



Government Provider Management System

User Guide: Manage Your Organisation tile

June 2026

Version 0.3

This Government Provider Management System (GPMS) User Guide aims to provide registered providers an overview of how to manage their organisational details held by the Department of Health, Disability and Ageing in the GPMS Registered Provider portal.

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1 Introduction

The Government Provider Management System (GPMS) is a flexible Information Technology (IT) 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 registered providers to view and manage their:

- Provider organisation details
- Residential care homes
- Branches
- Responsible persons and contacts
- Associated providers

1.2 Glossary

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

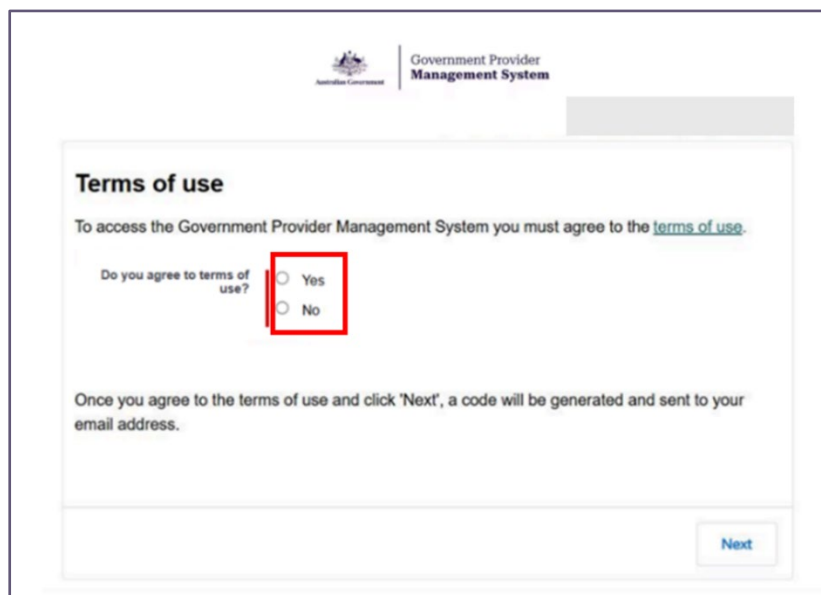
1.3 Login to the GPMS portal

To login to the GPMS Registered Provider portal please visit the [GPMS portal log in page](#).

If users require assistance logging into the GPMS Portal, please refer to the [Government Provider Management System – Quick Reference Guide: Logging into GPMS](#).

Please note:

The Department of Health, Disability and Ageing will retain records of users' access to GPMS. When prompted upon login to GPMS, the user must accept the [GPMS Terms of Use](#) to be able to access the system.



Government Provider Management System

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

1.4 Access Permission

Organisation administrators can assign the following roles in GPMS via the **Manage users** function on the GPMS landing page:

Role	Tasks the user can perform
Provider staff (Registered Provider)	<ul style="list-style-type: none">• View all details about their organisation and reported contacts• Manage all contacts for their organisation
Provider staff (Home/Branch)	<ul style="list-style-type: none">• View limited details about their organisation• Access information regarding Homes and Branches they have been granted access to• Manage contacts for Homes and Branches they have been granted access to
RN Submission - Service	<ul style="list-style-type: none">• Submit 24/7 Registered Nursing reports on behalf of their organisation
Financial Reporting Submission	<ul style="list-style-type: none">• Submit Quarterly Financial Reports on behalf of their organisation
QI Bench Marker	<ul style="list-style-type: none">• Upload bulk Quarterly Indicator data.
QI Role - Org	<ul style="list-style-type: none">• Submit Quarterly Indicator data on behalf of their organisation.

Role	Tasks the user can perform
QI Role - Service	<ul style="list-style-type: none"> • Submit Quarterly Indicator data on behalf of their organisation.
Performance review (Org)	<ul style="list-style-type: none"> • View Star Ratings, Quality Standards, and regulatory decisions for their organisation.
Performance review (Home/Branch)	<ul style="list-style-type: none"> • View Star Ratings, Quality Standards and regulatory decisions for assigned residential care homes and branches.
SSP Provider Operations User	<ul style="list-style-type: none"> • Submit Provider Operations information and generate previews of provider report based on ACDW data.

In this document, the user role of **Provider Staff (Registered Provider)** will be referred to as provider-level user and **Provider Staff (Home/Branch)** as Home/Branch level user.

1.5 Session time out

Before making updates, the user should be aware of the “time-out” functions when a user is logged in to the GPMS portal.

GPMS has a time-out feature which automatically requires re-entry of username and password after 15 minutes of inactivity on the GPMS portal.

Information which is lost due to “time-out” cannot be recovered.

1.6 Further information and support

Please refer to the [Government Provider Management System](#) webpage and the [Managing Your Organisation](#) webpage for more information.

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.

2 GPMS Registered Provider portal

The [Registered Provider portal](#) acts as a central hub for registered providers to manage their organisational details. This includes viewing or modifying details about their:

- Organisation
- Responsible persons and contacts
- Branches
- Residential Care Homes, and
- Associated providers

2.1 Logging in

Users are required to log in to the **Registered Provider** portal by selecting the **Log in to GPMS Registered Provider portal** button.

GPMS Registered Provider Portal

Use the registered provider portal to complete mandatory reporting and manage organisation details, under the *Aged Care Act 2024*.

Here you can:

- view and maintain information about your organisation
- view compliance information, including performance against the strengthened Aged Care Quality Standards, regulatory decisions and Star Ratings
- submit and edit registered provider reporting for:
 - 24/7 Registered Nurse (RN) report
 - Quarterly Financial Report (QFR)
 - Quality Indicator (QI) Program data
- preview information before it is published for the next period:
 - Finance & Operations
 - Star Ratings, including the metrics used to calculate the ratings

As GPMS is enhanced, additional applications will be introduced through future updates.

[Log in to GPMS – Registered Provider portal](#)

GPMS Approved Provider Portal

The approved provider portal provides information and functionality relating to entities that existed under the *Aged Care Act 1997*.

Here you can:

- view information about your organisation:
 - Quarterly Financial Report (QFR)
 - Quality Indicator (QI) Program data
 - provider operations report.

[Log in to GPMS – Approved Provider portal](#)

Upon selecting the **Registered Provider** button, users will be directed to the **Log in using** page where they will be required to select their login authentication method.

Information and guidance regarding logging in to GPMS can be found in the [GPMS Quick Reference Guide: Logging in to GPMS](#).

GPMS Registered Provider portal

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

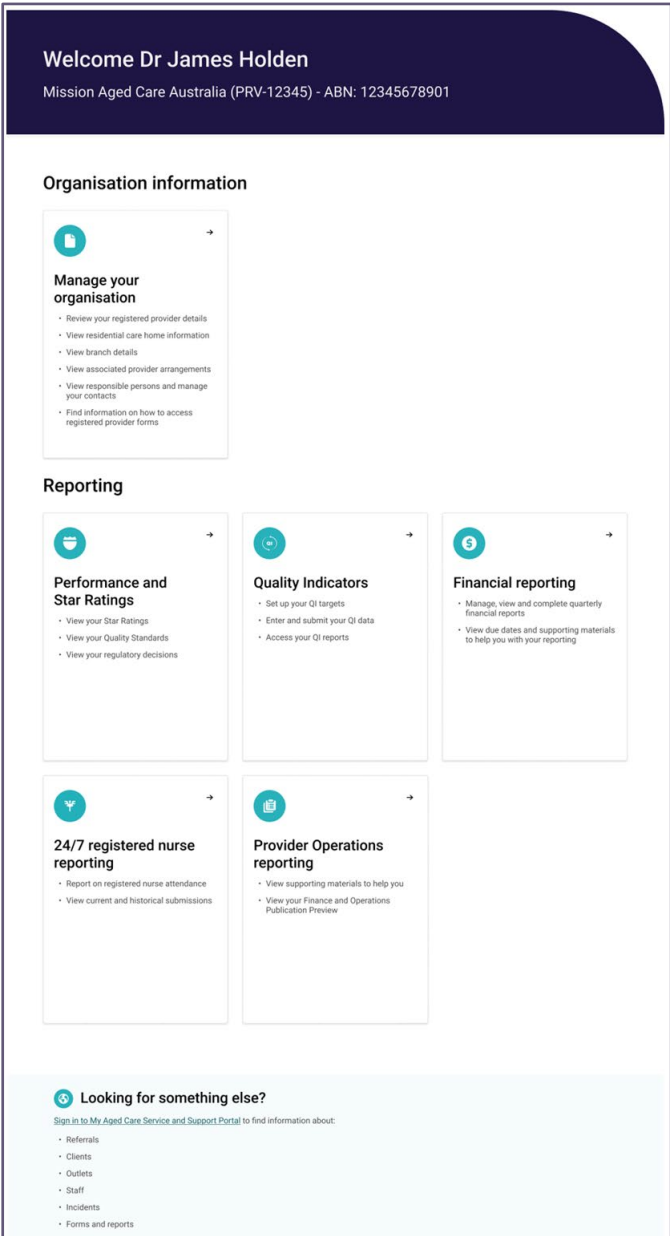
Log in using

[Log in with VANguard Federated Authentication Service](#)

[Log in with myID Digital Identity](#)

Once logged in, users will navigate to the GPMS **Terms of use** page and will be required to accept the **Terms of Use** to continue in the system.

The Registered Provider portal landing page will appear once the **Terms of Use** have been accepted.



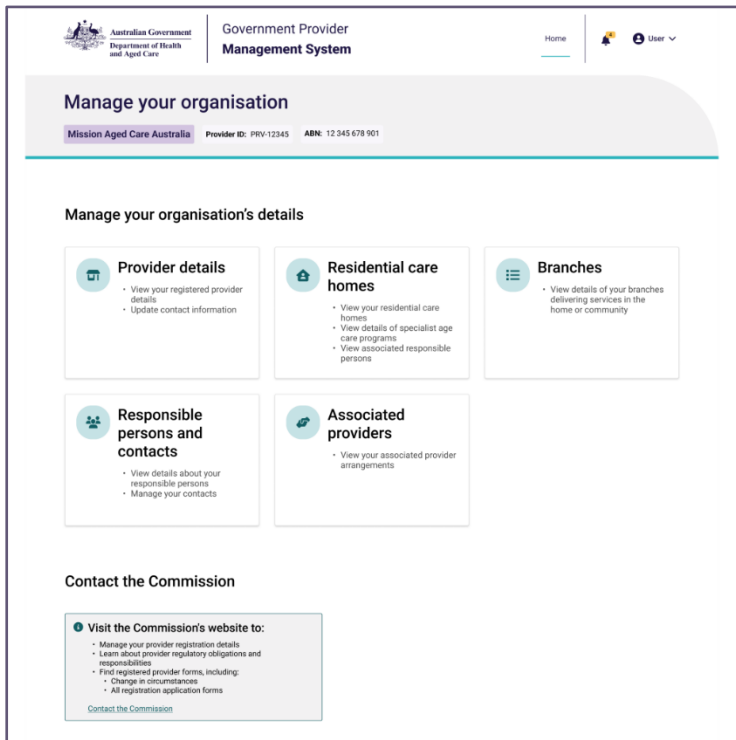
Depending on their access level, users may see the following tiles displayed on the **Registered Provider portal** landing page.

