

# **Choose 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

## **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.

**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 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:

<https://www.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:

<https://www.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](https://www.myagedcare.gov.au/help-care-finder)