



# **Government Provider Management System User Guide: Performance and Star Ratings application (Registered Provider Portal)**

**March 2026**

**Version 1.7**

This Government Provider Management System (GPMS) User Guide provides Performance reviewers, at both the provider and Home/Branch level, with guidance for accessing, viewing and printing Star Ratings, strengthened Quality Standards, and regulatory decisions information in the GPMS Registered Provider Portal.

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# 1. Introduction

Star Ratings for residential aged care provides transparent and nationally consistent measurement of aged care quality, supporting:

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

## 1.1. Purpose

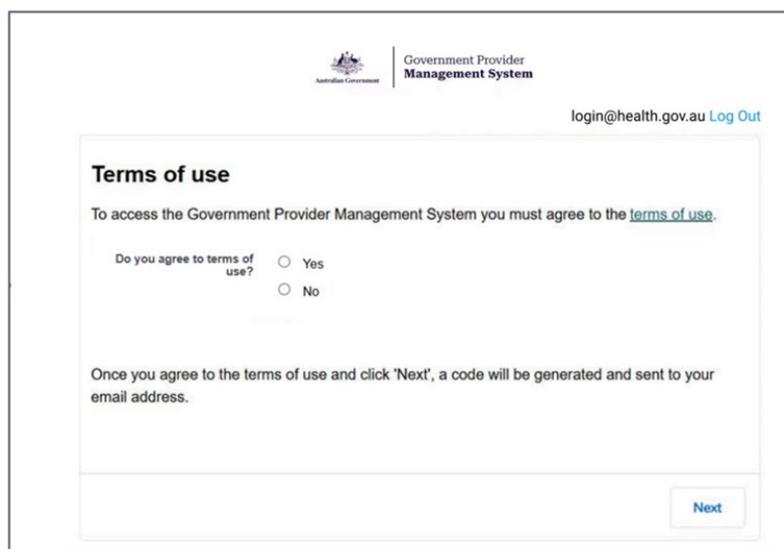
This User Guide has been designed to support users with GPMS roles of Performance reviewer (Org) and Performance reviewer (Home/Branch) to:

- view current and historic:
  - Star Ratings, including Overall Star Rating and sub-category ratings and the metrics used to calculate the ratings
  - performance against the strengthened Aged Care Quality Standards (strengthened Quality Standards)
  - regulatory decisions
- preview new Star Ratings, including the metrics used to calculate the ratings before it is published for the next period.

## 1.2. Before proceeding

Please be advised of the following:

The Department of Health, Disability and Ageing (the Department) will retain records of users' access to GPMS and when prompted, the user must accept the *GPMS Terms of Use* to be able to access the system.



The screenshot shows the 'Terms of use' screen for the Government Provider Management System. At the top left is the Australian Government logo. To its right is the text 'Government Provider Management System'. In the top right corner, there is a link 'login@health.gov.au' and a 'Log Out' button. The main content area is titled 'Terms of use' and contains the text: 'To access the Government Provider Management System you must agree to the [terms of use](#).' Below this is a question: 'Do you agree to terms of use?' with two radio button options: 'Yes' and 'No'. At the bottom of the main content area, there is a note: 'Once you agree to the terms of use and click 'Next', a code will be generated and sent to your email address.' A 'Next' button is located at the bottom right of the form.

### 1.3. Login to the GPMS portal

To log into the GPMS portal please visit [Log In Using | Service Provider Portal](#). To log into the GPMS Registered Provider Portal to access and view Star Ratings, Quality Standards and regulatory decisions, please visit [Log In Using | Service Provider Portal](#).

Please refer to the [Logging in to the Aged Care Systems](#) for more 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 information on Star Ratings.

For information on how Star Ratings are calculated please refer to the [Star Ratings Provider Manual](#).

For more information on GPMS, including how to add, remove and edit GPMS users, 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](mailto:interpreting@deafconnect.org.au).

## 3. Accessing the Performance and Star Ratings application

Star Ratings and compliance information is accessed through the GPMS Registered Provider Portal. The primary purpose of the Performance and Star Ratings application is to allow you to view Star Ratings, Quality Standards and regulatory decisions information.

To access the **Performance and Star Ratings** application you will need to have either the Performance reviewer (Org) or Performance reviewer (Home/Branch) access role.

If you do not have this role you will need to discuss your need with your Organisation Administrator. If you are unsure of who in your organisation is an Organisation Administrator, please contact the My Aged Care service provider and assessor helpline on 1800 836 799 for assistance.

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

For more information on how Organisation Administrators can assign themselves, or a team member access to the Performance and 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 Performance 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

### **Please note:**

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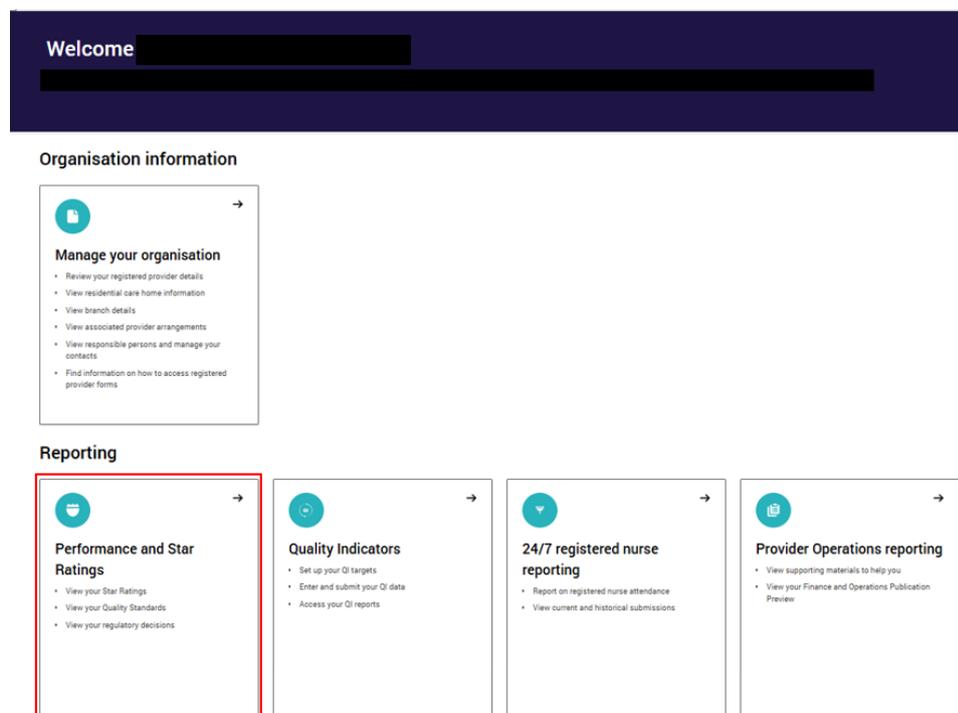
To access the Star Ratings tile in the Performance and Star Ratings application, you will require either the Performance reviewer (Org) or Performance reviewer (Home/Branch) access role.

If you cannot see the Performance and Star Ratings application on the GPMS Registered Provider Portal landing page, notify your Organisation Administrator for the matter to be resolved.

