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

## Quick reference guide: allied health recommended services received

This guide helps approved residential aged care providers collect and report data on allied health.

You must report the allied health quality indicator against:

|  |  |
| --- | --- |
| An icon of a person using an assistive walking device represents the Activities of daily living quality indicator. | * allied health care minutes[[1]](#footnote-2) * percentage of recommended allied health services received. |

### Allied health services are critical to providing quality care to meet the needs of older people.

Allied health professionals:

* are university qualified health professionals
* are not part of medical, dental or nursing professions
* have specialised expertise in preventing, diagnosing and treating a range of conditions and illnesses.

Residential aged care providers must make a range of allied health services available to residents under Schedule 1 of the [*Quality of Care Principles 2014*](https://www.legislation.gov.au/F2014L00830/latest/text). This includes access to allied health services as part of an individual therapy program aimed at maintaining or restoring a resident’s ability to perform daily tasks.

Recommended allied health services are those recommended in an aged care resident’s care plan and/or progress notes.

### Allied health disciplines

For the QI Program, allied health services include:

* physiotherapy
* occupational therapy
* speech pathology
* podiatry
* dietetics
* other allied health
* allied health assistant.

This is consistent with the definition for the **quarterly financial report (QFR).**

### Collect allied health recommended services received data

 **Complete** a single review of care records for each resident.

The review must be:

* after the end of the current quarter
* before data is due (the 21st day of the month after the quarter ended).

 **Record** the:

* number of residents excluded because they were absent from the service for the entire quarter
* total number of allied health services recommended in care plans
* number of allied health services recommended in care plans against each of the allied health disciplines
* total number of recommended allied health services received
* number of recommended allied health services received against each of the allied health disciplines.

 **Report allied health recommended services received data**

Report the:

* number of allied health services recommended in care plans
* number of recommended allied health services received
* Additionally, report the:
* number of care recipients assessed for allied health
* number of care recipients excluded because they were absent from the service for the entire quarter
* number of allied health services recommended in care plans against each discipline
* number of recommended allied health services received against each discipline.

Approved residential aged care providers must collect and report allied health data quarterly. See the [QI Program Manual](https://www.health.gov.au/resources/collections/national-aged-care-mandatory-quality-indicator-program-manual) – Part A.

### Example

| **Aged care resident A**   * has a dietitian recommendation in care plan * receives a dietitian service. | | **Aged care resident B**   * has a speech pathologist recommendation in care plan * receives physiotherapy service. | **Aged care resident C**   * has an allied health assistant and occupational therapist recommendation in care plan * receives occupational therapist service only. |
| --- | --- | --- | --- |
| Three | Number of residents assessed for allied health. | | |
| Zero | Number of residents excluded because they were absent from the service for the entire quarter. | | |
|  | Number of allied health services recommended in care plans. | | |
| Zero | Number of physiotherapy services recommended in care plans. | | |
| One | Number of occupational therapy services recommended in care plans. | | |
| One | Number of speech pathology services recommended in care plans. | | |
| Zero | Number of podiatry services recommended in care plans. | | |
| One | Number of dietetics services recommended in care plans. | | |
| Zero | Number of other allied health services recommended in care plans. | | |
| One | Number of allied health assistant services recommended in care plans. | | |
| Two | Number of recommended allied health services received. | | |
| Zero | Number of recommended physiotherapy allied health services received. | | |
| One | Number of recommended occupational therapy allied health services received. | | |
| Zero | Number of recommended speech pathology allied health services received. | | |
| Zero | Number of recommended podiatry allied health services received. | | |
| One | Number of recommended dietetics allied health services received. | | |
| Zero | Number of recommended other allied health services received. | | |
| Zero | Number of recommended allied health assistant services received. | | |

Data recording templates for each quality indicator are available on the [QI Program resources webpage](https://www.health.gov.au/our-work/qi-program/resources). Use the templates to calculate and summarise data to submit through the Government Provider Management System (GPMS).

### Submit QI Program data

There are **3 ways** you can submit QI Program data:

1. through GPMS
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

 You can find the QI Program Manual and other guidance on the [QI Program’s resources webpage](https://www.health.gov.au/our-work/qi-program/resources).

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.



1. Check the quick reference guide on allied health care minutes in the [QI Program resources webpage](https://www.health.gov.au/our-work/qi-program/resources). [↑](#footnote-ref-2)