



Australian Government

Department of Health

Information sheet for residents and families - Quality Indicators in Residential Aged Care

From 1 July 2019 all Commonwealth subsidised residential aged care homes across Australia must collect and provide clinical quality indicator data to the Department of Health. Aged care providers can do this by either:

- a) joining the National Aged Care Quality Indicator Program;
- b) using a commercial benchmarking service; or
- c) using an in-house system.

Commonwealth subsidised residential aged care services must measure, monitor and report on three clinical quality indicators to help them continue to improve your care. These indicators are:

- Pressure injuries
- Use of physical restraint
- Unplanned weight loss

These measure important aspects of the quality of care that can affect your health and wellbeing. The information is gathered from routine care, de-identified so it doesn't identify you or any aged care resident, and submitted to the Department of Health for consolidation and reporting back to services.

In time the quality indicator data will be consolidated and published on the Aged Care Quality and Safety Commission website. Publication of QI data will give consumers transparent, comparable information about quality in aged care to aid decision making.

Your service may collect this information already but your involvement in the program is your choice. It is your choice if you would like your information to be excluded.

What to do next:

- ask your aged care home questions if there is anything you are unsure about

- you are not required to take any action to take part in the program
- let your aged care home know if you do not wish to take part in the program.

For more information please visit: [Quality indicators in residential aged care](#)