



# National Aged Care Quality Indicator Program (QI Program)

## Quick reference guide: Allied health care minutes

This guide helps registered providers of approved residential care homes (providers) collect and report data on allied health.

You must report the allied health quality indicator against:



- **allied health care minutes**
- **percentage of recommended allied health services received.<sup>1</sup>**

**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 section 148 of the Aged Care Act. In addition, under the Strengthened Aged Care Quality Standards, providers must ensure that individuals receive comprehensive, safe

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<sup>1</sup> Check the quick reference guide on percentage of recommended allied health services received in the [QI Program resources webpage](#).





and quality clinical care services that are evidence-based and person-centred. This includes timely and appropriate referrals to allied health professionals.

For the QI Program, allied health services include:


- physiotherapists
- occupational therapists
- speech pathologists
- podiatrists
- dietitians
- other allied health professionals
- allied health assistants.

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

## Report allied health care minutes for QI Program

-  We will calculate allied health care minutes from the data you submit through the QFR.
-  Providers are not required to report anything separately for the allied health care minutes data point.
-  We will extract the allied health residential labour costs and hours data you submit through the QFR to the QI Program App within the Government Provider Management System (GPMS). This will allow providers to see their allied health data alongside their other QI Program data.
-  If a provider does not submit their QFR data or does not submit it on time, this will be an automatic non-submission of this quality indicator.

## 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.

## Improving Australia's aged care system

The Australian Government has delivered major changes to improve aged care.



Visit [health.gov.au/aged-care-reforms](https://health.gov.au/aged-care-reforms)



Phone **1800 200 422** (My Aged Care's 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](https://nrschat.nrscall.gov.au/nrs) to choose your preferred access point on their website, or call the NRS Helpdesk on 1800 555 660.