



Government Provider Management System

User Guide: Manage Your Organisation tile

October 2025

Version 0.2

This Government Provider Management System (GPMS) User Guide aims to provide registered providers an overview of how to manage their organisational details held by the Department of Health, Disability and Ageing in the GPMS Registered Provider portal.

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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 registered providers to view and manage their:

- Provider organisation details
- Residential care homes
- Branches
- Responsible persons and contacts
- Associated providers

1.2 Glossary

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

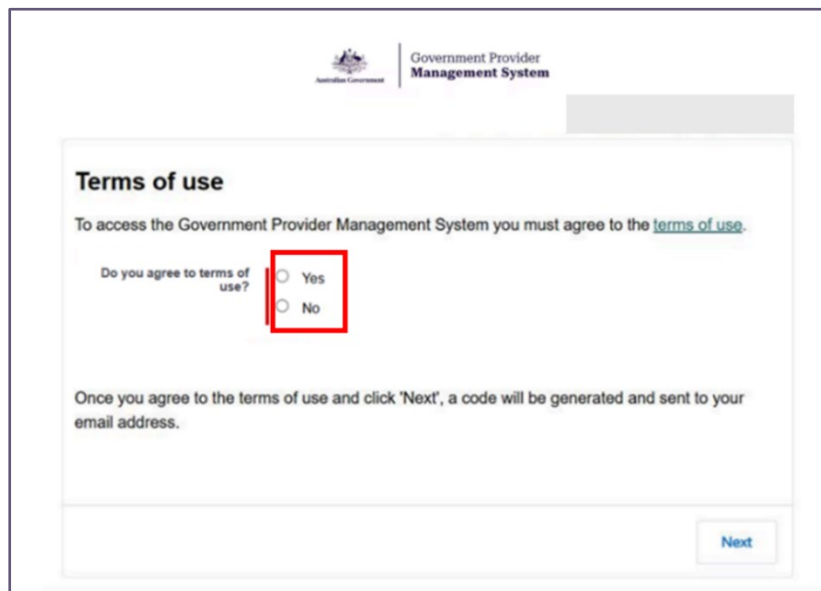
1.3 Login to the GPMS portal

To login to the GPMS Registered Provider portal please visit the [GPMS portal log in page](#).

If users require assistance logging into the GPMS Portal, please refer to the Government Provider Management System – Quick Reference Guide: Logging into GPMS.

Please note:

The Department of Health, Disability and Ageing will retain records of users' access to GPMS. When prompted upon login to GPMS, the user must accept the [GPMS Terms of Use](#) to be able to access the system.



Government Provider Management System

Terms of use

To access the Government Provider Management System you must agree to the [terms of use](#).

Do you agree to terms of use?

☒ Yes

☐ No

Once you agree to the terms of use and click 'Next', a code will be generated and sent to your email address.

Next

1.4 Access Permission

Organisation administrators can assign the following roles in the GPMS portal via the **Manage users** function on the GPMS landing page:

| Role | Tasks the user can perform |
|---|--|
| Provider staff (Registered Provider) | <ul style="list-style-type: none">• View all details about their organisation and reported contacts• Manage all contacts for their organisation |
| Provider staff (Home/Branch) | <ul style="list-style-type: none">• View limited details about their organisation• Access information regarding Homes and Branches they have been granted access to• Manage contacts for Homes and Branches they have been granted access to |
| RN submission - Service | <ul style="list-style-type: none">• Submit 24/7 Registered Nursing reports on behalf of their organisation |
| Financial Reporting Submission | <ul style="list-style-type: none">• Submit Quarterly Financial Reports on behalf of their organisation |
| QI Bench Marker | <ul style="list-style-type: none">• Upload bulk Quarterly Indicator data. |
| QI Role - Org | <ul style="list-style-type: none">• Submit Quarterly Indicator data on behalf of their organisation. |

| Role | Tasks the user can perform |
|--------------------------|--|
| QI Role - Service | <ul style="list-style-type: none"> • Submit Quarterly Indicator data on behalf of their organisation. |

In this document, the user role of **Provider Staff (Registered Provider)** will be referred to as provider-level user and **Provider Staff (Home/Branch)** as Home/Branch level user.

1.5 Session time out

Before making updates, 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.

Information which is lost due to “time-out” cannot 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 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](#) or email interpreting@deafconnect.org.au.

2 GPMS Registered Provider portal

The [Registered Provider portal](#) acts as a central hub for registered providers to manage their organisational details. This includes viewing or modifying details about their:

- Organisation
- Responsible persons and contacts
- Branches
- Residential Care Homes, and
- Associated providers

2.1 Logging in

Users are required to log in to the **Registered Provider** portal by selecting the **Log in to GPMS Registered Provider portal** button.

GPMS Portal – Approved Provider

Access this portal to view information about your Approved Provider entity, as it existed under the *Aged Care Act 1997*, up to 31 October 2025. Here you can:

- View information about your organisation and personnel, as well as submit Approved Provider reporting:
 - Star Ratings
 - 24/7 Registered Nurse (RN) reports
 - Care Minutes Targets
 - Quality Indicator (QI) Program data
 - Provider Operations
 - Quarterly Financial Report (QFR) information
- Preview information before it is published for the next period:
 - Finance & Operations: Publication Preview
 - Star Ratings

[Log in to GPMS – Approved Provider](#)

GPMS Portal – Registered Provider

Access this portal to view information about your Registered Provider entity, as it exists under the *Aged Care Act 2024*, from 3 November 2025. Here you can:

- View and maintain the information about your organisation
- Submit Registered Provider reporting:
 - 24/7 Registered Nurse (RN) report
 - Quarterly Financial Report (QFR)
 - Quality Indicator (QI) Program data

As GPMS is enhanced, additional applications will be introduced through future updates.

[Log in to GPMS – Registered Provider](#)

Upon selecting the **Registered Provider** button, users will be directed to the **Log in using** page where they will be required to select their login authentication method.

Information and guidance regarding logging in to GPMS can be found in the GPMS Quick Reference Guide: Logging in to GPMS.

GPMS Portal - Registered Provider Organisation

Access this Government Provider Management System (GPMS) portal to:

- manage your organisation and personnel details
- view your residential care homes, branches and associated provider arrangements
- submit 24/7 registered nurse (RN) reporting.

To access reporting applications, use the [GPMS Approved Provider Organisation portal](#).

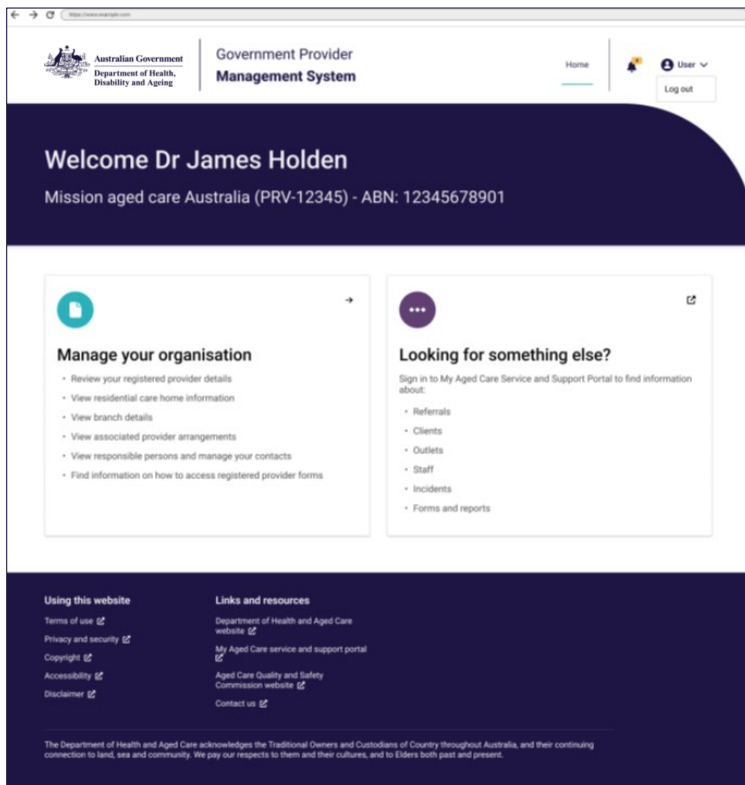
Log in using

[Log in with VANguard Federated Authentication Service](#)

[Log in with Digital ID](#)

Once logged in, users will navigate to the GPMS **Terms of use** page and will be required to accept the **Terms of Use** to continue in the system.

The Registered Provider portal landing page will appear once the **Terms of Use** have been accepted.



