



# Government Provider Management System – Approved Provider Portal User Guide

March 2026

Version 5.3

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

# Contents

1.	Introduction .....	3
1.1	Purpose .....	3
1.2	Before proceeding .....	3
1.3	Login to the GPMS portal.....	4
2.	GPMS Portal Access .....	4
2.1	Troubleshooting myID or VANguard issues.....	4
2.2	Terms of use.....	5
3.	Organisation Administrators .....	7
3.1	The Manage Users screen .....	7
3.2	Adding a new user .....	8
3.2.1	Adding a user at the Organisation level.....	9
3.2.2	Adding a user at the Provider level .....	11
3.3	Existing users .....	15
3.4	Editing access roles.....	16
3.5	Removing Users .....	17
4.	Switching providers.....	19

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# 1. Introduction

The Government Provider Management System (GPMS) is a flexible IT (Information Technology) system which is a critical part of the Aged Care Digital Transformation Initiative underway to support aged care reform through better technology.

GPMS provides greater connectivity and data sharing between aged care providers and government.

## 1.1 Purpose

This User Guide has been designed to support providers in understanding how to access and login to the GPMS Approved Provider portal for the first time.

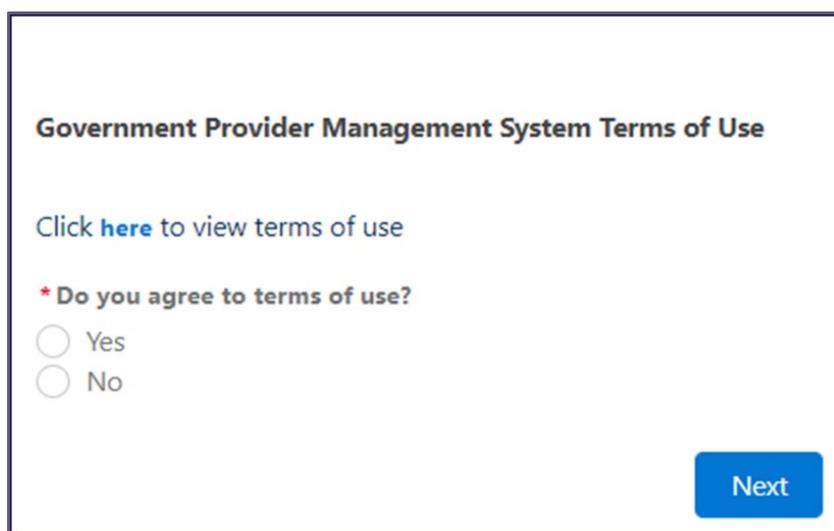
It also provides an overview of the Organisation Administrator role and associated functionality, including the ability to:

- add or remove users to the Approved Provider portal; and
- edit user roles to allow users access to applications within the Approved Provider 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.



The screenshot shows a web interface for the Government Provider Management System. At the top, the title "Government Provider Management System Terms of Use" is displayed in bold. Below the title, there is a link "Click [here](#) to view terms of use". A red asterisk is followed by the question "Do you agree to terms of use?". There are two radio button options: "Yes" and "No". A blue "Next" button is located in the bottom right corner of the form area.

## 1.3 Login to the GPMS portal

To login to the GPMS Approved Provider portal, please visit the [Log in to GPMS](#) webpage.

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

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## 2. GPMS Approved Provider Portal Access

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

- View previous information about your organisation:
  - Quality Indicator (QI) Program data
  - Provider Operations
  - Quarterly Financial Report (QFR)

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

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

### 2.1 Troubleshooting myID or VANguard issues

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

If 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.

This helpline provides technical support and general information to registered providers, assessors, and hospital staff using and the GPMS portals.

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**.

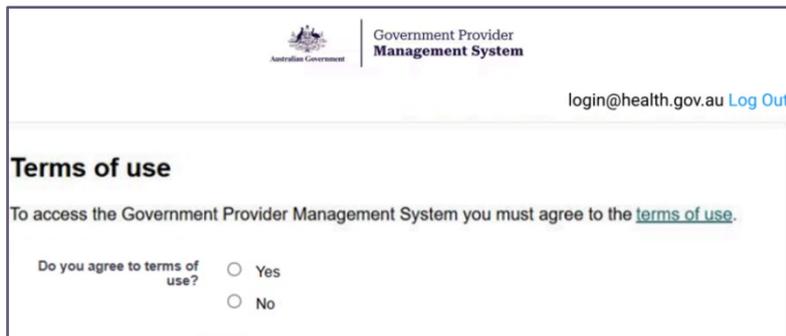
To access sign language interpreting and captioning services through Deaf Connect, call [1300 773 803](#) or email [interpreting@deafconnect.org.au](mailto:interpreting@deafconnect.org.au).

