



Government Provider Management System – November 2025 system changes

Frequently Asked Questions (FAQs)

These frequently asked questions provide information to providers regarding the Government Provider Management System (GPMS) changes to support the implementation of the Aged Care Act 2024 (the Act) (November 2025). This document will be updated as required.

What GPMS changes will be introduced from the implementation of the Act?

From the implementation of the Act, the new GPMS Registered Provider Portal is available for providers to:

- manage their organisation's details,
- submit Registered Nurse (RN) reports,
- submit Quarterly Financial Reports (QFR), and
- submit Quality Indicators (QI) data.

Registered providers can continue to use the GPMS Approved Provider Portal to access all other reporting applications, historical information and to submit Quality Indicators data and Quarterly Financial Reporting for the July – September 2025 quarter.

As the GPMS Registered Provider Portal is enhanced, additional applications will be introduced through future updates, this includes:

- Star Ratings
- Stakeholder Emergency Management Solution

Which GPMS portal should I be using?

- Access GPMS Registered Provider 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
- Access GPMS Approved Provider 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 historical information about your organisation from when it operated as an Approved Provider.
 - Preview information before it is published for the next period:
 - Finance & Operations
 - Star Ratings

How do I login to the GPMS portals?

To login to the GPMS portals, please visit the [GPMS log in page](#).

- When logging into GPMS, Providers will be asked to verify their identity using VANguard (single sign-on) or myID. Providers are encouraged to use the same authentication method they use to access the My Aged Care Service and Support Portal.
- If any changes are made to the user roles that providers have, or the functions that can be performed with a role, this will be communicated with impacted users, ensuring no loss of functionality occurs.

If you require assistance to login to the GPMS portal, please refer to the GPMS [resources webpage](#).

How are GPMS Organisation Administrators nominated for organisations new to GPMS?

If your organisation will be accessing GPMS for the first time from the implementation of the Act, the Department would have contacted your organisation, requesting for an Organisation Administrator to be nominated. This nominated user will be granted access to GPMS Registered Provider Portal from the implementation of the Act and will be able set up additional users.

Current Organisation Administrators can assign the Organisation Administrator role in GPMS to other users within their organisation.

If the current Organisation Administrator listed in GPMS has left the organisation, providers are advised to call the [My Aged Care service provider and assessor helpline](#) from 8am to 8pm Monday to Friday or 10am to 2pm (local time) Saturday on 1800 836 799.

Where can I access the GPMS Resources, Terms of Use and Privacy Notice?

- The GPMS Resources can be accessed [here](#). The GPMS Resources web page contains a collection of user guides, quick reference guides and videos about the GPMS.
- The GPMS Terms of Use can be accessed [here](#). The Terms of Use set out the conditions for using the GPMS.
- The Privacy notice for the GPMS can be accessed [here](#). The Privacy Notice outlines how the Department manages personal information that is collected when a user account is created.

How are GPMS users managed in the portals?

- Organisation Administrators remain responsible for managing user access within GPMS in both the GPMS Approved Provider Portal and the GPMS Registered Provider Portal.
- If a user previously had access to Manage Your Organisation functionality prior to the implementation of the Act, they will automatically have access to the Registered Provider Portal.
- If a user leaves the organisation, or their portal access is to be disabled, the organisation administrator will need to remove access from both portals using the 'Manage users' function within GPMS.

If you require assistance to manage GPMS portal users, please refer to the GPMS [resources webpage](#) or unsure who your Organisation Administrator is, call the [My Aged Care service provider and assessor helpline](#) from 8am to 8pm Monday to Friday or 10am to 2pm (local time) Saturday on 1800 836 799.

My organisation does not know who the GPMS Organisation Administrator is?

If your organisation is unsure who your GPMS Organisation Administrator is, call the [My Aged Care service provider and assessor helpline](#) from 8am to 8pm Monday to Friday or 10am to 2pm (local time) Saturday on 1800 836 799.

What identifiers (IDs) will be used within the Registered Provider Portal?