The following tiles are displayed on the **Registered Provider portal** landing page:

| Menu tile | Description |
|--|---|
| Manage your organisation | <ul style="list-style-type: none"> • Review registered provider details • View residential care home information • View branch details • View associated provider arrangements • View responsible persons and manage contacts • Find information on how to access registered provider forms |
| 24/7 Registered Nurse Reporting | <ul style="list-style-type: none"> • Submit 24/7 Registered Nurse (RN) reporting |
| Quarterly Financial Reporting | <ul style="list-style-type: none"> • Submit Quarterly Financial (QFR) reporting |
| Quarterly Indicator Program Reporting | <ul style="list-style-type: none"> • Submit Quarterly Indicator (QI) Program Reporting |
| Looking for something else? | <p>Sign in to My Aged Care Service and Support Portal to find information about:</p> <ul style="list-style-type: none"> • Referrals • Clients • Outlets • Staff • Incidents • Forms and reports |

To manage your organisation, users must select the **Manage your organisation tile**. The following tiles are then displayed once **Manage your organisation** tile is selected:

| Menu tile | Description |
|---|--|
| Provider details | <ul style="list-style-type: none"> • View registered provider details • View registration details • View and manage contact information • View specialist aged care programs |
| Residential care homes | <ul style="list-style-type: none"> • View residential care homes • View details of specialist aged care programs • View Responsible Persons and Points of Contact |
| Branches | <ul style="list-style-type: none"> • View branch details • View the branch Points of Contact |
| Responsible persons and contacts | <ul style="list-style-type: none"> • View and manage details about responsible persons and contacts for the organisation |

| Menu tile | Description |
|-----------------------------|---|
| | <ul style="list-style-type: none"> View and manage details about responsible persons and contacts for specific residential care homes and branches |
| Associated providers | <ul style="list-style-type: none"> View associated provider arrangements |

The screenshot shows the 'Government Provider Management System' interface. At the top, there's a header with the Australian Government logo, 'Department of Health and Aged Care', and 'Government Provider Management System'. Below this is a navigation bar with 'Home' and a user profile icon. The main section is titled 'Manage your organisation' and includes a sub-header 'Mission Aged Care Australia' with 'Provider ID: PRV12345' and 'ABN: 12 345 678 901'. The main content area is titled 'Manage your organisation's details' and contains five tiles: 'Provider details' (with a house icon), 'Residential care homes' (with a house icon), 'Branches' (with a list icon), 'Responsible persons and contacts' (with a group of people icon), and 'Associated providers' (with a hand icon). Each tile lists specific actions available to the user. At the bottom, there's a section titled 'Contact the Commission' with a link to 'Visit the Commission's website to:' and a list of links for managing provider registration details, learning about obligations, finding forms, and changing circumstances.

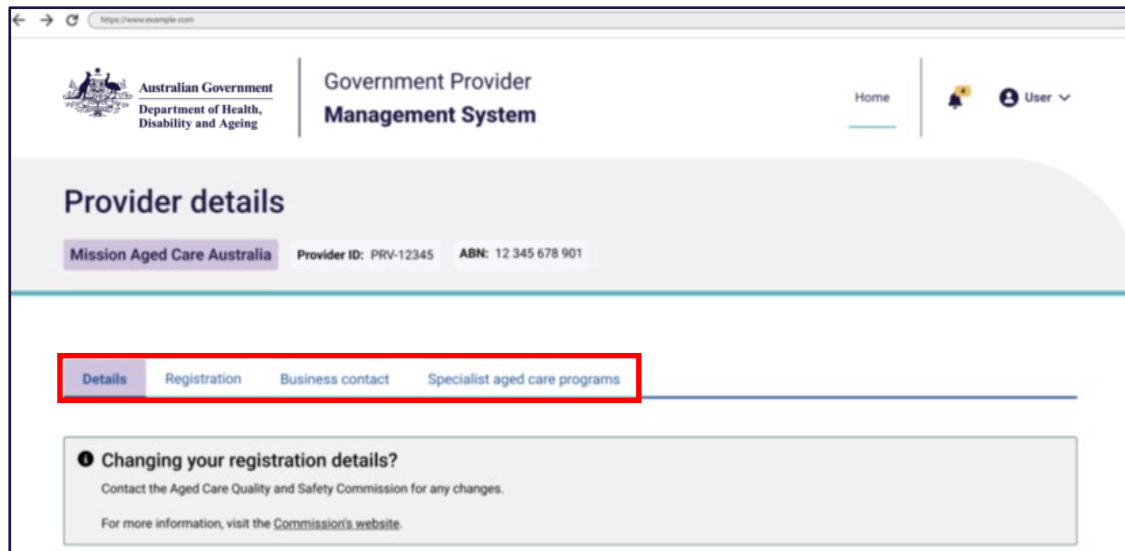
3 Provider Details

From the Manage your organisation landing page, users can select the **Provider Details** tile to view the **Provider Details** landing page.

This is a close-up view of the 'Manage your organisation's details' section from the previous screenshot. The 'Provider details' tile, which features a house icon and lists the actions 'View your registered provider details' and 'Update contact information', is highlighted with a red rectangular border. The other tiles ('Residential care homes', 'Branches', 'Responsible persons and contacts', and 'Associated providers') are visible in the background but not highlighted.

Four tabs are displayed at the top of the **Provider Details** landing page including:

- Details
- Registration
- Business contact
- Specialist aged care programs



3.1 Provider details – Details tab

In the **Details** tab users can view different sections for their organisation, including:

- Registered provider details
- Australian Business Number (ABN) details
- Incorporation details
- Parent / holding company details

Provider details

Mission Aged Care Australia

Provider ID: PRV-12345

ABN: 12 345 678 901

Details

Registration

Business contact

Specialist aged care programs

❶ Changing your registration details?

Contact the Aged Care Quality and Safety Commission for any changes.

For more information, visit the [Commission's website](#).

Basic details

| | |
|--|-----------------------------|
| Registered provider ID | PRV-12345 |
| Legal name | Mission Aged Care Australia |
| Business name | Mission Aged Care Australia |
| Is this provider an Aboriginal Community Controlled Organisation (ACCO)? | |

 Edit

ABN details

| | |
|-------------------|----------------------------|
| ABN | 12 345 678 901 |
| Entity type | Australian private company |
| ABN status | Active |
| ABN branch number | 001 |

Incorporation details

| | |
|-----------------------|-----------------------|
| Organisation type | Public listed company |
| Organisation purpose | Private for profit |
| Incorporation ID type | ACN |
| Incorporation ID | 123456789 |

Parent / holding company details

| | |
|------|-----------------------------|
| Name | Mission Aged Care Australia |
| ABN | 12 345 678 901 |

3.1.1 Edit provider details

Depending on their access level, users can edit information held for their registered provider in real-time.

There are two types of changes as described in the sections below.

3.1.1.1 Non-notifiable change

These are changes that registered providers are not obligated by aged care legislation to notify the Aged Care Quality and Safety Commission (Commission) about. Information that is not notifiable and can be modified in GPMS will display an **Edit** option.

This information includes:

Aboriginal Controlled Community Organisation details. This field may be blank upon initial review and if blank, the edit button will be visible to update.


If the **Aboriginal Community Controlled Organisation** field contains a **Yes** or **No** then org-level users cannot edit the field and the **Edit** button will not be visible to the user. This can only be changed using the Change in Circumstance form on the Commission's website.

To update this field:

2. Select **Edit**.

▼ **Basic details**

| | |
|--|-----------------------------|
| Registered provider ID | PRV-12345 |
| Legal name | Mission Aged Care Australia |
| Business name | Mission Aged Care Australia |
| Is this provider an Aboriginal Community Controlled Organisation (ACCO)? | |

 Edit

3. Select **Yes** or **No**

4. Select **Save** to confirm. Alternatively, the user can select the **Cancel** button to cancel the action and navigate back to the **Provider Details** page.

Edit basic details

Is this provider an Aboriginal Community Controlled Health Organisation (ACCO)?

Yes No

Before saving

Consider that:

- If you want to change your answer later, you will need to visit the Aged Care Quality and Safety Commission's website for further details.
- If your organisation is a grant-funded provider, updating this information will not update your contractual information. You will need to contact your contract manager to update the details of your contract.

Cancel Save

3.1.1.2 Changes that may impact suitability as a registered provider of aged care

Making any other changes to the information held in the **Provider details** tile can only be undertaken by notifying the Commission.

This is because it is possible that a change to this information could affect the organisation's suitability as a registered provider of aged care. Information regarding this can be found on the Commission's website or by clicking on the **Contact the Commission** hyperlink in the portal.

Changing your registration details?

Contact the Aged Care Quality and Safety Commission for any changes.

For more information, visit the [Commission's website](#).

3.1.2 Provider details – Registration tab

In the registration tab, the user can view the **Registration conditions** and **Registration categories** sections.

To update the information shown in this tab, users are required to contact the Commission.

Details
Registration
Business contact
Specialist aged care programs

Changing your registration details?

Contact the Aged Care Quality and Safety Commission for any changes.

