



Changes to Star Ratings: Staffing rating

Information for residential aged care providers

The Australian Government has made changes to the way the Staffing rating for Star Ratings is calculated. This factsheet explains how and when the changes commence.

Key information

- From 1 October 2025, Star Ratings transitioned to a redesigned Staffing rating.
- Changes have been made to the way the Staffing rating is calculated.
- Residential aged care homes need to meet both of their care minutes targets to achieve a Staffing rating of 3 stars or more.
- 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 introduced?

Since the introduction of Star Ratings in 2022, the Staffing rating has had some tolerance to recognise aged care workforce constraints that impacted recruitment and retention of skilled staff. The tolerance allowed an aged care home to receive a Staffing rating of 3 stars (acceptable) or 4 stars (good) without meeting both their mandatory care minutes targets.

The government and providers have made significant efforts to address workforce constraints. It is now time to raise expectations of quality care.

From 1 October 2025, aged care homes need to meet both of their care minutes targets to achieve a Staffing rating of 3 stars or more. This aligns the Staffing rating with legislated care minute requirements.

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

How are the Staffing rating 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 minutes target.

The redesigned Staffing rating requires aged care homes to meet both care minutes targets to receive a Staffing rating of 3 stars or more.

Additionally, the thresholds for ratings have been adjusted (see Table 1).

Was there any change to care minutes targets?

No. There is no change to the way total care minutes targets and registered nurses care minutes targets are calculated. These will continue to be calculated in line with the method set out in the legislation.

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 minutes targets for each home will vary depending on the specific care needs of their residents.

Do providers need to do anything differently due to these changes?

No. The Star Ratings process won't change.

While the Staffing ratings algorithm has changed, providers are still required to meet their reporting obligations in the same way as they do now.

Where can I find out more information about Star Ratings?

[Learn about Star Ratings and how it works](#), including provider manual and guidance.

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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