## 2.2 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. Click the [terms of use](#) link to read the Terms of Use.



Australian Government | Government Provider Management System

login@health.gov.au Log Out

### 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

2. Select the **Yes** radio button and then click **Next**.



Australian Government | Government Provider Management System

login@health.gov.au Log Out

### 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

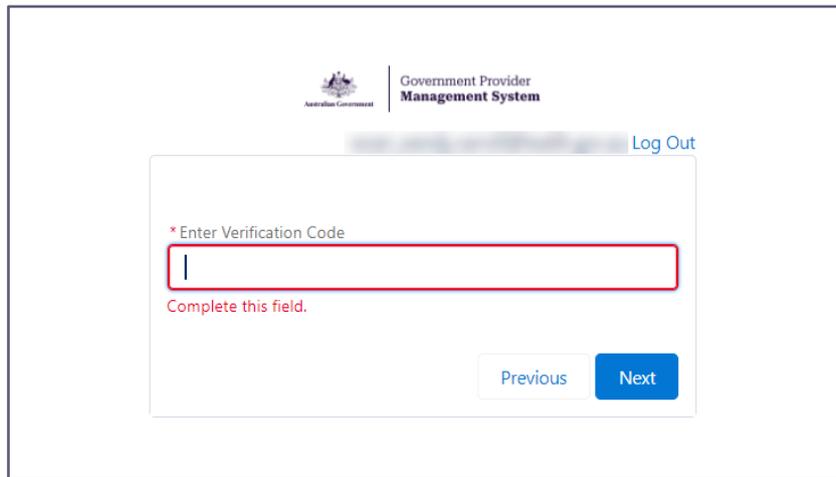
**Please note:**

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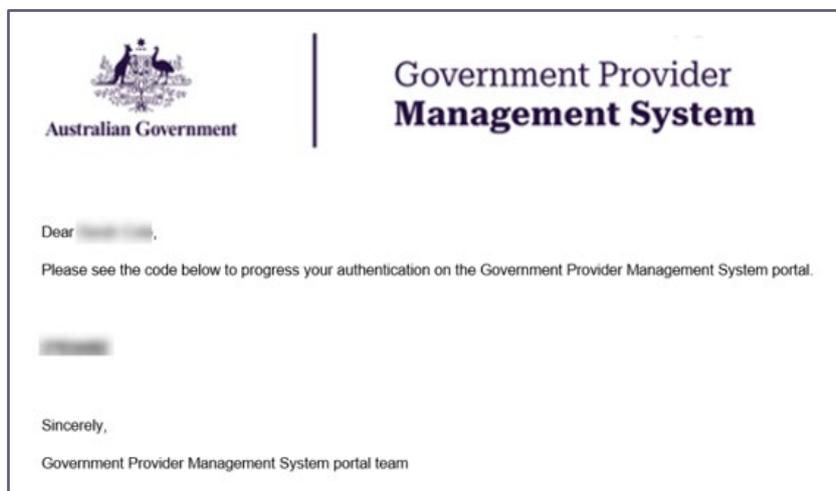
**If the user does not agree to the terms of use, selecting No will prevent access to the portal.**

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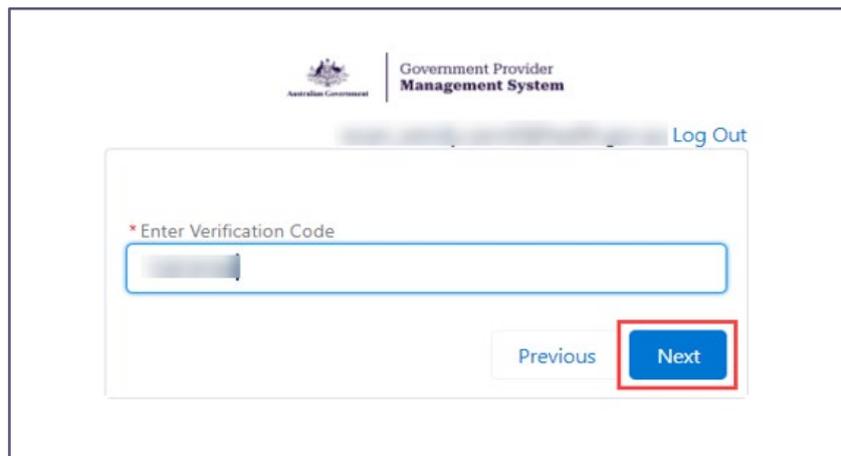
Once the GPMS Terms of Use have been accepted, the Enter Verification Code screen will be displayed.



