



Australian Government
Department of Health
and Aged Care



aged care
star ratings



What are Star Ratings?

How to tell if an aged care home provides good care

Easy Read version



How to use this document



The Department of Health and Aged Care (DoHAC) wrote this document.

When you read the word 'we', it means DoHAC.



We wrote this document in an easy to read way.

We use pictures to explain some ideas.



We wrote some important words in **bold**.

This means the letters are thicker and darker.

We explain what these words mean.



This is an Easy Read summary of another document.

This means it only includes the most important information.



You can find the other document on our website.

www.health.gov.au/StarRatings



You can ask for help to read this document.

A friend, family member or support person might be able to help you.



You can also call My Aged Care for more information and support.

1800 200 422

What's in this document?

What are Star Ratings?	5
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What are Star Ratings based on?	7
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How do you use Star Ratings?	8
------------------------------	---

Contact us	9
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What are Star Ratings?

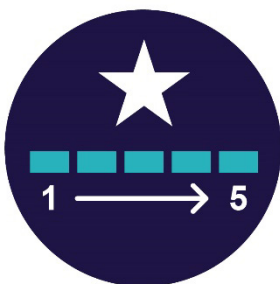


Star Ratings help you understand how good and safe the care is at an **aged care home**.



An aged care home is where older people live when they cannot live in their home anymore.

For example, if they need more support.



Aged care homes are rated from 1 to 5 stars.



5 stars means the care is **excellent**.



4 stars means the care is **good**.



3 stars means the care is **acceptable**.



2 stars means the care **needs to improve**.



1 star means the care **needs to improve a lot**.

What are Star Ratings based on?

Star Ratings are based on 4 important areas of aged care homes:



1. Residents' Experience

This means the experiences of people who live in the aged care home.



2. Compliance

This means how well the aged care home follows the rules for safe and good care.



3. Staffing

This means how much care people get from care workers and nurses.



4. Quality Measures

This means how good the care is.

How do you use Star Ratings?



You can visit our website to use Star Ratings.

www.health.gov.au/StarRatings

Select the 'Find a provider' button.



You can search for an aged care home by:

- where it is
- its name.



You can also search for extra information about the aged care home.

For example, the type of:

- care it offers
- room you want.



You can use Star Ratings to compare aged care homes to find one for you.

Contact us



For more information, you can call My Aged Care for free.

1800 200 422



You can call My Aged Care from:

- 8 am to 8 pm, Monday to Friday
- 10 am to 2 pm, Saturday.



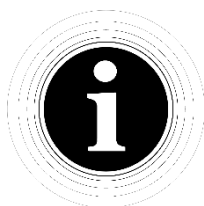
They are not available on:

- national public holidays
- Sunday.



You can visit My Aged Care's website.

www.myagedcare.gov.au



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