



Australian Government

Department of Health, Disability and Ageing

NATIONAL AGED CARE QUALITY
INDICATOR PROGRAM

Lifestyle Officers



ENTER

Make it count

Continuous improvement is about seeking and applying opportunities to enhance the quality of care and outcomes for residents.

Take 60 seconds to understand how to measure and report on lifestyle officers and help your aged care home enhance the quality of care and outcomes for your residents.



Click the arrow
to continue





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Why measurement matters



Lifestyle officers, or lifestyle assistants, provide support to residents to do activities to enhance their psychological, spiritual, social and physical well-being. Residents have the right to access and engage in leisure and recreational experiences of their choosing.

Registered providers are required to report the labour costs of diversional / lifestyle / recreation / activities officers as part of the Quarterly Financial Report (QFR).

The lifestyle officers quality indicator measures lifestyle officer care minutes per resident per day, using the labour hours data of diversional/lifestyle/recreation/activities staff submitted through the QFR.



Impact of lifestyle officers

Lifestyle officers are important members of aged care teams.

Providers should ensure all residents have access to lifestyle and leisure programs that align with their personal preferences and identity.

Click on the boxes to learn about the main benefits for residents receiving lifestyle services





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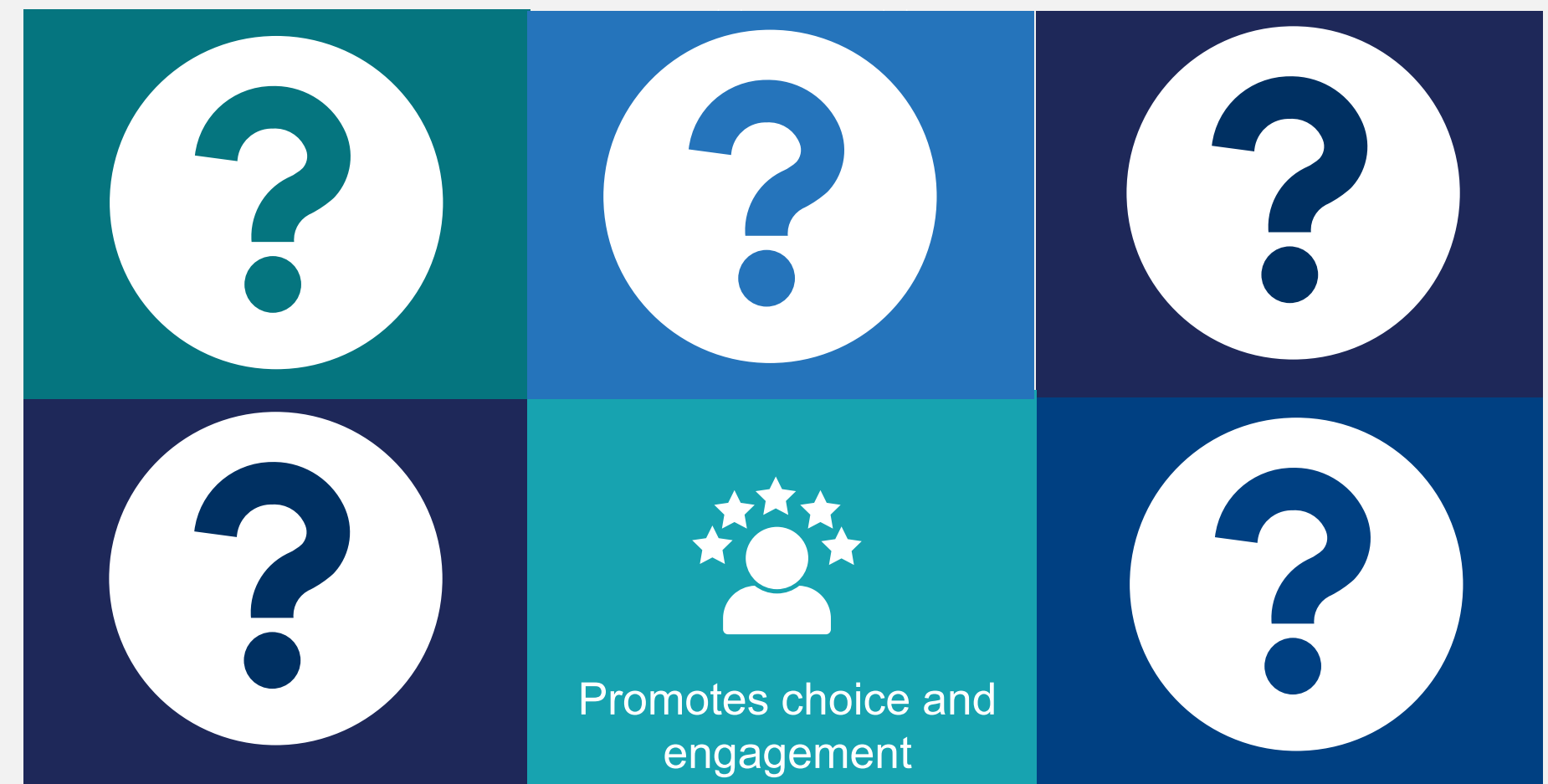


