



Understanding Star Ratings for residential aged care

What are Star Ratings?

Star Ratings helps you research and compare the quality of care, safety and services provided by aged care homes across Australia. All aged care homes receive an Overall Star Rating and a rating across four key areas:

Residents' Experience

How people feel about the care they get. We survey around 20 per cent of all residents every year about their overall experience at their home.

Compliance

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

Staffing

Measures the average amount of care time residents get from nurses and care workers, compared with minimum average national care targets.

Quality Measures

Based on important indicators of the quality of care, such as falls, unplanned weight loss, pressure injuries, medication management, and the use of restrictive practices such as physical restraint.

How is the overall Star Rating calculated?



- 33% Residents' Experience
- 30% Compliance
- 22% Staffing
- 15% Quality Measures

How often are Star Ratings updated?

- **Residents' Experience** – updated based on annual surveys.
- **Compliance** – updated daily.
- **Staffing and Quality Measures** – updated quarterly.

The Overall Star Rating automatically updates when new data becomes available.

Why are Star Ratings useful?

Star Ratings makes it easier to choose and compare residential aged care homes.

They are a helpful starting point for shortlisting homes that may meet your needs in the early stages of planning for aged care.

You can also contact homes directly to learn more about their services and check availability.

Why do we need Star Ratings?

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 delivers a range of benefits, including:

- transparency about the quality of care in all aged care homes
- an easy way to compare the quality of aged care homes using the free 'Find a provider' tool on the My Aged Care website
- nationally consistent quality measures to monitor, compare and improve residential care
- providers are supported to continuously improve their Star Ratings, improving the quality of care for residents.

What do the Stars mean?



A **5 star** rating is the highest rating, reflecting an excellent quality of care.



A **4 star** rating means a good quality of care.



A **3 star** rating means an acceptable quality of care.



A **2 star** rating means improvement is needed.



A **1 star** rating means significant improvement is needed.



More information

For more details about Star Ratings for residential aged care homes, visit

health.gov.au/StarRatings

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