Menu tile	Description
Manage your organisation	<ul style="list-style-type: none"> • Review registered provider details • View residential care home information • View branch details • View associated provider arrangements • View Responsible Persons and manage contacts • Find information on how to access registered provider forms
24/7 Registered Nurse Reporting	<ul style="list-style-type: none"> • Submit 24/7 Registered Nurse (RN) reporting
Financial Reporting	<ul style="list-style-type: none"> • Submit Quarterly Financial (QFR) reporting

Menu tile	Description
Quarterly Indicators	<ul style="list-style-type: none"> • Submit Quarterly Indicator (QI) Program Reporting
Provider Operations Reporting	<ul style="list-style-type: none"> • View Finance and Operations Publication Preview
Performance and Star Ratings	<ul style="list-style-type: none"> • View Star Ratings • View Quality Standards • View regulatory decisions
Looking for something else?	<p>Sign in to My Aged Care Service and Support Portal to find information about:</p> <ul style="list-style-type: none"> • Referrals • Clients • Outlets • Staff • Incidents • Forms and reports

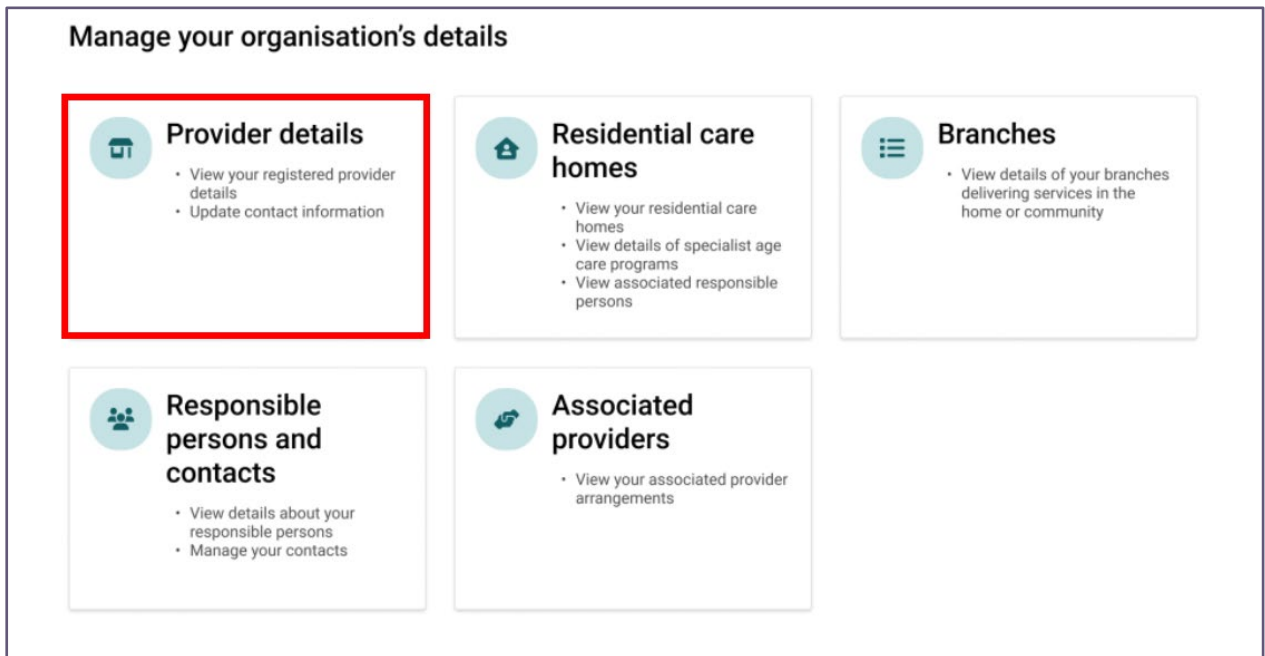
To manage your organisation, users must select the **Manage your organisation tile**. The following tiles are then displayed once **Manage your organisation** tile is selected:

Menu tile	Description
Provider details	<ul style="list-style-type: none"> • View registered provider details • View registration details • View and manage contact information • View specialist aged care programs
Residential care homes	<ul style="list-style-type: none"> • View residential care homes • View details of specialist aged care programs • View and manage details about Responsible Persons and Points of Contact for specific residential care homes
Branches	<ul style="list-style-type: none"> • View branch details • View the branch Points of Contact
Responsible persons and contacts	<ul style="list-style-type: none"> • View and manage details about Responsible Persons and contacts for the organisation • View and manage details about Responsible Persons and contacts for specific residential care homes and branches
Associated providers	<ul style="list-style-type: none"> • View associated provider arrangements



3 Provider Details

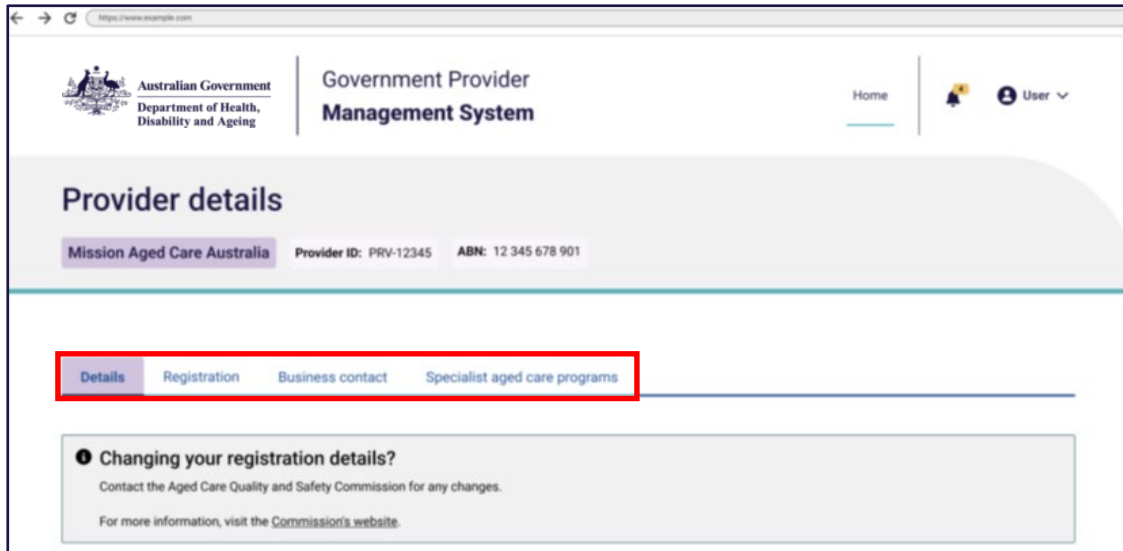
From the **Manage your organisation** landing page, users can select the **Provider Details** tile to view the **Provider Details** landing page.



Four tabs are displayed at the top of the **Provider Details** landing page including:

- **Details**
- **Registration**

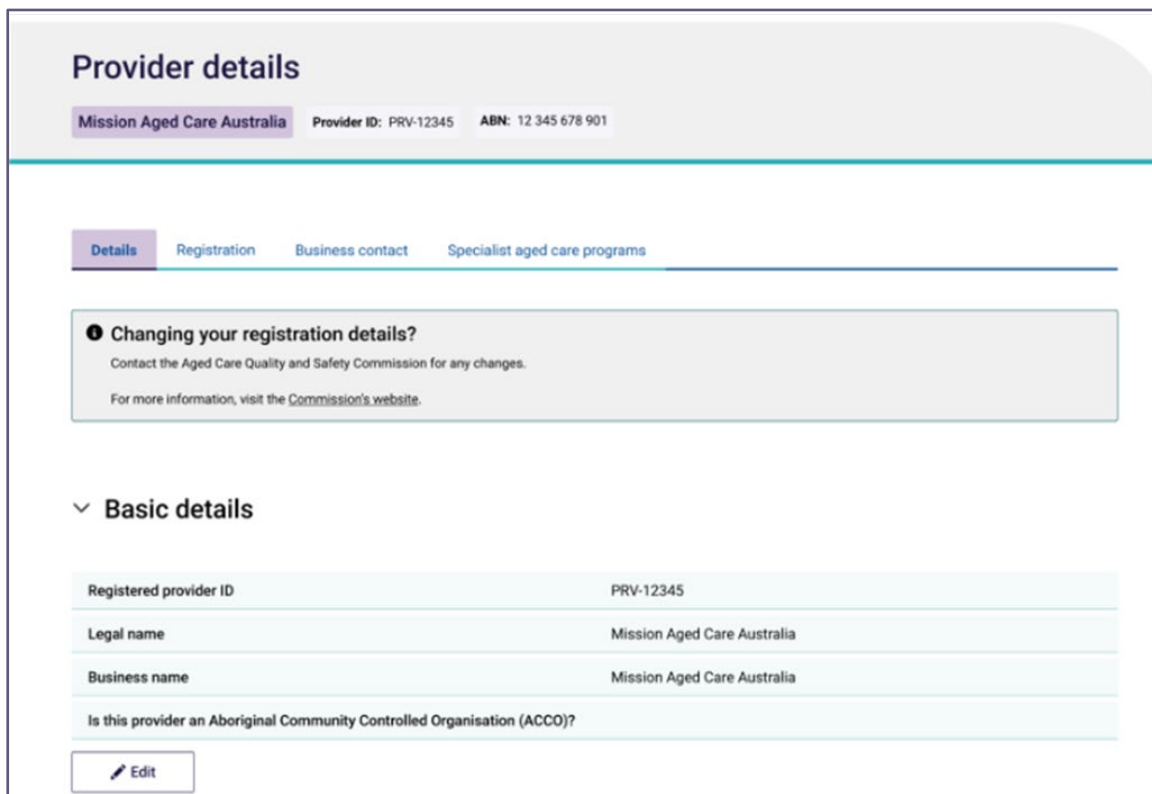
- **Business contact**
- **Specialist aged care programs**



3.1 Provider details – Details tab

In the **Details** tab, users can view different sections for their organisation, including:

- **Registered provider details**
- **Australian Business Number (ABN) details**
- **Incorporation details**
- **Parent / holding company details**



▼ ABN details

ABN	12 345 678 901
Entity type	Australian private company
ABN status	Active
ABN branch number	001

▼ Incorporation details

Organisation type	Public listed company
Organisation purpose	Private for profit
Incorporation ID type	ACN
Incorporation ID	123456789

▼ Parent / holding company details

Name	Mission Aged Care Australia
ABN	12 345 678 901

3.1.1 Edit provider details

Depending on their access level, users can edit information held for their Registered Provider in real-time.

There are two types of changes, as described in the sections below.

3.1.1.1 Non-notifiable change

These are changes that registered providers are not obligated by aged care legislation to notify the Aged Care Quality and Safety Commission (Commission) about. Information that is not notifiable and can be modified in GPMS will display an **Edit** option.

This information includes:


- **Aboriginal Controlled Community Organisation** details.
 - This field may be blank upon initial review and if blank, the edit button will be visible to update.
 - If the **Aboriginal Community Controlled Organisation** field contains a **Yes** or **No**, then org-level users cannot edit the field, and the **Edit** button will not be visible to the user. This can only be changed using the Change in Circumstance form on the Commission's website.

To update this field:

1. Select **Edit**.

▼ **Basic details**

Registered provider ID	PRV-12345
Legal name	Mission Aged Care Australia
Business name	Mission Aged Care Australia
Is this provider an Aboriginal Community Controlled Organisation (ACCO)?	

 Edit

2. Select **Yes** or **No**

3. Select **Save** to confirm. Alternatively, the user can select the **Cancel** button to cancel the action and navigate back to the **Provider Details** page.

Edit basic details

Is this provider an Aboriginal Community Controlled Health Organisation (ACCO)?

Yes No

Before saving

Consider that:

- If you want to change your answer later, you will need to visit the Aged Care Quality and Safety Commission's website for further details.
- If your organisation is a grant-funded provider, updating this information will not update your contractual information. You will need to contact your contract manager to update the details of your contract.

3.1.1.2 Changes that may impact suitability as a registered provider of aged care

Making any other changes to the information held in the **Provider details** tile can only be undertaken by notifying the Commission.

This is because it is possible that a change to this information could affect the organisation's suitability as a Registered Provider of aged care. Information regarding this can be found on the Commission's [website](#) or by clicking on the **Contact the Commission** hyperlink in the portal.

Changing your registration details?

Contact the Aged Care Quality and Safety Commission for any changes.

For more information, visit the [Commission's website](#).

3.1.2 Provider details – Registration tab

In the registration tab, the user can view the **Registration conditions** and **Registration categories** sections.

To update the information shown in this tab, users are required to contact the Commission.

The screenshot shows the 'Registration' tab selected in a navigation bar with other tabs: 'Details', 'Business contact', and 'Specialist aged care programs'. Below the navigation bar is a grey box with a heading 'Changing your registration details?' and subtext: 'Contact the Aged Care Quality and Safety Commission for any changes. For more information, visit the Commission's website.' Below this is the 'Registration conditions' section with a note: 'The registration may include certain conditions imposed by the Aged Care Quality and Safety Commissioner. If none are listed, no conditions have been imposed on your registration.' The 'Registration categories' section states 'The provider is registered in the following categories:' and shows a dropdown menu for 'Category 6 - Residential care'. Below this is a table with registration details.

Registration categories	Category 6 - residential care
Category start date	1/7/2024
Category end date	30/6/2027
Registration status	Registered
Intended service types	Residential accommodation
Service groups	Home and community

3.1.3 Provider details – Business contact tab

In the **Business Contact** tab, users can view **Contact details** and **Address details** for the organisation. Users can edit the following details by selecting the **Edit** button:

- **Website**

Details Registration **Business contact** Specialist aged care programs

❗ Changing your registration details?
 Contact the Aged Care Quality and Safety Commission for any changes.
 For more information, visit the [Commission's website](#).

∨ **Contact details**

Business contact number	0478567021
Emergency & after hours contact	0412345678
Email address	email@organisation.com
Website	www.organisationwebsite.com.au

Edit

∨ **Addresses**

Main business location	99 Palmerston Street, Townsville, QLD 4810, Australia
Postal address	99 Palmerston Street, Townsville, QLD 4810, Australia

3.1.4 Provider details – Specialist aged care programs tab

The specialist aged care programs tab contains specific information about the organisation’s specialist aged care programs, including:

- **Agreement ID**
- **Program type**
- **Status**
- **Program start date**
- **Program end date**

To update the information shown in this tab, users are required to contact the Commission.

Note:

If there are no specialist aged care programs associated with this provider, this list will remain blank

Details Registration Business contact **Specialist aged care programs**

Changing your registration details?
 Contact the Aged Care Quality and Safety Commission for any changes.
 For more information, visit the [Commission's website](#).

Specialist aged care programs

The provider may deliver services under specialist aged care programs. If none are listed, no specialist programs are associated with this provider.

▼ **National Aboriginal and Torres Strait Islander Flexible Aged Care (NATSIFAC)**

Agreement ID	SACP-12345
Program type	Block-funded subsidy
Status	Active
Program start date	30/7/2025
Program end date	29/7/2029

▼ **Multi-purpose service (MPS)**

Agreement ID	SACP-12345
Program type	Procurement based
Status	Active
Program start date	30/7/2025
Program end date	29/7/2029

4 Residential care homes

From the **Manage Your Organisation** landing page, users can select the **Residential care homes** tile to view a list of homes they are authorised to access.

