



Government Provider Management System

User Guide:

Governing Body Determinations

September 2024

Version 1.1

This Government Provider Management System (GPMS) User Guide aims to support approved providers to begin, generate and complete a digital application for a Governing Body Determination from the Aged Care Quality and Safety Commission within GPMS.

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1. Introduction

The Government Provider Management System (GPMS) is a flexible IT (Information Technology) system which is a critical part of the Aged Care Digital Transformation Initiative underway to support aged care reform through better technology.

GPMS provides greater connectivity and data sharing between aged care providers and government.

1.1 Purpose

This User Guide has been designed to support approved providers to complete, submit and view the status of the digital application form on the GPMS portal.

The assessment process, including communication with the approved provider will not be undertaken online. Instead, the Commission will engage directly with approved providers off system.

The 'Apply for a determination' feature on the GPMS portal allows approved providers to access, draft and submit a digital application for a determination that certain governing body responsibilities do not apply. Responsibility for these applications is owned by the Aged Care Quality and Safety Commission (the Commission).

Approved providers are encouraged to use this new online feature rather than relying on the downloadable governing body application form.

1.2 Glossary

A [glossary](#) is available on the departments website to help you to understand the terminology used in relation to GPMS functionality.

1.3 Login to the GPMS portal

To login to the GPMS portal please visit [Log In to GPMS portal](#).

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

Please be advised of the following:

The Department of Health and Aged Care will retain records of your access to GPMS. When prompted upon login to GPMS, 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](#)

1.4 Access Permission

Your organisation administrator can assign the following roles in the GPMS portal via the **Manage Your Organisation** landing page:

Role	Responsibility
Provider Staff (Org)	<p>Referred to in this document as org-level user.</p> <p>Users with this role can:</p> <ul style="list-style-type: none">• view or edit organisation and service details• access, draft and submit Approved Provider Notifications or Governing Body Determination application forms to a Provider Governing Person
Provider Governing Person	<p>Users with this role can:</p> <ul style="list-style-type: none">• view or edit organisation details• access, draft, make a declaration and submission of notifications or application forms to the Aged Care Quality and Safety Commission. <p>A governing person is defined by the <i>Aged Care Quality and Safety Act 2018</i>. As a result of this, any person assigned this role must also be listed as key personnel for your organisation.</p>

1.5 Session time out

Before starting work on an online form, the user should be aware of the “time-out” functions when a user is logged in to the GPMS portal.

GPMS has a time-out feature which automatically requires re-entry of username and password after 15 minutes of inactivity on the GPMS portal.

The Department strongly recommends users regularly save digital forms in progress in order to avoid loss of information which may occur given there is no “auto save” feature.

This also applies if you click on a notification that may pop up during the uploading of supporting evidence or if you refresh your page whilst editing a form.

Information which is lost due to “time-out” can not be recovered.

1.6 Further information and support

Please refer to the Government Provider Management System [webpage](#) and the Manage Your Organisation [webpage](#) 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 on **1800 836 799**.

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

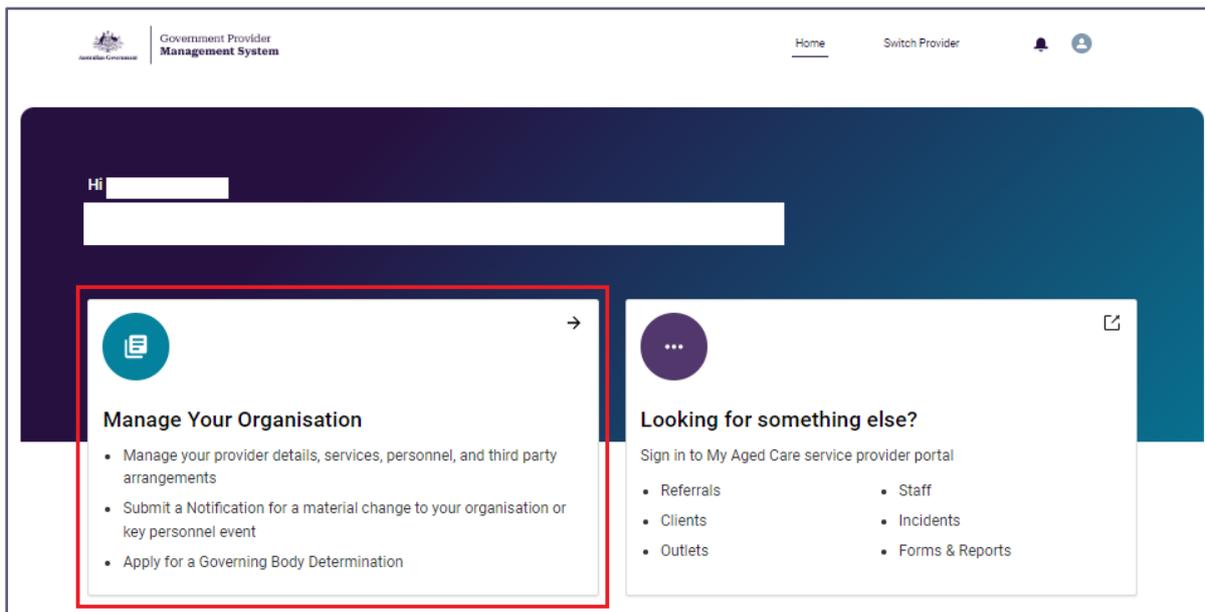
To access sign language interpreting and captioning services through Deaf Connect, call [1300 773 803](tel:1300773803) or email interpreting@deafconnect.org.au.