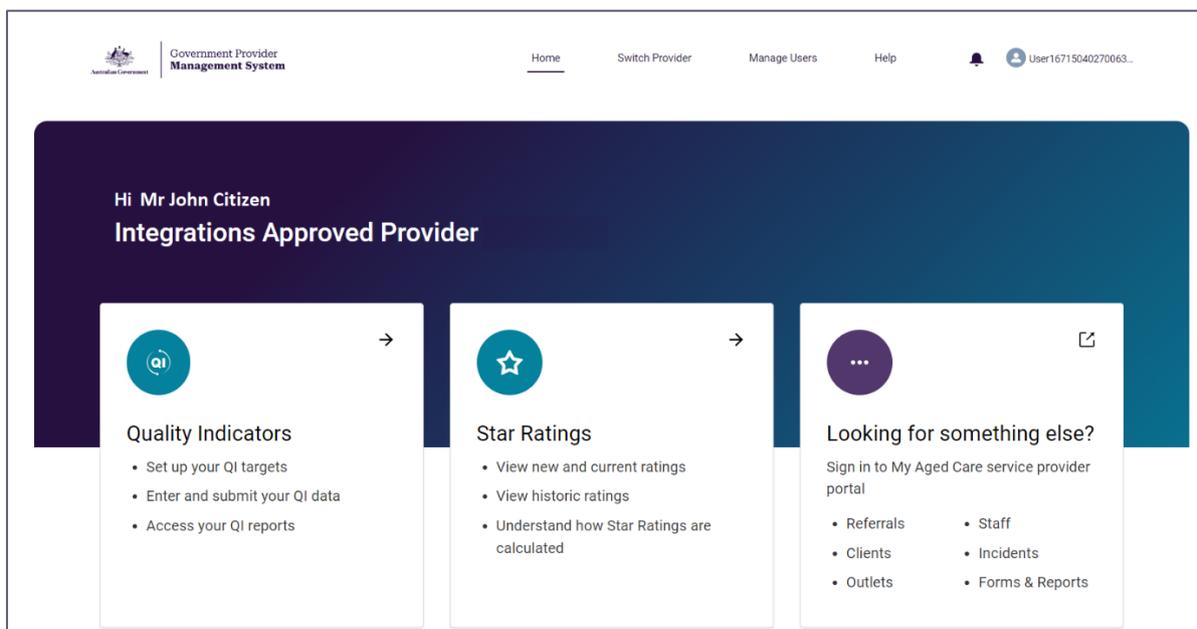
1 An eight-digit verification code will be sent to the user's company email address.



3. In the Enter Verification Code field, enter the eight-digit code that the user will have received in the notification email, and click **Next**.



The GPMS Approved Provider portal landing page will be displayed.



### 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 in GPMS Approved Provider portal for the organisation, the organisation will need to nominate an Organisation Administrator for this portal.

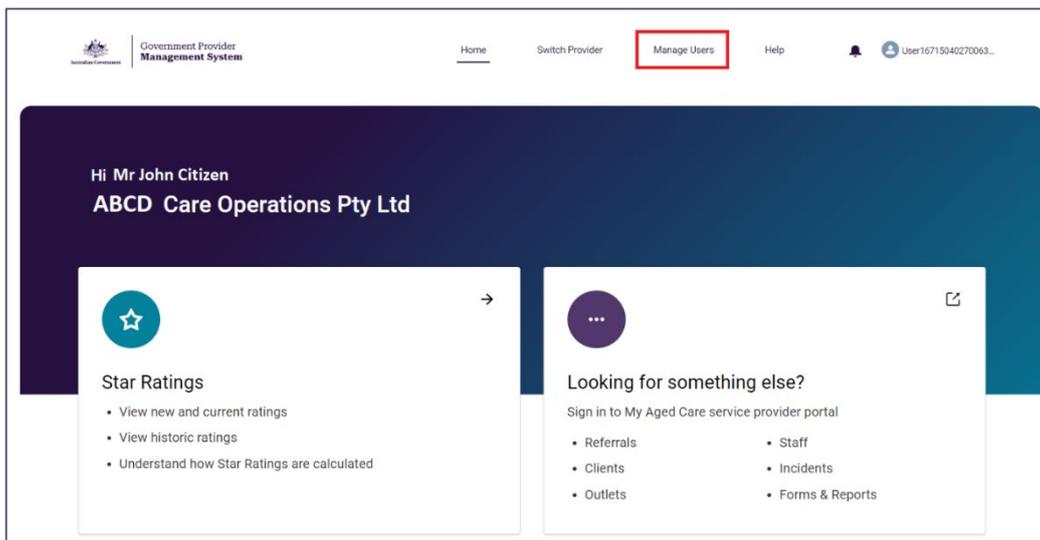
The following information relates to tasks that the Organisation Administrator can undertake in the GPMS Approved Provider portal.