For more information, visit the [Commission's website](#).

Registration conditions

The registration may include certain conditions imposed by the Aged Care Quality and Safety Commissioner. If none are listed, no conditions have been imposed on your registration.

Registration categories

The provider is registered in the following categories:

Category 6 - Residential care

| Registration categories | Category 6 - residential care |
|-------------------------|-------------------------------|
| Category start date | 1/7/2024 |
| Category end date | 30/6/2027 |
| Registration status | Registered |
| Intended service types | Residential accommodation |
| Service groups | Home and community |

3.1.3 Provider details – Business contact tab

In the Business Contact tab, users can view contact details and address details for the organisation. Users can edit the following details by selecting the **Edit** button:

- Website**

Details
Registration
Business contact
Specialist aged care programs

Changing your registration details?

Contact the Aged Care Quality and Safety Commission for any changes.

For more information, visit the [Commission's website](#).

Contact details

| | |
|---------------------------------|--|
| Business contact number | 0478567021 |
| Emergency & after hours contact | 0412345678 |
| Email address | email@organisation.com |
| Website | www.organisationwebsite.com.au |

Edit

Addresses

| | |
|------------------------|---|
| Main business location | 99 Palmerston Street, Townsville, QLD 4810, Australia |
| Postal address | 99 Palmerston Street, Townsville, QLD 4810, Australia |

3.1.4 Provider details – Specialist aged care programs tab

The specialist aged care programs tab contains specific information about the organisation's specialist aged care programs, including:

- Agreement ID
- Program type
- Status
- Program start date
- Program end date

To update the information shown in this tab, users are required to contact the Commission.

Note:

If there are no specialist aged care programs associated with this provider, this list will remain blank

DetailsRegistrationBusiness contactSpecialist aged care programs

❗ Changing your registration details?

Contact the Aged Care Quality and Safety Commission for any changes.

For more information, visit the [Commission's website](#).

Specialist aged care programs

The provider may deliver services under specialist aged care programs. If none are listed, no specialist programs are associated with this provider.

▼ National Aboriginal and Torres Strait Islander Flexible Aged Care (NATSIFAC)

| | |
|--------------------|----------------------|
| Agreement ID | SACP-12345 |
| Program type | Block-funded subsidy |
| Status | Active |
| Program start date | 30/7/2025 |
| Program end date | 29/7/2029 |

▼ Multi-purpose service (MPS)

| | |
|--------------------|-------------------|
| Agreement ID | SACP-12345 |
| Program type | Procurement based |
| Status | Active |
| Program start date | 30/7/2025 |
| Program end date | 29/7/2029 |

4 Residential care homes

From the **Manage Your Organisation** landing page, users can select the **Residential care homes** tile to view a list of homes they are authorised to access.

4.1 Search and Filter Residential Care Homes

Users can search for homes by their **RCH ID, name** or **program/payment ID**, or filter the displayed list by **Program type, State** or by **Status** from the dropdown menu and select the **Apply Filters** button.

| RCH ID, name, or prog/payment ID | Program type | State | Status |
|--|--------------|----------|--------|
| Enter RCH ID, name, or prog/payment ID | Show all | Show all | Active |

[Clear filters](#) Apply filters

Users can sort this table alphabetically. The sort order is displayed when a user hovers over and selects the column headings.

The status of **Active** is selected by default.

1. To view **Inactive** Homes
2. Click the **Status** dropdown menu.
3. Select **Inactive**.
4. Click **Apply Filter**.

The user can view all homes by the following statuses:

- Active
- Inactive
- Show all

5. To revert to the default view, select **Clear Filters**.

| RCH ID, name, or prog/payment ID | Program type | State | Status |
|--|--------------|----------|--------|
| Enter RCH ID, name, or prog/payment ID | Show all | Show all | Active |

[Clear filters](#) Apply filters

Users can select the **View home details** button to view more information about specific homes, which will take them to the selected home's **Details** page.

RCH ID, name, or prog/payment ID

Enter RCH ID, name, or prog/payment ID

Program type

Show all

State

Show all

Status

Active

Clear filters

Apply filters

| RCH ID | RCH name ↑ | Program type | Program/ payment ID | State | Status | |
|-----------|-------------------------------|--|------------------------|-------|--------|--|
| ARCH-2345 | Ashton aged care | NATSIFAC program | SRV-12346 | VIC | Active | <div><div></div><div>View home details</div></div> |
| ARCH-1329 | Coastal care Sydney | RESI program | SRV-12747 | NSW | Active | <div><div></div></div> |
| ARCH-1231 | Evergreen mission Newcastle | MPS Program | SRV-12548 | NSW | Active | <div><div></div></div> |
| ARCH-1233 | Harmony aged services Bendigo | RESI program and Transition care program | SRV-14347 SRV-12849 | VIC | Active | <div><div></div></div> |

Once users navigate to the **home details** page, three tabs will display at the top of the page:

- **Details**
- **Aged care programs**
- **Contacts**

If the user would like to update details, they are required to contact the Commission or the Department's Local Network Office for aged care providers in their State or Territory. For more information, visit the Department's [website](#) or the Commission's [website](#).

4.2 Residential Care Home details – Details tab

The **details** tab contains the following information about the selected home:

- **Basic details**
- **Address**
- **Contact details**

Ashton aged care (ARCH-1235)

Details
Aged care programs
Contacts

● Changing your registration details?
Contact the Aged Care Quality and Safety Commission for any changes.
For more information, visit the [Commission's website](#).

Basic details

| | |
|--------------------------|------------------|
| RCH ID | ARCH-1235 |
| RCH name | Ashton aged care |
| Date of approval | 20/6/2010 |
| Approval revocation date | 20/8/2024 |
| Association start date | 25/12/2012 |
| Association end date | 7/5/2024 |
| Maximum occupancy | 123 |
| Total number of beds | 113 |

Address

| | |
|------------------|--|
| Physical address | 111 Collins Street, Melbourne, VIC 3000, Australia |
|------------------|--|

Contact details

| | |
|------------------------------------|--|
| Business contact number | 0412345678 |
| Alternate phone number | 0412345679 |
| Emergency after hours phone number | 0412345670 |
| Email address | james.smith@email.com |
| Website | www.xyz.com |
| Postal address | 111 Collins Street, Melbourne, VIC 3000, Australia |

4.3 Residential Care Home details - Aged care programs tab

The **Aged care programs** tab contains information about the programs associated with the home and allows the user to view operational and offline beds and AN-ACC classification.

Harmony aged services Bendigo (ARCH-1233)

Details **Aged care programs** Contacts

Changing your registration details?
 Contact the Aged Care Quality and Safety Commission for any changes.
 For more information, visit the [Commission's website](#).

▼ Residential Care Home (RESI)

| | |
|--------------------|----------|
| Program/payment ID | SRV-2340 |
|--------------------|----------|

Beds

| | |
|------------------|----|
| Operational beds | 76 |
| Offline beds | 23 |

AN-ACC

| | |
|----------------|----------|
| Classification | Class 10 |
| Start date | 1/1/2023 |
| End date | 1/1/2029 |

[View offline beds](#)

Providers can request that beds be taken offline when:

- a redevelopment, refurbishment or extension of the home is underway affecting the whole site or part of the site used for the home.
- the beds are used to offer other care which does not receive Commonwealth subsidies
- the beds are used to offer specialised aged care funding through the Multipurpose Service Program or NATSIFAC program.
- the service is experiencing workforce shortages which prevent the delivery of care
- a natural disaster has affected the operation of the home.

Residential providers will be required to email their Local Network to update their approved residential care home records when making any changes to offline beds. The request should include:

- the name of the aged care home and GPMS ID
- the number of beds you wish to take offline or bring back online, and
- the date of effect and the reason (i.e., taking beds offline for redevelopment purposes).

Providers can find contact details for their Local Network [here](#).

4.4 Residential Care Home details – Contacts tab

The **Contacts** tab contains a list of responsible persons and a list of points of contact for the selected home. The user can also **Add a new point of contact** from this screen by selecting the **+ Add a point of contact** button.

Harmony aged services Bendigo (ARCH-1233)

[Details](#)[Aged care programs](#)[Contacts](#)

Changing responsible person details?

The Aged Care Quality and Safety Commission manages changes to your responsible persons. This includes who you assign as a key contact.

Visit the [Commission's website](#) to find out how.