4.1 Search and Filter Residential Care Homes

Users can search for homes by their **RCH ID, name, or program/payment ID**, or filter the displayed list by **Program type, State** or by **Status** from the dropdown menu and select the **Apply Filters** button.

RCH ID, name, or prog/payment ID	Program type	State	Status
<input type="text" value="Enter RCH ID, name, or prog/payment ID"/>	Show all ▼	Show all ▼	Active ▼

[Clear filters](#)
Apply filters

Users can sort this table alphabetically. The sort order is displayed when a user hovers over and selects the column headings.

The status of **Active** is selected by default.

1. To view **Inactive** Homes

2. Click the **Status** dropdown menu.
3. Select **Inactive**.
4. Click **Apply Filter**.

The user can view all homes by the following statuses:

- **Active**
- **Inactive**
- **Show all**

5. To revert to the default view, select **Clear Filters**.

The screenshot shows a filter interface with four columns: 'RCH ID, name, or prog/payment ID', 'Program type', 'State', and 'Status'. Each column has a dropdown menu. The 'Status' dropdown is set to 'Active'. At the bottom right, there are two buttons: 'Clear filters' (highlighted with a red box) and 'Apply filters'.

Users can select the **View home details** button to view more information about specific homes, which will take them to the selected home's **Details** page.

The screenshot shows the same filter interface as above, but with a table of homes below it. The table has columns: RCH ID, RCH name, Program type, Program/payment ID, State, Status, and a dropdown menu. The second row is highlighted, and the 'View home details' button is highlighted with a red box.

RCH ID	RCH name ↑	Program type	Program/ payment ID	State	Status	
ARCH-2345	Ashton aged care	NATSIFAC program	SRV-12346	VIC	Active	▼
ARCH-1329	Coastal care Sydney	RESI program	SRV-12747	NSW	Active	View home details
ARCH-1231	Evergreen mission Newcastle	MPS Program	SRV-12548	NSW	Active	▼
ARCH-1233	Harmony aged services Bendigo	RESI program and Transition care program	SRV-14347 SRV-12849	VIC	Active	▼

Once users navigate to the **home details** page, three tabs will display at the top of the page:

- **Details**
- **Aged care programs**
- **Contacts**

If the user would like to update the home's details, they are required to notify the Commission via providernotifications@agedcarequality.gov.au or the Department via GPMS.Project@health.gov.au.

4.2 Residential Care Home details – Details tab

The **details** tab contains the following information about the selected home:

- **Basic details**
- **Address**
- **Contact details**

Ashton aged care (ARCH-1235)

Details Aged care programs Contacts

● **Changing your registration details?**
Contact the Aged Care Quality and Safety Commission for any changes.
For more information, visit the [Commission's website](#).

▼ **Basic details**

RCH ID	ARCH-1235
RCH name	Ashton aged care
Date of approval	20/6/2010
Approval revocation date	20/8/2024
Association start date	25/12/2012
Association end date	7/5/2024
Maximum occupancy	123
Total number of beds	113

▼ **Address**

Physical address	111 Collins Street, Melbourne, VIC 3000, Australia
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▼ **Contact details**

Business contact number	0412345678
Alternate phone number	0412345679
Emergency after hours phone number	0412345670
Email address	jamesmith@email.com
Website	www.xyz.com
Postal address	111 Collins Street, Melbourne, VIC 3000, Australia

4.3 Residential Care Home details – Aged care programs tab

The **Aged care programs** tab contains information about the programs associated with the home and allows the user to view operational and offline beds and AN-ACC classification.

Bupa Armidale (ARCH-05152)

Details **Aged care programs** Contacts

Changing your registration details?
 Contact the Aged Care Quality and Safety Commission for any changes.
 For more information, visit the [Commission's website](#)

Residential Care Home (RESI)

Program/payment ID	SRV-924
Beds	
Operational beds	55
Offline beds	11
AN-ACC	
Classification	Class 4
Start date	01/10/2024
End date	

Manage offline beds

4.3.1 Manage Offline Beds

Within the Aged care programs tab, the **manage offline beds button** enables providers to:

- record beds at a RCH as **offline**
- make offline beds at a RCH available for use.

To **record beds as offline** click the 'Manage Offline Beds' button:

Bupa Armidale (ARCH-05152)

Details **Aged care programs** Contacts

Changing your registration details?
 Contact the Aged Care Quality and Safety Commission for any changes.
 For more information, visit the [Commission's website](#)

Residential Care Home (RESI)

Program/payment ID	SRV-924
Beds	
Operational beds	55
Offline beds	11
AN-ACC	
Classification	Class 4
Start date	01/10/2024
End date	

Manage offline beds

You will land on the **Temporary offline beds** page. Providers can record beds as offline for the following reasons:

- Lack of capacity to deliver care due to workforce or operational issues
- Delivering other Commonwealth funded aged care (e.g. TCP, MPS, NATSIFAC)
- Delivering other non-aged care or non-Commonwealth funded services (e.g. private residential care, NDIS, health services)
- Offline due to the redevelopment, refurbishment or extension of the whole or part of the building or site
- Opening of new residential care home in stages

- Offline pending permanent closure of whole or part of the residential care home

Note:

Some homes may have an additional category titled ‘Data migration – beds reported as offline prior to 1 November 2025’. This category was used to migrate existing offline bed data to the new GPMS. Offline beds in this category will be able to be moved to a different category or brought online as operational. Beds will not be able to be reported as offline for this category.

1. Find the relevant reason beds are being taken offline and click **Edit**.

RCH name (SRV-44556)

Total Bed Number: 150 | Total Offline Beds: 97 Bring all beds online

Offline beds	Reason for being offline ↑	Last updated	Last updated by	
17	Data migration - beds reported offline prior to 1 November 2025	8 Aug 2025	Internal user	Edit
40	Lack of capacity to deliver care due to workforce or operational issues	3 Jul 2023	Internal user	Edit
10	Delivering other Commonwealth funded aged care (e.g. TCP, MPS, NATSIFAC)	17 Aug 2022	Lasa Kahale	Edit
10	Delivering other non-aged care or non-Commonwealth funded services (e.g. private residential care, NDIS, health services)	29 Sep 2022	Joanne Chen	Edit
0	Offline due to the redevelopment, refurbishment or extension of the whole or part of the building or site			Edit
10	Opening of new residential care home in stages	29 Sep 2022	Joanne Chen	Edit
0	Offline pending permanent closure of whole or part of the residential care home			Edit

2. Enter the number of beds you would like to be made offline and click **Submit**.

Update offline beds

Bupa Aged Care Australia Pty Ltd DO NOT USE AWAITING LIQUID VERIFICATION AND OVER NIGHT BATCH JOBS

Provider ID: PRV1297 ABN: 74 082 931 575

Total Bed Number 66 Effective from: 01 Nov 2025	Offline Beds 0 Redevelopment - whole site/Refurbishment/extension - partial site	Other Offline Beds 11 Beds offline for other reasons
---	--	--

What is an offline bed?

An offline bed is one that is temporarily not being offered to Older Australians at your residential care home.

The Department seeks to understand how many beds are offline at residential care homes across Australia in order to understand current bed availability and conduct future supply planning activities. This data is available to you on the My Aged Care Service and Support Portal.

The Aged Care Rules 2025 contain provisions (see sections 167-5-70) requiring Registered Providers of residential care homes to notify the Commission when there is a temporary reduction in the number of available beds at a residential care home.

You only need to inform the Department about changes to the number of offline beds when something significant happens. A change is considered significant if beds are expected to be offline for 3 months or more. An example of reasons why beds may be taken offline includes redevelopments, refurbishments, workforce shortages etc.

If all of the beds at your residential care home are taken offline, you will no longer be able to claim for subsidies. You will need to bring beds back online to begin claiming subsidies.

Change offline bed number

* How many total beds are offline for 'Redevelopment - whole site/Refurbishment/extension - partial site'?

Enter a value between 0 and 55 (inclusive).

Submit

A confirmation box will appear to confirm the number of beds you are taking offline for your selected reason.

3. click **Ok**

Total Bed Number 66 Effective from: 01 Nov 2025	Offline Beds 0 Redevelopment - whole site/Refurbishment/extension - partial site	Other Offline Beds 11 Beds offline for other reasons
---	--	--

What is an offline bed?

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You only need to inform the Department about changes to the number of offline beds when something significant happens. A change is considered significant if beds are expected to be offline for 3 months or more. An example of reasons why beds may be taken offline includes redevelopments, refurbishments, workforce shortages etc.

If all of the beds at your residential care home are taken offline, you will no longer be able to claim for subsidies. You will need to bring beds back online to begin claiming subsidies.

Confirmation

Confirm that there are 5 beds offline for Redevelopment - whole site/Refurbishment/extension - partial site.

Change offline bed number

* How many total beds are offline for 'Redevelopment - whole site/Refurbishment/extension - partial site'?

Enter a value between 0 and 55 (inclusive).

Submit

A confirmation email will be sent to your Responsible Person or Points of Contact. Please ensure your contact details are up to date, so you can receive this information.

To bring beds back online to operational:

1. click Manage Offline Beds

Bupa Armidale (ARCH-05152)

Details | Aged care programs | Contacts

Changing your registration details?
Contact the Aged Care Quality and Safety Commission for any changes.
For more information, visit the [Commission's website](#).

Residential Care Home (RESI)

Program/payment ID	SRV-924
Beds	
Operational beds	55
Offline beds	11
AN-ACC	
Classification	Class 4
Start date	01/10/2024
End date	

Manage offline beds

Find the relevant reason beds are being brought back online - for example, redevelopment works at your RCH may have been completed and all beds can be brought back online.

2. click Edit

Bupa Armidale (SRV-924)

Total Bed Number: 66 | Total Offline Beds: 11 Bring all beds online

Offline beds	Reason for being offline	Last updated	Last updated by	
11	Care capacity issues (i.e. workforce shortages)	20 Feb 2025	Abdullah Amoid	Edit
0	Delivering other Commonwealth subsidised care (i.e. MPS, NATSFAC)			Edit
0	Delivering other care (not Commonwealth-subsidised residential care)			Edit
0	Natural Disaster			Edit
0	Redevelopment - whole site/Refurbishment/extension - partial site			Edit
0	Specialist Aged Care Payment Entry			Edit
0	Staged Operationalisation of Home			Edit

3. Enter in the updated offline bed number and click Submit.

If you are wanting to bring all beds online, enter in 0.

Update offline beds

Bupa Aged Care Australia Pty Ltd DO NOT USE AWAITING LIQUID VERIFICATION AND OVER NIGHT BATCH JOBS

Provider ID: PRV1297 ABN: 74 082 931 575

Total Bed Number

66

Effective from: 01 Nov 2025

Offline Beds

5

Redevelopment - whole site/Refurbishment/extension - partial site

Other Offline Beds

11

Beds offline for other reasons

What is an offline bed?

An offline bed is one that is temporarily not being offered to Older Australians at your residential care home.

The Department seeks to understand how many beds are offline at residential care homes across Australia in order to understand current bed availability and conduct future supply planning activities. This data is available to you on the My Aged Care Service and Support Portal.

The Aged Care Rules 2025 contain provisions (see sections 167-5-70) requiring Registered Providers of residential care homes to notify the Commission when there is a temporary reduction in the number of available beds at a residential care home.

You only need to inform the Department about changes to the number of offline beds when something significant happens. A change is considered significant if beds are expected to be offline for 3 months or more. An example of reasons why beds may be taken offline includes redevelopments, refurbishments, workforce shortages etc.

If all of the beds at your residential care home are taken offline, you will no longer be able to claim for subsidies. You will need to bring beds back online to begin claiming subsidies.

Change offline bed number

* How many total beds are offline for Redevelopment - whole site/Refurbishment/extension - partial site?

Enter a value between 0 and 55 (inclusive).

A confirmation box will appear to confirm you want to bring beds back to operational status.

4. Click **Ok**

Total Bed Number

66

Effective from: 01 Nov 2025

Offline Beds

5

Redevelopment - whole site/Refurbishment/extension - partial site

Other Offline Beds

11

Beds offline for other reasons

What is an offline bed?

An offline bed is one that is temporarily not being offered to Older Australians at your residential care home.

The Department seeks to understand how many beds are offline at residential care homes across Australia in order to understand current bed availability and conduct future supply planning activities. This data is available to you on the My Aged Care Service and Support Portal.

The Aged Care Rules 2025 contain provisions (see sections 167-5-70) requiring Registered Providers of residential care homes to notify the Commission when there is a temporary reduction in the number of available beds at a residential care home.

You only need to inform the Department about changes to the number of offline beds when something significant happens. A change is considered significant if beds are expected to be offline for 3 months or more. An example of reasons why beds may be taken offline includes redevelopments, refurbishments, workforce shortages etc.

If all of the beds at your residential care home are taken offline, you will no longer be able to claim for subsidies. You will need to bring beds back online to begin claiming subsidies.

Change offline bed number

How many total beds are offline for Redevelopment - whole site/Refurbishment/extension - partial site?

Enter a value between 0 and 55 (inclusive).

