



Quality Indicators Briefing: Essential Data

Thursday 30 July 2026
12pm to 12:30pm AEST



Acknowledgement of Country

We acknowledge the Traditional Custodians of country throughout Australia and their connections to land, sea and community.

We pay our respects to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

Agenda

1. Welcome
2. Poll results
3. Data and insights from Ty
4. Q&A
5. Close



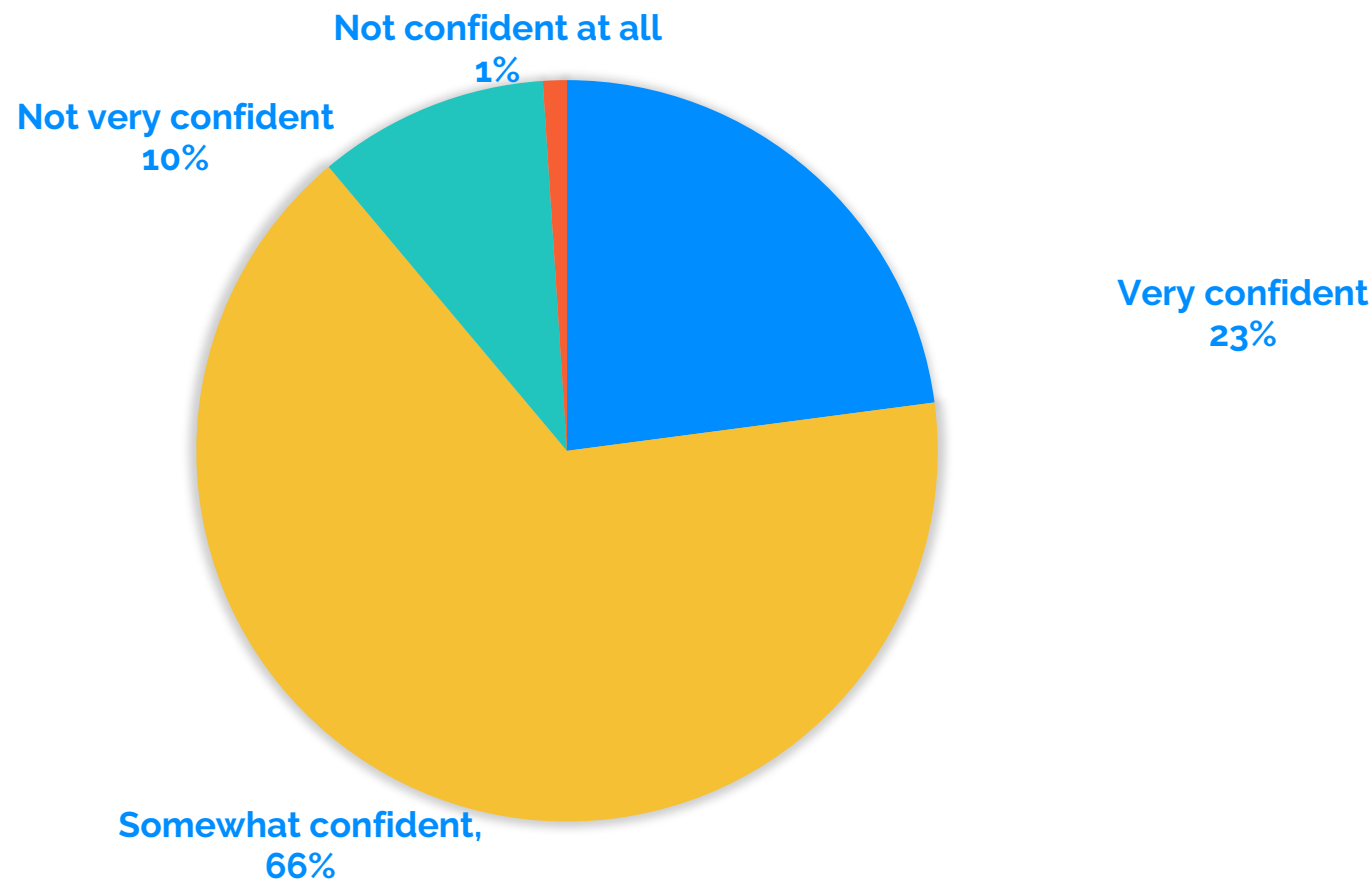
A photograph of two women in an office environment. One woman, with long brown hair and wearing a maroon blouse and a brown vest, is standing and leaning over a desk. The other woman, with long dark hair and wearing a black top, is seated at the desk, looking at a computer monitor. The background shows office equipment, including multiple monitors and a desk lamp. The text 'This webinar qualifies for .5 CPD points. Add it to your log.' is overlaid on the left side of the image in a large, white, sans-serif font.

