



# Star Ratings Frequently Asked Questions

Version 1.1

## Why was Star Ratings 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 people in Australia. 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 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 are Star Ratings updated?

Star Ratings are updated at different time periods:

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

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

## Do all aged care homes have Star Ratings?

All Commonwealth funded residential aged care homes receive a Star Rating.

Star Ratings are not published for in home aged care services, 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 contributing to Star Ratings is already reported through existing mechanisms:

- **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.
- Information for **Residents' Experience** is collected from face-to-face surveys with at least 10 per cent of residents across all residential aged care homes.
- **Staffing** uses information reported on registered nurses, enrolled nurses, personal care workers and assistants in nursing from the Quarterly Financial Report.
- **Quality Measures** uses information about 5 crucial areas of care reported through the National Aged Care Mandatory Quality Indicator Program.

## How do I preview my Star Ratings data for the upcoming quarterly update?

Star Ratings are only available for preview through the new Government Provider Management System (GPMS).

If you are an Organisation Administrator, you will first need to log in to GPMS and authenticate your identity through your My Aged Care Service and Support Portal authentication process using either VANguard or myGovID. Once you do this, you can then use the same login details for the My Aged Care Service and Support Portal and GPMS. You can then set up other members of your organisation/s with 'reviewer' access. If you need help, please call the My Aged Care Service Industry, Provider and Assessor Helpline on 1800 836 799. It is open Monday to Friday (8am to 8pm) and Saturday (10am to 2pm) local time across Australia.

If you are a reviewer of your organisation's quarterly Star Rating you will need to contact your Organisation Administrator and request they set you up with 'reviewer' access to the Star Ratings of specific services. If you don't know who your Organisation Administrator is, please call the My Aged Care Service Industry, Provider and Assessor Helpline on 1800 836 799.

It's important to keep your Organisation Administrator's contact details up-to-date in both the My Aged Care Service and Support Portal and GPMS so we can send you important notices.

You must also continue to manage and update all information about your organisation through the My Aged Care Service and Support Portal.

For more information, please go to the [About the Government Provider Management System](#) webpage.

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

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

- **Residents' Experience** – there is no data submission required as this data is provided by a third-party vendor. If an aged care home does not participate in the annual Residents' Experience Survey, 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** – if data is not submitted on time each quarter, the aged care home may receive a 1 star Staffing rating.
- **Quality Measures** – if data is not submitted within 21 days of the end of each reporting period, the aged care home will receive a 1 Star Quality Measures rating.

## **Can I fix incorrect Quality Measures 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.

Refer to page 18 of the [National Aged Care Mandatory Quality Indicator Program Manual 2.0 - Part C](#) for guidance with technical issues related to updating your quality indicator data.

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

It is important to note that the provider preview period is not an opportunity to further amend the data for specified care workers to change a service's Staffing rating outcome.

If a provider believes their Staffing rating is not consistent with the information submitted, the first step is to check the information in your Quarterly Financial Report submission. This was emailed to the nominated person who submitted the report.

If you have a query about the calculation or the data used for the Staffing rating, contact the My Aged Care Service Industry, Provider and Assessor Helpline on 1800 836 799.

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

The first step is to check and amend incorrect self-reported data where appropriate. You should also review your Residents' Experience Report which provides details on the outcomes of the annual Residents' Experience Survey. Please note resident responses cannot be contested. However, IT and data errors relating to the Residents' Experience information 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 you have concerns regarding IT or technical errors please contact the My Aged Care Service Industry, Provider and Assessor Helpline on 1800 836 799. The helpline is open Monday to Friday between 8am-8pm and Saturday between 10am-2pm.

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

Self reported data used to inform a provider's Star Rating is reviewed by the department and the Aged Care Quality and Safety 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 displays the most up-to-date information available. Please refer to question: How frequently are Star Ratings updated? for details on frequency. Historical information, up to 3 years will be displayed for services on My Aged Care once available.

## **How does the Compliance rating impact Overall Star Ratings?**

A residential aged care home receiving 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 receiving a 2 star Compliance rating will be capped at a 2 star Overall Star Rating.

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

For new residential aged care homes, or services that have had a change in ownership, no Overall Star Rating will be displayed for the first 12 months. This gives the service time for their annual Residents' Experience Survey and Commission assessments to be conducted, while Quality Measures and Staffing sub-categories will be published after two quarters of reporting.

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

The clinical and care needs of individual residents 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 the Quality Measures rating. This adjustment, to account for varying resident acuity is likely why information presented in your Quality Measures rating does not precisely align to your self-reported quality indicator data.

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 service. The Staffing rating is based on whether a service meets, or is above or below their case-mix adjusted target, to enable a fair comparison between 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](#).

## 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 – see the [Star Ratings Improvement Manual](#)
- accessing existing improvement resources relevant to the reporting area, such as the [National Aged Care Mandatory Quality Indicator Program Manual 2.0 – Part B](#) supporting improvement across the quality indicators
- making targeted changes to improve care quality across the four sub-categories.

## Will the new quality indicators be included in Star Ratings?

No, the new quality indicators for collection from 1 April 2023 will not be included in Star Ratings at this time. Future inclusion is subject to government decision.

## What happens if an aged care home did not participate in the Residents' Experience Survey program?

If an aged care home chose not to participate in the Residents' Experience Survey program, the service will receive a Residents' Experience rating of 1 star and this will negatively impact their Overall Star Rating.



## Will the Residents' Experience Survey results be available to aged care homes for ongoing improvement?

Outcomes of the Residents' Experience Surveys are collated into Residents' Experience Reports provided to each residential aged care home. This resource can be used by aged care homes to identify areas for continuous improvement, ensuring that they can directly address any areas of concern. Outcomes are also used to determine a service's Residents' Experience rating under the Star Ratings system, improving aged care quality through transparency.

## Why are Residents' Experience Surveys only conducted annually?

The Residents' Experience Survey isn't intended to replace continuous and meaningful engagement between aged care homes and their residents, their representatives and their families. Aged care homes should continue to seek ongoing feedback directly from their residents for continuous improvement. The survey was designed to be an annual activity to give providers adequate time to make meaningful changes in response to the survey outcomes. However, the Australian Government is committed to ensuring resident experience remains at the centre of care and has introduced quarterly reporting on consumer experience and quality of life quality indicators (CEQOL) tools as part of the expanded National Aged Care Mandatory Quality Indicator Program expansion.



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.