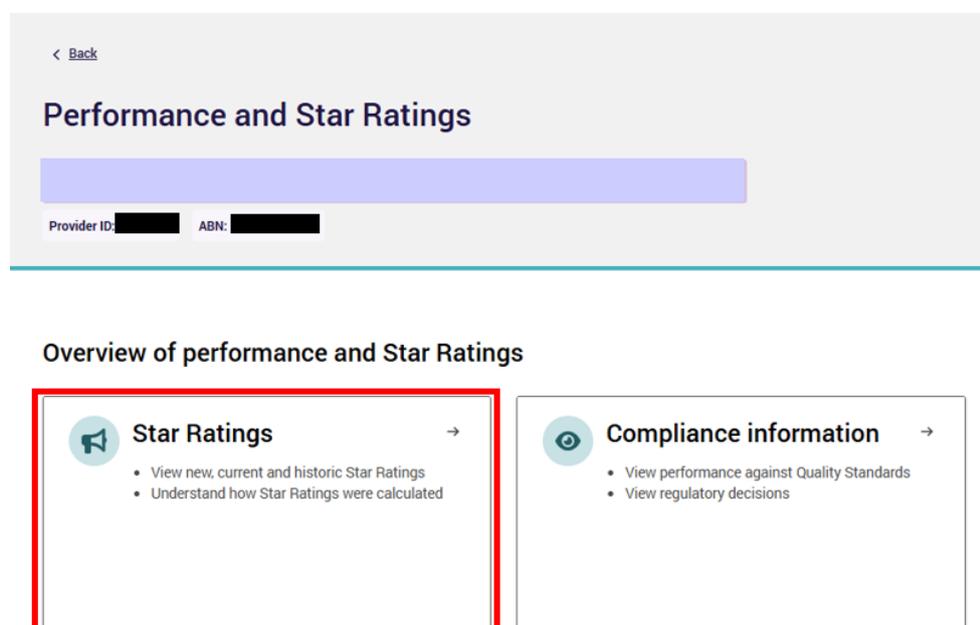
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Once you are in the GPMS Registered Provider Portal, you can access the **Performance and Star Ratings** application, by completing the following actions:

1. In the **GPMS Registered Provider Portal** landing page, select the **Performance and Star Ratings** application.



2. Select the **Star Ratings** tile.



The Star Ratings screen will display the list of all residential care homes currently associated with your provider for those with Performance reviewer (Org) access role. Those with Performance reviewer (Home/Branch) access role will only see the Homes/Branches they have been granted access to.

3. You can find the Star Ratings summary of each residential care home on this page. You can filter the results by name, reporting period, Star Rating and status.

- To view details of the Overall Star Rating and sub-category ratings click the arrow on the record you would like to see and select **View ratings**.

Star Ratings Generate report PDF →

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Residential care home ID, name, or program/payment ID

Reporting period:  Rating type:  Overall Star Rating:  Status:

[Clear filters](#) [Apply filters](#)

Program/payment ID	Residential care home	Reporting period	Rating type	Overall Star Rating	Status	Publicly available on website from	
██████	██████	Quarter 2 FY 25-26	Current	No rating available	Publicly available	02/03/2026	⌵
██████	██████	2025	Current	★★★★☆	Publicly available	16/10/2025	<b>View ratings</b>
██████	██████	Quarter 4 FY 24-25	Current	★★★★☆	Publicly available	10/02/2026	⌵
██████	██████	Quarter 1 FY 25-26	Previous	★★★★☆	Publicly available	01/03/2026	⌵
██████	██████	Quarter 1 FY 25-26	Previous	★★★★☆	Previous	28/02/2026	⌵

- When you select **View ratings**, you will be taken to a screen where you can preview any new ratings and see current and historic ratings your residential care home has received, including the Overall Star Rating and sub-category ratings.
- Select the Overall Star Rating or sub-category tab to see the selected rating and history.
- Overall Star Rating and sub-category rating history can be viewed as a graph or in a table. Click on the arrow next to 'View as a table' to view the ratings history in a table format.

## Current rating

Overall Star Rating Residents' Experience Compliance Staffing Quality Measures

### Overall Star Rating

Residential aged care homes receive an Overall Star Rating of 1 to 5 stars based on performance across the 4 sub-categories – Residents' Experience, Compliance, Staffing and Quality Measures. For more information, visit [how we calculate ratings](#).

### Current rating

Acceptable

Rating calculated  
**23 Feb 2026**

Publicly available  
**10 Feb 2026**

## Please note:

A rating may not be calculated due to an exemption being granted by the Department of Health, Disability and Ageing.

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.

## Example of the Overall Star Rating

### Residential care home ratings

Program/Service: [redacted]  
Base: Publicly available Reporting period: Quarter 4 FY24-25

[Need help?](#)

#### Current rating

Overall Star Rating Residents' Experience Compliance Staffing Quality Measures

#### Overall Star Rating

Residential aged care homes receive an Overall Star Rating of 1 to 5 stars based on performance across the 4 sub-categories – Residents' Experience, Compliance, Staffing and Quality Measures. Each of the sub-categories contribute a different weighting towards the Overall Star Rating. For more information, visit [how.mhc.calculate.star-rating](#)

**Current rating**

★ ★ ★ ☆ ☆  
Exempt

Rating calculated: 23 Feb 2025 Publicly available: 10 Feb 2025

#### Overall Star Ratings history

[View as a table](#)

Where new ratings are available to preview prior to publication on the My Aged Care website, the new rating will display alongside the current Overall Star Rating and each sub-category rating together with the date the new rating was calculated.

### Current rating

Overall Star Rating Residents' Experience Compliance Staffing Quality Measures

#### Overall Star Rating

Residential aged care homes receive an Overall Star Rating of 1 to 5 stars based on performance across the 4 sub-categories – Residents' Experience, Compliance, Staffing and Quality Measures. Each of the sub-categories contribute a different weighting towards the Overall Star Rating. For more information, visit [how.mhc.calculate.star-rating](#)

