Australian Government
Department of Health, Disability and Ageing

Australian Government
Government Provider Management System

Government Provider Management System – Approved Provider Portal

User Guide

September 2025

Version 5.3

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

Contents

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 Approved Provider portal for the first time.

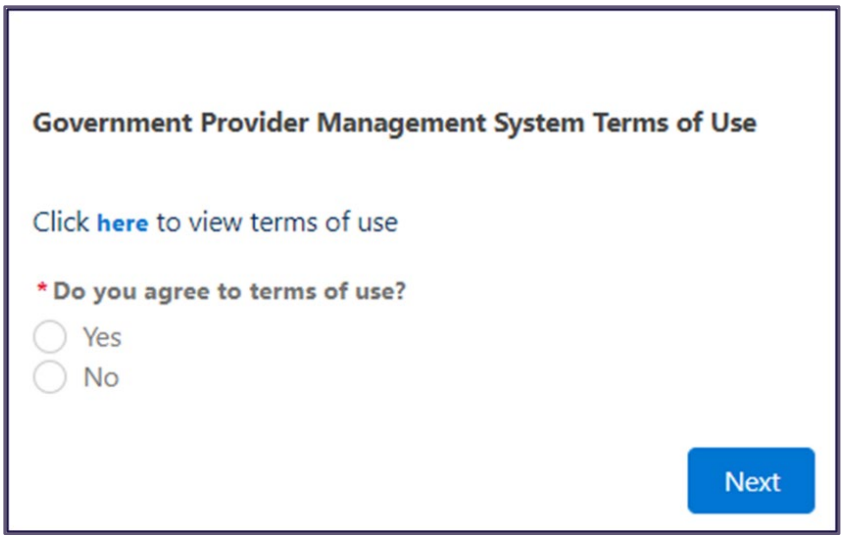
It also provides an overview of the Organisation Administrator role and associated functionality, including the ability to:

- add or remove users to the GPMS portal; and
- edit user roles which allow 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.



1.3 Login to the GPMS portal

To login to the GPMS portal please visit Log In Using | Service Provider Portal.

If assistance is required to login to the GPMS portal, please refer to the GPMS Logging in to Aged Care Systems.

2. GPMS Approved Provider Portal

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
    - Care Minutes Targets
    - Quality Indicator (QI) Program data
    - Provider Operations
    - Quarterly Financial Report (QFR)
- Preview information before it is published for the next period:
    - Finance & Operations
    - Star Ratings

2.1 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.

2.1.1 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 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**.

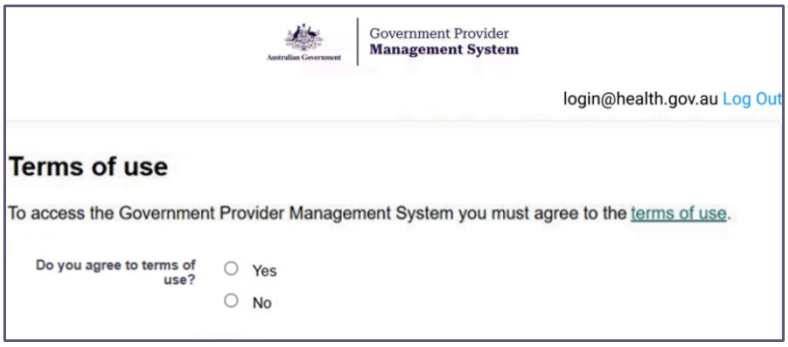
To access sign language interpreting and captioning services through Deaf Connect, call 1300 773 803 or email interpreting@deafconnect.org.au.

2.1.2 Terms of use

When logging on for the first time users 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. Select the word **terms of use** to navigate to the Terms of Use.

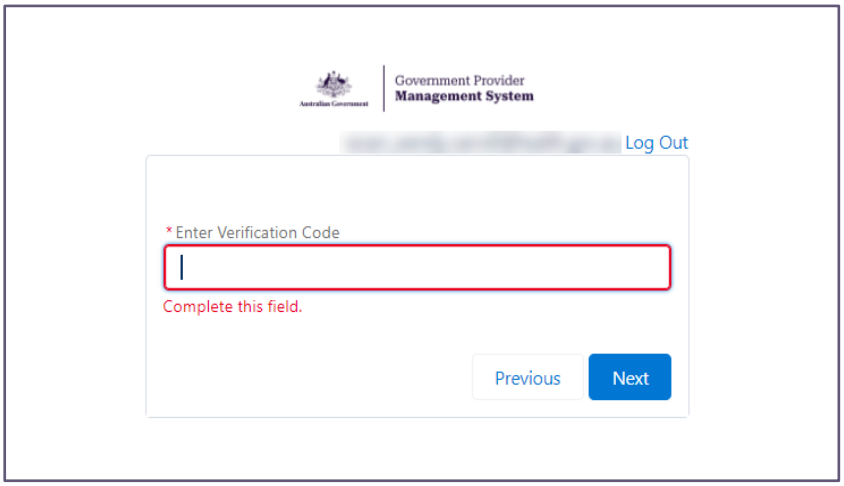


2. If users agree to the terms of use, select the **Yes** radio button and then select **Next**.

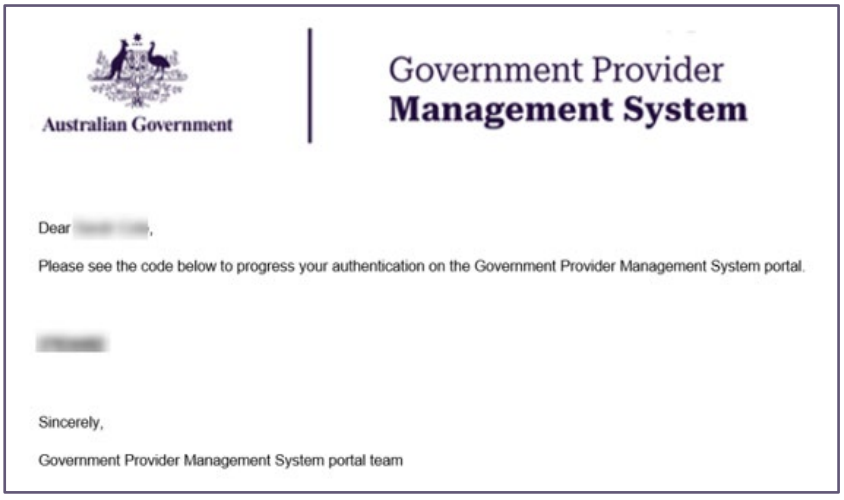
Please note:

If the users does not agree to the terms of use, selecting No will prevent access to the portal.

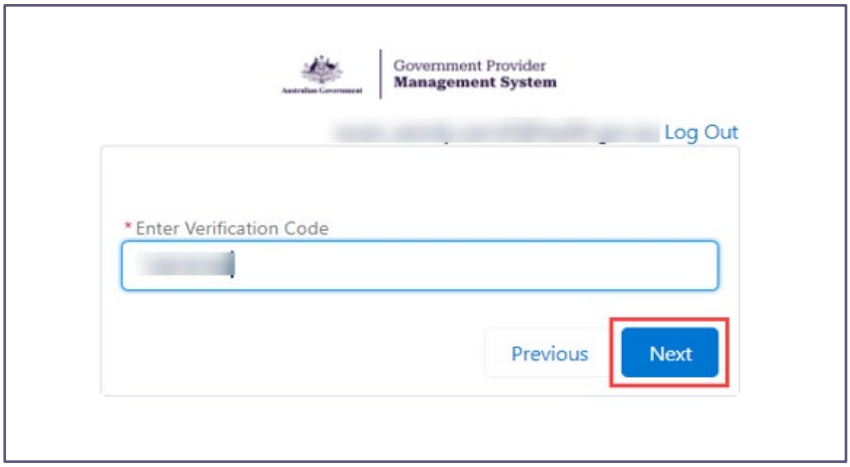
3. If the user accepted the GPMS Terms of Use by selecting **Yes,** the Enter Verification Code screen will display.