Below lists the identifiers available within the Registered Provider Portal:

Identifier	Description	Example
Registered provider ID	Unique identifier for the Registered Provider.	PRV-12345
Incorporation ID	The Registered Provider's Incorporation Number aligned to the Incorporation ID type provided in the Registration form. This is a unique number that validates the Incorporation ID Type.	Incorporation ID Type = ACN/IAN/ARBN/ICN Incorporation ID = 082931575
Agreement ID	Unique identifier for the funding agreement records of a specialist aged care program.	SACP-12345
Associated Provider ID	Unique identifier for the Associated provider.	APRV-12345 (previously MCO-12345/SDA-12345)
Association ID	Unique identifier for the relationship between the Associated Provider and the Registered Provider.	AAR-123456789
Residential Care Home ID	Unique identifier for the Residential Care Home.	ARCH-12345
Branch ID	Unique identifier for the Branch. This aligns with the Branch's Program Payment ID.	SRV-12345
Specialist Aged Care Agreement ID	Unique identifier for the Specialist Aged Care Program record. This is the same as the "Agreement ID".	SACP-12345
Payment ID	Unique identifier for the record which identifies the program and associated payment details. This was previously known as Service ID.	SRV-12345
Contact ID	Unique Identifier for contacts	CON-12345
Entity ID	The Entity ID acts as a collective label to represent the IDs for the following when creating Point of Contacts: Registered Provider	PRV-12345 ARCH-12345 SRV-12345

Identifier	Description	Example
	- Residential Care Home - Branch	
Association ID	Associated contact unique identifier.	CRL-12345

What terminology changes will there be in the Registered Provider Portal?

Below lists the GPMS terminology changes from the commencement of the Act:

Pre-Act implementation	Post-Act implementation
Approved provider	Registered provider
Provider Staff (Service)	Provider Staff (Homes/Branches)
Provider Staff (Org)	Provider Staff (Registered Provider)
Services	Branch; or Residential care homes
Third Party Organisations/Arrangements	Associated Provider
Account relationship ID	Association ID (Associated Providers)
Contact ID	Association ID (Responsible person and contacts)
Service ID	Residential Care Home ID; or Branch ID
Key personnel	Responsible person

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

What is the Manage Your Organisation tile?

The Manage Your Organisation tile within the GPMS Registered Provider Portal enables registered providers to interact more efficiently with government. Within this tile, Registered Providers can view details about their Organisation, view Residential Care Homes, Branches and Associated Provider arrangements and manage organisation contacts.

If you require assistance with the Manage Your Organisation tile, please refer to the GPMS [resources webpage](#).

What can Registered Providers do within the Manage Your Organisation tile?

Within GPMS Registered Provider Portal, Manage Your Organisation tile, registered providers can:

- view details about your organisation.
- view residential care homes, branches and associated provider arrangements.
- manage personnel contact details and user roles in your organisation.

Who within an organisation can view and make updates to information within the Manage Your Organisation tile?

Two roles allow access to the Manage Your Organisation tile within the Registered Provider Portal. Organisation Administrators will be able to assign these roles as follows:

- **Provider Staff (Registered Provider)** to manage contacts and to view organisational information.
- **Provider Staff (Home/Branch)** to manage contacts and to view Homes and Branches information for assigned services.

The Provider Staff (Registered Provider) user can view all details about their organisation and reported contacts.

The Provider Staff (Home/Branch) user can view limited details about their organisation and only has access to details for homes or branches they have been granted access to by their Organisation Administrator.

Your Organisation Administrators can assign these roles to new or existing users. If you are unsure who your Organisation Administrator is, call the [My Aged Care service provider and assessor helpline](#) from 8am to 8pm Monday to Friday or 10am to 2pm (local time) Saturday on 1800 836 799.

How will I report duplicate contacts?

To report a duplicate contact identified within the Registered Provider Portal, complete the [Reporting a Duplicate Contact Form](#) and email it to GPMS.Project@health.gov.au.

How do I request changes to reflect offline beds, or bring beds back online?

