



Government Provider Management System

User Guide: Star Ratings

February 2025

Version 1.6

This Government Provider Management System (GPMS) User Guide provides Star Ratings reviewers, at both the organisation and service level, with guidance when accessing and viewing Star Ratings.

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1. Introduction

Star Ratings has been introduced for residential aged care homes across Australia to provide transparent and nationally consistent measurement of aged care quality, supporting:

- older people and their representatives to make more informed choices about their aged care
- provider engagement in improving the quality of services delivered to older people and their representatives
- government transparency and improvement of aged care at a system level.

1.1 Purpose

This User Guide has been designed to support Star Ratings reviewers (both at the organisational and service level) to:

- access the Star Ratings application
- view their relevant Star Rating/s.

1.2 Before proceeding

Please be advised of the following:

The Department of Health and Aged Care (the Department) will retain records of your access to GPMS and when prompted, you must accept the *GPMS Terms of Use* to be able to access the system.

Government Provider Management System Terms of Use

Click [here](#) to view terms of use

* Do you agree to terms of use?

Yes

No

Next

1.3 Login to the GPMS portal

To log into the GPMS portal please visit [Log In Using | Service Provider Portal](#).

Please refer to the [Logging in to the Aged Care Systems](#) for information about Accessing the GPMS portal.

2. Further information and support

Visit [Star Ratings for residential aged care | Australian Government Department of Health and Aged Care](#).

For more information on GPMS please refer to the [Government Provider Management System](#) webpage.

If you 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 service provider and assessor helpline on **1800 836 799**.

To use the National Relay Service, visit [About the National Relay Service \(NRS\) | Access Hub](#) or call **1800 555 660**.

To access sign language interpreting and captioning services through Deaf Connect, call **1300 773 803** or email interpreting@deafconnect.org.au.

3. Accessing Star Ratings

Star Ratings is accessed through the GPMS portal. The primary purpose of the Star Ratings application is to allow you to preview new ratings.

To access the Star Ratings application you will need to have either the Star Ratings reviewer (organisation level) or Star Ratings reviewer (service level) access role.

If you do not have this role you will need to discuss your need with your Organisation Administrator.

If you are an Organisation Administrator, you can assign yourself Star Ratings reviewer access.

For more information on how Organisation Administrators can assign themselves, or a team member access to the Star Ratings application refer to the [Government Provider Management System – User guide](#).

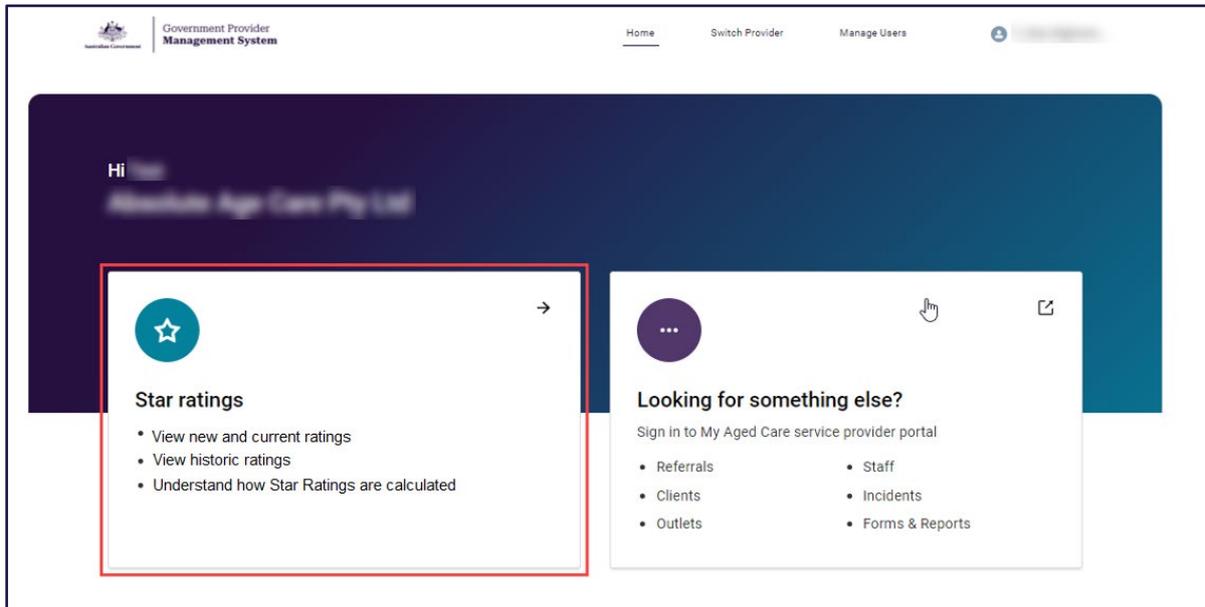
If you are not an Organisation Administrator at the time of being given Star Ratings reviewer access, you will receive a welcome email with the details of the GPMS portal URL and next steps.

Refer to the [Logging in to the Aged Care Systems](#) for information about accessing the GPMS portal.

