



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:



- **allied health care minutes¹**
- **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](#). This includes access to

¹ Check the quick reference guide on allied health care minutes in the [QI Program resources webpage](#).

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](#) – Part A.

Example

Aged care resident A	Aged care resident B	Aged care resident C
<ul style="list-style-type: none"> • has a dietitian recommendation in care plan • receives a dietitian service. 	<ul style="list-style-type: none"> • has a speech pathologist recommendation in care plan • receives physiotherapy service. 	<ul style="list-style-type: none"> • has an allied health assistant and occupational therapist recommendation in care plan • receives occupational therapist service only.
3	Number of residents assessed for allied health.	
0	Number of residents excluded because they were absent from the service for the entire quarter.	
4	Number of allied health services recommended in care plans.	
0	Number of physiotherapy services recommended in care plans.	
1	Number of occupational therapy services recommended in care plans.	
1	Number of speech pathology services recommended in care plans.	
0	Number of podiatry services recommended in care plans.	
1	Number of dietetics services recommended in care plans.	
0	Number of other allied health services recommended in care plans.	
1	Number of allied health assistant services recommended in care plans.	
2	Number of recommended allied health services received.	
0	Number of recommended physiotherapy allied health services received.	
1	Number of recommended occupational therapy allied health services received.	
0	Number of recommended speech pathology allied health services received.	
0	Number of recommended podiatry allied health services received.	
1	Number of recommended dietetics allied health services received.	
0	Number of recommended other allied health services received.	
0	Number of recommended allied health assistant services received.	

Data recording templates for each quality indicator are available on the [QI Program resources webpage](#). 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](#).

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.