



Government Provider Management System – Registered Provider Portal User Guide

March 2026

Version 5.6

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

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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 Registered Provider portal for the first time.

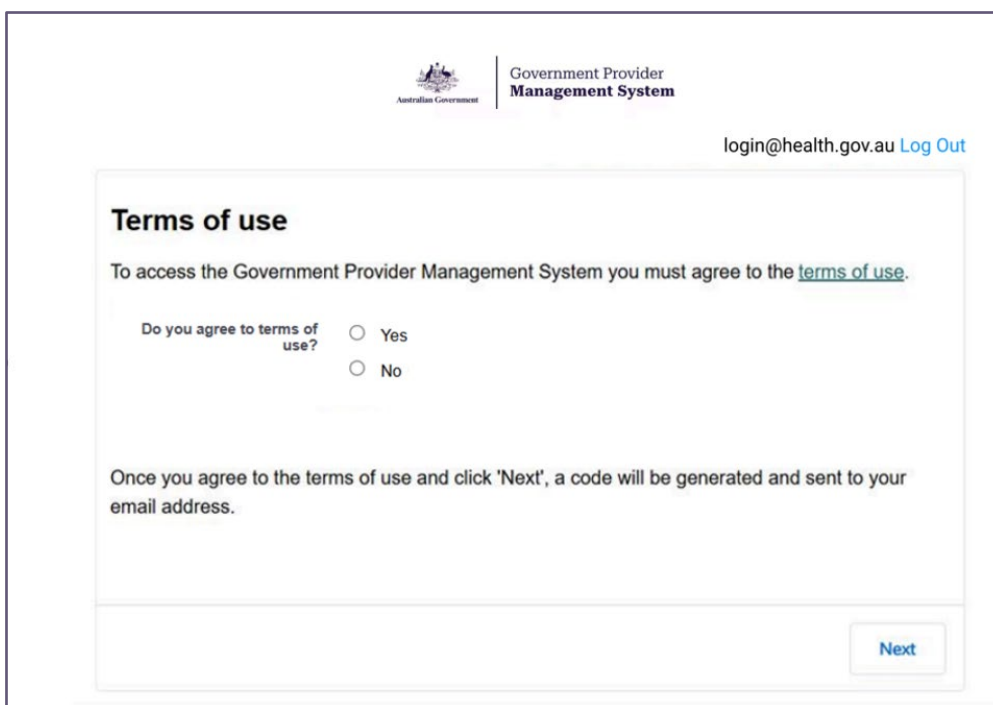
It also provides an overview of the Organisation Administrator role and associated functionality, including the ability to:

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



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](#)

1.3 Log in to the GPMS Registered Provider portal

Users can [log in](#) to the GPMS Registered Provider portal to view and manage organisation details, submit and edit 24/7 registered nurse reporting, Quarterly Financial Reporting, Quality Indicator Program reporting, Star Ratings Reporting, and preview Finance & Operations.

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

2. GPMS Registered Provider Portal Access

To access the GPMS Registered Provider 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 the [Logging in to Aged Care Systems](#) user guide.

2.1 Troubleshooting myID or VANguard issues

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

If issues persist, users should contact their organisation's technical support for assistance or call the My Aged Care service provider and assessor helpline on **1800 836 799**. This helpline provides technical support and general information to registered providers, assessors, and hospital staff using our reporting systems and portals. Call from 8am to 8pm Monday to Friday or 10am to 2pm Saturday (local time).

2.2 Terms of use

When logging in for the first time, the user 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

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

Next

2. If the terms of use are agreed to, select the **Yes** radio button, 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:

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

By agreeing to the Terms of Use, the user also agrees to the handling of their Personal Information in accordance with the [GPMS Privacy Notice](#) and the [website privacy policy](#).

3. If the user accepts the GPMS Terms of Use by selecting **Yes**, the **Verification Code** screen will be displayed.



The screenshot shows the 'Verification code' screen. At the top left is the Australian Government logo. To its right is the text 'Government Provider Management System'. In the top right corner, there is a link 'login@health.gov.au' and a 'Log Out' link. The main heading is 'Verification code'. Below it, a message states: 'A code has been sent to login@health.gov.au @health.gov.au'. There is a text input field labeled 'Enter code' with a red border. At the bottom right, there is a 'Verify' button.