4. Viewing Star Ratings

Once you are in the GPMS portal, you can access the Star Ratings application, by completing the following actions:

1. In the GPMS portal landing page, select the **Star Ratings** tile.

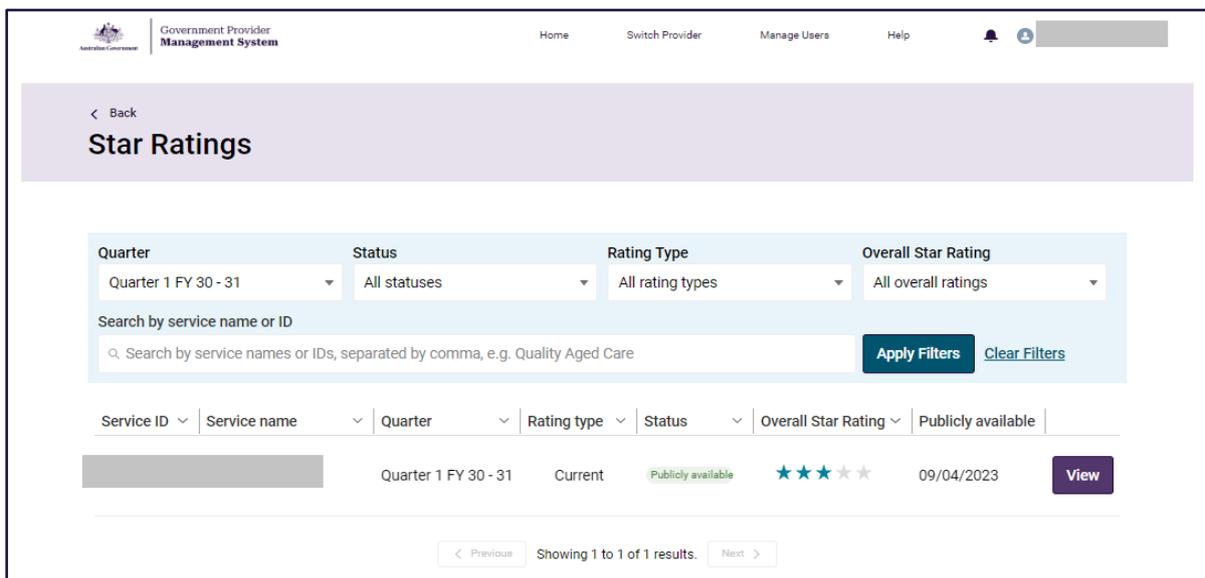


Please note:

Star Ratings reviewers require either the Star Ratings reviewer (organisation) or Star Ratings reviewer (service) access role.

If you cannot see the Star Ratings tile on the GPMS portal landing page, notify your Organisation Administrator for the matter to be resolved.

The Star Ratings screen will display the list of all services currently associated with your provider.



2. You can find the summary of the Star Ratings of each service on this page, or select **View** to find the breakdown of each sub-category of the rating.

The screenshot displays the 'Star Ratings' page in the Government Provider Management System. At the top, there is a navigation bar with links for Home, Switch Provider, Manage Users, and Help. Below this, a breadcrumb trail shows '< Back' and the page title 'Star Ratings'. The main content area features a filter section with dropdown menus for Quarter (Quarter 1 FY 30 - 31), Status (All statuses), Rating Type (All rating types), and Overall Star Rating (All overall ratings). A search bar is present with the placeholder text 'Search by service name or ID' and a search prompt 'Search by service names or IDs, separated by comma, e.g. Quality Aged Care'. There are 'Apply Filters' and 'Clear Filters' buttons. Below the filters is a table with the following columns: Service ID, Service name, Quarter, Rating type, Status, Overall Star Rating, and Publicly available. A single row is displayed with a 4-star rating (4 out of 5 stars) and a 'View' button. The 'Overall Star Rating' column and the 'View' button are highlighted with red boxes. At the bottom, there are navigation controls for 'Previous' and 'Next' and a status indicator 'Showing 1 to 1 of 1 results.'

You will be able to preview new ratings and see current and previous Star Ratings your service has received, including the Overall Star Rating and each sub-category rating.

Example of the Overall Star Rating.

Government Provider Management System | Home | Switch Provider | Manage Users | Help

< Back

Star Ratings

Quarter 2 FY 22 - 23

Publicly available

Need help?
If you have questions in relation to any of these ratings, please contact the My Aged Care service provider and assessor helpline on 1800 836 799. The helpline is open Monday to Friday between 8am-8pm and Saturday between 10am-2pm.

