



# Government Provider Management System (GPMS)

## Registered Provider Portal Overview

### What can be done via the Registered Provider Portal



#### Registered Provider portal

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

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



#### View organisation's details

Users can view the following information in the Manage your organisation tile:

- Provider details
- Residential Care Homes
- Branches
- Associated Provider Arrangements
- Contacts (including Responsible Person's and Point of Contacts)



#### Manage organisation details

Users can make real time updates for the following information:

- Provider Aboriginal Community Controlled Health Organisation details
- Create, update and cease Point of Contacts



#### Assign new portal roles

Organisation Administrators can provision the following roles:

- **Provider Staff (Registered Provider)** can view all details about their organisation and reported contacts.
- **Provider Staff (Home/Branch)** can view limited details about their organisation, access information regarding homes or branches they have been granted access to.
- **Registered Nurse Submission (Service)** can submit 24/7 RN reporting on behalf of their organisation.
- **Financial Reporting Submission** can submit QFRs on behalf of their organisation.
- **QI Bench Marker** can upload bulk QI data.
- **QI Role (Org)** can submit QI reports on behalf of their organisation.
- **QI Role (Service)** can submit QI reports on behalf of their organisation.

### What to expect in future system releases



#### February 2026

In the February 2026 release, the Registered Provider portal will include the following new functionality:

- The ability to submit Star Ratings reports and view Star Ratings calculations.
- Star Ratings information will be used to populate the Find a Provider tool on the My Aged Care website.
- Functionality allowing providers to manage offline beds.
- Changes to support residential care providers becoming a specialised BCT service,
- Ability to record homeless status



#### June 2026

In the June 2026 release, the Registered Provider portal will include new functionality for users to manage all their organisation details and the Stakeholder and Emergency Management Solution (SEMS) will be switched on. Additionally, information between the Registered Provider Organisation and My Aged Care portal will begin syncing automatically.



#### June 2026 & beyond

The Department will continue to plan for future system releases to ensure ongoing improvements and enhancements. As part of this process, we will actively engage with providers to identify and prioritise new functionality based on sector needs.

### Where to access support



#### Technical support

For technical support, approved providers are advised to contact the My Aged Care Contact Centre on **1800 836 799**.



#### GPMS guidance material

A series of user guides and support materials is available on the department's [website](#).



#### General GPMS enquiries

For any questions relating to GPMS, contact the team at [GPMS.project@health.gov.au](mailto:GPMS.project@health.gov.au)



#### Reporting Obligations

For information about your reporting obligations, please visit the Aged Care Quality and Safety Commission's [website](#).



#### Responsible Persons Changes or Events

For further information about Responsible Persons, go to the Aged Care Quality and Safety Commission [website](#).



#### Provider Change in Circumstance

Any changes which impacts suitability as a Registered Provider will need to be reported to the Commission through the Change in Circumstance form available on the Commission's [website](#). For further information on provider responsibilities, please refer to the Commissions' website.



#### Updating Operational Bed Information

Providers can request for beds to be taken offline/brought back online by emailing their Local Network. Local Network details can be found [here](#).



#### Associated Providers arrangements

To update Associated Provider arrangements, providers must complete a Change in Circumstance form available on the Commission's [website](#).