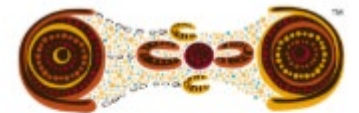


Navigating the MAC and GPMS Portal systems

Date: 14th April 2026



NINTONE LIMITED



CDCS
Culturally Directed Care Solutions

Acknowledgement of Country



We acknowledge Aboriginal and/or Torres Strait Islander Peoples as the Traditional Custodians of our land and its waters. Ninti One and CDCS wish to pay respects to Elders, past and present, and to the youth, for the future. We extend this to all Aboriginal and/or Torres Strait Islander people joining us online today.

The terms 'Aboriginal and/or Torres Strait Islander', 'Aboriginal', 'Indigenous' and 'First Nations' may be used interchangeably. Through the use of these terminologies, we seek to acknowledge and honour diversity, shared knowledge and experiences as well as the right of stakeholders to define their own identities.

Navigating the MAC and GPMS portal systems

Part of being in aged care is complying with the registration of clients and reporting to the government.

The MAC and GPMS systems are the portals that contain client, service, financial and compliance information.

Having good knowledge of where to find and report on these portals is important to ensuring full compliance with the aged care act and rules.

This webinar goes through the areas of MAC and GMPS and details the areas that must be maintained as an aged care provider.

Getting Access to MAC and GPMS portals

 Service referrals	 Find a client	 Review requests	 Tasks and notifications
	0101_ Retrieve a referral code	 Residential care	 My Aged Care interactions
 Staff administration	 Reports and documents	 Outlet administration	 SIRS Notice
 Government Provider Management System			

The Sequence for working through MAC

- Outlet Administration
- Staff Administration
- SIRS Reporting
- Staff Administration
- Incoming Referrals
- Retrieve a Referral Code
- Find a Client
- Review Requests
- Tasks and Notifications
- My Aged Care Interactions
- Reports and Documents
- Residential Care
- GPMS

Navigating the MAC and GPMS portal systems



Outlet Administration

About

Contact details

Support at Home organisation pricing

Make changes to Support at Home service pricing across all managed outlets

Organisation philosophy

Cultural specialisations ?

Anglo-Indian, Australian, Australian Aboriginal, Greek, Italian

Religious specialisations ?

Anglican, Baptist, Buddhism, Catholic, Churches of Christ, Eastern Orthodox, Hinduism, Islam, Jehovah's Witnesses, Judaism, Letter-day Saints, Lutheran, Oriental Orthodox, Other Christian, Other Protestant, Pentecostal, Presbyterian and Reformed, Salvation Army, Seventh day Adventist, Uniting Church

Outlets (2)

ADD NEW OUTLET

The Person set as the Administrator

Outlet ID:

Contact:

Phone:

Email:

Website:

Verified Specialisations(s):

✓ Active

Getting access to MAC and GPMS portals

The Administrator is someone who is registered in the RAM (Relationship Authorisation Manager) as either Responsible Authority or Principal Authority.

Changes to authority need to be made at the following web address:

<https://info.authorisationmanager.gov.au/manage-authorisations/renew-an-authorisation#ram-Renewarepresentativesauthorisation>

Getting access to MAC and GPMS portals

Then in the Service Administration you will find the following:

- Organisation's Philosophy
- Access to the Service Items – Across all the different programs

Address



Organisation philosophy

Cultural specialisations

Anglo-Indian, Australian, Australian Aboriginal, Greek, Italian

Religious specialisations

Anglican, Baptist, Buddhism, Catholic, Churches of Christ, Eastern Orthodox, Hinduism, Islam, Jehovah's Witnesses, Judaism, Latter-day Saints, Lutheran, Oriental Orthodox, Other Christian, Other Protestant, Pentecostal, Presbyterian and Reformed, Salvation Army, Seventh-day Adventist, Uniting Church

Contact Details

Name:

Phone:

Fax:

Email:

Website:



Support at Home pricing

Support at Home pricing URL: <https://www.valleyview.org.au>

ADD ACFI CONTACT

Current Specialisation Verific



Changes to Specialisation Verification

We are changing the way providers apply for and Support Portal. There is a new applica

