

Strengthened Standards & Refreshed Star Ratings

How CareApp supports aged care providers



Agenda



1. Strengthened Quality Standards
2. Refreshed Star Ratings
 - How they work
 - What you will need
 - How CareApp can help



What is a 'Quality Program'?



The **systems** that everyone uses at your site to make sure **quality services** are provided, so that **standards** are met.

Standards – provided by the regulator (Quality and Safety Commission)



Your Quality Program will include:



Policies & plans – what you intend to do



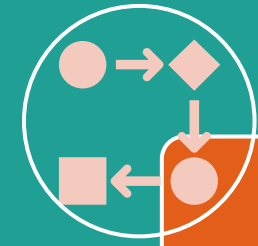
Procedures & practices – how you will do it



Documentation – records of what you are doing



Monitoring – checking each system is working



Continuous Improvement – identifying ways to make things better

How an audit works



Audit/Assessment – an external assessor checks your site's compliance with standards:

- Looking for evidence that systems are in place **and used** - from multiple sources e.g.
 - Review policies and procedures
 - Check records and notes
 - Speak with staff, individuals, and family members
- Sample resident files (because auditors work with **limited time**)
- If they find something is missing, they'll investigate - is it a **one-off** or a **systemic issue**?

Bottom line - if you say you do something, assessors want to see **evidence**.



How CareApp helps



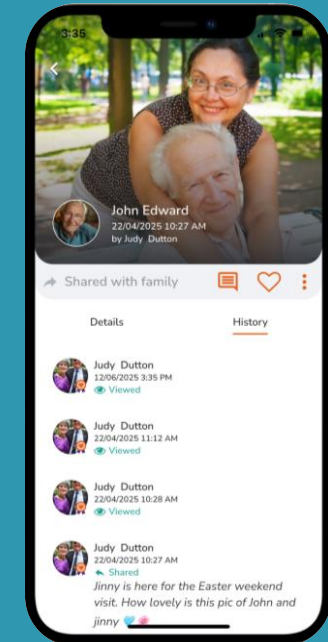
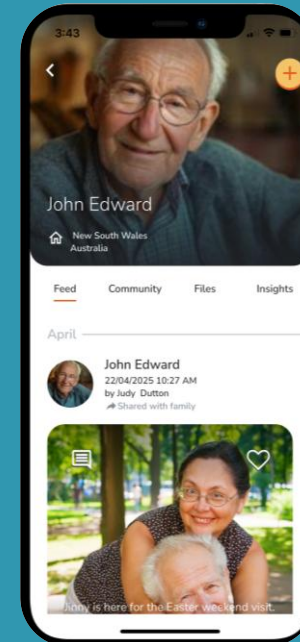
CareApp helps with evidence – “Documentation”

- You can easily access information about an individual or information shared with everyone.
- CareApp records history - you can see who’s created and viewed every post on CareApp.