2. Accessing Determinations

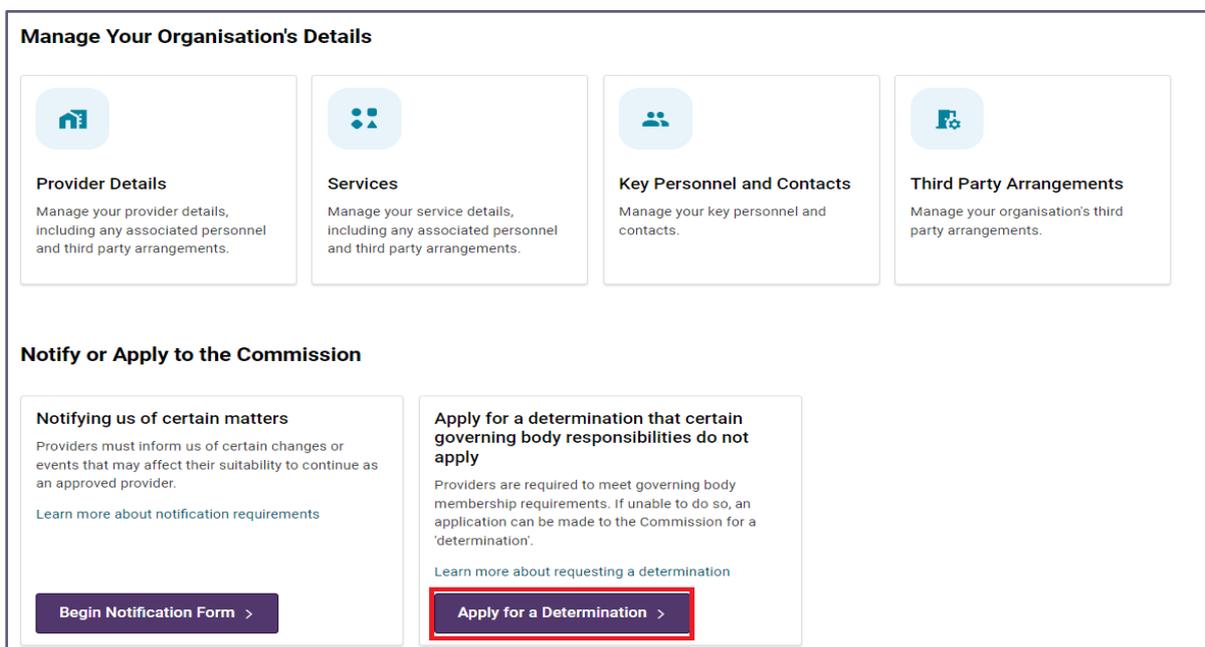
If, after considering your organisation’s governance arrangements against the governing body membership requirements under the *Aged Care Act 1997*, you require a time limited determination from the Commission, you can access the digital Governing Body Application Form through the GPMS portal.

Only certain users can access the digital application form. Your organisation administrator can assign one of the roles listed in section 1.4 of this guide in order to access to the GPMS Portal and **Manage Your Organisation** tile where the digital form is located:

Once logged in, you can navigate through the GPMS Portal to the digital application form by selecting the **Manage Your Organisation** tile to display the **Manage Your Organisation** landing page.



1. From the Manage Your Organisation page you will see two tiles under the heading **Notify or Apply to the Commission**.
 - Notifying us of certain matters; and
 - Apply for a determination that certain governing body responsibilities do not apply.
2. Within the tile you will see a link titled **Learn more about requesting a determination** which opens a new window in your browser and will display the governing body determination guidance held on the Commission’s website which will assist you to understand the responsibilities in order to better respond to the questions in the digital application form.
3. Select **Apply for a Determination** to apply for a Determination from the Aged Care Quality and Safety Commission.



3. Access, Draft and Submit Determination

This online feature replaces the previous Microsoft Word document based Governing Body Determination application form, providing a more streamlined application process for approved providers.

Follow the steps set out in this guide to help you to navigate the digital Governing Body Determination application form to enable the successful submission of your application.

From this point of the guide, the digital Governing Body Determination application form will be referred to as **the application form**.

3.1 Apply for a Determination whilst an application is in progress

You will not be able to apply for a new determination whilst another has already been submitted or in draft status (as listed in the Determination table – see details later in this guide). This button will appear greyed out and you will not be able to launch another form.

Determinations in a draft status can either be edited or deleted if the draft is no longer required.

3.2 Before you start

1. The **Before You Start** page shows important information that may help users complete the application form with accuracy and efficiency.

Section	Description
About this form	General guidance for approved providers about the application form
Privacy and your personal information	A statement about how personal information is protected. It also contains a link to the Commission's Privacy Policy

Section	Description
	It is expected that users have read and understood the Commission's Privacy Policy and the Notice of collection before progressing further.
Notice of collection	A link to the Commission's Notice of collection held in its website.
Who can approve and submit this form	Applications for a Governing Body Determination need to be reviewed and signed by a governing person prior to submission to the Commission. A governing person is defined under the <i>Aged Care Quality and Safety Commission Act 2018</i> .

2. You can view the application steps in the **progress bar** located on the left margin of each page of the application form. A green tick will appear when a section is complete. A blue circle will appear in the section currently being worked on. The steps include:
 - Before You Start
 - Authorised Representative
 - Governing Body Determination Request
 - Reason for Determination
 - Care Recipients and Services
 - Key Personnel
 - Governing Body
 - Supporting Evidence
 - Review
3. The form contains mandatory fields that are marked with a red asterisk. You will not be able to proceed through the form if the fields are not completed.
4. Select **Next** to progress with the application..

Apply for a determination that certain governing body responsibilities do not apply

- Before You Start
- Authorised Representative
- Governing Body Determination Request
- Reason for Determination
- Care Recipients and Services
- Key Personnel
- Governing Body
- Supporting Evidence
- Review

Before You Start

About this Form

This form is used to apply for a Determination from the Aged Care Quality and Safety Commission (the Commission) that either or both of the governing body responsibilities do not apply to the approved provider:

- All approved providers (except for government organisations deemed to be approved providers) must require the governing body to ensure that the staff member of the approved provider have appropriate qualifications, skills, or experience to provide the care or other services that the approved provider provides to care recipients; and
- Are given opportunities to develop their capabilities to provide that care or those other services.

Organisations that meet certain criteria are not required to comply with the governing body requirements.

For more guidance about your obligations, or to check whether the governing body responsibilities apply to your organisation, please read the guidance on Aged Care Quality and Safety Commission's [website](#). If you have any questions about this form, please contact governingbodyapplications@agedcarequality.gov.au.

Privacy and your personal information

Your personal information is protected by law, including the Privacy Act 1988, the Australian Privacy Principles and the Aged Care Quality and Safety Commission Act 2019.

We will use the information in this form for the primary purpose of the Commissioner considering your application for a determination. We may also update your provider records and use the information to inform other regulatory activities.

We may share the information you include on this form with the Department of Health and Aged Care and other state and Commonwealth agencies, where allowed or required by law.

You can find more information about the way we collect, use, share and manage your personal information in the Commission's Privacy Policy, available on agedcarequality.gov.au.

Notice of collection

Before completing this form, read the Aged Care Quality and Safety Commission's [Notice of Collection](#) which explains how we use your personal information.

Who can approve and submit this form

Applications for a governing body determination need to be reviewed and signed by a governing person prior to submission to the Commission. A governing person is defined under the [Aged Care Quality and Safety Commission Act 2019](#).

They must also be a person who has already been notified to the Commission and is listed as key personnel within your organisation and be authorised to give assurance and enter legal contracts on your organisation's behalf.

If your organisation does not have a governing person set up in the system, please discuss with your organisation administrator who will need to provision this access.

Next →

3.3 Add an Authorised Representative

The Provider Staff (Org) user or Provider Governing Person may prefer to nominate another person as an authorised representative to manage enquiries or otherwise engage with the Commission in relation to the submitted application. If not another person, the Provider Staff (Org) user or Provider Governing Person's details needs to be provided here.

