



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

October 2026

Version 1.8

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

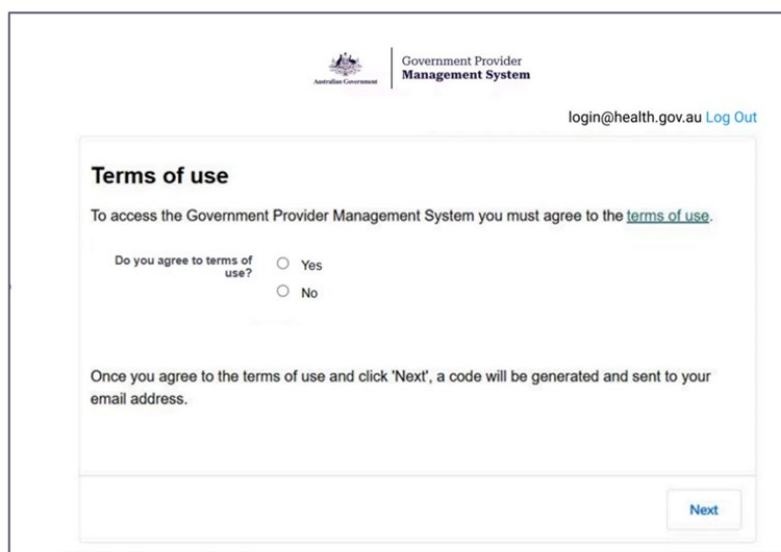
This User Guide has been designed to support users with GPMS roles of Performance reviewer (Org) and Performance reviewer (Home/Branch) to:

- 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 of the Government Provider Management System. At the top, there is a header with the Australian Government logo and the text 'Government Provider Management System'. Below the header, there is a login link 'login@health.gov.au' and a 'Log Out' link. 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 text, there are two radio buttons: 'Yes' and 'No'. The 'Yes' radio button is selected. Below the radio buttons, there is a text box with the text: 'Once you agree to the terms of use and click 'Next', a code will be generated and sent to your email address.' At the bottom right of the form, there is a 'Next' button.

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.

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

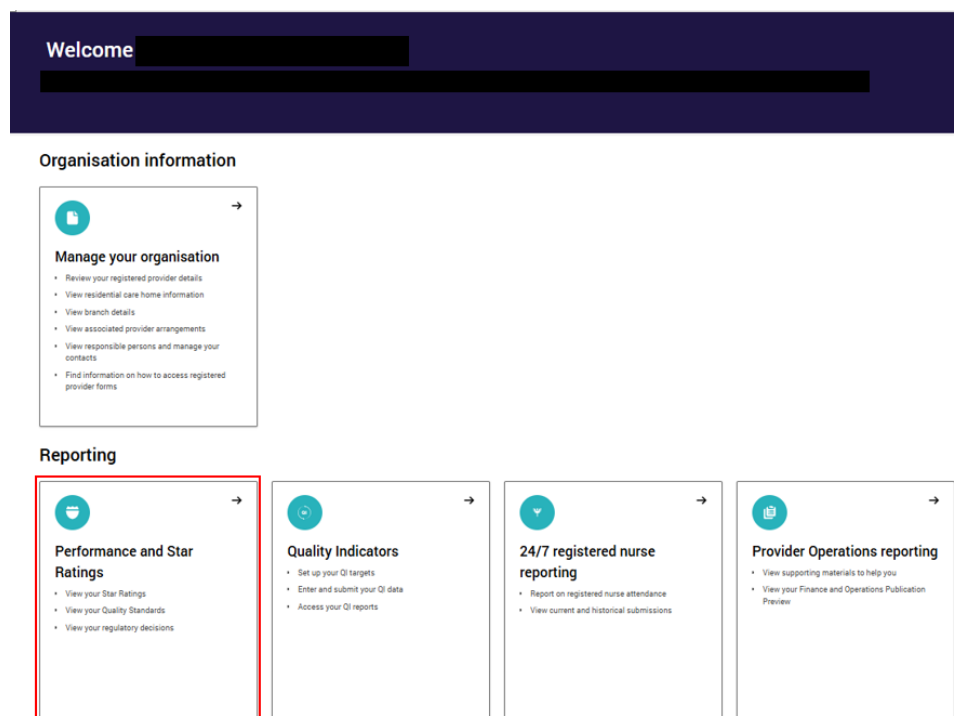
Please note:

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.

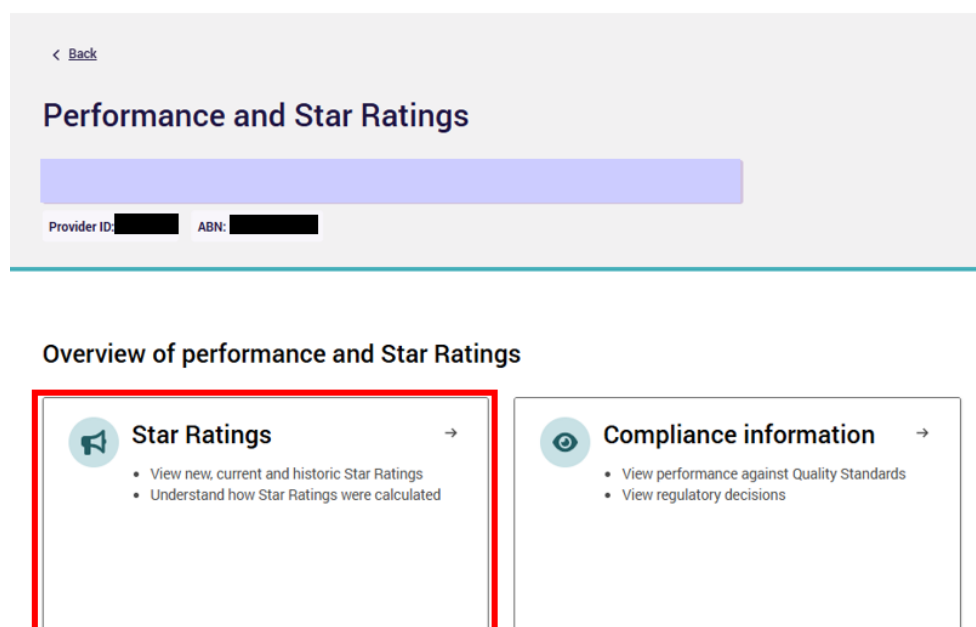
If you cannot see the Performance and Star Ratings application on the GPMS Registered Provider Portal landing page, notify your Organisation Administrator for the matter to be resolved.