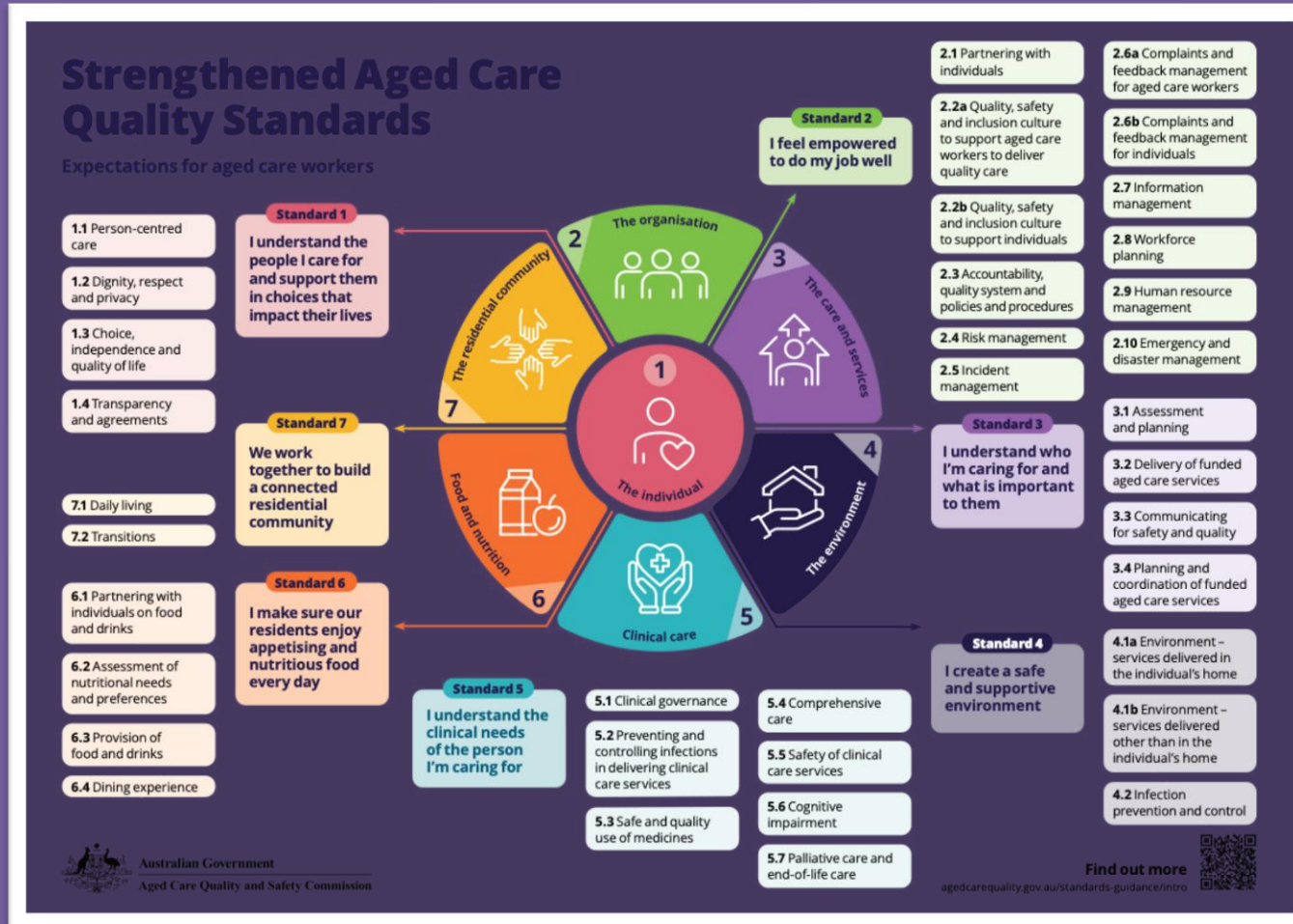


Information on CareApp tells a story

- ✓ *‘Today’ isn’t a once-off.*
- ✓ *Our community broader than this facility.*
- ✓ *We share information with individuals and their families and representatives for transparency and to make life the best it can be for each person.*
- ✓ *We respect privacy and security.*



The Strengthened standards (draft)



Draft Strengthened Aged Care Quality Standards

New Standards take effect from **November 2025**

Comparing old & new (example)



***Old* Standard 4 Requirement (3)(c)**

Services and supports for daily living assist each consumer to:

- (i) participate in their community within and outside the organisation's service environment; and
- (ii) have social and personal relationships; and
- (iii) do the things of interest to them.

***New* Standard 7.1 Daily living**

The provider must ensure that individuals receive funded aged care services that optimise their quality of life, promote use of their skills and strengths and enable them to do the things they want to do.