Confirmation

Confirm that there are **0** beds offline for Redevelopment - whole site/Refurbishment/extension - partial site.

For further information on managing your offline beds, please visit [Places to people – Embedding choice in residential aged care](#) or [Reporting offline beds](#).

4.4 Residential Care Home details – Contacts tab

The **Contacts** tab contains a list of Responsible Persons and a list of Points of Contact for the selected home.

The user can **Add a new Point of Contact** from this screen by selecting the **+ Add a Point of Contact** button see [section 6.2.2 Add a new Point of Contact](#).

Users can add an existing Responsible Person to a RCH from this screen by selecting the **+ Add a new responsible for** button. See [section 6.3.2 Add Responsible person to a residential care home](#).

Changing responsible person details?
Some responsible person details can be updated directly. If a change can't be made here, you'll need to request it through the Aged Care Quality and Safety Commission. Visit the [Commission's website](#) to find out how.

Responsible persons + Add new responsible person

Contact ID or name: Role status: Clear filters Apply filters

Contact ID	Contact name	Association start date	Association end date	Role status
CON-11234	Larry Pearson	01/11/2025		Active

Showing 1 - 3 of 3 items 10 items per page

Points of contact + Add new point of contact

Contact ID or name: Contact purpose: Role status: Clear filters Apply filters

Contact ID	Contact name	Contact purpose	Position	Association start date	Association end date	Role status
------------	--------------	-----------------	----------	------------------------	----------------------	-------------

4.5 View transferred Registered Residential Care Home

On the **Residential Care Home** landing page, users can view information for homes that have recently been acquired or have had a change in ownership.

Information banners will display on the relevant homes' page to alert users to the transfer status of the home.

4.5.1 Recently acquired Residential Care Home

A registered provider that has transferred one of its homes to another registered provider will see a status of **Inactive**. The new owner of the home will see a status of active within their residential care home table

A banner will display on the homes' details page if the home has been acquired within the last 30 days.

Event	Banner display
Recently Acquired RCH	The ownership of this home was recently transferred to your organisation from [Previous Registered Provider's name]. Review the details to ensure they are correct.

Acquired home

The ownership of this home was recently transferred to your organisation from [Previous Registered Provider's Name]. Review the details to ensure they are correct.

4.5.2 Residential Care Home change of ownership

A registered provider that has transferred one of its homes to another registered provider will see a status of **Inactive** for this transferred home.

Any updates to the home that occur after the change of ownership by the new registered provider, will not be visible to the previous registered provider. Registered providers are only able to see information relevant to transferred homes up until the date of home transfer.

The user will not be able to add any new contacts to a transferred home.

If searching for a transferred home in the **Residential Care Homes** landing page, select **Inactive** status and apply relevant filters.

A banner will display on the home's details page if the home has been transferred within the last 30 days.

Event	Banner display
Change of ownership RCH	The ownership of this home was recently transferred from your organisation to [NEW Registered Provider's Name].


Change of ownership

The ownership of this home was recently transferred from your organisation to [NEW Registered Provider's Name].


5 Branches

From the **Manage Your Organisation** landing page, users can select the **Branches** tile to view a list of branches they are authorised to access.


Manage your organisation's details

**Provider details**


- View your registered provider details
- Update contact information

**Residential care homes**


- View your residential care homes
- View details of specialist age care programs
- View associated responsible persons

**Branches**

- View details of your branches delivering services in the home or community

**Responsible persons and contacts**

- View details about your responsible persons
- Manage your contacts

**Associated providers**

- View your associated provider arrangements

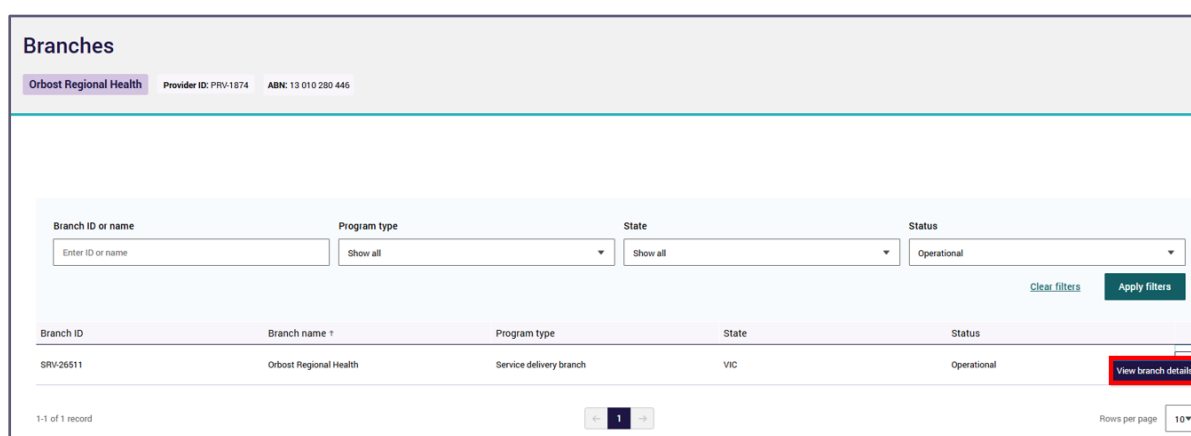
5.1 Search and filter Branches

Users can search for a specific branch by entering a **Branch ID or name** and can filter their search by **Program type**, **State** and **Status** and selecting **Apply** filters.

The user can view all branches by the following statuses:

- **Operational (selected by default)**
- **Non-operational**
- **Show all**

Users can filter and sort this list based on their needs and use the **View Branch details** action to open the **Branch details** page and view details about a specific Branch.



The screenshot shows a web interface for managing branches. At the top, it displays 'Orbost Regional Health' with provider and ABN details. Below this is a search and filter section with four dropdown menus: 'Branch ID or name' (with a text input), 'Program type' (set to 'Show all'), 'State' (set to 'Show all'), and 'Status' (set to 'Operational'). There are 'Clear filters' and 'Apply filters' buttons. Below the filters is a table with the following data:

Branch ID	Branch name †	Program type	State	Status
SRV-26511	Orbost Regional Health	Service delivery branch	VIC	Operational

At the bottom of the table, there is a 'View branch details' button highlighted with a red box. The interface also shows '1-1 of 1 record' and 'Rows per page 10'.

The **Branch Details** page contains two tabs:

- **Details**
- **Contacts**

If the user would like to update details, they are required to contact the Department's Local Network Office for aged care providers in their State or Territory. For more information, visit the Department's [website](#).

5.2 Branch Details – Details tab

The **Details** tab displays all information available for the branch including:

- **Basic details** (Branch ID, Branch name, Program type, Status and Start date)
- **Address** (Branch address)
- **Contact details** (Email address, Business contact number, Alternate phone number, Emergency after hours phone number and Postal address)

Clearview mission Melbourne (SRV-1236)

Details Contacts

Acquired branch

This branch has been recently transferred to your organisation from [Previous Registered Provider's Name]. Review the details of this branch to ensure they are correct and remain accurate.

Changing your branch details?

To update your branch details contact the Department's local network office for aged care providers in your state or territory.

For more information, visit the [Department's website](#).

Basic details

Branch ID	SRV-1236
Branch name	Clearview mission Melbourne
Program type	Service delivery branch
Status	Operational
Start date	16/12/2023

Address

Branch address	111 Collins Street, Melbourne, VIC 3000, Australia
----------------	--

Contact details

Email address	johnsmith@email.com
Business contact number	0412345678
Alternate phone number	0412345679
Emergency after hours phone number	0412345670
Postal address	111 Collins Street, Melbourne, VIC 3000, Australia

5.3 Branch Details – Contacts tab

By selecting the **Contacts** tab, users can view a list of Points of Contact relating to the selected Branch. The user can also **Add a new Point of Contact** from this screen by selecting the **+ Add a new Point of Contact** button.

Clearview mission Melbourne (SRV-1236)

Details **Contacts**

Points of contact + Add new point of contact

Clear filters Apply filters

Contact ID	Contact name ↑	Contact purpose	Position	Association start date	Association end date	Role status	
CON-12345	John Smith	Primary contact	Position	11/12/2021	-	Active	▼
CON-12335	John Smith	Emergency contact	Position	1/12/2022	-	Active	View personnel profile ▼
CON-65426	Michael Carter	Emergency contact	Position	9/12/2022	-	Active	▼
CON-65542	Michael Carter	Alternative contact	Position	31/12/2022	12/3/2027	Active	▼
CON-98343	Sophia Bennett	Emergency contact	Position	1/1/2023	-	Active	▼

1-5 of 5 records ← 1 → Rows per page 10 ▼

5.4 View transferred Branch

On the **Branch Details** page, users can view information for a Branch that has recently been acquired or had a change in ownership.

Information banners will display on the relevant Branches page to alert users to the transfer status of the Branch.

5.4.1 Recently acquired Branch

A registered provider that has transferred one of its Branches to another registered provider will see a status of **Transferred**. The new owner of the Branch will see a status of **Operational** within their Branch table.

A banner will display on the Branches' details page if the Branch has been acquired within the last 30 days.

Event	Banner display
Recently Acquired Branch	The ownership of this branch was recently transferred to your organisation from [Previous Registered Provider's name]. Review the details to ensure they are correct.

Acquired branch

This branch has been recently transferred to your organisation from [Previous Registered Provider's Name]. Review the details of this branch to ensure they are correct and remain accurate.

5.4.2 Branch change of ownership

A registered provider that has transferred one of its Branches to another registered provider will see a status of **Transferred**.

Any updates to the Branch that occur after the change of ownership by the new registered provider will not be visible to the previous registered provider. Registered providers are only able to see information relevant to transferred Branches up until the date of Branch transfer.

The user will not be able to add any new contacts to a transferred Branch.

When searching for a transferred Branch on the **Branch** landing page, select **Non-operational** status and apply relevant filters. Branches that have been transferred will display a status of **Transferred**.

A banner will display on the **Branch details** page if the Branch has been transferred within the last 30 days.

Event	Banner display
Change of ownership Branch	The ownership of this Branch was recently transferred from your organisation to [New Registered Provider's name].

Change of ownership

The ownership of this branch was recently transferred from your organisation to [NEW Registered Provider's Name].

6 Responsible persons and contacts

Manage your organisation's details

- Provider details**
 - View your registered provider details
 - Update contact information
- Residential care homes**
 - View your residential care homes
 - View details of specialist age care programs
 - View associated responsible persons
- Branches**
 - View details of your branches delivering services in the home or community
- Responsible persons and contacts**
 - View details about your responsible persons
 - Manage your contacts
- Associated providers**
 - View your associated provider arrangements

6.1 View Responsible Persons and Contacts

When selecting the **Responsible Persons and Contacts** tile or by selecting the **Contact** tab in either the **Residential Care Homes** or **Branches** tiles, the

user will be presented with a table that displays the personnel the user is authorised to access. It will also display different information depending on the user profile, specifically:

- a **Provider Staff (Registered Provider)** user will see **all** Responsible Persons and contacts associated with the whole organisation.
- a **Provider Staff (Home / Branch)** user will only see those associated with the Residential Care Homes or Branches they have been given access to by the **Organisation Administrator**.

The screenshot shows a web interface with a navigation bar at the top containing 'All', 'Residential care homes', and 'Branches'. Below the navigation bar is a notification box titled 'Changing responsible person details?' with the text: 'The Aged Care Quality and Safety Commission manages changes to your responsible persons. This includes who you assign as a key contact. Visit the Commission's website to find out how.' Below the notification is a 'Key contact' section for 'Emily Thompson' with ID 'CON-12345'. The main section is titled 'All responsible persons and points of contact' and includes a '+ Add new point of contact' button. There are filters for 'Contact ID or name' (with an input field) and 'Role status' (set to 'Active'), along with 'Clear filters' and 'Apply filters' buttons. The table below has columns: 'Contact ID', 'Contact name', 'Responsible person', 'Point of contact', and 'Role status'. It lists 10 records, each with a dropdown arrow. A 'View personnel profile' tooltip is visible over the dropdown for Charlotte Hayes. At the bottom, it shows '1-10 of 10 records', a page number '1', and 'Rows per page 10'.

Contact ID	Contact name	Responsible person	Point of contact	Role status
CON-12398	Benjamin Collins	✓	✓	Active
CON-12340	Charlotte Hayes		✓	Active
CON-12345	Emily Thompson	✓	✓	Active
CON-12433	James Walker	✓	✓	Active
CON-12532	Michael Carter		✓	Active
CON-12239	Olivia Foster	✓	✓	Active
CON-12538	Sophia Bennett		✓	Active
CON-12637	William Turner	✓	✓	Active
CON-12336	Zahida Parveen	✓		Active
CON-12335	Zain Ali	✓	✓	Active

The table displays the following information:

- **Contact ID**
- **Contact Name**
- **Responsible Person** – tick indicates the person is currently assigned as a Responsible Person
- **Point of Contact** – tick indicates the person is currently a Point of Contact
- **Role Status**
 - **Active** – this indicates that the personnel has at least one active role in the organisation, either as a Responsible Person or a Point of Contact.
 - **Inactive** – This indicates that the personnel does not have any active Responsible Person or Point of Contact role, within the organisation.