**Current rating**

★ ★ ★ ★ ★  
Excellent

Rating calculated: 01 May 2025 Publicly available: 03 May 2025

**New rating**

★ ★ ★ ★ ★  
Excellent

Rating calculated: 01 Sep 2025

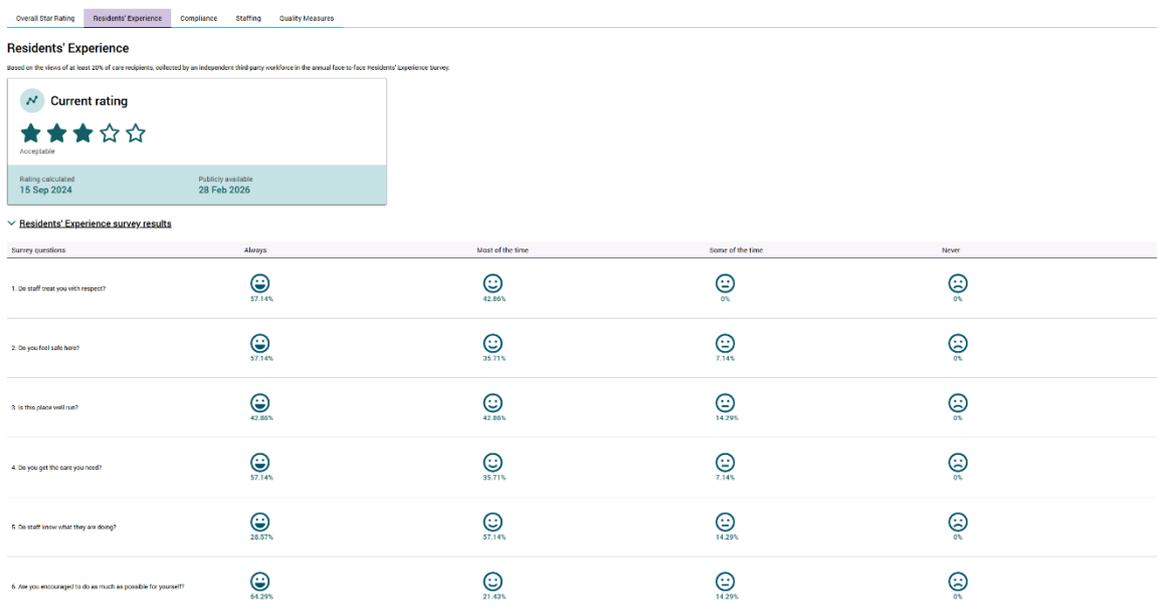
#### Overall Star Ratings history

[View as a table](#)

## Example of the Residents' Experience rating

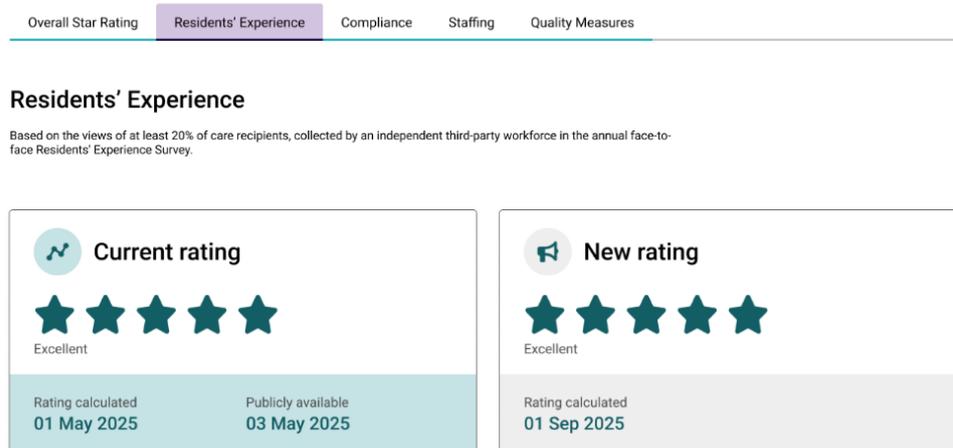
The current and new Residents' Experience ratings will display together with results of the home's most recently completed annual Residents' Experience Survey results.

When only a current Residents' Experience rating is available, it will display as:



When a new and current rating are both available, it will display as:

## Current rating



> Residents' Experience survey results

Residents' Experience ratings history

### Please note:

A residential care home will not receive a Residents' Experience rating if they chose not to participate in the annual Residents' Experience Survey and this will also result in no Overall Star Rating. Information to explain the reason why a residential care home does not have a Residents' Experience rating will be displayed on the GPMS Registered Provider Portal and on the My Aged Care website.

## Example of the Compliance rating

Select the Compliance tab to see the selected rating and history.

The current Compliance rating will display together with:

1. any current and non-current regulatory decisions issued/made against a registered aged care provider and attributed to the residential care home
2. the residential care home's graded assessment outcomes against the strengthened Quality Standards.

The screenshot shows the 'Compliance' tab selected in a navigation menu. Below the menu, there is a 'Compliance' section with a sub-header 'Based on regulatory decisions and performance against the Aged Care Quality Standards'. A 'Current rating' box displays five green stars and the word 'Excellent'. Below this, it states 'Rating calculated 28 Feb 2026' and 'Publicly available 28 Feb 2026'. A 'Reason for Compliance rating' section is collapsed. Underneath, a 'Regulatory decisions and Quality Standards' section is expanded. It contains two tables. The first table, 'Regulatory decisions', has columns for 'Regulatory decision', 'Status', 'Date applied', 'Date of expiry', and 'Issuing authority'. It shows one entry: 'Notice to Remedy (NTR)' with status 'Non-Current', date applied '27/02/2023', date of expiry '28/09/2023', and issuing authority 'AQSC'. The second table, 'Quality Standards', has columns for 'Quality Standard', 'Date audit completed', 'Grade received for Standards', 'Resolved non-conformance', and 'Date of resolution'. It shows eight entries, all with a 'Conformance' grade and 'Not applicable' for resolved non-conformance.

Regulatory decision	Status	Date applied	Date of expiry	Issuing authority
Notice to Remedy (NTR)	Non-Current	27/02/2023	28/09/2023	AQSC

Quality Standard	Date audit completed	Grade received for Standards	Resolved non-conformance	Date of resolution
Standard 1: The individual	11/03/2025	Conformance	Not applicable	
Standard 1: The individual	11/03/2025	Conformance	Not applicable	
Standard 2: The organisation	11/03/2025	Conformance	Not applicable	
Standard 2: The organisation	11/03/2025	Conformance	Not applicable	
Standard 3: The care and services	11/03/2025	Conformance	Not applicable	
Standard 3: The care and services	11/03/2025	Conformance	Not applicable	
Standard 4: The environment	11/03/2025	Conformance	Not applicable	

### Please note:

The Compliance rating can change daily in response to:

1. regulatory decisions, once received by the Department from the issuing body
2. a residential care home's graded assessment outcomes against the strengthened Quality Standards.

## Example of the Staffing rating

The current and new Staffing ratings will display alongside the home's performance against their care minute targets, including for:

- total nursing and personal care
- care from a registered nurse, including the contribution of care time delivered by an enrolled nurse to meet the increased registered nurse care minute target, up to 10 percent
- care from enrolled nurses
- care from personal care workers and assistants in nursing.

When only a current rating is available, it will display as:

Overall Star Rating   Residents' Experience   Compliance   **Staffing**   Quality Measures

### Staffing

Based on the average amount of care time residents receive from registered nurses, enrolled nurses, personal care staff and assistants in nursing, as reported under the Quarterly Financial Report.

**Current rating**

★ ★ ★ ☆ ☆

Acceptable

Rating calculated: 25 Sep 2025   Publicly available: 28 Feb 2026

▼ Care minutes and performance

Total nursing and personal care	
Target minutes	221 minutes
Minutes delivered	211 minutes
Performance	10 minutes below target

Care from registered nurses	
Up to 10% of the registered nurse care minutes target can be met by care time delivered by enrolled nurses.	
Target minutes	45 minutes
Minutes delivered	43 minutes
Performance	Equal to target
Minutes delivered by registered nurse included	43 minutes
Minutes delivered by enrolled nurse included	2 minutes
Percentage of target delivered by enrolled nurses	4.73%

Care from enrolled nurses	
Minutes delivered	2 minutes

Care from personal care workers and assistants	
Minutes delivered	166 minutes

When a new and current rating are both available, it will display as:

## Current rating

Overall Star Rating   Residents' Experience   Compliance   **Staffing**   Quality Measures

### Staffing

Based on the average amount of care time residents receive from registered nurses, enrolled nurses, personal care staff and assistants in nursing, as reported under the Quarterly Financial Report.