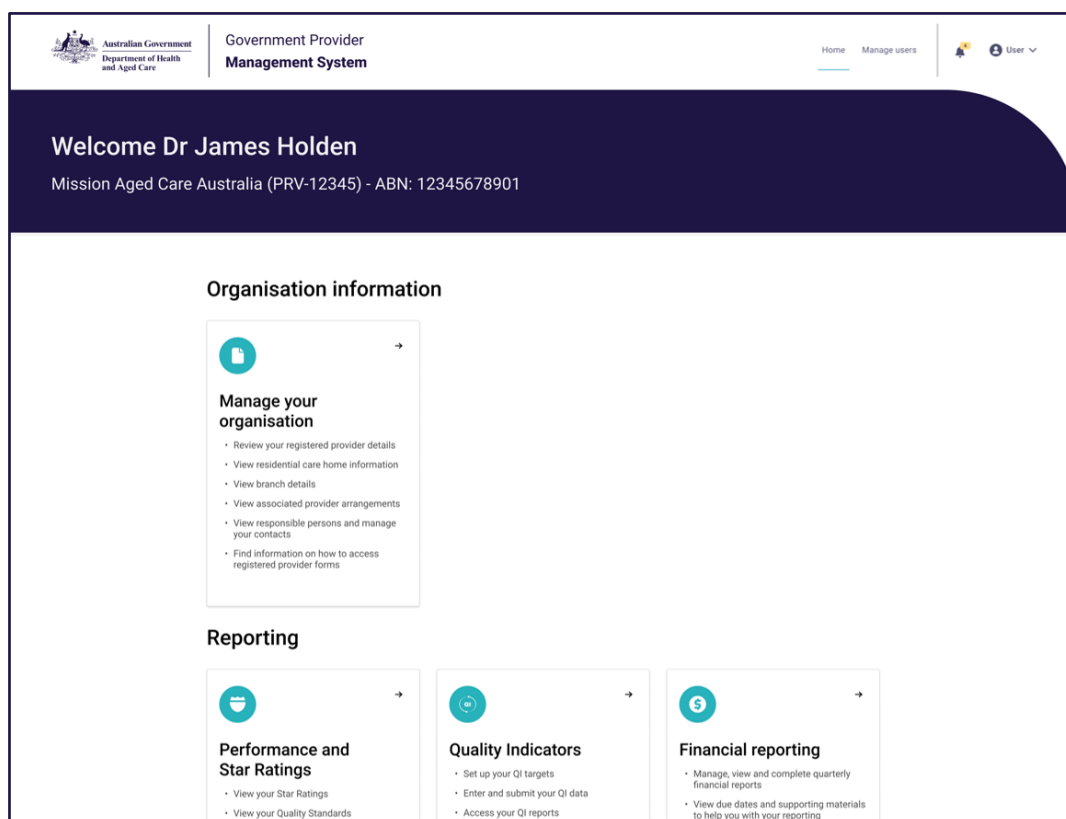
- 1An eight-digit verification code will be sent to the user's company email address.



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



The GPMS Registered Provider portal landing page will be displayed.



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](tel:1300773803) or email interpreting@deafconnect.org.au.

3. Organisation Administrators

An Organisation Administrator is nominated by the organisation as someone who can perform the following administrative functions:

- Add additional users
- Edit user access roles
- Remove access roles for users who no longer require GPMS portal access

The Organisation Administrator role in the My Aged Care system or GPMS Approved Provider portal is not interchangeable with the Organisation Administrator role in the GPMS Registered Provider portal.

If a user with the Organisation Administrator role is not set up for GPMS for the user's 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.

Please note:

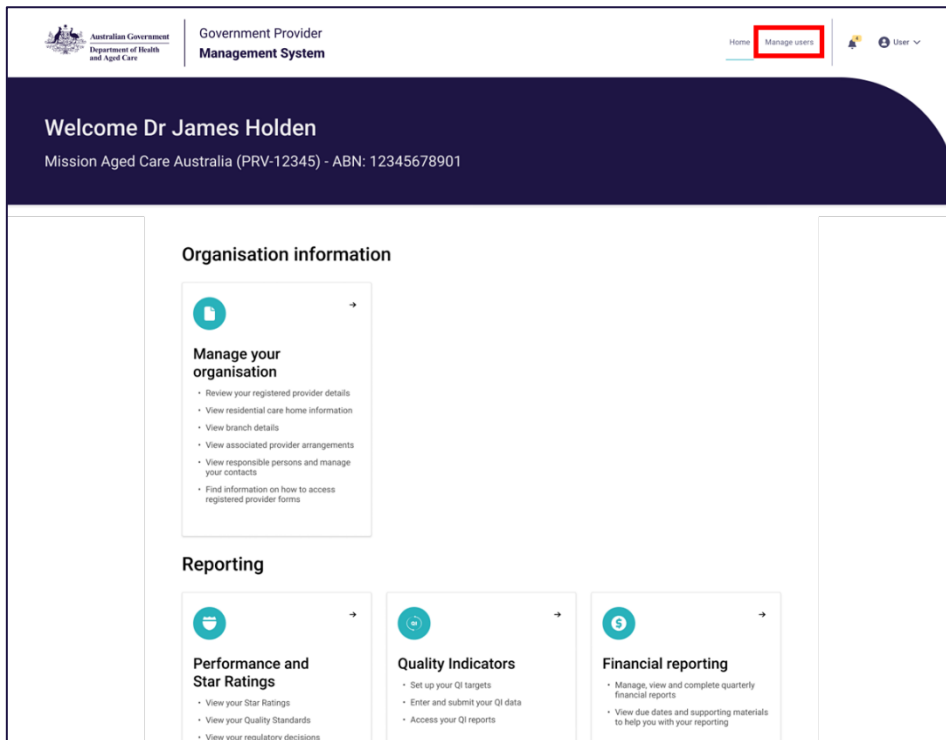
An Organisation Administrator will only be able to add, edit and remove portal users within the GPMS Registered Provider portal