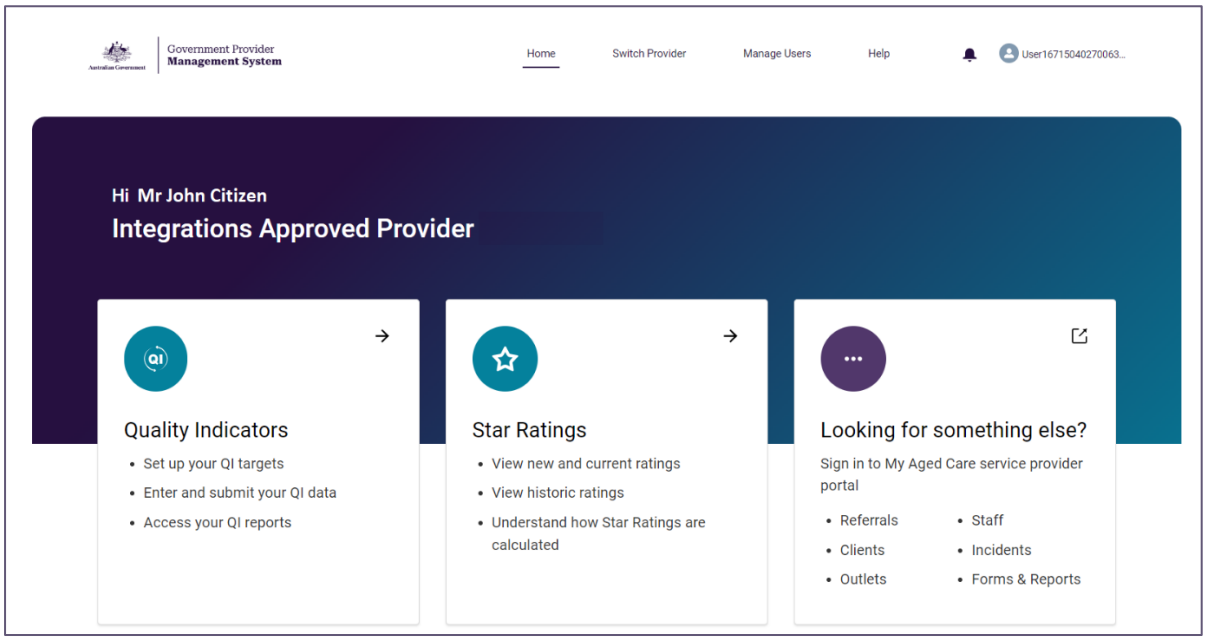
1An eight-digit verification code will be sent to the user's company email address.



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



The GPMS portal landing page will display.



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 users who no longer require GPMS portal access.

The Organisation Administrator role in the My Aged Care system is not interchangeable with the Organisation Administrator role in the GPMS System

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

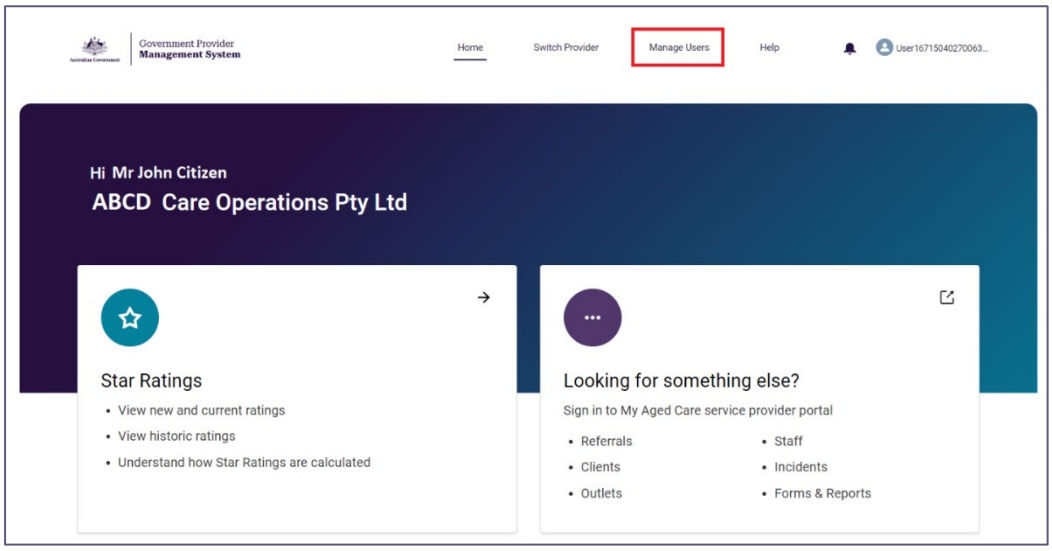
The following information relates to tasks that the Organisation Administrator can undertake in the GPMS portal.

3.1 The Manage Users screen

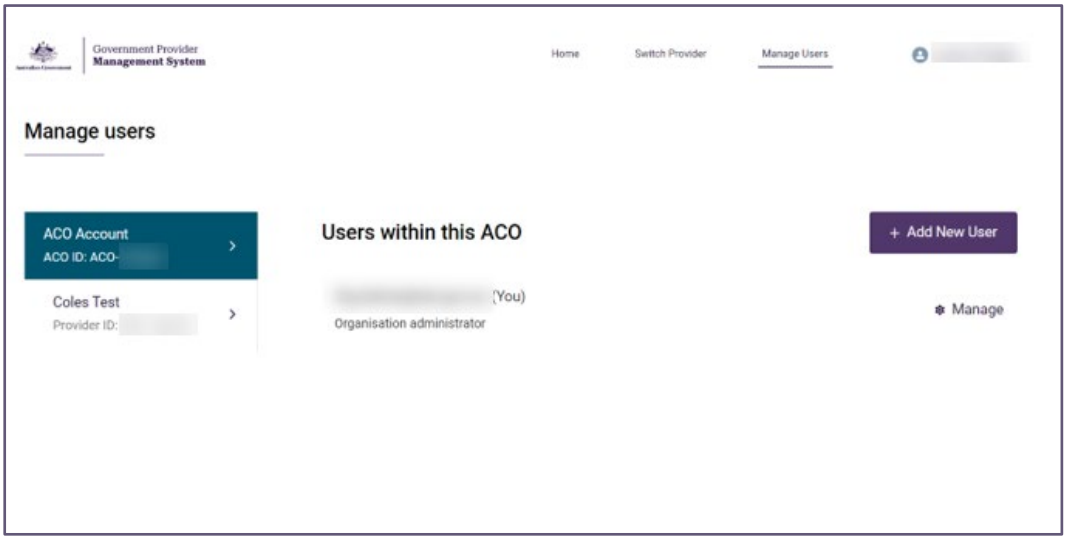
The Manage Users screen is where Organisation Administrators will perform administrative functions, such as adding users and editing user access roles.

