



National Aged Care Mandatory Quality Indicator Program

Quick reference guide: lifestyle officer

This guide helps residential aged care providers to collect and report data on lifestyle officers.

You must report the lifestyle officer quality indicator against:



- **Lifestyle officer care minutes.**

Lifestyle officers provide activities to enhance the psychological, spiritual, social and physical wellbeing of aged care residents.

As part of the Quarterly Financial Report (QFR), residential aged care providers must report Diversional/Lifestyle/Recreation/Activities officers labour costs.

For the purposes of the QI Program, the lifestyle officer quality indicator will use diversional/lifestyle/recreation/activities officers residential labour costs and hours data submitted through the QFR.

How to calculate labour costs:

- Where diversional/lifestyle/recreation/activities officers are employed in hybrid roles, you should split payments based on the time you allocate to each role.
- Where diversional/lifestyle/recreation/activities officers work across separate facilities, you should split costs based on the time you allocate to each facility.
- Only include diversional/lifestyle/recreation/activities officer costs for government subsidised residential aged care residents (including those receiving residential respite) under the Australian National Aged Care Classification (AN-ACC) funding model.

Report of lifestyle officer data



We will calculate lifestyle officer care minutes from the labour costs and hours data you submit through the QFR.



Providers are not required to report anything separately for the lifestyle officer quality indicator.



We will extract the diversional/lifestyle/recreation/activities officers residential labour costs and hours data you submit through the QFR to the QI Program App within Government Provider Management System (GPMS). This will allow providers to see their lifestyle officer data alongside their other QI Program data.



If a provider does not submit their QFR data or does not submit it on time, this will result in an automatic non-submission of this quality indicator.

More information



You can find the QI Program Manual and other guidance on the [QI Program's resources webpage](#).

For assistance, contact the My Aged Care provider and assessor helpline on 1800 836 799 and select option 5.

The helpline is closed on Sunday and public holidays. It is open:

- between 8am and 8pm Monday to Friday
- between 10am and 2pm on Saturday

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



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 to choose your preferred access point on their website, or call the NRS Helpdesk on 1800 555 660.