MANAGE VERIFICATIONS

VIEW SERVICE ITEMS



View Service Items

[Commonwealth Home Support Programme](#)[Flexible Aged Care Programme](#)[Residential Care](#)[Support at Home](#)

Filter by

Status

Operational

Service type availability

[ADVANCED SEARCH](#)[CLEAR FILTERS](#)

status is Operational

[FILTER](#)[CLEAR](#)

Support at Home

NAPS Service ID: XXXXXXXXXX

Assistive technology

 See service types

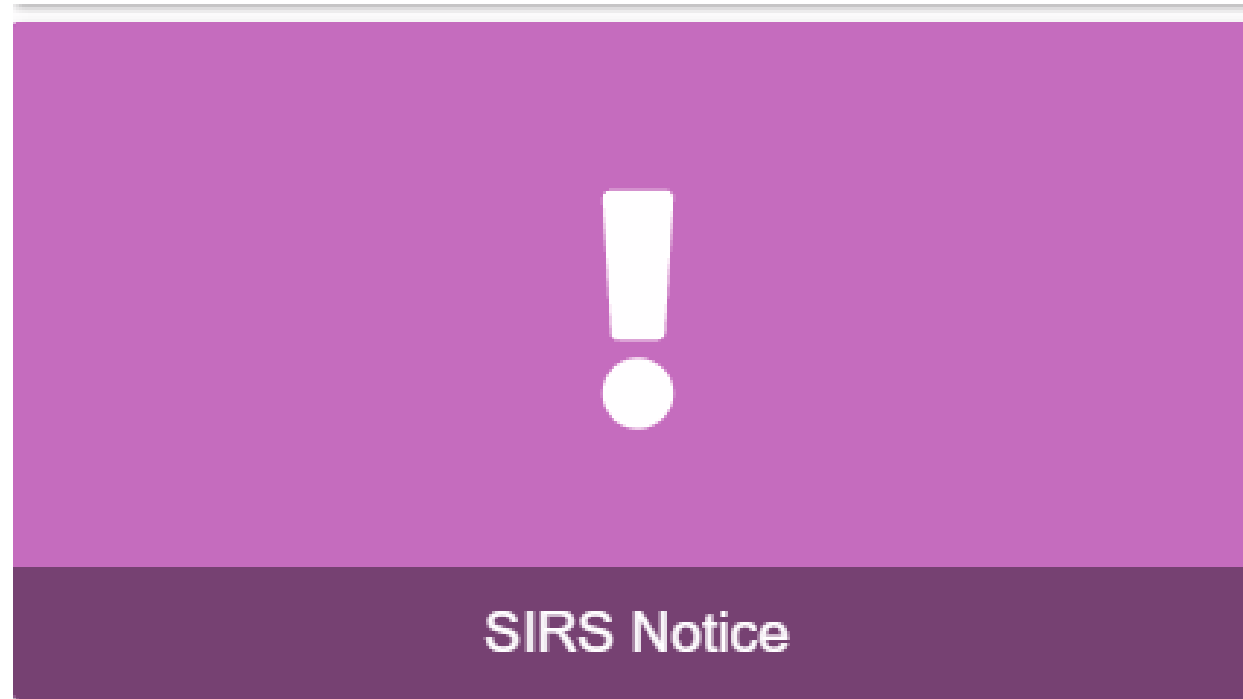
Home modifications

 See service types

Home support

 See service types

Navigating the MAC and GPMS portal systems



Navigating the MAC and GPMS portal systems



Submit new notice



View and update existing notices



Help and information



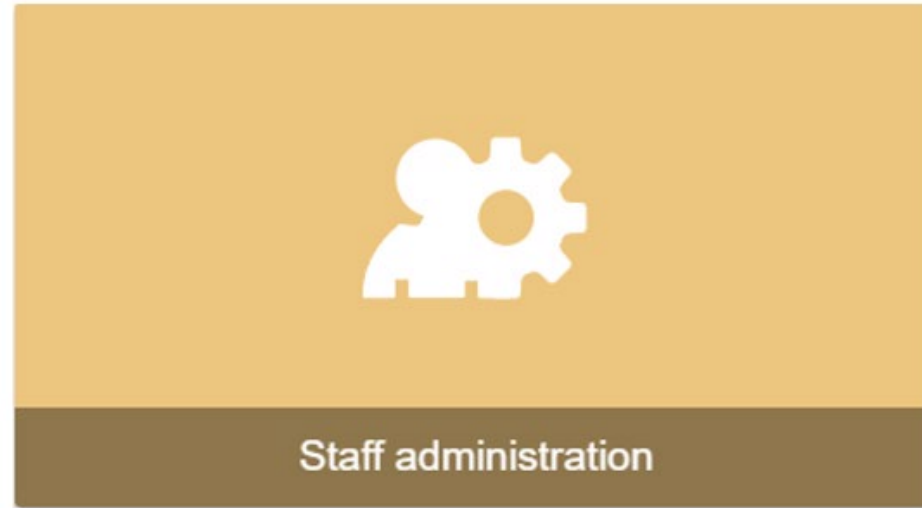
Follow ups

Getting access to MAC and GPMS portals

SIRS

- Fill in the details under submit the notice.
- Review any previous ones or update notices.
- Follow ups are from the Commission who may ask for more information.

Navigating the MAC and GPMS portal systems



Roles

- FNR Form Submission
- ACFI Contact
- Administrator
- SIRS
- Staff Member
- Team Leader

Getting access to MAC and GPMS portals

Staff Administration

This is where you give authorisation to different staff to access to the system based on their credentials.

They must have a valid myID and an email address that is not tied to their work email

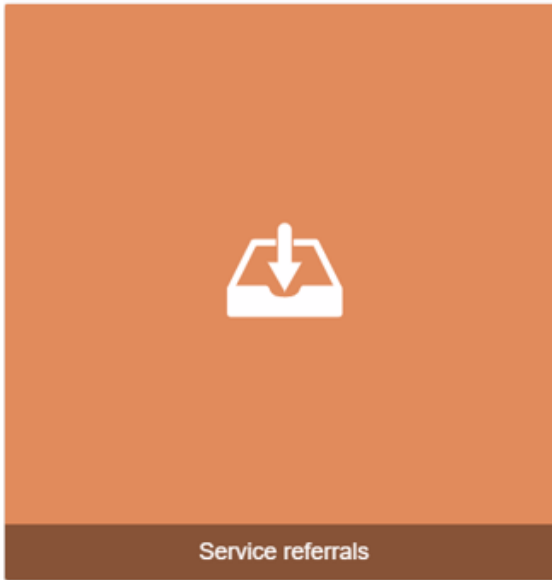
Then allocate the areas they will be able to complete in MAC

Access is often difficult to get initially and phone calls to the MAC Provider help line is the only way to get access

Phone 1800836799

Put aside part of your day to get access

Navigating the MAC and GPMS systems



Incoming referrals

Incoming referrals

Waitlist

Accepted services pending

Services in place

Referral history

Navigating the MAC and GPMS systems

Waitlist

- Incoming referrals
- Waitlist**
- Accepted services pending
- Services in place
- Referral history

-  CARD
-  LIST

Filter by



Last name	First name	Aged care user ID	Referred date	Waitlisted date	Referred for	Recommended start date	Priority
-----------	------------	-------------------	---------------	-----------------	--------------	------------------------	----------

No records returned

Navigating the MAC and GPMS systems



Accepted services pending

Incoming referrals

Waitlist

Accepted services pending

Services in place

Referral history

CARD

LIST

Filter by



1 to 1 out of 1 matching result

Last name

First name

Aged care user ID

Accepted date

Referred date

Referred for

Recommended start date

Priority

Navigating the MAC and GPMS systems



Services in place

Incoming referrals

Waitlist

Accepted services pending

Services in place

Referral history

All fields marked with an asterisk (*) are required.