#### 3.1 The Manage Users screen

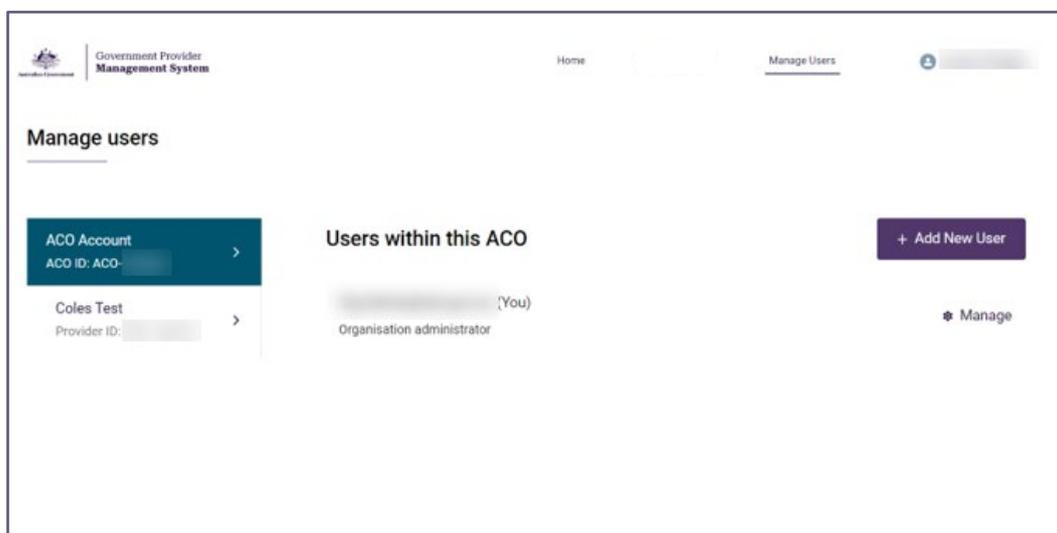
The **Manage Users** tab is where Organisation Administrators will perform administrative functions, such as adding users and editing user access roles.

Only users assigned with the “Organisation Administrator” role in the GPMS Approved Provider portal will be able to carry out these functions.

Click the **Manage Users** tab in the top menu on the GPMS portal landing page to access the administrative functionality.



The **Manage users** screen will be displayed.



### 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:**

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**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](#)

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

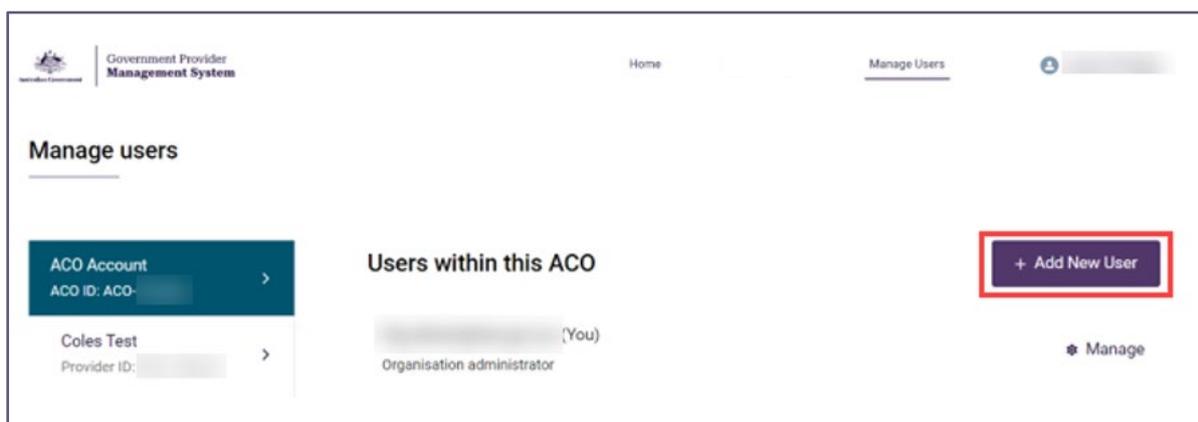
This will need to be done manually by the user in the My Aged Care Service and Support portal.

### 3.2.1 Adding a user at the organisation level

Users added at the organisation level can be given the Organisation Administrator role, in addition to other user roles that grant access to.