Overall Star Rating

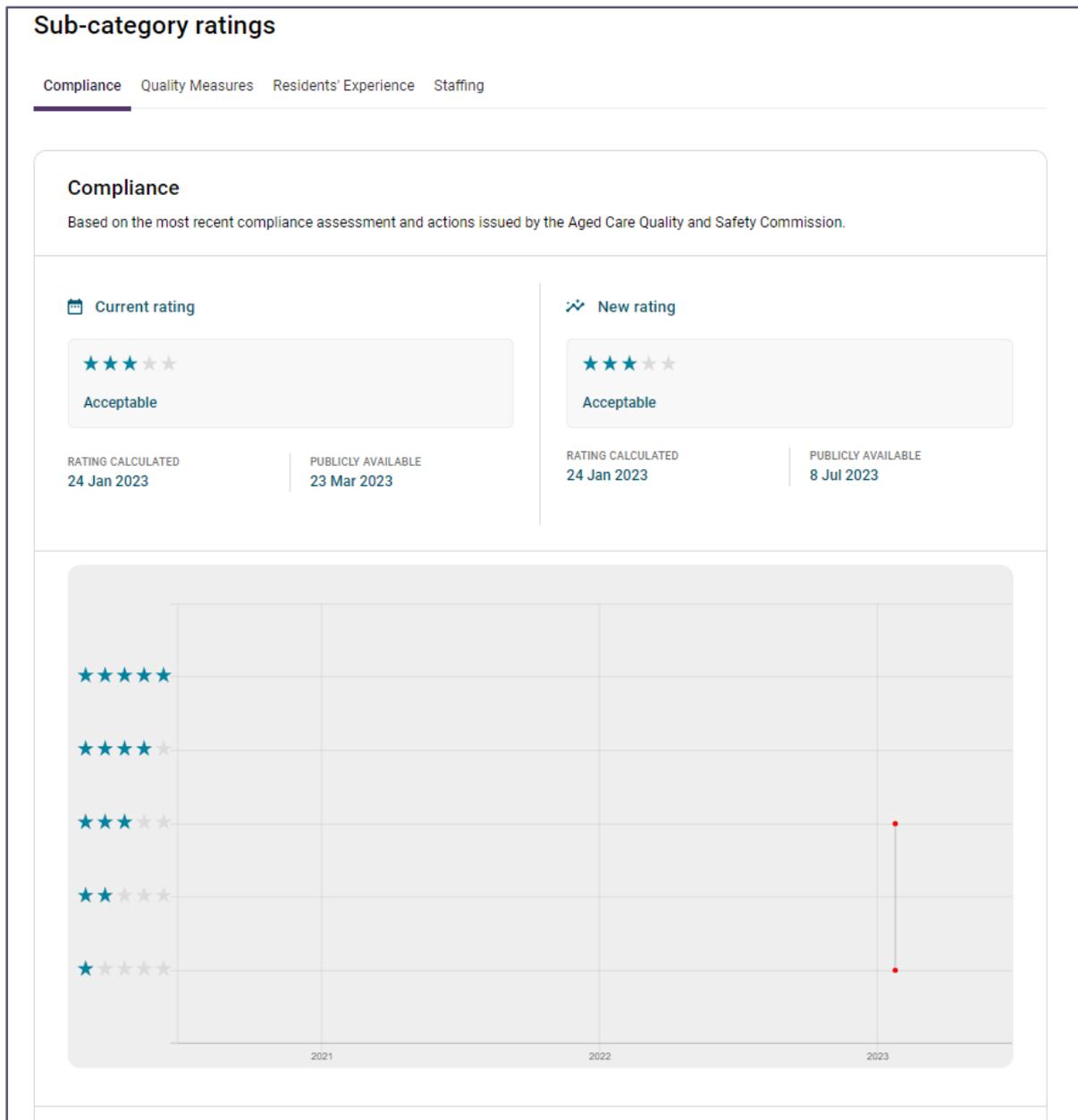
[How we calculate ratings.](#)

| Rating | Rating Calculated | Publicly Available |
|------------------------------|-------------------|--------------------|
| Acceptable (3 stars) | 9 Mar 2023 | 23 Mar 2023 |
| Improvement Needed (2 stars) | 24 Jun 2023 | 8 Jul 2023 |

Star Rating History Chart:

| Year | Star Rating |
|------|-------------|
| 2021 | 5 stars |
| 2022 | 5 stars |
| 2023 | 3 stars |

Example of the Compliance rating.



Example of the Quality Measures rating.

Sub-category ratings

[Compliance](#)
[Quality Measures](#)
[Residents' Experience](#)
[Staffing](#)

Quality Measures

Based on the most recent Quality Indicators data reported by this service.