Authorised Representative details must be provided to facilitate this liaison role. All fields are mandatory and must be completed:

- Full Name
- Role / Position
- Phone
- Email

5. Select the **Next** button to progress to the next page. Alternatively, you can select **Save for later** or **Back** to navigate to the **Before You Start** page.

Apply for a determination that certain governing body responsibilities do not apply

Steps

- Before You Start
- Authorised Representative**
- Governing Body Determination Request
- Reason for Determination
- Care Recipients and Services
- Key Personnel
- Governing Body
- Supporting Evidence
- Review

Authorised Representative

The person identified in this section is authorised to act on the provider's behalf and may be required to provide additional information to assist with the processing of this form. If this person is not a Governing Person, the person listed here will need to be authorised by a Governing Person as part of the declaration.

* Full Name

* Role / Position

* Phone * Email

Save for later **Back** **Next**

3.4 Governing Body Determination Request

A user will be able to select which responsibility or responsibilities you are applying for a determination on. You must select either one or both responsibilities to proceed with the determination application.

You can visit the [Commission's website](#) for more information about these responsibilities and to help inform your application.

1. Select one or both of the responsibilities you are seeking a determination on:
 - A majority of the members of the governing body being independent non-executive members
 - At least one member of the governing body having experience in providing clinical care
2. Select the **Next** button to progress to the next page. Alternatively, you can select **Save for later** or **Back** to navigate to the **Authorised Representative** page.

Apply for a determination that certain governing body responsibilities do not apply

Steps

- Before You Start
- Authorised Representative
- Governing Body Determination Request**
- Reason for Determination
- Care Recipients and Services
- Key Personnel
- Governing Body
- Supporting Evidence
- Review

Governing Body Determination Request

Key Definitions

Independent Non-executive Member

A person who is:

- A member of your governing body
- Someone who can actively contribute to the decisions made by an approved provider without any unfair influence or coercion
- Is not a paid staff member of manager
- Someone who is not an owner of the approved provider

Clinical Care

Clinical care is health care that encompasses the prevention, treatment and management of illness or injury, as well as the maintenance of psychosocial, mental and physical wellbeing. It includes care provided by doctors, nurses, pharmacists, allied health professionals and other regulated health practitioners. Organisations providing clinical care are expected to ensure the care provided is best practice, meets the consumer's needs, and optimises the consumer's health and wellbeing.

*** Select the responsibility or responsibilities you are applying for a determination on.**

The majority of members of the governing body being independent non-executive members.
For example:

- Personnel who are employed by the organisation also make up the majority of the governing body
- Your organisation is family owned and run. The majority of the governing body are family members

At least one member of the governing body having experience in providing clinical care.
For example, the governing body has no members that have experience providing clinical care

3.5 Reason for Determination

You will need to provide reasons for the determination requested in the previous section, and why you cannot meet your responsibilities.

1. Click on the field titled **Enter the reasons below** to provide an explanation that outlines the reason for seeking a determination, including why you cannot meet the chosen responsibilities.

Ensure your response is no longer than 3000 characters. You may choose to type your response in an offline document, text only, and paste it into the response field.

2. Select the **Next** button to progress to the next page. Alternatively, you can select **Save for later** or **Back** to navigate to the **Governing Body Determination Request** page.

Apply for a determination that certain governing body responsibilities do not apply

The screenshot shows a web form titled "Apply for a determination that certain governing body responsibilities do not apply". On the left, a "Steps" sidebar lists: "Before You Start", "Authorised Representative", "Governing Body Determination Request", "Reason for Determination" (highlighted with a red box), "Care Recipients and Services", "Key Personnel", "Governing Body", "Supporting Evidence", and "Review". The main content area is titled "Reason for Determination" and contains the following text: "Tell us the reason/s your organisation cannot meet one or both of the governing body responsibilities. You need to provide evidence supporting your reasons later in this form." Below this is the heading "Why is your organisation applying for a determination?" followed by the instruction "Explain the reasons for applying for a determination, including any rationale that sets out why the determination is needed." A text input field is present with the placeholder "Enter the reasons below" and a character limit of "Maximum 3000 characters". At the bottom of the form, there are three buttons: "Save for later" (highlighted with a red box), "Back", and "Next".

3.6 Care Recipients and Services

When deciding a determination application, the Commissioner may consider several matters specified in section 63-1E(4) of the *Aged Care Act 1997*.

In this section of the form, provide information for the Commissioner to consider, specifically in relation to its care recipients and services.

On this page you will be shown the number of 'Operational' services associated with your organisation in a table format. You must enter the total number of consumers receiving aged care from each service to progress to the next page.

The total number of consumers will then show on the screen underneath the heading **Consumers you provide after care to across all of your services**. When landing on the page, the total will be zero until you enter information into the table.

This field is then automatically calculated based on the number of care recipients entered against each Service.

Apply for a determination that certain governing body responsibilities do not apply

Steps

- Before You Start
- Authorised Representative
- Governing Body Determination Request
- Reason for Determination
- Care Recipients and Services**
- Key Personnel
- Governing Body
- Supporting Evidence
- Review

Care Recipients and Services

A decision to make a determination may take into account how many services you have, the location of those services and the number of care recipients you provide care and services to. This is specified in subsection 63-1E(4)(a), (b) & (c) of the Aged Care Act.

Please view and enter the required information below.

Care recipients you provide aged care to across all of your services

Number of Services <input type="text"/>	Total number of care recipients across all services (calculated based on the number of care recipients at each service below) <input type="text"/>
---	---

1. Enter the **number of care recipients** for each service listed in the **Services Location(s)** table.
2. If you have zero services you will see the below message under the **Service location(s)** table:

“Your organisation has no currently operational services, and therefore fewer than 40 care recipients. If you also have fewer than 5 governing persons, the Governing body requirements do not apply to you at this time.”

3. Select the **Next** button to progress to the next page. Alternatively, you can select **Save for later** or **Back** to navigate to the **Reason for Determination** page.

Service location(s)

Service ID	Service Name	Care Type	Service Location	Modified Monash Model #	Number of Care Recipients
					<input type="text"/>
					<input type="text"/>

3.7 Key Personnel Cessation Details

On this page of the application form, you will be able to see details about Key Personnel turnover. This is taken from your approved provider record in GPMS.

You will see the number of current Key Personnel listed as active and the number who have been ceased as Key Personnel, followed by the percentage.

Where applicable, these figures represent the 12 months period before you commence an application or, if you have operated as an approved provider for less than 12 months, these figures represent the date of approval to the date your application is completed.

It is recommended that you ensure that no Key Personnel changes are being processed before you commence this form. If you have submitted a Key Personnel notification to the Commission and it is not yet finalised, contact the Commission for advice on progressing this application.

