



Service Compliance Ratings: Information for residential aged care service providers

The Australian Government is committed to improving the transparency of information about quality of care for aged care recipients and their families.

The Department of Health, in partnership with the Aged Care Quality and Safety Commission (the Commission), is introducing a service compliance rating system for residential aged care services.

About the Service Compliance Rating

The rating system was developed in consultation with stakeholders, including senior Australians, their caregivers, aged care providers, and a range of peak bodies.

From July 2020, every Commonwealth subsidised residential aged care service will have a *Service Compliance Rating* in the 'Find a Provider' section of the My Aged Care website. The rating will allow consumers to access and compare easy-to-understand information on the quality of residential aged care services, supporting more informed decision-making.

Service Compliance Rating calculation

The *Service Compliance Rating* is a reflection of a service's current compliance status. It is based on the outcomes of compliance activity, such as quality assessments, by the Aged Care Quality and Safety Commission and whether a service is meeting its obligations to provide safe, quality care and services to aged care consumers.

The performance of each service is categorised as a dot rating out of four, using the following criteria:

Dot rating		Reason for rating	Description of rating on My Aged Care website
One-dot	● ○ ○ ○ ○	Current sanction	Inadequate
Two-dots	● ● ○ ○ ○	Current notice of non-compliance	Significant improvements needed
Three-dots	● ● ● ○ ○	Areas for improvement identified in the most recent quality assessment	Some improvements needed
Four-dots	● ● ● ● ○	No areas for improvement identified in the most recent quality assessment	Meets requirements

Further information

For additional information on *Service Compliance Ratings*, you can contact the Department of Health at Performance.Differentiation@health.gov.au.

For information or queries related to regulatory activity or a service's compliance status, you can contact the Aged Care Quality and Safety Commission at aged.care.compliance@agedcarequality.gov.au.