



Government Provider Management System – Registered Provider Portal

User Guide

September 2025

Version 5.5

This Government Provider Management System (GPMS) User Guide provides users with an overview of how to login to the GPMS Registered Provider portal and outlines how Organisation Administrators can add, edit and remove user roles.

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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 providers in understanding how to access and login to the GPMS Registered Provider portal for the first time.

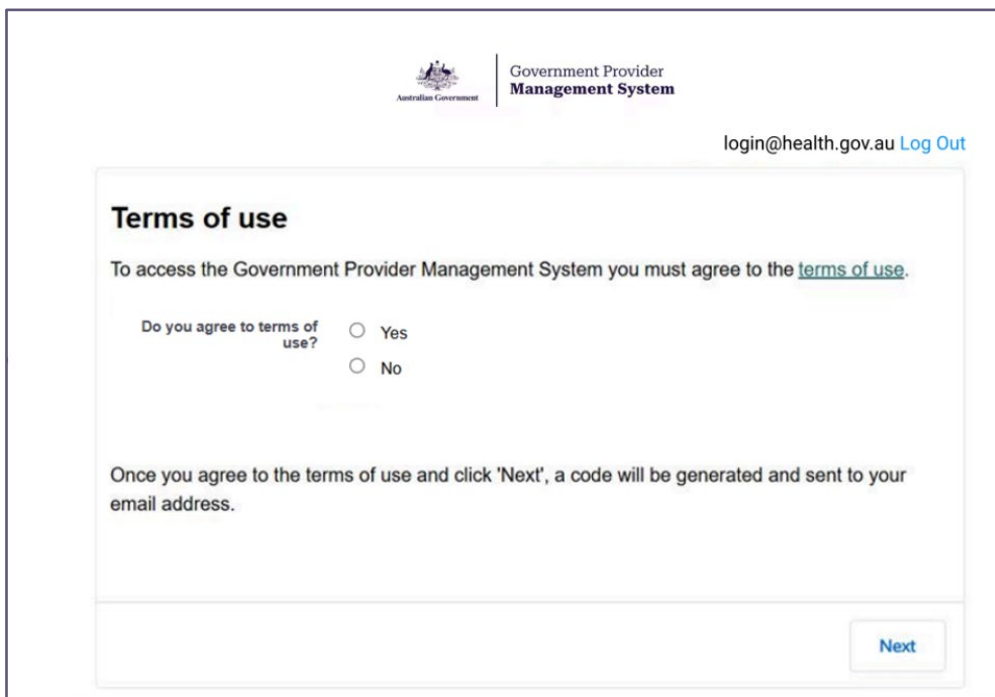
It also provides an overview of the Organisation Administrator role and associated functionality, including the ability to:

- add users to the GPMS portal; and
- edit or remove user roles which allows users to access applications within the GPMS portal.

1.2 Before proceeding

Please be advised of the following:

The Department of Health, Disability and Ageing will retain records of users' access to GPMS and when prompted, the user must accept the *GPMS Terms of Use* to be able to access the system.

A screenshot of the Government Provider Management System (GPMS) login page. At the top, there is the Australian Government crest and the text 'Government Provider Management System'. To the right, it says 'login@health.gov.au' and 'Log Out'. The main content area is titled 'Terms of use' and contains the text: 'To access the Government Provider Management System you must agree to the [terms of use](#).' Below this, there is a question 'Do you agree to terms of use?' with two radio button options: 'Yes' and 'No'. At the bottom, there is a 'Next' button. A note at the bottom states: 'Once you agree to the terms of use and click 'Next', a code will be generated and sent to your email address.'

1.3 Login to the GPMS portal

To login to the GPMS portal for managing your organisation details, 24/7 registered nurse reporting, Quarterly Financial Reporting and Quality Indicator Program reporting please visit [Log In into GPMS webpage](#).

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

2. GPMS Portal Access

To access the GPMS portal, each staff member must have a My Aged Care portal user account linked to a supported third-party authentication service.

For more information regarding setting up users and logging into the system please refer to [Logging in to Aged Care Systems](#).

2.1 Troubleshooting myID or VANguard issues

If users encounter any issues with logging in with myID or VANguard refer to [Logging in to Aged Care Systems](#).

