



# National Aged Care Mandatory Quality Indicator Program (QI Program)

Information Sheet for board directors and senior executives

## What is the QI Program?

The QI Program reports quality indicator data from all Commonwealth-subsidised residential aged care services. Quality indicators measure important areas of care affecting peoples' health and wellbeing. Since 1 July 2019, the QI Program has required all approved residential aged care providers to collect quarterly quality indicator data.

## What are the benefits of the QI Program?

The QI Program supports:

- services to measure, monitor and improve the quality of care they provide to older people
- older people and their families with transparent information when making choices about residential aged care
- policy and system-level improvement by providing measures of aged care quality.

## The QI Program includes the following quality indicators:

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### Pressure injuries

- Percentage of care recipients with pressure injuries, reported against six pressure injury stages.
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### Physical restraint

- Percentage of care recipients who were physically restrained.
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### Unplanned weight loss

- Percentage of care recipients who experienced significant unplanned weight loss (5% or more).
  - Percentage of care recipients who experienced consecutive unplanned weight loss.
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### Falls and major injuries

- Percentage of care recipients who experienced one or more falls.
  - Percentage of care recipients who experienced one or more falls resulting in major injury.
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### Medication management

- Percentage of care recipients who were prescribed nine or more medications.
  - Percentage of care recipients who received antipsychotic medications.
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### Activities of daily living

- Percentage of care recipients who experienced a decline in activities of daily living.
- 



### Incontinence care

- Percentage of care recipients who experienced incontinence associated dermatitis.
- 



### Hospitalisation

- Percentage of care recipients who had one or more emergency department presentations.
- 



### Workforce

- Percentage of staff turnover.
- 



### Consumer experience

- Percentage of care recipients who report 'good' or 'excellent' experience of the service.
- 



### Quality of life

- Percentage of care recipients who report 'good' or 'excellent' quality of life.
- 



### Enrolled nursing

- Proportion of enrolled nursing care minutes.
  - Proportion of nursing care minutes.
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### Allied health

- Allied health care minutes.
- Percentage of recommended allied health services received.



### Lifestyle officer

- Lifestyle officer care minutes.

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## What does the QI Program mean for me?

The QI Program supports access to information on the quality of care being delivered by aged care providers. This information can be used to measure and monitor care within your service and guide the delivery of better care by informing quality improvement activities at individual care recipient and broader service levels.

QI Program data is also available to assist care recipients and their families to make more informed decisions about residential aged care options.

Dedicated resources to assist understanding the QI Program data and to support quality improvement activities are available on the [QI Program website](#).

## How can I access QI Program data?

National, state and territory level QI Program reports are published every 3 months on the Australian Institute of Health and Welfare [GEN Aged Care Data website](#), with data also available by remoteness.

A subset of the QI Program data also feeds into the quality measures rating in Star Ratings. Star Ratings for all residential aged care services are published on the [My Aged Care website](#). This information helps older Australians to make more informed choices about their aged care.

## Where can I find more information?

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For dedicated QI Program resources and guidance materials:

- Department of Health and Aged Care website: <https://www.health.gov.au/our-work/qi-program/resources>

For additional QI Program assistance:

- My Aged Care provider and assessor helpline  
1800 836 799 (and select option 5)  
Monday - Friday (8am - 8pm) or  
Saturdays (10am - 2pm)

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## Let's change aged care together

We invite Australians to continue to have their say about the aged care reforms.



Visit [agedcareengagement.health.gov.au](https://agedcareengagement.health.gov.au)



Phone **1800 318 209** (Aged care reform free-call phone line)

For translating and interpreting services, call 131 450 and ask for 1800 318 209.

To use the National Relay Service, visit [nrschat.nrscall.gov.au/nrs](https://nrschat.nrscall.gov.au/nrs) to choose your preferred access point on their website, or call the NRS Helpdesk on 1800 555 660.