



Australian Government

Department of Health and Aged Care

National Aged Care Mandatory Quality Indicator Program
for in-home aged care services

Piloting Quality Indicators for the future Support at Home program

Following work to identify suitable Quality Indicators (QIs), the Department of Health and Aged Care is conducting a pilot of these QIs for in-home aged care services.

About the pilot

The Department of Health and Aged Care has engaged [HealthConsult](#) to lead the pilot. Together with the [Registry of Senior Australians](#) (ROSA), HealthConsult will:

- Recruit a representative sample of approximately 150 providers across the Home Care Package (HCP) program, Commonwealth Home Support Program (CHSP) and Short-Term Restorative Care (STRC) program
- Pilot the identified QIs with participating providers
- Analyse the data collected during the pilot to assess the relevance, usability, and feasibility of the QIs in the Australian in-home aged care context
- Evaluate the readiness of the QIs for implementation and identify necessary refinements

Your participation in this pilot will help ensure that QIs for in-home aged care services are practical, relevant, and effective in improving quality of care.

About the indicators

Based on an evidence review and extensive consultation, the QIs being piloted cover three key domains: consumer experience, quality of life and service delivery/care planning.

These domains are designed to capture various aspects of quality, including participants' satisfaction with services, their overall wellbeing, and the effectiveness of care planning and delivery.

Data collected

Two main types of data will be collected through the pilot:

1. **Participant survey data:** Collected through an online survey, which will gather direct feedback from participants on their experiences and perceptions of the quality of care and services they receive.
2. **Administrative data:** Objective measures drawn from a providers' administrative data, focusing on aspects of service delivery and care planning.

Importantly, the indicators have been carefully designed to minimise the burden on providers participating in the pilot.

Key dates

- **September 2024:** Recruitment of pilot participants begins
- **October - December 2024:** Pilot data collection period
- **February 2025:** Post-pilot analysis and stakeholder feedback
- **March 2025:** Final report and recommendations delivered

HealthConsult's dedicated team will provide ongoing support to minimise disruption to participating services.

Learn more and get involved

Join us at 2.00pm on **Wednesday, 25 September 2024** to learn more about the pilot and have your questions answered.

Click the [link](#) to register now.

Contact information

For more information, please contact QI@healthconsult.com.au