Responsible persons

Contact ID or name

Role status

Enter contact ID or name

Active

Clear filters

Apply filters

| Contact ID | Contact name | Association start date | Association end date | Role status | |
|------------|-----------------|------------------------|----------------------|-------------|-----------------------------------|
| CON-78321 | Adam Smith | 11/12/2021 | - | Active | <div>View personnel profile</div> |
| CON-73683 | Bella Johnson | 9/12/2022 | - | Active | |
| CON-36283 | Daniel Williams | 1/1/2023 | - | Active | |
| CON-73262 | Hannah Lewis | 17/2/2023 | 5/1/2028 | Active | |
| CON-93462 | Rachel Morris | 12/12/2023 | - | Active | |
| CON-91262 | Zain Ali | 5/7/2024 | - | Active | |

1-6 of 6 records

Rows per page10

Points of contact

Contact ID or name

Contact purpose

Role status

Enter contact ID or name

Show all

Active

Clear filters

Apply filters

+ Add new point of contact

| Contact ID | Contact name | Contact purpose | Position | Association start date | Association end date | Role status | |
|------------|----------------|---------------------|----------|------------------------|----------------------|-------------|-----------------------------------|
| CON-12362 | John Smith | Primary contact | Position | 11/12/2021 | - | Active | <div>View personnel profile</div> |
| CON-12365 | John Smith | Emergency contact | Position | 1/12/2022 | - | Active | |
| CON-65465 | Michael Carter | Emergency contact | Position | 9/12/2022 | - | Active | |
| CON-65412 | Michael Carter | Alternative contact | Position | 31/12/2022 | 12/3/2027 | Active | |
| CON-98412 | Sophia Bennett | Emergency contact | Position | 1/1/2023 | - | Active | |

1-5 of 5 records

Rows per page10

4.5 View transferred Registered Residential Care Home

On the **Residential Care Home** landing page, users can view information for homes that have recently been acquired or have had a change in ownership.

Information banners will display on the relevant homes' page to alert users to the transfer status of the home.

4.5.1 Recently acquired Residential Care Home

A registered provider that has transferred one of its homes to another registered provider will see a status of **Inactive**. The new owner of the home will see a status of active within their residential care home table

A banner will display on the homes' details page if the home has been acquired within the last 30 days.

| Event | Banner display |
|------------------------------|---|
| Recently Acquired RCH | The ownership of this home was recently transferred to your organisation from [Previous Registered Provider's name]. Review the details to ensure they are correct. |

Acquired home

The ownership of this home was recently transferred to your organisation from [Previous Registered Provider's Name]. Review the details to ensure they are correct.

4.5.2 Residential Care Home change of ownership

A registered provider that has transferred one of its homes to another registered provider will see a status of **Inactive** for this transferred home.

Any updates to the home that occur after the change of ownership by the new registered provider, will not be visible to the previous registered provider. Registered providers are only able to see information relevant to transferred homes up until the date of home transfer.

The user will not be able to add any new contacts to a transferred home.

If searching for a transferred home in the **Residential Care Homes** landing page, select **Inactive** status and apply relevant filters.

A banner will display on the home's details page if the home has been transferred within the last 30 days.

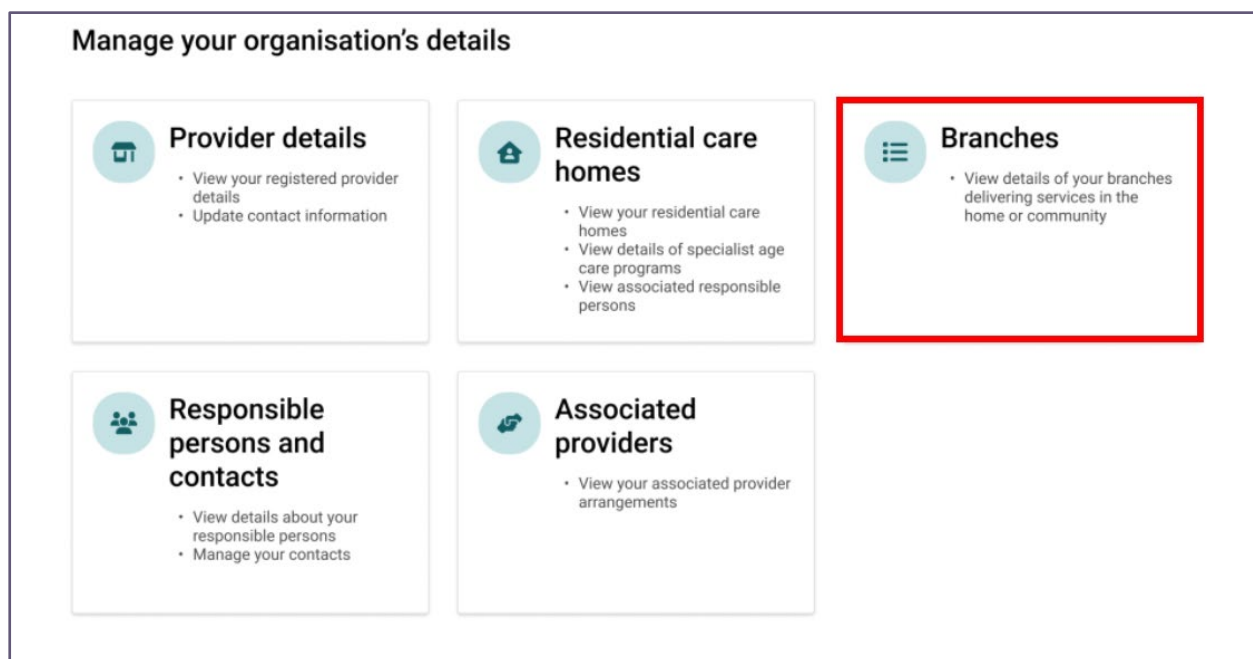
| Event | Banner display |
|--------------------------------|---|
| Change of ownership RCH | The ownership of this home was recently transferred from your organisation to [NEW Registered Provider's Name]. |

Change of ownership

The ownership of this home was recently transferred from your organisation to [NEW Registered Provider's Name].

5 Branches

From the **Manage Your Organisation** landing page, users can select the **Branches** tile to view a list of branches they are authorised to access.



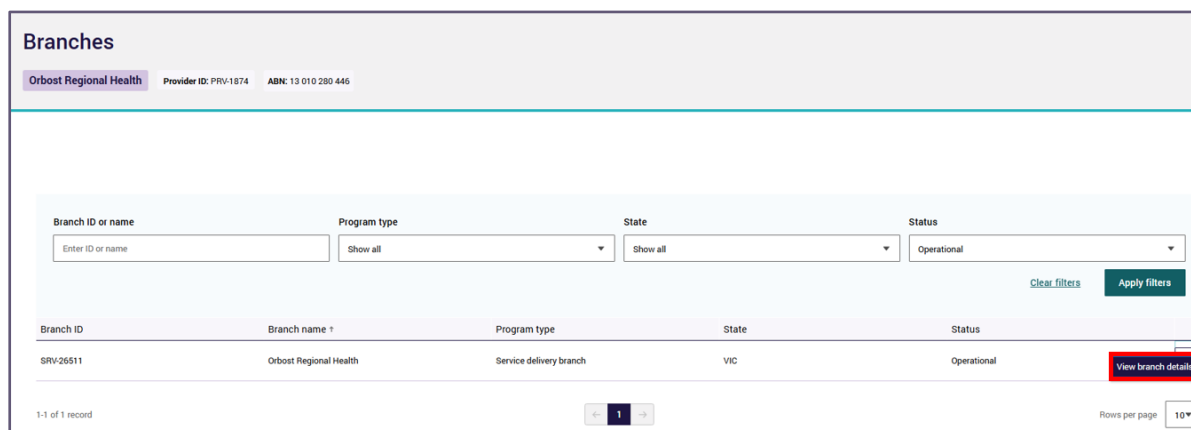
5.1 Search and filter Branches

Users can search for a specific branch by entering a **Branch ID or name** and can filter their search by **Program type**, **State** and **Status** and selecting **Apply** filters.

The user can view all branches by the following statuses:

- Operational (selected by default)
- Non-operational
- Show all

Users can filter and sort this list based on their needs and use the **View Branch details** action to open the **Branch details** page and view details about a specific Branch.



The **Branch Details** page contains two tabs:

- Details
- Contacts

If the user would like to update details, they are required to contact the Department's Local Network Office for aged care providers in their State or Territory. For more information, visit the Department's [website](#).

5.2 Branch Details – Details tab

The **Details** tab displays all information available for the branch including:

- **Basic details** (Branch ID, Branch name, Program type, Status and Start date)
- **Address** (Branch address)
- **Contact details** (Email address, Business contact number, Alternate phone number, Emergency after hours phone number and Postal address)

Clearview mission Melbourne (SRV-1236)

Details

Contacts

Acquired branch

This branch has been recently transferred to your organisation from [Previous Registered Provider's Name]. Review the details of this branch to ensure they are correct and remain accurate.

Changing your branch details?

To update your branch details contact the Department's local network office for aged care providers in your state or territory.

For more information, visit the [Department's website](#).