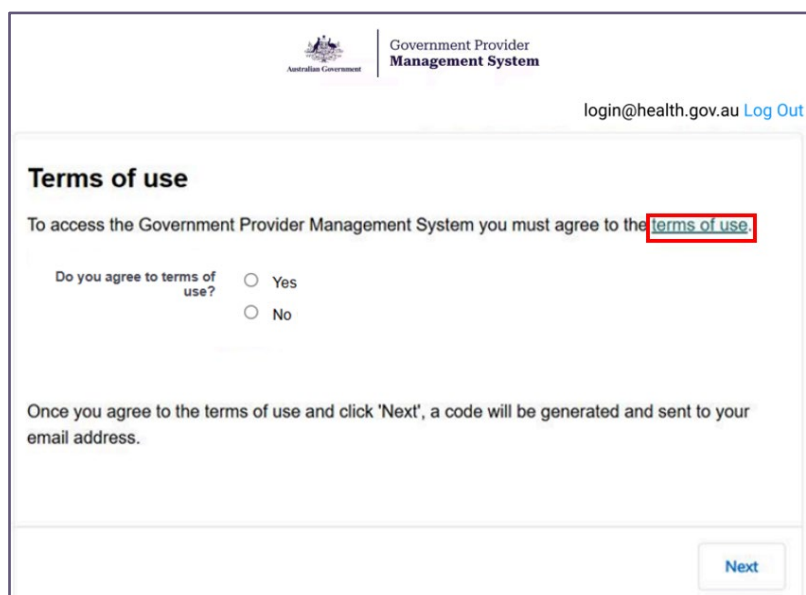
If the issue persists, users should contact their organisation's technical support for assistance or call the My Aged Care service provider and assessor helpline on **1800 836 799**. This helpline provides technical support and general information to registered providers, assessors, and hospital staff using our reporting systems and portals. Call from 8am to 8pm Monday to Friday or 10am to 2pm Saturday (local time).

2.2 Terms of use

When logging on for the first time the user will need to agree to the [Government Provider Management System - Terms of Use](#) (Terms of Use) and enter a Verification Code.

To agree, complete the following steps:

1. Click the **terms of use** link to navigate to the Terms of Use.



2. If the terms of use are agreed to, select the **Yes** radio button and then select **Next**.



Please note:

If the user does not agree to the terms of use, selecting **No** will prevent them from being able to have access to the portal.

By agreeing to the Terms of Use, the user also agrees to the handling of their Personal Information in accordance with the [GPMS Privacy Notice](#) and the [website privacy policy](#).

3. If the user accepts the GPMS Terms of Use by selecting **Yes**, the **Enter Verification Code** screen will display.



Australian Government | Government Provider Management System

login@health.gov.au [Log Out](#)

Verification code

A code has been sent to login@health.gov.au @health.gov.au

Enter code

[Verify](#)

1An eight-digit verification code will be sent to the user's company email address.



Australian Government | Government Provider Management System

Dear {Contact.FirstName},

To progress your authentication on the Government Provider Management System (GPMS) portal to **manage your organisation**, use the verification code below:

{Code}

Government Provider Management System portal team

4. In the Enter Verification Code field, the user should enter the eight-digit code received in the notification email and select **Next**.



Australian Government | Government Provider Management System

login@health.gov.au [Log Out](#)

