



Australian Government

Department of Health and Aged Care



National Aged Care Mandatory Quality Indicator Program Quick Reference Guide: Workforce

This quick reference guide provides information for approved providers of residential aged care to understand and meet their obligations to collect and report data on workforce for the QI Program.

The workforce quality indicator is reported against:



Percentage of staff turnover

Approved providers of residential aged care are expected to have a workforce that is 'sufficient, and is skilled and qualified, to provide safe, respectful and quality care and services'. Workforce turnover reduces familiarity with care recipients and continuity of care.

For the purposes of the QI Program, staff are considered **employed** when they have worked at least 120 hours in the previous quarter. All staff that meet this definition are included, irrespective of the type of employment (e.g. this includes permanent, part-time, casual, contractors, and agency staff).

For the purposes of the QI Program, **staff who stopped working** refers to staff members who have a period of at least 60 consecutive days in the current quarter in which they have not worked at the service.

Collect workforce data



Complete a single review of staff records for each staff member who worked any hours at the service as either service managers, nurse practitioners or registered nurses, enrolled nurses or personal care staff or assistants in nursing during the previous quarter. The review must take place after the end of the current quarter but before data submission is due, which is the 21st day of the month after the end of the quarter.



Record the staff who worked any hours in the previous quarter as either service managers, nurse practitioners or registered nurses, enrolled nurses, or personal care staff or assistants in nursing

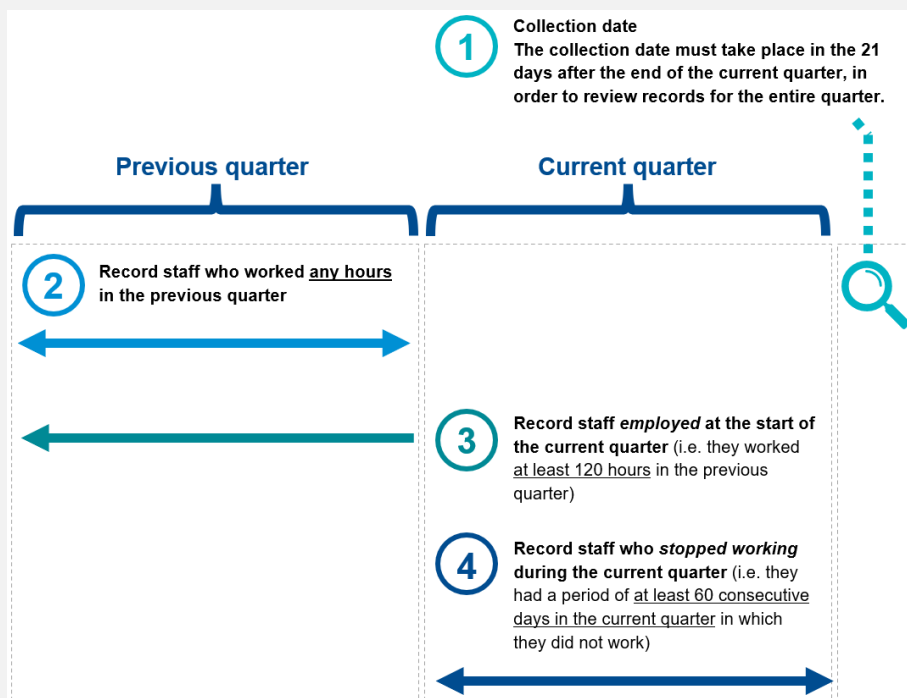


Record the staff who met the QI program definition of *employed* as either service managers, nurse practitioners or registered nurses, enrolled nurses, or personal care staff or assistants in nursing at the start of the quarter (i.e. they worked at least 120 hours at the service in the previous quarter)



For staff who met the QI program definition of *employed*, record the number of *staff who stopped working* during the current quarter (i.e. they had a period of at least 60 consecutive days in the current quarter in which they did not work at the service)

Workforce data collection summary



Report workforce data



Report the number of staff:

- who were *employed* at the start of the quarter as:
 - service managers
 - nurse practitioners or registered nurses
 - enrolled nurses
 - personal care staff or assistants in nursing
- who *stopped working* during the quarter as:
 - service managers
 - nurse practitioners or registered nurses
 - enrolled nurses
 - personal care staff or assistants in nursing



Additionally, report the number of staff:

- who worked any hours during the previous quarter as:
 - service managers
 - nurse practitioners or registered nurses
 - enrolled nurses
 - personal care staff or assistants in nursing

Approved providers of residential aged care must collect and report on workforce data quarterly, according to the requirements set out in the QI Program Manual 3.0 – Part A (Manual).

EXAMPLE

Staff member A

- works at the service as a registered nurse
- worked more than 120 hours at the service in the previous quarter
- retired at the end the current quarter
- did not stop working for a period of 60 consecutive days during the current quarter

Staff member B

- works as an assistant in nursing at the service (through an agency)
- worked less than 120 hours at the service in the previous quarter

Staff member C

- works as a service manager, at the service
- worked more than 120 hours at the service in the previous quarter
- stopped working for a period of 60 consecutive days during the current quarter

- ① Number of staff who worked any hours as service managers in the previous quarter
- ① Number of staff who worked any hours as nurse practitioners or registered nurses in the previous quarter
- ① Number of staff who worked any hours as enrolled nurses in the previous quarter
- ① Number of staff who worked any hours as personal care staff or assistants in nursing in the previous quarter
- ① Number of staff employed as service managers at the start of the quarter
- ① Number of staff employed as nurse practitioners or registered nurses at the start of the quarter
- ① Number of staff employed as enrolled nurses at the start of the quarter
- ① Number of staff employed as personal care staff or assistants in nursing at the start of the quarter
- ① Number of staff employed as services managers who stopped working during the quarter
- ① Number of staff employed as nurse practitioners or registered nurses who stopped working during the quarter
- ① Number of staff employed as enrolled nurses who stopped working during the quarter
- ① Number of staff employed as personal care staff or assistants in nursing who stopped working during the quarter

Data recording templates for each quality indicator are available on the department's website. Use the templates to automatically calculate and summarise data for submission through the My Aged Care provider portal.

Submit QI Program data

There are three ways QI Program data can be submitted:



1. Through the My Aged Care provider portal
2. Via a bulk file upload
3. Through a third-party benchmarking company



Data must be submitted by the **21st day of the month after the end of each quarter**



More information

The QI Program Manual, and other guidance materials, are available on the Department of Health and Aged Care [website](#).

For QI Program assistance, contact the My Aged Care provider and assessor helpline on 1800 836 799. The helpline is available between 8am and 8pm Monday to Friday, and between 10am and 2pm on Saturday local time across Australia, except for public holidays.