3.1 The Manage users page

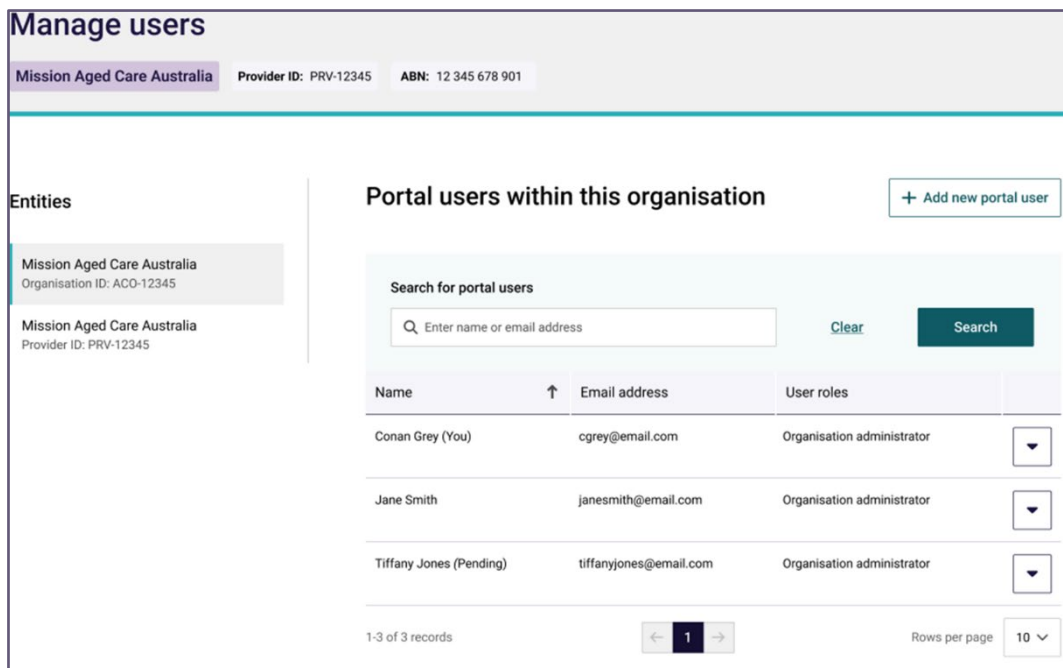
The **Manage users** page is where Organisation Administrators will perform administrative functions, such as adding users and editing user access roles.

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 portal landing page.



The **Manage users** page 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 level or at the provider 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 the [Logging in to Aged Care Systems user guide](#).

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.

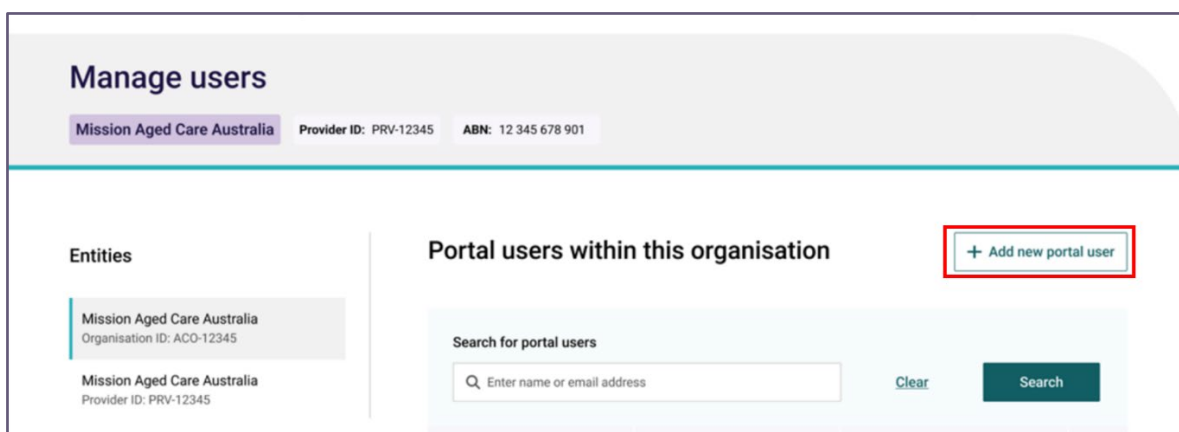
This will need to be done manually by the Organisation Administrator in the My Aged Care Service and Support portal.