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 →

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

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

Reporting period

Rating type

Overall Star Rating

Status

Show all

Show all

Show all

Show all

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	View ratings
		2025	Current	★★★★☆	Publicly available	16/10/2025	
		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' Ex Overall Star Rating. For more information, visit [how we calculate ratings](#).

Current rating

★★★★☆

Acceptable

Rating calculated

23 Feb 2026

Publicly available

10 Feb 2026

Please note:

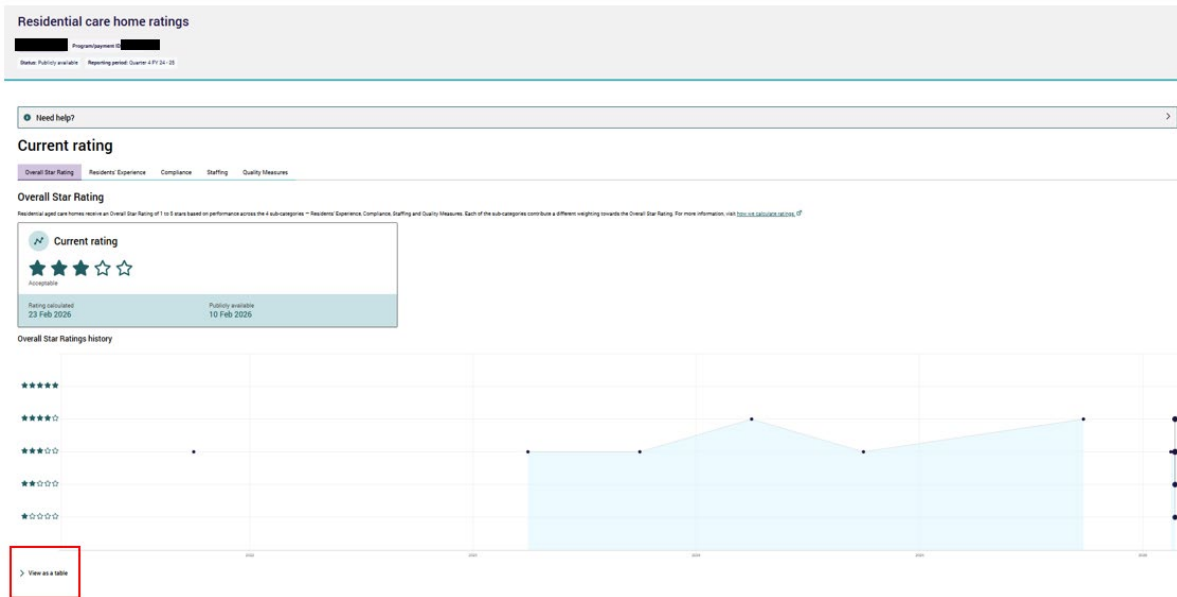
A rating may not be calculated due to an exemption being granted by the Department of Health, Disability and Ageing.

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

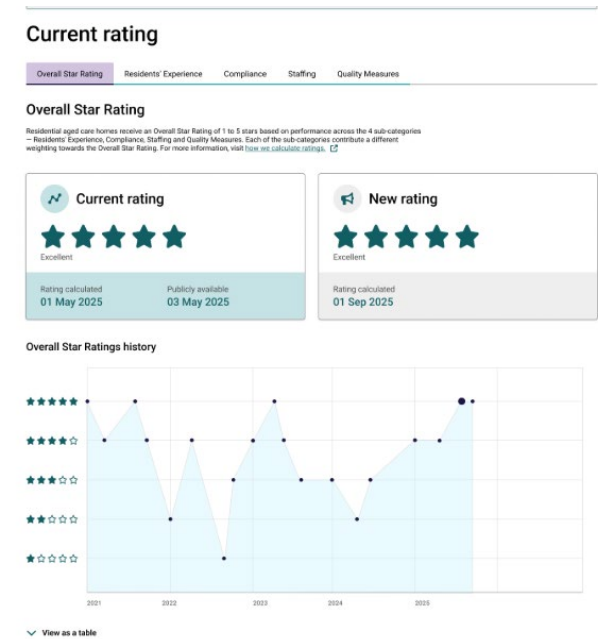


A service may not have a rating due to any of the following reasons: The service may not have been operational, was impacted by technical issues or extenuating circumstances impacting the availability of data at this time.