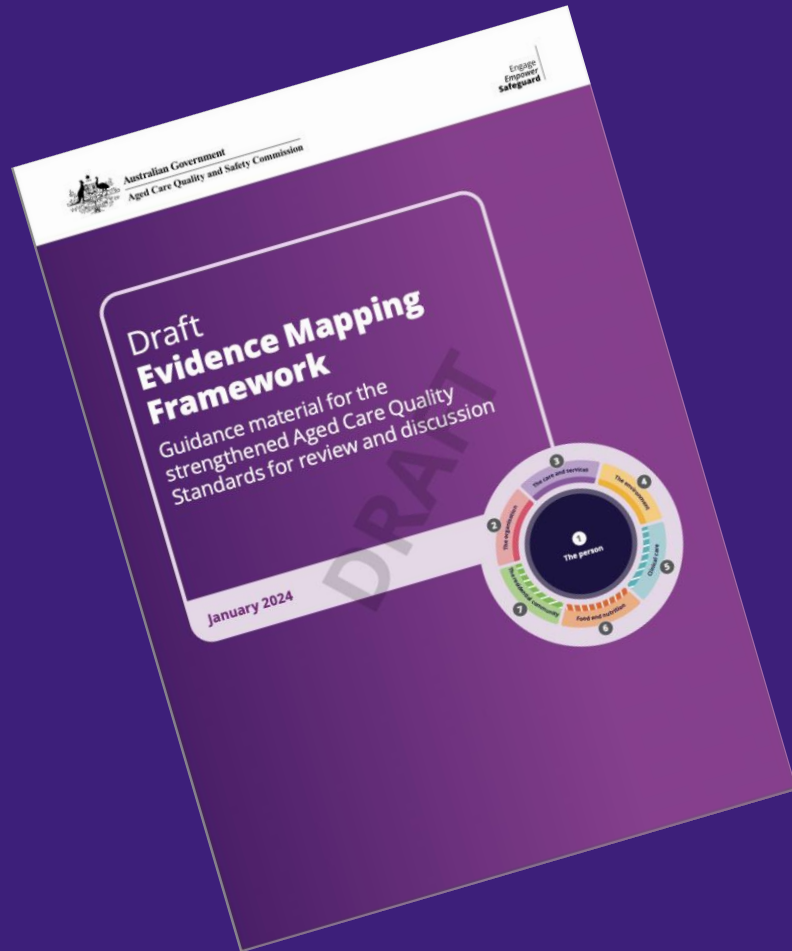
The provider must ensure that individuals feel safe in their residential care home.

Actions:

The provider supports and enables individuals to do the things they want to do, including to:

- participate in lifestyle activities that reflect the diverse nature of the residential community
- promote their quality of life
- minimise boredom and loneliness
- maintain connections and participate in activities that occur outside the residential community
- have social and personal relationships
- contribute to their community through participating in meaningful activities that engage the individual in normal life.

Evidence Mapping



33 'Themes' mapped to related Standards, Outcomes, Actions and associated Requirements



Examples of evidence, including example questions, records, documents etc that may be verified by an assessor

 **Draft Evidence Mapping Framework**

Evidence mapping and CareApp



3. Choice, independence and quality of life

“Flyers, posters, communications (e.g. newsletters) provide older people and staff information about **informed consent, supported decision-making and advocacy.**”

CareApp

Notice
Re-posted
periodically

5. Corporate and clinical governance

“Noticeboards include **meeting minutes for meetings between the governing body and older people** and organisational strategies or goals.”