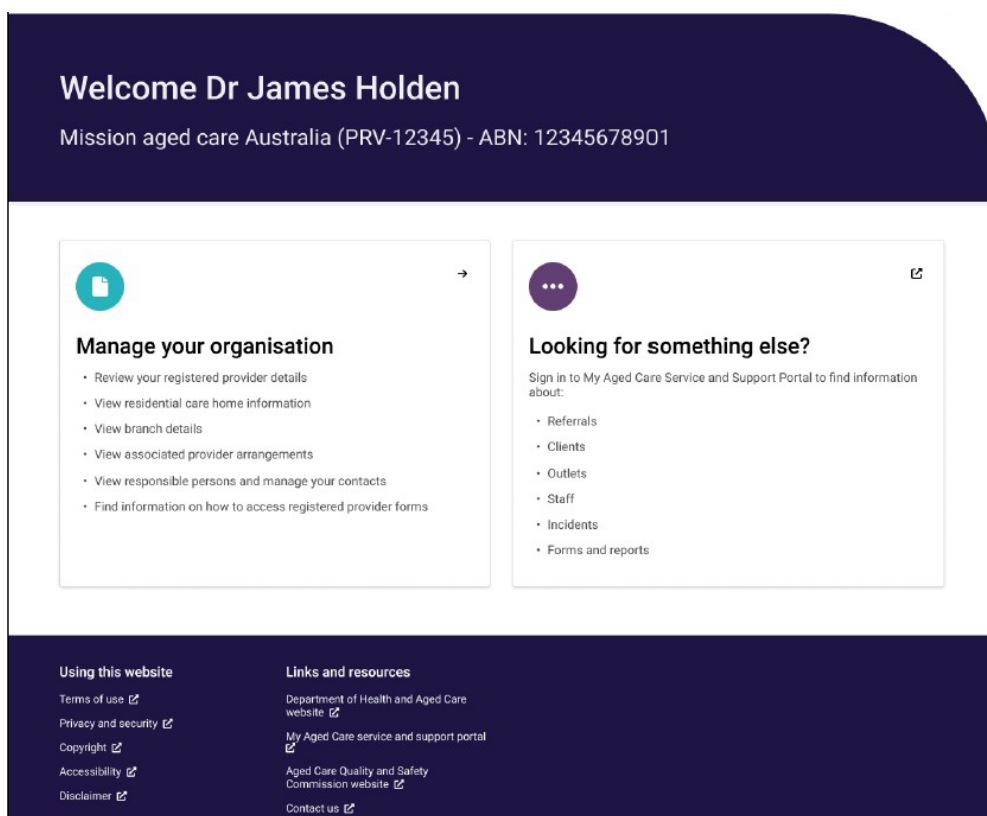
Verification code

A code has been sent to login@health.gov.au @health.gov.au

Enter code

[Verify](#)

The GPMS portal landing page will display.



If users 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.

3. Organisation Administrators

The Organisation Administrator is nominated by the organisation as someone who can perform the following administrative functions:

- Add additional users.
- Edit user access roles.
- Remove access roles for users who no longer require GPMS portal access.

The Organisation Administrator role in the My Aged Care system or GPMS Approved Provider portal is not interchangeable with the Organisation Administrator role in the GPMS Registered Provider portal.

If the Organisation Administrator role is not set up for GPMS for the user's organisation, the organisation will need to nominate an Organisation Administrator for GPMS.

The following information relates to tasks that the Organisation Administrator can undertake in the GPMS portal.

Please note:

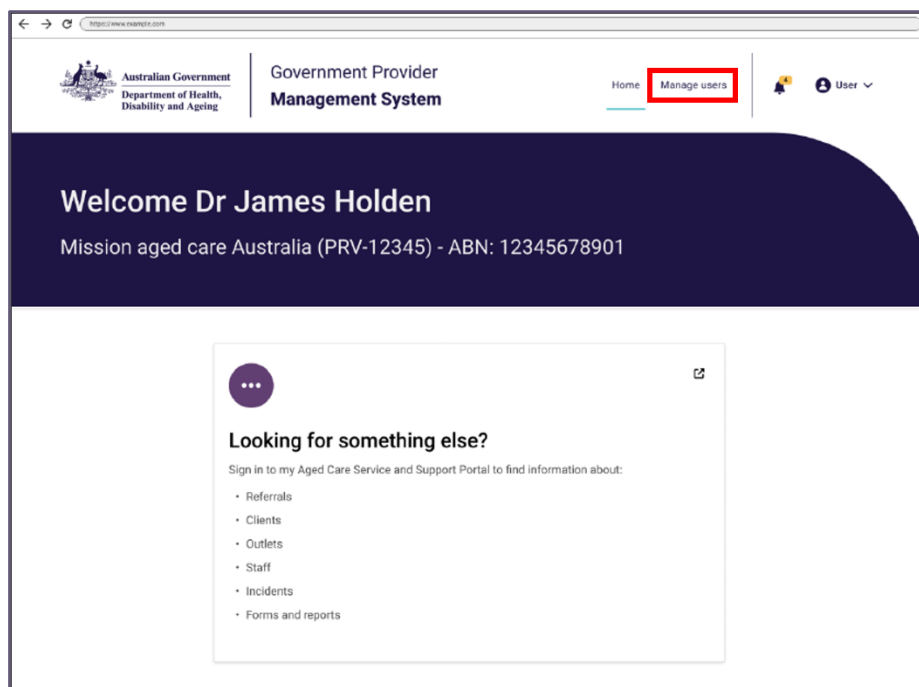
The Organisation Administrator will only be able to add, edit and remove GPMS users within the Registered Provider portal.

