

1. To view a service's on-site bookings, select the relevant service and then select the "On-site Bookings" tab.

The screenshot shows the 'Reporting assessment requirements' page for 'PO Data Collection vNM Provider278'. The left sidebar lists four services: '88\_Croydon' (0), 'D\_485297676RESI service' (0), 'D\_487368004RESI service' (1), and 'Efm Test 1' (0). The 'On-site Bookings' tab is highlighted in red. The main content area shows 'Open Evidence Requests' and 'Closed Evidence Requests' sections. An 'Open Evidence Request' with ID 'DCI-000127' is shown with a status of 'Upload in Progress' and a due date of '26 Oct 2023'. A 'Closed Evidence Request' with ID 'DCI-000018' is shown with a status of 'Submitted' and a closed date.

2. The current and past on-site bookings for the service will be displayed.

The screenshot shows the 'Reporting assessment requirements' page for 'PO Data Collection vNM Provider278'. The left sidebar lists four services: '88\_Croydon' (0), 'D\_485297676RESI service' (0), 'D\_487368004RESI service' (1), and 'Efm Test 1' (0). The 'On-site Bookings' tab is selected. The main content area shows 'Open On-site Bookings' and 'Closed On-site Bookings' sections. The 'Open On-site Bookings' section contains a table with the following data:

Booking ID #	Planned Start Date	Status
00000164	27 oct 2023, 07:14 pm	Planned

The 'Closed On-site Bookings' section contains a table with the following data:

Booking ID #	Completed Date	Status
00000110	30 sep 2023, 10:23 am	Abandoned

On-site Bookings can have the following statuses:

- **Planned:** The on-site visit has been booked but not actioned.
- **Abandoned:** The on-site visit has been cancelled.
- **Completed:** The auditor has visited the service in person.

**Please note:**

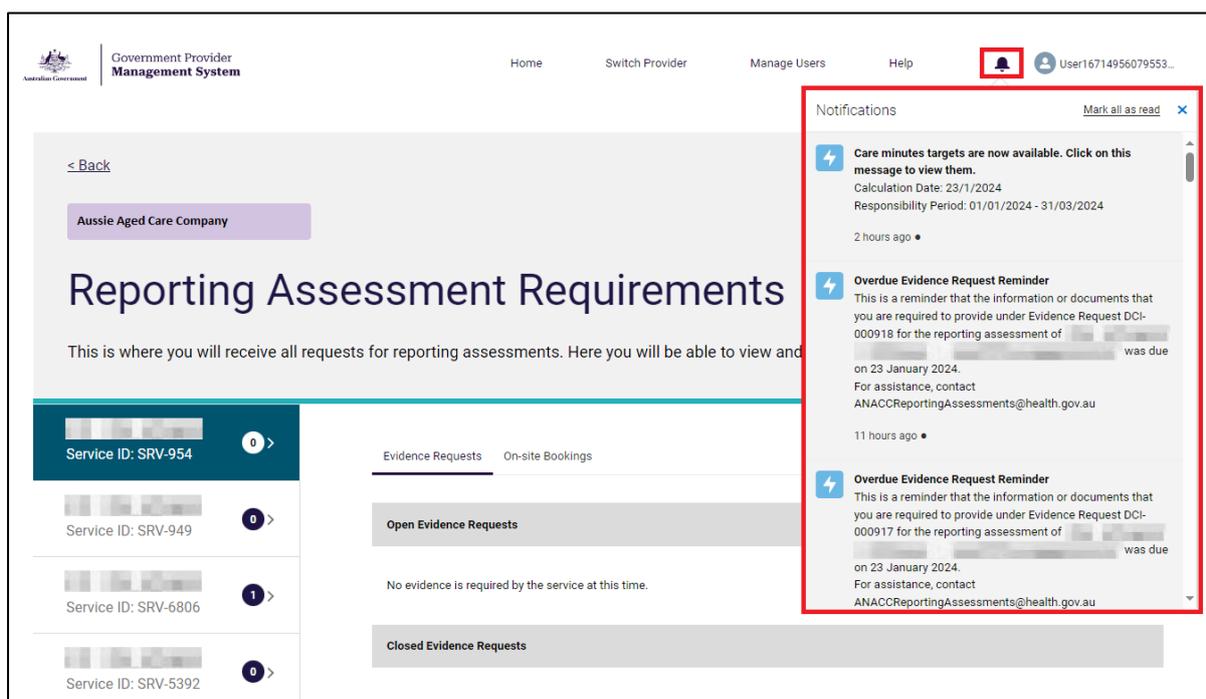
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**Contact your assigned auditor if you have any enquiries on the on-site bookings.**

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## 3.6 Notifications

Key statuses about your reporting assessment are shown in notifications. Select the bell  icon at the top right of the portal and any notifications will be displayed here.



The screenshot shows the 'Reporting Assessment Requirements' page for 'Aussie Aged Care Company'. The page title is 'Reporting Assessment Requirements' and the subtitle is 'This is where you will receive all requests for reporting assessments. Here you will be able to view and...'. The page is divided into two main sections: 'Evidence Requests' and 'On-site Bookings'. Under 'Evidence Requests', there are three sub-sections: 'Open Evidence Requests', 'Closed Evidence Requests', and 'No evidence is required by the service at this time.'. The 'Open Evidence Requests' section is currently empty. The 'On-site Bookings' section is also empty. A notifications dropdown menu is open on the right side of the page, showing three notifications: 'Care minutes targets are now available. Click on this message to view them.', 'Overdue Evidence Request Reminder', and another 'Overdue Evidence Request Reminder'. The notifications are dated '2 hours ago' and '11 hours ago'.

The types of notifications related to Reporting Assessments are:

1. **Reporting Assessment Cancellation:** Informs the provider of when an assessment has been cancelled. It will be sent directly after the cancellation has been confirmed within GPMS.
2. **Request for Documents:** Sent when an evidence request has been created, and is sent directly after the evidence request is made.
3. **Evidence Request Reminder:** Sent to remind providers that the evidence request is due soon. It is sent 3 days, and 1 day, before the due date of the evidence request.

4. **Evidence Request Withdrawn:** Informs the provider of when an evidence request has been cancelled. It will be sent directly after the request cancellation has been confirmed within GPMS.
5. **Overdue Evidence Request Reminder:** Sent the day after the due date of the evidence request. Reminds the provider to complete the evidence request.
6. **On-Site Visit Booked:** Informs the provider that an on-site booking has been created for their service.
7. **On-Site Visit Abandoned:** Informs the provider of when an on-site booking has been cancelled. It will be sent directly after the cancellation has been confirmed within GPMS.
8. **On-Site Visit Updated:** Sent when there has been an update to an on-site booking. It will be sent directly after the update has been confirmed within GPMS, when either the date or time of the booking has been updated/changed.
9. **Reporting Assessment Completed:** Informs the provider of when an assessment has been completed. It will be sent directly after the assessment has been finalised within GPMS.

### 3.7 Communications

Throughout the Reporting Assessment process, a member of the department will be in contact with you.

Initial contact will be made by a member of the department before anything appears in the portal for the Reporting Assessment. This member of the department will be your primary contact.

They will inform you about any evidence requests, and in the case an on-site visit is required, they will contact you to organise a date and time to conduct the on-site visit.

If you have any issues or enquiries with the Reporting Assessment, please use this member of the department as your first point of contact.

In the case that you cannot contact your assigned auditor, please email the Reporting Assessments Team ([ANACCRreportingassessments@health.gov.au](mailto:ANACCRreportingassessments@health.gov.au))