Current rating

★★★★★

Good

RATING CALCULATED
19 Jan 2023

PUBLICLY AVAILABLE
23 Mar 2023

New rating

★★★★★

Significant Improvement Needed

RATING CALCULATED
23 Jun 2023

PUBLICLY AVAILABLE
8 Jul 2023

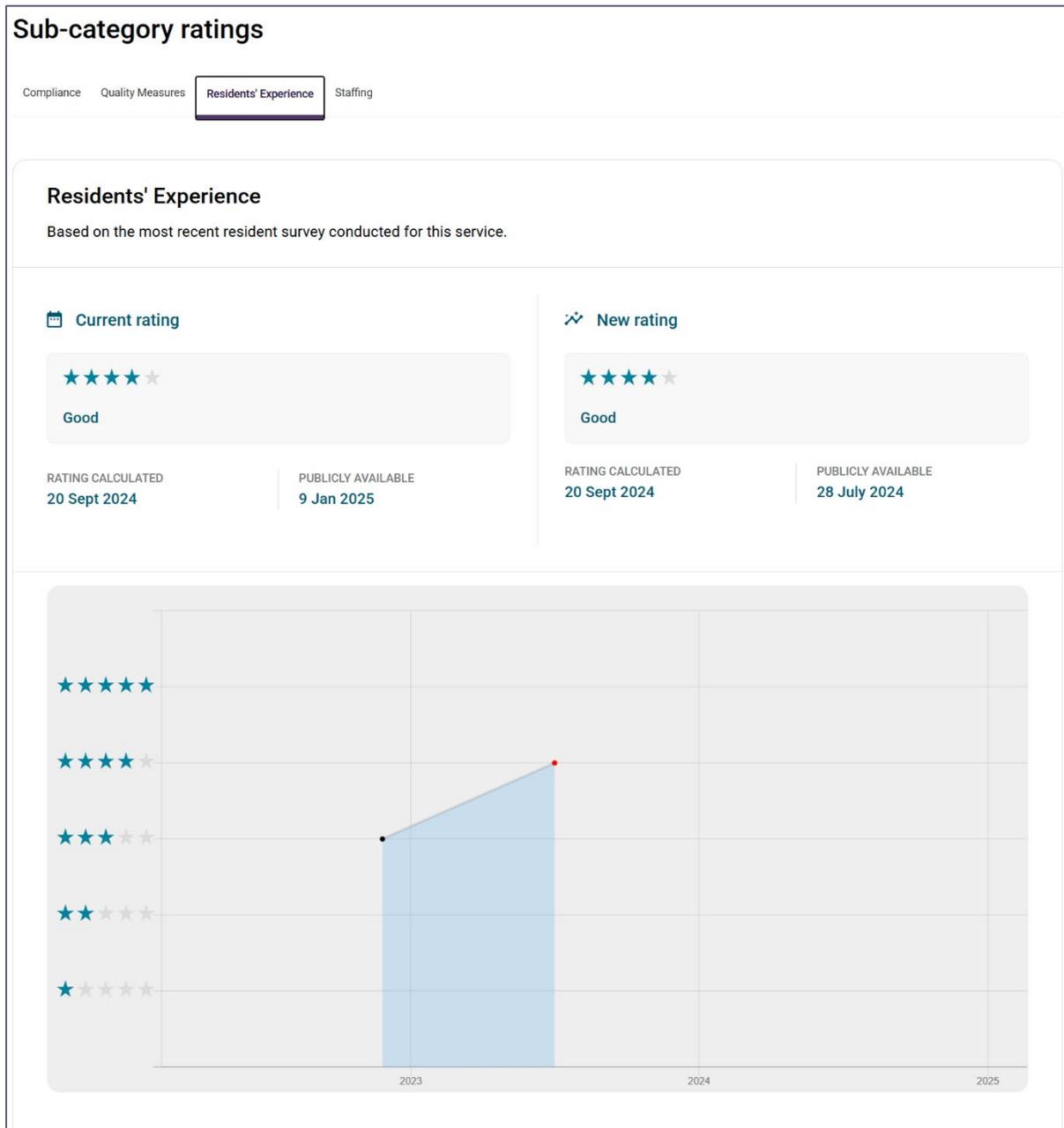
Show less details ^

| Care areas | Your performance | You vs national average |
|--------------------|--|----------------------------------|
| Pressure injuries | % of residents experienced pressure injuries | ↓ 30% below the national average |
| Physical restraint | % of residents were physically restrained | ↓ 23% below the national average |

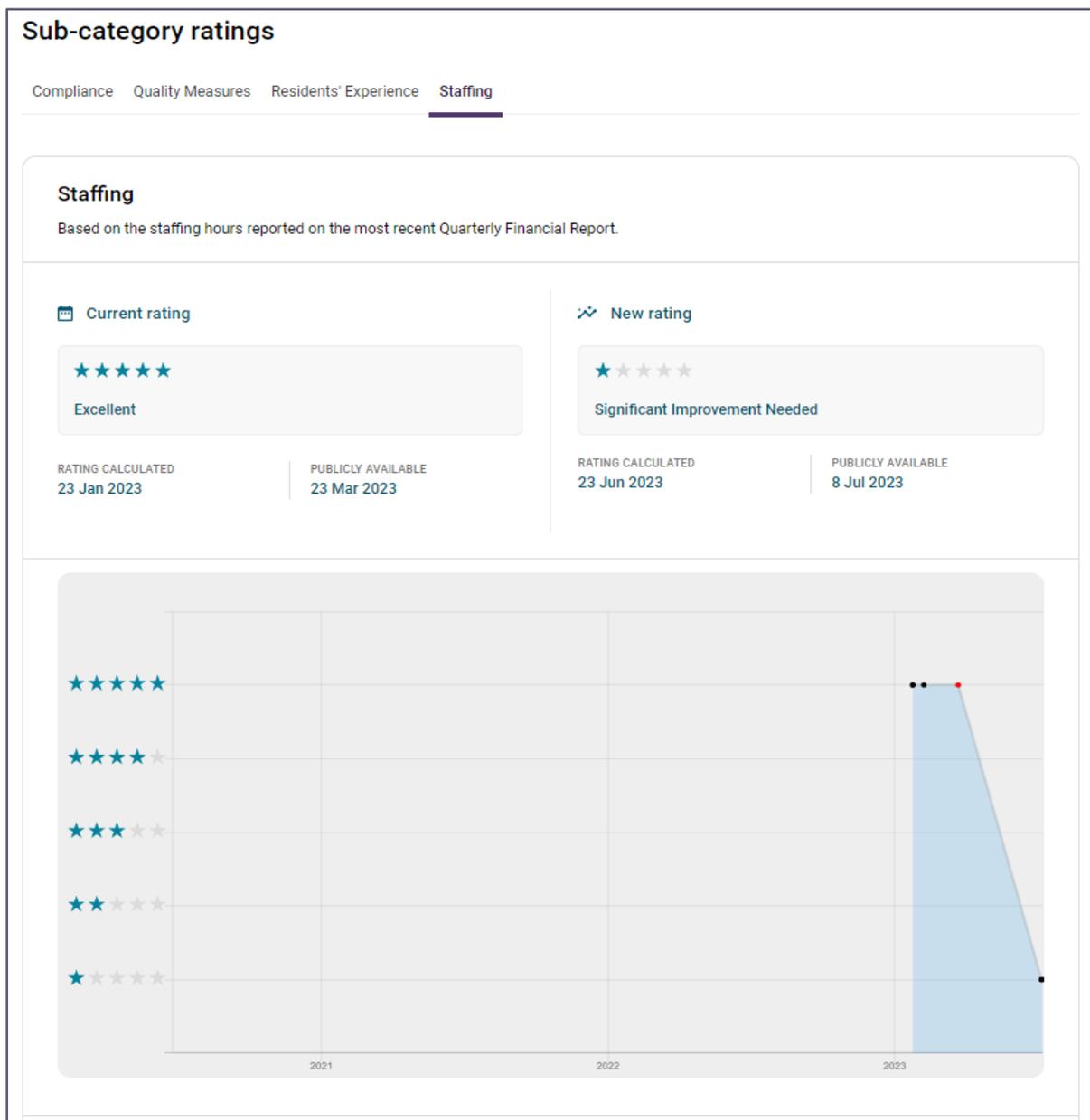
Please note:

A service will not receive a Quality Measures rating due to failure to report, or late reporting of the Quality Indicator Program data.

Example of the Residents' Experience rating.



Example of the Staffing rating.



The Staffing page includes additional staffing information on the enrolled nurse care time that contributed to the care time delivered by a registered nurse, up to 10% of the home's care minute target, that came into effect from 1 October 2024.

For more information on care minutes requirements visit [Care minutes in residential aged care | Australian Government Department of Health and Aged Care](#).

| Staffing category | Minimum target | Achieved | Your performance |
|--|----------------|-------------|------------------|
| Total nursing and personal care | 189 minutes | 220 minutes | Above target |
| Care from a registered nurse | 38 minutes | 55 minutes | Above target |
| Combined registered nurse and enrolled nurse | 38 minutes | 59 minutes | Above target |

| Enrolled nurse top up percentage data | | |
|---------------------------------------|---------------------------|-----------------------------|
| Maximum EN top up percentage | Maximum EN top up minutes | Unrounded EN top up minutes |
| 10 % | 4 mins | 3.8 mins |

Please note:

A service will not receive a Staffing rating due to failure to report their care minute data on time.

Please note:

A rating may not be calculated due to an exemption being granted by the Department of Health and Aged Care.

If this occurs, the warning below will be visible on the rating page.



A service may not have a rating due to any of the following reasons: The service may not have been operational, was impacted by technical issues or extenuating circumstances impacting the availability of data at this time.

Please note:

If you encounter technical errors, please report them to the My Aged Care service provider and assessor helpline on 1800 836 799.

The helpline is open Monday to Friday between 8am-8pm and Saturday between 10am-2pm.

5. Star Ratings status types

Each Star Ratings entry has a status informing how the rating is being displayed. The Star Rating status is viewable on the main Star Ratings screen.

The screenshot shows the 'Star Ratings' interface. At the top, there are navigation links: Home, Switch Provider, Manage Users, and Help. Below this is a search bar with filters for Quarter, Status, Rating Type, and Overall Star Rating. A search input field is also present. The main table lists star ratings with columns for Service ID, Service name, Quarter, Rating type, Status, Overall Star Rating, and Publicly available. The 'Status' column is highlighted with a red box, showing three entries: 'Publicly available', 'Publicly available', and 'Preview'.

| Service ID | Service name | Quarter | Rating type | Status | Overall Star Rating | Publicly available |
|------------|--------------|----------------------|-------------|--------------------|---------------------|--------------------|
| | | Quarter 2 FY 22 - 23 | Current | Publicly available | ★★★★☆ | 14/03/2023 |
| | | Quarter 2 FY 22 - 23 | Previous | Publicly available | ★★★★☆ | 06/03/2023 |
| | | Quarter 2 FY 22 - 23 | New | Preview | No rating available | 09/03/2023 |
| | | Quarter 2 FY 22 - 23 | Current | Preview | ★★★★☆ | 23/03/2023 |

There are three possible status types:

| Status type | Meaning |
|---------------------------|---|
| Preview | The Star Rating has been published to the GPMS portal to be previewed ahead of being made publicly available. |
| Publicly available | The Star Ratings is publicly available on the My Aged Care website. |
| Under review | The Star Rating is under review and under investigation by the Department. |