Example of the Overall Star Rating

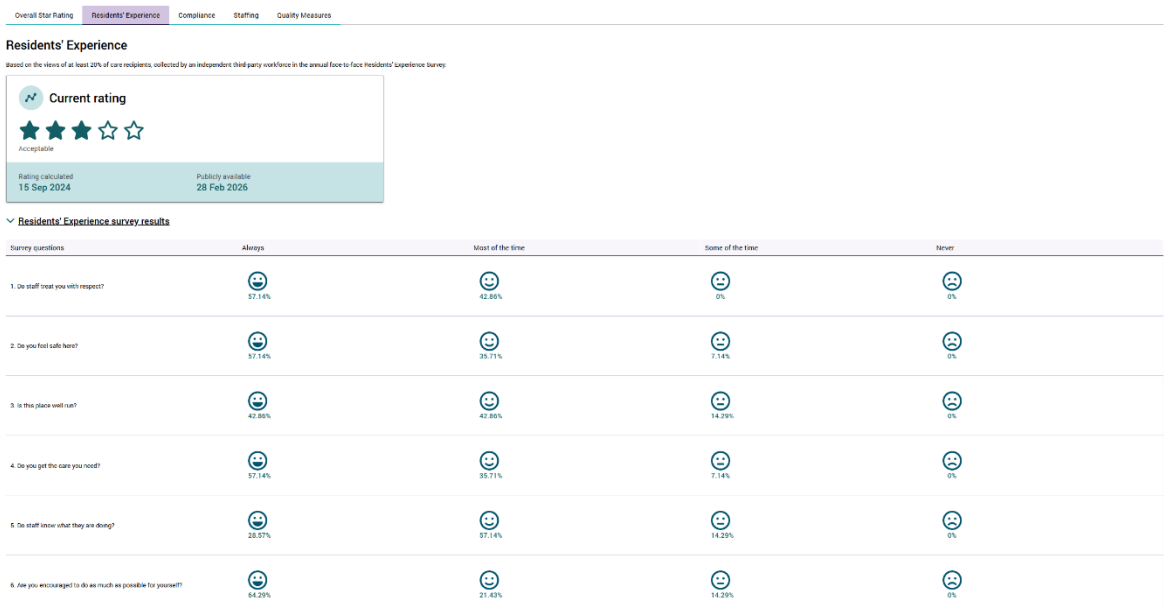


Where new ratings are available to preview prior to publication on the My Aged Care website, the new rating will display alongside the current Overall Star Rating and each sub-category rating together with the date the new rating was calculated.



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:



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.

Overall Star Rating

Residents' Experience

Compliance

Staffing

Quality Measures

Compliance

Based on regulatory decisions and performance against the Aged Care Quality Standards.

Current rating

★★★★★

Excellent

Rating calculated

28 Feb 2026

Publicly available

28 Feb 2026

Reason for Compliance rating

Regulatory decisions and Quality Standards

Regulatory decisions

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

Showing 1 of 1 item

Quality Standards

✖ Downloading grade has been awarded

Quality Standard	Date audit completed	Grade received for Standards	Resolved non conformance	Date of resolution
Standard 1: The individual	11/05/2025	Conformance	Not applicable	
Standard 1: The individual	11/05/2025	Conformance	Not applicable	
Standard 2: The organisation	11/05/2025	Conformance	Not applicable	
Standard 2: The organisation	11/05/2025	Conformance	Not applicable	
Standard 3: The care and services	11/05/2025	Conformance	Not applicable	
Standard 3: The care and services	11/05/2025	Conformance	Not applicable	
Standard 4: The environment	11/05/2025	Conformance	Not applicable	

15 items per page

Please note:

The Compliance rating can change daily in response to:

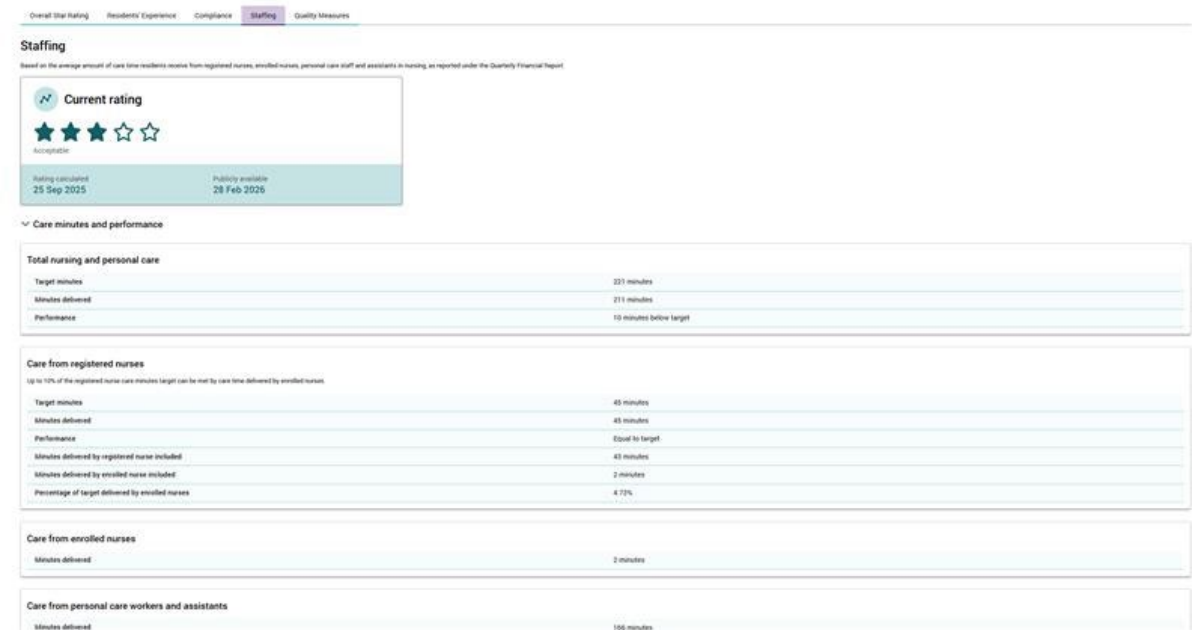
1. regulatory decisions, once received by the Department from the issuing body
2. a residential care home's graded assessment outcomes against the strengthened Quality Standards.

