



# 3 new staffing quality indicators

- This webinar provides providers and workers with information about how to collect and report data for 3 new staffing quality indicators. Data collection will start from 1 April 2025.

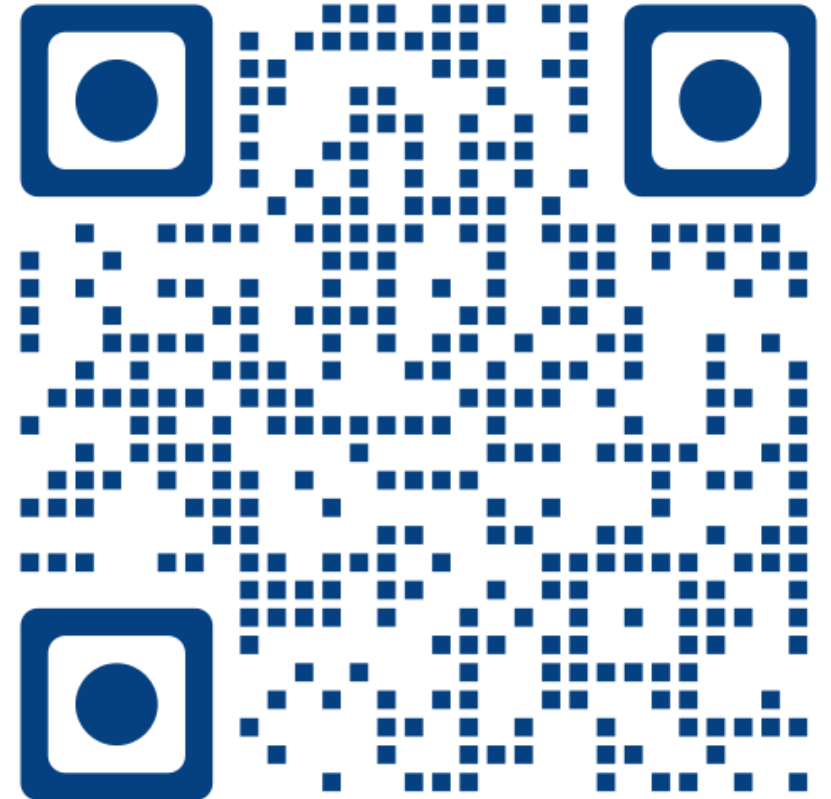
# Acknowledgement of Country

We'd like to acknowledge the Traditional Owners of Country throughout Australia and recognise the continuing connection to lands, waters and communities.

We pay our respect to Aboriginal and Torres Strait Islander cultures and to Elders past and present.

# Updated online resources

- Scan this QR Code to access our new quick reference guides.
- Links are also shared in the chat.