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 portal user** button.



The **Add new portal user to this organisation** screen will be displayed.

2. To confirm whether the new user already has an existing contact record, in the **Search for individuals** field, enter the user's name and click the **Search** button.
3. If the user does exist within the organisation and does not have a portal account, go to step 3. If the contact already has a portal account, follow the steps within the **Editing or removing contact access roles** section.
 - If the search did not find an existing contact, go to step 4.

Add new portal user to this organisation

Search and select individual

Listed below are the individuals associated with your organisation.

Select from the list to create a portal user account for that individual. If the individual is not listed, add them as a new portal user using the 'Add a new individual as a portal user' option below.

Search for individuals

Clear
Search

	First name ↑	Second name	Last name	Email address	
<input type="radio"/>	Hannah		Wang	hannah.wang@email.com	▼
<input type="radio"/>	Hannah	Jane	Smith	h.j.smith@email.com	▼

1-2 of 2 records Rows per page 10

Can't find the individual you are looking for?

Add a new individual as a portal user

Cancel
Next

4. Select the radio button next to the contact record and click the **Next** button, then go to step 5.

Add new portal user to this organisation

Search and select individual

Listed below are the individuals associated with your organisation.

Select from the list to create a portal user account for that individual. If the individual is not listed, add them as a new portal user using the 'Add a new individual as a portal user' option below.

Search for individuals

Clear
Search

	First name ↑	Second name	Last name	Email address	
<input style="border: 2px solid red;" type="radio"/>	Hannah		Wang	hannah.wang@email.com	▼
<input type="radio"/>	Hannah	Jane	Smith	h.j.smith@email.com	▼

1-2 of 2 records Rows per page 10

Can't find the individual you are looking for?

Add a new individual as a portal user

Cancel
Next

The **User details** screen will be displayed.

5. If no contacts are found, select **Add a new individual as a portal user** radio button and click the **Next** button.

The **User details** screen will be displayed.

- In the **User details** section, enter the user's details within the fields. Under **User roles**, check the boxes next to the access roles to be assigned to the user.

The table below lists the available user roles and descriptions:

Role	Description
Organisation level user roles	
Organisation administrator	Can perform the following administrative functions: <ul style="list-style-type: none"> Add additional users Edit user access roles Remove access roles for users who no longer require GPMS portal access
QI Role (Org)	Can view, create and submit QI program data on behalf of their organisation.
Performance reviewer (Org)	Can view Star Ratings, Quality Standards and regulatory decisions for their organisation.

- In the Declaration section, select **I agree**, then click the **Add user** button.

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.

Entities

Mission Aged Care Australia
Organisation ID: AC0-12345

Mission Aged Care Australia
Provider ID: PRV-12345

Add new portal user to this organisation

User details

Provide all the required information and select the user role(s) to assign to the portal user.

Fields marked with an * are mandatory

* Title
Mr

* First name
Hannah

Second name

* Last name
Wong

* Date of birth
15/2/1999

* Email address
hannah@email.com

* User roles
Select at least one role.

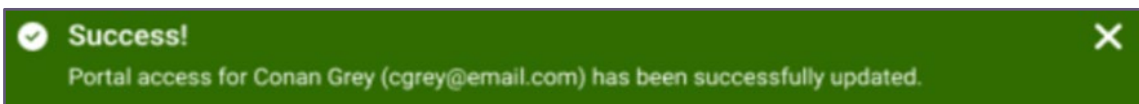
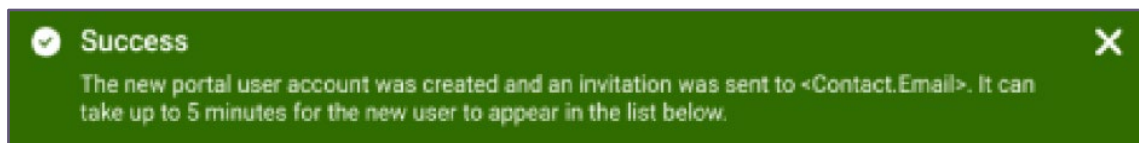
Organisation administrator

* 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 Previous **Add user**

The Registered Provider portal will display a green banner informing that an invitation email has been sent to the new user or portal access for the user has been successfully updated.