1. View the **Cessations Details** table to check that the information is correct.

Apply for a determination that certain governing body responsibilities do not apply

Steps

- Before You Start
- Authorised Representative
- Governing Body Determination Request
- Reason for Determination
- Care Recipients and Services
- Key Personnel**
- Governing Body
- Supporting Evidence
- Review

Key Personnel

A decision to make a determination may take into account how many services you have, the location of those services and the number of care recipients you provide care and services to. This is specified in subsection 63-1E(4)(a), (b) & (c) of the Aged Care Act.

Please review and confirm the cessation details below.

Cessations Over the Past 12 Months

Current Key Personnel Total	Total Cessations	Percentage of Key Personnel that have Left
<input type="text"/>	0	0.00%

Cessation Details

Full Name	Position	Duration of Key Personnel	Reason for Cessation
<input type="text"/>			

2. Confirm if the information displayed in the **Cessations Details** table is correct and complete by selecting:

- **Yes**; or
- **No, the information is incorrect or incomplete**

If you select **No**, you will be advised that before completing this form that you complete and submit a notification to the Commission to update your organisation's key personnel records, because information about your key personnel turnover is part of the assessment of your application.

3. Select the **Next** button to progress to the next page. Alternatively, you can select **Save for later** or **Back** to navigate to the **Care Recipients and Services** page.

*** Is the information above, correct and complete?**

Yes

No, the information is incorrect or incomplete

Because information about your key personnel turn over is part of the assessment of your application, the information you give in this form must be accurate before the application is submitted. Information about your key personnel turn over must match information held by the Commission about your organisation.

Further, section 9-2A of the Aged Care Act 1997 requires approved providers to notify the Commission when an individual ceases to be one of its key personnel. Before finalising this form, complete and submit a notification to the Commission to update your organization's key personnel records. This form can be found on the Manage your organisation page.

If you proceed with this form before your records are updated, your application may be delayed or a determination decision may not be made.

3.8 Governing Body

This section of the application form requires details around the membership of your governing body, the arrangements of the governing body to act independently, and the arrangements of the governing body to seek advice to provide clinical care.

1. Enter a description about your organisation's governing body in the free text fields. These fields are mandatory and have a maximum character limit of 3000 characters.

Section	Description
Describe the membership of your governing body	When describing the membership of your governing body, include the name, role/position and employment status of each individual member.
Assisting your members to act objectively and independently	Describe the arrangements you have made, or will make, to assist members of the governing body to act objectively and independently in the best interests of your organisation.
Assisting your members to seek advice	Describe the arrangements you have made, or will make, to assist members of the governing body to seek, when necessary, advice from a person with experience in the provision of clinical care.

2. Select the **Next** button to progress to the next page. Alternatively, you can select **Save for later** or **Back** to navigate to the **Key Personnel and Cessation Details** page.

Apply for a determination that certain governing body responsibilities do not apply

Steps

- Before You Start
- Authorised Representative
- Governing Body Determination Request
- Reason for Determination
- Care Recipients and Services
- Key Personnel
- Governing Body**
- Supporting Evidence
- Review

Governing Body

A decision to make a determination may take into account the membership of your governing body. This is specified in subsection 63-1E(4)(e) of the Aged Care Act.

Please complete the required information below.

Describe the membership of your governing body

When describing the membership of your governing body, include the name, role/position and employment status of each individual member.

*Enter the description below

Error: Enter the description below is required.

Maximum 3000 characters

Assisting your members to act objectively and independently

Describe the arrangements you have made, or will make, to assist members of the governing body to act objectively and independently in the best interests of your organisation.

*Enter the description below

Error: Enter the description below is required.

Maximum 3000 characters

Assisting your members to seek advice

Describe the arrangements you have made, or will make, to assist members of the governing body to seek, when necessary, advice from a person with experience in the provision of clinical care.

*Enter the description below

Error: Enter the description below is required.

Maximum 3000 characters

Save for later

Back

Next

3.9 Supporting Evidence

It is a requirement that you attach supporting documents to this application form for assessment. The information you upload should support the responses you have provided in the form.

You should ensure your supporting documents set out your plans for meeting the governing body responsibilities when the specified period expires.

You will not be able to progress this application form until at least one supporting document is uploaded.

For more information about the documents that may be applicable, visit the [Commission's website](#).

You can also email governingbodyapplications@agedcarequality.gov.au

1. Tick the checkbox to select which document(s) you are uploading in support of your request for determination.

Before you upload your supporting documents, make sure they have an easily identifiable name. For example, name your company annual report 'ABC Aged Care Pty Ltd_Annual Report_2023'.

Documents that can be uploaded include those listed in the application form as follows:

*** Select which document/s you are uploading in support of your request for determination**

Before you upload your supporting documents, make sure they have an easily identifiable name. For example, name your company annual report 'ABC Aged Care Pty Ltd_Annual Report_2023'. Further information on how to name your documents is available on [the Commissions website](#).

Current company constitution
If this has changed since your approved provider application assessment.

Company annual report

Board or executive meeting agenda/minutes
For the time period in which the governing body/care recipient numbers were changed or confirm to meet the eligibility for this determination.

Company strategic plan

Detailed Governance structure, including organisational structure establishing any committees, working groups to support governance arrangements

Evidence of activities undertaken to engage individuals to form your governing body, for example:

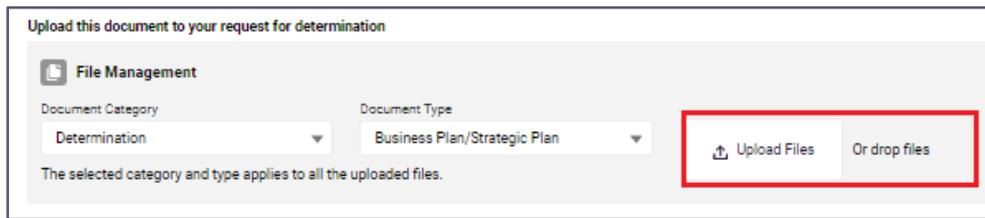
Written communication

Advertisements or social media posts

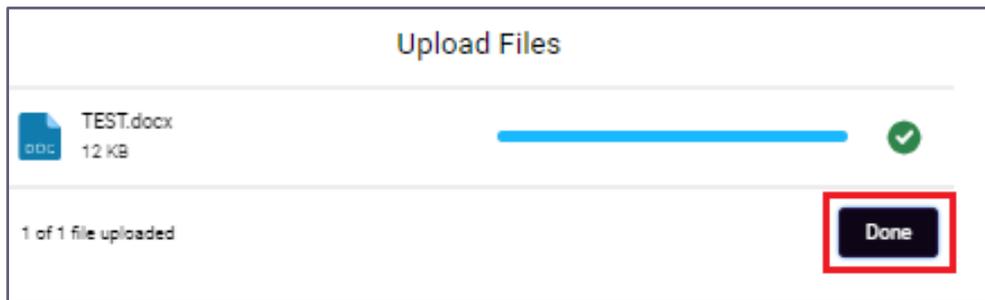
List of board members including related roles

Documents that evidence and support the reason for seeking the determination

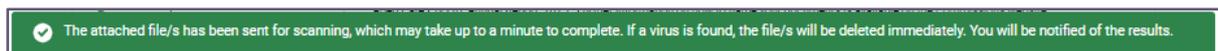
2. Attach the document by clicking on **Upload Files** button or **drag and drop files**.