Filter by

Last name

First name

Aged Care user ID

Outlet *

ADVANCED SEARCH

CLEAR FILTERS

FILTER

CLEAR

Navigating the MAC and GPMS systems



Referral history

Incoming referrals

Waitlist

Accepted services pending

Services in place

Referral history

Filter by

Last name

First name

Aged Care user ID

ADVANCED SEARCH

CLEAR FILTERS

Referred date is after 13 April 2025

FILTER

CLEAR

Navigating the MAC and GPMS systems

Due date	Referred date	Referred for
05 May 2020	21 Apr 2020	Residential Respite Low Care, 4619
17 Mar 2021	09 Feb 2021	Residential Respite Low Care, 4619
22 Jun 2021	17 May 2021	Residential Respite Low Care, 4619
22 Oct 2021	16 Sep 2021	Residential Permanent, 4619
06 Apr 2022	23 Mar 2022	Residential Permanent, 4619
15 Jun 2022	10 May 2022	Residential Respite High Care, 4619

0101_

Retrieve a referral code

Navigating the MAC and GPMS systems

Retrieve referral code

All fields marked with an asterisk (*) are required.

Referral code: *

RETRIEVE REFERRAL

CANCEL



Find a client

Navigating the MAC and GPMS systems



Find a client

Search by

Last name

First name

Aged Care user ID

ADVANCED SEARCH

CLEAR FILTERS

SEARCH

CLEAR

Getting access to MAC and GPMS portals

Referrals and Requests

You need to have the referral code OR.

The Aged Care user ID to bring up a client/resident.



Current requests

Current requests Request history

CARD LIST

Filter by 

Last name	First name	Aged care user ID	Locality	Request date	Requested action date	Status	Requested by
-----------	------------	-------------------	----------	--------------	-----------------------	--------	--------------

Navigating the MAC and GPMS systems



Request history

Current requests

Request history

Filter by

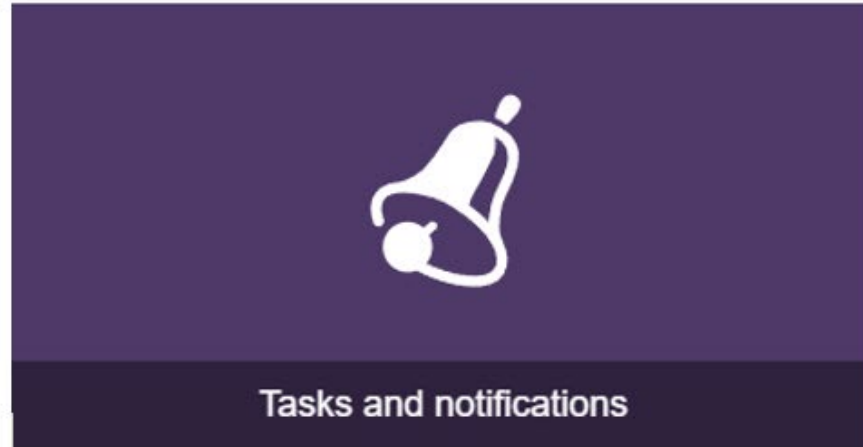
Last name

First name

Aged Care user ID

ADVANCED SEARCH

CLEAR FILTERS



Tasks and notifications

Tasks

Notifications

Manage Preferences

Maximum wait times

All fields marked with an asterisk (*) are required.

Filter by

Last name

First name

Aged Care user ID

ADVANCED SEARCH

CLEAR FILTERS

Due date is after 19 September 2025

FILTER

CLEAR



Please select the outlet to view the tasks.



Navigating the MAC and GPMS systems

Tasks and notifications

Tasks Notifications Manage Preferences Maximum wait times

All fields marked with an asterisk (*) are required.

Filter by


Last name First name Aged Care user ID

ADVANCED SEARCH CLEAR FILTERS

Date received is after 13 October 2025

FILTER CLEAR

Outlet: *

 Please select the outlet to view the notifications.

Navigating the MAC and GPMS systems



Tasks and notifications

Tasks Notifications **Manage Preferences** Maximum wait times

[Redacted]

Email notification preferences for this Outlet are:

ON [?](#)

Tasks are CUSTOMISED

Emails are being sent to [Redacted]

[CHANGE PREFERENCES](#)

[Redacted]

Email notification preferences for this Outlet are:

ON [?](#)

Tasks are CUSTOMISED

Notifications are CUSTOMISED

Emails are being sent to [Redacted]

[CHANGE PREFERENCES](#)

Navigating the MAC and GPMS systems

All fields marked with an asterisk (*) are required.