Basic details

| | |
|--------------|-----------------------------|
| Branch ID | SRV-1236 |
| Branch name | Clearview mission Melbourne |
| Program type | Service delivery branch |
| Status | Operational |
| Start date | 16/12/2023 |

Address

| | |
|----------------|--|
| Branch address | 111 Collins Street, Melbourne, VIC 3000, Australia |
|----------------|--|

Contact details

| | |
|------------------------------------|--|
| Email address | johnsmith@email.com |
| Business contact number | 0412345678 |
| Alternate phone number | 0412345679 |
| Emergency after hours phone number | 0412345670 |
| Postal address | 111 Collins Street, Melbourne, VIC 3000, Australia |

5.3 Branch Details – Contacts tab

By selecting the **Contacts** tab, users can view a list of points of contact relating to the selected branch. The user can also **Add a new point of contact** from this screen by selecting the **+ Add a new point of contact** button.

Clearview mission Melbourne (SRV-1236)

Details **Contacts**

Points of contact + Add new point of contact

Contact ID or name: Enter ID or name

Contact purpose:

Role status:

[Clear filters](#) [Apply filters](#)

| Contact ID | Contact name ↑ | Contact purpose | Position | Association start date | Association end date | Role status | |
|------------|----------------|---------------------|----------|------------------------|----------------------|-------------|--------------------------|
| CON-12345 | John Smith | Primary contact | Position | 11/12/2021 | - | Active | ▼ |
| CON-12335 | John Smith | Emergency contact | Position | 1/12/2022 | - | Active | ▼ View personnel profile |
| CON-65426 | Michael Carter | Emergency contact | Position | 9/12/2022 | - | Active | ▼ |
| CON-65542 | Michael Carter | Alternative contact | Position | 31/12/2022 | 12/3/2027 | Active | ▼ |
| CON-98343 | Sophia Bennett | Emergency contact | Position | 1/1/2023 | - | Active | ▼ |

1-5 of 5 records 1 Rows per page 10

5.4 View transferred Branch

On the **Branch Details** page, users can view information for a Branch that has recently been acquired or had a change in ownership.

Information banners will display on the relevant branches page to alert users to the transfer status of the branch.

5.4.1 Recently acquired Branch

A registered provider that has transferred one of its branches to another registered provider will see a status of **Transferred**. The new owner of the branch will see a status of **Operational** within their branch table.

A banner will display on the branches' details page if the branch has been acquired within the last 30 days.

| Event | Banner display |
|---------------------------------|---|
| Recently Acquired Branch | The ownership of this branch was recently transferred to your organisation from [Previous Registered Provider's name]. Review the details to ensure they are correct. |

Acquired branch

This branch has been recently transferred to your organisation from [Previous Registered Provider's Name]. Review the details of this branch to ensure they are correct and remain accurate.

5.4.2 Branch change of ownership

A registered provider that has transferred one of its branches to another registered provider will see a status of **Transferred**.

Any updates to the branch that occur after the change of ownership by the new registered provider will not be visible to the previous registered provider.

Registered providers are only able to see information relevant to transferred branches up until the date of branch transfer.

The user will not be able to add any new contacts to a transferred branch.

When searching for a transferred branch on the **Branch** landing page, select **Non-operational** status and apply relevant filters. Branches that have been transferred will display a status of **Transferred**.

A banner will display on the Branch details page if the branch has been transferred within the last 30 days.


| Event | Banner display |
|-------------------------------|---|
| Change of ownership Branch | The ownership of this branch was recently transferred from your organisation to [New Registered Provider's name]. |

Change of ownership

The ownership of this branch was recently transferred from your organisation to [NEW Registered Provider's Name].


6 Responsible persons and contacts

Manage your organisation's details




Provider details

- View your registered provider details
- Update contact information




Residential care homes

- View your residential care homes
- View details of specialist age care programs
- View associated responsible persons




Branches

- View details of your branches delivering services in the home or community



Responsible persons and contacts

- View details about your responsible persons
- Manage your contacts



Associated providers

- View your associated provider arrangements

6.1 View Responsible Persons and Contacts

When selecting the **Responsible Persons and Contacts** tile or by selecting the **Contact** tab in either the **Residential Care Homes** or **Branches** tiles, the user will be presented with a table that displays the personnel the user is authorised to access. It will also display different information depending on the user profile, specifically:

- a Provider Staff (Registered Provider) user will see **all** Responsible Persons and contacts associated with the whole organisation.
- a Provider Staff (Home / Branch) user will only see those associated with the Residential Care Homes or Branches they have been given access to by the **Organisation Administrator**.

Changing responsible person details?
The Aged Care Quality and Safety Commission manages changes to your responsible persons. This includes who you assign as a key contact.
Visit the [Commission's website](#) to find out how.

Key contact
Emily Thompson
CON-12345

All responsible persons and points of contact [+ Add new point of contact](#)

Search filters: Contact ID or name (Enter contact ID or name), Role status (Active), Clear filters, Apply filters

| Contact ID | Contact name ↑ | Responsible person | Point of contact | Role status |
|------------|------------------|--------------------|------------------|-------------|
| CON-12398 | Benjamin Collins | ✓ | ✓ | Active |
| CON-12340 | Charlotte Hayes | | ✓ | Active |
| CON-12345 | Emily Thompson | ✓ | ✓ | Active |
| CON-12433 | James Walker | ✓ | ✓ | Active |
| CON-12532 | Michael Carter | | ✓ | Active |
| CON-12239 | Olivia Foster | ✓ | ✓ | Active |
| CON-12538 | Sophia Bennett | | ✓ | Active |
| CON-12637 | William Turner | ✓ | ✓ | Active |
| CON-12336 | Zahida Parveen | ✓ | | Active |
| CON-12335 | Zain Ali | ✓ | ✓ | Active |

1-10 of 10 records | Rows per page: 10

The table displays the following information:

- Contact ID
- Contact Name
- Responsible Person – tick indicates the person is currently assigned as a Responsible Person
- Point of Contact – tick indicates the person is currently a point of contact
- Role Status
 - Active – this indicates that the personnel has at least one active role in the organisation, either as a Responsible Person or a Point of Contact.

- Inactive – This indicates that the personnel does not have any active Responsible Person or Point of Contact role, within the organisation.

The table can be sorted by last name or first name alphabetically. To sort, hover the mouse over the column headers and click to change the order of the displayed list.

Please note:

The steps set out in this section are intended to cover all users with access to the GPMS Registered Provider portal. Users with limited access will not be able to perform all of these steps outlined in this document.

Please Note:

If the table displays duplicate records, meaning that the same individual is listed more than once, users are required to advise the Department by completing and submitting the GPMS - Reporting a Duplicate Contact [form](#), available on the Department's website. This will help to improve the information held about organisations in GPMS.

6.2 Key Contact

Users can identify the Key Contact for their organisation in the **All** tab of the **Responsible Persons and Contacts** tile.

The **Key Contact** card will be displayed at the top of the page.

If no Key Contact is assigned, the card will display **Not assigned** instead of a name.

Responsible persons and contacts

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

All Residential care homes Branches

Changing responsible person details?
The Aged Care Quality and Safety Commission manages changes to your responsible persons. This includes who you assign as a key contact.
Visit the [Commission's website](#) to find out how.

Key contact
Emily Thompson
CON-12345

6.3 Managing personnel information

- **Provider Staff (Registered Provider)** – can manage all contacts for their organisation
- **Provider Staff (Home/Branch)** – can only manage contacts for assigned Homes and Branches

There are three tabs within the **Responsible Persons and Contacts** tile with the **All** tab set as default.

6.3.1 Responsible Persons and Contacts – All tab

The **All** tab allows users to view all **Responsible Persons** and **Contacts** the user is authorised to access.

To search contacts in the **All** tab, users can enter a **Contact Id** or **Name** in the input field and then click **Apply Filters**.

All responsible persons and points of contact

+ Add new point of contact

Contact ID or name:

Role status: Active

Clear filters

Apply filters

| Contact ID | Contact name ↑ | Responsible person | Point of contact | Role status |
|------------|------------------|--------------------|------------------|-------------|
| CON-12398 | Benjamin Collins | ✓ | ✓ | Active |
| CON-12340 | Charlotte Hayes | ✓ | ✓ | Active |

View personnel profile

Users can then sort the results table alphabetically. The sort order is displayed when a user hovers over and clicks on the column headings.

Users can view profiles of contacts by clicking on the drop down arrow in the row of the contact they wish to view and selecting **View personnel profile**. This action will navigate the user to the **View Personnel profile** screen.

All Residential care homes Branches

Changing responsible person details?
The Aged Care Quality and Safety Commission manages changes to your responsible persons. This includes who you assign as a key contact.
Visit the Commission's website to find out how.