**This webinar
qualifies for .5
CPD points.
Add it to your log.**

Questions
welcome in the
chat.

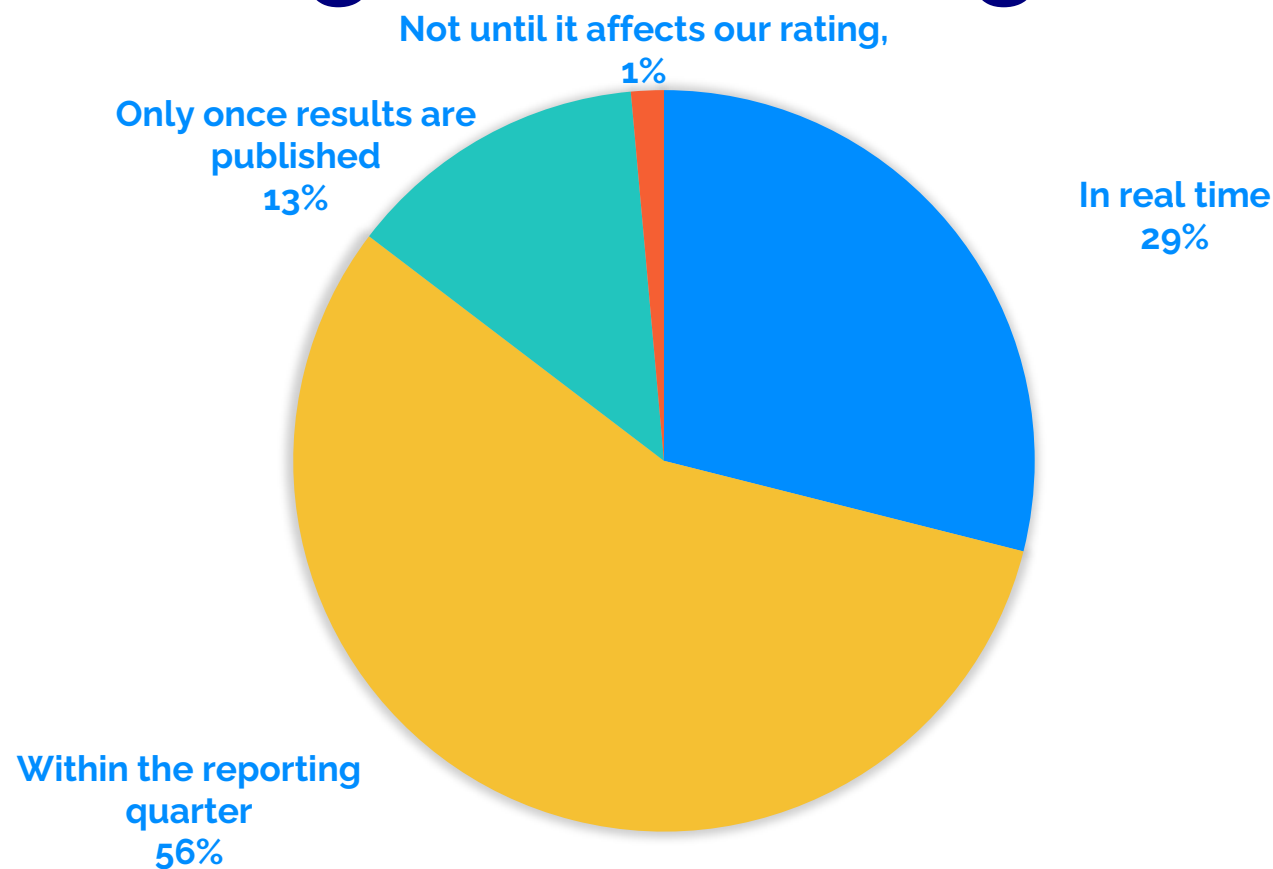


How confident are you that your quality indicator data accurately reflects the care you deliver?

