



# Star Ratings for aged care homes

Star Ratings help you compare the quality of aged care homes using the 'Find a provider' tool on the My Aged Care website.

## What are Star Ratings?

All aged care homes receive an overall Star Rating and a rating against four sub-categories:

- **Residents' Experience** – aged care residents are interviewed about their overall experience of their aged care home. Residents' Experience makes up 33 per cent of the overall Star Rating.
- **Compliance** – regulatory decisions by the Aged Care Quality and Safety Commission including compliance with the Aged Care Quality Standards. Compliance makes up 30 per cent of the overall Star Rating.
- **Staffing** – the amount of care received from a registered nurse, enrolled nurse or personal care worker to each resident in an aged care home compared to the average care targets set by the Australian Government. Staffing makes up 22 per cent of the overall Star Rating.
- **Quality Measures** – information about five crucial areas of care: falls and major injury, unplanned weight loss, pressure injuries, medication management and the use of physical restraint. Quality Measures makes up 15 per cent of the overall Star Rating.

## What do the stars mean?

Aged care homes receive Star Ratings between 1 and 5 stars.

- 1 star – 'significant improvement needed'
- 2 stars – 'improvement needed'
- 3 stars – an 'acceptable' quality of care
- 4 stars – a 'good' quality of care
- 5 stars – an 'excellent' quality of care



## How often are Star Ratings updated?

Star Ratings are based on the most recent available data and are updated at various times:

- Residents' Experience Rating – updated annually.
- Compliance Rating – updated daily.
- Staffing Rating – updated quarterly.
- Quality Measures Rating – updated quarterly.

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

## Why do we need Star Ratings?

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 are based on measurable information about service quality that is updated as new information is available.

The introduction of Star Ratings is a key milestone in the aged care reforms and will deliver a range of benefits, including:

- transparency about the quality of care in all aged care homes
- an easy way to compare the quality of aged care homes using the free 'Find a provider' tool on the My Aged Care website
- nationally consistent quality measures to monitor, compare and improve aged care
- providers will be engaged to continuously improve their Star Ratings, improving the quality of care for older Australians.

## Where do I find Star Ratings?

Star Ratings are expected to be available on the My Aged Care website in December 2022. Search for aged care homes using the 'Find a provider' tool to see their Star Ratings.

Visit [MyAgedCare.gov.au/find-a-provider](https://myagedcare.gov.au/find-a-provider) or scan the QR code.



Phone **1800 200 422**  
(My Aged Care's free call phone line)



Visit [MyAgedCare.gov.au/find-a-provider](https://myagedcare.gov.au/find-a-provider)

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.