The table can be sorted by last name or first name alphabetically. To sort, hover the mouse over the column headers and click to change the order of the displayed list.

Note:

The steps set out in this section are intended to cover all users with access to the GPMS Registered Provider portal. Users with limited access will not be able to perform all of these steps outlined in this document.

Note:

If the table displays duplicate records, meaning that the same individual is listed more than once, users are required to advise the Department by completing and submitting the [GPMS - Reporting a Duplicate Contact form](#), available on the Department’s website. This will help to improve the information held about organisations in GPMS.

The table below contains information to guide the user in making changes to existing contact information:

Contacts role type	Steps to follow
Primary Contact	If the user is updating the current primary contact for a Home or Branch, a new Primary Contact must be added in order to cease the current primary contact.
Contact	To update the contact purpose of a Point of Contact with an incorrect contact purpose, the Contact’s role must be end-dated, and a new role with the correct contact purpose must be added. To update the contact purpose for a Point of Contact that has changed roles within the organisation, resulting in a change to their contact purpose as a Point of Contact, the individual’s Point of Contact role must first be ceased, then a new role with a start date can be added that reflects when the Point of Contact commenced their new role.
Responsible persons	Users are only able to update the Preferred name and Position details (e.g. contact information and availability) of an existing Responsible Person displayed within GPMS. To add or cease a Responsible Person, providers are required to notify the Commission via a Change in Circumstance form .

Note:

Users can identify the Key Contact for their organisation in the All tab of the Responsible Persons and Contacts tile.

The Key Contact card will be displayed at the top of the page.

If no Key Contact is assigned, the card will display Not assigned instead of a name.

Responsible persons and contacts

Mission Aged Care Australia Provider ID: PRV-12345 ABN: 12 345 678 901

All Residential care homes Branches

Changing responsible person details?
The Aged Care Quality and Safety Commission manages changes to your responsible persons. This includes who you assign as a key contact.
Visit the [Commission's website](#) to find out how.

Key contact
Emily Thompson
CON-12345

To update a Key Contact displayed within GPMS, providers should use the Responsible Person details update form available on the Commission's [website](#).

6.1.1 Responsible Persons and Contacts – All tab

There are three tabs within the **Responsible Persons and Contacts** tile with the **All** tab set as default.

The **All** tab allows users to view all **Responsible Persons** and **Contacts** the user is authorised to access.

To search contacts in the **All** tab, users can enter a **Contact Id** or **Name** in the input field and then click **Apply Filters**.

All responsible persons and points of contact + Add new point of contact

Contact ID or name Role status

Enter contact ID or name Active Clear filters **Apply filters**

Contact ID	Contact name ↑	Responsible person	Point of contact	Role status	
CON-12398	Benjamin Collins	✓	✓	Active	
CON-12340	Charlotte Hayes	✓	✓	Active	View personnel profile

Users can then sort the results table alphabetically. The sort order is displayed when a user hovers over and clicks on the column headings.

Users can view profiles of contacts and responsible persons by clicking on the drop-down arrow in the row of the contact they wish to view and selecting **View personnel profile**. This action will navigate the user to the **Personnel profile** screen.

[All](#) Residential care homes [Branches](#)

Changing responsible person details?

The Aged Care Quality and Safety Commission manages changes to your responsible persons. This includes who you assign as a key contact.

Visit the [Commission's website](#) to find out how.

Key contact

Emily Thompson

CON-12345

All responsible persons and points of contact + Add new point of contact

Role status: Active
Clear filters
Apply filters

Contact ID	Contact name ↑	Responsible person	Point of contact	Role status	
CON-12398	Benjamin Collins	✓	✓	Active	▼
CON-12340	Charlotte Hayes	✓	✓	Active	View personnel profile

Note:

View [section 6.2.3](#) for details on how to edit a Point of Contact.

View [section 6.3.3](#) for details on how to update a Responsible Person.

Edit personal details

Changes made here will be treated as a correction to the current legal name. To advise us of a new legal name or inform us of a former legal name for this contact, use:

- Notify legal name change
- Add former legal name

* **Title**

Ms ▼

* **First name**

Emily

Second name

Grace

* **Last name**

Thompson

Preferred name

Emily Thompson

Date of birth

1/2/1998 📅

Grant-funded provider

If your organisation is a grant-funded provider, updating this information will not update the contact recorded within your contract. You will need to contact your contract manager to update these details.

* **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 Save

Users can also add a new Point of Contact by selecting the **+ Add a new Point of Contact** button within the **All** tab. For more information on adding a new Point of Contact, see section [6.2.2 Add a new Point of Contact](#).

Note:

Some edits can only be made to those personnel that do not have an active Responsible Person role within the organisation. To change the suitability of a Responsible Person, providers should use the Responsible Person details update form available on the [Commission's website](#). To update position details for a Responsible Person, please see section [6.3.4](#).

Note:

The system will run a duplication check once the user selects *Save*. If potential duplicate contacts are flagged, a *matching records found* screen will appear and allow the user to check their updates against existing contact records in the system. The user will be required to select *cancel* if they believe the flagged contact records match or *proceed with update* if they believe the flagged contacts are not matching.

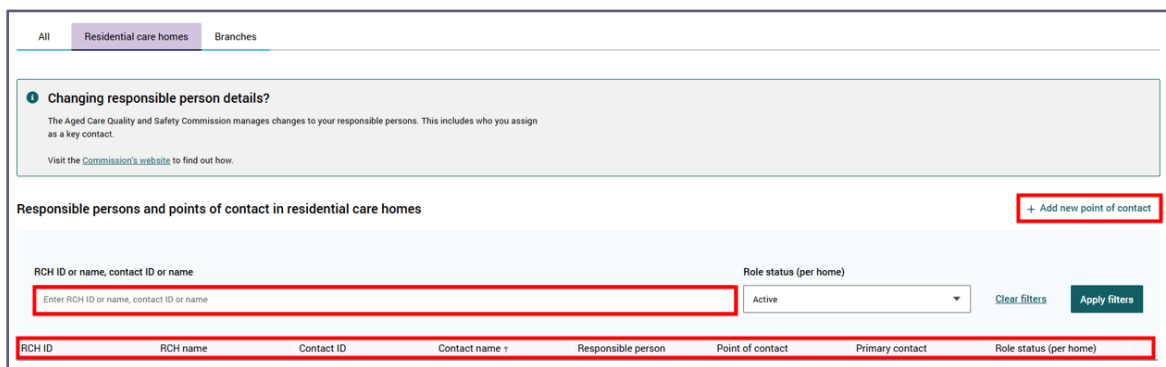
6.1.2 Responsible Persons and Contacts – Residential Care Homes tab

The **Residential Care Homes** tab in the **Contacts** screen allows all users to view and add Responsible Persons and contacts for Residential Care Homes (RCH).

Users can search and filter by **RCH ID**, **RCH name**, **Contact ID**, **Contact name** and **Role status** with the results table displaying key details such as **RCH name**, **Contact name** and **assigned roles**.

Users can add a new Point of Contact directly from this page by clicking on the **+ Add a new Point of Contact** button. For more information regarding adding a new Point of Contact, see section [6.2.2 Add a new Point of Contact](#).

Users can also add a new contact responsible for RCHs directly from this page by clicking on the **+ Add a new responsible for** button. For more information on adding Responsible Person to an RCH, see section [6.3.2 Add Responsible Person to Residential Care home](#).

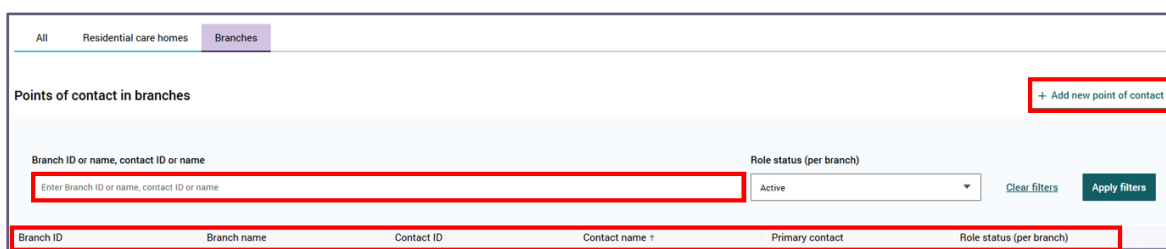


6.1.3 Responsible Persons and Contacts – Branches tab

The **Branches** tab allows users to view personnel for Branches they have access to.

Users can search and filter by **Branch ID**, **Branch name**, **Contact ID**, **Contact name**, and **Role status**, with a structured table displaying key details such as **Branch ID**, **Branch name**, **Contact ID**, **Contact name**, **primary contact**, and **Role status (per branch)**.

Users can also add a new Point of Contact directly from this page by clicking on the **+ Add a new Point of Contact** button. For information about adding new points of contact, see section [6.2.2 Add a new Point of Contact](#).



6.2 Point of Contact

6.2.1 What is a Point of Contact?

A Point of Contact is a person who is nominated as a contact for a specific purpose. For a Branch or Residential Care Home, this could be one or more people who have different Point of Contact roles.

There must be at least one person nominated as a primary contact for each Residential Care Home and Branch. Meaning they will be the first Point of Contact for either the Department or the Commission.

The nominated person must be able to engage with representatives of the Department or Commission in relation to that specific role.

6.2.2 Add a new Point of Contact

Users can access the **+ Add a new Point of Contact** screen by following the below steps:

- Select **+ Add new Point of Contact**, from the Responsible Persons and Contacts table page.
- Select the **+ Add new Point of Contact** button via the **Residential care homes** or **Branches** pages to add a Point of Contact to a specific RCH or Branch.

Note:

A Point of Contact for a specific home or branch can only be created if the entity is in a status of *Operational (Branch)* or *Active (Home)*.

1. Before adding a new Point of Contact, users are required to perform a search for the individual to confirm whether they have an existing contact record. The user can search by the contact's name or contact ID.

Search and select individual

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

Search for individuals

Q Enter contact ID or name Clear Search

Contact ID	First name ↑	Second name	Last name	Preferred name	Date of birth
<input checked="" type="radio"/> CON-12346	Emily		John	Emily	1/2/2001
<input type="radio"/> CON-12327	Emily	Grace	Tom	Emily	3/5/2002
<input type="radio"/> CON-12354	Emily	Grace	Thompson	Emily Thompson	10/10/2000
<input type="radio"/> CON-12356	Emily	Grace	Watson	Emily Watson	9/5/1991

1-5 of 5 records ← 1 → Rows per page 10

Can't find the individual you are looking for?
 Add a new individual as a point of contact

Cancel Next

- If a contact record is found in the above search, users can select the **checkbox** in the correct contacts row in the display table and then select **Next** to continue with the contact's existing details

Or:

- If no contact record is found for the individual they are searching for, users can select **Add a new individual as a Point of Contact** and select **Next** which will direct them to the **Add personal details** page

2. When navigating to the **review personal details** page after selecting an existing contact in the **search and select individual** table, the fields in the **review personal details** page will be prepopulated with existing

information. If the **Add a new individual as a Point of Contact** option was selected, the fields on the **Add personal details** page will remain blank.

Add new point of contact

Mission Aged Care Australia Provider ID: PRV-12345 (Registered) ABN: 12 345 678 901

● ○ ○ ○ ○

Add personal details

* Title
Select

* First name
Alexandrian

Second name
Max

* Last name
Montgomery

Preferred name

Date of birth
DD/MM/YYYY

* Former name
Do you want to add a former legal name?
 Yes
 No

3. Several fields on the **Add personal details** page are required fields and are marked with an asterisk, including:

- **Title**
- **First Name**
- **Last Name**
- **Former name (Yes or No selection). If you select 'Yes' you will be required to enter the details below:**
 - **Title**
 - **First name**
 - **Last name**

* Former Name
Do you want to add a former legal name?
 Yes
 No

* Title
Select

* First name

Second name

* Last name

Cancel Previous Next

4. Once all required fields have been completed, the user can select **Next** to proceed.
5. By selecting **Next** on the **Add personal details** page, the system will run a duplication check for any existing contact records that match the information entered by the user. If matching records are found, the **Matching records found** pop up will display a list of matching contact records.
6. Users will be required to review the matching records and identify if there is a match. They can then choose to:
 - **Proceed with the information provided**, which means they are disregarding any duplicate records found or;
 - **Select matching contact record from the list displayed**

Matching records found

One or more existing contact records found, that match the details you have provided.

If you believe one of these existing records refer to the same person:

- Consider updating the existing contact record instead
- The existing contact may not currently be an active point of contact. You will need to add them first as a point of contact in order to update their details.

Otherwise, you can proceed with saving your updates to this contact record.