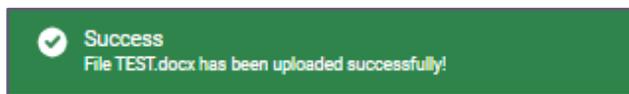
3. Once the file has uploaded, select **Done**.



4. A green banner will then display confirming the file has been sent for scanning, then it will confirm the file has been uploaded.

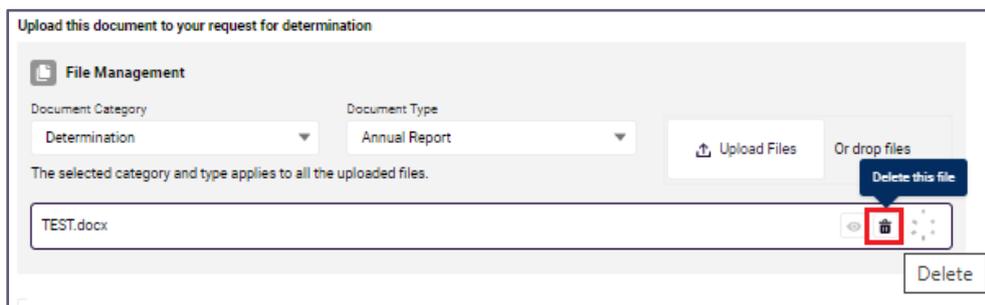


5. Once successfully scanned, you will also receive a notification that the file has been uploaded. (This may take a few minutes).

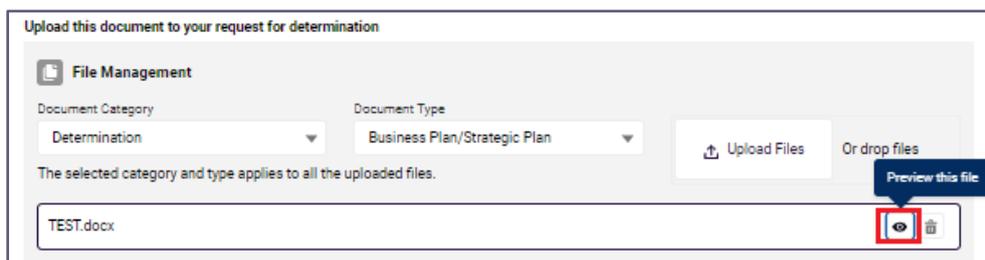


6. You can preview or delete files that have been uploaded by clicking the icon next to the document uploaded.

Delete file



Preview file



7. Select the **Next** button to progress. Alternatively, you can select **Save for later** or **Back** to navigate to the **Governing Body** page.



3.10 Review and Submit application to Governing Person

An application cannot be submitted unless it is reviewed and then approved by a Provider Governing Person.

This means that a user with Provider Staff (Org) profile will be able to edit, review, assign, and reassign an application for their Provider Governing Person to review and approve.

1. It is expected that the information entered into the application form is reviewed to ensure accuracy and to ensure that all required documents uploaded support your responses.
2. To edit the information entered previously in the application form. Select **Edit**, located at the end of the review form . You will be navigated back to the first step of the form – **Step 1: Before You Start**. From here, navigate to the responses in the form you would like to edit by clicking **Next**.
3. When you have finished editing, you can continue to the next step.

Apply for a determination that certain governing body responsibilities do not apply

Steps

- Before You Start
- Authorised Representative
- Governing Body Determination Request
- Reason for Determination
- Care Recipients and Services
- Key Personnel
- Governing Body
- Supporting Evidence
- Review

Review

Last Updated:

Carefully review the information provided to ensure its accuracy and completeness before submitting.

Authorised Representative

Governing Body Determination Request

Responsibilities the determination is to be applied

- The majority of the members of the governing body being independent non-executive members.
- At least one member of the governing body having experience in the provision of clinical care.

Reason given for applying for a determination

Care Recipients and Services

Total services: Total number of care recipients across all services:

Service ID	Service Name	Care Type	Service Location	Modified Monash Model #	Number of Care Recipients
<input type="text"/>	<input type="text"/>				

Key Personnel

Current Key Personnel Total: Total Cessations: Percentage of Key Personnel that have left: %

Full Name	Position	Duration of Key Personnel	Reason for Cessation
<input type="text"/>			

Governing Body

Membership of governing body:

Assisting members to act objectively and independently:

Assisting members to seek advice:

Supporting Evidence

[TEST.docx](#)

✎ Edit

4. Select the governing person(s) that will be responsible for approving and submitting the application form:
 - Depending on the provider's requirements, more than one person in the list of governing persons can be selected
5. If you do not see a list of governing persons at the bottom of the page, this means that your organisation has not assigned a Provider Governing Person profile. You cannot proceed at this time. You must:
 - select **save for later**
 - contact your organisation administrator and inform them about the requirement to assign a [Provider Governing Person](#) to allow you to progress with your application
 - return to this form when the Provider Governing Person has been assigned and go to the following step

6. Select the **Send for review** button. This will automatically generate an email to the selected governing person/s that an application form is available for them to review and approve. Alternatively, you can select **Save for later**.

Governing Person to Approve

Based on the number of governing persons required by your organisation's constitution, please nominate the governing person(s) to review and approve this request for determination.

Select from the list below.

<input checked="" type="checkbox"/> Surname	First Name	Email Address
<input type="checkbox"/>		

3.11 Confirmation of submitted determination application for review

1. Once the **Send for Review** button has been selected, the Provider staff (Org) will be shown a completion message confirming the form has been sent to the nominated Provider Governing Person/s for review and submission.
2. The email address of the following users will be displayed to confirm where the notification email was sent:
 - The nominated Provider Governing Person(s) selected to review and submit the declaration
 - Authorised Representative for the approved provider
3. You will also be provided with a Determination ID for the application which can be used to track the progress of the application in the Determination Table.
4. Select **Return to Manage Your Organisation** to view the **Determination Table** on the **Manage Your Organisation** landing page.

✔ **Your form has been sent for review to the following governing person(s)**

Confirmation has been sent to

Your request for determination form ID:

What happens next?

You can track the progress of your application via the Determinations section on the Manage your Organisation page.

For further information about how your application will be assessed go to the Aged Care Quality and Safety Commission's website.

Any enquires please email governingbodyapplications@agedcarequality.gov.au.

[Return to Manage Your Organisation](#)

3.12 Nominated governing person reviews the draft application form

1. Once the **Send for Review** button has been selected, all nominated Provider Governing Person(s) will receive an email and GPMS portal alert.
2. They will need to login to GPMS to view the message and application form.
3. To access the alert, click on the **bell icon** in the top menu on the GPMS portal landing page.
4. Select the Determination notification to navigate to the **Manage Your Organisation** landing page and view the **Determinations table**.