# Introductions

## Chair:

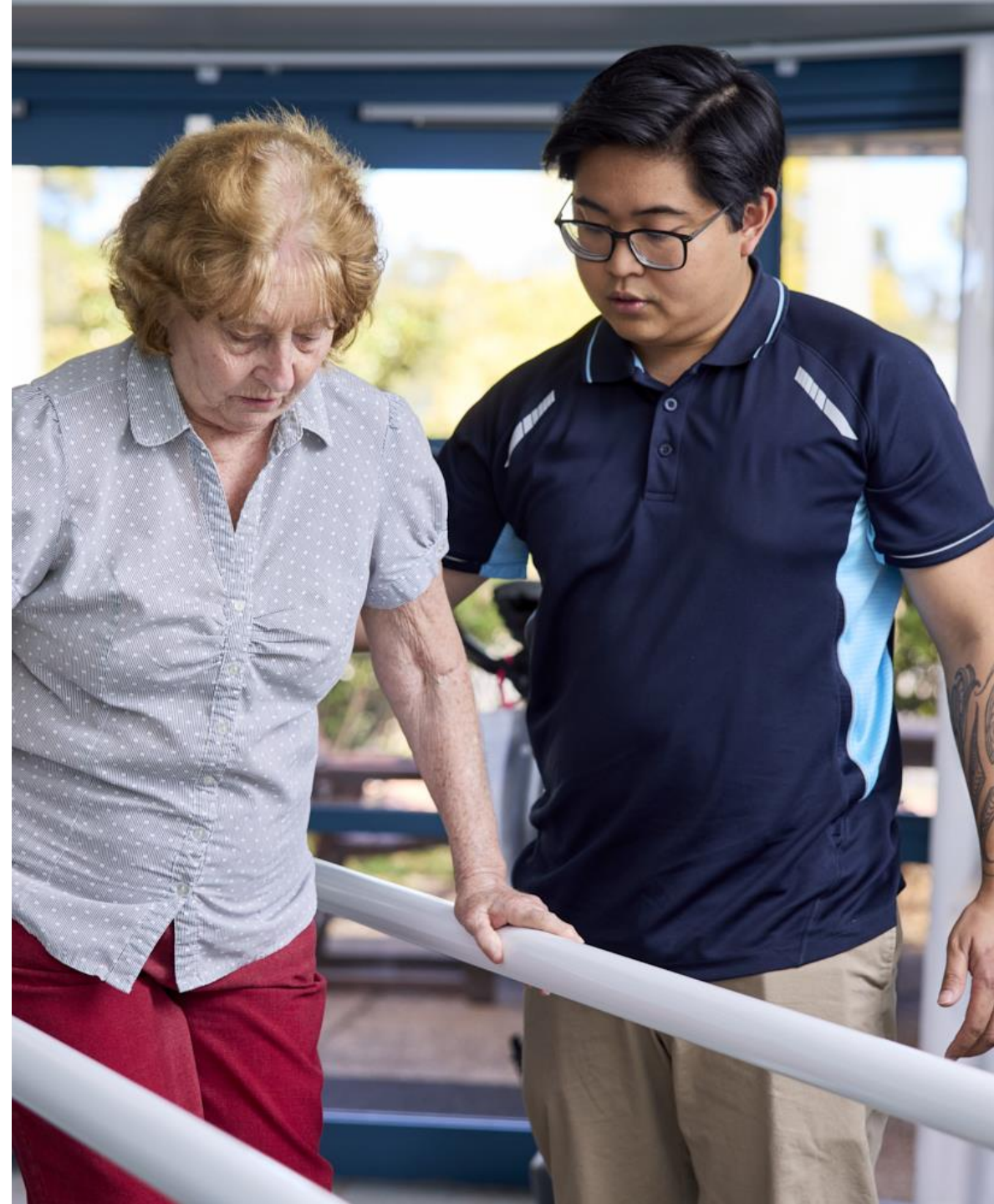
- Ingrid Leonard, Assistant Secretary, Choice and Transparency, Department of Health and Aged Care

## Presenters:

- Victoria Angel, Director, Quality Indicators Section, Department of Health and Aged Care
- Tim O'Mahony, Senior Director, Intelligence and Analysis, Aged Care Quality and Safety Commission
- Micah Peters, Director – National Policy Research Unit (Federal Office), The Australian Nursing and Midwifery Federation.

# This webinar will cover:

- new quality indicators
  - enrolled nursing, allied health and lifestyle officers
- why they're being introduced
- data collection and reporting requirements
- how to prepare
- why quality indicators matter
- how they recognise the workforce's contribution
- how they support quality improvement



# The National Aged Care Mandatory Quality Indicator Program

- Collects information from residential aged care services on 11 quality indicators across critical areas of care.
- Helps monitor and improve the quality of services.
- New staffing quality indicators to be introduced from 1 April 2025.



# Benefits of the QI Program

Reporting on quality indicators helps:

- **providers** measure, monitor, compare and improve quality
- **older people** find information about quality when making choices about care
- **government** monitor quality and make evidence-based policy decisions.



# 3 new staffing quality indicators

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## **Enrolled nursing**

Provide nursing care for aged care residents under supervision of a registered nurse or nurse practitioner.



## **Allied health**

Physiotherapy, occupational therapy, speech pathology, podiatry, dietetics, other allied health, allied health assistant.



## **Lifestyle officers**

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

Can also be called diversional, lifestyle, recreation or activities officers.



# Why we are introducing these quality indicators

- Expanding the number of quality indicators recognises the crucial role of staff in providing high-quality care.



# Consultation and pilot

## Consultation:

- 110 people completed the consultation survey
- 24 written responses to public consultation paper
- 900+ people attended webinars.

## Pilot:

- 6-week pilot completed
- 69 residential aged care services participated.
- Services were:
  - from various states and territories
  - of varying sizes and types.

## Key consultation and pilot findings

- Overall support for enrolled nursing, allied health and lifestyle officer quality indicators.
- Viewed the change as positive step to recognise the value of these professionals.





