



Government Provider Management System

Glossary

September 2025

Version 2.0

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

1. Glossary

Term	Description
ACCO	Aboriginal Community Controlled Organisations
ACCHO	Aboriginal Community Controlled Health Organisations
Aged Care Rules 2025	The Aged Care Rules 2025 is a detailed document under Australia's new Aged Care Act 2024, set to commence on November 1, 2025, providing practical instructions for how the new, rights-based aged care system will operate.
Aged Care Act (the Act)	<i>The Aged Care Act 2024.</i> The Australian Parliament passed the Aged Care Act 2024 as the new law for government-funded aged care in Australia on 25 November 2024. The Act will commence from 1 November 2025.
Aged Care Code of Conduct	Aged Care Code of Conduct means the rules made for the purposes of section 14 of the <i>Aged Care Act, 2024</i> .
Aged Care Worker screening check	Aged care worker screening check means an assessment, under an aged care worker screening law, of whether a person who works, or seeks to work, with individuals accessing funded aged care services poses a risk to such individuals.
Aged Care	Care of one or more of the following types: <ul style="list-style-type: none"> • Residential care • Home care • Flexible care - in the form of short-term restorative care • Multi-Purpose services • National Aboriginal and Torres Strait Islander Flexible Aged Care Program • Commonwealth Home Support Programme
Approvals, Compliance and Investigations Group	The Group within the Commission responsible for the: <ul style="list-style-type: none"> • assessment and determination of applicants suitable to become a registered provider of aged care. • management of material change notifications by registered providers • revocation on request by registered 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

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	<ul style="list-style-type: none"> assessment of incidents reported under the Serious Incident Response Scheme.
Aged Care Quality and Safety Commission (Commission)	The Aged Care Quality and Safety Commission (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.
Agreement ID	Unique identifier for the funding agreement records of a specialist aged care program.
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 are doing.</p> <p>This includes making sure that they are 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>
Associated Provider	Providers associated to a registered provider.
Associated Provider ID	Unique identifier for the Associated provider.
Association ID	Unique identifier for the relationship between the Associated Provider and the Registered Provider.
Association ID (Responsible Persons and contacts)	Unique identifier for contacts
Branches	Branches delivering services in the home or community.
Branch ID	Unique identifier for the Branch. This aligns with the Branch's Program Payment ID.
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 a registered provider provides, or is to provide, care through an aged care service.
CEO	Chief Executive Officer.

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Certificate of registration	Certificate issued by ASIC upon registering a body corporate.
CFO	Chief Financial Officer.
Change in Circumstance	<p>Section 167 of the <i>Aged Care Act, 2024</i> states that a registered provider must give notice of a change in relation to the following:</p> <ul style="list-style-type: none"> (a) a change of circumstances or an event that materially affects the provider's suitability to be a registered provider taking into account the matters referred to in paragraph 109(1)(b) (which deals with suitability of registered providers); (b) a change of circumstances that relates to a suitability matter in relation to a responsible person of the provider; (c) a change in the responsible persons of the provider; (d) a significant change in the organisation or governance arrangements of the provider; (e) a significant change in the scale of the provider in relation to the funded aged care services delivered by the provider; (f) a change in the service types delivered by the provider; (g) specified changes relating to the associated providers of the provider; (h) specified changes to an approved residential care home; (i) specified financial and prudential matters. <p>A notice must:</p> <ul style="list-style-type: none"> (a) be given within 14 days after the registered provider becomes aware of the change in circumstances; and (b) be in an approved form; and (c) include any information prescribed by the rules in relation to a change of circumstances or event of a kind prescribed by the rules.
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-

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	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.
Commissioner	The Aged Care Quality and Safety Commissioner.
COO	Chief Operating Officer.
Deeming	In preparation for the Act, current government-funded providers will be transitioned to the new system as registered providers. This process is called deeming.
Description	A statement or account that describes or provides a representation in words.
The Department	The Commonwealth Department of Health, Disability and Ageing.
DoN	Director of Nursing.
Entity ID	The Entity ID acts as a collective label to represent the IDs for the following when creating Point of Contacts: <ul style="list-style-type: none"> • Registered Provider • Residential Care Home • Branch
Flexible Care	Programs providing care and support for older people in a way that differs from standard residential or home care services, addressing unique needs that mainstream options do not cover. Examples include the National Aboriginal and Torres Strait Islander Flexible Aged Care Program for culturally appropriate care, the Transition Care Programme for post-hospital recovery, and the Short-Term Restorative Care (STRC) Programme to delay or avoid long-term care.
Governance	The rules, practices, processes, and systems an organisation uses to direct and manage that organisation and its services.
Governing Body	Section 7 of the Aged Care Act, 2024 states that a governing body of a registered provider means: <ul style="list-style-type: none"> (a) if the registered provider is a body corporate incorporated, or taken to be incorporated, under the Corporations Act 2001, that has a board of directors—the board of directors; or (b) otherwise—the person or the group of persons responsible for the executive decisions of the registered provider.
GPMS	Government Provider Management System.
Home or Community setting	Division 2, section 11 of the <i>Aged Care Act, 2024</i> states that a home or community setting means a place in a