6. Downloading a PDF Report of Provider Preview

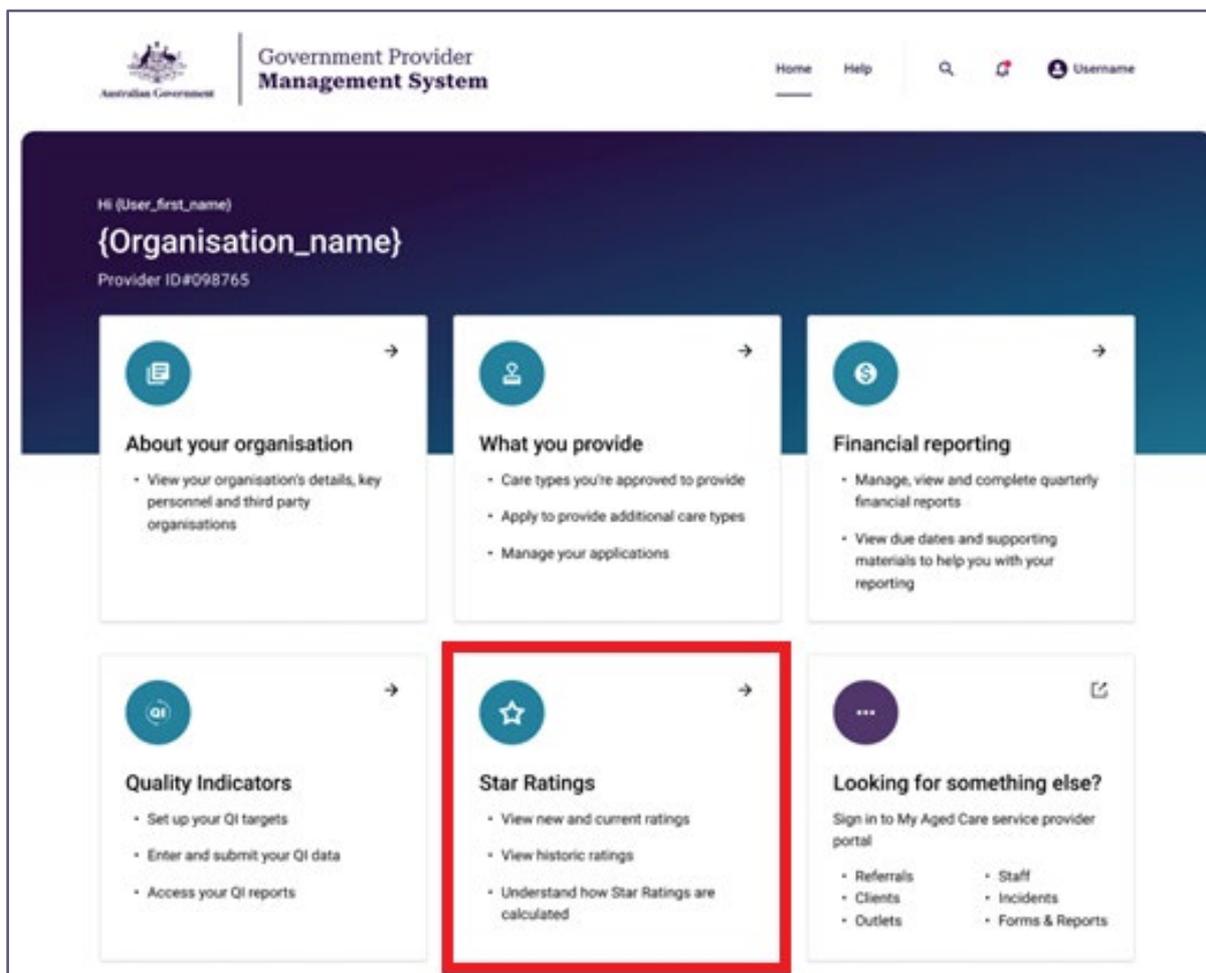
A PDF Report of your Star Ratings will be available to download in GPMS during the provider preview period.

The provider preview period occurs before each quarterly update. Providers will receive correspondence alerting them to preview dates before each update.

Please note: your report will only be available during the provider preview period. If you would like to print a live rating, you can do this through the My Aged Care website on the Find a Provider tool.

Once you are in the GPMS portal, you can download your PDF report of your Star Ratings provider preview by completing the following actions:

1. In the GPMS portal landing page, select the **Star Ratings** tile.



- The Star Ratings screen will display the list of all services currently associated with your provider.

Select **Generate Report**.

The screenshot shows the 'Star Ratings' interface. At the top right, a 'Generate report' button is highlighted with a red box. Below this, there are four filter dropdowns: 'Quarter' (Quarter 1 FY 30 - 31), 'Status' (All statuses), 'Rating Type' (All rating types), and 'Overall Star Rating' (All overall ratings). A search bar is located below the filters with the text 'Search by service name or ID' and a search input field containing 'Search by service names or IDs, separated by comma, e.g. Quality Aged Care, SRV-12345, ...'. To the right of the search bar are 'Apply Filters' and 'Clear Filters' buttons. Below the search bar is a table with columns: Service ID, Service name, Quarter, Rating type, Status, Overall Star Rating, Publicly available, and a 'View' button. The table contains one row for 'ABC Aged Care Retirement Community' with Service ID 'SRV-68', Quarter 'Quarter 1 FY 30 - 31', Rating type 'Previous', Status 'Publicly available', Overall Star Rating 'No rating available', and Publicly available date '23/03/2023'. At the bottom of the table, there are navigation buttons for 'Previous' and 'Next', and a status indicator 'Showing 1 to 1 of 1 results.'