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:



Please note:

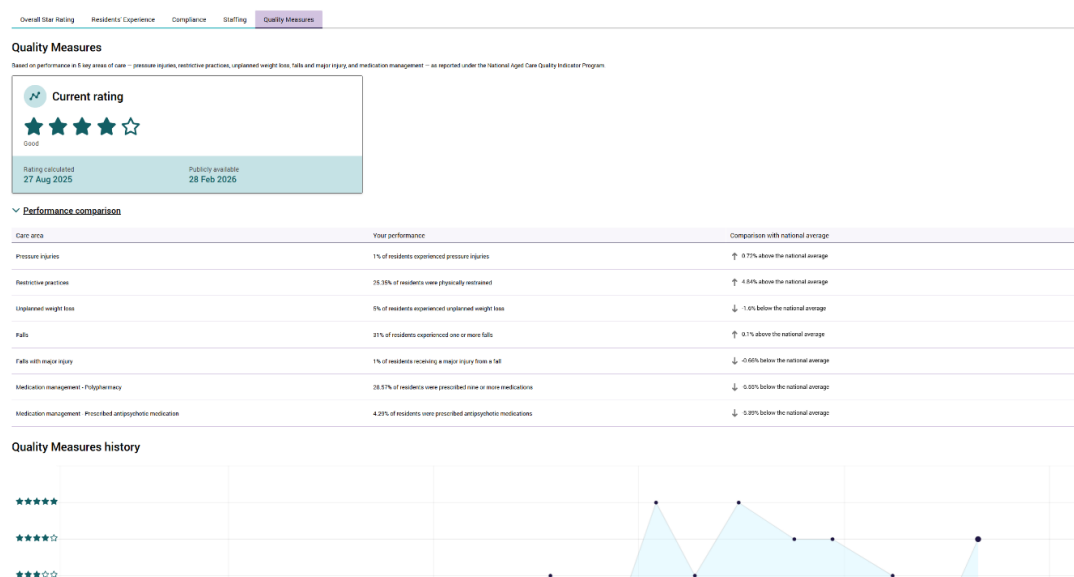
A residential care home will not receive a Staffing rating if they do not report their care minute data on time or at all or if they fail to pass quality checks, and this will also result in no Overall Star Rating. Information to explain the reason why a residential care home does not have a Staffing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

Example of the Quality Measures rating

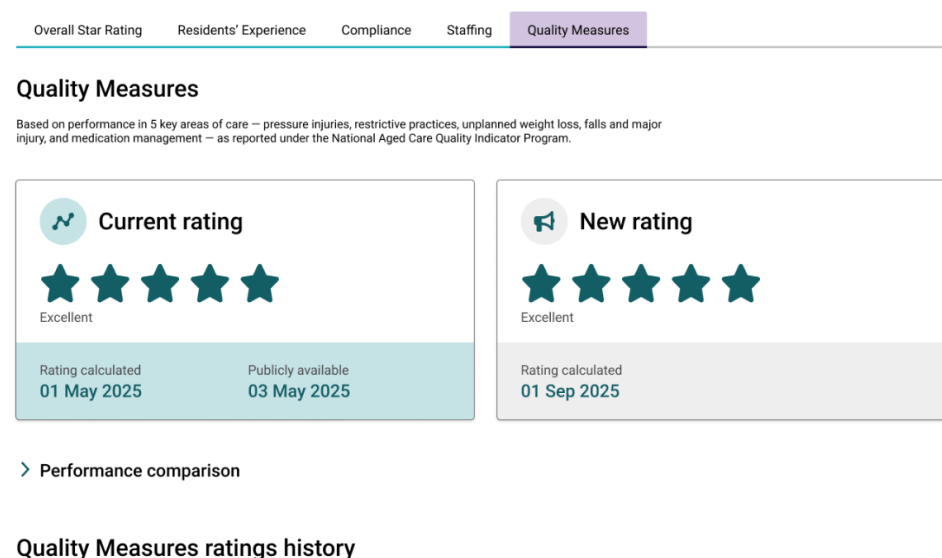
The current and new Quality Measures ratings will display together with results of the residential care home's current performance against:

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:

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.

Please note:

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.

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.

The screenshot shows the 'Star Ratings' application interface. At the top, there is a header bar with the title 'Star Ratings' and a 'Generate report PDF' button. Below this is a search bar for 'Residential care home ID, name, or program/payment ID'. Under the search bar are four filters: 'Reporting period', 'Rating type', 'Overall Star Rating', and 'Status', each with a 'Show all' dropdown. To the right of these filters are 'Clear filters' and 'Apply filters' buttons. The main part of the interface is a table with the following columns: 'Program/payment ID', 'Residential care home', 'Reporting period', 'Rating type', 'Overall Star Rating', 'Status', and 'Publicly available on website from'. The 'Status' column is highlighted with a red box. The table contains five rows of data. The first row has a status of 'Publicly available'. The second row has a status of 'Publicly available'. The third row has a status of 'Publicly available'. The fourth row has a status of 'Publicly available'. The fifth row has a status of 'Preview'. The 'Publicly available on website from' column shows dates for each row: 02/03/2025, 14/10/2024, 10/02/2025, 01/03/2025, and 28/02/2025. There is also a 'View ratings' button on the right side of the table.

Program/payment ID	Residential care home	Reporting period	Rating type	Overall Star Rating	Status	Publicly available on website from
[REDACTED]	[REDACTED]	Quarter 2 FY 25 - 26	Current	No rating available	Publicly available	02/03/2025
[REDACTED]	[REDACTED]	2025	Current	★★★★☆	Publicly available	14/10/2024
[REDACTED]	[REDACTED]	Quarter 4 FY 24 - 25	Current	★★★★☆	Publicly available	10/02/2025
[REDACTED]	[REDACTED]	Quarter 1 FY 25 - 26	Previous	★★★★☆	Publicly available	01/03/2025
[REDACTED]	[REDACTED]	Quarter 1 FY 25 - 26	Previous	★★★★☆	Preview	28/02/2025

There are three possible status types:

Status type	Meaning
Preview	The Star Rating has been published to the GPMS Registered Provider 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/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.