# Key consultation and pilot findings...continued

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- Care minutes data from the Quarterly Financial Report (QFR):
  - a useful snapshot to measure impact of these professionals
  - well understood by providers
  - provides a useful overview of current practices.
- The allied health quality indicator should consider residents' diverse and changing needs.
- There's limited international evidence for lifestyle quality indicators.
  - an opportunity for Australia to lead.

# Audience poll

- What resources do you currently use to help you collect and report quality indicator data?
- What other resources would be useful?

# Business to government (B2G)

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We're building technology connections to:

- improve information and data sharing
- streamline reporting.

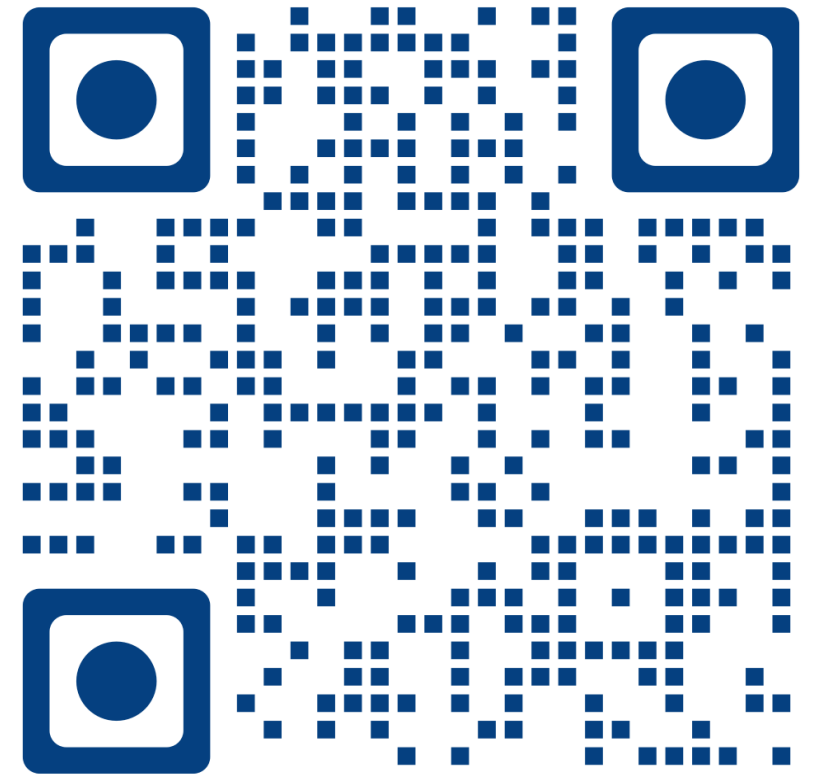
For providers, this will mean:

- reduced administration time
- streamlined reporting that demonstrates the quality of care.

Application program interfaces available now:

- quality indicators
- registered nurses
- authentication
- provider management.

**Talk to your software vendor  
and scan the code for more  
information**





# Staffing quality indicators and measures

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## Enrolled nursing

Measure this quality indicator against:

- the proportion of enrolled nursing care minutes
- the proportion of nursing (registered and enrolled) care minutes.



## Allied health

Measure this quality indicator against:

- allied health care minutes
- percentage of recommended allied health services received.



## Lifestyle officers

Report this quality indicator against:

- lifestyle officer care minutes.

## Data builds on existing reporting

- 4 of 5 new data points come from Quarterly Financial Report data, requiring no additional reporting required.
- You will only need to collect and report new data for the percentage of recommended allied health services received.



# Percentage of recommended allied health services received

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You will need to:

- complete a single review of care records for each care recipient
- collect and report the number of:
  - allied health services recommended in care plans
  - recommended allied health services received
  - care recipients assessed for allied health
  - care recipients excluded
  - allied health services recommended in care plans against each discipline
  - recommended allied health services received against each discipline.

## Collecting data

- Start collect staffing data from **1 April 2025** (Quarter 4, 2024-25).
- Ensure you are collecting relevant QFR data correctly for Quarter 4, 2024-25. This will be used to calculate some quality indicator data.

## Reporting data

- Report the percentage of recommended allied health services received for Quarter 4, 2024-25, by **21 July 2025**, through the Government Provider Management System (GPMS).
- Submit Quarter 4 QFR data by **4 August 2025**.
- Relevant QFR data will be extracted from the QFR to the QI Program App within GPMS, so you can view this data.





