



Star Ratings

Star Ratings help older Australians compare the quality of residential aged care.

Star Ratings are a key reform recommended by the Royal Commission into Aged Care Quality and Safety.

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.

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.

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.

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 quality of care you provide

What assistance is available?

Providers can contact the My Aged Care service provider and assessor helpline on 1800 836 799 from 8am to 8pm Monday to Friday or 10am to 2pm Saturday.



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**

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 or call 1800 555 660.