



Star Ratings for residential aged care homes

Information for aged care providers

Star Ratings help older people, their families and carers compare the quality of aged care homes using the 'Find a provider' tool on the My Aged Care website.

Star Ratings are a key reform recommended by the Royal Commission into Aged Care Quality and Safety.

What are Star Ratings?

Aged care homes receive an Overall Star Rating and a rating against four sub-categories:

- **Residents' Experience** – aged care residents are interviewed about their overall experience of their aged care home. An independent third-party team surveys at least 20% of residents in each home every year. Residents' Experience makes up 33% of the Overall Star Rating.
- **Compliance** – calculated based on conformance with the strengthened Aged Care Quality Standards and the type of regulatory decision if applicable. Compliance makes up 30% of the Overall Star Rating.
- **Staffing** – the amount of care time received from a registered nurse, enrolled nurse, personal care worker or assistants in nursing provided to each resident in an aged care home compared to the average care minute targets set by the Australian Government. Staffing makes up 22% of the Overall Star Rating.
- **Quality Measures** – information about five crucial areas of care: falls and major injury, unplanned weight loss, pressure injuries, medication management and the use of restrictive practices. Quality Measures makes up 15% of the Overall Star Rating.

What do the stars mean?

Aged care homes receive Star Ratings between 1 and 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’.

What are the reporting requirements for Star Ratings?

No additional reporting is required by providers for Star Ratings. All data that contributes to Star Ratings is reported through existing mechanisms.

Residents’ Experience data source – Residents’ Experience Surveys collected by our independent surveyor teams.

Compliance data source – Aged Care Quality and Safety Commission and the Secretary of the Department of Health, Disability and Ageing as System Governor.

Staffing data source – Quarterly Financial Report reported by aged care homes.

Quality Measures data source – National Aged Care Quality Indicator Program reported by aged care homes.

How often are Star Ratings updated?

Star Ratings are based on the most recent available data and are updated at various times:

- Residents’ Experience Rating – updated quarterly, based on surveys completed annually.
- Compliance Rating – updated daily in response to regulatory decisions and fortnightly in response to graded assessment findings against the strengthened Quality Standards.
- Staffing Rating – updated quarterly.
- Quality Measures Rating – updated quarterly.

The Overall Star Rating automatically recalculates when new data is available.

What are the benefits of Star Ratings?

Increased transparency about the quality of care in residential aged care will help rebuild trust in the sector. Star Ratings provides benefits for providers, including:

- a greater understanding of how your home is performing
- the ability to benchmark against other homes using nationally consistent measures
- the opportunity to see the results of continuous improvement activities through improved Star Ratings
- the opportunity to showcase your homes performance and quality of care it provides.

How can a provider improve their Star Ratings?

The Department has developed a range of materials to support aged care homes improve care quality across the four sub-categories. Materials include:

- Star Ratings Provider Manual which details information about Star Ratings design, calculation and reporting including any transitional arrangements for the Compliance rating.
- Star Ratings Improvement Manual to support quality of care enhancements in aged care across each of the 4 sub-categories.
- QI Program Manual Part B provides a range of tools and resources to support continuous quality improvement for each of the quality indicators.

What assistance is available?

Providers can contact the My Aged Care service provider and assessor helpline on **1800 836 799** from 8am to 8pm Monday to Friday or 10am to 2pm Saturday.



Phone **1800 836 799**
(My Aged Care service provider
and assessor helpline)



Visit health.gov.au/star-ratings

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.