CareApp

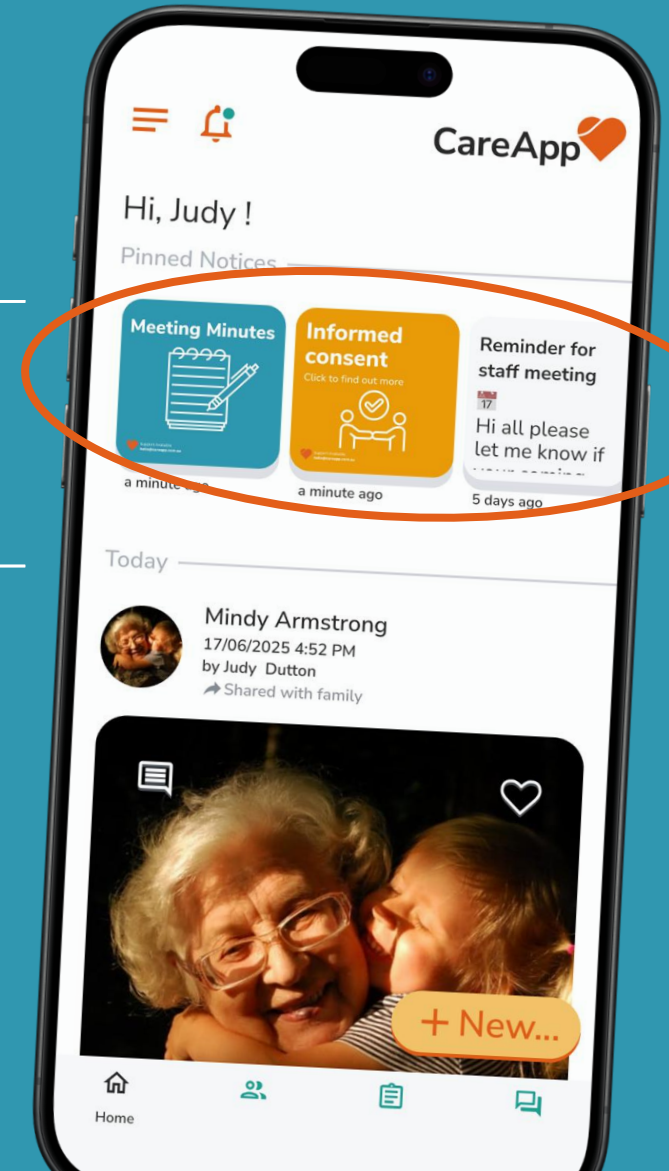
Notice
As needed

6. Accountability and quality system

“Evidence and examples of how the provider **reports to older people about its quality performance and performance against the Standards** (e.g. via newsletter or emails).”

CareApp

Notice
As needed



Evidence mapping (cont)



8 Incident Management System

“How do you encourage older people, family and carers to report incidents? Posters, flyers, communication or similar observed to capture incident reporting requirements.”

“<Interview> Do you know what an incident is? What would you do if you witnessed or were involved in an incident?

- how and who do you report it to?”

9. Feedback and Complaints Management system

“Posters, flyers, communication or similar observed to capture information on providing feedback and raising complaints ... including accessing advocacy and language services for this.”

12 Emergency and disaster management

“How does the service alert and communicate with older people in case of an emergency and disaster? (e.g. bushfire, flood)” (also outbreak)

CareApp
Notice
Re-posted
periodically



CareApp
Notice
Re-posted
periodically



CareApp
Notice
As needed

Evidence mapping (cont)



14. Delivering comprehensive care and services
“Evidence of timely communication of **information between workers, family, carers and health professionals** included in the older person’s care.”

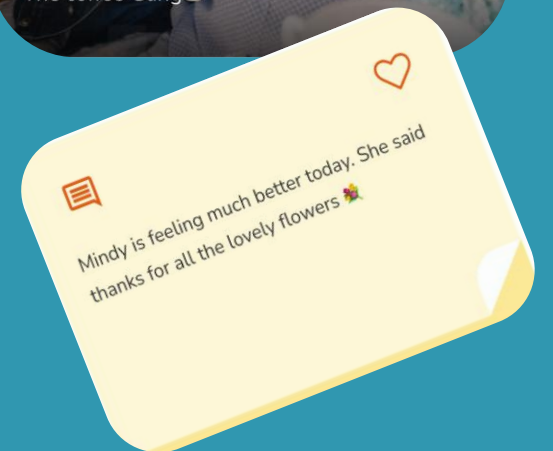
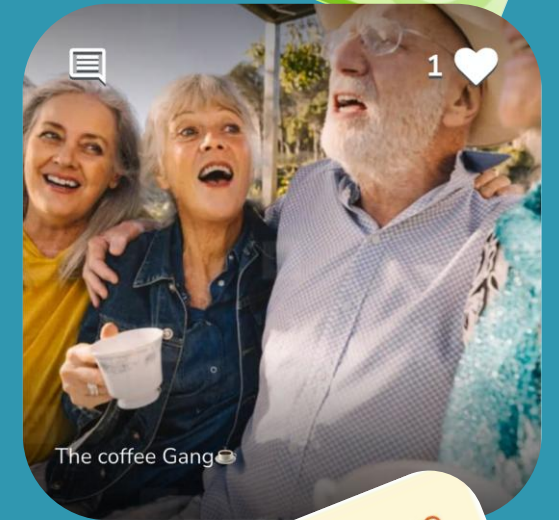
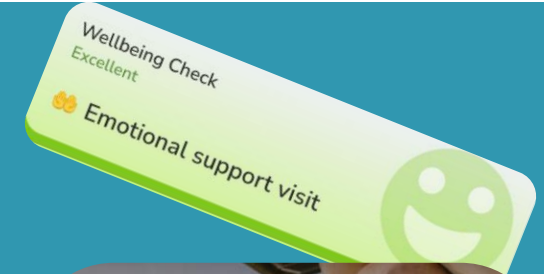
- Photos
- Notes
- Videos
- Wellbeing checks
- Documents/ links

