



National Aged Care Mandatory Quality Indicator Program (QI Program)

Information sheet for older people and their families

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:

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

The QI Program includes the following quality indicators:



Pressure injuries

- Percentage of care recipients with one or more pressure injuries.
 - Percentage of care recipients with pressure injuries reported against 6 pressure injury stages.
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Restrictive practices (formerly physical restraint)

- Percentage of care recipients who were subject to the use of a restrictive practice (excluding chemical restraint).
 - Percentage of care recipients who were subject to the use of a restrictive practice exclusively through the use of a secure area.
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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.
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Incontinence care

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

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

- Percentage of staff turnover.
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Consumer experience

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

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

- Proportion of enrolled nursing care minutes.
- Proportion of nursing care minutes.



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 can provide information to assist older people and their families make informed choices about residential aged care. When considering residential aged care options, you can ask providers about their QI Program data and how they use this information to improve care.

If you are receiving residential aged care, you can decide whether your information is collected and included in QI Program reporting. All information is de-identified before being reported.

How can I access QI Program data?

Approved providers of residential aged care can access their own QI Program data and national average reports via the Government Provider Management System.

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.

Got a question? We're here to help!

Information on the QI Program is available on:

- My Aged Care:
www.myagedcare.gov.au/quality/quality-indicators-aged-care-homes
- Department of Health and Aged Care websites:
<https://www.health.gov.au/our-work/qi-program/resources>

If you would like to talk to someone about the QI Program, please call:

- My Aged Care Contact Centre
1800 200 422
Monday - Friday (8am - 8pm) or
Saturdays (10am - 2pm)

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.nrschat.gov.au/nrs to choose your preferred access point on their website, or call the NRS Helpdesk on 1800 555 660.