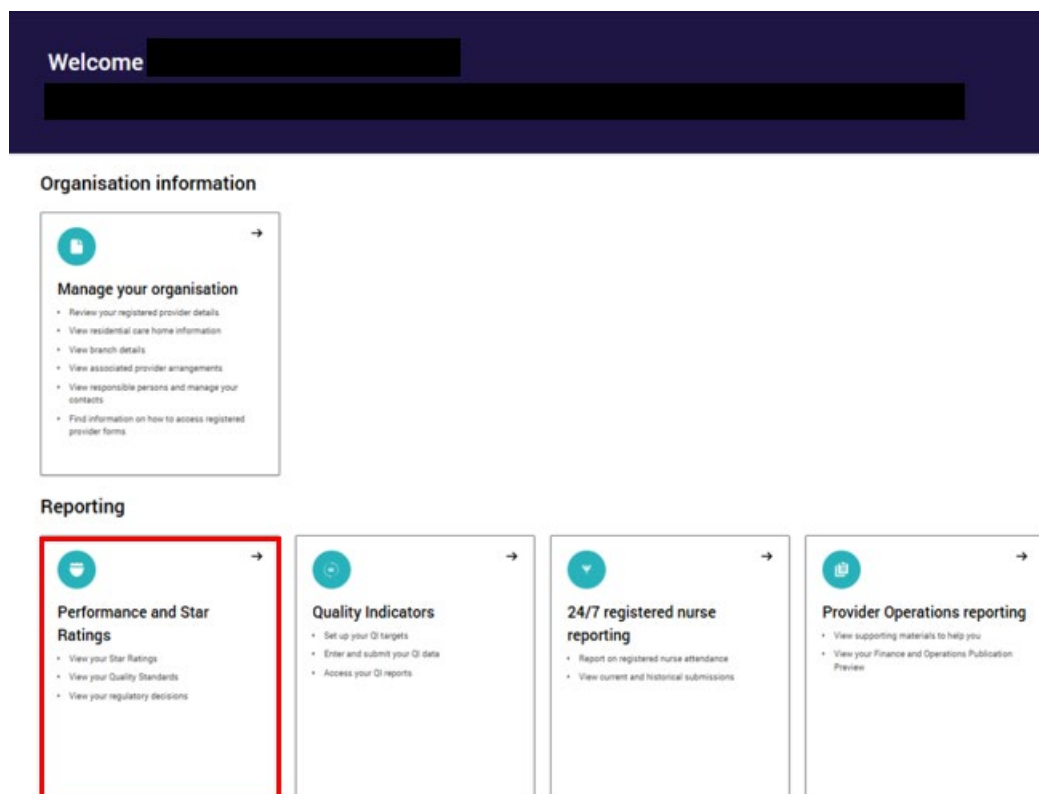
Please note:

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.

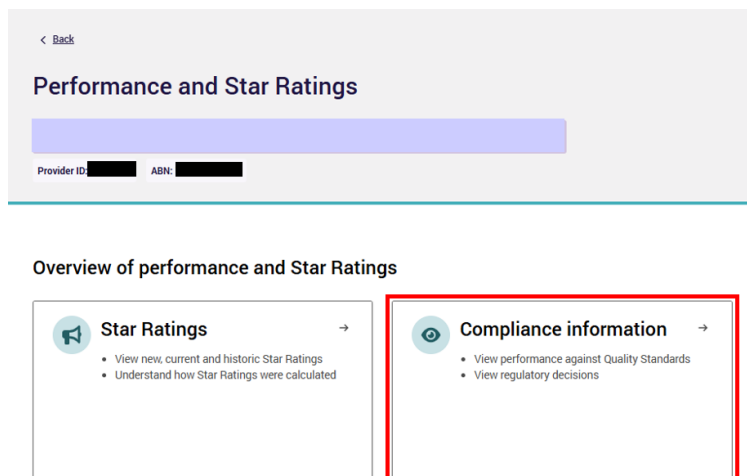
If you do not have this role you will need to discuss your need with your **Organisation Administrator**. If you are an **Organisation Administrator**, you can assign yourself **Performance reviewer** access.

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.

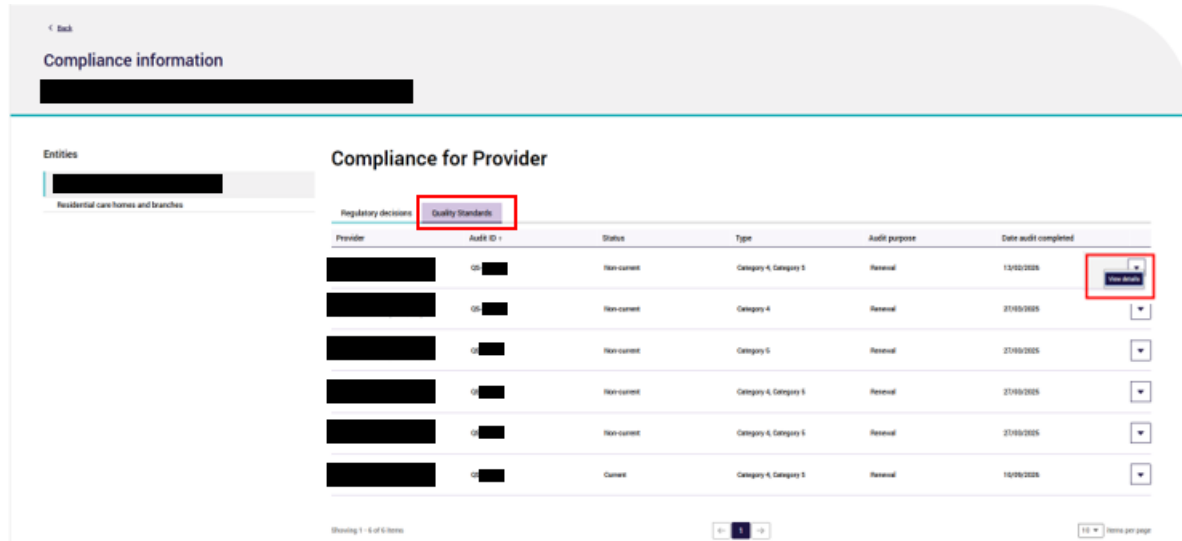


2. On the **Performance and Star Ratings** application landing page, select the **Compliance information** tile.



You will be taken to the Compliance information display. Select **Quality Standards** tab.

You will see a list of records for the strengthened Quality Standards assessment for all services associated with the provider ID. Navigate to the record you would like to view, click the arrow and select **View details**. If GPMS has not received any audit outcomes against the strengthened Quality Standards for your organisation, you will not be able to view any records.