“Evidence of how the organisation has **maintained social supports** for older people and increased opportunities for social interaction.”

- Activities undertaken
- Family engagement via CareApp

“Evidence that the organisation **works with external groups offering tailored** and culturally safe services and supports to an older person or group of older people.”

- Shared photos, tags e.g. volunteers



Evidence mapping (cont)



“Activities of daily living: Detail requirements for the provider to support and enable older people to do the things they want to do, including but not limited to:

Participating in lifestyle activities that reflect the diverse nature of the residential community

Promoting their quality of life

Minimising boredom and loneliness”

“<Representative interview> Do you feel that the service **effectively communicates with you about important changes** or information about <older person name>? How do they keep you involved?”

16 Care Coordination and transitions

“<For carers> Do you feel that your role is recognised by providers and **they work with you to coordinate care for the older person?**”

- Shared photos
- Videos
- Wellbeing checks
- Resident’s profile

All of the above

All of the above



Questions?



Star ratings



- 👉 New star rating requirements take effect from **November 2025**.
- Allows **like-for-like comparison** across aged care providers
 - Unlike *Canstar* or *TripAdvisor*, these ratings are **not based on voluntary public reviews**
 - Aged care ratings avoid bias from **extreme, emotionally driven feedback**
- Designed to give prospective customers **objective insight** into care quality.