Key contact
Emily Thompson
CON-12345

All responsible persons and points of contact + Add new point of contact

Role status: Active
Clear filters
Apply filters

| Contact ID | Contact name ↑ | Responsible person | Point of contact | Role status | |
|------------|------------------|--------------------|------------------|-------------|--|
| CON-12398 | Benjamin Collins | ✓ | ✓ | Active | |
| CON-12340 | Charlotte Hayes | ✓ | ✓ | Active | View personnel profile |

By clicking **Edit** in the **View Personnel profile** screen, the **Edit personal details** window will appear and allow users to update essential details. Before saving the changes, the user will be required to acknowledge the Declaration confirming they have received consent from the individual to disclose their details and advised the individual to review the **Notice of Collection**.

Edit personal details

* Title
Monsignor

* First name
Harry

Second name
Evan

* Last name
Olson

Preferred name

Date of birth
11/03/1952

Grants funded providers
If your organisation is a grant-funded provider, updating this information will not update the contact recorded within your contract. You will need to contact your contract manager to update these details.

* Declaration
By ticking this 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 Save

Users can also add a new point of contact by selecting the **+ Add a new point of contact** button. For more information on adding a new point of contact, see section [6.4.2 Add a new Point of Contact](#).

Please note:

Edits can only be made to those personnel that do not have an active Responsible Person role within the organisation. If the contact that requires updating has an active Responsible Persons association, users are required to inform the Aged Care Quality and Safety Commission.

Please note:

The system will run a duplication check once the user selects **Save**. If potential duplicate contacts are flagged, a *matching records found* screen will appear and allow the user to check their updates against existing contact records in the system. The user will be required to select *cancel* if they believe the flagged contact records match or *proceed with update* if they believe the flagged contacts are not matching.

6.3.2 Responsible Persons and Contacts – Residential Care Homes tab

The **Contacts** tab in the **Residential care homes** screen allows all users to view responsible persons and contacts for residential care homes.

Users can search and filter by **RCH ID**, **RCH name**, **Contact ID**, **Contact name** and **Role status** with the results table displaying key details such as **RCH name**, **Contact name** and **assigned roles**.

Users can also add a new Point of Contact directly from this page by clicking on the **+ Add a new Point of Contact** button. For more information regarding adding a new point of contact, see section [6.4.2 Add a new Point of Contact](#).

All Residential care homes Branches

Changing responsible person details?
The Aged Care Quality and Safety Commission manages changes to your responsible persons. This includes who you assign as a key contact.
Visit the [Commission's website](#) to find out how.

Responsible persons and points of contact in residential care homes + Add new point of contact

RCH ID or name, contact ID or name Enter RCH ID or name, contact ID or name Role status (per home) Active Clear filters Apply filters

| RCH ID | RCH name | Contact ID | Contact name | Responsible person | Point of contact | Primary contact | Role status (per home) |
|--------|----------|------------|--------------|--------------------|------------------|-----------------|------------------------|
|--------|----------|------------|--------------|--------------------|------------------|-----------------|------------------------|

6.3.3 Responsible Persons and Contacts – Branches tab

The **Branches** tab allows users to view personnel for Branches they have access to.

Users can search and filter by **Branch ID**, **Branch name**, **Contact ID**, **Contact name**, and **Role status**, with a structured table displaying key details such as

Branch ID, Branch name, Contact ID, Contact name, primary contact and Role status (per branch).

Users can also add a new Point of Contact directly from this page by clicking on the **+ Add a new Point of Contact** button. For information about adding new points of contact, see section [6.4.2 Add a new Point of Contact](#).

Points of contact in branches

+ Add new point of contact

Branch ID or name, contact ID or name

Enter Branch ID or name, contact ID or name

Role status (per branch)

Active

Clear filters

Apply filters

| Branch ID | Branch name | Contact ID | Contact name + | Primary contact | Role status (per branch) |
|-----------|-------------|------------|----------------|-----------------|--------------------------|
|-----------|-------------|------------|----------------|-----------------|--------------------------|

6.4 Point of Contact

6.4.1 What is a point of contact?

A point of contact is a person who is nominated as a contact for a specific purpose. For a Branch or Residential Care Home, this could be one or more people who have different point of contact roles.

There must be at least one person nominated as a primary contact for each Residential Care Home and Branch. Meaning they will be the first point of contact for either the Department or the Commission.

The nominated person must be able to engage with representatives of the Department or Commission in relation to that specific role.

6.4.2 Add a new Point of Contact

Users can access the **+ Add a new Point of Contact** screen by following the below steps:

- Select **+ Add new Point of Contact**, from the Responsible Persons and Contacts table page.
- Select the **+ Add new point of contact** button via the **Residential care homes** or **Branches** pages to add a point of contact to a specific home or branch.

Please note:

A point of contact for a specific home or branch can only be created if the entity is in a status of *Operational (Branch)* or *Active (Home)*.

1. Before adding a new point of contact, users are required to perform a search for the individual to confirm whether they have an existing contact record. The user can search by the contact's name or contact ID.

Search and select individual

Listed below are the individuals associated with your organisation.

Select from the list to create a point of contact role for that individual. If the individual is not listed, add them as a new point of contact using the 'Add' option below.

Search for individuals

Q Enter contact ID or name Clear Search

| Contact ID | First name ↑ | Second name | Last name | Preferred name | Date of birth |
|--|--------------|-------------|-----------|----------------|---------------|
| <input checked="" type="radio"/> CON-12346 | Emily | | John | Emily | 1/2/2001 |
| <input type="radio"/> CON-12327 | Emily | Grace | Tom | Emily | 3/5/2002 |
| <input type="radio"/> CON-12354 | Emily | Grace | Thompson | Emily Thompson | 10/10/2000 |
| <input type="radio"/> CON-12356 | Emily | Grace | Watson | Emily Watson | 9/5/1991 |

1-5 of 5 records ← 1 → Rows per page 10 ▾

Can't find the individual you are looking for?

☒ Add a new individual as a point of contact

Cancel Next

- If a contact record is found in the above search, users can select the **checkbox** in the correct contacts row in the display table and then select **Next** to continue with the contact's existing details

Or:

- If no contact record is found for the individual they are searching for, users can select **Add a new individual as a point of contact** and select **Next** which will direct them to the **Add personal details** page

6.4.3 Add personal details page

When navigating to the **review personal details** page after selecting an existing contact in the **search and select individual** table, the fields in the **review personal details** page will be prepopulated with existing information. If the **Add a new individual as a point of contact** option was selected, the fields on the **Add personal details** page will remain blank.

Several fields on the **Add personal details** page are required fields and are marked with an asterisk, including:

- Title
- First Name
- Last Name

5. Once all required fields have been completed, the user can select **Next** to proceed.
6. By selecting **Next** on the **Add personal details** page, the system will run a duplication check for any existing contact records that match the information entered by the user. If matching records are found, the **Matching records found** pop up will display a list of matching contact records.
7. Users will be required to review the matching records and identify if there is a match. They can then choose to:
 - **Proceed with the information provided**, which means they are disregarding any duplicate records found or;
 - **Select matching contact record from the list displayed**

Matching records found

One or more existing contact records found, that match the details you have provided.

If you believe one of these existing records refer to the same person:

- Consider updating the existing contact record instead
- The existing contact may not currently be an active point of contact. You will need to add them first as a point of contact in order to update their details.

Otherwise, you can proceed with saving your updates to this contact record.

Updated personal details

| Contact ID | First name | Second name | Last name | Preferred name | Date of birth |
|------------|------------|-------------|-----------|----------------|---------------|
| CON-12345 | Emily | Grace | Thompson | Emily Thompson | 1/2/1998 |

Existing records matching your entry

| Contact ID | First name | Second name | Last name | Preferred name | Date of birth | Email address |
|------------|------------|-------------|-----------|----------------|---------------|-----------------------------|
| CON-12345 | Emily | Grace | Thompson | Grace Thompson | 10/10/2000 | gthompson1999@email.com |
| CON-12377 | Emily | Grace | Smith | Grace Smith | 10/10/2000 | gracethompson2000@email.com |

Cancel
Proceed with update

Please note:

If an existing contact is selected and the individual is an active responsible person, the user will not be able to make updates to the personal details. Updates to responsible persons details are managed by the Commission.

8. Once the user selects **Next** they will be directed to the **Entity selection** page where they will be required to assign the point of contact to an operational entity, which is either the Provider itself (therefore creating a point of contact for the organisation) or one or more of any of the Residential Care Homes and/or Branches.
9. Users can search by **entity name** or **ID** or click anywhere in the search bar to view the dropdown list. The dropdown list displays entities in alphabetical order.
10. The user will select the appropriate entities from the drop down list and select **Next**.

John Smith Thompson (CON-12345)

Which entities should this point of contact be assigned to?

Search for entities by name or ID to assign the Point of contact role. Entities that are no longer operational will not appear in the list.

*** Search and select entities**

Enter entity ID or name

Select at least one entity: provider, residential care home (RCH), or branch.