Newly added contacts will have a status of (Pending). This status will remain until the newly added contact receives their notification email and selects the link to login to the portal for the first time.

Once their first login has been completed the (Pending) status will disappear.

Please note:

Organisation Administrators can add, manage and remove user access.

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.

3.2.2 Adding a user at the provider level

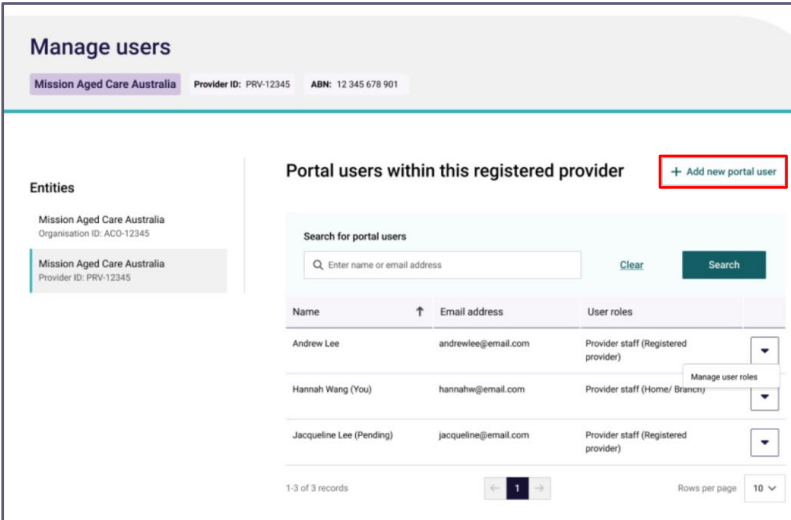
An Organisation Administrator may give a user access against a specific provider. This limits their access to those providers only.

Please note:

Organisation Administrators can only be allocated at the Organisation level. Provider level users cannot be Organisation Administrators.

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 portal user** button.



The screenshot shows the 'Manage users' interface for Mission Aged Care Australia. The page title is 'Manage users' and the breadcrumb is 'Mission Aged Care Australia'. The provider ID is PRV-12345 and the ABN is 12 345 678 901. The main content area is titled 'Portal users within this registered provider' and includes a '+ Add new portal user' button. Below this is a search bar for portal users with a search button. A table lists three users: Andrew Lee, Hannah Wang (You), and Jacqueline Lee (Pending). The table has columns for Name, Email address, and User roles. The user roles are Provider staff (Registered provider), Provider staff (Home/ Branchy), and Provider staff (Registered provider). The table also includes a 'Manage user roles' button and a pagination control showing 1-3 of 3 records and 10 rows per page.

The **Add new portal user to this registered provider** page will be displayed.

2. To confirm whether the new user already has an existing contact record, in the **Search for individuals** field, enter the user's name and click the **Search** button.
3. If the contact does exist within the organisation, but does not have a portal account, go to step 3. If the contact already has a portal account, follow the steps within [section 3.4: Editing or removing contact access roles](#).
 - If the search did not find an existing contact, go to step 4.

Add new portal user to this registered provider

Search and select individual

Listed below are the individuals associated with your organisation.
Select from the list to create a portal user account for that individual. If the individual is not listed, add them as a new portal user using the 'Add a new individual as a portal user' option below.

Search for individuals

Clear
Search

	First name ↑	Second name	Last name	Email address	
<input type="radio"/>	Hannah		Wang	hannah.wang@email.com	▼
<input type="radio"/>	Hannah	Jane	Smith	h.j.smith@email.com	▼

1-2 of 2 records Rows per page 10 ▼

Can't find the individual you are looking for?

Add a new individual as a portal user

Cancel
Next

- Select the radio button for the contact record and click the **Next** button. Proceed to step 5.

Add new portal user to this organisation

Search and select individual

Listed below are the individuals associated with your organisation.
Select from the list to create a portal user account for that individual. If the individual is not listed, add them as a new portal user using the 'Add a new individual as a portal user' option below.

Search for individuals

Clear
Search

	First name ↑	Second name	Last name	Email address	
<input type="radio"/>	Hannah		Wang	hannah.wang@email.com	▼
<input type="radio"/>	Hannah	Jane	Smith	h.j.smith@email.com	▼

1-2 of 2 records Rows per page 10 ▼

Can't find the individual you are looking for?

Add a new individual as a portal user

Cancel
Next

- If no contacts are found, select the **Add a new individual as a portal user** radio button, then click the **Next** button.

