

Choosing an Aged Care Home: Considering Star Ratings

What are Star Ratings?

Aged care homes receive a Star Rating between 1 (significant improvement needed) and 5 stars (excellent care). The ratings are based on 4 key areas:

- **Residents' Experience**
- **Compliance**
- **Staffing**
- **Quality measures**

For more information on star ratings, visit the Department of Health and Aged Care website: <https://www.health.gov.au/our-work/star-ratings-for-residential-aged-care>



Which aged care homes tend to receive higher Star Ratings?

The Registry of Senior Australians Research Centre (ROSA) evaluated almost 2,500 aged care homes nationally from publicly available data and here's what they learnt:

- **Over half** of aged care homes **received a 4 or 5 Star Rating** between April and June 2023.
- **Only 2%** of aged care homes received a rating of 1 or 2 stars.
- Aged care homes with a 4 or 5 star rating tended to be:
 - **Small** (60 or fewer residents) or **medium-sized** (61-100 residents).
 - **Government-operated.**
 - **Located in wealthier areas.**



As reported in the paper: **Star Ratings in Long-Term Care Facilities in Australia: Facility Characteristics Associated with High Ratings and Changes in Ratings Over Time**. Harrison, S. et al. Journal of the American Medical Directors Association, Volume 25, Issue 11: [https://www.jamda.com/article/S1525-8610\(24\)00694-7/fulltext](https://www.jamda.com/article/S1525-8610(24)00694-7/fulltext)

How have Star Ratings changed over time?

The study found that:

- Improvements in Star Ratings were common, although some aged care homes experienced declines. **One in four aged care homes increased their Star Rating, while one in ten decreased**
- Ratings for key areas such as residents' experience, compliance, staffing, and quality measures fluctuated over time.

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How to use this information

You can compare aged care homes and access their Star Ratings history on the My Aged Care Find a provider website at myagedcare.gov.au/find-a-provider

When researching aged care homes, use the Star Ratings as a starting point, and:

- **Compare individual categories:** Look beyond the overall Star Rating and consider the ratings in each key area (residents' experience, staffing, compliance, and quality measures). This will give you a more complete picture of care quality.
- **Check for improvements:** Review the overall Star Rating history for aged care homes to see how their ratings may have changed over time.
- **Consider other characteristics:** In addition to Star Ratings, factors such as the aged care home's size, ownership type (government, for-profit, or not-for-profit) and where it is located may also influence the care provided.

Need more help?

Visit My Aged Care for answers to common questions and a list of suggested questions to ask aged care homes: myagedcare.gov.au/publications/questions-ask-aged-care-homes

Some older people need extra, intensive support to access aged care services and other supports in the community. In these situations, a care finder may be able to help: myagedcare.gov.au/help-care-finder