Updated personal details

Contact ID	First name	Second name	Last name	Preferred name	Date of birth
CON-12345	Emily	Grace	Thompson	Emily Thompson	1/2/1998

Existing records matching your entry

Contact ID	First name	Second name	Last name	Preferred name	Date of birth	Email address
CON-12345	Emily	Grace	Thompson	Grace Thompson	10/10/2000	gthompson1999@email.com
CON-12377	Emily	Grace	Smith	Grace Smith	10/10/2000	gracethompson2000@email.com

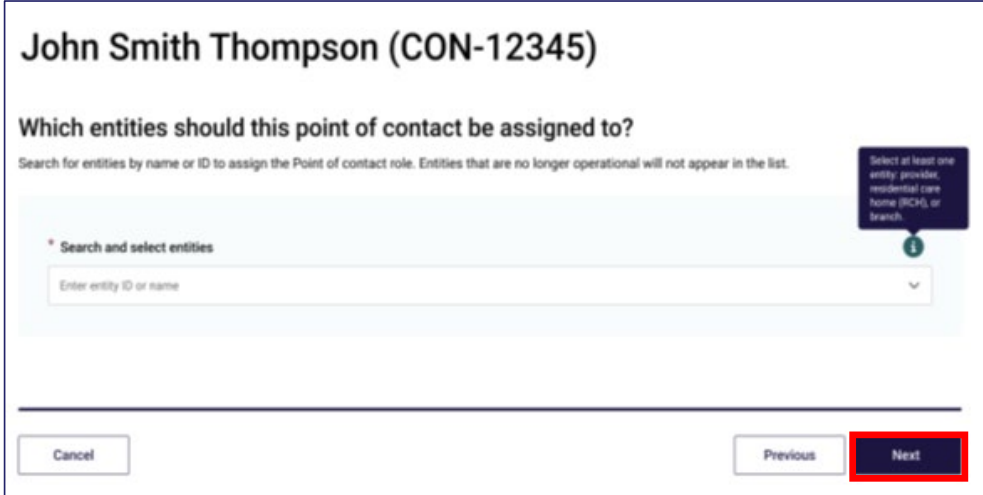
Note:

If an existing contact is selected and the individual is an active Responsible Person, the user will only be able to make updates to the contacts preferred name. To update other details for Responsible Persons, providers should use the Responsible Person details update form available on the [Commission's website](#). To update position details for a Responsible Person, please see section [6.3.4](#).

7. Once the user selects **Proceed with update**, they will be directed to the **Entity selection** page where they will be required to assign the Point of Contact to an operational entity, which is either the Provider itself

(therefore creating a Point of Contact for the organisation) or one or more of any of the Residential Care Homes and/or Branches.

8. Users can search by **entity name** or **ID** or click anywhere in the search bar to view the dropdown list. The dropdown list displays entities in alphabetical order.
9. The user will select the appropriate entities from the drop down list and select **Next**.



The screenshot shows a web form for assigning entities to a point of contact. At the top, the name "John Smith Thompson (CON-12345)" is displayed. Below this is the heading "Which entities should this point of contact be assigned to?" followed by a sub-heading "Search for entities by name or ID to assign the Point of contact role. Entities that are no longer operational will not appear in the list." A search bar with the placeholder text "Enter entity ID or name" is present. A tooltip on the right side of the search bar reads "Select at least one entity, provide residential care home (RCH), or branch." At the bottom of the form, there are three buttons: "Cancel", "Previous", and "Next". The "Next" button is highlighted with a red border.

Once entities have been selected, the user will be directed to the **Add role-specific contact and position details** page.

There are some required fields on this page including:

Role-specific contact details

- **Primary phone number**
- **Email address**

Position details

- **Position**
- **Contact purpose**
 - **Primary Contact**
 - **Alternative contact**
 - **Emergency contact**
- **Start date**

Add role-specific contact and position details

Role-specific contact details

* Primary phone number

Alternate phone number

* Email address

Contact availability

Days available

Time from

Time to

Time zone

Contact availability notes

Position details

Enter the position title and provide at least one contact purpose detail to continue to the next step

* Position

Contact purpose (1)

* Contact purpose

* Start date

10. Once all required fields are completed, select **Next**

Please note:

Multiple contact purposes can be assigned to each contact even if the home entity is not 'active'. This can be done by selecting the + Add another contact purpose button. Users can remove the additional contact purpose field by selecting – Remove. This step can only be done before the saving the record, however.

A user cannot add a Point of Contact to an entity if the branch entity been transferred or is in the status of Closed

11. The final step to creating a Point of Contact is to review the entered details and select the checkbox stating the contact agrees for their information to be disclosed to the Australian Government. Once the user ticks the **I agree** checkbox and selects **Next**, they will be displayed a success banner to confirm that the Point of Contact creation is complete.

*** 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

Complete this field.



Users will be able to edit the **Personal Details** and **Role Details** tabs for personnel as permitted by their user access level.

Please note:

This does not apply if the personnel is a Point of Contact and an active Responsible person. To update a Responsible Persons personal details, providers should use the Responsible Person details update form available on the [Commission's website](#). To update position details for a Responsible Person, please see section [6.3.4](#).

Where a person is both an active Responsible Person and an active Point of Contact, only some of the position details for their role as a Point of Contact are editable.

Provider-level users will be able to update all personnel with a Point of Contact role however a Home/Branch level user will only have edit or update access for personnel assigned to Homes and Branches they have been granted access to. The following system limitations apply:

- Users can only update the Point of Contact Name fields (**Title/First Name/Second Name/Last Name**) **once per day**. An update made on 1 July 2025 cannot be updated again until 2 July 2025.
- A Point of Contact cannot be edited, and the **edit** button will not display, if the personnel is associated with:
 - the Point of Contact is historical, meaning their role as a Point of Contact has ceased.

A user cannot edit a Point of Contact if:

- the Branch has been transferred or is in the status of **Inactive**.
- the home is not **active**.

6.2.3 Edit Personal details for a Point of Contact

1. Proceed to the Responsible persons and contacts table using one of the navigation steps set out in [6.1 View Responsible Persons and Contacts](#).

2. Select **View personnel profile** on the relevant Point of Contact, this will navigate to the **Personal details** page of the selected contact.
3. Select the **Edit personal details** button in the Personal details screen.

Emily Grace Thompson (CON-12345)

Personal details Role details

Personal details

Only the most recent former name is shown here. Additional former names may exist but are not displayed here.

Title	Ms
Full name	Emily Grace Thompson
Preferred name	Emily Thompson
Date of birth	1/2/1998
Most recent former name	Ms Emily John Smith

4. A new window will display allowing users to update the required information.

Fields marked with a red asterisk are mandatory. The user may choose to include a **Preferred name** and **Date of birth**.

5. Once changes have been made, review the **Declaration** to confirm via a tick box that the user has obtained the personnel's consent for their details to be disclosed to the Department.
6. The user cannot proceed if they do not tick '**I agree**' in the **Declaration** box.
7. Select **Save** to complete the change. Alternatively, select **Cancel** to return to the Profile page.

Edit personal details

* Title

Ms

* First name

Emily

Second name

Grace

* Last name

Thompson

Preferred name

Emily Thompson

Date of birth

1/2/1998

i Grant-funded provider

If your organisation is a grant-funded provider, updating this information will not update the contact recorded within your contract. You will need to contact your contract manager to update these details.

* 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 Save

Please note:

The system will run a duplication check once the user selects **Save**. If potential duplicate contacts are flagged, a **matching records found** screen will appear and allow the user to check their updates against existing contact records in the system. The user will be required to select **cancel** if they believe the flagged contact records match or **proceed with update** if they believe the flagged contacts are not matching.

6.2.3.1 Notify of new legal name

1. Go to the **Responsible persons and contacts** table using one of the navigation steps set out in [6.1 View Responsible Persons and Contacts](#).
2. Select **View personnel profile** on the Point of Contact, this will navigate to the **Personal details** page of the selected contact.

All Residential care homes Branches

Changing responsible person details?
 The Aged Care Quality and Safety Commission manages changes to your responsible persons. This includes who you assign as a key contact.
 Visit the Commission's website to find out how.

Key contact
Emily Thompson
 CON-12345

All responsible persons and points of contact + Add new point of contact

Contact ID or name Role status
 Enter contact ID or name Active Clear filters Apply filters

Contact ID	Contact name ↑	Responsible person	Point of contact	Role status
CON-12398	Benjamin Collins	✓	✓	Active
CON-12340	Charlotte Hayes	✓	✓	Active

View personnel profile

3. Select the **Notify new legal name** button in the Personal details screen.

Personal details Role details

Personal details

Only the most recent former name is shown here. Additional former names may exist but are not displayed here

Title

Full name

Preferred name

Date of birth

Most recent former name

Edit personal details **Notify new legal name** + Add former legal name

4. A new window will display allowing users to update the required information.

Notify new legal name

Enter your new legal name. Your current name will be recorded as your most recent former name.

* Title

* First name

Second name

* Last name

* Date legal name became effective

Grant-funded provider
 If your organisation is a grant-funded provider, updating this information will not update the contact recorded within your contract. You will need to contact your contract manager to update these details.

* 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

Note:

Fields marked with a red asterisk are mandatory. The user may also choose to include a Second name.

- Once changes have been made, review the **Declaration** to confirm via a tick box that the user has obtained the personnel's consent for their details to be disclosed to the Department.

The user cannot proceed if they do not tick 'I agree' in the Declaration box.

- Select **Save** to complete the change. Alternatively, select **Cancel** to return to the Profile page.

* 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

Please note:

The system will run a duplication check once the user selects Save. If potential duplicate contacts are flagged, a *matching records found* screen will appear and allow the user to check their updates against

existing contact records in the system. The user will be required to select *cancel* if they believe the flagged contact records match or *proceed with update* if they believe the flagged contacts are not matching.

6.2.3.2 Add former legal name

1. Go to the **Responsible Persons and Contacts** table using one of the navigation steps set out in [6.1 View Responsible Persons and Contacts](#).
2. Select **View personnel profile** on the contact, this will navigate to the **Personal details** page of the selected contact.
3. Select the **Add former legal name** button in the Personal details screen.

Personal details

i Only the most recent former name is shown here. Additional former names may exist but are not displayed here.

Title
Full name
Preferred name
Date of birth
Most recent former name

4. A new window will display allowing users to update the required information.

Fields marked with a red asterisk are mandatory. The user may choose to include a **Second name**.

5. Once changes have been made, review the **Declaration** to confirm via a tick box that the user has obtained the personnel's consent for their details to be disclosed to the Department.
6. The user cannot proceed if they do not tick '**I agree**' in the Declaration box.
7. Select **Save** to complete the change. Alternatively, select **Cancel** to return to the **Profile** page.

Add former legal name

If you have been known by any other legal name, add the details below.

* Title

* First name

Second name

* Last name

* 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

6.2.4 Role details

Select the Role details tab to view Role Details.

The **Role details** tab displays three tables including

- **Responsible person role** (Association ID, Position, Start date, End date, Role status) Users can click the drop-down arrow to view **position details**.
- **Residential care homes this contact is responsible for** (RCH ID, RCH name, Start date, End date, Role status) Users can click the drop-down arrow to **cease**.
- **Point of Contact roles** (Entity ID, Entity name, Position, Contact purpose, Start date, End date, Role status) Users can click on the dropdown arrow to view **position details**.

Emily Grace Thompson (CON-12345)

Personal details **Role details**

Changing responsible person details?

Some responsible person details can be updated directly. If a change can't be made here, you'll need to request it through the Aged Care Quality and Safety Commission. Visit the [Commission's website](#) to find out how.

Responsible person role

Role status

Active

[No Title]

Clear filters

Apply filters

Association ID	Position	Start date	End date	Role status
CRL-12345	Director	1/1/2024		Active

Showing 1 - 1 of 1 items

View position details

Residential care homes this contact is responsible for

+ Add new responsible for

RCH ID or name

Enter ID or name

Role status

Active

Clear filters

Apply filters

RCH ID	RCH name	Start date	End date	Role status
ARCH-3276	Abco aged care	1/1/2024		Active
ARCH-1234	Ashton aged care	11/2/2024		Active
ARCH-9023	Berly aged care	9/11/2024		Active

Point of contact roles

✔ Edit multiple roles ✔ Cease multiple roles

RCH ID or name

Enter ID or name

Contact purpose

Emergency contact

Role status

Active

Clear filters

Apply filters

Entity ID	Entity name	Position	Contact purpose	Start date	End date	Role status
ARCH-1234	Mission aged care Respite	Director	Emergency contact	1/1/2024		Active
ARCH-1376	Ashton aged care	Regional Nurse	Emergency contact	1/1/2024		Active
ARCH-1234	Ashton aged care	Admission Nurse	Emergency contact	1/1/2024		Active
ARCH-9023	Berly aged care	Quality Manager	Emergency contact	1/1/2024		Active
SPR-1234	Star aged care	Quality Manager	Emergency contact	1/1/2024		Active
SPR-1237	Star aged care	Admission Nurse	Emergency contact	1/1/2024		Active

Showing 1 - 6 of 6 items

Emily Grace Thompson (CON-12345)

Point of contact information

Entity ID	ARCH-1234
Entity name	Ashton Aged Care
Association ID	CRL-23456
Position	Director
Primary phone number	0410069000
Alternate phone number	0410069002
Email address	gthompson1999@email.com
Days available	Monday, Tuesday, Thursday, Friday
Time from	11:00 am
Time to	07:00 pm
Time zone	Australian Eastern Daylight Time - Sydney
Contact availability notes	(Free text)

Edit

Contact purposes

Contact purpose	Emergency contact
Start date	1/1/2024
End date	

Cease

6.2.4.1 Updating multiple Point of Contact roles

Within the **Role details** tab, users with the appropriate permissions can update multiple Point of Contact roles at the same time.