3.1 The Manage Users screen

The Manage Users screen is where Organisation Administrators will perform administrative functions, such as adding users and editing user access roles.

Only users assigned "Organisation Administrator" access to the GPMS portal will be able to carry out these functions.

To access the Manage Users functionality, select **Manage Users** in the top menu on the GPMS portal landing page.



The Manage users screen will display.

Manage users

Mission Aged Care Australia
Provider ID: PRV-12345
ABN: 12 345 678 901

Entities

Mission Aged Care Australia
Organisation ID: ACO-12345

Mission Aged Care Australia
Provider ID: PRV-12345

Portal users within this organisation

+ Add new portal user

Search for portal users

Clear
Search

Name	Email address	User roles	
Conan Grey (You)	cgrey@email.com	Organisation administrator	▼
Jane Smith	janesmith@email.com	Organisation administrator	▼
Tiffany Jones (Pending)	tiffanyjones@email.com	Organisation administrator	▼

1-3 of 3 records

1

Rows per page
10

3.2 Adding a new user

Organisation Administrators can add new users to the GPMS portal. These users can be added either at the organisation level or at the provider level.

The level the new users are added to will determine what kind of access roles can be attributed to them.

Please note:

Before users login to GPMS for the first time, they must ensure they have completed the necessary steps to verify their identity in the myID or Vanguard FAS systems in accordance with their organisation's IT policies.

For further information please refer to: [Logging in to Aged Care Systems](#)

If adding a user as an Organisation Administrator in GPMS, it is important the user is also set up as an Organisation Administrator in My Aged Care Service and Support Portal.

This will need to be done manually by the Organisation Administrator in the My Aged Care Service and Support portal.

3.2.1 Adding a user at the Organisation level

Users added at the organisation level can be given the Organisation Administrator role access as well as other access roles.

To add a new user at the organisation level, complete the following steps:

1. In the Manage users screen, select the **+ Add new portal user** button.

The Add new portal user to this organisation screen will then display.

2. To confirm whether the new user already has an existing contact record, in the 'for individuals' field, enter the user's name and select the **Search** button.
 - If the does exist within the organisation and does not have a portal account, go to step 3. If the contact already has a portal account, follow the steps within the 'Editing or removing user access roles' section.
 - If the search did not find an existing contact, go to step 4.

3. Select the **contact** radio button and select the **Next** button, then go to step 5.

Add new portal user to this organisation

Search and select individual

Listed below are the individuals associated with your organisation.

Select from the list to create a portal user account for that individual. If the individual is not listed, add them as a new portal user using the 'Add a new individual as a portal user' option below.

Search for individuals

[Clear](#)
[Search](#)

	First name ↑	Second name	Last name	Email address	
<input checked="" type="radio"/>	Hannah		Wang	hannah.wang@email.com	▼
<input type="radio"/>	Hannah	Jane	Smith	h.j.smith@email.com	▼

1-2 of 2 records

← 1 →

Rows per page 10 ▼

Can't find the individual you are looking for?
☐ Add a new individual as a portal user

[Cancel](#)
[Next](#)

The User details screen will then display.

- If no contacts are found, select **Add a new individual as a portal user** radio button and select the **Next** button.

Add new portal user to this organisation

Search and select individual

Listed below are the individuals associated with your organisation.

Select from the list to create a portal user account for that individual. If the individual is not listed, add them as a new portal user using the 'Add a new individual as a portal user' option below.

Search for individuals

[Clear](#)
[Search](#)

	First name ↑	Second name	Last name	Email address	
No records found.					

