



Frequently Asked Questions

For older people in care and going into care

What are Star Ratings?

Star Ratings help you understand the quality of care at aged care homes. Each home has an Overall Star Rating and ratings in 4 sub-categories: Residents' Experience, Compliance, Staffing and Quality Measures.

Star Ratings help you, your family or carers compare homes and choose the best care for you.

Where can I find Star Ratings and how do I use them?

You can find Star Ratings through the 'Find a provider' tool on the My Aged Care website.

You can filter aged care homes by Overall Star Rating as well as by specific sub-category ratings. You can also search and compare homes by information that is important to you. For example, location, cost, type of care, speciality and culture.

If you already live in aged care, you can ask the staff about your home's Star Ratings. They can tell you what they are doing well and what they are doing to improve.

Visit www.myagedcare.gov.au/find-a-provider or scan the QR code to get started.



What do the Star Ratings mean?

Aged care homes get a rating from 1 to 5 stars. More stars mean a home provides higher quality care across the 4 sub-categories.

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

How do we work out Star Ratings?

Aged care homes get a rating between 1 and 5 stars across 4 sub-categories.

- **Residents' Experience** – how people feel about the care they get. We survey around 20% of all residents every year about their overall experience at their home.
- **Compliance** – how well a home meets government standards and rules.
- **Staffing** – the average amount of care time residents get from nurses and care workers. We compare this with the minimum average care targets the Australian Government sets.
- **Quality Measures** – about 5 important areas of care. This includes falls and major injury, unplanned weight loss, pressure injuries, medication management and the use of restrictive practices.

These sub-categories make up an Overall Star Rating.

- 33% is the Residents' Experience rating.
- 30% is the Compliance rating.
- 22% is the Staffing rating.
- 15% is the Quality Measures rating.

My aged care home has a low rating. What should I do?

You should speak to your provider to understand why they have a low rating and what they are doing to improve. Talking to your provider is often the fastest way to address your questions or concerns.

We understand these conversations with providers can be difficult. Please contact the Older Persons Advocacy Network (OPAN) if you would like support. Call 1800 700 600 to connect with their free advocacy service.

If you haven't been able to resolve an issue with your provider, the Aged Care Quality and Safety Commission can support you.

To make a complaint with the Commission, you can:

- call 1800 951 822
- lodge it online at www.agedcarequality.gov.au/making-complaint/lodge-complaint
- write to the Aged Care Quality and Safety Commission, GPO Box 9819, in your capital city.

You can use Star Ratings to learn about other options if you're thinking of moving to a new aged care home or changing providers.

You can find more information on changing providers on the My Aged Care website: www.myagedcare.gov.au/manage-my-services. Or call My Aged Care on 1800 200 422.

What are we doing to improve aged care homes with low ratings?

The Aged Care Quality and Safety Commission checks aged care homes. It makes sure homes are meeting the rules and standards to provide safe and quality care. The Commission is working with homes that have 1 and 2 stars to improve their quality of care.

Why don't some aged care homes have an Overall Star Rating?

An aged care home must have ratings for all 4 sub-categories to have an Overall Star Rating.

We don't show Overall Star Ratings for new homes or homes with new owners for the first 12 months.

This allows enough time for:

- the home to collect and report information we use to work out the ratings
- us to survey residents about their experience
- the Aged Care Quality and Safety Commission to assess the home.

Why don't some aged care homes have a sub-category rating?

There are several reasons an aged care home might not have a sub-category rating. This might be because a home:

- is new
- has new owners
- has recently reopened after major repairs or renovations
- is having technical issues
- is temporarily exempt from ratings due to serious health or weather issues.

You should contact the provider to find out more about homes that are missing a rating.

Do Star Ratings allow for the different needs of residents?

The care residents need varies between aged care homes. We need to allow for these differences so that the ratings are fair when you compare homes.

An independent assessor works out the level of care a resident needs. We take these levels into account when we work out the Quality Measures rating.

The Staffing rating also accounts for the different care needs of residents. Homes with residents who have higher care needs will need to provide more minutes of care than other homes.

How up to date are Star Ratings?

It takes about 3 to 5 months for providers' self-reported data and the survey data to show in the Star Ratings. This gives us time to assess and validate the data. It also gives providers time to:

- fix errors or gaps in the data
- receive and review Residents' Experience Reports after the survey.

Compliance rating

Compliance ratings are updated every day in response to formal regulatory decisions. Compliance ratings are also updated every week in response to changes in accreditation decisions. The Aged Care Quality and Safety Commission makes formal regulatory and accreditation decisions based on how well a home meets standards.

Staffing and Quality Measures rating

Data for Staffing and Quality Measures is collected every quarter. The rating is also updated every quarter.

Residents' Experience rating

Residents' Experience data is collected every year. And updated every quarter for completed surveys that are available.

How do we make sure we get the right information for Star Ratings?

We survey around 20% of all residents each year on how they feel about the care they get. Providers are not involved with who we choose to survey. The Aged Care Quality and Safety Commission makes regulatory decisions about how well an aged care home meets government standards and rules. We use this data to work out the Residents' Experience and Compliance ratings.

Providers report their quality indicator data to the government through the National Aged Care Mandatory Quality Indicator Program. They report care minutes in their Quarterly Financial Report. We use this data to work out the Quality Measures and Staffing ratings.

We may have to assess or verify the data from providers. We review the data before we work out the Star Ratings. By law, providers must submit correct data. The Commission may take action if they don't.

We check the data for care minutes and labour costs that providers submit in their Quarterly Financial Reports. This process finds any errors or issues in the reported information.

How can we make sure Star Ratings are accurate?

