Real control and real choice

Older Australians want real choice and control over their own care. The Australian Government is making changes to help people understand, access and navigate aged care so they can make informed choices.

What we’ve heard

Through consultation and engagement with older Australians, aged care providers, peak organisations and technical experts, we know that:

* older Australians want to make informed choices about their aged care
* providers want to improve the quality of services provided to older Australians
* more transparency is needed around the quality of aged care services
* there is a need for basic quality-outcome measures across crucial areas of care.

Star Ratings

From December 2022, Star Ratings will be available to help older Australians and their families decide which residential aged care service best fits their needs.

The Star Ratings have been developed in consultation with older Australians and their representatives, and make it easier to compare services.

Star Ratings will be based on an overall rating and 4 sub-categories:

* quality indicators

Older Australians want to make informed choices about their aged care.

* service compliance ratings
* consumer experience information
* staff minutes of care.

Quality Indicators

The National Aged Care Mandatory Quality Indicator Program (QI Program) is expanding.

From October 2022, it will include new quality indicators and consumer-experience and quality-of-life measures.

The new QI Program will be based on feedback from older Australians, aged care providers, peak organisations and technical experts.

It will show direct links between quality indicators and improvements in quality outcomes, and will measure:

* basic quality outcomes across crucial areas of care, including activities of daily living, continence and hospitalisation
* experiences of older people using aged care services and their quality of life
* workforce continuity in recognition of the importance of meaningful and consistent relationships with aged care staff.

Consumer Experience Interviews

Hearing the views of older people living in aged care homes will help us better understand the quality of care they receive.

In 2022, we are interviewing around 20 per cent of people living in approximately 2,700 residential aged care homes across Australia. This includes vulnerable residents, people from diverse cultures and people with special needs.

Monthly Care Statements

From 1 April 2023, residential aged care providers will be required to provide a monthly statement to residents and their families. These statements will outline the care they have received and any significant changes or events that occurred during the previous month.

Monthly Care Statements will improve transparency and accountability around the clinical care of people living in aged care homes.

A pilot program commencing August 2022 will make sure that residents and providers are involved in the content and design of the statements.

If you would like to participate in the Monthly Care Statements pilot, email ACCER@health.gov.au.