0-0 of 0 records

← 1 →

Rows per page 10 ▼

Can't find the individual you are looking for?
☒ Add a new individual as a portal user

[Cancel](#)
[Next](#)

The User details screen will then display.

- In the **User details** section, enter the user's details within the fields. In the User roles section (if not already populated), select the **Organisation Administrator** option, In the Declaration section, select **I agree**, then select the **Add user** button.

Please note:

It is important the new user's company email address is entered correctly.

If the email address is entered incorrectly, it will prevent the user from being able to access the portal.

Entities

- Mission Aged Care Australia
Organisation ID: ACO-12345
- Mission Aged Care Australia
Provider ID: PRV-12345

Add new portal user to this organisation

User details

Provide all the required information and select the user role(s) to assign to the portal user.

Fields marked with an * are mandatory

* Title
Mr

* First name
Hannah

Second name

* Last name
Wong

* Date of birth
15/2/1999

* Email address
hannah@email.com

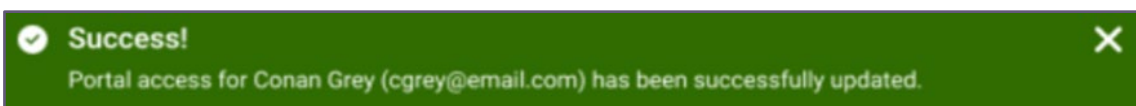
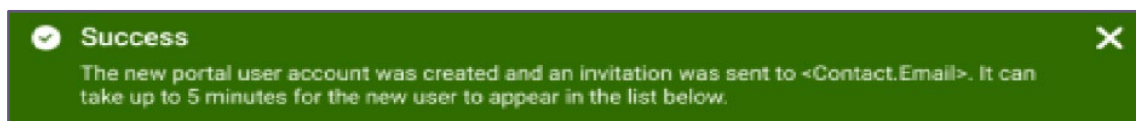
* User roles
Select at least one role:
☐ Organisation administrator

* Declaration
By ticking the box, you confirm the individual consents to the disclosure of their details to the Australian Government, and they have been advised to review the [Notice of Collection](#) to understand how their personal information is used and how their information will be protected in accordance with our privacy policies and the Privacy Act 1988 (Cth).

☐ I agree

Cancel Previous Add user

The GPMS portal will display a green banner informing that an invitation email has been sent to the new user or portal access for the user has been successfully updated.



Newly added contact will have a status of (Pending). This status will remain until the newly added contact receives their notification email and selects the link to login to the GPMS portal for the first time.

Once their first login has been completed the (Pending) status will disappear.

Please note:

Organisation Administrators can add, manage and remove user access.

This level of access can only be added at the Organisation level.

Even as an Organisation Administrator, the user will need to be allocated other access roles if they require access to other GPMS applications.

The Organisation Administrator role does not automatically provide access to other GPMS applications on its own.

3.2.2 Adding a user at the Provider level

The Organisation Administrator may give a user access against a specific provider. This limits their access to those Providers only.

Please note:

Organisation Administrators must be allocated at the Organisation level. Provider level users cannot be Organisation Administrators.

To add a new user at the Provider level, complete the following steps:

1. In the Manage Users screen, the user should select the Provider to which they want to add a new user, then select the **+ Add New User** button.

The screenshot shows the 'Manage users' interface. At the top, there's a header with 'Mission Aged Care Australia', 'Provider ID: PRV-12345', and 'ABN: 12 345 678 901'. Below this, on the left, is a sidebar with 'Entities' listing 'Mission Aged Care Australia' with 'Organisation ID: ACO-12345' and 'Provider ID: PRV-12345'. The main area is titled 'Portal users within this registered provider' and features a search bar with the placeholder 'Search for portal users' and a 'Search' button. A red box highlights the '+ Add new portal user' button in the top right corner. Below the search bar is a table with columns 'Name', 'Email address', and 'User roles'. The table lists three users: Andrew Lee (andrewlee@email.com, Provider staff (Registered provider)), Hannah Wang (You) (hannahw@email.com, Provider staff (Home/ Branch)), and Jacqueline Lee (Pending) (jacqueline@email.com, Provider staff (Registered provider)). At the bottom of the table, it says '1-3 of 3 records' and 'Rows per page 10'.