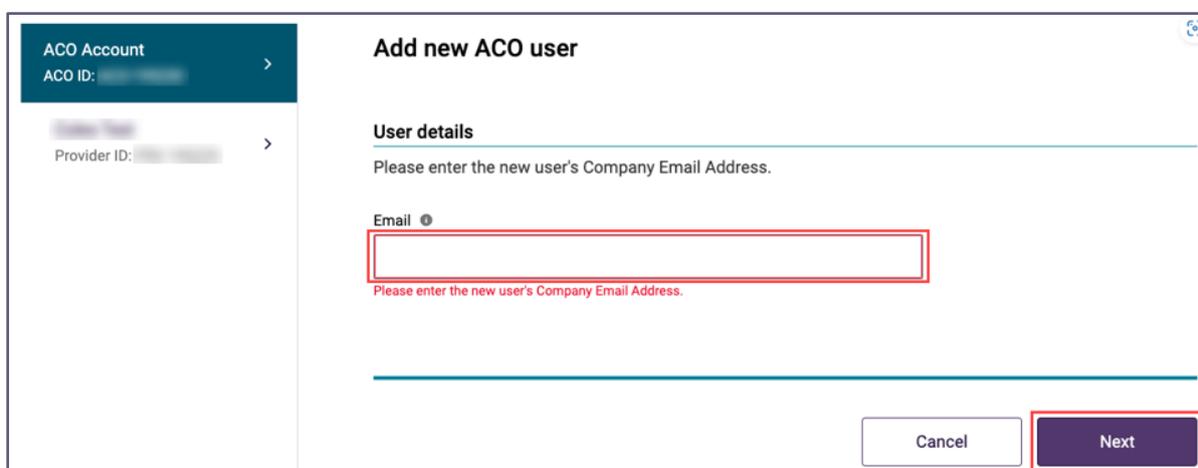
To add a new user at the organisation level, complete the following steps:

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



The **Add new ACO user** screen will be displayed.

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



**Please note:**

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**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.**

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5. In the **Select user** section, select the radio button option to **'Create a new contact record'**, then click the **'Next'** button.

Create a new contact record

Cancel Previous **Next**

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

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

**Manage users**

ACO ID: ACO-539

Provider ID: PRV-1297

Provider ID: PRV-56049

Provider ID: PRV-56120

Provider ID: PRV-56583

**Add new ACO user**

**User details**  
Please enter the new user's Company Email Address.

\*Email

**The email entered does not exist in the system. To create a new contact, please complete the additional details below.**

\*Salutation

\*First name

\*Surname

\*Date of birth

**User roles**  
Please select at least one role.

Organisation administrator

QI Role (Org)

Star ratings reviewer (org)

Please select at least one role.

Cancel **Add User**

**Please note:**

**Organisation Administrators can add, manage and remove users.**

**The Organisation Administrator role can only be added to users at the Organisation level.**

**The Organisation Administrator role does not automatically provide access to other GPMS applications on its own. The Organisation Administrator user will need to be allocated additional access roles if they require access to other GPMS applications.**

**Any changes performed by the Organisation Administrator in the Approved**

## Provider portal will not be reflected in the Registered Provider portal.

7. Check or uncheck the boxes next to the relevant roles to be assigned to the new user. Next, click the checkbox to confirm agreement with the declaration, and click **Add User**.

The screenshot shows a form with two main sections: 'User roles' and 'Declaration'. In the 'User roles' section, three checkboxes are listed: 'Organisation Administrator', 'QI Role (Org)', and 'Star ratings reviewer (org)'. The first checkbox is highlighted with a red box. Below these is a red error message: 'Please select at least one role.' In the 'Declaration' section, there is a paragraph of text and a checkbox labeled '\* I agree', which is also highlighted with a red box. Below this is another red error message: 'Complete this field.' At the bottom of the form, there are three buttons: 'Cancel', 'Previous', and 'Add User'. The 'Add User' button is highlighted with a red box.

The **Manage user** screen will be displayed.

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 ensures their access is limited to those services only.

**Please note:**

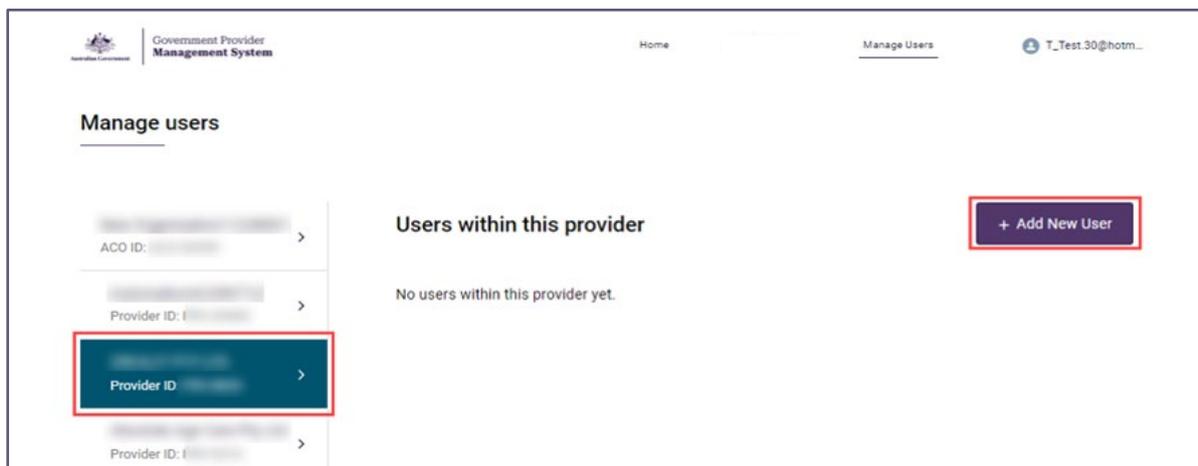
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**Organisation Administrators must be allocated at the Aged Care Organisation (ACO) level. Provider level users cannot be Organisation Administrators.**