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.



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 (org) level or at the provider (service) 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.

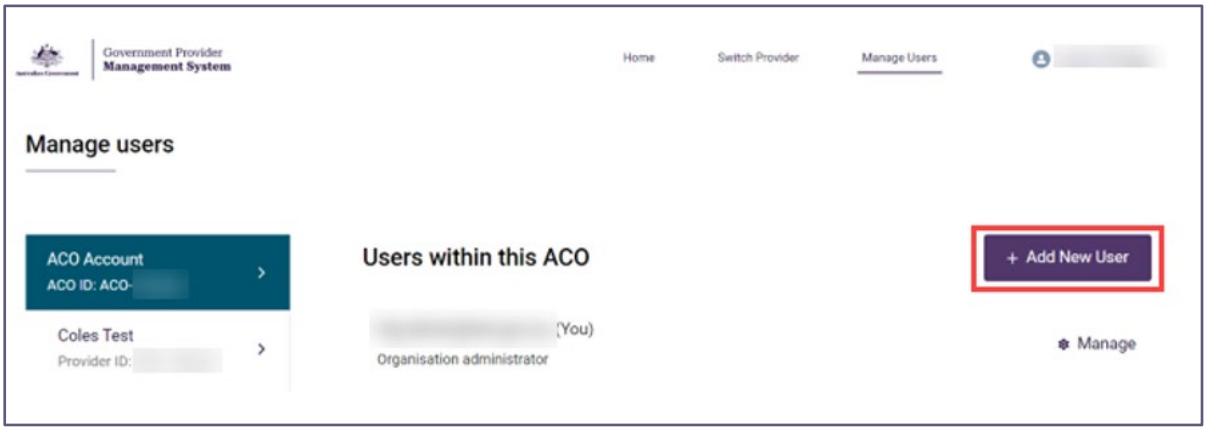
This will need to be done manually by the user in the My Aged Care Service and Support portal.

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.

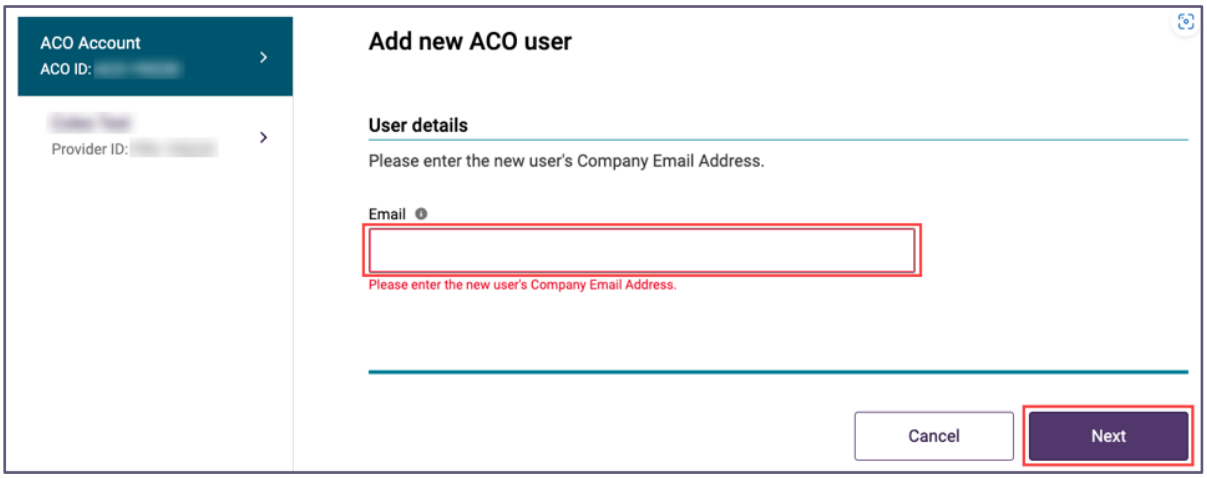
To add a new user at the organisation level, complete the following steps:

1. In the Manage users screen, select the **+ Add New User** button.



The Add new ACO user screen will then display.

2. In the User details section, enter the user's company email address in the **Email** field, then select the **Next** button.



Additional fields will display to add the new user's information.

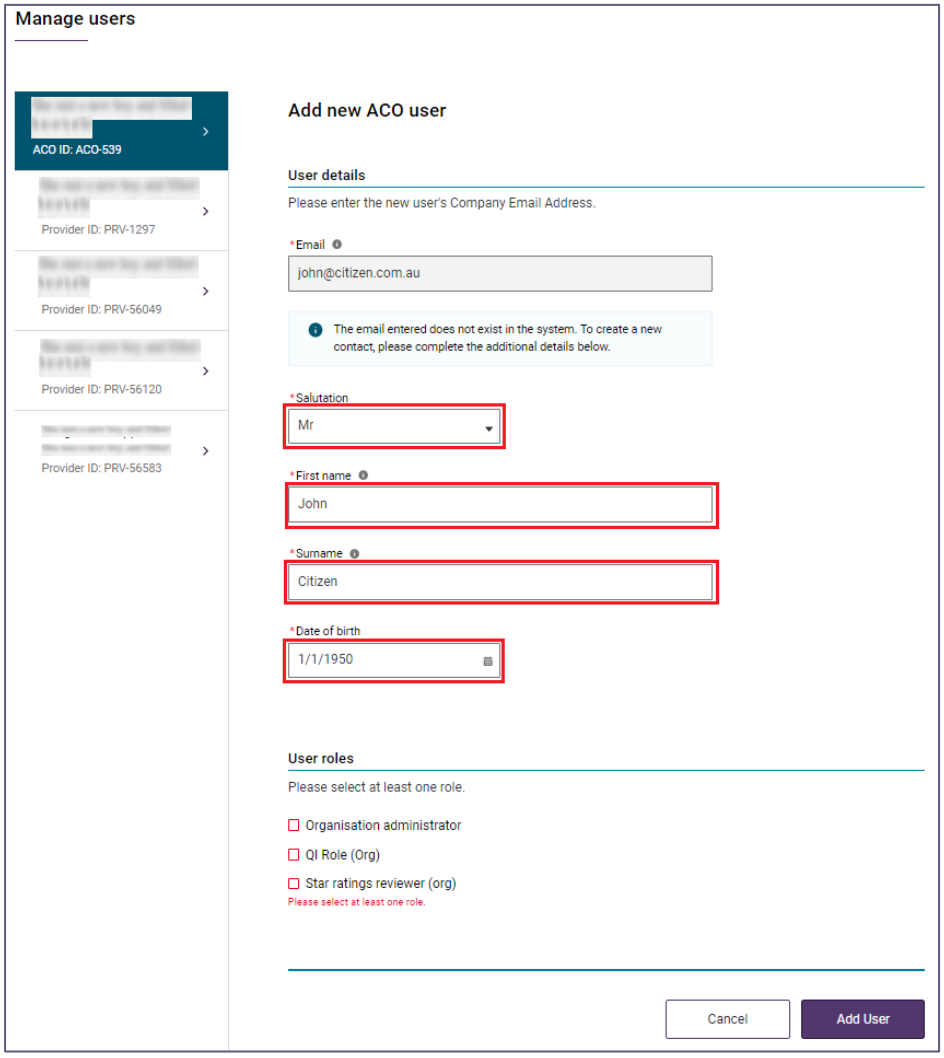
Please note:

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.

