



National Aged Care Quality Indicator Program (QI Program)

Quick reference guide: allied health recommended services received

This guide helps registered providers of approved aged care homes 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 section 148 of the Aged Care Act. Under the Strengthened Aged Care Quality Standards the provider must ensure that individuals receive comprehensive, safe and quality

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

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

Recommended allied health services are those recommended in a resident's care and services plan and/or progress notes (care plans).

Allied health disciplines

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)**.

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 aged care home 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 residents assessed for allied health
 - number of residents excluded because they were absent from the aged care home 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.

Registered providers of approved residential care homes must collect and report allied health data quarterly. See the [QI Program Manual - Part A](#).

Example

Resident A	Resident B	Resident C
• has a dietitian recommendation in care plan • receives a dietitian service.	• has a speech pathologist recommendation in care plan • receives physiotherapy service.	• 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 aged care home 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.	

Resident A	Resident B	Resident C
• has a dietitian recommendation in care plan • receives a dietitian service.	• has a speech pathologist recommendation in care plan • receives physiotherapy service.	• has an allied health assistant and occupational therapist recommendation in care plan • receives occupational therapist service only.

 Number of recommended other allied health services received.

 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 the 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.

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Phone **1800 200 422** (My Aged Care's free-call phone line)



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