Please note:

If you are already on the Manage Your Organisation landing page, clicking on the notification will keep you on the page.

The screenshot shows the Government Provider Management System (GPMS) portal. At the top, there is a navigation bar with the logo, 'Government Provider Management System', and a 'Home' link. On the right, there are links for 'Switch Provider', a bell icon (notifications), and a user profile icon. A notifications dropdown menu is open, showing several notifications. The first notification is highlighted with a red box and reads: 'Determination C... has been assigned to you for review and approval prior to submission. 7 hours ago'. Below this, there are two 'Virus Scan Result Notification' items. The main content area of the portal is partially visible, showing a 'Manage Your Organisation' section with a list of actions: 'Manage your provider details, services, personnel, and third party arrangements', 'Submit a Notification for a material change to your organisation or key personnel event', and 'Apply for a Governing Body Determination'. There is also a 'Looking for something' section with a 'Sign in to My Aged Care service' link and a list of items: 'Referrals', 'Clients', and 'Outlets'.

5. From the Determination table, select the **Edit** button to access the draft application.

The screenshot shows a web interface for managing determinations. At the top, there is a header 'Determination' and a sub-header 'Track and manage your application for a determination that certain governing body responsibilities do not apply.' Below this is a search and filter section with a search box containing 'Enter Determination ID', two dropdown menus for 'For approval by' and 'Status' both set to 'Show all', and buttons for 'Apply Filters' and 'Clear Filters'. The main part of the interface is a table with columns: 'Determination ID', 'For approval by', 'Approved By', 'Last updated date', 'Submission date ...', 'Status', and 'Outcome'. A single row is visible with the status 'Draft'. To the right of the 'Outcome' column, there is a dropdown menu with 'Edit' and 'Delete' options, and a 'Generate PDF' button. At the bottom, there are navigation buttons for '< Previous' and 'Next >', and a status indicator 'Showing 1 to 1 of 1 results.'

6. This will then open the review page and allow them to read the information that has been entered into the application form.
7. From here, options available are:
- If they are satisfied with all of the content of the draft applications, meaning they can attest to it being true and accurate, select **Next** which will take them to to the Declaration and Submission page; or
 - If there is incorrect or missing information, they may click **Edit**. This will navigate them to the first step of the application form – Step 1: **Before You Start**. They will see the Declaration and Submission step visible in the progress bar to confirm that this is the current stage of the progress status;
- OR**
- Click **Save for Later** which will save the form and allows them to return at a later stage to undertake the review and then submit when ready.

Apply for a determination that certain governing body responsibilities do not apply

Steps

- Review
- Declaration and Submission

Review

Determination ID:
Last Updated:

Carefully review the information provided to ensure its accuracy and completeness before submitting.

Authorised Representative

Governing Body Determination Request

Responsibilities the determination is to be applied

- The majority of the members of the governing body being independent non-executive members.
- At least one member of the governing body having experience in the provision of clinical care.

Reason given for applying for a determination

test

Care Recipients and Services

Total services Total number of care recipients across all services

Service ID	Service Name	Care Type	Service Location	Modified Month Model #	Number of Care Recipients
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>		<input type="text"/>

Key Personnel

Current Key Personnel Total Total Cessations Percentage of Key Personnel that have left %

Full Name	Position	Duration of Key Personnel	Reason for Cessation
<input type="text"/>			

Governing Body

Membership of governing body

Assisting members to act objectively and independently

Assisting members to seek advice

Supporting Evidence

[TEST.docx](#)

3.13 Declaration and Submission

3.13.1 Provider Governing Person Submits Determination application

If the Provider Governing Person is satisfied with the information presented in the digital determination application form, then they are required to confirm the declaration via a checkbox before submitting it.

1. Select from the first radio button:

- I, [Governing Person Name] agree to the statement presented above.

2. Click **Confirm** to submit or Alternatively, select **Back** to navigate to the [confirm screen].

The screenshot shows a web form titled "Apply for a determination that certain governing body responsibilities do not apply". On the left, a progress indicator shows two steps: "Review" (completed) and "Declaration and Submission" (current step). The main content area is titled "Declaration and Submission" and contains the following text:

Declaration and Submission

By signing this declaration, you confirm all the following declarations apply:

- I declare that I am lawfully authorised to act for/represent the approved provider.
- I declare that I have read and understood the [Commission's Collection Notice](#) and [Privacy Policy](#) and how the information in this form may be used.
- I understand that Chapter 2 of the Criminal Code applies to all offences under the Aged Care Act. It is also an offence under section 137.1 of the Criminal Code to provide false or misleading information to the Commission.
- I authorise the person identified as the Authorised Representative in this form to act on the provider's behalf and receive information about the affairs of the approved provider, where that person is not listed as a governing person of the approved provider.
- I declare that all information provided in this form and any attachments are true and correct.

Governing Person/s to Approve

I, _____ agree to the statement presented above.

I am unable to complete this declaration and wish to nominate another governing person to approve this request for determination.

At the bottom of the form, there are three buttons: "Save for later", "Back", and "Confirm".

3. You will be shown a **Confirmation** screen after the form has been submitted. The following users will receive a confirmation email:
 - The Provider Staff (Org) user who submitted the form to the Provider Governing Person to review and approve
 - The Provider Governing Person who submitted the declaration
 - Any additional nominated Provider Governing Persons who signed off the form
 - Primary Contact for the Provider
4. The digital determination application form ID will also be included for reference.

Please note:

If there are no other Provider Governing Persons within the organisation to choose from, the second option to nominate another Governing Person will not be available to select and the user will see a checkbox instead.

Government Provider Management System

Home Switch Provider

✓ **Your application for determination that certain governing body responsibilities do not apply, has been submitted.**

Confirmation has been sent to the following emails:

Your request for determination form ID:

What happens next?

The Aged Care Quality and Safety Commission will contact you if additional information is required.

You can track the progress of your application via the Determinations section on the Manage your Organisation page.

For further information about how your application will be assessed, [go to the Aged Care Quality and Safety Commission's website](#).

If you have any questions please contact the Aged Care Quality and Safety Commission on 1800 951 822 or email governingbodyapplications@agedcarequality.gov.au.

[Return to Manage Your Organisation](#)

3.13.2 Provider Governing Person nominates another Governing Person

If the Provider Governing Person is unable to complete the declaration:

1. Select from the second radio button:
 - I am unable to complete this declaration and wish to nominate another governing person to approve this Determination
2. A list of other Governing Persons will display
3. Select from the **Nominate another Governing Person** list another governing person to complete the review and submit process.