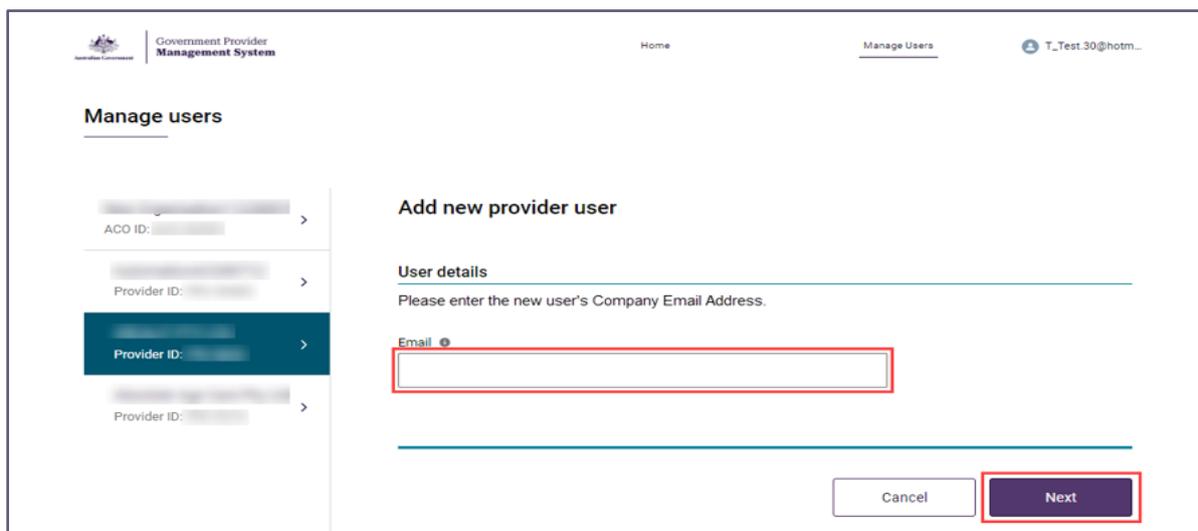
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To add a new user at the Provider level, complete the following steps:

1. On the **Manage Users** screen, select the Provider from the panel on the left that the user should be added to, then click the **Add New User** button.



The **Add new provider user** screen will be displayed.



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

**Please note:**

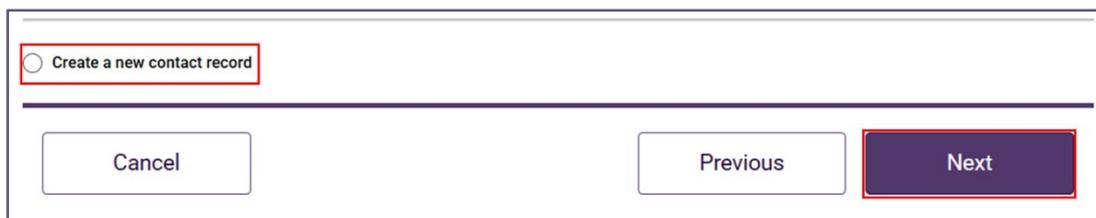
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**It is important the new user's company email address is entered correctly.**

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

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3. In the **Select user** section, select the radio button option to '**Create a new contact record**', then click the '**Next**' button.



The screenshot shows a form interface. At the top, there is a radio button labeled 'Create a new contact record' which is selected. Below this, there are three buttons: 'Cancel', 'Previous', and 'Next'. The 'Next' button is highlighted with a red border.

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

4. Enter all additional user information, then in the **User roles** section, check or uncheck the boxes next to the relevant user roles to be assigned to the user.

The table below lists the available user roles and descriptions:

Role	Description
<b>Financial Reporting Submission</b>	<ul style="list-style-type: none"><li>• Responsible for submitting the Quarterly Financial Report (QFR).</li><li>• Entering data and submitting the completed QFR.</li><li>• Ensuring compliance with financial and prudential reporting obligations under aged care legislation.</li><li>• Downloading and previewing submitted reports for record-keeping and audit purposes</li></ul>
<b>QI Role (Service)</b>	<ul style="list-style-type: none"><li>• Can submit Quality Indicator Program (QI Program) reports on behalf of the residential aged care services that they have been associated with.</li><li>• Submitting and updating quarterly QI Program data</li><li>• Setting quality indicator targets.</li><li>• Viewing submission status and error messages.</li><li>• Viewing historical trends QI Program data via QI Reporting Dashboards.</li></ul>

\*First Name 

\*Last Name 

\*Date of Birth

\*Email Address 

**User roles**

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Please select at least one role.