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	<p>home, or in the community, where funded aged care services are delivered.</p> <p>Despite subsection (6), a home or community setting does not include any of the following places:</p> <ul style="list-style-type: none"> (a) a group home funded under the National Disability Insurance Scheme; (b) a hospital; (c) a psychiatric facility; (d) a prison or detention centre; (e) a hospice or facility that primarily provides palliative care; (f) any other place prescribed by the rules. Services and support, funded by the Australian government, designed to help older Australians stay independent and living in their own homes for as long as possible.
Incorporation ID	<p>The Registered Provider's Incorporation Number aligned to the Incorporation ID type provided in the Registration form.</p> <p>This is a unique number that validates the Incorporation ID Type.</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>In aged care, an indictable offence refers to a serious criminal act committed by a person or organisation working in or associated with aged care services, which is punishable under Australian criminal law and typically tried in a higher court (such as a District or Supreme Court).</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

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	<ul style="list-style-type: none"> information on what you might need to pay towards the cost of your care.
Material Change	A change that is substantial or considerable in nature and materially affects the suitability of a registered provider to provide aged care, notified to the Commission within 14 days of that change occurring.
NDIS	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.
NDIS worker screening clearances	<p>This is information acquired under or for the purpose of the Act or rules that:</p> <ul style="list-style-type: none"> is personal information; or relates to the affairs of a registered provider or a service provider of a Commonwealth-funded aged care services; or relates to the affairs of an applicant for approval.
Organisation Administrator	User role within GPMS which allows the user to perform administrator functions in system such as managing user access.
Payment ID	Unique identifier for the record which identifies the program and associated payment details. This was previously known as Service ID.
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>

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Point of Contact	<p>This is a person who is nominated by a registered provider in the organisation and/or their Residential Care Homes or Branches 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>
GPMS Privacy notice	<p>The Privacy notice outlines how the Department manages any personal information it collects when a user creates an account in the Government Provider Management System.</p>
Protected information	<p>This is information acquired under or for the purpose of the Act or rules that:</p> <ul style="list-style-type: none"> • is personal information; or • relates to the affairs of a registered 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.
Provider responsibilities	<p>The set of responsibilities registered providers have in relation to the aged care they provide through their Residential Care Homes or Branches to aged care consumers/care recipients. These responsibilities 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 Responsible Persons.
RN	Registered Nurse.
Registered provider	<p>Division 2, section 11 of the <i>Aged Care Act, 2024</i> states that a registered provider means an entity that:</p> <ul style="list-style-type: none"> (a) is registered as a registered provider (whether under paragraph 105(1)(a) or because of a renewal under paragraph 108(1)(a), or because of a determination made by the System Governor under subsection 117(1)); and (b) the registration period has not ended; and (c) that registration has not been revoked under a provision of Part 3 of Chapter 3. <p>Note: A registered provider's registration is not in effect while suspended: This means most provisions of this Act still apply to the registered provider unless a provision expressly requires that the registered provider's</p>

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	registration is in effect for the provision to apply. A registered aged care provider in Australia is an organisation or individual that has been formally approved by the Aged Care Quality and Safety Commission to deliver Australian Government-funded aged care services under the Aged Care Act 2024.
Registered Provider ID	Unique identifier for the Registered Provider.
Residential Care	Residential aged care refers to 24-hour care and accommodation provided in aged care homes for older people who can no longer live independently at home. These services are subsidised by the Australian Government and delivered by registered providers under the Aged Care Act.
Residential Care Homes (RCH)	<p>Section 10 (2) of the <i>Aged Care Act, 2024</i> states that a residential care home means a place that:</p> <ul style="list-style-type: none"> (a) is the place of residence of individuals who, by reason of sickness, have a continuing need for aged care services, including nursing services; and (b) is fitted, furnished and staffed for the purpose of providing those services. <p>To avoid doubt, a residential care home includes any of the following places:</p> <ul style="list-style-type: none"> (a) a place within, or co-located with, a hospital or other health service that is covered by an agreement with the Commonwealth to deliver aged care services alongside health services as a part of an integrated service arrangement; (b) a place within a retirement village that is a place described by subsection (2); (c) a place which is a complex of buildings; (d) any other place prescribed by the rules. <p>To avoid doubt, a residential care home does not include any of the following places:</p> <ul style="list-style-type: none"> (a) a private home; (b) a retirement village (other than a place referred to in paragraph (3)(b)); (c) a facility for which a declaration under subsection 121-5(6) of the <i>Private Health Insurance Act 2007</i> is in force (other than a place referred to in paragraph (3)(a)); (d) a hospice or facility that primarily provides palliative care; (e) any other place prescribed by the rules.

