



# Changes to Star Ratings: Staffing rating

## Information for older people, their families and carers

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

### What are Star Ratings?

Star Ratings help you 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 you, your family or carers compare homes and choose the best care for you.

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

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



### What has changed?

- Changes have been made to the way the Staffing sub-category rating is calculated.
- From 1 October 2025, to achieve a Staffing rating of 3 stars or more, residential aged care homes must meet both of their care minutes targets for registered nurse care minutes and total care minutes.
- This change was reflected from the May 2026 quarterly update to Star Ratings published on the My Aged Care website, via the Find a Provider tool.

### Why was this change made?

This change aligns the Staffing rating with legislated care minutes requirements.

The Australian Government and aged care providers have made significant efforts to address workforce shortages and now it's time to raise expectations of quality care.

The change to the Staffing rating provides greater insight into the quality of care provided at aged care homes.

## **How will the Staffing rating be calculated?**

The Staffing rating shows whether an aged care home has met or exceeded both of their care minutes requirements:

- total amount of nurse and personal care time, from a registered nurse, enrolled nurse, personal care worker and assistants in nursing
- care time from a registered nurse only, which can include care time from enrolled nurses for up to 10% of the registered nurse care minute target.

There is no change to the way total care minutes and registered nurse care minutes targets are calculated.

The care minutes responsibility is based on a sector-wide average of 215 minutes of care per resident per day, including 44 minutes of direct registered nurse care. The average minimum care minute targets for each home will vary depending on the specific care needs of their residents.

The thresholds for ratings have also changed. Thresholds determine a provider's Staffing rating based on how well they met both care minute targets using percentages (see Table 1).

**Table 1: Redesigned Staffing rating and rules-based matrix**

Registered nurse care minutes (inclusive of up to 10% of registered nurse target contributed by enrolled nurse care time)	Total care minutes (inclusive of registered nurse minutes)				
	Well below target (<90%)	Below target (90 – <100%)	Meets target (100 – <105%)	Above target (105 – <110%)	Well above target (≥110%)
Well below target (<90%)	1 star	1 star	2 stars	2 stars	2 stars
Below target (90 – <100%)	1 star	1 star	2 stars	2 stars	2 stars
Meets target (100 – <105%)	2 stars	2 stars	3 stars	3 stars	4 stars
Above target (105 – <110%)	2 stars	2 stars	3 stars	4 stars	5 stars
Well above target (≥110%)	2 stars	2 stars	4 stars	5 stars	5 stars



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