3. To view a list of records for the strengthened Quality Standards assessment for Category 6 residential care homes and branches only, select **Residential care homes and branches** from the left hand menu under Entities. You will see a list of records for the respective residential care home. Navigate to the record you would like to view, click the arrow and select **View details**.

Entities

Compliance for Residential care homes and branches

Regulatory decisions Quality Standards

Residential care home

Enter Residential care home name or ID

Status

Show all

Clear filters

Apply filters

Residential care home	Audit ID	Status	Date audit completed	Exceeding grade
	00000000000000000000	Current	10/09/2025	Yes

View details

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

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Quality Standards audit

Provider ID

Residential care home details

Residential care home name

Residential care home ID

Audit details

Audit ID

Status

Type

Audit purpose

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

Exceeding grade

Standards

Expand all

> Standard 1: The individual

> Standard 2: The organisation

> Standard 3: The care and services

> Standard 4: The environment

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

< Back

Quality Standards audit

Provider ID

Residential care home details

Residential care home name

Residential care home ID

Audit details

Audit ID

Status

Type

Audit purpose

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

Exceeding grade

Standards

Expand all

> Standard 1: The individual

> Standard 2: The organisation

> Standard 3: The care and services

> Standard 4: The environment

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

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:

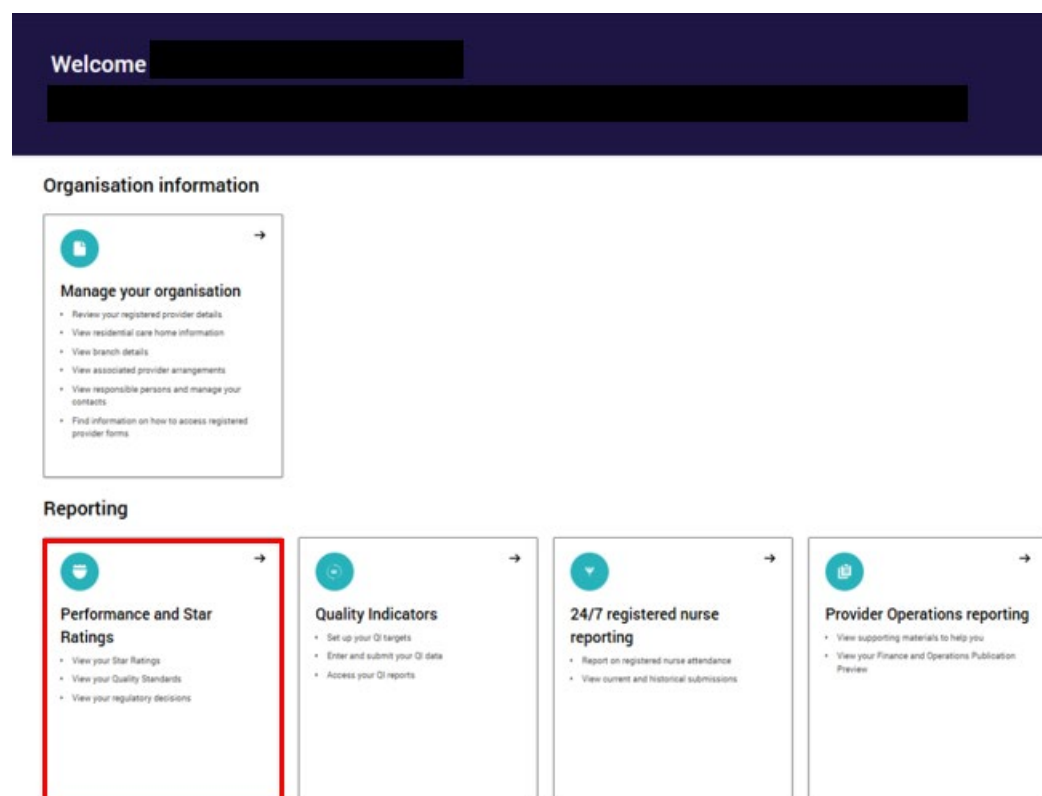
To access the Performance and Star Ratings application you will need to have either the Performance reviewer (Org) or Performance reviewer (Home/Branch) access role.

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.

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

3. 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 Improvement (PCI)	Non-Current	02/12/2020	11/06/2021	▼
Directions - To revise Plans for Continuous Improvement (PCI)	Non-Current	03/12/2020	06/12/2021	▼
Directions - To revise Plans for Continuous Improvement (PCI)	Non-Current	22/12/2020	03/05/2021	▼
Directions - To revise Plans for Continuous Improvement (PCI)	Non-Current	22/12/2020	14/04/2021	▼
Directions - To revise Plans for Continuous Improvement (PCI)	Non-Current	05/01/2021	06/06/2021	▼

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

Entities

Provider ID

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 Improvement (PCI)	Non-Current	02/12/2020	11/06/2021	▼
Directions - To revise Plans for Continuous Improvement (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

Residential care homes and branches

Compliance for Residential care homes and branches

Regulatory decisions Quality Standards

Residential care home/branch name or ID Status Clear filters Apply filters

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	
	Directions - To revise Plans for Continuous Improvements (PCI)	Non-Current	08/12/2020	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	09/06/2021	

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 Direction 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:

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

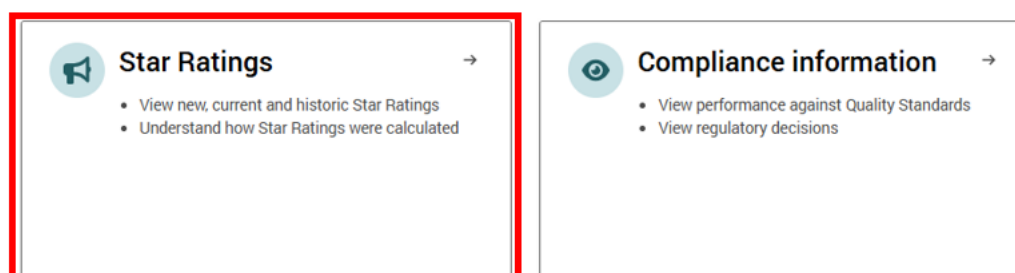
For the best user experience, we recommend using the Safari browser.