4. Select **Confirm to send for review**. Alternatively, select **Back** to navigate to the **Review** page.

Declaration and Submission

By signing this declaration, you confirm all the following declarations apply:

- I declare that I am lawfully authorised to act for/represent the approved provider.
- I declare that I have read and understood the [Commission's Collection Notice](#) and [Privacy Policy](#) and how the information in this form may be used.
- I understand that Chapter 2 of the Criminal Code applies to all offences under the Aged Care Act. It is also an offence under section 137.1 of the Criminal Code to provide false or misleading information to the Commission.
- I authorise the person identified as the Authorised Representative in this form to act on the provider's behalf and receive information about the affairs of the approved provider, where that person is not listed as a governing person of the approved provider.
- I declare that all information provided in this form and any attachments are true and correct.

Governing Person/s to Approve

I, _____ agree to the statement presented above.

I am unable to complete this declaration and wish to nominate another governing person to approve this request for determination.

Nominate Another Governing Person

You are nominating another person in your organisation to replace you as governing person approving this request for determination. Doing so will automatically send the new governing person a request to review and approve this request, and remove your access in this form. Select from the list below.

Surname	First Name	Email Address
<input type="checkbox"/>		

Click 'Confirm' to assign this form to another Governing Person for review and submission to the Commission.

5. You will be shown a **Confirmation** screen after the digital determination application form has been sent to the nominated Provider Governing Person for review and submission. The following users will receive a confirmation email:

- The Provider Staff (Org) user who submitted the form to the Provider Governing Person to review and approve.
- The newly nominated Provider Governing Person who the form has been sent to for endorsement by the original nominated Provider Governing Person.
- Primary Contact to the Provider.

Your form has been sent for review to the following governing person(s)

Confirmation has been sent to

Your request for determination form ID: _____

What happens next?

You can track the progress of your application via the Determinations section on the Manage your Organisation page.

For further information about how your application will be assessed go to the Aged Care Quality and Safety Commission's website.

Any enquires please email governingbodyapplications@agedcarequality.gov.au.

6. You can track your submission in the **Determinations Table** which you can access on the **Manage Your Organisation** page.

For further information about how your application will be assessed please visit the [Aged Care Quality and Safety Commission's website](#).

Any enquiries please email governingbodyapplications@agedcarequality.gov.au.

4. Determinations Table

This table allows you to track and manage your application for a determination that certain governing body responsibilities do not apply.

You will see a list of all determinations and can filter this list by status.

This table has two components:

1. Search criteria

You can search via the **Determination ID** or **for approval by** and apply filters, or alternatively search via the **Status** (Draft, Submitted, Processing, Finalised or show all)

The default view is **show all**. Select **Clear filters** to return to the default view.

2. Search via ascending or descending order from the table headers

The screenshot shows the 'Determination' table interface. At the top, there is a search bar with the placeholder 'Enter Determination ID'. To its right are two dropdown menus: 'For approval by' with 'Show all' selected, and 'Status' with 'Show all' selected. Further right are two buttons: 'Apply Filters' and 'Clear Filters'. Below the search filters is a table header row with the following columns: 'Determination ID', 'For approval by', 'Approved By', 'Last updated date', 'Submission date ...', 'Status', and 'Outcome'. At the bottom of the interface, there are navigation buttons: '< Previous', 'Showing 0 of 0 results.', and 'Next >'.

4.1 View / Edit / Delete a form not yet submitted

The user can access the digital determination application form while waiting for the Provider Governing Person to review via the **Manage Your Organisation** page.

The status will show as **Draft** in the Determinations table and the user will be able to:

- Delete Draft
- Edit Draft

Determination

Track and manage your application for a determination that certain governing body responsibilities do not apply.

Search: For approval by: Status:

Determination ID	For approval by	Approved By	Last updated date	Submission date ...	Status	Outcome	Edit
<input type="text"/>			<input type="text"/>		Draft		<input type="button" value="Delete"/>

< Previous Showing 1 to 1 of 1 results. Next >

Delete Draft

- To delete a draft, select **Delete**. A pop-up will then display to confirm selection, click **Cancel** to go back to the **Manage Your Organisation** landing page or **Proceed** to delete (This action will permanently delete the draft application).

Are you sure you want to delete this draft?

This request for determination draft will be deleted permanently.

- You will receive a confirmation message noting record has been successfully deleted.

Success!
The draft Determination No. has been successfully deleted.

- This change will also be updated in the **Determination** Table.

Edit Draft

- If the user selects the **Edit** button they will navigate back to the form where they can perform the following actions:
 - Edit the contents of the Governing Body Determination form

Apply for a determination that certain governing body responsibilities do not apply

Steps

- Before You Start
- Authorised Representative
- Governing Body Determination Request
- Reason for Determination
- Care Recipients and Services
- Key Personnel
- Governing Body
- Supporting Evidence
- Review**

Review

Last Updated:

Carefully review the information provided to ensure its accuracy and completeness before submitting.

Authorised Representative

Governing Body Determination Request

Responsibilities the determination is to be applied

- The majority of the members of the governing body being independent non-executive members.
- At least one member of the governing body having experience in the provision of clinical care.

Reason given for applying for a determination

Care Recipients and Services

Total services: Total number of care recipients across all services:

Service ID	Service Name	Care Type	Service Location	Modified Month Model #	Number of Care Recipients
<input type="text"/>	<input type="text"/>				

Key Personnel

Current Key Personnel Total: Total Cessations: Percentage of Key Personnel that have left: %

Full Name	Position	Duration of Key Personnel	Reason for Cessation
<input type="text"/>			

Governing Body

Membership of governing body:

Assisting members to act objectively and independently:

Assisting members to seek advice:

Supporting Evidence

[TEST.docx](#)

4.2 View a Submitted Form

A form that has already been submitted by a nominated Provider Governing Person can be viewed via the **Determinations Table**.

The status will show as **Submitted** in the **Determinations Table** and the user will be able to:

- View Summary
- Generate PDF

When viewing the details of the digital determination application submission, the Submission date and name of the submitter will be displayed.

Determination

Track and manage your application for a determination that certain governing body responsibilities do not apply.