3. Add the new user's Salutation, First name, Surname and Date of birth details.



Please note:

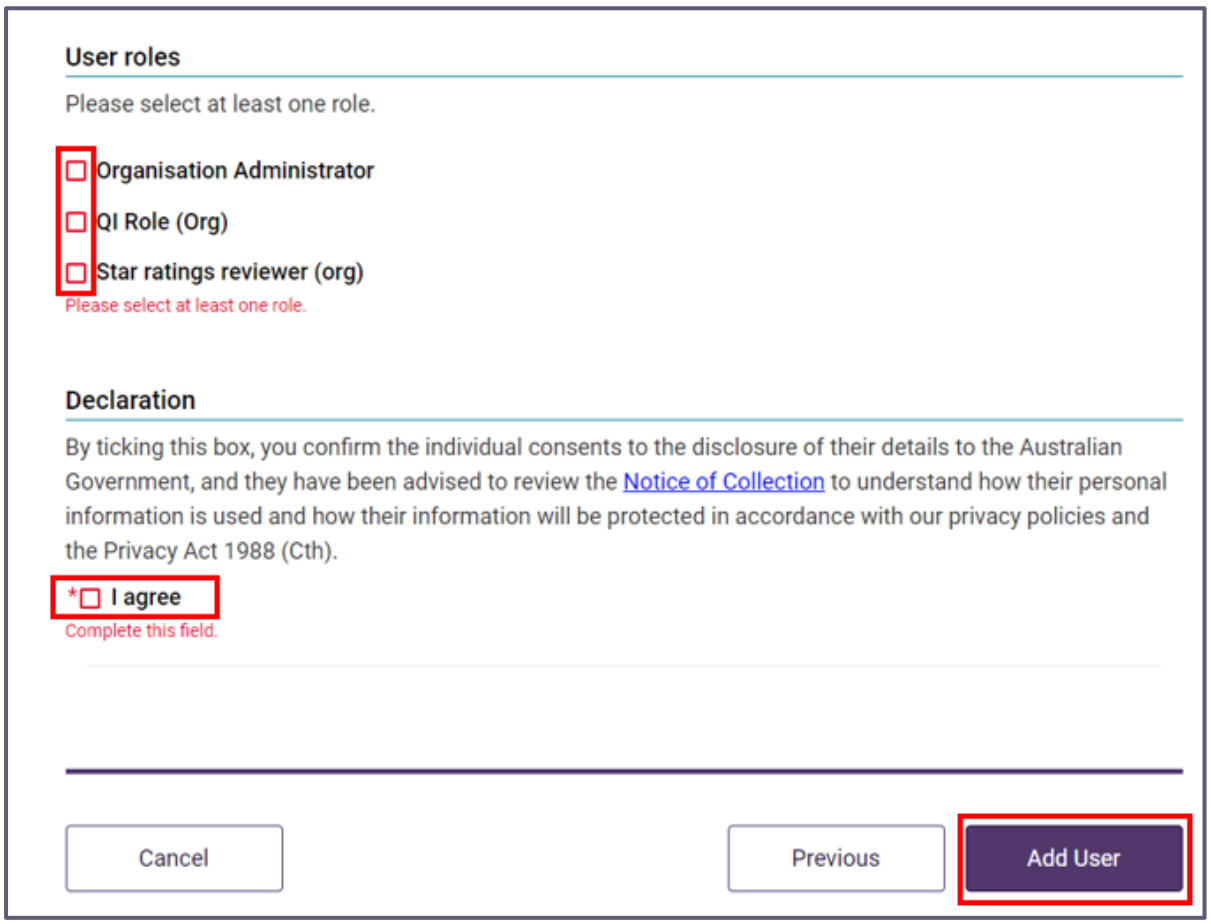
Organisation Administrators can add, manage and remove users.

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

Even as an Organisation Administrator, users will need to be allocated other access roles if access to other GPMS applications is required.

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

4. Select the role(s) to be assigned to the new user. Next, select the checkbox to confirm agreement with the declaration, and select **Add User**.



The Manage user screen will display.

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

The newly added user will have a status of (Pending).

This status will remain until the newly added user 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.

3.2.2 Adding a user at the Provider level

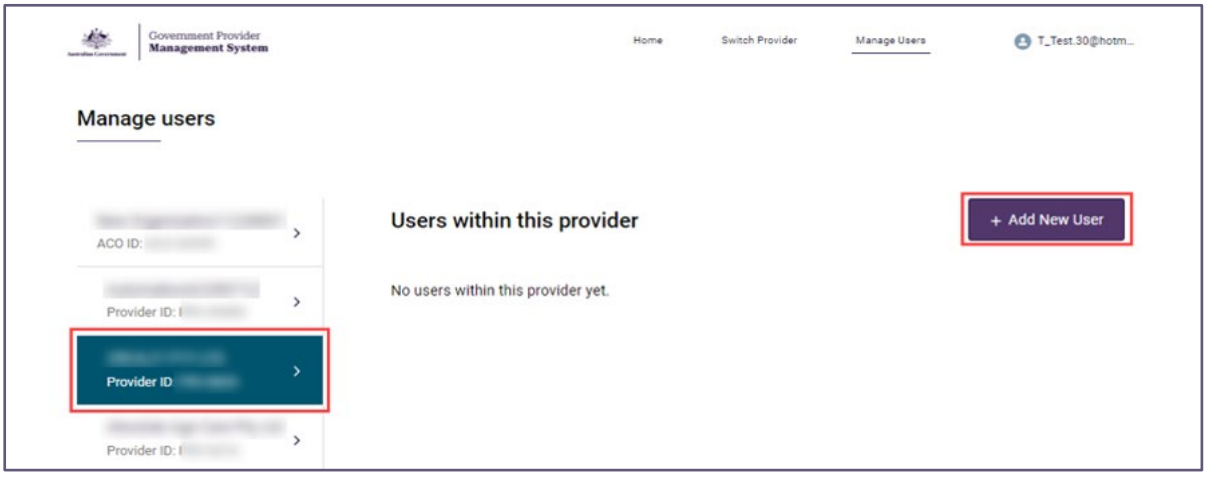
Organisation Administrators can give user access against a specific provider. This limits their access to those Providers only.

Please note:

Organisation Administrators must be allocated at the Aged Care Organisation (ACO) level. Provider level users cannot be Organisation Administrators.