Receive emails for new tasks and notifications (?)

Yes No

Send email to: *

Send emails: (?) ▼

Show notifications in the portal? (?)

Yes No

[RESET PREFERENCES](#) (?)

Getting access to MAC and GPMS portals

ACFI

Care Minutes

Client Correspondence

Client Services

End-of-Life Service

Organisation Administration

Palliative Entry Support

Quality Indicators

Referrals

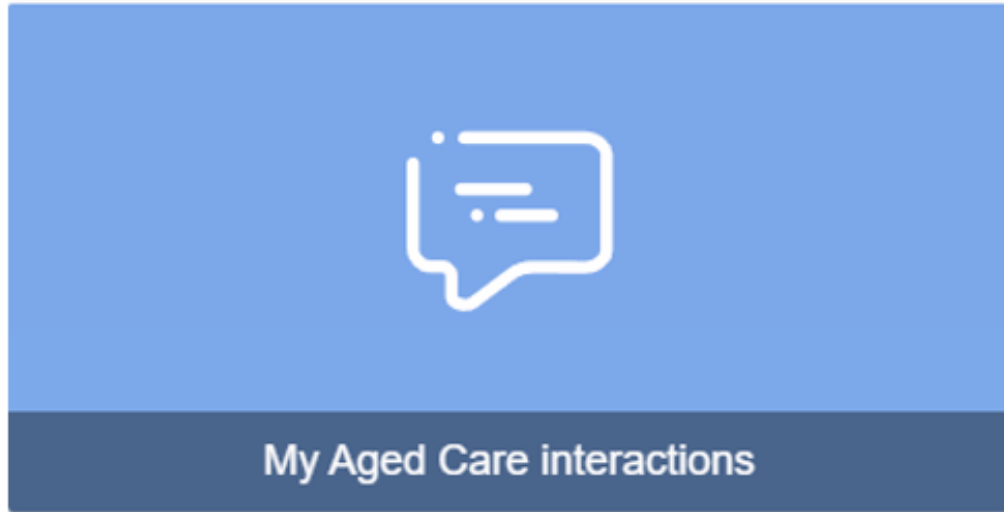
Revoke after acceptance

RFA Classification

Specialisation Verification

Tasks & Notifications

Manage Preferences:



My Aged Care interactions

View Interaction:

Show All



Date Created 19/09/2025

From:

To:



20/03/2026



GO

No interactions found at this time.

Navigating the MAC and GPMS systems



My Aged Care interactions

View Interaction:

Show All



Date Created 13/10/2025

From:



To:

13/04/2026



GO

All dates and times are in Australian Eastern Standard Time (AEST)

Call - Inbound Service Provider:

General Enquiry (ID: 2-166094588106)

Call outcome: Cold Transfer



Show more

Call - Inbound Service Provider:

General Enquiry (ID: 2-166084458189)

Call outcome: Cold Transfer



Show more

Call - Inbound Service Provider:

General Enquiry (ID: 2-166084472295)