The Add new portal user to this registered provider screen will then display.

2. To confirm whether the new user already has an existing contact record, in the 'search for individuals' field, enter the user's name and select the **Search** button.
 - If the does exist within the organisation and does not have a portal account, go to step 3. If the contact already has a portal account, follow the steps within the 'Editing or removing user access roles' section.
 - If the search did not find an existing contact, go to step 4.

Add new portal user to this registered provider

Search and select individual

Listed below are the individuals associated with your organisation.

Select from the list to create a portal user account for that individual. If the individual is not listed, add them as a new portal user using the 'Add a new individual as a portal user' option below.

Search for individuals

Clear
Search

	First name ↑	Second name	Last name	Email address	
<input type="radio"/>	Hannah		Wang	hannah.wang@email.com	▼
<input type="radio"/>	Hannah	Jane	Smith	h.j.smith@email.com	▼

1-2 of 2 records

1

Rows per page 10 ▼

Can't find the individual you are looking for?

☐ Add a new individual as a portal user

Cancel
Next

3. Select the **contact** radio button and select the **Next** button. go to step 5.

Add new portal user to this organisation

Search and select individual

Listed below are the individuals associated with your organisation.

Select from the list to create a portal user account for that individual. If the individual is not listed, add them as a new portal user using the 'Add a new individual as a portal user' option below.

Search for individuals

Clear
Search

	First name ↑	Second name	Last name	Email address	
<input type="radio"/>	Hannah		Wang	hannah.wang@email.com	▼
<input type="radio"/>	Hannah	Jane	Smith	h.j.smith@email.com	▼

1-2 of 2 records

1

Rows per page 10 ▼

Can't find the individual you are looking for?

☐ Add a new individual as a portal user

Cancel
Next

4. If no contacts are found, select **Add a new individual as a portal user** radio button and select the **Next** button.

Add new portal user to this organisation

Search and select individual

Listed below are the individuals associated with your organisation.

Select from the list to create a portal user account for that individual. If the individual is not listed, add them as a new portal user using the 'Add a new individual as a portal user' option below.

Search for individuals

[Clear](#)
[Search](#)

First name	Second name	Last name	Email address
No records found.			

0 of 0 records

1

Rows per page
10

Can't find the individual you are looking for?

☐ Add a new individual as a portal user

[Cancel](#)
[Next](#)

The **User details** screen will then display.

- In the **User details** section, enter the user's details within the fields (if not already populated). Under User roles, select the **check boxes** of the access roles the user wishes to add.

The table below lists the available user roles and descriptions:

Role	Description
Registered Nurse Submission (Service)	Can submit 24/7 RN reporting on behalf of their organisation.
Financial Reporting Submission	Can submit QFRs on behalf of their organisation.
QI Bench Marker	Can upload bulk QI data.
QI Role (Org)	Can submit QI reports on behalf of their organisation.
QI Role (Service)	Can submit QI reports on behalf of their organisation.

Entities

Mission Aged Care Australia
Organisation ID: ACD-12345

Mission Aged Care Australia
Provider ID: PWR-12345

Add new portal user to this organisation

User details

Provide all the required information and select the user role(s) to assign to the portal user.

Fields marked with an * are mandatory

* Title
Mr

* First name
Hannah

Second name

* Last name
Wang

* Date of birth
15/3/1999

* Email address
hannah@email.com

* User roles
Select at least one role:

☐ Organisation administrator

* Declaration
By ticking the box, you confirm the individual consents to the disclosure of their details to the Australian Government, and they have been advised to review the [Notice of Collection](#) to understand how their personal information is used and how their information will be protected in accordance with our privacy policies and the Privacy Act 1988 (Cth).

☐ I agree

Cancel Previous Add user

Please note:

It is important the new user's company email address is entered correctly.

If the email address is entered incorrectly, it will prevent the user from being able to access the portal.

- Some access roles will require additional information. For example, a user with the access role of Provider staff (Home/Branch) will also list residential homes and/or branches operated by the selected provider. Select the **check boxes** of the services to which they want the user to have access to.

*** User roles**

Select at least one role.