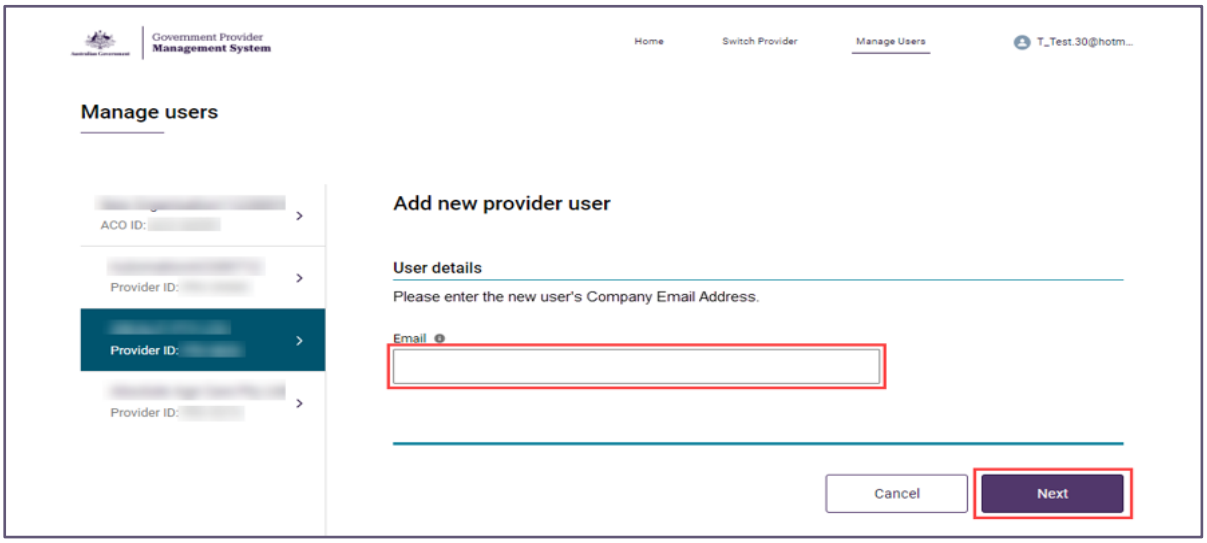
To add a new user at the Provider level, complete the following steps:

1. In the Manage Users screen, select the Provider to which the user should be added to, and select the **+ Add New User** button.



The Add new provider user screen will display.

2. In the User details section, enter the user's company email address in the **Email** field, then select the **Next** button.



Additional user information fields will then display.

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.

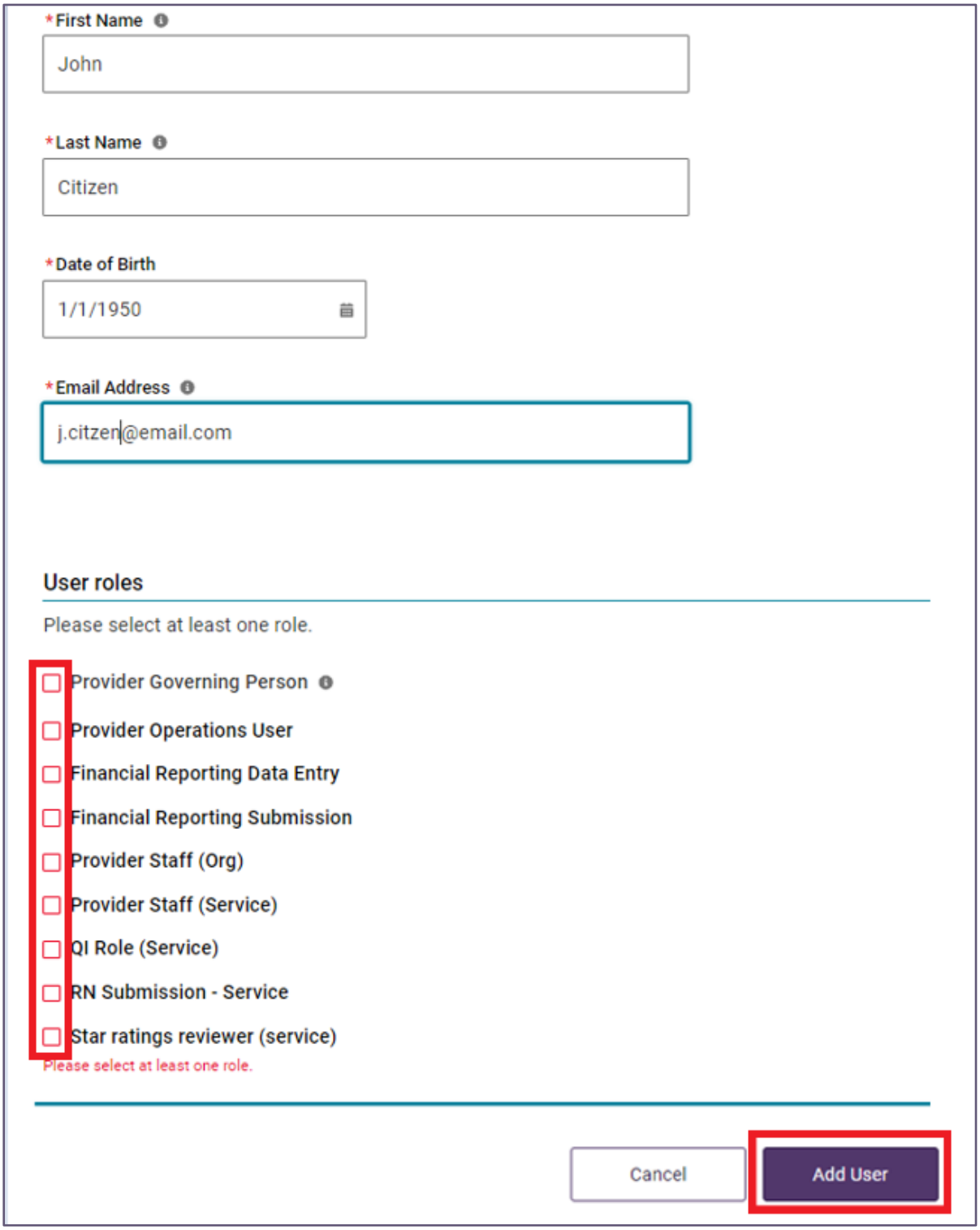
3. Enter the additional user information. Under User roles, select the **check boxes** of the access roles to be assigned to the user.

The table below lists the available user roles and desriptions:

Role	Description
Provider Operations User	• Responsible for completing and submitting provider operations reporting requirements. • Access the Provider Operations application in GPMS. • Enter and update operational data about the provider, such as service locations, contact details, and organisational structure. • Compile responses for annual provider operations collection form, and review input as needed.
Financial Reporting Data Entry	• Responsible for entering financial data into the Quarterly Financial Report (QFR) application. • Enter financial data into the QFR system. • Cannot submit the final report—submission must be completed by a user with the Financial Reporting Submission role.
Financial Reporting Submission	• Responsible for submitting the Quarterly Financial Report (QFR). • Entering data and submitting the completed QFR. • Ensuring compliance with financial and prudential reporting obligations under aged care legislation. • Downloading and previewing submitted reports for record-keeping and audit purposes
Provider Staff (Org)	• Can manage contacts and view organisational information

Role	Description
Provider Staff (Service)	• Can manage contacts and view Homes and Branches information for assigned services.
QI Role (Service)	• Can submit Quality Indicator Program (QI Program) reports on behalf of the residential aged care services that they have been associated with. • Submitting and updating quarterly QI Program data • Setting quality indicator targets. • Viewing submission status and error messages. • Viewing historical trends QI Program data via QI Reporting Dashboards.
RN Submission – Service	• Can access and submit 24/7 RN reporting application on behalf of their organisation. • Completing and submitting monthly reports that confirm RN coverage at each residential aged care service. • Reporting on RN coverage, including any exemptions or gaps in coverage.

Star Ratings Reviewer (Service)	• Can preview and enquire about quarterly updates to Star Ratings for their specific residential aged care service, including:
	  ○ Overall Star Rating
	  ○ sub-category ratings: Compliance, Quality Measures, Residents' Experience, and Staffing
	  ○ underlying data used to calculate the sub-category ratings.