# Support to prepare

- We've published [4 new quick reference guides](#).
- We will soon publish updates to the [Quality Indicators Manual Part A](#) and [Part B](#).
- Find all resources to support quality indicator reporting at: [health.gov.au/our-work/qi-program/resources](https://health.gov.au/our-work/qi-program/resources)



# Audience poll

- Do you have the information you need to get ready to collect and report data for the new staffing quality indicators?





Australian Government

Aged Care Quality and Safety Commission

3 December 2024

# Quality Indicators and the Aged Care Quality and Safety Commission

Tim O'Mahony

Senior Director – Intelligence and Analysis





# Our role in the Quality Indicator Program

- We **monitor and regulate compliance** with reporting responsibilities under the Aged Care Act and associated Principles, including for Quality Indicators. We consider:
  - frequency and timeframes of non-reporting
  - consequences in relation to harm to consumers
  - reasons for any delay and plans for improvement.
- We analyse Quality Indicators data **to understand risk about providers**, including detecting harms where they have occurred and predicting where there is high risk of harm so we can intervene early.

# Compliance and Enforcement Policy



Australian Government  
Aged Care Quality and Safety Commission

Engage  
Empower  
Safeguard



Australian Government  
Aged Care Quality and Safety Commission

# Regulatory Strategy 2024/25

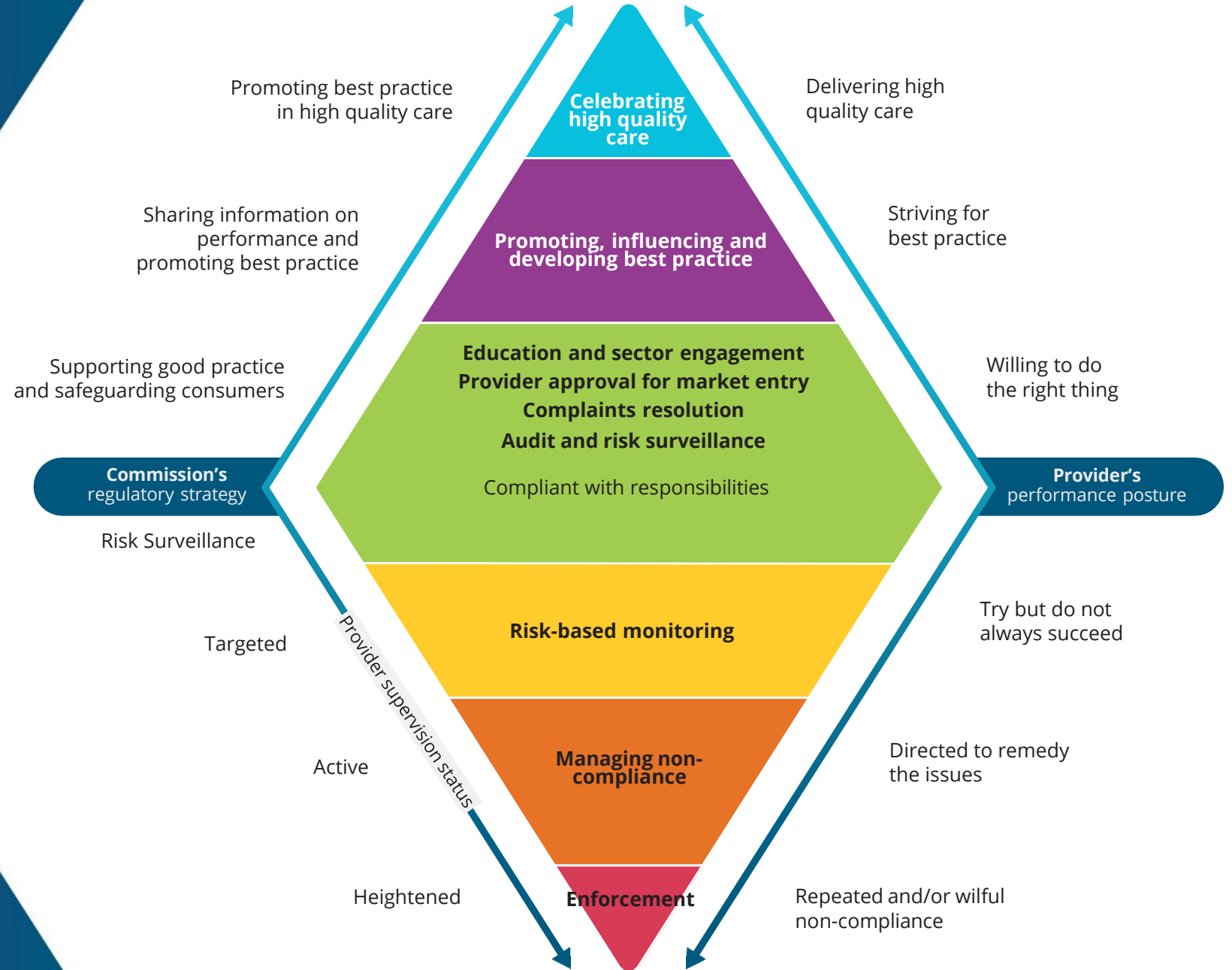
Version 1.0 | June 2024



Australian Government  
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Engage  
Empower  
Safeguard

# Aged care regulatory diamond



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# Risk surveillance model

## Daily

- Enquiries and feedback
- Complaints
- Workers concerns
- Reportable incidents
- Media

## Quarterly

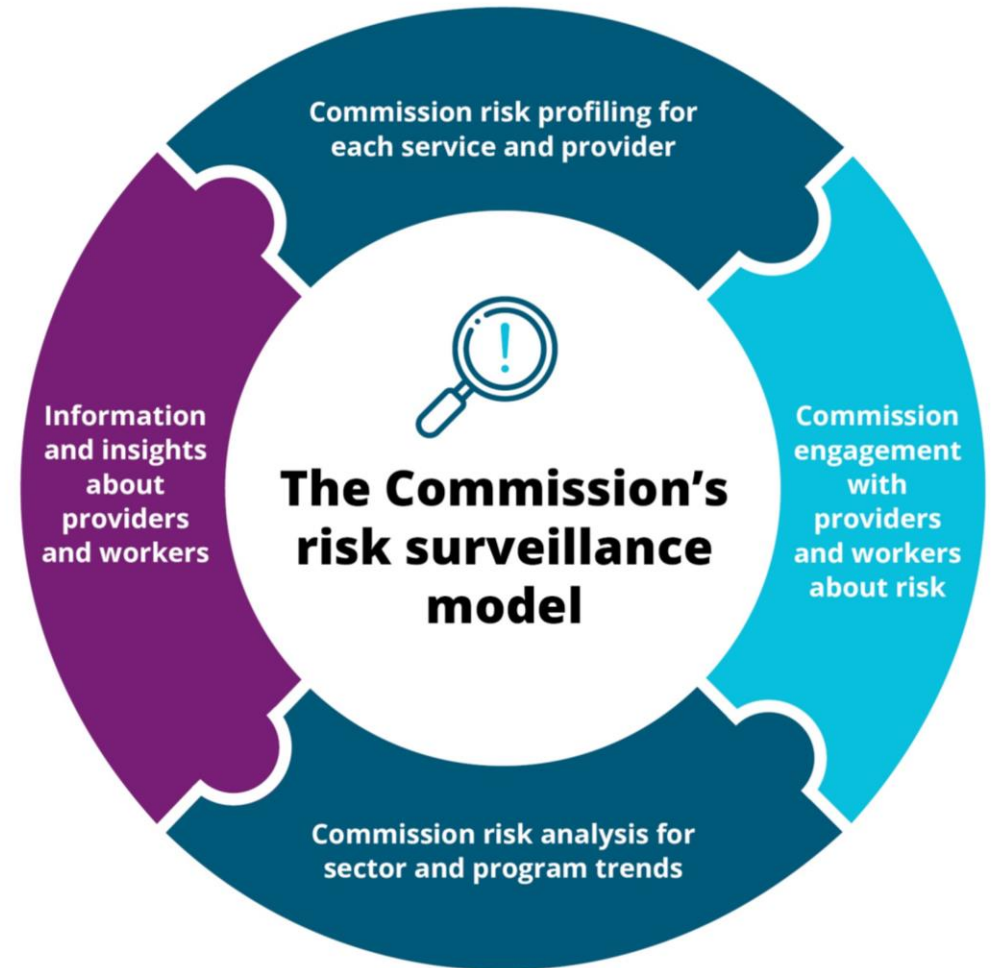
- Financial
- Staffing
- Food and nutrition
- Quality indicators  
(e.g. pressure injuries, unplanned weight loss, medication management, physical restraint, falls)

