



Australian Government

Department of Health, Disability and Ageing



National Aged Care Quality Indicator Program

Quick reference guide: lifestyle officers

This guide helps registered providers of approved residential care homes (providers) to collect and report data on lifestyle officers.

You must report the lifestyle officer quality indicator against:



- **Lifestyle officers care minutes.**

Lifestyle officers provide activities to enhance the psychological, spiritual, social and physical wellbeing of aged care residents.

As part of the Quarterly Financial Report (QFR), providers must report diversional/lifestyle/recreation/activities officers labour costs.

For the purposes of the QI Program, the lifestyle officers quality indicator will use diversional/lifestyle/recreation/activities officers residential labour costs and hours data submitted through the QFR. More information can be found on the [QFR resources webpage](#).

Report of lifestyle officer data



We will calculate lifestyle officer care minutes from the labour costs and hours data you submit through the QFR.



Providers are not required to report anything separately for the lifestyle officers quality indicator.



We will extract the diversionary/lifestyle/recreation/activities officers 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 lifestyle officers 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 result in 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.

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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.