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Improve mood and prevent depression



Meaningful social interactions



Improve mobility



Reduce behavioural issues with dementia



Promotes choice and engagement



Enhanced quality of life

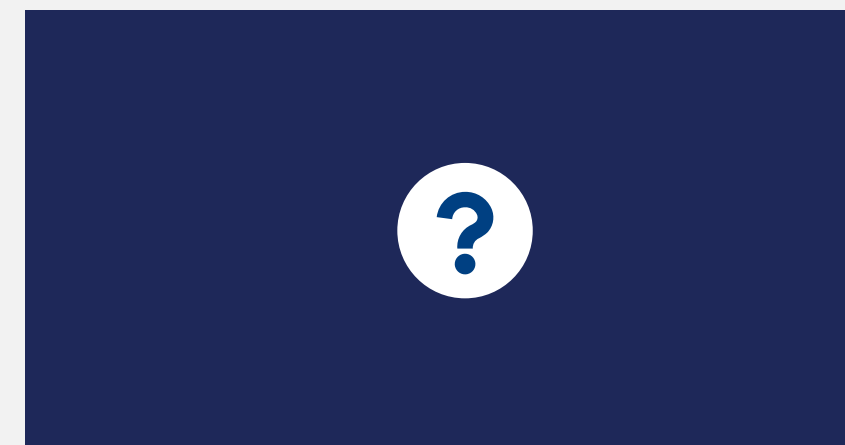




How to collect data for lifestyle officers

Lifestyle officer care minutes for the purposes of the QI Program will be calculated from data submitted through the Quarterly Financial Report (QFR).

Click on the boxes to learn more.





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Providers currently report diversionary/ lifestyle/ recreation/ activities officer labour hours and occupied bed days for the quarter as part of the QFR





How to collect data for lifestyle officers

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Click on the boxes to learn more.



Data is pulled from QFR across into QI Program application in GPMS



How to collect data for lifestyle officers

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Click on the boxes to learn more.



Labour hours from QFR are used to work out lifestyle officer care minutes per individual per day





How to collect data for lifestyle officers

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Click on the boxes to learn more.



Providers are not required to report anything in addition to QFR for this indicator





Quality improvement

There are well established links between the capacity of aged care staff and the quality of care provided. Standard 2 (Outcome 2.8) of the Strengthened Aged Care Quality Standards requires residents to receive quality care and services by a skilled and qualified workforce who are knowledgeable, capable and caring. Enablers of successful lifestyle programs in residential aged care include managerial support, availability of staff with dedicated time for lifestyle activities, and staff understanding resident's individual needs and preferences.

Use the checklist on the right to help identify and implement interventions to improve lifestyle officer retention and continuity of care.

STEP 1 Educate staff about lifestyle and leisure activities and practice

STEP 2 Assessment and reassessment of lifestyle and leisure needs

STEP 3 Support active participation of residents in planning lifestyle and leisure programs

STEP 4 Strengthen links between the service and the community

STEP 5 Create enabling environments to encourage residents to participate in lifestyle and leisure activities

For detailed information on potential prevention and management strategies, and quality improvement activities, please refer to the **QI Program Manual – Part B**.



Ask QIRI

The Quality Indicator Reporting Instructor (QIRI) answers your questions about lifestyle officers.

Click on a speech bubble to learn a top tip from QIRI.

Will we need to report through the QI Program app for lifestyle officers?

There is a due date difference between QI and QFR. How will this be managed?