- Select the **bar chart icon** () to launch Analytical Studio in a new tab.

The screenshot shows the 'Star Ratings Provider Preview Report' interface. At the top right, a 'Data updated: Today at 10:01 am' and a bar chart icon are visible, with the bar chart icon highlighted in a red box. Below this, there is a notification box titled 'PDF download feature of the report' with a close button (X) and text: 'Clicking on the bar chart icon at the top right corner will open the report in a new tab. The option to download your report as a PDF can then be found within the dropdown menu situated in the upper right corner.' The main content area is titled 'PDF Preview Report' and includes a sub-header 'Please complete all filters to generate your report' and a note 'Ensure to select the associated Service Name before switching to another Provider.' Below this are three filter sections: 'Provider Information' (Provider ID: All, Provider Name: All), 'Service Information' (Service ID: All, Service Name: Mosman Park Nursing Home), and 'Reporting Period' (Reporting Period: All). At the bottom right, there is a 'Download PDF' button highlighted in a red box, with a tooltip that says 'Download PDF After generating the report, the option to download the report as a PDF can be found within the dropdown menu situated in the upper right corner.'

- A browser page named 'CRM Analytics | Salesforce' will load. Select the **Service Name** for the Service you want to view. You can adjust this filter to see services linked to your user profile. You do not need to select any other filters.

Star Ratings PDF Preview – For Providers Modified

Australian Government
Department of Health and Aged Care

PDF Preview Report

Please complete all filters to generate your report

Ensure to select the associated Service Name before switching to another Provider.

Provider Information

Provider ID: PRV-1297
Provider Name: All

Service Information

Service ID: All
Service Name: All

Reporting Period

Reporting Period: All

Generate Report

Download PDF

After generating the report, the option to download the report as a PDF can be found within the drop down menu situated in the upper right corner.

For the best print preview experience, we recommend using Safari. If you're using Google Chrome or Microsoft Edge and encounter a blank print preview, follow these steps to resolve the issue:

- customize your print setup (set margin to 'minimum')
- enable "Header/Footer"
- ensure your browser is up to date.

- Select **Generate Report**.

Star Ratings PDF Preview – For Providers Modified

Australian Government
Department of Health and Aged Care

PDF Preview Report

Please complete all filters to generate your report

Ensure to select the associated Service Name before switching to another Provider.

Provider Information

Provider ID: All
Provider Name: All

Service Information

Service ID: All
Service Name: ABC Aged Nursing Home

Reporting Period

Reporting Period: All

Generate Report

Download PDF

After generating the report, the option to download the report as a PDF can be found within the drop down menu situated in the upper right corner.

For the best print preview experience, we recommend using Safari. If you're using Google Chrome or Microsoft Edge and encounter a blank print preview, follow these steps to resolve the issue:

- customize your print setup (set margin to 'minimum')
- enable "Header/Footer"
- ensure your browser is up to date.

- The Preview Report page appears. You can scroll down to see the rest of the report, or select **Return to Filters** to return to the filters page.

Star Ratings PDF Preview – For Providers Modified

Australian Government
Department of Health and Aged Care

PDF Preview Report

General Service Information

Note: Return to the previous page to update your service information.

Provider ID: PRV-1297
Service ID: SRV-61312
Provider Name: Aged Care Australia
Service Name: Service 1
Reporting Period: Quarter 2 FY 22 - 23
Date of Report: 07-11-2023

Star Rating Summary

Note: Blue stars represent the rating applied to your service.

Overall Star Rating: ★★★★★ No Rating Available

Compliance: ★★★★★ 1 Star

Residents' Experience: ★★★★★ No Rating Available

Staffing: ★★★★★ No Rating Available

Quality Measures: ★★★★★ 5 Stars

Subcategory Ratings

Compliance

1 Star

| Action Type | Compliance Rating Effect | Date Notice Sent | Expiry Date |
|---|--------------------------|------------------|-------------|
| Notice of Decision to impose Sanction | 1 Star | 03-03-2021 | 03-03-2023 |
| Incident management compliance notice (IMCN) Type A | 1 Star | 14-09-2022 | 03-03-2023 |

Return to Filters

- To save the report as a PDF, select the dropdown menu in the upper right corner, then select **Print Preview**.

Star Ratings PDF Preview – Fo... Modified [dropdown] [refresh] Data updated: Today at 3:11 pm [share] [print] [dropdown]

Australian Government
Department of Health and Aged Care

Return To Filters

PDF Preview Report

| General Service Information | | Star Rating Summary | |
|--|-------------------------------------|--|---|
| Note: Return to the previous page to update your service | | Note: Blue stars represent the rating applied to your service. | |
| Provider ID PRV-1297 | Service ID SRV-61312 | Overall Star Rating ★★★★★ No Rating Available | |
| Provider Name Aged Care Australia | Service Name Service 1 | Compliance ★★★★★ 1 Star | Residents' Experience ★★★★★ No Rating Available |
| Reporting Period Quarter 2 FY 22 - 23 | Date of Report 07-11-2023 | Staffing ★★★★★ No Rating Available | Quality Measures ★★★★★ 5 Stars |

Subcategory Ratings

Compliance

- Select the **Print** button.