Higher stars = demonstrably higher quality
★★★★★

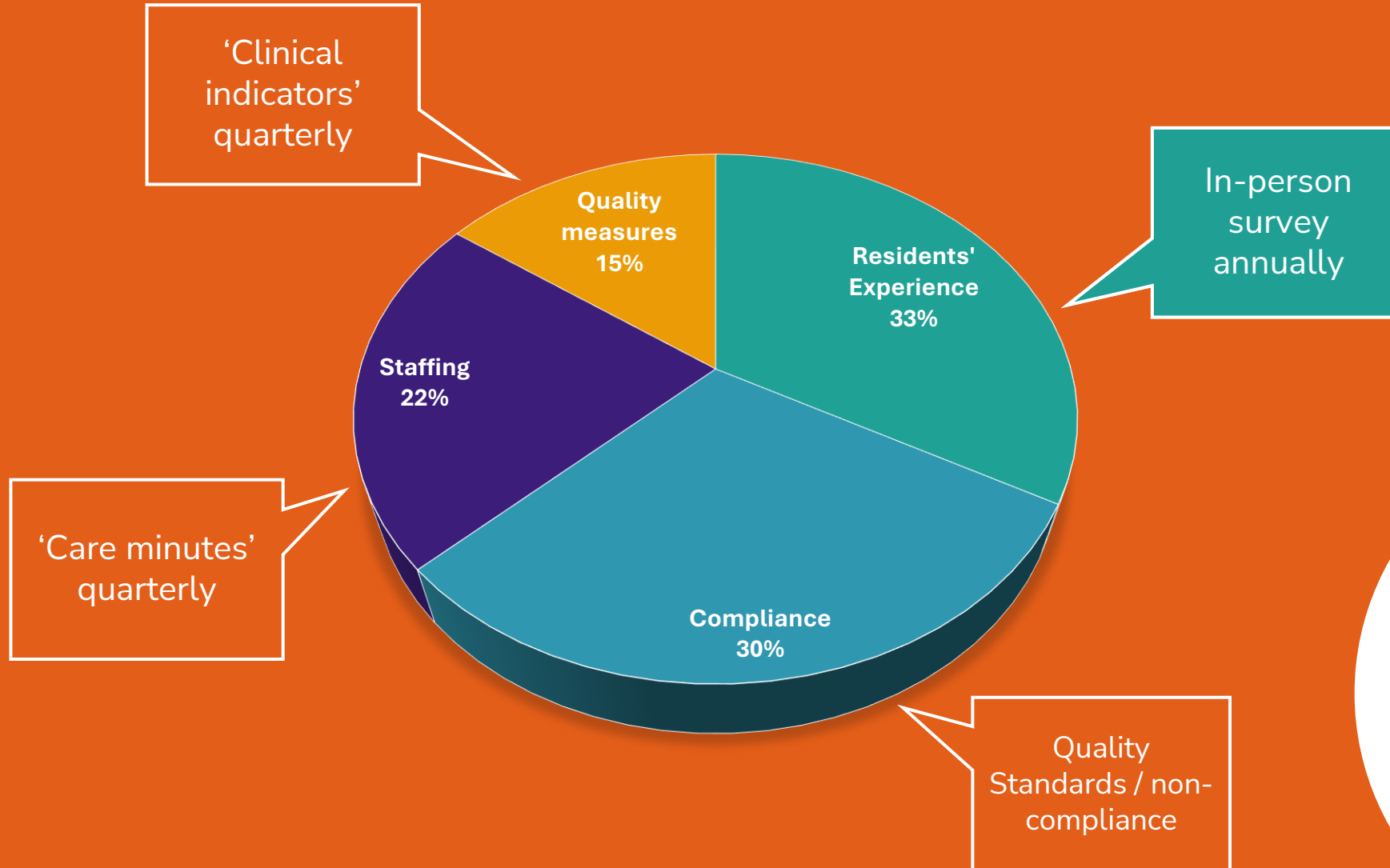


➔ **Star Ratings Provider Manual**



➔ **Star Ratings: A provider's guide to improving quality**

Star ratings comprise...



Resident Experience survey



- 33 out of 100 points in the Star Rating comes from Resident Experience.
- Assessed via in-person survey by an independent third party.
- 20% of residents will be surveyed.
- Questions cover areas such as:
 - “Do you like the food here?”
 - “Is this place well-run?”
 - “Do you have a say in your daily activities?”
- Answers 1-5 Likert Scale.
- May include proxies if residents cannot answer on their own behalf.



Star rating algorithm for resident survey



Score	Number of stars
12 (lowest min) - 29	★
30 - 35	★★
36 - 40	★★★
41 - 44	★★★★
45 - 48	★★★★★



 [Star Ratings Provider Manual](#)

There is plenty of good news so far



🌈 In 2022 and 2023 a summary of 74,000 residents found an overwhelmingly positive response, including:

- **95%** felt that staff were kind and caring.
- **86%** thought staff in their aged care home knew what they were doing.
- **87%** of residents felt that they had a say in their daily activities.
- **85%** of residents would recommend their aged care home to someone.
- **70%** liked the food in their aged care home.

The bar for success is quite high!



[Residents' Experience Survey Report](https://www.health.gov.au/our-work/residents-experience-survey)

Opportunities for improvement



Key findings on **negative** resident experience:

- Residents with **higher support needs** gave more **negative responses**.
- **Families (proxies)** of residents with high support needs were **even more negative** — up to **16% lower** in 'autonomy' category.
- **CALD** and **First Nations** residents also reported **less positive experiences** than others.

