Choose your aged care home with Star Ratings

Star Ratings makes it simple to compare the quality, safety and services of aged care homes across Australia.

Here’s how you can use them to make an informed decision:

## How to find the right aged care home for you

### Visit the Star Ratings website

Go to health.gov.au/StarRatings and click on the ‘Find a provider’ tool.

### Search for aged care homes

Enter your preferred location and care options to find aged care homes that match your needs.

### Compare Star Ratings

Use Star Ratings to compare the quality and safety of aged care homes.

### Make your choice

Choose the aged care home that best meets your needs by considering ratings, location, availability, and costs.

### Need help?

If you need further assistance, call My Aged Care on 1800 200 422.

Star Ratings makes it easier for you to choose the right aged care home. They are a helpful starting point for shortlisting homes that may suit your needs in the early stages of planning for aged care.

## Star Ratings explained

All aged care homes receive an Overall Star Rating and a rating across four key areas:

### Residents’ Experience

Feedback from residents about their experience living in the aged care home.

### Compliance

How well the home is meeting its obligations to provide safe, quality care and services.

### Staffing

Measures the level of care provided by nurses and care workers compared to recommended targets.

### Quality Measures

Reviews important areas of care, such as falls, unplanned weight loss, pressure injuries, medication management, and the use of restrictive practices such as physical restraint.

## What do the Stars mean?

### 5 stars

Excellent quality of care

### 4 stars

Good quality of care

### 3 stars

Acceptable quality of care

### 2 stars

Improvement is needed

### 1 star

Significant improvement is needed

health.gov.au/StarRatings