Providers can request that beds be taken offline for reasons such as:

- 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 National Aboriginal and Torres Strait Islander Flexible Aged Care (NATSIFAC) program.

- the service is experiencing workforce shortages which prevent the delivery of care.
- opening beds in stages
- 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. Your 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).

You can find contact details for our Local Network [here](#).

How do Registered Providers report a change in circumstance?

Any change in circumstance under section 167 of the Act will need to be reported to the Aged Care Quality and Safety Commission (Commission) through the Change in Circumstance (CiC) form, which will be available on the Commission's [website](#) from 1 November 2025.

You must notify the Aged Care Quality and Safety Commission within 14 days about:

- changes affecting your suitability as a provider.
- people who become or stop being responsible persons
- changes relating to the suitability of any responsible persons.

Changes made via CiC forms will be reflected in GPMS once processed by the Commission. For further information on your responsibilities please refer to the Commission's [website](#).

How can I access the Change in Circumstance and other forms?

Any change in circumstance under section 167 of the Act needs to be reported to the Aged Care Quality and Safety Commission (Commission) through the Change in Circumstance form, which will be available on the Commission's [website](#).

For further information on your responsibilities please refer to the Commission's [website](#).

How will I add a responsible person listed in GPMS?

Following the implementation of the Act, all contacts that exist within the Approved Provider Portal will be transferred into the Registered Provider Portal. To add additional responsible persons to your organisation, providers will be required to complete a CiC form, available on the Commission's [website](#). Once the form is processed, the updated information will be visible on the Registered Provider Portal.

How will I renew my registration?

From the implementation of the Act, Registered Providers will need to submit requests for registration renewal through the Commission's [website](#).

Where can I find more information about associated providers?

Visit the Commission's [website](#) for information about associated providers.

Who should I contact if my organisation is going into liquidation?

If your organisation is entering liquidation, please complete a CiC form, available on the Commission's [website](#) to inform them of your situation. The Commission will then notify the Department.

Once an organisation is in liquidation, its staff will no longer be able to access either of the GPMS portals. The Commission will work with the Department to ensure that all user access is revoked.

What is a Service delivery branch?

The term service delivery branch will replace '*notified home care service*' from section 9 of the 1997 Act (also known simply as a 'home care service'). The name change is to avoid confusion between '*aged care services*' and '*home care services*' but does not represent any intended operational changes for providers.

In terms of the scope of the Service Delivery Branch, some providers may choose for this to be in a larger area (e.g. in a Region), and other providers may want it to be a smaller area (e.g. a Suburb). The standard is that the branch must have clients within the geographic region and deliver funded aged care services to this region, for which it can reasonably demonstrate effective management of client funds and be responsible for certain client funds. The department does not specify beyond these conditions.

We do however expect that most providers will maintain the existing level of granularity for a Home Care Package Service going forward into Service Delivery Branch. Every Service Delivery Branch will retain a single service ID which will be referred to as a Program Payment Entity (PPE) to ensure continuity of care in My Aged Care.

Within My Aged Care, outlet configuration will remain the same, including client service referrals and management and service IDs.

Where will I find more information?

- The [My Aged Care service provider and assessor helpline](#) provides technical support and general information to Registered Providers, assessors, and hospital staff who use the My Aged Care Service and Support Portal and GPMS portal.

- Call the [My Aged Care service provider and assessor helpline](#) from 8am to 8pm Monday to Friday or 10am to 2pm (local time) Saturday on 1800 836 799.
- Visit [MyAgedCare.gov.au](https://myagedcare.gov.au) for more information.
- GPMS support material will continue to be updated and made available through the [GPMS Resources](#) page.
- Visit [Health.gov.au](https://health.gov.au) for more information and the [GPMS Resources](#) webpage for updated GPMS support material. For general enquiries relating to GPMS, contact GPMS.project@health.gov.au.

How will I stay up to date with GPMS?

The GPMS [website](#) will be frequently updated with information and guidance for registered providers.

Interested in talking technology? You can register for the Digital Transformation Tech Talk Webinars via the [Digital transformation for the aged care sector](#) website.