*First Name
John
*Last Name
Citizen
*Date of Birth
1/1/1950
*Email Address
j.citizen@email.com
User roles
Please select at least one role.
Provider Governing Person
Provider Operations User
Financial Reporting Data Entry
Financial Reporting Submission
Provider Staff (Org)
Provider Staff (Service)
QI Role (Service)
RN Submission - Service
Star ratings reviewer (service)
Please select at least one role.
Cancel
Add User

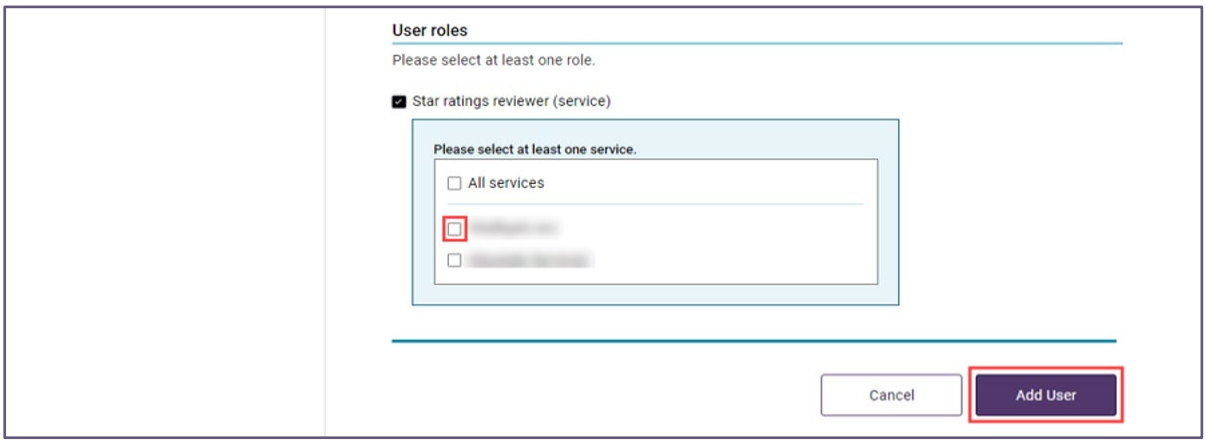
Please note:

Only certain users can be assigned a Provider Governing Person access role. This is because the term 'Governing Person' is defined under the *Aged Care Quality and Safety Commission Act 2018.* See sections 7 *Definitions* and 8B(1)(a) or (b).*Meaning of key personnel of a person or body.*

This means that users assigned this role must be key personnel but cannot be those responsible for the day to day nursing services. This role assignment is important for submission of an Approved Provider Notification or Governing Body Determination which require that only a person meeting the governing person definition to endorse/submit those forms.

Some access roles will require additional information. For example, a user with the access role of Star ratings reviewer (service) will also list residential services operated by the selected provider.

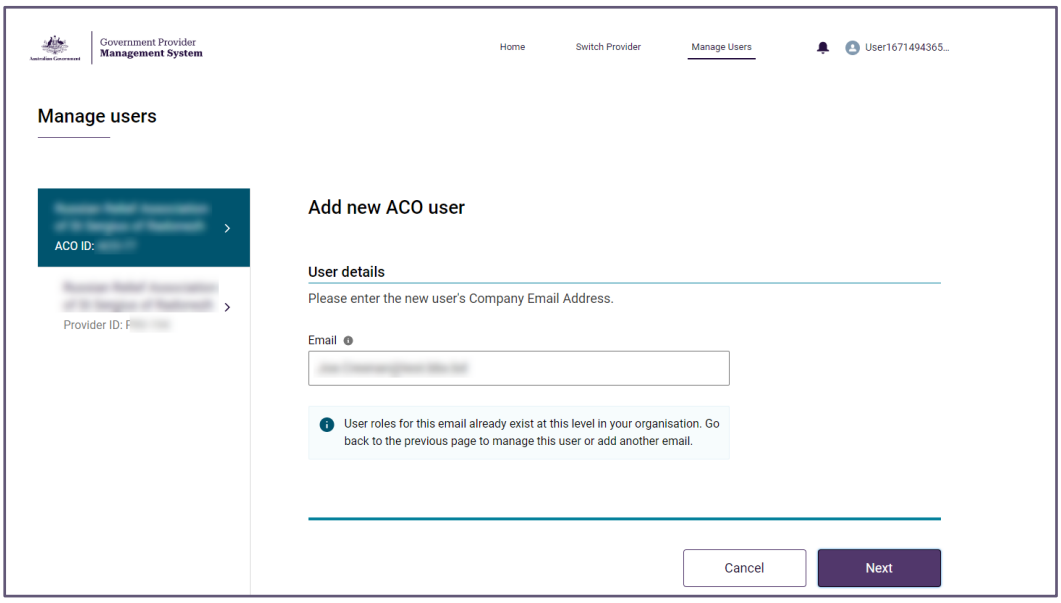
4. Select the check boxes of the services the user should have access to, then select the **Add User** button.



The Manage user screen will display again and the GPMS portal will display a green banner informing that an invitation email has been sent to the new user.

3.3 Existing users

If an email address is entered for a user who has already been added to GPMS, the following message will be received



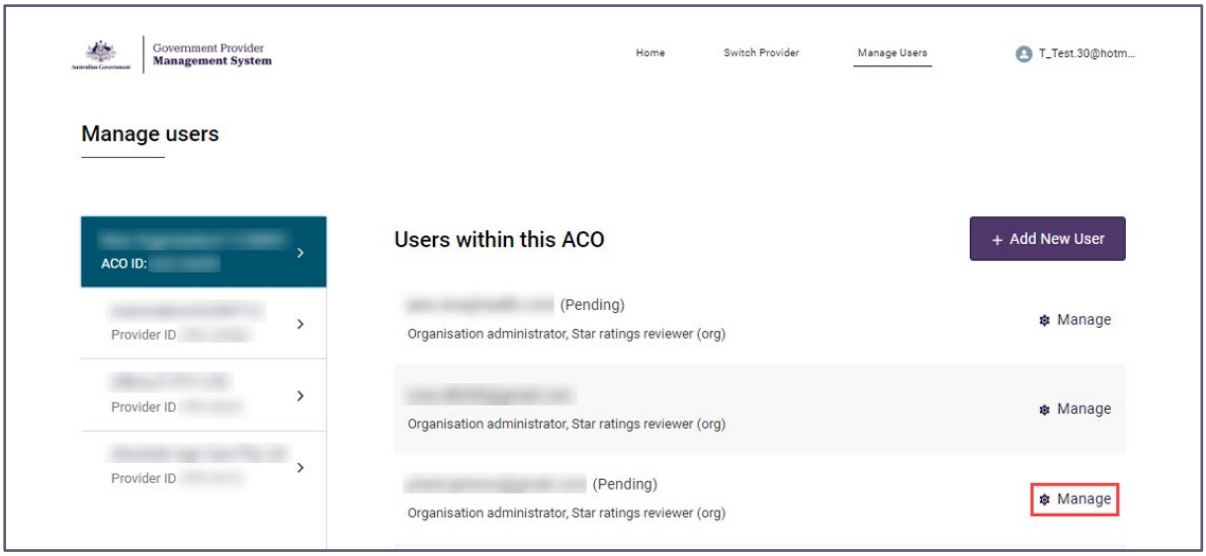
As the user already exists, the user's profile will need to be located and their access roles edited instead.