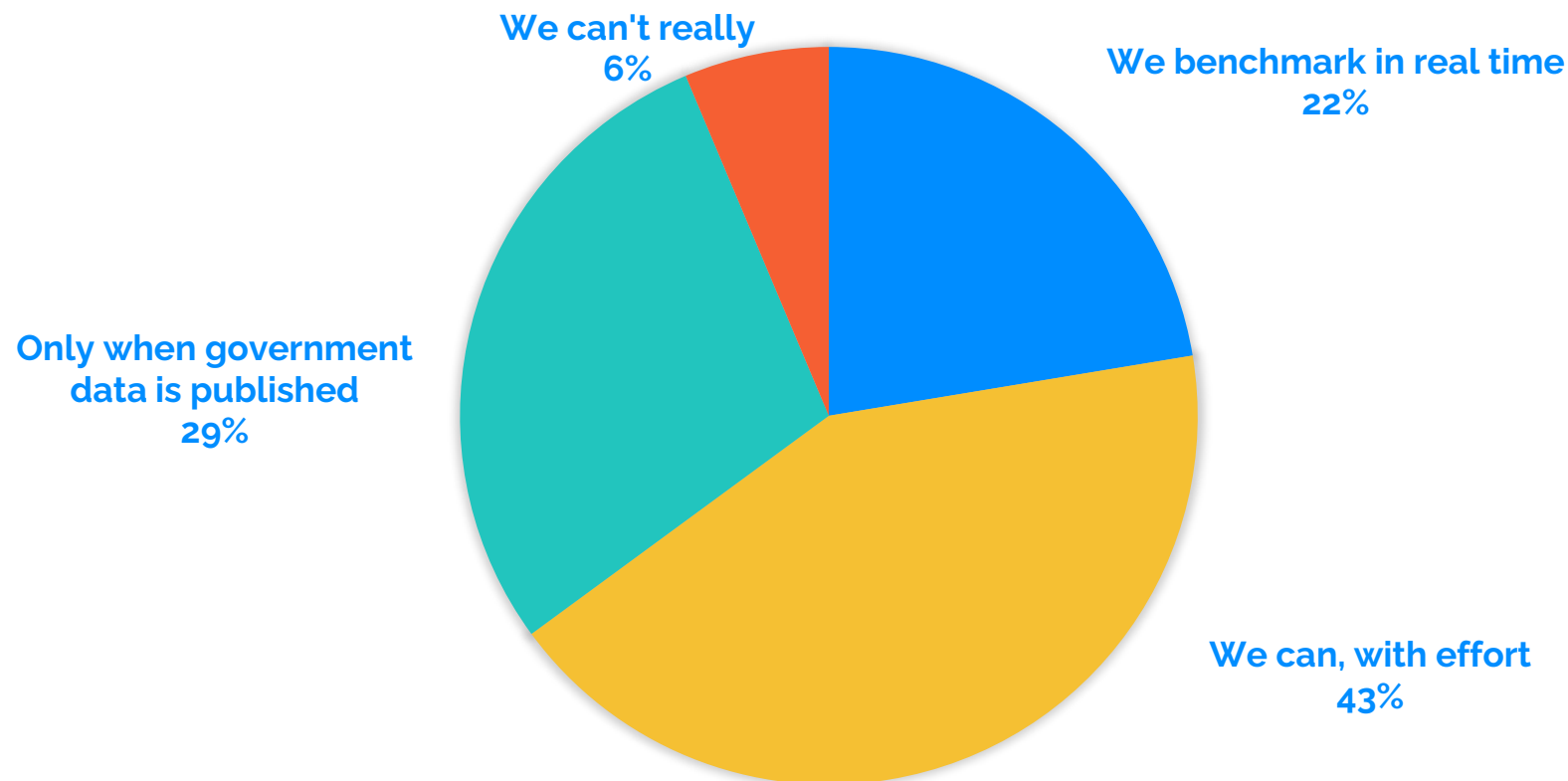


Represents 288 responses across 150 organisations

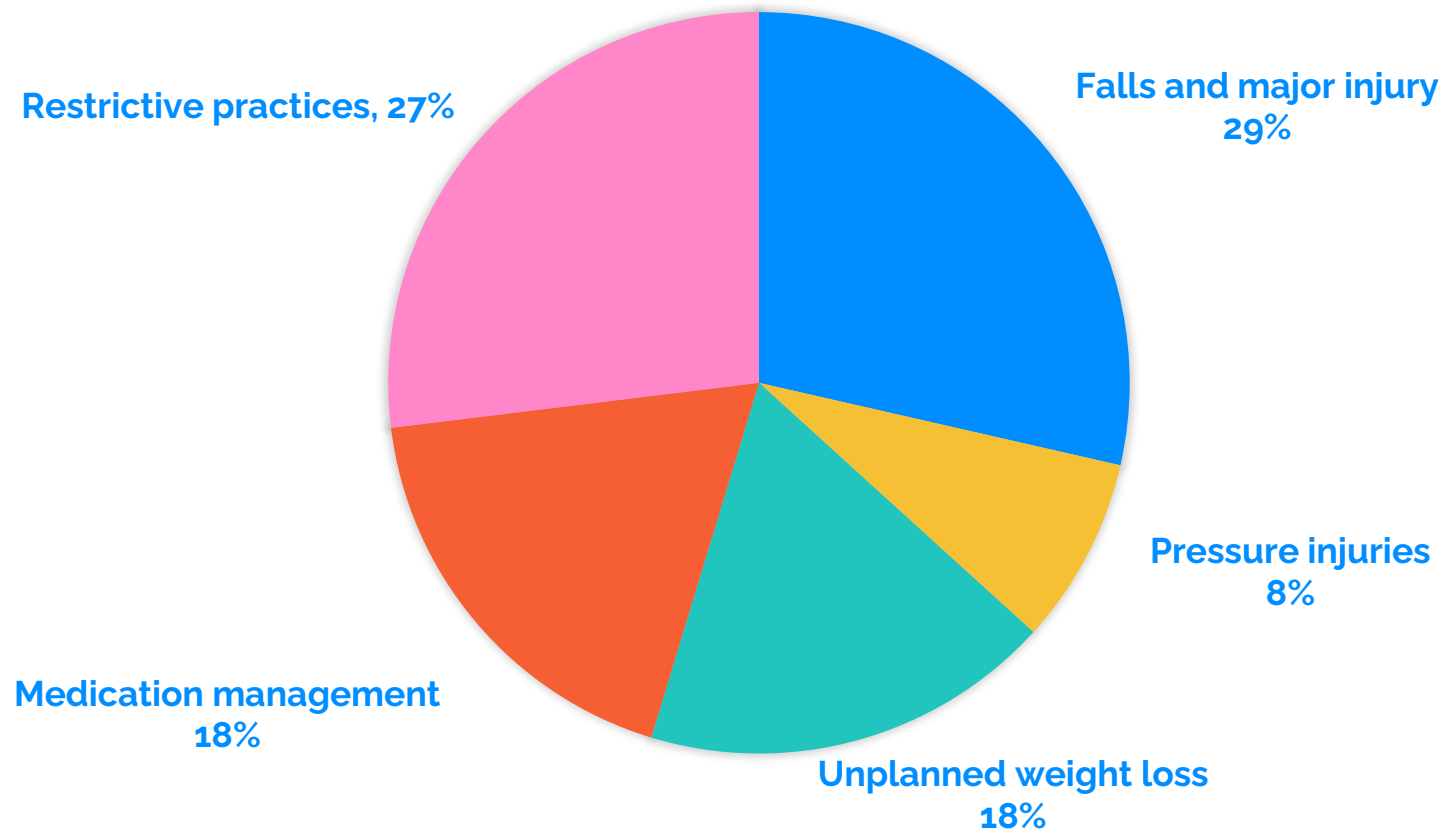
How early can you usually see a quality indicator heading in the wrong direction?



How easily can you see how your quality indicators compare to the rest of the sector?



Which quality indicator is the hardest for your home to move?





What the latest Quality Indicator data says about care outcomes

The National Quality Indicator Program: 14 measures, one story

The 5 indicators behind your Quality Measures rating (Q2 2025–26, national)

Quality Indicator	National result	Quarterly trend	Direction
Pressure injuries (one or more)	5.0%	-1.3%*	Decreasing
Falls that resulted in major injury	1.7%	-1.8%*	Decreasing
Unplanned weight loss (significant)	8.1%	-1.5%*	Decreasing
Medication management – polypharmacy	35.3%	-0.6%*	Decreasing
Medication management – antipsychotics	17.8%	-1.0%*	Decreasing
Restrictive practices	21.8%	-0.3%	No significant change

Also published quarterly under the QI Program (not part of the Quality Measures rating):