Add new portal user to this organisation

Search and select individual

Listed below are the individuals associated with your organisation.

Select from the list to create a portal user account for that individual. If the individual is not listed, add them as a new portal user using the 'Add a new individual as a portal user' option below.

Search for individuals

Q Hannah Clear Search

First name ↑	Second name	Last name	Email address
No records found.			

0 of 0 records

← 1 → Rows per page 10

Can't find the individual you are looking for?

Add a new individual as a portal user

Cancel Next

The **User details** screen will be displayed.

- In the **User details** section, enter the user's details within the fields (if not already populated). Under **User roles**, select the boxes next to the access roles to be assigned to the user.

The table below lists the available user roles and descriptions:

Role	Description
Provider level user roles	
Provider Staff (Registered Provider)	Can manage all contacts for their organisation.
Provider Staff (Home/Branch)	Can manage contacts for assigned Homes and Branches
RN Submission - Service	Can submit 24/7 RN reporting on behalf of their organisation.
QI Role (Service)	Can view, create and submit QI program data for assigned Program Payment Entities
Financial Reporting Submission	Can view QFR information, create and update individual QFR records, input QFR information via direct data entry and upload.
Performance reviewer (Home/Branch)	Can view Star Ratings, Quality Standards and regulatory decisions for assigned residential care homes and branches.
SSP Provider Operations User	Can input, submit and view Provider Operations information, and generate previews of provider report based on ACDW data.

Add new portal user to this registered provider

User details

Provide all the required information and select the user role(s) to assign to the portal user.

You are updating the details of an existing portal user.

Fields marked with an * are mandatory

* Title
 Mrs

* First name
 Hannah

Second name

* Last name
 Wang

* Date of birth
 15/2/1999

* Email address
 hannah@email.com

* User roles
 Select at least one role.

Provider staff (Registered Provider)
 Users with this role can manage all contacts for your organisation.

Provider staff (Home/Branch)
 Users with this role can manage contacts for assigned Homes and Branches.

RN submission - Homes
 Users with this role can submit 24/7 Registered Nurses reports for assigned homes.

QI role (Service)
 Users with this role can view, create and submit QI Program data for assigned Services.

Financial reporting submission
 Users with this role view QFR information, create and update individual QFR records, input QFR information via direct entry and upload data.

Performance review (Home/Branch)
 Users with this role can view Star Ratings, Quality Standards and regulatory decisions for assigned residential care homes and branches.

Provider operations user
 Users with this role can input, submit, view Provider Operations information, generate preview of provider report based on ACCDR data.

* 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 Previous **Add user**

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.

7. Some access roles will require additional information. For example, a user with the access role of Provider staff (Home/Branch) will also list residential homes and/or branches operated by the selected provider. Check the boxes of the services the user should have access to for that specific role.

*** User roles**

Select at least one role.

Provider staff (Registered Provider)
Users with this role can manage all contacts for your organisation.

Provider staff (Home/Branch)
Users with this role can manage contacts for assigned Homes and Branches.

RN submission - Homes
Users with this role can submit 24/7 Registered Nurses reports for assigned homes.

QI Role (Service)
Users with this role can view, create and submit QI Program data for assigned Program Payment Entities.

Financial Reporting Submission
Users with this role can view QFR information, create and update individual QFR records, input QFR information via direct entry and upload data. Able to submit the data

Provider staff (Home/Branch)

*** Select one or more homes and/or branches**

Homes	Branches
<input type="checkbox"/> Select all homes	<input type="checkbox"/> Select all branches
<input checked="" type="checkbox"/> HammondCare - Arlington (ARCH-12345)	<input checked="" type="checkbox"/> HammondCare - Arlington (SRV-12345)
<input checked="" type="checkbox"/> HammondCare - Bridgeton (ARCH-12346)	<input checked="" type="checkbox"/> HammondCare - Bridgeton (SRV-12346)
<input type="checkbox"/> HammondCare - Camperdown (ARCH-12347)	<input type="checkbox"/> HammondCare - Camperdown (SRV-12347)
<input type="checkbox"/> HammondCare - Darlinghurst (ARCH-12348)	<input type="checkbox"/> HammondCare - Darlinghurst (SRV-12348)
<input type="checkbox"/> HammondCare - Darlington (ARCH-12349)	<input type="checkbox"/> HammondCare - Darlington (SRV-12349)

