



# Star Ratings Frequently Asked Questions

## Why are Star Ratings being implemented?

The Royal Commission into Aged Care Quality and Safety highlighted the need for a simple and transparent way to compare the quality of aged care homes.

Star Ratings was developed in response to the Royal Commission recommendation for a rating system for aged care homes based on measurable information about service quality.

The Australian Government is investing in a range of practical measures to ensure residential aged care meets the needs of older Australians. By focusing on transparency, accountability and capability, the government is improving quality, safety and dignity in aged care.

## What are the benefits of Star Ratings?

Increased transparency about the quality of care in residential aged care will help rebuild trust in the sector. Star Ratings provides further benefits for providers, including:

- a greater understanding of how your service is performing
- the ability to benchmark against other providers using nationally consistent quality measures
- the opportunity to see the results of continuous improvement activities through improved Star Ratings
- the opportunity to showcase your performance and the quality of care you provide

## How frequently will Star Ratings be updated?

Star Ratings are updated at different time periods:

- Residents' Experience is updated yearly
- Compliance is updated daily
- the Staffing and Quality Measures ratings are updated every three months.

The overall Star Rating automatically recalculates when new data is available.

## Will all aged care homes have Star Ratings?

Star Ratings will not be published for National Aboriginal and Torres Strait Islander Flexible Aged Care and Multi-Purpose Services Program services, as all required data is not currently reported by these service types.

## What are the reporting requirements for Star Ratings?

No additional reporting is required by providers for Star Ratings. All data that contributes to Star Ratings is reported through existing mechanisms:

- Information for **Residents' Experience** is collected from face-to-face interviews, by a third-party vendor with at least 10% of older Australians across all residential aged care homes.
- **Compliance** regulatory decisions by the Aged Care Quality and Safety Commission including compliance with the Aged Care Quality Standards. The Star Ratings Compliance Rating replaces the 4-dot Service Compliance Rating.
- **Staffing** uses the information reported on registered nurses, enrolled nurses and personal care workers from the Quarterly Financial Report.
- **Quality Measures** uses transformed information about 5 crucial areas of care reported through the National Aged Care Mandatory Quality Indicator Program.

## What happens if data is not submitted or is submitted late?

Providers need to meet their legislated submission obligations for data used in Star Ratings. If data is not submitted on time, information will not be available to inform the Star Ratings.

- **Residents' Experience** – there is no data submission required as this data is provided by a third-party vendor. If your service does not participate in the consumer experience interviews, it will result in a 1 Star Residents' Experience Rating.
- **Compliance** – there is no data submission required as this rating is based on decisions of non-compliance made by the Aged Care Quality and Safety Commission.
- **Staffing** is calculated using care minutes information submitted via the Quarterly Financial Report. If data is not submitted on time each quarter, your service will receive 1 Star Staffing Rating.
- **Quality Measures** is calculated using quality indicator data that is submitted each quarter. If data is not provided within 21 days of the end of each reporting period, your service will receive a 1 Star Quality Measures Rating.

## How does the Compliance Rating impact overall Star Ratings?

A residential aged care home that receives a 1 Star Compliance Rating will receive a 1 Star overall Star Rating regardless of how they perform in other sub-categories. Aged care homes that receive a 2 Star Compliance Rating will receive a 1 Star overall Star Rating regardless of how they perform in other sub-categories.

## **How is reported data checked?**

Sixty-three per cent of the data in the Star Ratings is not self-reported by providers (Residents' Experience and Compliance).

Self-reported data in the Star Ratings is reviewed by the Department of Health and Aged Care and the Commission. Providers are required to submit true and accurate data to comply with legal obligations. Failure to submit true and accurate data may result in compliance action.

## **How far back will historical information be displayed?**

Star Ratings will display the most up-to-date information available. Historical information up to 3 years will be displayed on My Aged Care once available.

## **How does Star Ratings affect new residential aged care homes and those with a change in service ownership?**

For new services, or services that have had a change in ownership, no overall Star Rating will be displayed for a period of 12 months. This gives the service time for their annual Consumer Experience Interviews and Commission assessments to be conducted, while Quality Measures and Staffing sub-categories will be published after two quarters of reporting.

## **How does Star Ratings consider the differing needs of residents to ensure fair comparison?**

The clinical and care needs of individual residential aged care recipients can vary between aged care homes. To account for this variation and enable fair comparison between aged care homes, quality indicator data is risk adjusted prior to calculating Quality Measures.

Similarly when it comes to the Staffing Rating, each aged care home has its own care minutes target reflecting the AN-ACC case-mix of residents in that home. The Staffing Rating is based on whether a home meets, or is above or below their case-mix adjusted target to enable a fair comparison between residential aged care homes.

Further information on risk adjustment, case-mix adjustment and the algorithms for calculating Star Ratings are available in the [Star Ratings Provider Manual](#).

## **Can I fix incorrect self-reported data that has been used to calculate my Star Ratings?**

To fix incorrect data for Quality Measures please access the self-service section of the My Aged Care portal. To fix incorrect data Staffing please contact [health@formsadministration.com.au](mailto:health@formsadministration.com.au).

While errors are being fixed, Star Ratings will be on hold for two weeks.

## I think there's an error in my Star Ratings, what should I do?

The first step should be to check and, if appropriate, amend self-reported data and review your Residents' Experience report. Residents' Experience survey responses cannot be contested, however IT and data errors can be investigated by the department.

If you believe data used for the Compliance Rating is incorrect, please contact the Aged Care Quality and Safety Commission on 1800 951 822 or email [info@agedcarequality.gov.au](mailto:info@agedcarequality.gov.au).

If there's a technical issue and the rating still doesn't look right, call the My Aged Care service provider and assessor helpline on 1800 836 799 to request a review of the rating.

## How can providers improve their Star Ratings?

You can improve your service's Star Rating by:

- understanding the information that is used to calculate Star Ratings – [see the Star Ratings Provider Manual](#)
- reflecting on performance and identifying opportunities for improvement, for example using the Plan-do-check-act model or continuous quality improvement frameworks
- accessing existing improvement resources relevant to the reporting area, such as the [National Aged Care Mandatory Quality Indicator Program Manual 2.0 – Part B](#) that supports improvement across the Quality Measures.
- making targeted changes to improve the standard of care across the four sub-categories.



Phone **1800 836 799**  
(My Aged Care service provider and assessor helpline)



Visit [health.gov.au/initiatives-and-programs/star-ratings-for-residential-aged-care](https://health.gov.au/initiatives-and-programs/star-ratings-for-residential-aged-care)

For translating and interpreting services, call 131 450 and ask for My Aged Care on 1800 200 422. To use the National Relay Service, visit [nrschat.nrscall.gov.au/nrs](https://nrschat.nrscall.gov.au/nrs) or call 1800 555 660.