Star Ratings PDF Preview – For Providers Cancel [print]

Australian Government
Department of Health and Aged Care

Return To Filters

PDF Preview Report

| General Service Information | | Star Rating Summary | |
|---|-------------------------------------|--|---|
| Note: Return to the previous page to update your service information. | | Note: Blue stars represent the rating applied to your service. | |
| Provider ID PRV-1297 | Service ID SRV-61312 | Overall Star Rating ★★★★★ No Rating Available | |
| Provider Name Aged Care Australia | Service Name Service 1 | Compliance ★★★★★ 1 Star | Residents' Experience ★★★★★ No Rating Available |
| Reporting Period Quarter 2 FY 22 - 23 | Date of Report 07-11-2023 | Staffing ★★★★★ No Rating Available | Quality Measures ★★★★★ 5 Stars |

9. The Print pop-up appears.

For the best user experience, we recommend using the Safari browser, otherwise:

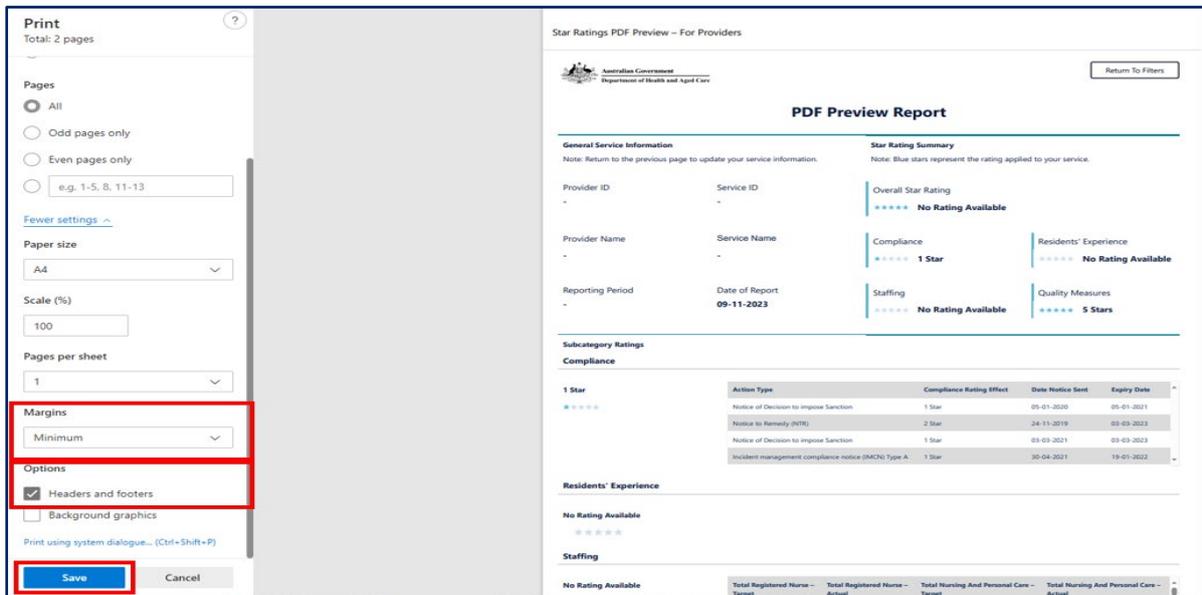
- If you are using the Microsoft Edge browser proceed to step 10.
- If you are using Google Chrome browser proceed to step 11.

10. Microsoft Edge browser: select **Save as PDF**.



Then, select **More Settings** and select **Minimum** in the Margins drop-down menu. This will ensure that the entire report will be displayed in the PDF preview. Tick **Headers and Footers**.

Finally, select **Save**.



11. Google Chrome browser: select **Save as PDF**.

Then, select **More Settings** and select **Minimum** in the Margins drop-down menu. This will ensure that the entire report will be displayed in the PDF preview. Tick **Headers and Footers**.

Finally, select **Save**.

The screenshot shows the 'Star Ratings PDF Preview - For Providers' page. The main content area displays a 'PDF Preview Report' for 'Aged Care Australia' with a 1 Star rating. The report includes sections for 'General Service Information', 'Star Rating Summary', 'Subcategory Ratings', and 'Residents' Experience'. A printer settings overlay is visible on the right side of the page. The 'Destination' is set to 'Save as PDF', 'Pages' is 'All', 'Layout' is 'Portrait', 'Paper size' is 'A4', 'Pages per sheet' is '1', 'Margins' is 'Minimum', and 'Scale' is 'Default'. The 'Options' section has 'Headers and footers' and 'Background graphics' checked. A 'Save' button is highlighted in the bottom right corner of the printer settings overlay.

Please note:

These printer settings are also displayed in the PDF Preview Report page for your convenience.

Download PDF

After generating the report, the option to download the report as a PDF can be found within the drop down menu situated in the upper right corner.

For the best print preview experience, we recommend using Safari. If you're using Google Chrome or Microsoft Edge and encounter a blank print preview, follow these steps to resolve the issue:

- customize your print setup (set margin to 'minimum')
- enable "Header/Footer"
- ensure your browser is up to date.