



# Changes to Star Ratings: Compliance rating

We have made changes to the way the Compliance rating for Star Ratings is calculated. This factsheet explains how and when you will see these changes.

## What are Star Ratings?

Star Ratings help older people understand the quality of care at residential aged care homes. Each home has an Overall Star Rating as well as ratings across 4 sub-categories: Residents' Experience, Compliance, Staffing and Quality Measures.

Star Ratings help older people, their families and carers compare homes and choose the best care for them.

For more information on Star Ratings and how they are currently applied, read:

- [Star Ratings fact sheet](#)
- [Learn about Star Ratings and how it works](#)



## What is changing?

From 1 November 2025, Star Ratings transitioned to a redesigned Compliance rating that incorporates:

- graded assessment against the strengthened Aged Care Quality Standards (strengthened Quality Standards)
- new regulatory decisions and powers from the Aged Care Quality and Safety Commissioner and the Department of Health, Disability and Ageing, as the System Governor, in relation to providers' obligations and requirements.

## How is the Compliance rating calculated?

From 1 November 2025, the Compliance rating is calculated based on graded assessment against the strengthened Quality Standards and the type of specified regulatory decisions in place (see **Table 1** below).

Regulatory decisions issued from 1 November 2025 will only impact an aged care home's Compliance rating during the period when the regulatory decision is in place.

Regulatory decisions will impact the Compliance rating of a specific aged care home, multiple aged care homes or all aged care homes owned by a provider based on evidence of whether non-compliance is related to specific aged care homes.

The Compliance rating is calculated by identifying the lowest rating the aged care home qualifies for across both the regulatory decision and graded assessment columns of **Table 1**.

Note that if an aged care home receives a Compliance rating of 1 or 2 stars, the Overall Star Rating will be capped at that number of stars.

## When will these changes be included in a provider's Compliance rating?

It will take up to three years for all aged care homes to transition to the redesigned Compliance rating, once each home has been audited against the strengthened Quality Standards.

Until a home has been audited against the strengthened Quality Standards, the Compliance rating will be determined by:

- the presence of any regulatory decisions
- the period since a regulatory decision, issued prior to 1 November 2025
- the period of ownership of the home by the provider.

Each home on the Find a Provider tool on the My Aged Care website will display how the Compliance rating has been calculated.

The Compliance rating will be updated daily in response to regulatory decisions and fortnightly in response to graded assessment against the strengthened Quality Standards.

## What do providers need to do?

Providers don't need to do anything in relation to this change – no additional reporting is required. Similarly, the changes to the Compliance rating do not change regulatory obligations. Rather, the redesigned Compliance rating provides increased transparency about each home's conformance with the strengthened Quality Standards and regulatory compliance.

An aged care home's Compliance rating will be updated following its next audit. It will take up to 3 years for all aged care homes to be audited against the strengthened Quality Standards. A home's Compliance rating will be updated earlier if, for example the Commission or System Governor make certain regulatory decisions.

**Table 1: Redesigned Compliance rating, incorporating regulatory decisions and graded assessment against the strengthened Quality Standards**

The Compliance rating is calculated by identifying the lowest rating the aged care home qualifies for across both the regulatory decision and graded assessment columns.

Star Ratings	Regulatory decision*	Graded assessment
<b>1 star</b> <i>(significant improvement needed)</i>	<ul style="list-style-type: none"> <li>• Civil penalties</li> <li>• Compensation order – breach of statutory duty</li> <li>• Compliance notice – satisfied non-compliance</li> <li>• Compliance notice – significant failure and/or systemic patterns of conduct</li> <li>• Criminal prosecution (against provider)</li> <li>• Enforcement of an undertaking</li> <li>• Injunction</li> <li>• Notice of requirement to agree</li> <li>• Revocation of registration</li> <li>• Suspension of registration</li> </ul>	<ul style="list-style-type: none"> <li>• Major non-conformance (major non-conformance with one or more strengthened Quality Standards)</li> </ul>
<b>2 stars</b> <i>(improvement needed)</i>	<ul style="list-style-type: none"> <li>• Acceptance of an enforceable undertaking</li> <li>• Commission initiated conditions on registration (non-compliance/non-conformance)</li> <li>• Compliance notice – information suggesting non-compliance</li> </ul>	<ul style="list-style-type: none"> <li>• Minor non-conformance (minor non-conformance with one or more strengthened Quality Standards)</li> </ul>
<b>3 stars</b> <i>(acceptable)</i>		<ul style="list-style-type: none"> <li>• Major or minor non-conformance resolved post-audit</li> </ul>
<b>4 stars</b> <i>(good)</i>		<ul style="list-style-type: none"> <li>• Conformance with all applicable strengthened Quality Standards</li> </ul>
<b>5 stars</b> <i>(excellent)</i>		<ul style="list-style-type: none"> <li>• Commission determines that the home that achieved conformance at assessment meets additional criteria for the exceeding grade**</li> </ul>

\*Regulatory decision against the registered provider of an aged care homes impacts the Compliance rating of the aged care home if it relates to the delivery of funded aged care services by the registered provider in the aged care home.

\*\*The exceeding grade is awarded by the Commission following a separate process after the completion of an aged care home's graded assessment against the strengthened Quality Standards, and only if the aged care home has achieved full conformance with all of the strengthened Quality Standards. If an aged care home has a 5 star Compliance rating and receives a regulatory decision, the exceeding grade is removed from publication on the My Aged Care website.

## What is graded assessment against the strengthened Quality Standards?

Each aged care home will be assessed through an audit against the strengthened Quality Standards by the Commission at the time of provider's registration renewal.

The graded assessment findings are:

- conformance
- minor non-conformance
- major non-conformance.

### How does an aged care home receive an 'exceeding grade'?

Homes can be given an overall exceeding grade if conformance is found for each of the strengthened Quality Standards and the home demonstrates it also meets all of the following 'exceeding' criteria:

- excelling in active partnerships with older people and workers for better outcomes
- excelling in governance and clinical governance systems
- excelling in the dining experience.

### What does 'resolved non-conformance' mean?

An aged care home may receive major or minor non-conformance during their audit against the strengthened Quality Standards and will receive a Compliance rating of 1 or 2 stars respectively. Homes will then have the possibility of achieving a 3-star Compliance rating after the audit once the non-conformance is resolved.

An aged care home's graded assessment will impact a home's Star Ratings that are published on the My Aged Care Find a provider tool.

The graded assessment against the strengthened Quality Standards aims to encourage excellence in aged care service delivery.

Find out more on graded assessments, at the Aged Care Quality and Safety Commission's audit guidance webpage.



Phone **1800 200 422**

(My Aged Care's free call phone line)



Visit [MyAgedCare.gov.au/find-a-provider](https://www.myagedcare.gov.au/find-a-provider)

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](http://nrschat.nrscall.gov.au/nrs) or call 1800 555 660.