



Australian Government

Department of Health and Aged Care



National Aged Care Mandatory Quality Indicator Program

Quick Reference Guide: Consumer Experience

This quick reference guide provides information for approved providers of residential aged care to understand and meet their obligations to collect and report data on consumer experience for the QI Program.

The consumer experience quality indicator is reported against:



Percentage of care recipients who report 'good' or 'excellent' experience of the service

Consumer experience measures the effectiveness of residential aged care services in meeting care needs, preferences and expectations of care recipients.

Consumer experience is assessed using the Quality of Care Experience Aged Care Consumers© (QCE-ACC) tool. Care recipients can be assessed for the consumer experience quality indicator using an appropriately selected version of the QCE-ACC assessment tool: Self-Complete Version, Interviewer Facilitated Version or the Proxy Version.

The QCE-ACC asks care recipients to indicate their quality of care experience by selecting the most appropriate statement using a five-point scale from 'never' to 'always' for each of the six survey questions. The care recipient's scores for each of the six questions is added together to give a total score, and is then assigned to one of five categories describing overall consumer experience.

Five consumer experience categories

There are five categories for the QCE-ACC tool:

- 'Excellent' (care recipients who score between 22–24)
- 'Good' (care recipients who score between 19–21)
- 'Moderate' (care recipients who score between 14–18)
- 'Poor' (care recipients who score between 8–13)
- 'Very poor' (care recipients who score between 0–7)

Collect consumer experience data



Offer the QCE-ACC Self-Complete Version for self-completion to all suitable care recipients with no or mild cognitive impairment, around the same time every quarter



Arrange interviewer facilitated completion for all care recipients requiring assistance, using the QCE-ACC Interviewer Facilitated Version (e.g. care recipients requiring support with reading the questions or writing responses)



Arrange proxy-completion for all care recipients who cannot complete the QCE-ACC through self-completion or interviewer facilitated completion, using the QCE-ACC Proxy Version (e.g. care recipients with moderate or severe cognitive impairment)



Record the number of care recipients:

- excluded because they were absent from the service for the entire quarter
- excluded because they did not choose to complete the QCE-ACC for the entire quarter
- who reported consumer experience through each completion mode of the QCE-ACC (self-completion, interviewer facilitated completion or proxy-completion), scored against the five categories

Report consumer experience data



Report the number of care recipients who reported consumer experience through each completion mode of the QCE-ACC (self-completion, interviewer facilitated completion or proxy-completion), scored against the five categories



Additionally, report the number of care recipients:

- offered a consumer experience assessment through self-completion, interviewer facilitated completion or proxy-completion
- excluded because they were absent from the service for the entire quarter
- excluded because they did not choose to complete the QCE-ACC for the entire quarter

Approved providers of residential aged care must collect and report on consumer experience data quarterly, according to the requirements set out in the QI Program Manual 4.0 – Part A (Manual).

EXAMPLE

Care recipient A

- reported consumer experience through self-completion
- reported a score of 24 ('Excellent')

Care recipient B

- reported consumer experience through interviewer facilitated completion
- reported a score of 4 ('Very poor')

Care recipient C

- reported consumer experience through proxy-completion
- reported a score of 19 ('Good')

③ Number of care recipients offered a QCE-ACC assessment

① Number of care recipients excluded because they were absent from the service for the entire quarter

① Number of care recipients excluded because they did not choose to complete the QCE-ACC for the entire quarter

Number of care recipients who reported consumer experience through self completion of the QCE-ACC, scored against the five categories:

- ① 'Excellent' (care recipients who score between 22–24)
- ① 'Good' (care recipients who score between 19–21)
- ① 'Moderate' (care recipients who score between 14–18)
- ① 'Poor' (care recipients who score between 8–13)
- ① 'Very poor' (care recipients who score between 0–7)

Number of care recipients who reported consumer experience through interviewer facilitated completion of the QCE-ACC, scored against the five categories

- ① 'Excellent' (care recipients who score between 22–24)
- ① 'Good' (care recipients who score between 19–21)
- ① 'Moderate' (care recipients who score between 14–18)
- ① 'Poor' (care recipients who score between 8–13)
- ① 'Very poor' (care recipients who score between 0–7)

Number of care recipients who reported consumer experience through proxy-completion of the QCE-ACC, scored against the five categories

- ① 'Excellent' (care recipients who score between 22–24)
- ① 'Good' (care recipients who score between 19–21)
- ① 'Moderate' (care recipients who score between 14–18)
- ① 'Poor' (care recipients who score between 8–13)
- ① 'Very poor' (care recipients who score between 0–7)

Data recording templates for each quality indicator are available on the department's website. Use the templates to automatically calculate and summarise data for submission through the My Aged Care provider portal.

Submit QI Program data

There are three ways QI Program data can be submitted:



1. Through the Government Provider Management System
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

The QI Program Manual, and other guidance materials, are available on the Department of Health and Aged Care [website](#).

For QI Program assistance, contact the My Aged Care provider and assessor helpline on 1800 836 799. The helpline is available between 8am and 8pm Monday to Friday, and between 10am and 2pm on Saturday local time across Australia, except for public holidays.