**Current rating**

★ ★ ★ ★ ★

Excellent

Rating calculated: 01 May 2025   Publicly available: 03 May 2025

**New rating**

★ ★ ★ ★ ★

Excellent

Rating calculated: 01 Sep 2025

▼ Care minutes and performance

Care from registered nurses	
Up to 10% of the registered nurse care minutes target can be met by care time delivered by enrolled nurses.	
Target minutes	45 minutes
Minutes delivered	45 minutes
Performance	Equal to target
Minutes delivered by registered nurse included	43 minutes
Minutes delivered by enrolled nurse included	2 minutes
Percentage of target delivered by enrolled nurses	4.73%

## Please note:

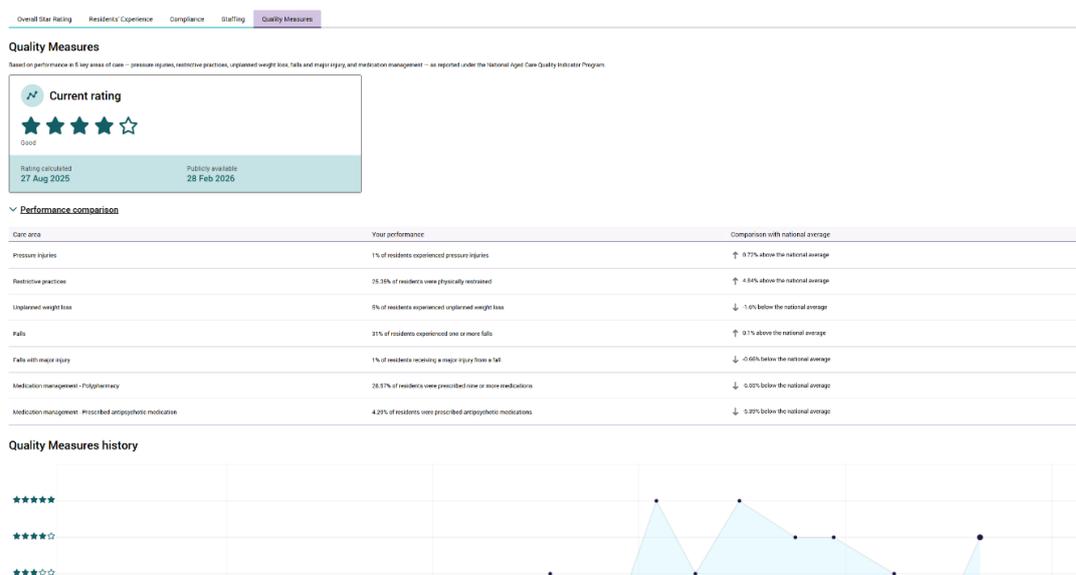
A residential care home will not receive a Staffing rating if they do not report their care minute data on time or at all or if they fail to pass quality checks, and this will also result in no Overall Star Rating. Information to explain the reason why a residential care home does not have a Staffing rating will be displayed on the GPMS Registered Provider Portal and on the My Aged Care website.

## Example of the Quality Measures rating

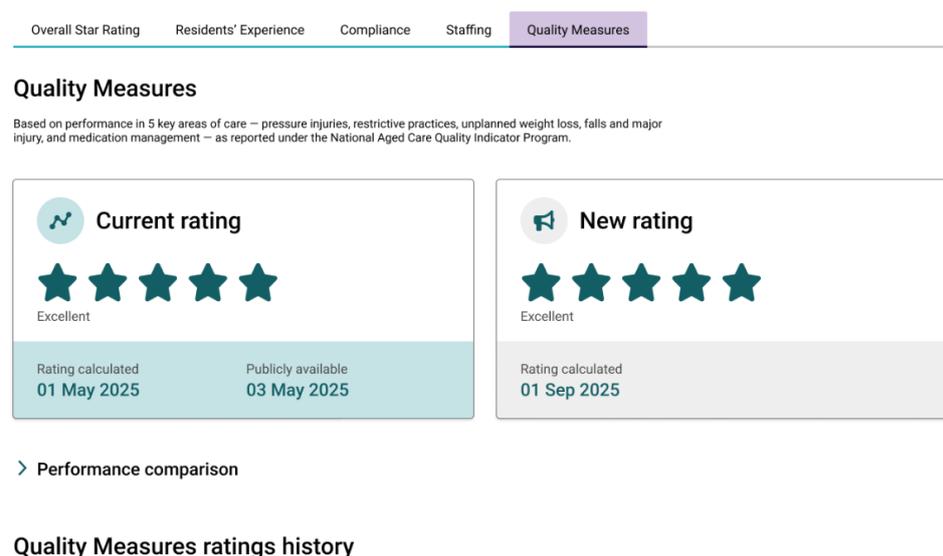
The current and new Quality Measures ratings will display together with results of the residential care home's current performance against:

1. each of the five quality indicators and associated categories reported under the National Aged Care Quality Indicator Program used to calculate the current rating
2. the national average of each quality indicator and associated categories.

When only a current rating is available, it will display as:



When a new and current rating are both available, it will display as:



**Please note:**

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A residential care home will not receive a Quality Measures rating if they did not submit their National Aged Care Quality Indicator Program data on time or at all and this will also result in no Overall Star Rating. Information to explain that a residential care home does not have a Quality Measures rating due to late or non-submission will be displayed on the GPMS Registered Provider Portal and on the My Aged Care website.

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**Please note:**

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If you encounter technical errors affecting the display of Star Ratings and/or the data used to calculate the rating in the GPMS Registered Provider Portal or on the My Aged Care website, please report them to the My Aged Care service provider and assessor helpline on 1800 836 799.

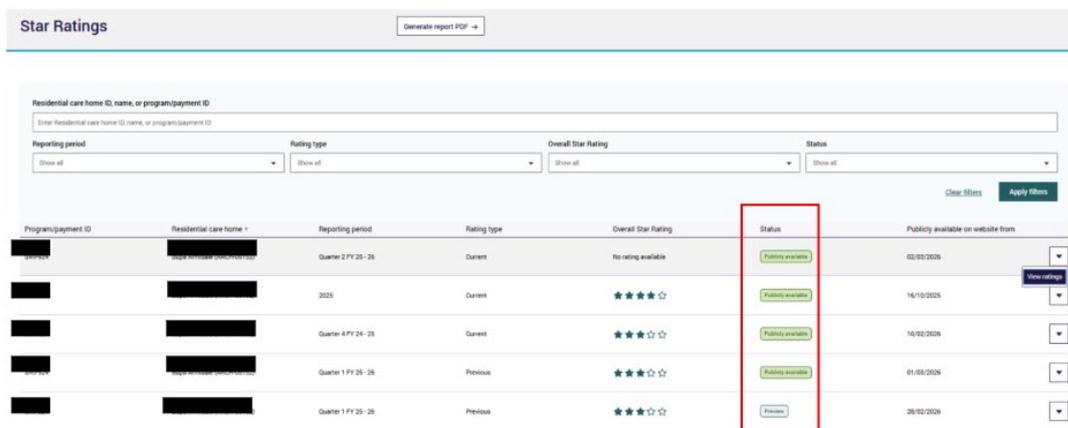
The helpline is open Monday to Friday between 8am-8pm and Saturday between 10am to 2pm.