3.4 Editing access roles

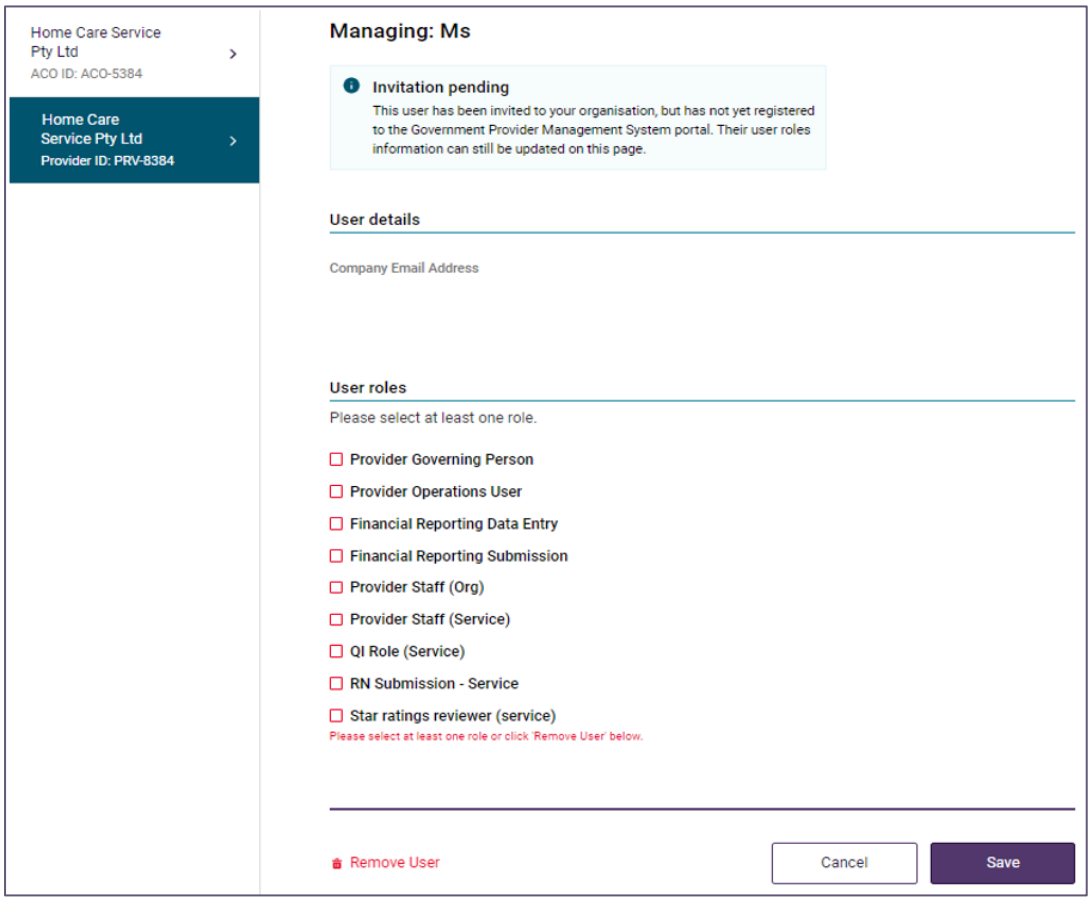
Organisation Administrators are able to edit users' access roles at any time.

To edit access roles, users need to complete the following steps:

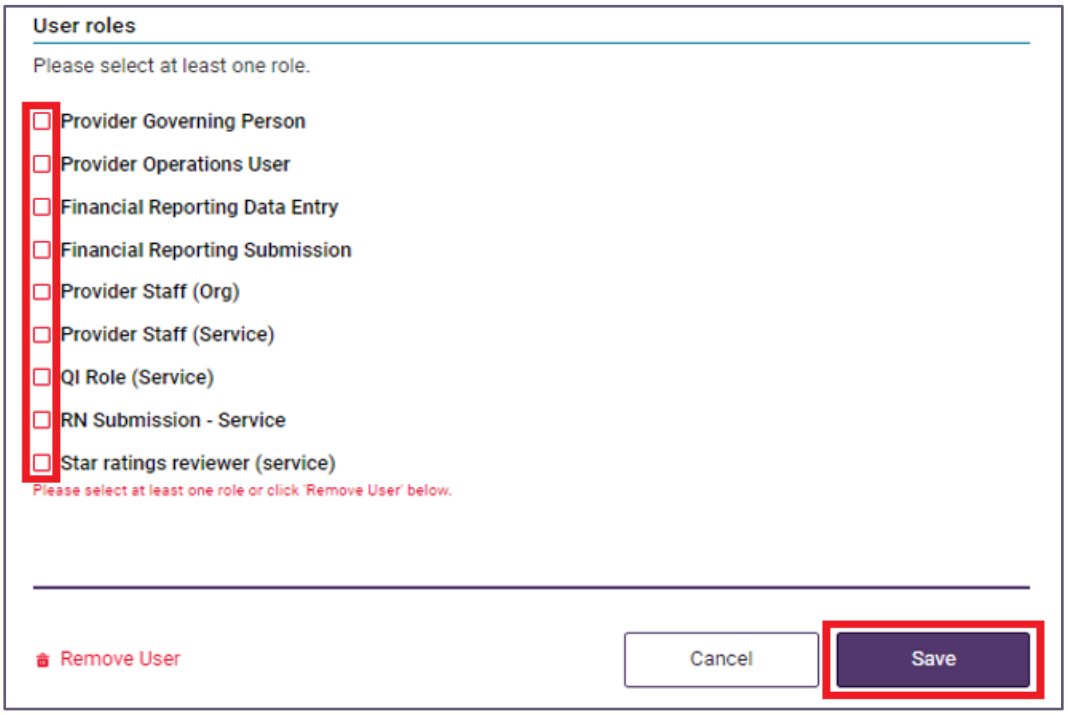
1. Select the user to edit the access for, and select **Manage.**



The Managing: [user name] screen will display.



2. Scroll down the screen to the User roles section and select or deselect the check box/es for the role/s to be added and/or removed.
3. Select the **Save** button.



The Manage users screen will display again. The edited role/s will be displayed.

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

Australian Government | Government Provider Management System

Dear [redacted]

Your Government Provider Management System portal role has been changed. Please ask your organisation administrator for more information.

Sincerely,

Government Provider Management System portal team

We acknowledge the Traditional Custodians of the lands we live on. We pay our respects to all Elders, past and present, of all Aboriginal and Torres Strait Islander nations.

THIS IS AN AUTOMATED MESSAGE - PLEASE DO NOT REPLY DIRECTLY TO THIS EMAIL.