Cancel Previous **Next**

11. Once entities have been selected, the user will be directed to the **Add role-specific contact and position details** page.

There are some required fields on this page including:

Role-specific contact details

- Primary phone number
- Email address

Position details

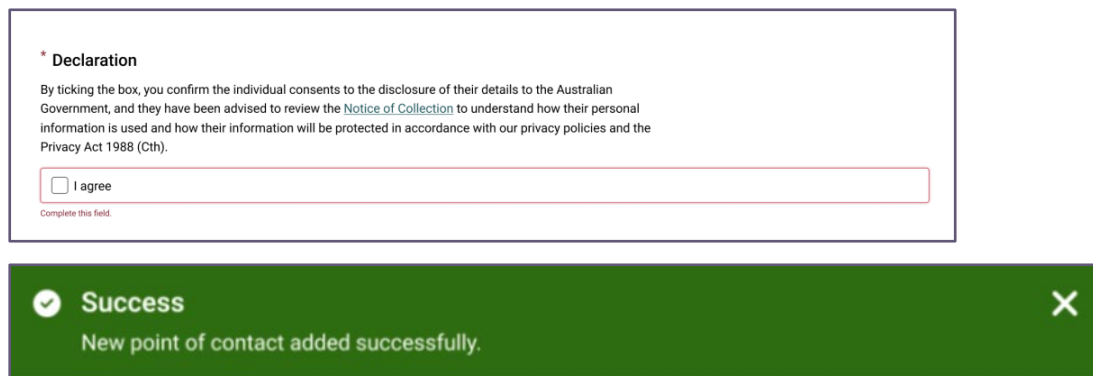
- Position
- Contact purpose
 - Primary Contact
 - Alternative contact
 - Emergency contact
- Start date

Please note:

Multiple contact purposes can be assigned to each contact even if the home entity is not 'active'. This can be done by selecting the + Add another contact purpose button. Users can remove the additional contact purpose field by selecting – Remove. This step can only be done before the saving the record, however.

A user cannot add a point of contact to an entity if the branch entity been transferred or is in the status of Closed

12. The final step to creating a point of contact is to review the entered details and select the checkbox stating the contact agrees for their information to be disclosed to the Australian Government. Once the user ticks the **I agree** checkbox and selects **Next**, they will be displayed a success banner to confirm that the Point of contact creation is complete.



The image shows two parts of a user interface. The top part is a white box with a purple border titled '* Declaration'. It contains text stating that by ticking the box, the user confirms consent to disclose details to the Australian Government, and they have been advised to review the [Notice of Collection](#). Below this text is a checkbox labeled 'I agree' with a red border. The bottom part is a green banner with a white checkmark icon on the left, the word 'Success' in white, and the text 'New point of contact added successfully.' in white. A white 'X' icon is on the right side of the banner.

6.5 Edit a Point of Contact

Users will be able to edit the **Personal Details** and view **Role Details** tabs for personnel as permitted by their user access level.

Please note:

This does not apply if the personnel is a Point of Contact and an active Responsible person. Updates to the personal details of Responsible persons are required to be notified to the Commission. Where a person is both an active Responsible person and an active Point of contact, only some of the position details for their role as a Point of contact are editable.

Provider-level users will be able to update all personnel with a Point of Contact role however a home/branch level user will only have edit or update access for personnel assigned to Homes and Branches they have been granted access to. The following system limitations apply:

- Users can only update the Point of Contact Name fields (**Title/First Name/Second Name/Last Name**) **once per day**. An update made on 1 July 2025 cannot be updated again until 2 July 2025.
- A Point of Contact cannot be edited, and the **edit** button will not display, if the personnel is associated with:
 - the Point of Contact is historical, meaning their role as a Point of contact has ceased.

A user cannot edit a Point of Contact if:

- the branch has been transferred or is in the status of 'Inactive'.
- the home is not 'active'.

6.5.1 Edit Personal details


1. Go to the Responsible persons and contacts table using one of the navigation steps set out in [5.3 View Responsible Persons and Contacts](#).
2. Select **View personnel profile** on the contact, this will navigate to the **Personal details** page of the selected contact.
3. Select the **Edit** button in the Personal details screen.

Emily Grace Thompson (CON-12345)

Personal detailsRole details

Personal details

| | |
|----------------|----------------------|
| Title | Ms |
| Full name | Emily Grace Thompson |
| Preferred name | Emily Thompson |
| Date of birth | 1/2/1998 |

 Edit

4. A new window will display allowing users to update the required information.

Fields marked with a red asterisk are mandatory. The user may choose to include a Preferred name and Date of birth.

5. Once changes have been made, review the Declaration to confirm via a tick box that the user has obtained the personnel's consent for their details to be disclosed to the Department.
6. The user cannot proceed if they do not tick '**I agree**' in the Declaration box.
7. Select **Save** to complete the change. Alternatively, select **Cancel** to return to the Profile page.

Edit personal details

* Title

Ms

* First name

Emily

Second name

Grace

* Last name

Thompson

Preferred name

Emily Thompson

Date of birth

1/2/1998

Grant-funded provider

If your organisation is a grant-funded provider, updating this information will not update the contact recorded within your contract. You will need to contact your contract manager to update these details.

* 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

Save

Please note:

The system will run a duplication check once the user selects **Save**. If potential duplicate contacts are flagged, a *matching records found* screen will appear and allow the user to check their updates against existing contact records in the system. The user will be required to select *cancel* if they believe the flagged contact records match or *proceed with update* if they believe the flagged contacts are not matching.

The table below contains information to guide the user in making changes to existing contact information:

| Contacts role type | Steps to follow |
|--------------------|--|
| Primary Contact | If the user is updating the current primary contact for a Home or Branch, a new Primary Contact must be added in order to cease the current primary contact. |

| Contacts role type | Steps to follow |
|----------------------------|---|
| Contact | <p>To update the contact purpose of a Point of Contact with an incorrect contact purpose, the Contact's role must be end-dated, and a new role with the correct contact purpose must be added.</p> <p>To update the contact purpose for a Point of Contact that has changed roles within the organisation, resulting in a change to their contact purpose as a Point of Contact, the individual's Point of Contact role must first be ceased, then a new role with a start date can be added that reflects when the Point of Contact commenced their new role.</p> |
| Responsible persons | Changes to responsible persons details must be made via the Change in Circumstance form to the Aged Care Quality and Safety Commission. |

6.5.2 Role details

Select the Role details tab to view Role Details.

The **Role details** tab displays three tables including

- **Responsible person role** (Association ID, Position, Start date, End date, Role status)
- **Residential care homes associations under the Responsible person role** (RCH ID, RCH name, Start date, End date, Role status)
- **Point of contact roles** (Entity ID, Entity name, Position, Contact purpose, Start date, End date, Role status)

Users can click on the dropdown arrow to view **position details**.

Emily Grace Thompson (CON-12345)

Personal details

Role details

● Changing responsible person details?

Contact the Aged Care Quality and Safety Commission if you are adding, updating or removing a responsible person.
For more information, visit the Commission's website.

Responsible person role

Role status

Active

Clear filters

Apply filters

| Association ID | Position | Start date | End date | Role status | |
|----------------|----------|------------|----------|-------------|----------------------------------|
| CRL-12345 | Director | 1/1/2024 | | Active | <div>View position details</div> |

1-1 of 1 records

Residential care homes associations under the Responsible person role

Residential care home ID or name

Role status

Enter ID or name

Active

Clear filters

Apply filters

| Residential care home ID | Residential care home name | Start date | End date | Role status |
|--------------------------|----------------------------|------------|----------|-------------|
| ARCH-3276 | Abbe aged care | 1/1/2024 | | Active |
| ARCH-1234 | Ashton aged care | 1/1/2024 | | Active |
| ARCH-9823 | Berly aged care | 6/11/2024 | | Active |

1-3 of 3 records

Records per page: 10

Point of contact roles

Entity ID or name

Contact purpose

Role status

Enter ID or name

Show all

Active

Clear filters

Apply filters

| Entity ID | Entity name | Position | Contact purpose | Start date | End date | Role status |
|-----------|-----------------------------|------------------------|---------------------|------------|----------|-------------|
| PRN-12345 | Mission aged care Australia | Director | Primary contact | 1/1/2026 | | Active |
| ARCH-1234 | Ashton aged care | Registered Nurse | Primary contact | 1/1/2024 | | Active |
| ARCH-1234 | Ashton aged care | Administrative Officer | Emergency contact | 1/1/2024 | | Active |
| ARCH-9823 | Berly aged care | Facility Manager | Alternative Contact | 1/1/2024 | | Active |
| SRN-1236 | Star aged care | Branch Manager | Primary contact | 1/1/2022 | | Active |
| SRN-1237 | Sunrise aged care | Administrative Officer | Emergency Contact | 1/1/2021 | 1/1/2027 | Active |

1-6 of 6 records

Records per page: 10

Emily Grace Thompson (CON-12345)

Point of contact information

| | |
|------------------------|-----------------------------|
| Entity ID | ARCH-1234 |
| Entity name | Ashton Aged Care |
| Association ID | CRL-23456 |
| Position | Director |
| Primary phone number | 0412345678 |
| Alternate phone number | 0412345670 |
| Email address | emilythompson1999@email.com |

✎ Edit

Contact purpose

| | |
|-----------------|-------------------|
| Contact purpose | Emergency contact |
| Start date | 1/1/2024 |
| End date | - |

Cease

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6.6 Cease a Point of Contact

User access roles will determine what Point of Contact records a user can cease. From the **Position details** page, users can select the **cease** button to initiate the cessation.