☐ Provider staff (Registered Provider)
Users with this role can manage all contacts for your organisation.

☒ Provider staff (Home/Branch)
Users with this role can manage contacts for assigned Homes and Branches.

☐ RN submission - Homes
Users with this role can submit 24/7 Registered Nurses reports for assigned homes.

☐ QI Role (Service)
Users with this role can view, create and submit QI Program data for assigned Program Payment Entities.

☐ Financial Reporting Submission
Users with this role can view QFR information, create and update individual QFR records, input QFR information via direct entry and upload data. Able to submit the data.

Provider staff (Home/Branch)

*** Select one or more homes and/or branches**

Homes	Branches
<input type="checkbox"/> Select all homes	<input type="checkbox"/> Select all branches
<input checked="" type="checkbox"/> HammondCare - Arlington (ARCH-12345)	<input checked="" type="checkbox"/> HammondCare - Arlington (SRV-12345)
<input checked="" type="checkbox"/> HammondCare - Bridgeton (ARCH-12346)	<input checked="" type="checkbox"/> HammondCare - Bridgeton (SRV-12346)
<input type="checkbox"/> HammondCare - Camperdown (ARCH-12347)	<input type="checkbox"/> HammondCare - Camperdown (SRV-12347)
<input type="checkbox"/> HammondCare - Darlinghurst (ARCH-12348)	<input type="checkbox"/> HammondCare - Darlinghurst (SRV-12348)
<input type="checkbox"/> HammondCare - Darlington (ARCH-12349)	<input type="checkbox"/> HammondCare - Darlington (SRV-12349)

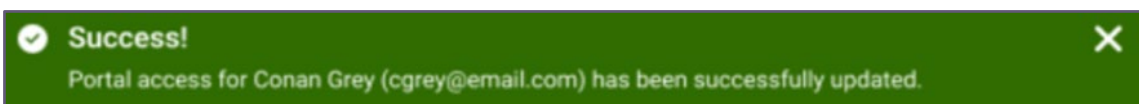
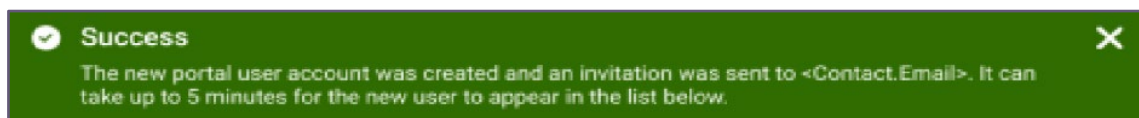
7. In the Declaration section, select **I agree**, then select the **Add user** button.

*** Declaration**

By ticking the box, you confirm the individual consents to the disclosure of their details to the Australian Government, and they have been advised to review the [Notice of Collection](#) to understand how their personal information is used and how their information will be protected in accordance with our privacy policies and the Privacy Act 1988 (Cth).

☐ I agree

The GPMS portal will display a green banner informing that an invitation email has been sent to the new contact or portal access for the contact has been successfully updated.



3.3 Search for existing contacts

Organisation Administrators are able to search for existing GPMS contacts.

8. In the Manage Users screen, enter the contacts email in the 'search for individuals' field, and select **Search** button.

If the contact already exists, their profile will display within the table.

The screenshot shows the 'Manage users' interface for 'Mission Aged Care Australia'. It includes a search bar for portal users with a red box around the input field and a 'Search' button. Below the search bar is a table of portal users with columns for Name, Email address, and User roles. The table lists three users: Andrew Lee, Hannah Wang (You), and Jacqueline Lee (Pending). The 'Manage user roles' option is highlighted in the user roles column for Hannah Wang.

Name	Email address	User roles
Andrew Lee	andrewlee@email.com	Provider staff (Registered provider)
Hannah Wang (You)	hannahw@email.com	Provider staff (Home/ Branch)
Jacqueline Lee (Pending)	jacqueline@email.com	Provider staff (Registered provider)

3.4 Editing or removing contact access roles

Organisation Administrators are able to edit or remove contacts' access roles at any time.