1. To do this, from the **Personnel profile** screen, **Role details** tab select the **Edit multiple roles** button

The screenshot shows the 'Point of contact roles' interface. At the top right, there are two buttons: 'Edit multiple roles' (highlighted with a red box) and 'Cease multiple roles'. Below these are filter fields for 'Entity ID or name' (with a search input), 'Contact purpose' (set to 'Show all'), and 'Role status' (set to 'Active'). There are 'Clear filters' and 'Apply filters' buttons. At the bottom, a table header is visible with columns: Entity ID, Entity name, Position, Contact Purpose, Start date, End date, and Role status.

2. Select the checkboxes for the relevant points of contact on the **Point of Contact Roles** screen and select **Next**.

The screenshot shows the 'Point of contact roles' screen for contact John Smith (CON-12345). It prompts the user to 'Select the current point of contact roles you want to update.' Below this is a table with columns: Integration Id, Contact purpose, Entity Id, Entity name, Type, Position, Primary phone number, and Email. The first seven rows have checkboxes in the left margin, which are highlighted with a red box. The table data is as follows:

Integration Id	Contact purpose	Entity Id	Entity name	Type	Position	Primary phone number	Email
CRL-12341	Primary Contact	Value	Value	Registered Provider	Value	0724534399	email@email.com
CRL-12342	Emergency Contact	Value	Value	Care Delivery Location	Value		
CRL-12343	Value	Value	Value	Home & Community	Value	0724534399	
CRL-12344	Value	Value	Value	Residential Care Ho...	Value	0724534399	email@email.com
CRL-12345	Value	Value	Value	Value	Value	Value	email@email.com
CRL-12346	Value	Value	Value	Value	Value	Value	email@email.com
CRL-12347	Value	Value	Value	Value	Value	Value	email@email.com
CRL-12348	Value	Value	Value	Value	Value	Value	email@email.com
CRL-12349	Value	Value	Value	Value	Value	Value	email@email.com
CRL-12350	Value	Value	Value	Value	Value	Value	email@email.com

At the bottom of the table, there are navigation buttons: '< Previous', 'Showing 1 - 10 of 7 items', 'Next >', and 'Rows per page 10'. A 'Next' button is highlighted with a red box at the bottom right of the screen.

3. Complete the fields you wish to update on the **Position details** screen and select **Next**.

Contact: John Smith (CON-12345)

Position details

Provide the details you want to update for the selected point of contact roles.

Note: Only complete fields you want to update. If fields are left blank the existing information will not be updated. You will need to navigate to each record separately if you want to remove the information held in a field.

Position

Contact details and availability

Primary phone number

Alternate phone number

Email

Days available

Monday
 Tuesday
 Wednesday
 Thursday
 Friday
 Saturday
 Sunday

Time from Time to

Timezone

Contact availability notes

[Previous](#) [Next](#)

Note

If fields are left blank, this information will not be updated. Only complete the fields that require updating.

A **Summary** page will display, showing the updates that have been made.

4. Select Submit.

Contact: John Smith (CON-12345)

Summary

Point of contact roles

The following point of contact roles will be updated.

Integration Id	Contact purpose	Entity Id	Entity name	Type	Position	Primary phone number	Email
CRL-12341	Primary Contact	Value	Value	Registered Provider	Value	0724534399	email@email.com
CRL-12342	Emergency Contact	Value	Value	Care Delivery Location	Value		
CRL-12343	Value	Value	Value	Home & Community	Value	0724534399	
CRL-12344	Value	Value	Value	Residential Care Ho...	Value	0724534399	email@email.com
CRL-12345	Value	Value	Value	Value	Value	Value	email@email.com
CRL-12346	Value	Value	Value	Value	Value	Value	email@email.com
CRL-12347	Value	Value	Value	Value	Value	Value	email@email.com
CRL-12348	Value	Value	Value	Value	Value	Value	email@email.com
CRL-12349	Value	Value	Value	Value	Value	Value	email@email.com
CRL-12350	Value	Value	Value	Value	Value	Value	email@email.com

[Previous](#) Showing 1 - 10 of 7 items [Next](#) Rows per page

Position details

These following details will be updated for the selected point of contact roles.

Position: Value

Contact details and availability

Primary phone number: Value

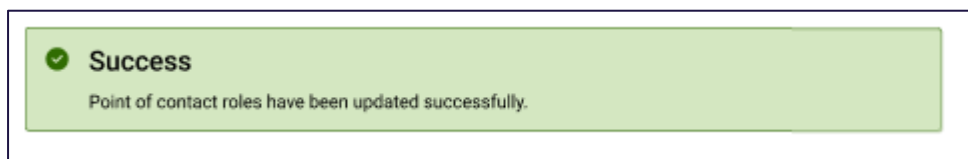
Email: Value

Time available: 9:30am-6:30pm (Timezone)

Contact availability notes: Value

[Previous](#) [Submit](#)

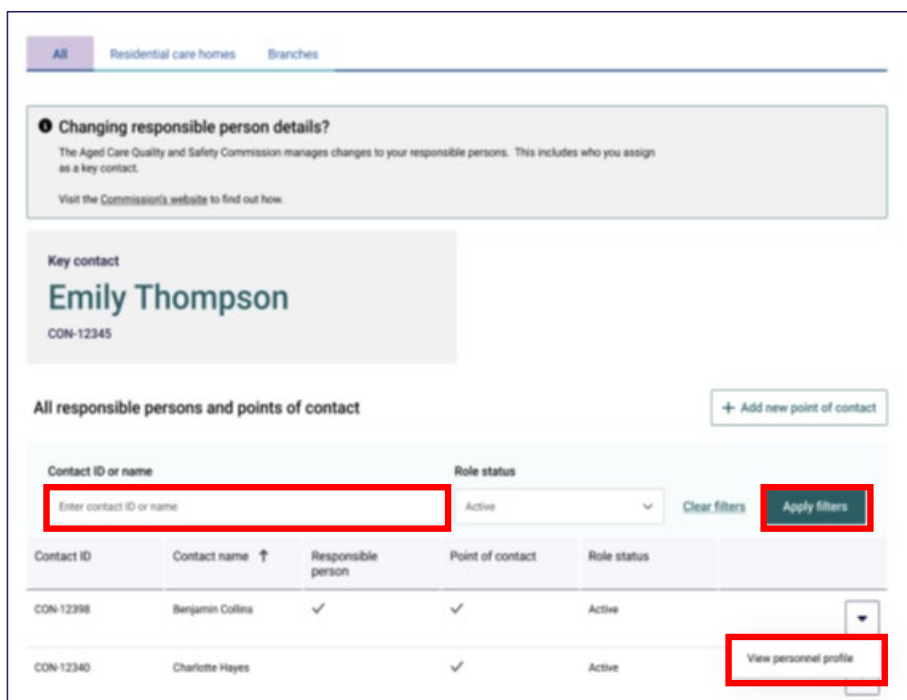
The user will see a confirmation message displayed on screen, confirming that the **Point of Contact roles have been updated successfully**.



6.2.4.2 Updating Role details for a single Point of Contact

To update the **Position details** of a Point of Contact, users with appropriate access can do this themselves via the **Manage Your Organisation** tile in GPMS using the below steps:

1. Proceed to the **Responsible Persons and Points of Contact** table in the **Responsible Persons and Points of Contact** tile
2. Select **View personnel profile** on the relevant contact, this will navigate to the **Personal details** page of the selected contact.



3. Select the **Role Details** tab at the top of the **Personal details** page
4. Scroll down until you reach the **Point of Contact roles** section of the table
5. Select the drop down next to the Point of Contact role and select **View position details**
6. Select **Edit** under the Point of Contact information table
7. A new screen will display allowing the user to update the required fields

Several fields on the **Add personal details** page are required fields and are marked with an asterisk, including:

- **Primary phone number**

- **Email address**
- **Days available**
- **Time from**
- **Time to**
- **Time zone**

The user may also wish to include an **Alternate phone number** and **Additional contact availability notes**.

Edit responsible person information

* Primary phone number

Alternate phone number

* Email address

* Days available

* Time from

* Time to

* Time zone

Contact availability notes

* 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

8. Select the check box to accept the **declaration**

9. Select **Save**

6.2.5 Cease a Point of Contact

User access roles will determine what Point of Contact records a user can cease.

If the contact role that the user wants to cease is the **Primary Contact**, the user must first follow the steps to add a new primary contact to that entity (i.e. Home or Branch). When a new **Primary Contact** is added to a Home or a Branch, the current primary contact will be automatically ceased/end dated.

Where the Point of Contact is located in a home or branch, the cease button will only be visible if the home or branch is in the following status:

- **Active (Home)**
- **Operational (Branch)**

6.2.5.1 Ceasing a single Point of Contact role

Below outlines the process for ceasing a single role of a Point of Contact:

1. Go to the **Responsible persons and contacts** table using one of the navigation steps set out in the [6.1 View Responsible Persons and Contacts](#).
2. Select **View position details** on the contact to cease the Point of Contact role. This will navigate to the **Position details** page of the contact.

The screenshot shows a web interface for managing contacts. At the top, there are tabs for 'All', 'Residential care homes', and 'Branches'. Below this is a notification box titled 'Changing responsible person details?'. The main section is titled 'Key contact' and features 'Emily Thompson' with ID 'CON-12345'. Below that is a section 'All responsible persons and points of contact' with a '+ Add new point of contact' button. A search bar for 'Contact ID or name' is highlighted with a red box. To its right is a 'Role status' dropdown menu set to 'Active', with 'Clear filters' and 'Apply filters' buttons. Below the search bar is a table with the following data:

Contact ID	Contact name ↑	Responsible person	Point of contact	Role status
CON-12398	Benjamin Collins	✓	✓	Active
CON-12340	Charlotte Hayes		✓	Active

A red box highlights the 'View personnel profile' button located at the end of the row for Charlotte Hayes.

3. Under the **Contact purpose** section of the person's **Position details** page, select the **Cease** button.

Emily Grace Thompson (CON-12345)

Point of contact information

Entity ID	ARCH-1234
Entity name	Ashton Aged Care
Association ID	CRL-23456
Position	Director
Primary phone number	0412345678
Alternate phone number	0412345670
Email address	emilythompson1999@email.com

 Edit

Contact purpose

Contact purpose	Emergency contact
Start date	1/1/2024
End date	-

Cease

4. A new window will display to allow the user to enter a cessation date for the selected role. The following system rules apply to this date field:
 - The end date can be a past, present, or future date.
 - The role end date cannot be prior to the role start date.
 - The role end date can be the same as the role start date.
 - The role end date must be entered in order to cease the role.

Cessation of Emily Grace Thompson

You are ceasing Emily Grace Thompson as the emergency contact at Ashton Aged Care (ARCH-1234), LOT 131, ACCEDENS RISE, BAKERS HILL, WA, 6562.

When you save this action, this point of contact role will cease. You will no longer be able to update this record.

If the cessation date is set to a future date, the role will be considered active until that date is reached.

* Cessation date

11/12/2025

Grant-funded provider

If your organisation is a grant-funded provider, updating this information will not update the contact recorded within your contract. You will need to contact your contract manager to update these details.

Cancel

Save

5. Select **Save** to complete the change. Alternatively, select **cancel** to return to the Position details page.

The user will see a confirmation message displayed on screen when the cessation is successful, confirming that the **Record saved successfully**.



6.2.5.2 Ceasing multiple Point of Contact roles

Within the **Personnel profile** page, **Role details** tab, users with appropriate access can cease multiple Point of Contact records.

1. Select the **Cease multiple roles** button to initiate the cessation

Entity ID	Entity name	Position	Contact Purpose	Start date	End date	Role status
-----------	-------------	----------	-----------------	------------	----------	-------------

2. Enter the **End date** in the field provided and select **Next**

End date for roles

* End date

Cancel Next

3. Select the checkbox of the roles that require cessation and select **Next**

End date: 12/3/2026

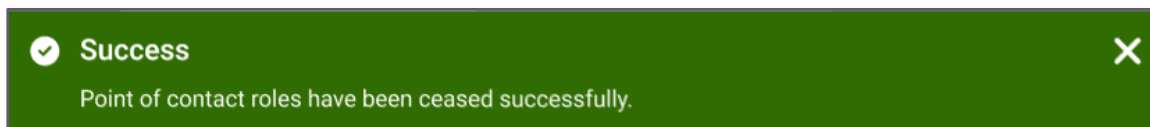
<input type="checkbox"/>	Integration ID	Contact purpose	Entity ID	Entity name	Type	Start date	End date
<input type="checkbox"/>	CRL-12343	Finance Contact	ARCH-1234	Abc aged care	Residential care home	1/1/2024	1/1/2026
<input type="checkbox"/>	CRL-12342	Emergency Contact	ARCH-1234	Ashton aged care	Residential care home	12/1/2024	
<input type="checkbox"/>	CRL-12341	Primary Contact	PRV-1234	Bupa	Registered provider	21/2/2024	
<input type="checkbox"/>	CRL-12344	Primary Contact	ARCH-9023	Benly aged care	Residential care home	1/11/2024	
<input type="checkbox"/>	CRL-12345	Emergency Contact	ARCH-1237	Sunrise aged care	Residential care home	1/12/2024	21/2/2026

Showing 1 - 5 of 5 items

Previous Next

4. Review the information on the **Summary** page and select **Save**

The user will see a confirmation message displayed on screen when the cessation is successful, confirming that the **Point of Contact roles have been ceased successfully**.