Financial Reporting Submission

QI Role (Service)

Please select at least one role.

**Declaration**

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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

Complete this field.

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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.

5. Check or uncheck the boxes next to the relevant roles to be assigned to the new user. Next, click the checkbox to confirm agreement with the declaration, and click **Add User**.

**User roles**

Please select at least one role.

Financial Reporting Submission

**QI Role (Service)**

**QI Role (Service)**

Please select at least one service.

**All services**

Apsley Riverview

**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**

The **Manage users** screen will be displayed 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 the GPMS Approved Provider portal, the following message will be displayed:

*User roles for this email already exist at this level in your organisation. Go back to the previous page to manage this user or add another email.*

Government Provider Management System

Home Switch Provider Manage Users User1671494365...

**Manage users**

ACQ ID: [redacted]

Provider ID: F[redacted]

**Add new ACO user**

**User details**

Please enter the new user's Company Email Address.

Email

**!** User roles for this email already exist at this level in your organisation. Go back to the previous page to manage this user or add another email.

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

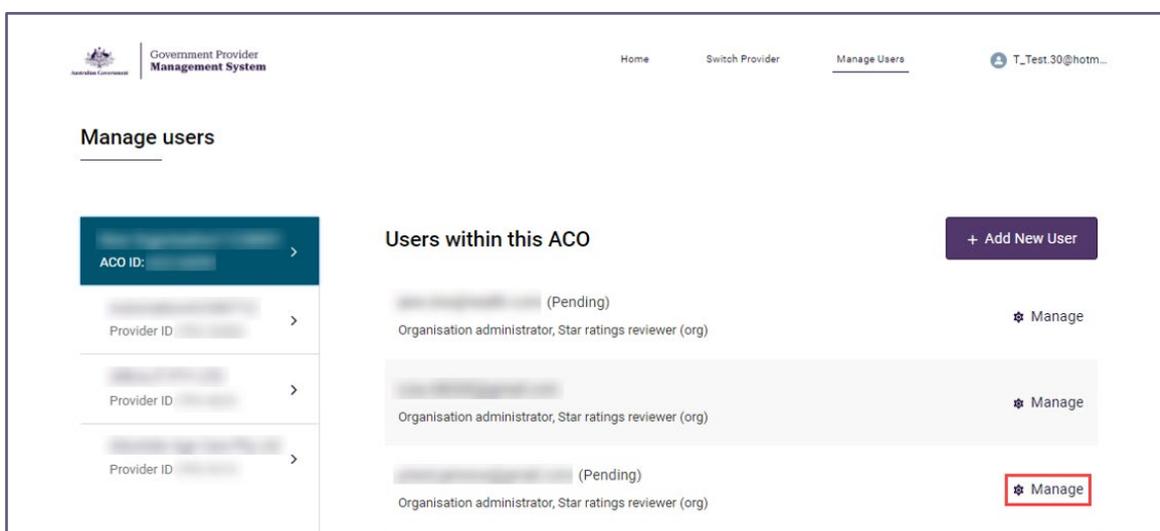
### 3.4 Editing access roles

Organisation Administrators have the ability to edit user's access roles at any time.

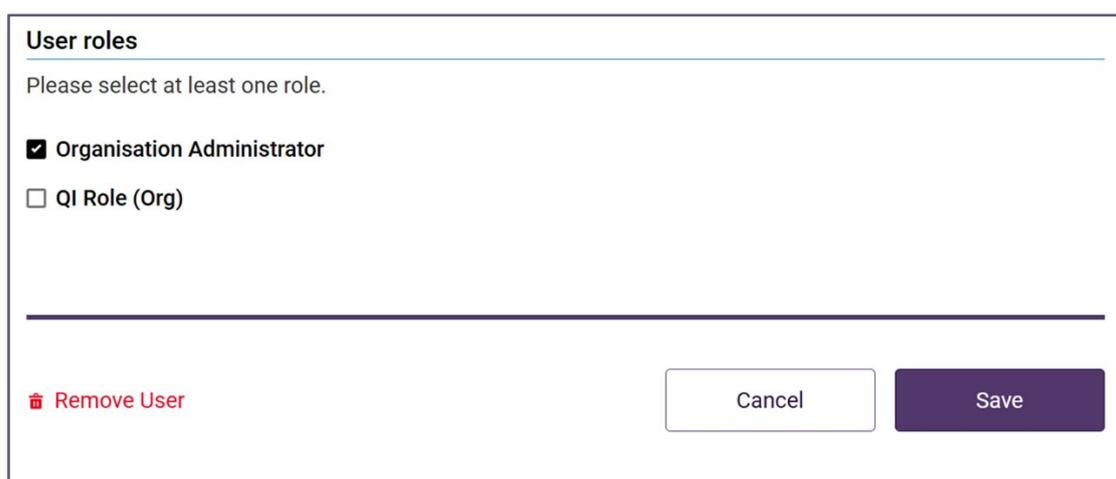
This process to edit access roles is the same for users at both the Organisation level and the Provider level.