## Annually

- Financial statements
- Prudential compliance statements
- Consumer experience interviews
- Provider governance and operations information
- Provider governing body statement

## As required

- Site audits
- Risk based monitoring
- Material changes
- Referrals from other agencies
- Research and publications

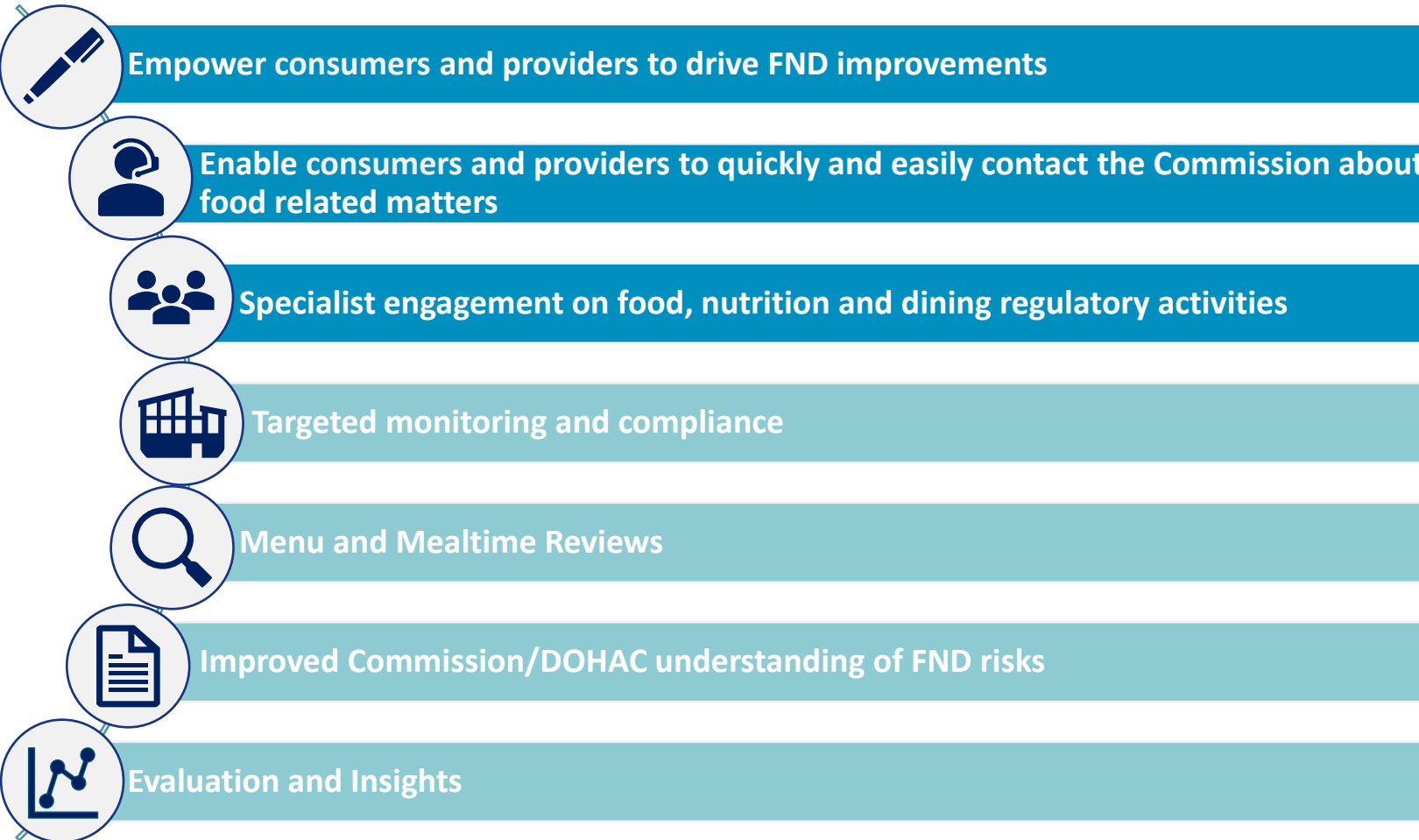






# Our use of Quality Indicators in practice

- Food, nutrition and dining campaign



Resources that confirm what to expect and what to do if things aren't right

Promote a dedicated phone "hotline" for food complaints and advice

Food, Nutrition and Dining Advisory Support Unit

Risk based targeted monitoring activities

Dietitian-led menu and mealtime review and support

Surveys to understand risk drivers and improvement enablers

Evaluation and reporting



# Micah Peters

- Director – National Policy Research Unit (Federal Office), Australian Nursing & Midwifery Federation.
- Associate Professor, Rosemary Bryant AO Research Centre, Clinical and Health Sciences, University of South Australia.