Ask QIRI

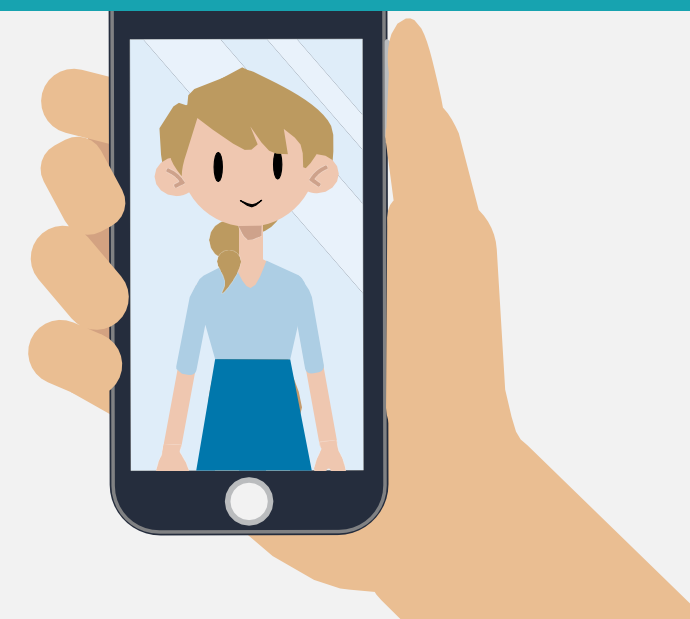
The Quality Indicator Reporting Instructor (QIRI) answers your questions about lifestyle officers.

[CLOSE](#)

The department calculates the lifestyle officers QI data points from data reported in the QFR. You will not need to report this separately in the QI Program app.

When providers submit data for the QFR, the relevant data for these four data points will be pulled across to the QI Program app in GPMS and calculations undertaken to support the data points. This will minimise the reporting burden on providers for the new indicators.

It also gives providers the ability to view these data points alongside their other QI Program data to identify trends and support quality improvement.



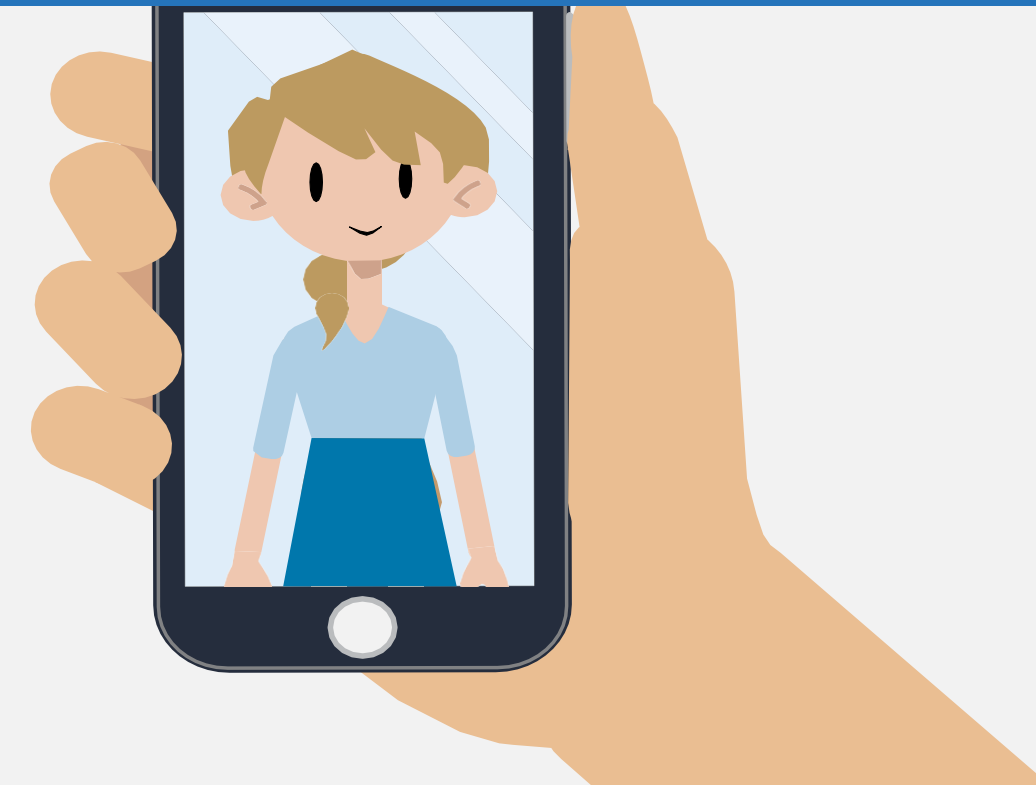


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The reporting dates for QFR and QIs are intentionally different to lessen the amount of reporting for providers due at the same time. The data to support the staffing QIs from the QFR will not be visible in your QI app in GPMS until you have completed your initial submission of your QFR data. Reporting for all other QIs will continue to be due on the 21st day of the month following the close of each reporting quarter.





Quality indicator challenge



Congratulations!

**You have
completed Module
Fifteen – Lifestyle
Officers.**

Test your knowledge in the box on the right then move onto the next module.

Take the quick quiz!

Is there anything changing for the QFR reporting because of these QI changes?

- ☐ Yes, the due date for QFR will change to align with QI Program reporting
- ☐ No, there are no changes to QFR reporting