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Residential Care Home ID	Unique identifier for the Residential Care Home.
Responsible Persons	<p>Section 12 of the <i>Aged Care Act, 2024</i> states that each of the following is (1) a responsible person of a registered provider:</p> <ul style="list-style-type: none"> (a) if the registered provider is not a government entity—any person who is responsible for the executive decisions of the registered provider; (b) if the registered provider is not a government entity—any other person who has authority or responsibility for (or significant influence over) planning, directing or controlling the activities of the registered provider; (c) for any registered provider (including a government entity)— if the registered provider delivers, or proposes to deliver, a funded aged care service: <ul style="list-style-type: none"> i. any person who has responsibility for overall management of the nursing services delivered by the registered provider, or overall management of the nursing services delivered at an approved residential care home of the registered provider, and who is a registered nurse; and ii. (any person who is responsible for the day-to-day operations of an approved residential care home or service delivery branch of the registered provider. <p>(2) Without limiting paragraph (1)(a), a person who is responsible for the executive decisions of a registered provider</p>
Specialist Aged Care Agreement ID	Unique identifier for the Specialist Aged Care Program record. This is the same as the “Agreement ID”.
Statutory Declaration	A written statement which a person signs and declares to be true before an authorised witness.
Suitability matters	<p>Division 2, section 13 of the <i>Aged Care Act 2024</i> states (1) Each of the following matters is a suitability matter in relation to an individual:</p> <ul style="list-style-type: none"> (a) the individual’s experience in providing, at any time, funded aged care services or other similar services; (b) whether a banning order against the individual is, or has at any time been, in force; (c) whether an NDIS banning order against the individual is, or has at any time been, in force;

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	<p>(d) whether the individual has at any time been convicted of an indictable offence;</p> <p>(e) whether a civil penalty order against the individual has been made at any time;</p> <p>(f) whether the individual is, or has at any time been, an insolvent under administration;</p> <p>(g) whether the individual is, or has at any time been, the subject of adverse findings or enforcement action by any of the following:</p> <ul style="list-style-type: none"> i. a Department of the Commonwealth or of a State or ii. Territory; iii. the Australian Securities and Investments Commission; iv. the Australian Charities and Not-for-profits v. Commission; vi. the Australian Competition and Consumer Commission; vii. the Australian Prudential Regulation Authority; viii. the Australian Crime Commission; ix. AUSTRAC (within the meaning of the <i>Anti-Money</i> x. <i>Laundering and Counter-Terrorism Financing Act 2006</i>); xi. the Australian Health Practitioner Regulation Agency; xii. another body established for a public purpose by or under a law of the Commonwealth; xiii. a State or Territory authority (including, but not limited to, a body that is equivalent to a body mentioned in subparagraphs (ii) to (viii)); xiv. a local government authority; xv. a body responsible for maintaining standards of conduct in a profession that is involved in the delivery of funded aged care services; <p>(h) whether the individual:</p> <ul style="list-style-type: none"> i. is, or has at any time been, the subject of any findings or judgment in relation to fraud, misrepresentation or dishonesty in

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	<p>any administrative, civil or criminal proceedings; or</p> <p>ii. is currently party to any proceedings that may result in the individual being the subject of such findings or judgment;</p> <p>(i) whether the individual is, or has at any time been, disqualified from managing corporations under Part 2D.6 of the Corporations Act 2001;</p> <p>(j) if circumstances prescribed by the rules apply in relation to the individual—the individual is a person in respect of whom the worker screening requirements prescribed for the purposes of section 152 are met;</p> <p>(k) any other matter prescribed by the rules.</p>
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>
GPMS Terms of Use	<p>Outlines the terms of use for the Government Provider Management System.</p>
You, your	<p>The registered provider, Responsible Persons or authorised person reading this document.</p>

If users require further assistance with 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.