Search: For approval by: Status:

Determination ID	For approval by	Approved By	Last updated date	Submission date ...	Status	Outcom
					Submitted	<input type="button" value="View Summary"/> <input type="button" value="Generate PDF"/>

4.2.1 View summary

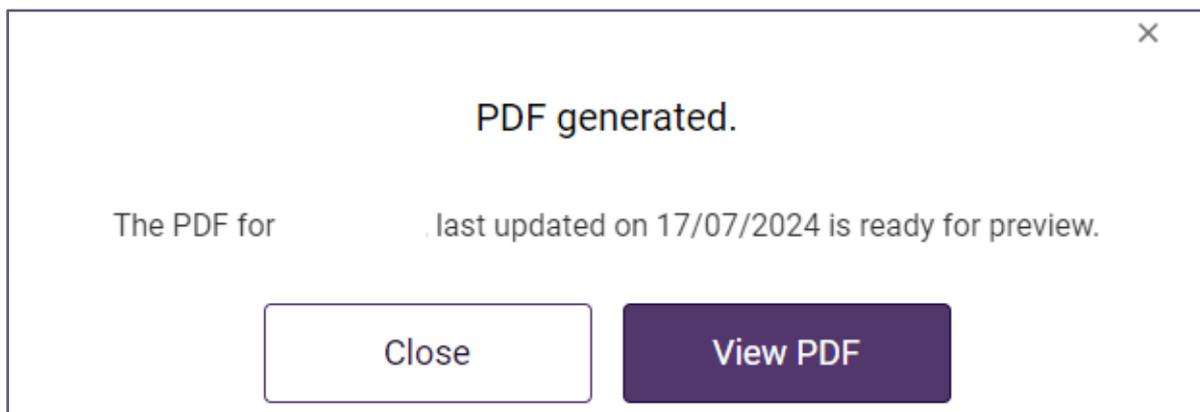
1. From the Determination table, click on the **dropdown menu** in the **Outcome** column **View Summary**, this will open a summary page where the user will be able to view the details of digital determination application form.
2. Select **Return to Manage Your Organisation** to navigate back to the Manage your organisation landing page.

The screenshot shows a web form titled "Apply for a determination that certain governing body responsibilities do not apply". The form includes several sections: "Details" with fields for Determination ID and Last Update; "Authorised Representative" with a text input field; "Governing Body Determination Request" with bullet points about the governing body and a text area for the reason given; "Care recipients you provide aged care to across all of your services" with a table showing 17 total services and 17 total care recipients; "Key Personnel" with fields for Current Key Personnel Total, Total Cessations, and Percentage of Key Personnel that have left; "Governing Body" with text areas for membership and assisting members; "Supporting Evidence" with a "TEST docx" link; and "Governing Person to Approve" with fields for Surname, First Name, Email Address, and Status. A "Return to Manage Your Organisation" button is located at the bottom right.

4.2.2 Generate PDF

From the Determination table, click on dropdown menu in the outcome column and select **Generate PDF**, this will generate a PDF and the form is downloaded to your local drive.

The screenshot shows a table titled "Determination" with the subtitle "Track and manage your application for a determination that certain governing body responsibilities do not apply." The table has columns for Determination ID, For approval by, Approved By, Last updated date, Submission date, Status, and Outcome. A dropdown menu is open over the Outcome column, showing options for Edit, Delete, and Generate PDF. The table contains one row with a status of "Draft". Below the table are navigation buttons for "< Previous" and "Next >" and a message "Showing 1 to 1 of 1 results."



4.3 Status of an application

The user can see the following status in the Determination table. The assessment process, including communication with the approved provider will not be undertaken online. Instead, the Commission will engage directly with approved providers off system.

Status	Outcome
Draft	A digital determination application form which has not been submitted by the Governing Person.
Submitted	The digital determination application form has been submitted by the Provider in GPMS and sent to the Commission
Processing	The Commission has commenced processing the digital determination application form.
Finalised	<ul style="list-style-type: none"> • Approved • Not Approved • Invalid • Withdrawn • Expired • Revoked

4.4 Save an application

You can select the **Save for later** button at any time throughout the form, this allows you to return at a later stage to complete the form and submit when ready.

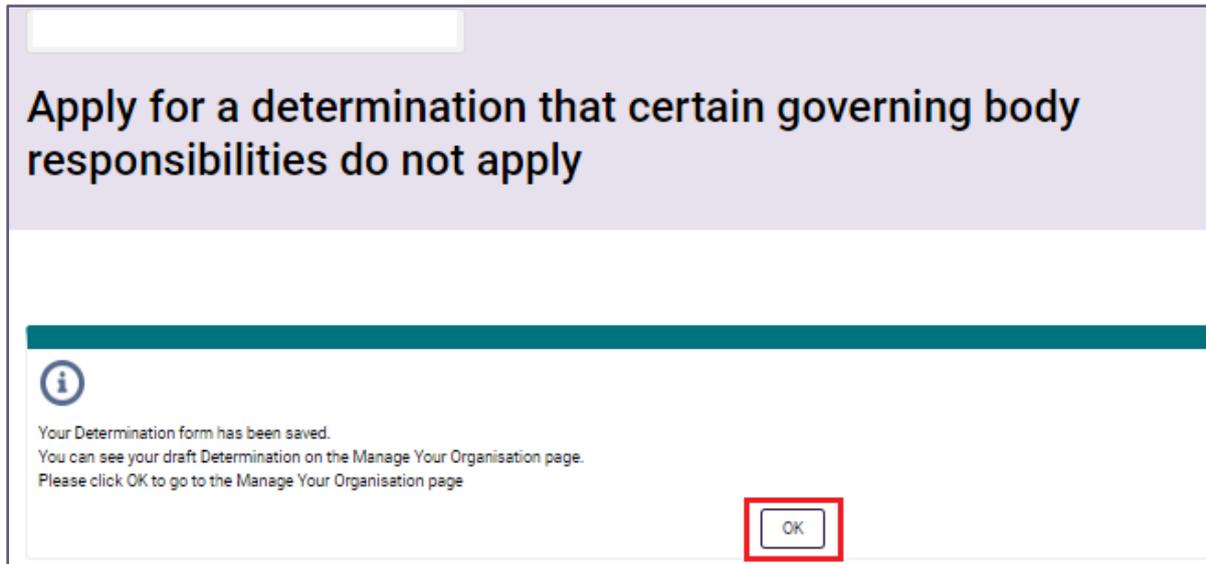
1. Select **Save for later**.



2. A pop-up will appear with the option to **Cancel** to return to the form or click **OK** to proceed.



3. You will receive a confirmation that your application has been saved, select **OK** to navigate to the Manage Your Organisation landing page.



4. From the **Determinations table**, refresh the page to see the change made to the form.

5. Notifications

A notification is an activity that informs the user of an event, for example when a form has been assigned to you for review and approval prior to submission or a file has been uploaded. The user may need to complete an action as a result of the notification.

All staff with access to the GPMS portal will have access to view notifications that apply to them.

To view these notifications, select the **Notifications** bell icon from the Manage Your Organisation landing page.



6. Paper based form submission

In exceptional circumstances or if technical difficulties exist, a word document-based application form can be requested. Contact the Commission on **1800 951 822** or email either info@agedcarequality.gov.au or governingbodyapplications@agedcarequality.gov.au.

7. Withdrawal and updating a submitted application

Provider Staff (Org) user may choose to withdraw an application for a Governing Body Determination, in which case the assessment of the request and no determination decision is required to be made.

To request the withdrawal of an application or correction of any information provided contact the Commission on **1800 951 822** or email either info@agedcarequality.gov.au or governingbodyapplications@agedcarequality.gov.au.