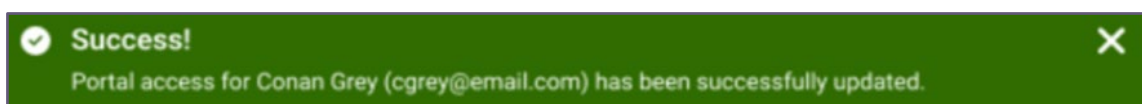
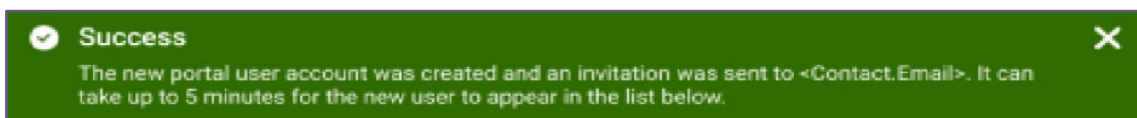
8. In the Declaration section, click the **I agree** checkbox, then click the **Add user** button.

*** 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

The GPMS portal will display a green banner informing that an invitation email has been sent to the new contact or portal access for the contact has been successfully updated.

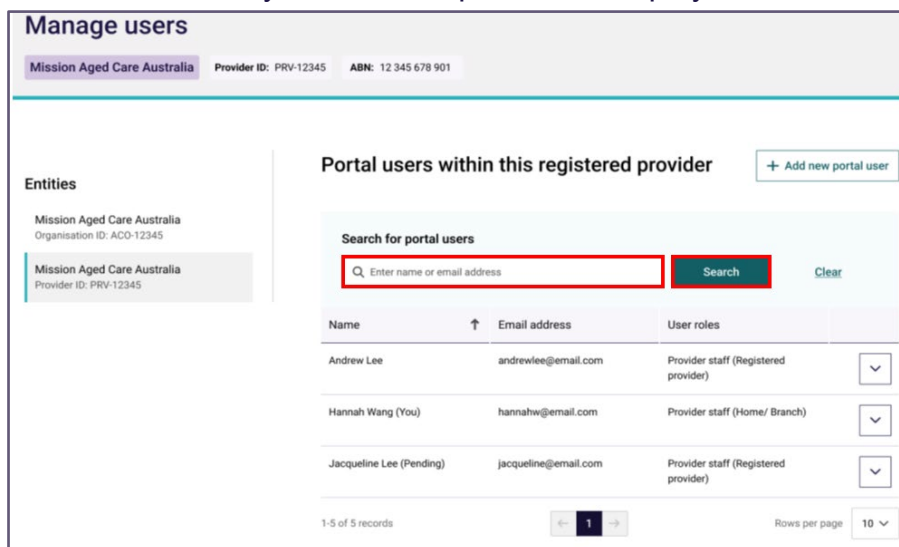


3.3 Search for existing contacts

Organisation Administrators have the ability to search for existing GPMS contacts.

1. In the Manage Users screen, enter the contacts email in the **Search for portal users** field, then click the **Search** button.

If the contact already exists, their profile will display within the table.

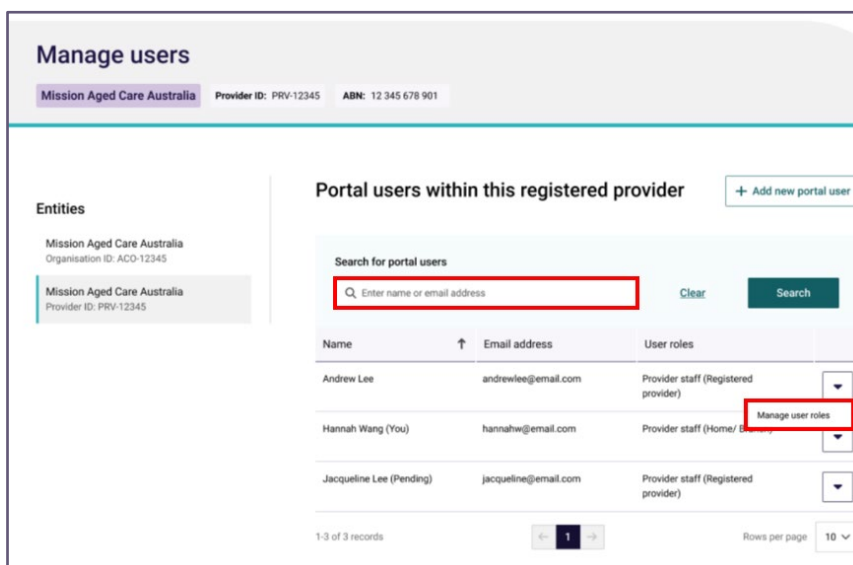


3.4 Editing or removing contact access roles

Organisation Administrators are able to edit or remove contacts' access roles at any time.

To edit or remove access roles, complete the following steps:

1. Search for the contact using the **Search for portal users** field, then click the down arrow on the right side of the contact record to be edited. Next, click **Manage user roles**.