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## 5. Star Ratings status types

Each Star Ratings entry has a status informing how and where the rating is being displayed.

The Star Rating status is viewable on the main Star Ratings tab.



There are three possible status types:

Status type	Meaning
<b>Preview</b>	The Star Rating has been published to the GPMS Registered Provider Portal to be previewed ahead of being made publicly available.
<b>Publicly available</b>	The Star Ratings is publicly available on the My Aged Care website.
<b>Under review</b>	The Star Rating is under review and/or under investigation by the Department and is currently not available on the GPMS Registered Provider Portal or on the My Aged Care website.

## 6. Viewing Quality Standards

You can use the **Performance and Star Ratings** application in the GPMS Registered Provider Portal to view compliance information including performance against strengthened Quality Standards.

### Please note:

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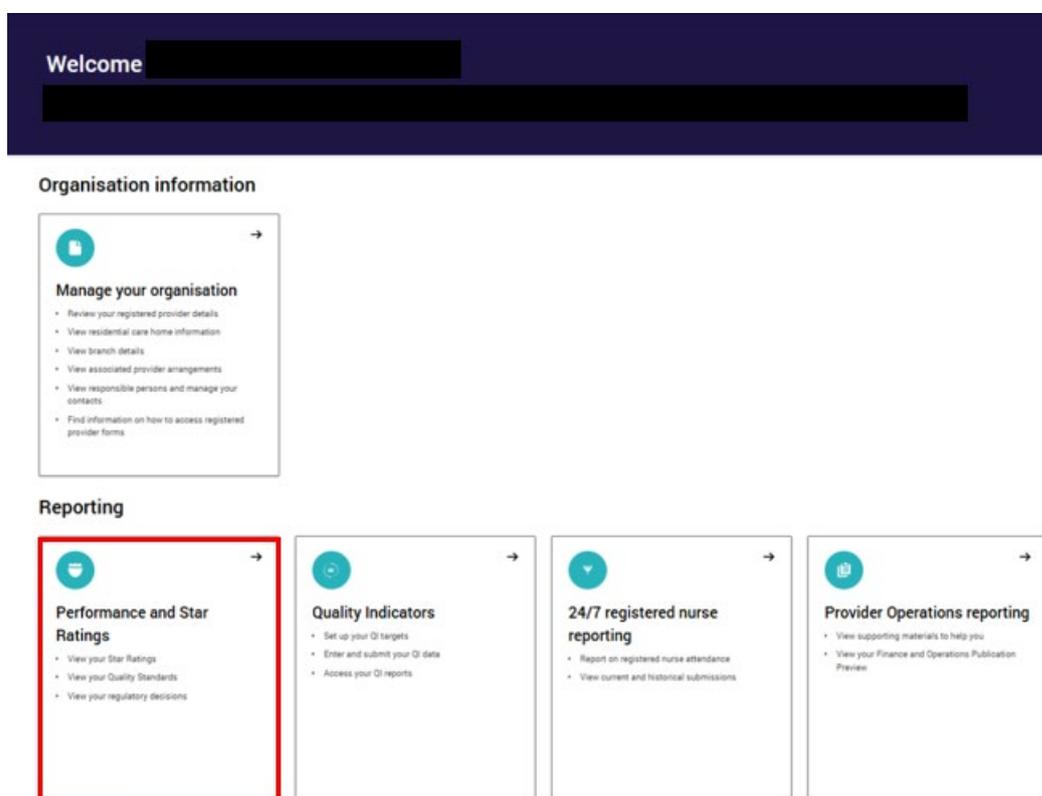
To access the Performance and Star Ratings application you will need to have either the Performance reviewer (Org) or Performance reviewer (Home/Branch) access role.

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 Performance reviewer access.

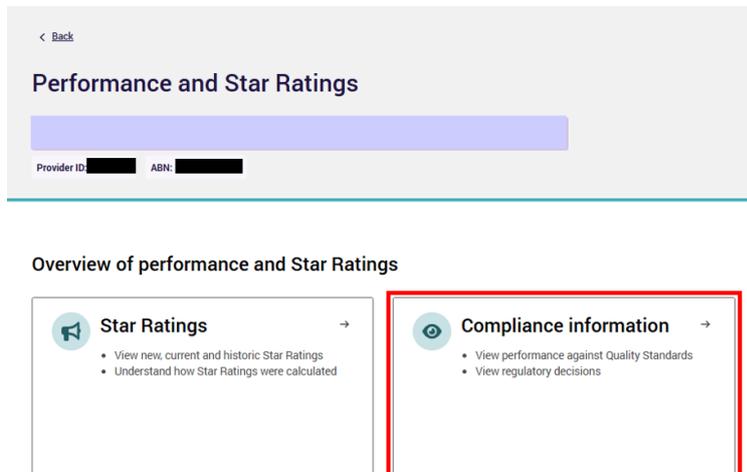
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Current and previous outcomes of audits against the strengthened Quality Standards under the *Aged Care Act 2024* can be viewed by accessing the **Compliance information** tile in the **Performance and Star Ratings** application. Follow these steps:

1. On the **GPMS Registered Provider Portal** landing page, select the **Performance and Star Ratings** application.



2. On the **Performance and Star Ratings** application landing page, select the **Compliance information** tile.



3. You will be taken to the Compliance information display. Select **Quality Standards** tab and select **Residential care homes and branches** from the left-hand menu under Entities.

**Please note:**

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Strengthened Quality Standards audit information at the provider level is unavailable. Please navigate to the **Residential care homes and branches** tab under the provider entity to view Quality Standards assessments outcomes for the provider's residential care home/s.

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4. You will see a list of records for the strengthened Quality Standard assessment for the respective residential care home. Navigate to the record you would like to view, click the arrow and select **View details**.



- You will be taken to the Quality Standards audit display which provides information about the assessment against the strengthened Quality Standards.

Quality Standards audit

Provider [REDACTED] ABN [REDACTED]

**Residential care home details**

Residential care home name [REDACTED]  
 Residential care home ID [REDACTED]

**Audit details**

Audit ID [REDACTED]  
 Status [REDACTED]  
 Date audit completed [REDACTED]  
 Number of Standards with conformance [REDACTED]  
 Number of Standards with major non-conformance [REDACTED]  
 Number of Standards with minor non-conformance [REDACTED]  
 Number of Standards with resolved non-conformance [REDACTED]  
 Exceeding grade [REDACTED]

**Standards**

- > Standard 1: The individual - (CONFORMANCE)
- > Standard 2: The organisation - (CONFORMANCE)
- > Standard 3: The care and services - (CONFORMANCE)
- > Standard 4: The environment - (CONFORMANCE)

- Select **Expand all** to view information about the outcomes against each Standard.

