



Australian Government

Department of Health, Disability and Ageing



National Aged Care Quality Indicator Program (QI Program)

Quick Reference Guide: Falls and Major Injury

This guide helps registered providers of approved residential care homes to collect and report data on falls and major injury for the QI Program.

You must report the falls and major injury quality indicator against:



- **Percentage of individuals who experienced one or more falls**
- **Percentage of individuals who experienced one or more falls resulting in major injury**

A **fall** is an event that results in a person coming to rest inadvertently on the ground or floor or other lower level. This includes onto crash mats and from low beds.

A **fall resulting in major injury** is a fall that meets this definition and results in one or more of the following: bone fractures, joint dislocations, closed head injuries with altered consciousness and/or subdural haematoma.

Collect falls and major injury data



Complete a single review of the care records of each resident for the entire reporting period (quarter). The collection date must be in the 21 days after the end of the quarter



Record the number of residents:

- whose records are reviewed for the quarter, to assess for falls and falls resulting in major injury. All residents residing at the aged care home during the quarter should be included

- excluded because they were absent from the aged care home for the entire quarter
- who experienced one or more falls at the aged care home during the quarter
- who experienced one or more falls at the aged care home resulting in major injury during the quarter

Note: Residents who only experienced a fall or fall resulting in major injury that occurred while the resident was away from the aged care home and not under direct supervision of aged care home staff are excluded from these counts.

Registered providers of approved residential care homes must collect and report on falls and major injury data quarterly. See the [QI Program Manual – Part A](#).

Report falls and major injury data



Report the number of residents:

- who experienced one or more falls at the aged care home during the quarter
- who experienced one or more falls at the aged care home resulting in major injury during the quarter



Additionally, report the number of residents:

- assessed for falls and major injury
- excluded because they were absent from the aged care home for the entire quarter

Example

Resident A	Resident B	Resident C	Resident D
• fell while getting out of bed • sustained a subdural haematoma	• absent from the aged care home due to hospitalisation for the entire quarter	• fell while away from the aged care home and not under direct supervision of staff • sustained a joint dislocation	• fell out of a low bed onto a crash mat • did not result in a major injury
3 Number of residents whose records were assessed for falls and major injury			
1 Number of residents excluded because they were absent from the aged care home for the entire quarter			
2 Number of residents who experienced one or more falls at the aged care home during the quarter			
1 Number of residents who experienced one or more falls at the aged care home resulting in major injury, during the quarter			

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.