3.5 Removing Users

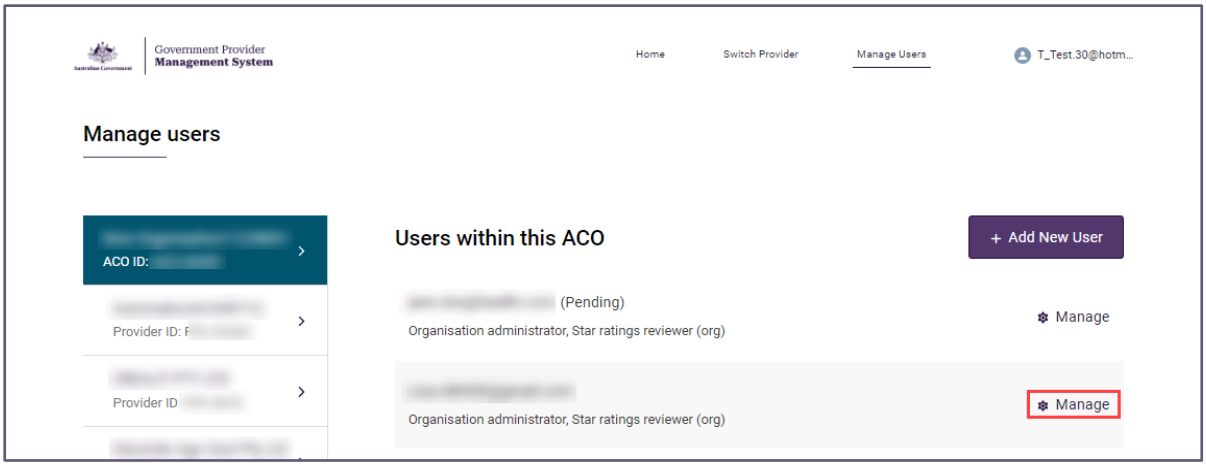
Users can be removed from the GPMS portal. Removing a user takes away their ability to access the GPMS portal

Please note:

The user's account details and action history will be retained in system audit history.

To remove a user, complete the following steps:

1. Select the user to be removed by selecting **Manage** as highlighted below (with the cog in front).



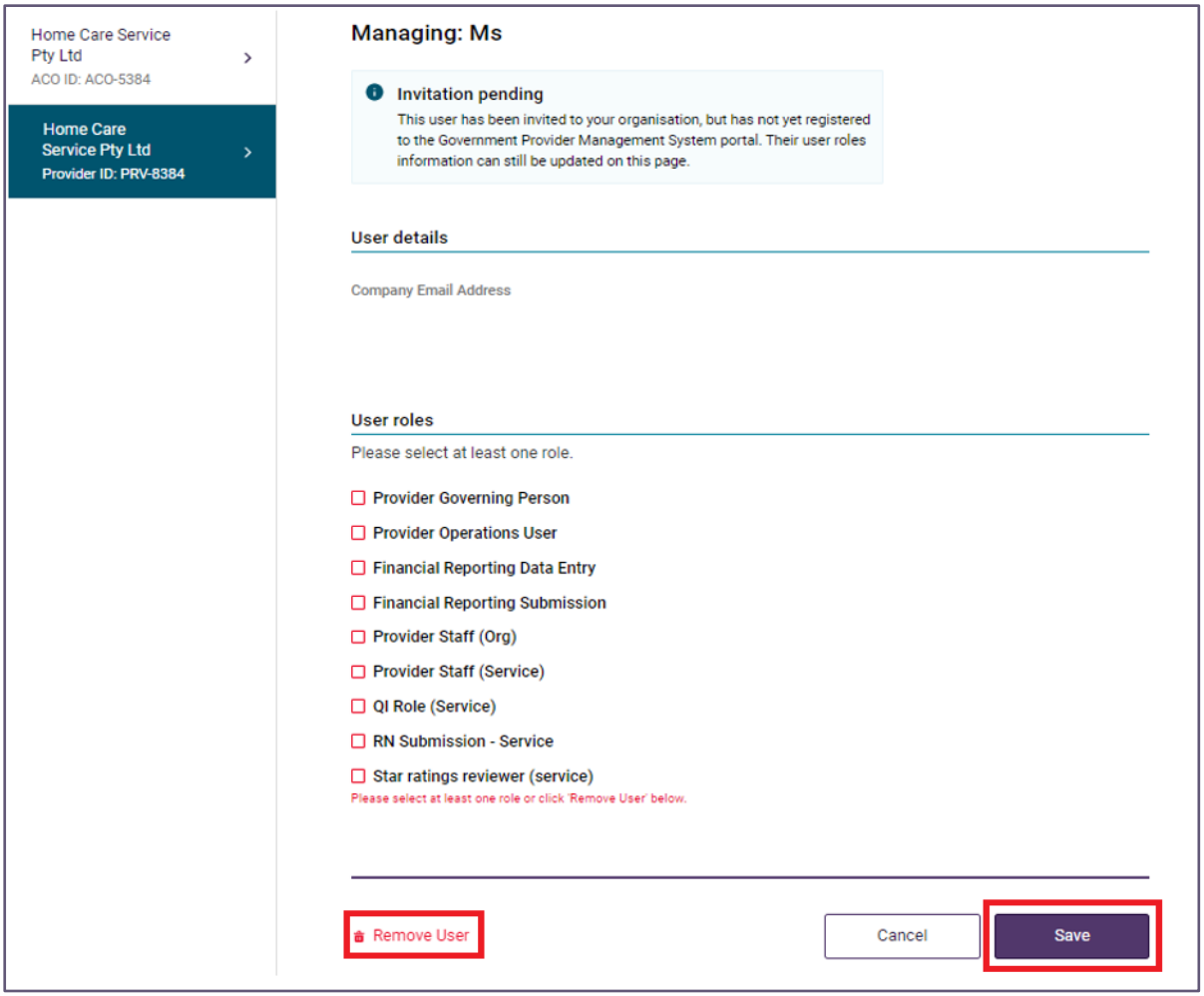
When a specific user is selected, the Manage users, Managing: [user name] screen **will display.**

Please note:

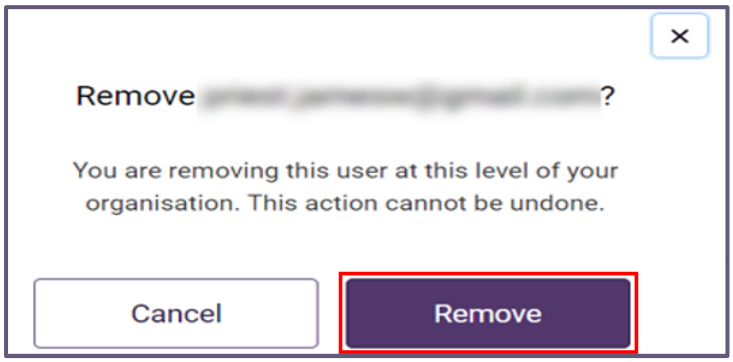
Users are listed by Provider.

Users of other Providers within the organisation by selecting a different Provider from the list at the left of the screen.

2. In the Managing: [user name] screen, select **Remove user** and press **Save**.



3. A pop-up will display advising the user is to be removed at this level of the organisation and the action cannot be undone.
4. Select the **Remove** button.



The **Manage users** screen will display again.

The user will no longer be listed against that provider.

4. Switching providers

To standardise user security and authentication across GPMS, from 1 November 2025 providers will be required to have a unique email when accessing GPMS on behalf of an organisation.

The department has completed a review of user access and as part of this review, has identified users who currently had one email address linked to multiple organisation accounts. These users were contacted by the department and advised of the steps required to undertake to establish a unique account for each organisation they access in GPMS.

This included arranging for new GPMS accounts to be set up in GPMS for each organisation.

To switch between organisations, users are required to log out of GPMS and log in using the details for the organisation they wish to access.