Quality Standards audit

Provider ID [REDACTED] ABN [REDACTED]

**Residential care home details**

Residential care home name [REDACTED]  
 Residential care home ID [REDACTED]

**Audit details**

Audit ID [REDACTED]  
 Status [REDACTED]  
 Date audit completed [REDACTED]  
 Number of Standards with conformance [REDACTED]  
 Number of Standards with major non-conformance [REDACTED]  
 Number of Standards with minor non-conformance [REDACTED]  
 Number of Standards with resolved non-conformance [REDACTED]  
 Exceeding grade [REDACTED]

**Standards** Expand all

Example of Quality Standards details page when 'Expand all' is clicked.

**Standards** Collapse all

Standard 1: The individual - (CONFORMANCE)

Standard grade	Conformance
Date audit completed	10/09/2025
Resolved non-conformance	Not applicable
Date of resolution	Not applicable

**Outcomes**

Outcome name	Assessment grade	Resolved non-conformance	Date of resolution
Outcome 1.1: Person-centred care	Conformance	Not applicable	Not applicable
Outcome 1.2: Dignity, respect and privacy	Conformance	Not applicable	Not applicable
Outcome 1.3: Choice, independence and quality of life	Conformance	Not applicable	Not applicable
Outcome 1.4: Transparency and agreements	Conformance	Not applicable	Not applicable

Standard 2: The organisation - (CONFORMANCE)

Standard grade	Conformance
Date audit completed	10/09/2025
Resolved non-conformance	Not applicable
Date of resolution	Not applicable

**Outcomes**

Outcome name	Assessment grade	Resolved non-conformance	Date of resolution
Outcome 2.1: Partnering with individuals	Conformance	Not applicable	Not applicable
Outcome 2.2: Quality, safety and inclusion culture	Conformance	Not applicable	Not applicable
Outcome 2.3: Accountability, quality system and policies and procedures	Conformance	Not applicable	Not applicable

7. Select **Collapse all** to revert to previous view where the list of Standards and the overall grade against each Standard is visible in brackets (if available and applicable).

**Standards**

[Expand all](#) 

- > Standard 1: The individual - (CONFORMANCE)
- > Standard 2: The organisation - (CONFORMANCE)
- > Standard 3: The care and services - (CONFORMANCE)
- > Standard 4: The environment - (CONFORMANCE)
- > Standard 5: Clinical care - (MINOR NON-CONFORMANCE)
- > Standard 6: Food and nutrition - (MAJOR NON-CONFORMANCE)
- > Standard 7: The residential community - (MAJOR NON-CONFORMANCE)

## 7. Viewing regulatory decisions

You can use the Performance and Star Ratings application in the GPMS Registered Provider Portal to view compliance information including regulatory decisions.

### Please note:

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To access the Performance and Star Ratings application you will need to have either the Performance reviewer (Org) or Performance reviewer (Home/Branch) access role.

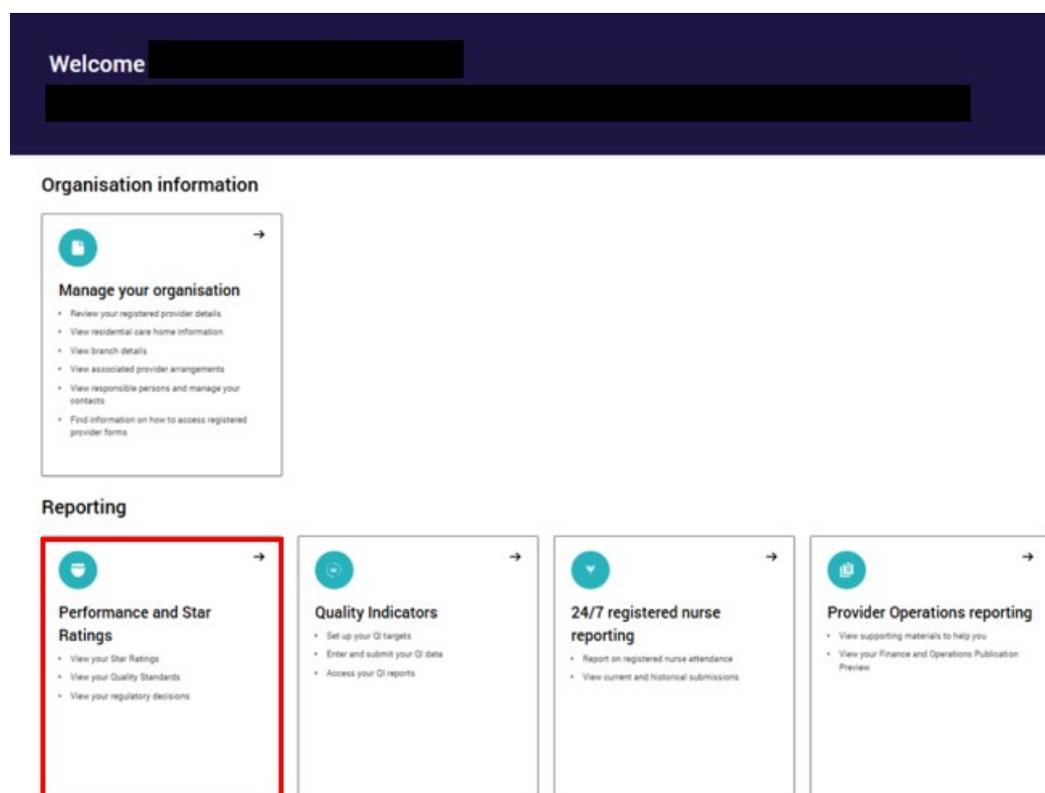
If you do not have this role you will need to discuss your need with your Organisation Administrator.

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

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Current and historic regulatory decisions applied to your provider and its residential care homes and/or branches can be viewed by accessing the **Compliance information** tile in the **Performance and Star Ratings** application. Follow these steps:

1. On the **GPMS Registered Provider Portal** landing page, select the **Performance and Star Ratings** application.



2. On the Performance and Star Ratings landing page, select the **Compliance Information** tile.

< [Back](#)

## Performance and Star Ratings

### Overview of performance and Star Ratings



#### Star Ratings

- View new, current and historic Star Ratings
- Understand how Star Ratings were calculated



#### Compliance information

- View performance against Quality Standards
- View regulatory decisions

- You will be taken to the Compliance information display. Select the **Regulatory decisions** tab to view a list of current and historic regulatory decisions applied to your provider or its residential care homes and/or branches.

Entities  
Residential care homes and branches

### Compliance for Provider

**Regulatory decisions** Quality Standards

Status  
Show all Clear filters Apply filters

Regulatory decision	Status	Date applied	Date of expiry	
Directions - To revise Plans for Continuous Improvements (PCI)	Non-Current	02/12/2020	11/06/2021	▼
Directions - To revise Plans for Continuous Improvements (PCI)	Non-Current	03/12/2020	06/12/2021	▼
Directions - To revise Plans for Continuous Improvements (PCI)	Non-Current	22/12/2020	03/05/2021	▼
Directions - To revise Plans for Continuous Improvements (PCI)	Non-Current	22/12/2020	14/04/2021	▼
Directions - To revise Plans for Continuous Improvements (PCI)	Non-Current	05/01/2021	06/06/2021	▼

- The default view will show all current and historic regulatory decisions applied to the provider.