To edit access roles, Organisation Administrator users must complete the following steps:

1. Locate the user whose access needs to be edited, then click the **Manage** button on their user record.



The **Managing: [user name]** screen will be displayed.



2. Scroll down to the **User roles** section, then check or uncheck the relevant boxes next to each of the roles to be added and/or removed.
3. Click the **Save** button.

**User roles**

Please select at least one role.

Organisation Administrator

QI Role (Org)

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🗑 Remove User Cancel Save

The **Manage users** screen will be displayed again. An updated list of roles will now be displayed underneath the edited user.

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



### 3.5 Removing Users

Organisation Administrator users can remove users from the GPMS Approved Provider portal. Removing a user removes their ability to access the GPMS portal

**Please note:**

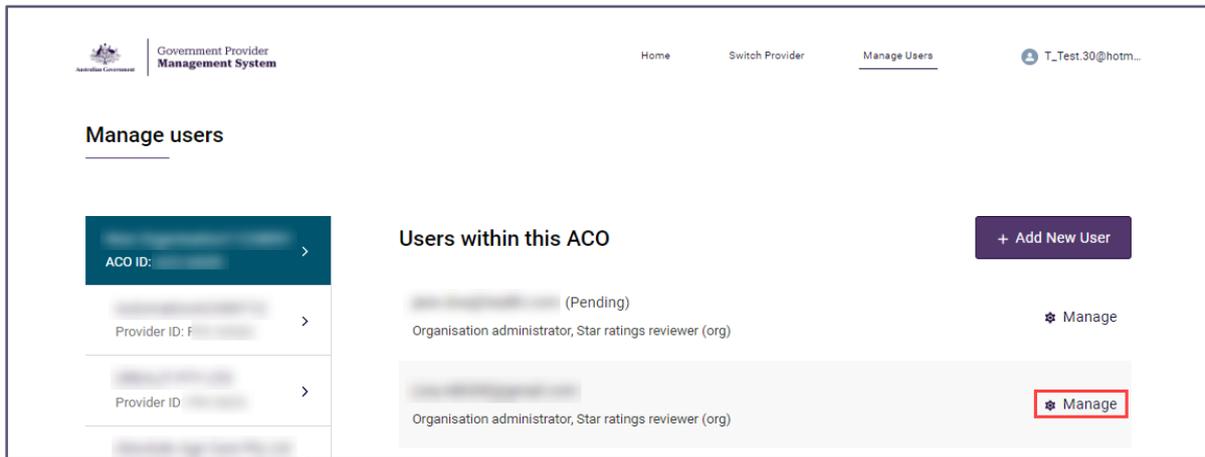
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**The user’s account details and action history will be retained in system audit history.**

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To remove a user, complete the following steps:

1. Locate the user to be removed, then click the **Manage** link on their user record.



The **Managing: [user name]** screen will be displayed.

**Please note:**

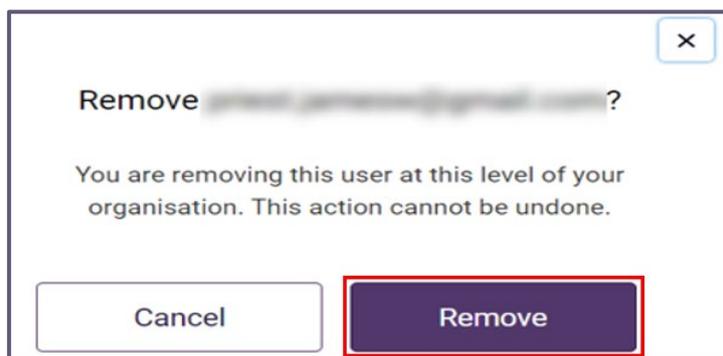
**Provider users will appear under the Service/Provider they have been granted access to in their user roles.**

**The Provider can be selected from the panel on the left side of the screen.**

2. On the **Managing: [user name]** screen, scroll down to the bottom, then click the **Remove User** link.

A pop-up will be displayed to confirm whether the user should removed and to inform that the action cannot be undone.

3. Click the **Remove** button to confirm the action to remove the user.



The **Manage users** screen will display.

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 completed a review of user access and as part of this review, identified users who 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 then log in using the details for the organisation they wish to access.