



Australian Government

Department of Health and Aged Care



National Aged Care Mandatory Quality Indicator Program Quick Reference Guide: Restrictive practices (formerly physical restraint)

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 restrictive practices for the QI Program.

The restrictive practices quality indicator is reported against:



Percentage of care recipients who were subject to the use of a restrictive practice

Percentage of care recipients who were subject to the use of a restrictive practice exclusively through the use of a secure area

For the purposes of the QI Program, **restrictive practices** includes all forms of restrictive practice, excluding chemical restraint. This includes physical restraint, mechanical restraint, environmental restraint and seclusion, as defined in the Quality of Care Principles 2014.

Restraint through use of a **secure area** includes only environmental restraint.

Collect restrictive practices



Identify and record a collection date (DD/MM/YYYY) during the quarter. The date must be varied and unpredictable to staff directly involved in care. The assessment period will include the selected collection date and the two days before – this must be the same three days for all care recipients at the service.



Review care recipient records and assess whether each care recipient was subject to the use of a restrictive practice (excluding chemical restraint) exclusively through the use of a secure area over the three-day assessment period



Record the number of care recipients:

- whose records are assessed for restrictive practices over the three-day assessment period
- excluded because they were absent from the service for the entire-three day assessment period
- subject to the use of a restrictive practice (excluding chemical restraint) (once or more and including the use of secure areas) on any occasion during the three-day assessment period
- subject to the use a restrictive practice during the three-day assessment period exclusively through the use of a secure area

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

Report restrictive practices



Report the number of care recipients:

- subject to the use of a restrictive practice (excluding chemical restraint) (once or more and including the use of secure areas) on any occasion during the three-day assessment period
- subject to the use of a restrictive practice (excluding chemical restraint) during the three-day assessment period exclusively through the use of a secure area



Additionally, report:

- the collection date for the quarter (DD/MM/YYYY)

Additionally, report the number of care recipients:

- whose records were assessed for restrictive practices over the three-day assessment period
- excluded because they were absent from the service for the entire three-day assessment period

EXAMPLE

Care recipient A

- has dementia and resides in a secure unit with a coded door
- free to move around the unit but are not able to freely leave

Care recipient B

- sleeps in a low-low bed to reduce risk of falls
- requires help getting out of bed as a result

Care recipient C

- has dementia, is prone to wandering
- has a lap belt in place when unsupervised to prevent them from wandering

10/01/2022 The collection date for the quarter (assessment period 8–10/01/2022 inclusive)



Number of care recipients whose records were assessed for restrictive practices over the three-day assessment period



Number of care recipients excluded because they were absent from the service for the entire three-day assessment period



Number of care recipients subject to the use of a restrictive practice (excluding chemical restraint) (once or more and including the use of secure areas) on any occasion during the three-day assessment period



Number of care recipients subject to the use of a restrictive practice (excluding chemical restraint) during the three-day assessment period exclusively through the use of a secure area

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 Government Provider Management System.

Submit QI data

There are three ways QI Program data can be submitted:



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

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.