Entities  
Residential care homes and branches

### Compliance for Provider

**Regulatory decisions** Quality Standards

Status  
Show all Clear filters Apply filters

Regulatory decision	Status	Date applied	Date of expiry	
Directions - To revise Plans for Continuous Improvements (PCI)	Non-Current	02/12/2020	11/06/2021	▼
Directions - To revise Plans for Continuous Improvements (PCI)	Non-Current	03/12/2020	06/12/2021	▼

- To view regulatory decisions for a particular residential care home or branch, select **Residential care homes and branches** from the left-hand menu under Entities.
- To view details of a particular current or historic regulatory decision, select the arrow button and then select **View details arrow** to be taken to the regulatory decisions details display. Use the search filters to find regulatory decisions based on the **Residential care home/branch name or ID**, and/or the regulatory decision **status**.

Entities

Compliance for Residential care homes and branches

Regulatory decisions Quality Standards

Residential care home/branch name or ID  Status

Residential care home/branch name	Regulatory decision	Status	Date applied +	Date of expiry	
	Directions - To revise Plans for Continuous Improvements (PCI)	Non-Current	02/12/2020	11/06/2021	<input type="button" value="View details"/>
	Directions - To revise Plans for Continuous Improvements (PCI)	Non-Current	08/12/2020	06/12/2021	<input type="button" value="View details"/>
	Directions - To revise Plans for Continuous Improvements (PCI)	Non-Current	22/12/2020	03/05/2021	<input type="button" value="View details"/>
	Directions - To revise Plans for Continuous Improvements (PCI)	Non-Current	22/12/2020	14/04/2021	<input type="button" value="View details"/>
	Directions - To revise Plans for Continuous Improvements (PCI)	Non-Current	05/01/2021	09/06/2021	<input type="button" value="View details"/>

### Example of a regulatory decision details display

Regulatory decision

Directions - To revise Plans for Continuous Improvements (PCI)

Provider details

The regulatory decision has been applied to the provider:

Provider name	
Provider ID	

Regulatory decision details

Status	Non-Current
Date applied	02/12/2020
Date of expiry	11/06/2021
Issuing authority	ACQSC
Reason for issuing regulatory decision	This service has been given a <b>Direction</b> to make improvements to compliance issues.
Regulatory decision details	This service must give the Commission a plan to show how they will make improvements to ensure the Quality Standards are met.

Associated residential care homes and branches

The regulatory decision has been applied to the following residential homes and/or branches

Residential care home/branch ID	Residential care home/branch name	Date applied
		02/12/2020

### Please note:

If a regulatory decision does not apply to any associated residential care homes and/or branches for a provider, the table 'Associated residential care homes and branches' will display a message as follows: 'The regulatory decision has not been applied to a residential care home or branch associated with this provider.'

## 8. Printing

A PDF report of your Star Ratings will be available to download in GPMS during the provider preview period, before ratings are published on the My Aged Care website.

See steps at 8.1 for how to generate a Star Ratings PDF report during the provider preview period.

You can also print published Star Ratings, strengthened Quality Standards information and regulatory decisions on the GPMS Registered Provider Portal from the Performance and Star Ratings application. See steps at 8.2 for how to print published Star Ratings, strengthened Quality Standards or regulatory decisions information from the Registered Provider Portal using the 'print screen method'.

### 8.1. Generate a Star Ratings PDF report – provider preview

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

#### Please note:

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Your PDF report will only be available during the provider preview period.

For the best user experience, we recommend using the Safari browser.

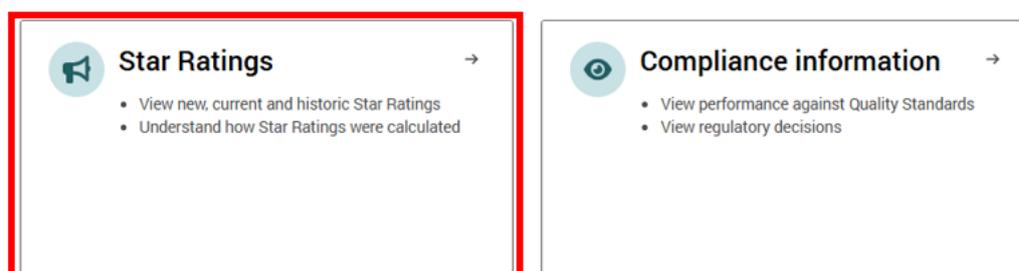
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Once you are in the GPMS Registered Provider Portal, you can download your PDF report of your **Star Ratings provider preview** by completing the following steps:

1. In the Performance and Star Ratings application, select the Star Ratings tile.



#### Overview of performance and Star Ratings



- The Star Ratings screen will display the list of all residential care homes currently associated with your provider based on your GPMS user profile. Select **Generate report PDF**.

- Select the rating you would like to see by filtering by **residential care home ID, name or program/payment ID**.

- Once the residential care home is selected use the **bar chart icon** () to launch Analytical Studio in a new tab or select **Generate Report**.

- A new browser page 'CRM Analytics | Salesforce' will load. Select the **Residential care name** for the residential care home you want to view. You can adjust this filter to see residential care homes linked to your GPMS user profile. You do not need to select any other filters.
- The Preview Report page appears. You can scroll down to see the complete report, or select **Return to Filters** to return to the filters page.

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

SRED01 - Star Ratings PDF Preview - for Providers

Cancel Print

Return to filters

### General residential care home information

Note: Return to previous page to update your residential care home information.

<b>Registered Provider ID</b>	<b>Registered Provider name</b>
PRV-████	██
<b>Payment ID</b>	<b>Residential care home name</b>
SRV-████	██
<b>Reporting period</b>	<b>Date of report</b>
Quarter 2 FY 25 - 26	09/03/2026 09:56:00 AM

### Star Ratings summary

Note: Teal stars represent the rating applied to your residential care home.

<b>Overall Star Rating</b>	This residential care home has an exemption applied to its Star Ratings.
★★★★★	
<b>Residents' Experience</b>	<b>Compliance</b>
★★★★★	★★★★★
<b>Staffing</b>	<b>Quality Measures</b>
★☆☆☆☆	★☆☆☆☆

- The Print pop-up appears.
- Select **Save as PDF**.

Print

Total: 3 pages

Printer

Save as PDF

Layout

SRED01 - Star Ratings PDF Preview - for Providers

Return to filters

### General residential care home information

Note: Return to previous page to update your residential care home information.

### Star Ratings summary

Note: Teal stars represent the rating applied to your residential care home.

- Then, select **More Settings**, in the margins drop down select **Minimum** and tick **Headers and footers**. This will ensure that the entire report will be displayed in the PDF preview.

## 11. Select **Save**.

The screenshot shows a 'Print' dialog box on the left with the following settings: **Printer:** Save as PDF; **Layout:** Portrait; **Pages:** All; **Printer settings:** Paper size: A4, Scale (%): 100, Pages per sheet: 1; **Margins:** Minimum; **Options:** Printers and features (checked), Background graphics (unchecked), Print using system dialogue... (Ctrl+Shift+P). The main content area is titled 'SRO01 - Star Ratings PDF Preview - for Providers' and contains a 'Star Ratings summary' with an overall star rating of 4.5, and a 'Sub-category ratings' table for 'Resident Experience'.