Call outcome: Cold Transfer



Show more



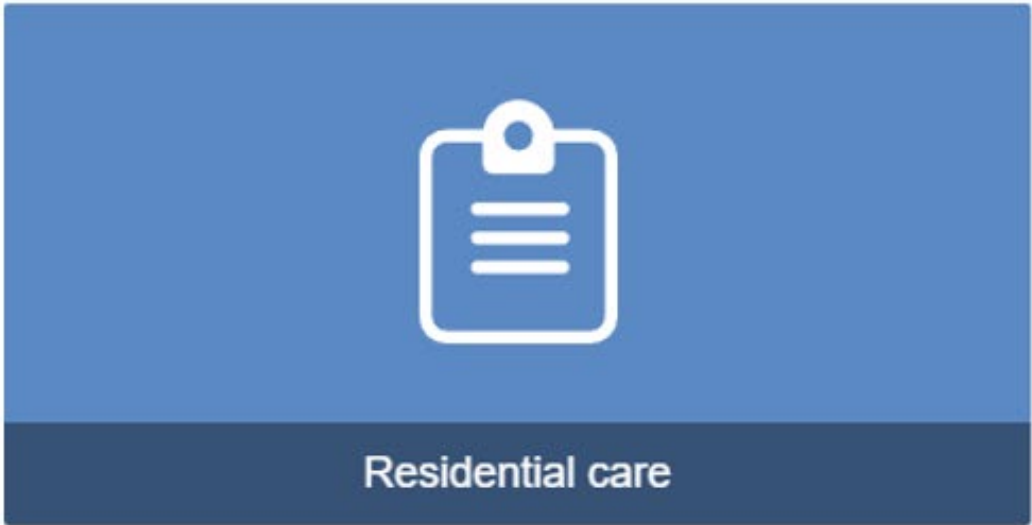
Reports and documents

My Reports

Name	Requested Date	Status
No Records found		

Reports List

Name	Description	Formats
SAH-001 Support at Home Pricing Status		Pdf, Csv, Excel
BIP ACO Review pricing information - Home Care Service Items Report		PDF
Service Provider Workload Management		PDF



- Care recipients
- Requests
- Palliative Care

- CARD
- LIST

Filter by ↻

Navigating the MAC and GPMS systems



Government Provider Management System



Government Provider
Management System

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](#)



Manage your organisation

- Review your registered provider details
- View residential care home information
- View branch details
- View associated provider arrangements
- View responsible persons and manage your contacts
- Find information on how to access registered provider forms



Quality Indicators

- Set up your QI targets
- Enter and submit your QI data
- Access your QI reports

Reporting



Performance and Star Ratings

- View your Star Ratings
- View your Quality Standards
- View your regulatory decisions



Financial reporting

- Manage, view and complete quarterly financial reports
- View due dates and supporting materials to help you with your reporting

Navigating the MAC and GPMS systems



24/7 registered nurse reporting

- Report on registered nurse attendance
- View current and historical submissions



Provider Operations reporting

- View supporting materials to help you
- View your Finance and Operations Publication Preview





Manage your organisation



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

Navigating the MAC and GPMS systems



Government Provider
Management System

GPMS Registered Provider Portal

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

You can:

- view and maintain information about your organisation
- submit and edit registered provider reporting for:
 - 24/7 Registered Nurse (RN) report
 - Quarterly Financial Report (QFR) (from Q2 2025-26 onwards)
 - Quality Indicator (QI) Program data (from Q2 2025-26 onwards).

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

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



Financial reporting

- Manage, view and complete quarterly financial reports
- View due dates and supporting materials to help you with your reporting



Provider operations reporting

- Manage, view and complete provider operations reports
- View due dates and supporting materials to help you with your reporting
- View your Finance and Operations Publication Preview



Quality Indicators

- Set up your QI targets
- Enter and submit your QI data
- Access your QI reports



Reporting Assessments

- Upload information and documents for reporting assessments
- View on-site bookings



Looking for something else?

Sign in to My Aged Care service provider portal

- Referrals
- Clients
- Outlets
- Staff
- Incidents
- Forms & Reports

Submitting Changes in GPMS

- To make the following changes in GPMS there is a process to go through and forms need to be submitted. This is any changes made:
- Changes or an event that affects your suitability to be a registered provider
- Changes that affect the suitability of any of your responsible persons
- Changes in who your responsible persons are
- Significant changes to your organisation or governance arrangements
- Significant changes in the scale of the aged care services you provide
- Changes in the types of services you provide
- Specific changes to your associated providers
- Specific changes to an approved residential care home
- Specific financial and prudential matters

Submitting Changes in GPMS

- CIC-001-Change-In-Circumstances-Notification:
- Form for each as follows
- Changes or an event that affects your suitability to be a registered providers
- Changes that affect the suitability of any of your responsible persons
- Changes in who your responsible persons are
- Significant changes to your organisation or governance arrangements
- Significant changes in the scale of the aged care services you provide
- Changes in the types of services you provide
- Specific changes to your associated providers
- Specific changes to an approved residential care home
- Specific financial and prudential matters

Submitting Changes in GPMS

These can be found at:

[Notifying us of a change in circumstances | Aged Care Quality and Safety Commission](#)

Once the forms have been completed they need to be submitted through:

[Applications, requests and notifications | Aged Care Quality and Safety Commission](#)

Navigating the MAC and GPMS systems