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**.

Star Ratings

Generate report PDF →

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

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

Reporting period: Show all

Rating type: Show all

Overall Star Rating: Show all

Status: Show all

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
		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

- 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**.

Star Ratings PDF Preview - for Providers

SPR2001

This report provides a downloadable PDF summary of Star Ratings for a provider of a residential care home, during the provider preview period.

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 report 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:

- Customize your print setup (set margins to 'medium')
- Ensure your browser is up to date

Payment ID: All

Residential care home: [Redacted]

Reporting period: All

Generate Report

Date frequency: Every 6 hours

Date extracted date: 26/10/2024 08:11:10 AM (AEST)

Important information: Please read before using this report. Information contained on this report may include protected information under Part 2, Division 1 of the Access to Information Act 2024, namely, personal information, and/or information (including commercially sensitive information) the disclosure of which could...

- 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.

Registered Provider ID	Registered Provider name
PRV- [REDACTED]	[REDACTED]
Payment ID	Residential care home name
SRV- [REDACTED]	[REDACTED]
Reporting period	Date of report
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.

Overall Star Rating

This residential care home has an exemption applied to its Star Ratings.

★★★★★

Residents' Experience

★★★★★

Compliance

★★★★★

Staffing

★☆☆☆☆

Quality Measures

★☆☆☆☆

- 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 image shows a 'Print' dialog box on the left and a 'Star Ratings PDF Preview' report on the right. In the 'Print' dialog, the 'Printer' is set to 'Save as PDF', 'Layout' is 'Portrait', 'Pages' is 'All', 'Paper size' is 'A4', 'Scale (%)' is '100', 'Pages per sheet' is '1', 'Margins' is 'Minimum', and 'Options' includes 'Headers and footers' checked. The 'Save' button is highlighted. The 'Star Ratings PDF Preview' report displays general residential care home information, a star ratings summary with an overall rating of 4.5 stars, and sub-category ratings for Resident Experience, Compliance, and Quality Measures. The 'Save' button is also highlighted in the bottom right of the report preview.

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:

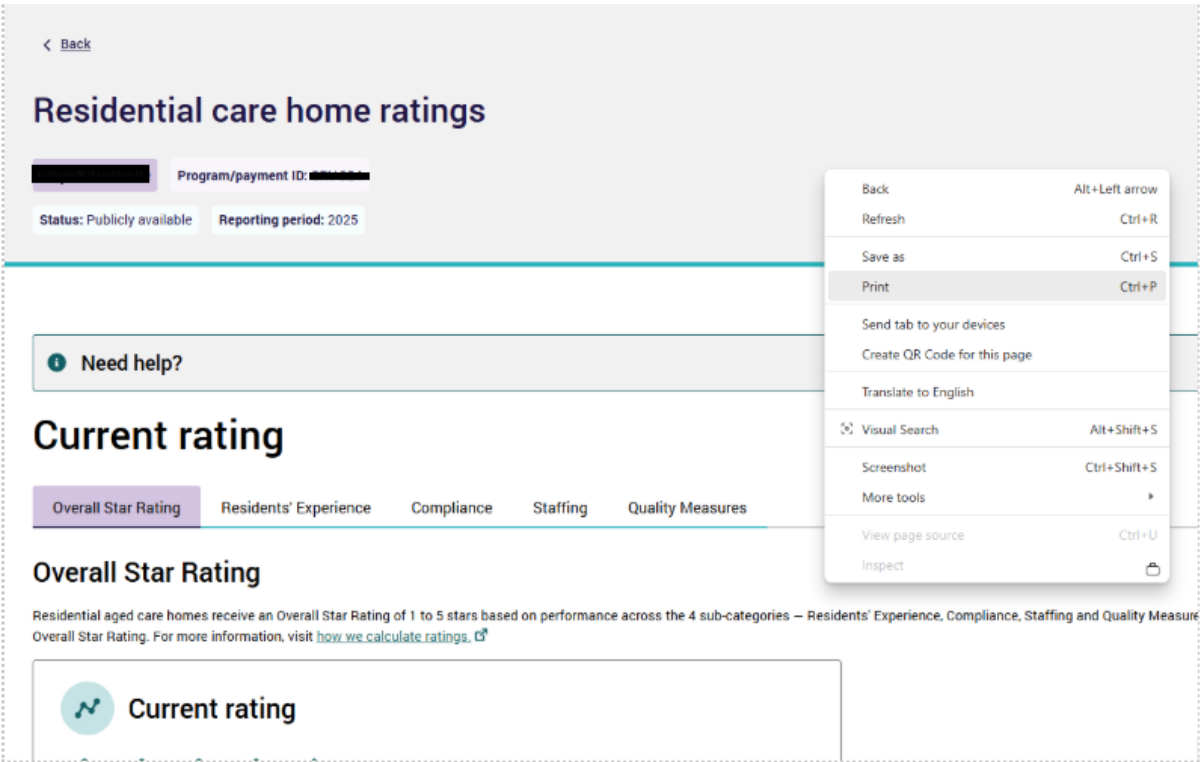
- Customise your print setup (set margin to 'minimum')
- Ensure your browser is up to date