If the contact role that the user wants to cease is the Primary Contact, the user must first follow the steps to add a new primary contact to that entity (i.e. Home or Branch). When a new Primary Contact is added to a Home or a Branch, the current primary contact will be automatically ceased/end dated.

Where the Point of Contact is located in a home or branch, the cease button will only be visible if the home or branch is in the following status:

- Active (Home)
- Operational (Branch)

Below outlines the process for ceasing the role of a point of contact:

1. Go to the Responsible persons and contacts table using one of the navigation steps set out in the [View Responsible persons and contacts](#) section of this document.
8. Select **View position details** on the contact to cease the Point of Contact role. This will navigate to the Position details page of the person the user wants to cease.

Changing responsible person details?
The Aged Care Quality and Safety Commission manages changes to your responsible persons. This includes who you assign as a key contact.
Visit the [Commission's website](#) to find out how.

Key contact
Emily Thompson
CON-12345

All responsible persons and points of contact + Add new point of contact

Contact ID or name Role status

Active Clear filters Apply filters

| Contact ID | Contact name ↑ | Responsible person | Point of contact | Role status | |
|------------|------------------|--------------------|------------------|-------------|-------------------------------------|
| CON-12398 | Benjamin Collins | ✓ | ✓ | Active | |
| CON-12340 | Charlotte Hayes | ✓ | ✓ | Active | View personnel profile |

9. Under the **Contact purpose** section of the person's **Position details** page, select the **Cease** button.

Emily Grace Thompson (CON-12345)

Point of contact information

| | |
|------------------------|--|
| Entity ID | ARCH-1234 |
| Entity name | Ashton Aged Care |
| Association ID | CRL-23456 |
| Position | Director |
| Primary phone number | 0412345678 |
| Alternate phone number | 0412345670 |
| Email address | emilythompson1999@email.com |

 Edit

Contact purpose

| | |
|-----------------|-------------------|
| Contact purpose | Emergency contact |
| Start date | 1/1/2024 |
| End date | - |

Cease

10. A new window will display to allow the user to enter a cessation date for the selected role. The following system rules apply to this date field:

- The end date can be a past, present or future date
- The role end date cannot be prior to the role start date
- The role end date can be the same as the role start date
- The role end date must be entered in order to cease the role

Cessation of Emily Grace Thompson

You are ceasing Emily Grace Thompson as the emergency contact at Ashton Aged Care (ARCH-1234), LOT 131, ACCEDENS RISE, BAKERS HILL, WA, 6562.

When you save this action, this point of contact role will cease. You will no longer be able to update this record.

If the cessation date is set to a future date, the role will be considered active until that date is reached.

* Cessation date

11/12/2025



Grant-funded provider

If your organisation is a grant-funded provider, updating this information will not update the contact recorded within your contract. You will need to contact your contract manager to update these details.

Cancel

Save

11. Select **Save** to complete the change. Alternatively, select cancel to return to the Position details page.

The user will see a confirmation message displayed on screen when the cessation is successful, confirming that the **Record saved successfully**.



7 Associated Providers

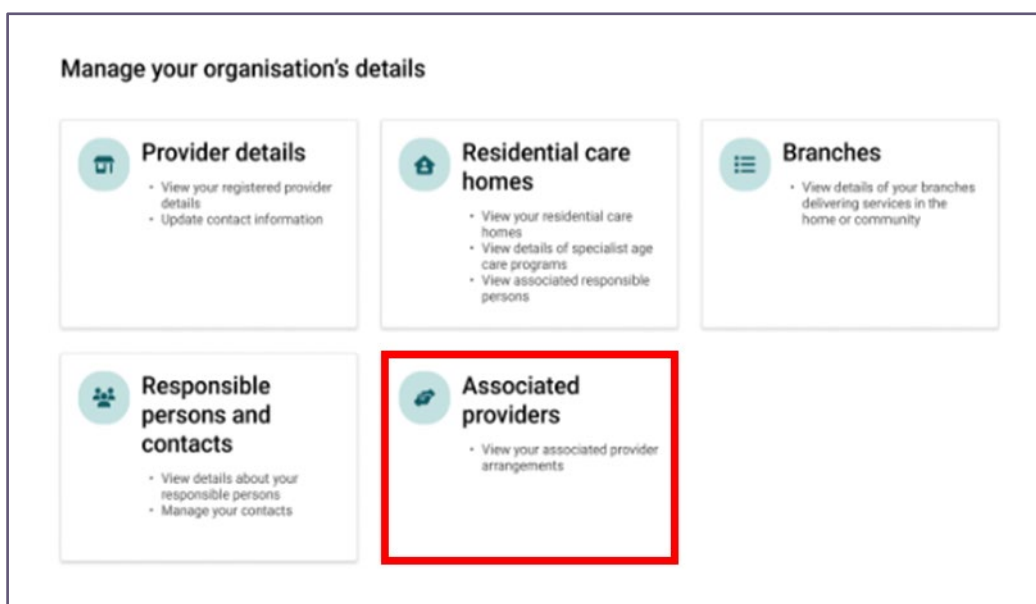
Authorised users can view a list of all associated providers associated to their registered provider via the **Associated Provider** tile.

Users can also view the details held on each associated provider via the **Associated provider Details** page.

Users with organisation level access can view and select the Associated Provider tile. Home or Branch level users will not see this tile on the **Manage Your Organisation's Details** page.

7.1 View Associated provider Arrangements

From the Manage your organisation landing page, select the **Associated Provider** tile to view the associated provider arrangements associated with the organisation.



7.1.1 Search and Filter

1. Users can search for an associated provider by **Associated provider ID**, **Name** or filter by **Service types** or **Status** and select **Apply Filters** button.

The table's default view is **active** associated provider arrangements, however a user can view inactive association by updating the status filter.

2. Users can sort this table alphabetically by hovering the mouse pointer over the column headers.
3. **Clear filters** can be selected to return to the default view of the list.

The screenshot shows a table with the following filters at the top: 'Associated provider ID or name' (text input), 'Service types' (dropdown menu showing 'Show all'), and 'Status' (dropdown menu showing 'Active'). To the right of the filters are two buttons: 'Clear filters' and 'Apply filters'. The table has five columns: 'Associated provider ID', 'Associated provider name', 'Service types', 'Status', and an empty column. The table contains three rows of data. The first row has a dropdown arrow in the empty column. The second row has a dropdown arrow in the empty column. The third row has a dropdown arrow in the empty column. A red box highlights the dropdown arrow in the third row, and another red box highlights the text 'View associated provider details' which appears when the dropdown is clicked.

| Associated provider ID | Associated provider name | Service types | Status | |
|------------------------|-------------------------------|----------------------------|--------|---|
| APRV-12341 | Aged care clinical | Domestic assistance, Meals | Active | ▼ |
| APRV-12342 | Australian transition care | Transport | Active | ▼ |
| APRV-12343 | Australian billing management | Nursing care | Active | ▼ |

7.2 View Associated provider details

By selecting the **View associated provider details** drop down for a selected record in the table, users can view information regarding the selected associated provider, including:

1. Basic details – this is information about the Associated provider arrangement including:
 - Associated provider ID – this is their organisation's record ID, assigned by the Department
 - Associated provider name – this is their organisation's name
 - ABN
 - Registered to provide aged care – this indicates if the associated provider is also a Registered Provider in their own right. This will be **Yes** or **No**

Information held about an associated provider arrangement is provided by the Registered Provider, when they notify the Commission about the arrangements they have in place.

2. Association details – this is information about the arrangements that the Registered Provider has with the Associated provider including:
 - Association ID
 - Status
 - Service types – these services align with the services provided under the Home Care Program
 - Association start date – the date the arrangement commenced with the Registered Provider.

- Association end / review date – the date that the contract/agreement is to cease. If the contact/agreement has a renewal date rather than an end date, this will be the date the contract/agreement is intended to be renewed.

To edit any of the details displayed on this page, the user is required to notify the Commission formally. More information on this can be found on the Commission's website.