# Importance of diverse skills and multidisciplinary teams

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- Diverse skills and multidisciplinary teams are crucial for:
  - Optimal care for aged care residents.
  - Staff satisfaction in aged care.
  - Interfaces with the wider healthcare system and health professions.
- Enrolled nurses (ENs), lifestyle officers, and allied health professionals are important members of these teams:
  - ENs provide important clinical expertise.
  - Lifestyle officers and allied health professionals provide specialised expertise.

# Impact of reducing enrolled nurse shifts and roles

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- Some providers have reduced EN shifts in favour of other care staff, like personal care workers.
- Concerns about possible negative impacts on care.
- Less staff on shift who are trained to:
  - Assess, treat and respond
  - identify deterioration (physical and psychological)
  - escalate concerns.

# Staffing and skills mix in residential aged care

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- Ensuring sufficient staffing levels and skills mix improves:
  - Care efficiency and timeliness.
  - Interfaces with in-reach health professionals and wider health system.
  - Reduced reliance on emergency services and departments.
  - Engagement with residents and community.
  - Staff wellbeing, attraction, and retention.

# Nurse practitioners in residential aged care

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- Nurse practitioners working in and with aged care:
  - Advanced care provision and support.
  - Preventive and primary care provision.
  - Effective and timely care in place.



# The right data to measure and monitor staffing

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- The new quality indicators allows providers to track the proportion of care minutes delivered by RNs, ENs and personal care workers.
- This data can provide key insights to optimise staffing arrangements to deliver the best care outcomes and resident experiences.



# Recognising the contribution of staff


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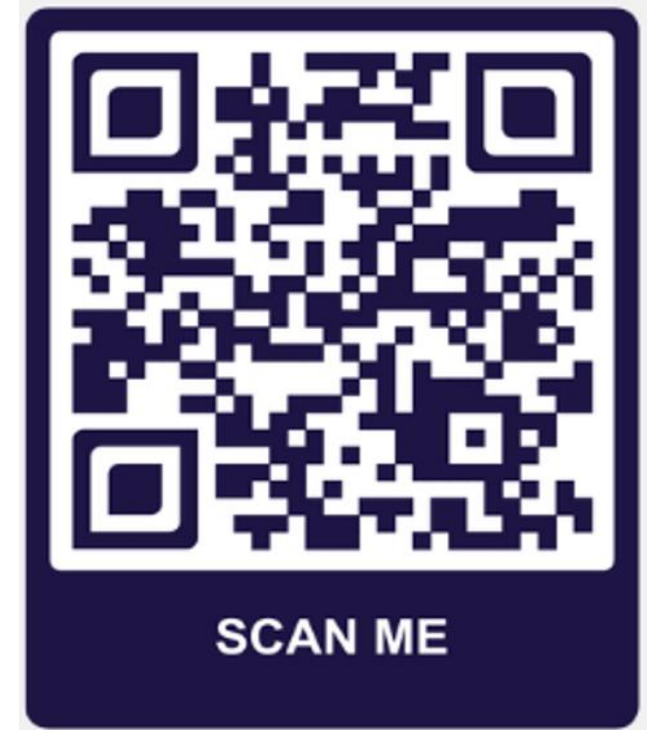
- This data will help us understand relationships between:
  - Workforce structures and resident outcomes.
  - Budgets and staffing models.
- Provide evidence to support providers to make decisions about:
  - Staffing.
  - Benchmarking.
  - Continuous quality improvement.

# Aged Care Reforms Sector Pulse Survey

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- We want your feedback on implementing the changes to aged care.
- Tell us how things are going and what support you need from us.
- Survey closes **Friday 13 December 2024.**

 <https://AgedCareEngagement.health.gov.au/engagement/aged-care-reforms-sector-pulse-survey/>



# Questions and answers



# Webinar survey

Thank you for attending today's webinar.

Please provide your feedback by answering  
3 short questions.