Question	Always	Most of the time	Some of the time	Never
Do you feel safe here?	95%	5%	0%	0%
Do you feel safe here?	95%	5%	0%	0%
Do you feel safe here?	95%	5%	0%	0%
Do you feel safe here?	95%	5%	0%	0%
Do you feel safe here?	95%	5%	0%	0%
Do you feel safe here?	95%	5%	0%	0%
Do you feel safe here?	95%	5%	0%	0%
Do you feel safe here?	95%	5%	0%	0%
Do you feel safe here?	95%	5%	0%	0%
Do you feel safe here?	95%	5%	0%	0%
Do you feel safe here?	95%	5%	0%	0%

### Please note:

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

**Download a PDF copy of the report**  
After generating the report, click on the bar chart (top right) within the dashboard below to open the report in a new tab. To download as PDF, use the drop-down menu in the upper right and select Print Preview.  
For best results, we recommend using Safari. If Google Chrome or Microsoft Edge shows a blank print preview, follow these steps to resolve:  
• Customise your print setup (set margin to 'minimum')  
• Ensure your browser is up to date

## 8.2. Printing Star Ratings, Quality Standards and regulatory decisions information

The following 'print screen' method can be used to print Star Ratings, Quality Standards and regulatory decisions information.

1. Navigate to the respective Star Rating, Quality Standards audit or regulatory decision display in the GPMS Registered Provider Portal that you would like to print.
2. Expand all data fields, right click anywhere on the screen and select **Print**.

## Example of printing an Overall Star Rating or sub-category rating details page

The screenshot shows the 'Residential care home ratings' page. At the top, there is a 'Back' link and a title. Below the title, there are fields for 'Program/payment ID' and 'Reporting period: 2025'. A 'Need help?' button is visible. The main heading is 'Current rating', with sub-categories: 'Overall Star Rating', 'Residents' Experience', 'Compliance', 'Staffing', and 'Quality Measures'. The 'Overall Star Rating' sub-category is selected. Below this, there is a section titled 'Overall Star Rating' with a description: 'Residential aged care homes receive an Overall Star Rating of 1 to 5 stars based on performance across the 4 sub-categories – Residents' Experience, Compliance, Staffing and Quality Measures Overall Star Rating. For more information, visit [how we calculate ratings](#).' A 'Current rating' section is partially visible. A print menu is open on the right side of the page, showing options like 'Back', 'Refresh', 'Save as', 'Print', 'Send tab to your devices', 'Create QR Code for this page', 'Translate to English', 'Visual Search', 'Screenshot', 'More tools', 'View page source', and 'Inspect'. The 'Print' option is highlighted.

## Example of printing a Quality Standards audit details page

The screenshot shows the 'Quality Standards audit' page. At the top, there is a title and a 'Provider ID' field. Below this, there is a section titled 'Residential care home details' with fields for 'Residential care home name' and 'Residential care home ID'. The 'Audit details' section includes fields for 'Audit ID', 'Status', 'Date audit completed', 'Number of Standards with conformance', 'Number of Standards with major non-conformance', 'Number of Standards with minor non-conformance', 'Number of Standards with resolved non-conformance', and 'Exceeding grade'. The 'Standards' section lists 'Standard 1: The individual - (CONFORMANCE)' and 'Standard 2: The organisation - (CONFORMANCE)'. A print menu is open on the right side of the page, showing options like 'Back', 'Refresh', 'Save as', 'Print', 'Send tab to your devices', 'Create QR Code for this page', 'Translate to English', 'Visual Search', 'Screenshot', 'More tools', 'View page source', and 'Inspect'. The 'Print' option is highlighted. An 'Expand all' link is visible at the bottom right of the standards section.

To print grades for Standards and outcomes, select **Expand all** before printing.

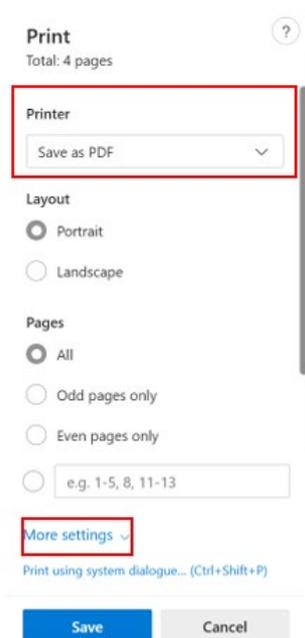
## Example of printing a regulatory decision details page



The screenshot shows a web page titled "Regulatory decision" with a back button and a redacted ID field. Below the title, it displays "Provider ID: [REDACTED]" and "ABN: [REDACTED]". The main heading is "Directions - To revise Plans for Continuous Improvement". Under "Provider details", it states "The regulatory decision has been applied to the provider." and lists "Provider name" and "Provider ID" with redacted values. A print menu is open on the right, showing options like "Print", "Save as PDF", and "Visual Search".

### Regulatory decision details

3. To open a print preview click **Print** and select **Save as PDF**.



The print dialog box shows "Print" with "Total: 4 pages". The "Printer" dropdown menu is set to "Save as PDF" and is highlighted with a red box. Below, the "Layout" section has "Portrait" selected. The "Pages" section has "All" selected. A "More settings" dropdown is also highlighted with a red box. At the bottom, there are "Save" and "Cancel" buttons.

#### 4. Select More settings and change the scale to 45 and Print.

**Print**  
Total: 3 sheets of paper

Even pages only

**Colour**  
Colour

Fewer settings <

**Paper size**  
A4

**Scale (%)**  
 Fit to printable area  
 Actual size  
45

**Pages per sheet**  
1

**Quality**  
600 dpi

**Margins**  
Default

**Print** Cancel

04/03/2026, 11:22 Star Rating Details

Government Provider Management System

Home Manage users User1786

< Back

**Residential care home ratings**

██████████ Program/segment ID: ██████████

Status: Publicly available Reporting period: Quarter 2 FY 25-26

Need help?

**Current rating**

Overall Star Rating Residents' Experience Compliance Staffing Quality Measures

**Quality Measures**

Based on performance in 5 key areas of care - pressure injuries, restrictive practices, unplanned weight loss, falls and major injury, and medication management - as reported under the National Aged Care Quality Indicator Program.

**Draft rating**

★☆☆☆☆

Significant improvement needed  
Did not meet reporting obligations.

Rating calculated 23 Feb 2026 Publicly available 30 Mar 2026

Performance comparison

Care area	Your performance	Comparison with national average
Pressure injuries	0% of residents experienced pressure injuries	↓ 6.81% below the national average
Restrictive practices	0% of residents were physically restrained	↓ 12.81% below the national average
Unplanned weight loss	0% of residents experienced unplanned weight loss	↓ 7.76% below the national average

https://uat.provider2.health.gov.au/portal/star-rating-landing-page/star-rating-details?recordId=a4db000000A0XhAAO&context=a2ZMh0000098M8MAE

1/3

04/03/2026, 11:22 Star Rating Details

Falls 0% of residents experienced one or more falls ↓ 10.24% below the national average

#### Please note:

The 'right click to print' on any browser tab functionality may look and behave different based on the browser or device you are using.