

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

### 1 Visit the Star Ratings website

Go to [health.gov.au/StarRatings](https://health.gov.au/StarRatings) and click on the 'Find a provider' tool.

### 2 Search for aged care homes

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

### 3 Compare Star Ratings

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

### 4 Make your choice

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

### 5 Need help?

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



## Choose your aged care home with Star Ratings



[health.gov.au/StarRatings](https://health.gov.au/StarRatings)



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