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

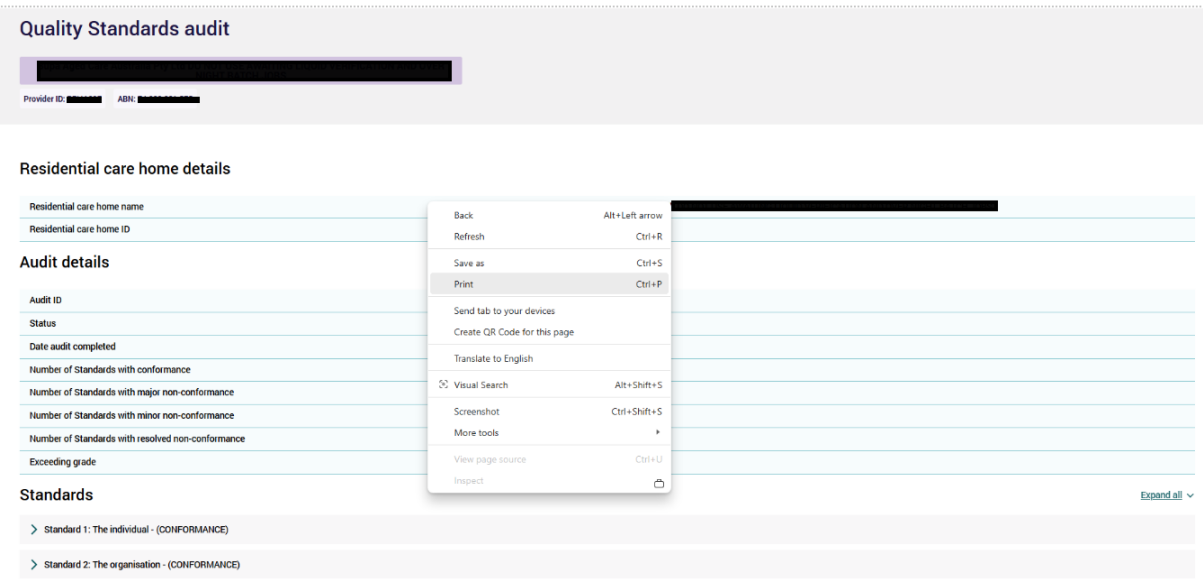
The following 'print screen' method can be used to print Star Ratings, Quality Standards and regulatory decisions information.

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

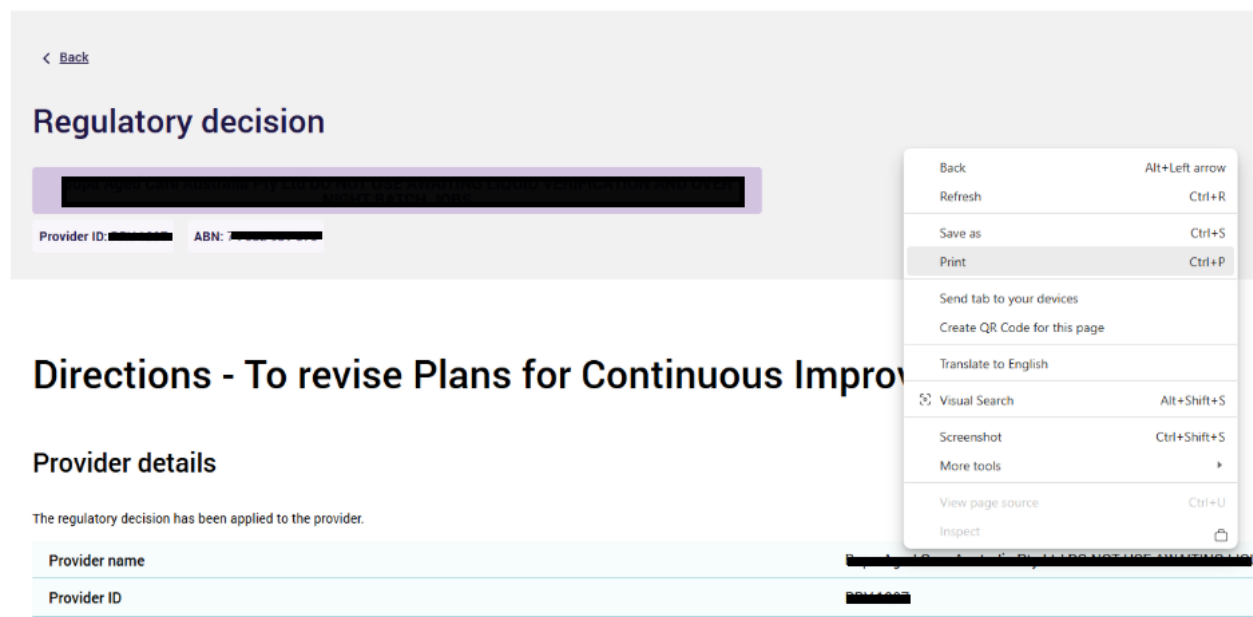


Example of printing a Quality Standards audit details page



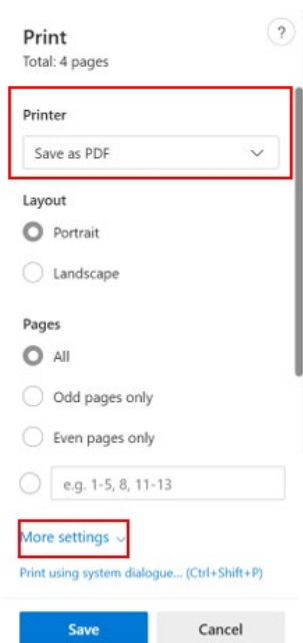
To print grades for Standards and outcomes, select **Expand all** before printing.

Example of printing a regulatory decision details page



Regulatory decision details

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



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

The image shows a 'Print' dialog box on the left and a 'Star Rating Details' page on the right. The 'Print' dialog has a 'Scale (%)' section with 'Actual size' selected and a value of '45' entered in a text box. A red box highlights the '45' and the 'Print' button at the bottom. The 'Star Rating Details' page shows 'Residential care home ratings' for a specific provider. It includes a 'Current rating' section with a 'Draft rating' of 3 stars and a 'Performance comparison' table. The table compares the provider's performance against national averages for three areas: Care area, Pressure injuries, and Unplanned weight loss. The provider's performance is shown as being below the national average in all three areas.

Print
Total: 3 sheets of paper

☐ Even pages only
☐ e.g. 1-5, 8, 11-13

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 User TMR...

< Back

Residential care home ratings

Programme ID: [redacted]

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 Care Quality Indicator Program.

Draft rating

3 stars

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	↓ 6.61% below the national average
Restrictive practices	0% of residents were physically restrained	↓ 12.91% 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=a46b000000A0XNnAAO&context=a2ZMn0000098MBMAE

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.