Appendix 1 – Accessing the GPMS

Before you login:

1. Access will have been granted to the user nominated in March 2025. This user must first access the GPMS system before additional users can be added.
2. We recommend assigning three admin users with access to the GPMS system.
   Note: Admin users are not required to be responsible persons.
3. The nominated email address must match the current business email address listed in RAM.
4. If you are unable to access GPMS due to mismatched email addresses, or if you are unsure who was originally granted access, please refer to Appendix 2.
5. To remove users from your portal, please email your relevant Funding Arrangement manager to request this change made.

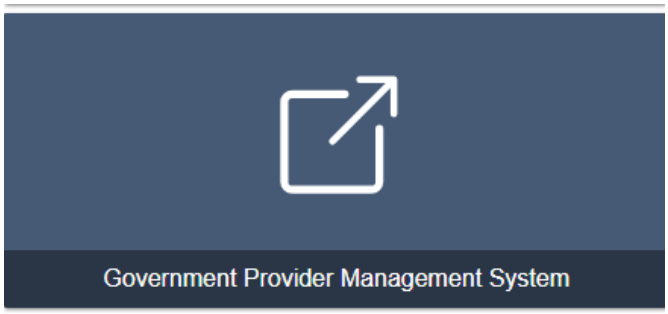
Accessing the GPMS:

You can access the GPMS directly through the link below:

Government Provider Management System | Australian Government Department of Health, Disability and Ageing

OR

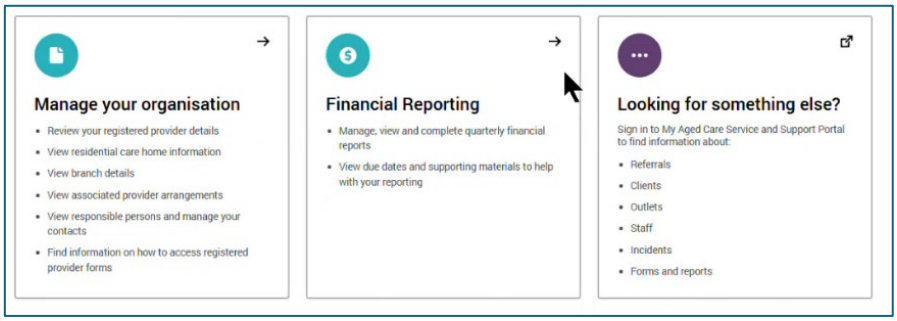
You can access the GPMS through your My Aged Care portal, see below tile:



You will then follow below steps to login to the GPMS system.

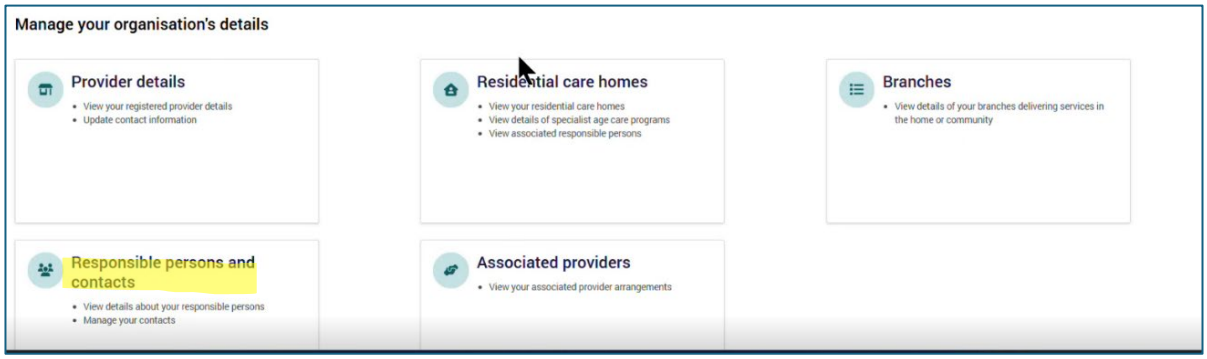
1. To login – Log into GPMS - Registered Provider

2. Select **'Manage Users'** in the top right corner, this will display a list of users within your organization who are currently registered in GPMS.
3. To add a new portal user to GPMS, the existing GPMS user will select **'Add a new portal user'** at the top of the page**.** Once you are on the users screen, scroll down to the bottom of the page and select **'Add a new individual as portal user'.** From here, you will need to fill in required details about the user and provide access to 'Organization Admin'.
4. Once a new user has been added to the GPMS, they will receive an email containing a unique access code, via their nominated email address. This code will be required to login to GPMS.
5. The original user will then need to assign this user roles, right click on the relevant user and select **'Manage User Roles'** then click the downward arrow next to the users name. This will allow you to assign the required access roles.
    a. Users will not receive access until roles have been assigned under both the Organization and Provider sections (located on the left hand side)
    b. Require access under **Organisation:**
        i. Organisation Admin
    c. Required access under **Provider:**
        i. Organisation Admin
        ii. Provider Staff
        iii. Financial reporting submission
6. Once all above steps have been completed, you will be signed out of the GPMS and prompted to sign in again. Your homepage should now appear as below:



7. Select **'Manage your organisation'** to view your current service information. If any details require updating, you will need to submit a *Change in Circumstance* form (appendix 3)

8. From this screen, select 'Responsible persons and contacts' to add or update your key contacts. Your responsible persons will also appear here once all require forms have been submitted and approved by ACQSC. To find these forms follow this link: https://www.agedcarequality.gov.au/providers/provider-registration/applications-requests-and-notifications?utm_source=chatgpt.com



9. Within the 'Responsible persons and contacts' tab you will see all responsible persons and key contacts listed.
    a. To remove a 'key contact' you will need to contact your Funding Arrangement Manager (FAM) and request the contact be removed.
    b. To remove a 'responsible person' you will need to complete a 'Remove a responsible person form' – see Appendix 3 for instructions.
10. To identify who is a responsible person and who is a key contact, once you are in the **'Responsible person and contacts'** tab you will note that there are ticks next to the persons names.

The below person is a **'contact' only'.**

Contact ID	Contact name	Responsible person	Point of contact	Role status
CON-60654	[redacted]		✓	Active