6.3 Responsible Persons

6.3.1 What is a Responsible Person?

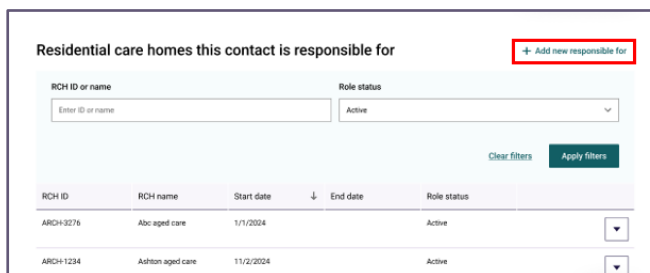
A Responsible Person is someone who is in charge of or has a significant influence over the work of a provider. It also includes someone who has day-to-day responsibility for the provider's operations.

To add/remove a Responsible Person, or to notify of a change in the suitability of a Responsible Person, users are required to notify the Aged Care Quality and Safety Commission. More information can be found on the [Commissions website](#).

6.3.2 Add Responsible Person to Residential Care Home

Users can add Responsible Persons to Residential Care Homes from the **Role details** tab on the **Personnel profile** page or from the **Contacts** tab in the **Residential Care Homes details** page.

1. Select the **+ Add new responsible for** button

The screenshot shows a web interface titled "Residential care homes this contact is responsible for". At the top right, there is a red-bordered button labeled "+ Add new responsible for". Below the title, there are two input fields: "RCH ID or name" with a placeholder "Enter ID or name" and "Role status" with a dropdown menu currently set to "Active". Below these fields are "Clear filters" and "Apply filters" buttons. A table below displays a list of Residential Care Homes (RCHs) with columns for RCH ID, RCH name, Start date, End date, and Role status. The table contains two rows: one for "ABC aged care" (RCH ID: ARCH3276, Start date: 1/1/2024) and one for "Adston aged care" (RCH ID: ARCH1234, Start date: 11/2/2024). Both rows have "Active" in the Role status column and a dropdown arrow on the right side of each row. data-bbox="118 642 527 763"/>

2. On the **Add new responsible for** page, enter the name of the RCH/s the contact is responsible for in the search field

3. From the drop down, select the appropriate RCHs

Add new responsible for

Mission Aged Care Australia Provider ID: PRV-12345 (Registered) ABN: 12 345 678 901

Emily Grace Thompson (CON-12345)
Residential care homes this contact is responsible for

Search for residential care homes by name or ID. Select from the list to assign a responsible for to the residential care home/s.

* Search and select residential care homes

A

Select all

Airview Aged Care (ARCH-6446)

ABC Aged Care (ARCH-1245)

Albury Residential Care (ARCH-6456)

Ashton Health Care (ARCH-1234)

4. Select Next.

Add new responsible for

Mission Aged Care Australia Provider ID: PRV-12345 (Registered) ABN: 12 345 678 901

Emily Grace Thompson (CON-12345)
Residential care homes this contact is responsible for

Search for residential care homes by name or ID. Select from the list to assign a responsible for to the residential care home/s.

* Search and select residential care homes

Enter RCH ID or name

Selected entities:

ABC Aged Care (ARCH-1245) X Ashton Aged Care (ARCH-1234) X

Cancel Previous **Next**

5. Enter the date the contact became responsible for each RCH and select Next

Add new responsible for

Mission Aged Care Australia Provider ID: PRV-12345 (Registered) ABN: 12 345 678 901

Emily Grace Thompson (CON-12345)

Add details

ABC Aged Care (ARCH-1245)

* Date this contact becomes responsible for

16/10/2023

Ashton Health Care (ARCH-1234)

* Date this contact becomes responsible for

23/2/2026

Cancel

Sun	Mon	Tue	Wed	Thu	Fri	Sat
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31	1	2	3	4

Today

6. Review the details and select Save

Add new responsible for

Mission Aged Care Australia Provider ID: PRV-12345 (Registered) ABN: 12 345 678 901

Emily Grace Thompson (CON-12345)

Review details for residential care homes

ABC Aged Care (ARCH-1245)

Date this contact becomes responsible for 12/3/2026

Ashton Health Care (ARCH-1234)

Date this contact becomes responsible for 12/3/2026

Cancel Previous **Save**

Once saved, a success banner will appear, notifying the user the **Responsible for was added successfully**.



6.3.3 Edit Personal details for a Responsible Person

1. Proceed to the Responsible persons and contacts table using one of the navigation steps set out in [6.1 View Responsible Persons and Contacts](#).
2. Select **View personnel profile** on the relevant Responsible Person, this will navigate to the **Personal details** page of the selected contact.
3. Select the **Edit personal details** button in the Personal details screen.

Personal details

Only the most recent former name is shown here. Additional former names may exist but are not displayed here.

Title	Most Reverend
Full name	Adan Avalos Villarreal ed
Preferred name	-
Date of birth	04/07/1968
Most recent former name	-

Edit personal details

4. A new window will display allowing users to update the required information.

The following fields can be edited for a Responsible Person

- Preferred name

5. Once changes have been made, review the **Declaration** to confirm via a tick box that the user has obtained the personnel's consent for their details to be disclosed to the Department.
6. The user cannot proceed if they do not tick 'I agree' in the **Declaration** box.
7. Select **Save** to complete the change. Alternatively, select **Cancel** to return to the Profile page.

Edit personal details

* Title

* First name

Second name

* Last name

Preferred name

Date of birth

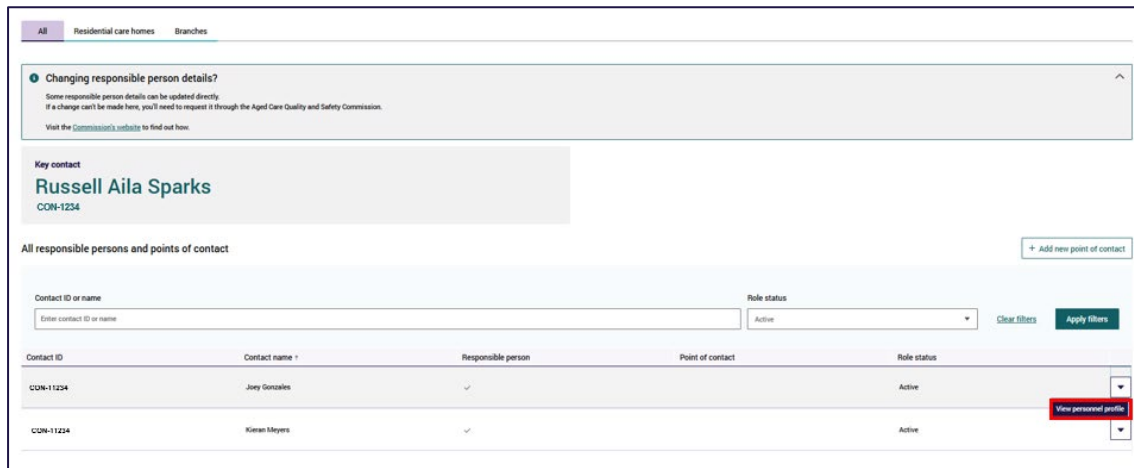
* Declaration
By ticking the box, you confirm the individual consents to the disclosure of their details to the Australian Government, and they have been advised to review the [Notice of Collection](#) to understand how their personal information is used and how their information will be protected in accordance with our privacy policies and the Privacy Act 1988 (Cth).

I agree

6.3.4 Updating Position details for a Responsible Person

To update the **Position details** of a Responsible Person, users with appropriate access can this themselves via the **Manage Your Organisation** tile in GPMS using the below steps:

1. Proceed to the Responsible Persons and Points of Contact table in the Responsible Persons and Points of Contact tile
2. Select View personnel profile on the relevant contact, this will navigate to the Personal details page of the selected contact.



3. Select the **Role Details** tab at the top of the personal details page
4. Scroll down until you reach the **Responsible person roles** section of the table
5. Select the drop down next to the Point of Contact role and select **View position details**



6. Select **Edit** under the Responsible Person information table

Responsible person information	
Association ID	CRL-1234
Principal purpose	• Responsible for executive decisions
Job role	-
Position	Jr.
Primary phone number	-
Alternate phone number	-
Email address	-
Start date	01/07/2004
End date	
Role status	Active
Days available	
Time from	
Time to	
Time zone	-
Contact availability notes	-
Edit	

A new screen will display.

Edit responsible person information

* Primary phone number

Alternate phone number

* Email address

* Days available

* Time from

* Time to

* Time zone

Contact availability notes

7. Update the required fields

Several fields on the **Add personal details** page are required fields and are marked with an asterisk, including:

- **Primary phone number**
- **Email address**
- **Days available**
- **Time from**
- **Time to**
- **Time zone**

The user may also wish to include an alternate phone number and additional contact availability notes.

8. Select the check box to accept the declaration

9. Select **Save**

*** 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

Note:

To update all other details relating to Responsible Persons, users are required to complete the Responsible Person details update form available on the Commissions [website](#).

7 Associated Providers

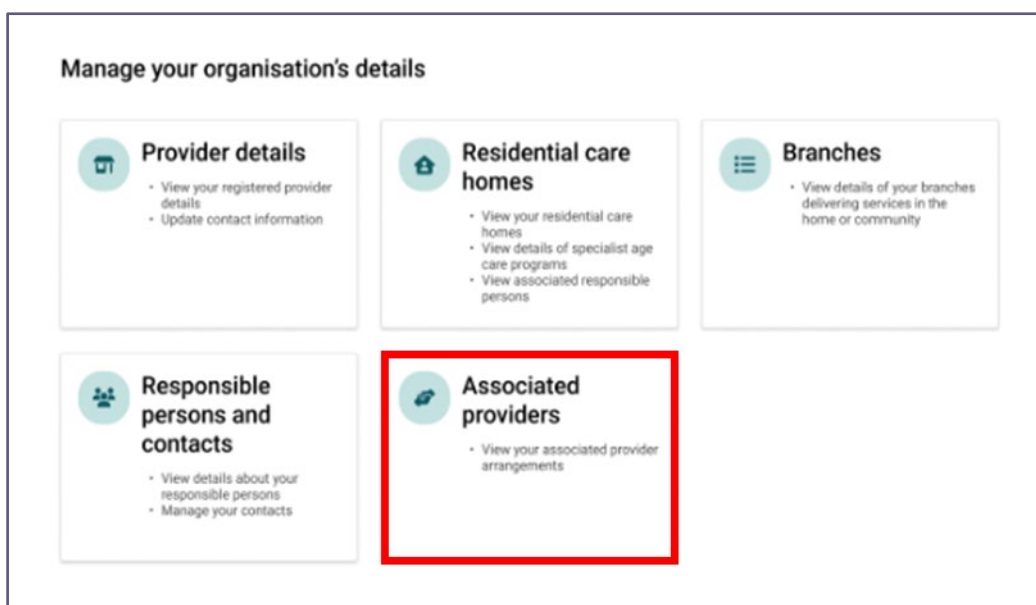
Authorised users can view a list of all associated providers associated to their registered provider via the **Associated Provider** tile.

Users can also view the details held on each associated provider via the **Associated provider Details** page.

Users with organisation level access can view and select the Associated Provider tile. Home or Branch level users will not see this tile on the **Manage Your Organisation's Details** page.

7.1 View Associated provider Arrangements

From the Manage your organisation landing page, select the **Associated Provider** tile to view the associated provider arrangements associated with the organisation.



7.1.1 Search and Filter

1. Users can search for an associated provider by **Associated provider ID**, **Name** or filter by **Service types** or **Status** and select **Apply Filters** button.

The table's default view is **active** associated provider arrangements; however, a user can view inactive association by updating the status filter.

- Users can sort this table alphabetically by hovering the mouse pointer over the column headers.
- Clear filters** can be selected to return to the default view of the list.

Associated provider ID	Associated provider name	Service types	Status	
APRV-12341	Aged care clinical	Domestic assistance, Meals	Active	▼
APRV-12342	Australian transition care	Transport	Active	▼
APRV-12343	Australian billing management	Nursing care	Active	View associated provider details

7.2 View Associated provider details

By selecting the **View associated provider details** drop down for a selected record in the table, users can view information regarding the selected associated provider, including:

- Basic details – this is information about the Associated provider arrangement including:
 - Associated provider ID – this is their organisation’s record ID, assigned by the Department
 - Associated provider name – this is their organisation’s name
 - ABN
 - Registered to provide aged care – this indicates if the associated provider is also a Registered Provider in their own right. This will be **Yes** or **No**

Information held about an associated provider arrangement is provided by the Registered Provider, when they notify the Commission about the arrangements they have in place.

- Association details – this is information about the arrangements that the Registered Provider has with the Associated provider including:
 - Association ID
 - Status
 - Service types – these services align with the services provided under the Home Care Program
 - Association start date – the date the arrangement commenced with the Registered Provider.

- Association end / review date – the date that the contract/agreement is to cease. If the contact/agreement has a renewal date rather than an end date, this will be the date the contract/agreement is intended to be renewed.

To edit any of the details displayed on this page, the user is required to notify the Commission formally. More information on this can be found on the Commission's [website](#).