We have a set system to work out Star Ratings. We received expert advice to develop this system. We also worked with data experts, older people and people who work in aged care. This was to make sure Star Ratings are a fair and accurate way to measure the quality of aged care homes.

To make sure ratings are accurate, we confirm data with:

- aged care providers
- different types of testing – for example, IT testing
- data and system analysis each quarter. This also helps us design, review and improve Star Ratings.

We allow providers to preview the data so they can:

- review their updated Star Ratings
- tell us about any errors in the data
- tell us about any technical issues
- talk to their residents and workers about their updated Star Ratings and what they are doing to improve them.

We may also assess or verify the reported data from providers.

How do we work out Compliance ratings?

The Compliance rating shows an aged care home's current level of compliance. We may update it daily if that level changes.

We base Compliance ratings on whether the home has specific formal regulatory notices. These are notices the Aged Care Quality and Safety Commission gives if the home isn't providing safe and high-quality care.

We also base Compliance ratings on:

- what type of notice a home has been given
- how long a home has no notices for
- how long a home is granted accreditation for by the Commission.

Accreditation checks the quality of care and services homes deliver against government standards and rules, such as the Aged Care Quality Standards. Homes must be accredited to receive

Australian Government funding. Non-compliance with the Quality Standards affects Star Ratings for homes with sanctions or notices to improve.

We update Compliance ratings daily for regulatory decisions. We update them every week for changes in accreditation decisions.

What do the Compliance Star Ratings mean?

- 5 stars – the aged care home has had no formal regulatory notices for 3 or more years and has been granted accreditation for 3 or more years.
- 4 stars – the aged care home has had no formal regulatory notices for 1 to 3 years.
- 3 stars – the aged care home has had no formal regulatory notices for at least a year.
- 2 stars – the aged care home has a formal regulatory notice and the Aged Care Quality and Safety Commission requires them to fix their compliance issues.
- 1 star – the aged care home has a formal regulatory notice and the Aged Care Quality and Safety Commission has put conditions on the home until the issues are fixed.

How do regulatory decisions affect Compliance ratings?

The Aged Care Quality and Safety Commission checks the quality and safety of care and services of aged care providers. If the Commission finds a service is not meeting their responsibilities under the *Aged Care Act 1997*, they will:

- tell the service about the issue
- explain what the Commission is doing about it – for example, they might give a formal regulatory notice.

You can find more information about different types of notices on the My Aged Care website: www.myagedcare.gov.au/quality/compliance

Aged care homes with Compliance ratings of 4 or 5 stars don't have any current formal regulatory notices.

How does non-compliance with the Aged Care Quality Standards impact Star Ratings?

Star Ratings show if a provider has had any formal regulatory notices. The Aged Care Quality and Safety Commission gives these notices when providers don't meet their responsibilities, including the Aged Care Quality Standards. If providers show they can fix their compliance issues, the Commission may not give them a formal notice. The Commission will check on the provider's progress even if they don't get a formal notice.

We've included 2 example cases to help explain how this works.

Case study 1

Aged care home A has a Compliance rating of 4 stars. The Commission assesses the home and finds it doesn't meet:

- 3 requirements of Standard 3 (Personal Care and Clinical Care)
- 2 requirements of Standard 7 (Human resources).

The Commission has concerns about the quality of wound and pressure care and pain management. It is also concerned there aren't enough trained workers to meet residents' needs.

This is an immediate and severe risk to the health, safety and wellbeing of residents. The Commission gives the home a formal notice to fix the serious compliance issues. This is called a Notice of Requirement to Agree.

This reduces the home's 4-star Compliance rating and Overall Star Rating to 1 star.

The Commission will make sure the provider is working to fix the issues. At the end of the notice period, it will change the notice from a 'current compliance notice' to a 'non-current notice' on the My Aged Care website. We will give the provider a 3-star Compliance rating if the Commission:

- is happy with how the provider responds
- hasn't given the provider a notice for at least a year.

Case study 2

Aged care home B has a Compliance rating of 4 stars. The Commission assesses the home and finds it doesn't meet one requirement of Standard 8 (Organisational Governance). It has concerns about how the home manages processes for people coming in and out of the home. This includes through the security fences and gates.

In response, the provider is quick to fix the compliance issues. They have also updated their Plan for Continuous Improvement. This explains the provider's plan to improve their care and services.

The Commission decides not to give the home a formal regulatory notice because:

- residents are not at immediate risk from the compliance issues
- the provider is already working to fix the issues.

But the Commission will continue to check on the home.

Home B does not currently meet the Aged Care Quality Standards, but they can keep their 4-star Compliance rating because they are in the process of fixing the issues. The provider's information for Quality Standards on My Aged Care will show that one requirement is 'not met' for Standard 8. The Commission will update this after they assess the home again.

We publish all reports about a service's compliance with the Quality Standards. The reports are available on the [Find a report page](#) of the Commission's website.

How does the Compliance rating affect Overall Star Ratings?

Aged care homes with a 1-star Compliance rating get an Overall Star Rating of 1, even if they rate well in other sub-categories. Homes with a 2-star Compliance rating can't have more than a 2-star Overall Star Rating.

Why do we only do Residents' Experience Surveys once a year?

We run the survey once a year so aged care providers have time to improve in response to the results. The survey shouldn't replace communication between you and your aged care home. Your home should ask for your ongoing feedback to keep improving.

There are multiple ways you can provide feedback to your home. You can talk to any member of your care team. You can also participate in the Quality of Care Experience-Aged Care Consumers© tool as part of the [National Aged Care Mandatory Quality Indicator Program \(QI Program\)](#).



Phone **1800 200 422**

(My Aged Care's free call phone line)



Visit [MyAgedCare.gov.au/find-a-provider](https://www.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 or call 1800 555 660.

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