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

Managing: Conan Grey

User details

Company email address cgrey@email.com

User roles

Select to add roles or deselect to remove existing roles.

- Financial reporting submission**
Users with this role can complete and submit a QFR for your organisation.
- Provider staff (Registered Provider)**
Users with this role can manage all contacts for your organisation.
- Provider staff (Home/Branch)**
Users with this role can manage contacts for assigned Homes and Branches.
- QI role (Service)**
Users with this role can view, create and submit QI Program data for assigned Services.
- RN submission - Homes**
Users with this role can submit 24/7 Registered Nurses reports for assigned homes.
- Performance reviewer (Home/Branch)**
Users with this role can view Star Ratings, Quality Standards and regulatory decisions for assigned residential care homes and branches.

2. Check or uncheck the boxes next to the user roles and/or homes and branches that require editing. This will either grant the user with additional roles or remove existing access the user previously had.

*** User roles**

Select at least one role.

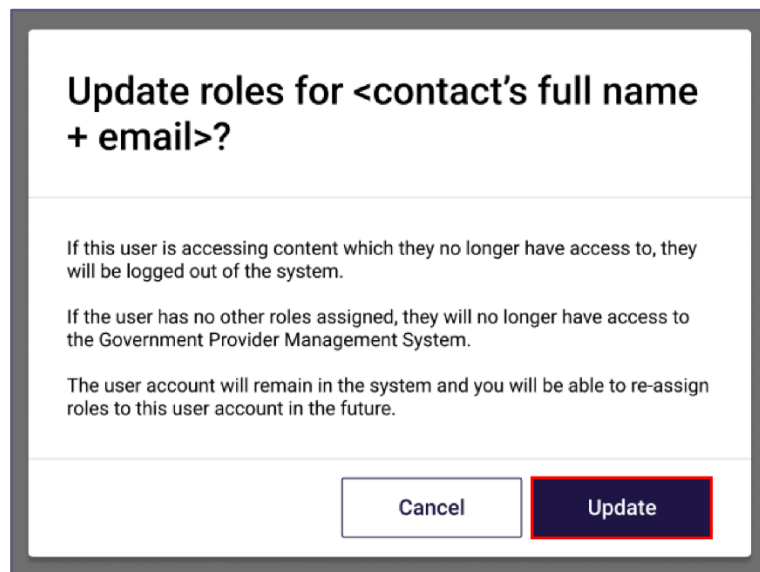
- Provider staff (Registered Provider)**
Users with this role can manage all contacts for your organisation.
- Provider staff (Home/Branch)**
Users with this role can manage contacts for assigned Homes and Branches.
- RN submission - Homes**
Users with this role can submit 24/7 Registered Nurses reports for assigned homes.
- QI Role (Service)**
Users with this role can view, create and submit QI Program data for assigned Program Payment Entities.
- Financial Reporting Submission**
Users with this role can view QFR information, create and update individual QFR records, input QFR information via direct entry and upload data. Able to submit the data

Provider staff (Home/Branch)

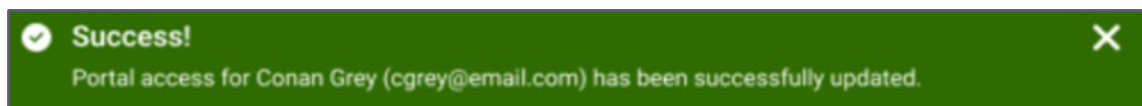
*** Select one or more homes and/or branches**

Homes	Branches
<input type="checkbox"/> Select all homes	<input type="checkbox"/> Select all branches
<input checked="" type="checkbox"/> HammondCare - Arlington (ARCH-12345)	<input checked="" type="checkbox"/> HammondCare - Arlington (SRV-12345)
<input checked="" type="checkbox"/> HammondCare - Bridgeton (ARCH-12346)	<input checked="" type="checkbox"/> HammondCare - Bridgeton (SRV-12346)
<input type="checkbox"/> HammondCare - Camperdown (ARCH-12347)	<input type="checkbox"/> HammondCare - Camperdown (SRV-12347)
<input type="checkbox"/> HammondCare - Darlinghurst (ARCH-12348)	<input type="checkbox"/> HammondCare - Darlinghurst (SRV-12348)
<input type="checkbox"/> HammondCare - Darlington (ARCH-12349)	<input type="checkbox"/> HammondCare - Darlington (SRV-12349)

3. Select the **Save** button.
4. The modal to confirm the contact's role update will be displayed. Click **Update** to confirm the contact's role update.



The GPMS portal will display a green banner informing that portal access for the user has been successfully updated.



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