To edit or remove access roles, complete the following steps:

1. Search or select the contact for whom access is to be edited, then select **Manage user roles**.

The screenshot shows the 'Manage users' interface for 'Mission Aged Care Australia'. It includes a search bar for portal users with a red box around the input field and a 'Search' button. Below the search bar is a table of portal users with columns for Name, Email address, and User roles. The table lists three users: Andrew Lee, Hannah Wang (You), and Jacqueline Lee (Pending). The 'Manage user roles' option is highlighted in the user roles column for Hannah Wang.

Name	Email address	User roles
Andrew Lee	andrewlee@email.com	Provider staff (Registered provider)
Hannah Wang (You)	hannahw@email.com	Provider staff (Home/ Branch)
Jacqueline Lee (Pending)	jacqueline@email.com	Provider staff (Registered provider)

The Managing: [user name] screen will display.

Managing: Mr Conan Grey

User details

Company email address cgrey@email.com

User roles

Select to add roles or deselect to remove existing roles.

- ☒ **Provider staff (Registered Provider)**
Users with this role can manage all contacts for your organisation.
- ☐ **Provider staff (Home/Branch)**
Users with this role can manage contacts for assigned Homes and Branches.
- ☐ **RN submission - Homes**
Users with this role can submit 24/7 Registered Nurses reports for assigned homes.
- ☐ **QI Role (Service)**
Users with this role can view, create and submit QI Program data for assigned Program Payment Entities.
- ☐ **Financial Reporting Submission**
Users with this role can view QFR information, create and update individual QFR records, input QFR information via direct entry and upload data. Able to submit the data

Cancel
Save

2. Select or deselect the **check box/es role/s** and **homes and/or branches** for the user wishes to add and/or remove.

* User roles

Select at least one role.

- ☐ **Provider staff (Registered Provider)**
Users with this role can manage all contacts for your organisation.
- ☒ **Provider staff (Home/Branch)**
Users with this role can manage contacts for assigned Homes and Branches.
- ☐ **RN submission - Homes**
Users with this role can submit 24/7 Registered Nurses reports for assigned homes.
- ☐ **QI Role (Service)**
Users with this role can view, create and submit QI Program data for assigned Program Payment Entities.
- ☐ **Financial Reporting Submission**
Users with this role can view QFR information, create and update individual QFR records, input QFR information via direct entry and upload data. Able to submit the data

Provider staff (Home/Branch)

* Select one or more homes and/or branches

Homes	Branches
<input type="checkbox"/> Select all homes	<input type="checkbox"/> Select all branches
<input checked="" type="checkbox"/> HammondCare - Arlington (ARCH-12345)	<input checked="" type="checkbox"/> HammondCare - Arlington (SRV-12345)
<input checked="" type="checkbox"/> HammondCare - Bridgeton (ARCH-12346)	<input checked="" type="checkbox"/> HammondCare - Bridgeton (SRV-12346)
<input type="checkbox"/> HammondCare - Camperdown (ARCH-12347)	<input type="checkbox"/> HammondCare - Camperdown (SRV-12347)
<input type="checkbox"/> HammondCare - Darlington (ARCH-12348)	<input type="checkbox"/> HammondCare - Darlington (SRV-12348)
<input type="checkbox"/> HammondCare - Darlington	<input type="checkbox"/> HammondCare - Darlington

3. Select the **Save** button.
4. The modal to confirm the contact's role update will display. Select **Update** to confirm the contact's role update.

Update roles for <contact's full name + email>?

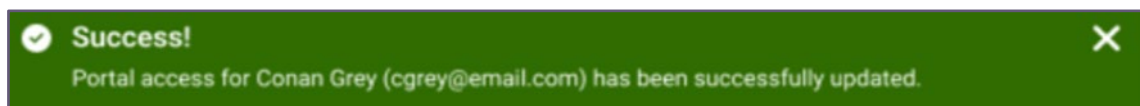
If this user is accessing content which they no longer have access to, they will be logged out of the system.

If the user has no other roles assigned, they will no longer have access to the Government Provider Management System.

The user account will remain in the system and you will be able to re-assign roles to this user account in the future.

Cancel
Update

The GPMS portal will display a green banner informing that portal access for the user has been successfully updated.



An email notification will be sent to the contact with the edited roles advising a change has been made.

