



National Aged Care Quality Indicator Program (QI Program)

Quick Reference Guide: Consumer experience

This guide helps registered providers of approved residential aged care homes to collect and report data on consumer experience for the QI Program.

You must report the consumer experience quality indicator against:



- **Percentage of individuals who report 'good' or 'excellent' experience of the aged care home**

Consumer experience measures the effectiveness of aged care homes in meeting care needs, preferences and expectations of residents.

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

The QCE-ACC asks residents to indicate their quality of care experience by selecting the most appropriate statement using a five or six-point scale. This ranges from 'never' to 'always' for five of the six survey questions. The question about complaints has an additional 'not applicable' option.

The resident'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. Guidance in [QI Program Manual - Part A](#) provides a rescaling tool if a resident answers 'not applicable'.

Five consumer experience categories

There are five categories for the QCE-ACC tool:

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

Collect consumer experience data



Offer the QCE-ACC Self-Complete Version for self-completion to all suitable residents with no or mild cognitive impairment, around the same time every reporting period (quarter)



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



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



Record the number of residents:

- excluded because they were absent from the aged care home 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 residents 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 residents:

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

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

Example

Resident A	Resident B	Resident C
• reported consumer experience through self-completion • reported a score of 24 ('Excellent')	• reported consumer experience through interviewer facilitated completion • reported a score of 4 ('Very poor')	• reported consumer experience through proxy-completion • reported a score of 19 ('Good')
3	Number of residents offered a QCE-ACC assessment	
0	Number of residents excluded because they were absent from the aged care home for the entire quarter	
0	Number of residents excluded because they did not choose to complete the QCE-ACC for the entire quarter	
Number of residents who reported consumer experience through self completion of the QCE ACC, scored against the five categories:		
1	'Excellent' (residents who score between 22–24)	
0	'Good' (residents who score between 19–21)	
0	'Moderate' (residents who score between 14–18)	
0	'Poor' (residents who score between 8–13)	
0	'Very poor' (residents who score between 0–7)	
Number of residents who reported consumer experience through interviewer facilitated completion of the QCE ACC, scored against the five categories:		
0	'Excellent' (residents who score between 22–24)	
0	'Good' (residents who score between 19–21)	
0	'Moderate' (residents who score between 14–18)	
0	'Poor' (residents who score between 8–13)	
1	'Very poor' (residents who score between 0–7)	
Number of residents who reported consumer experience through proxy completion of the QCE ACC, scored against the five categories:		
0	'Excellent' (residents who score between 22–24)	
1	'Good' (residents who score between 19–21)	
0	'Moderate' (residents who score between 14–18)	



'Poor' (residents who score between 8–13)

'Very poor' (residents who score between 0–7)

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)

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.