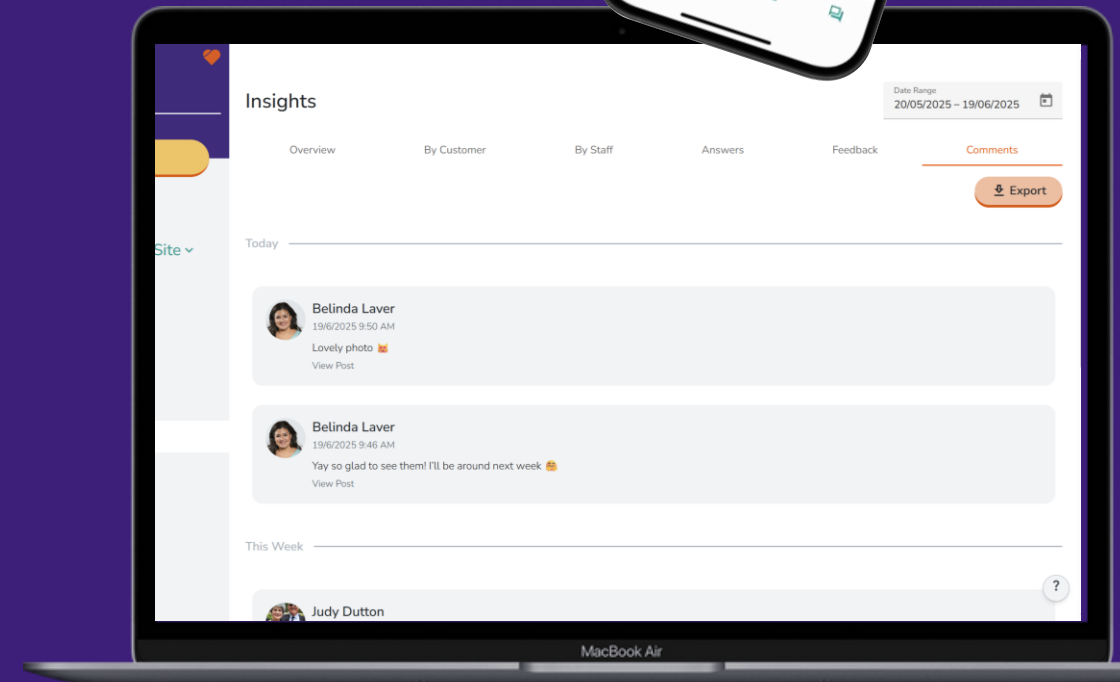
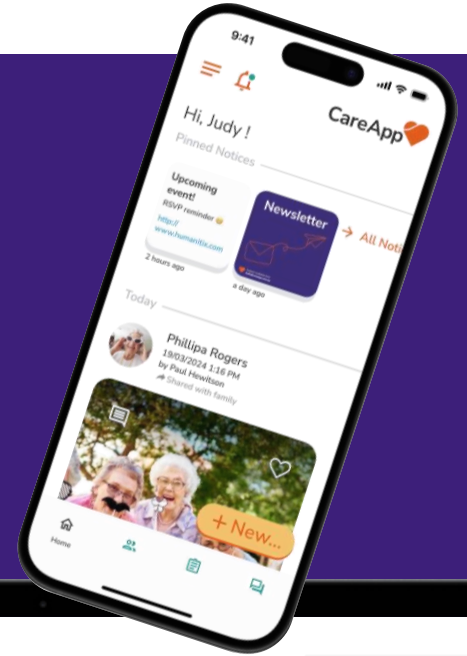


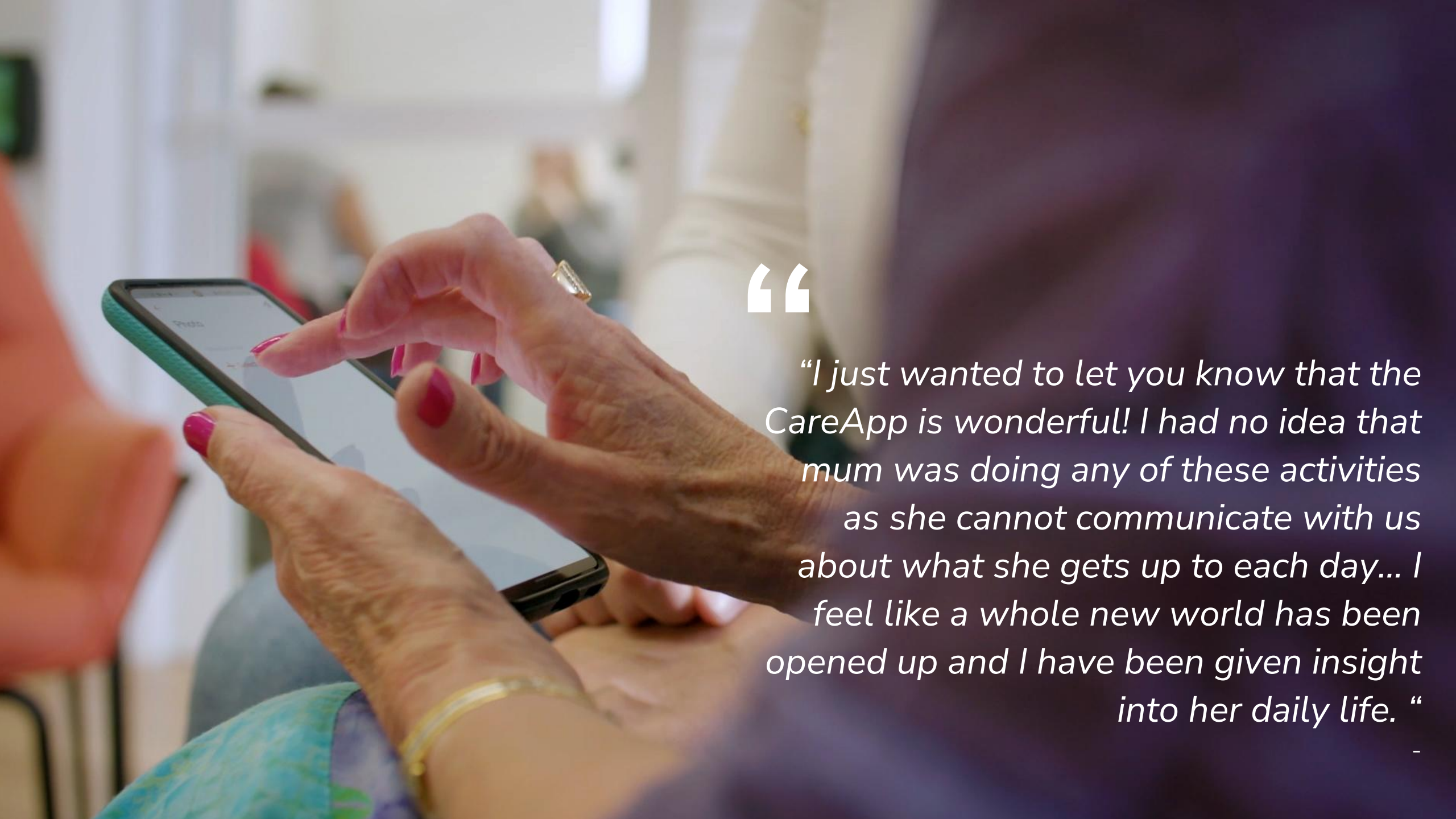
[Residents' Experience Survey Report](#)

What you can do



- **Engage with families of individuals with higher support needs** – this provides reassurance, so people worry less.
 - Share good-news photos with families on CareApp.
- **Empower your people and give them credit:** staff who feel valued provide better care.
 - Share family feedback from CareApp with your team.
 - Review ‘comments’ in insights
- **Focus on food (and the meal experience):** given that food satisfaction rated lower than other themes overall, this is an area where providers can make an impact.
- **Provide training to support residents from CALD backgrounds** and those with higher support needs.
- 🙌 **Keep doing what you’re doing!** your kindness goes a long way ❤️





“

“I just wanted to let you know that the CareApp is wonderful! I had no idea that mum was doing any of these activities as she cannot communicate with us about what she gets up to each day... I feel like a whole new world has been opened up and I have been given insight into her daily life. “

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Questions?



Reach out anytime!



Tanya Newhouse

COO

M: 0424 079 615

E: tanya@careapp.com.au

W: careapp.com.au