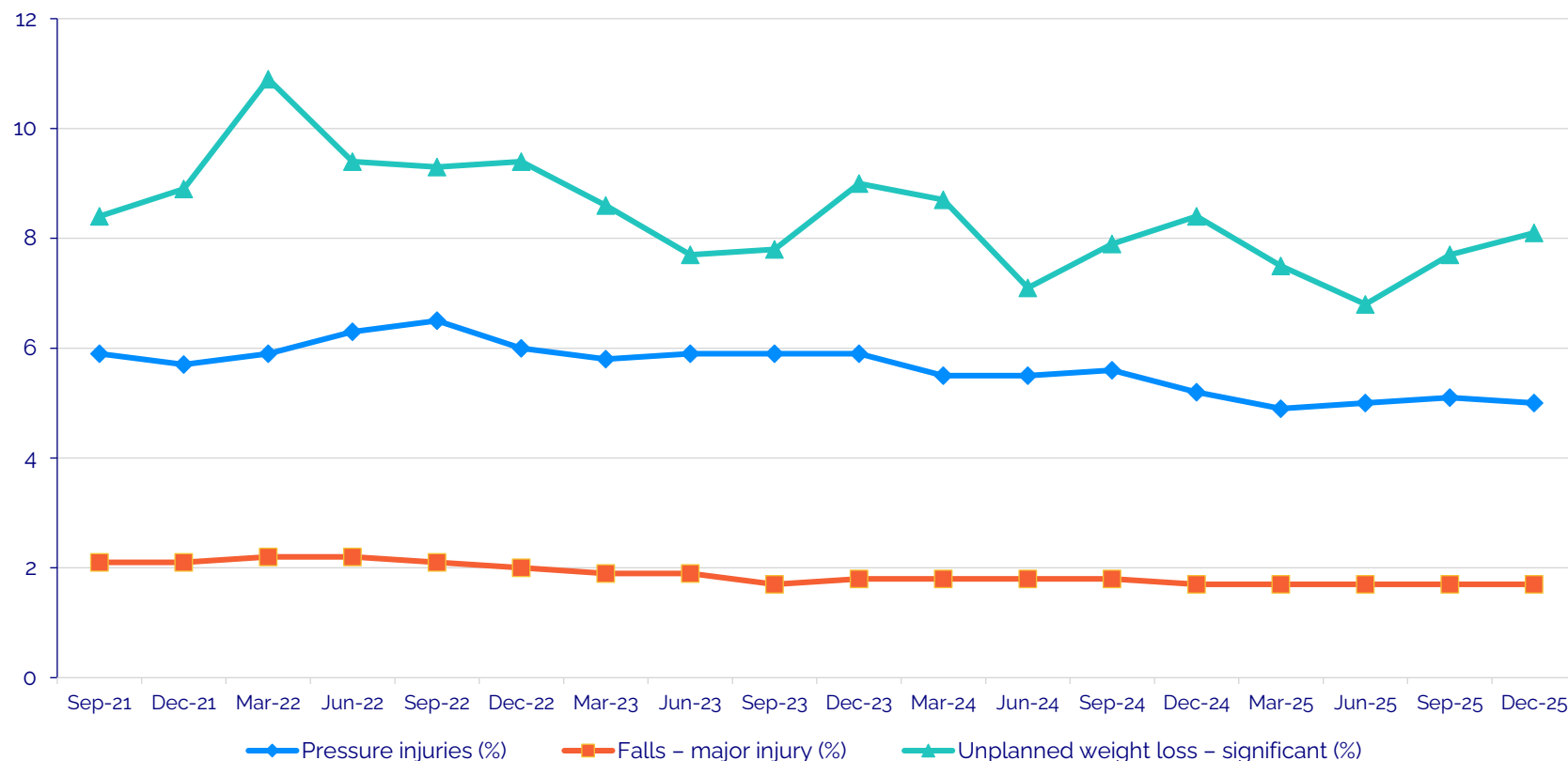
- Activities of daily living decline 19.8% (no change)
- Incontinence 75.2% (-0.4%*, decreasing), IAD 4.1% (no change)
- Hospitalisation – ED presentations 13.3% (+1.5%*), ED presentations or admissions 15.9% (+1.1%*) – both increasing
- Workforce turnover 5.5% (-2.5%*, decreasing)
- Consumer experience 85.7% (+0.6%*)
- Quality of life 76.7% (+0.8%*) – both improving

* = statistically significant quarterly trend (quasi-Poisson regression, 19 quarters)

Source: AIHW GEN Aged Care Data, Residential Aged Care Quality Indicators – Oct–Dec 2025 (data tables) and Jan–Mar 2026.

Falls, pressure injuries and weight loss: the clinical picture

National quarterly trend, Sep 2021 – Dec 2025



All three are trending down

Pressure injuries: 5.0%, down from a 6.5% peak in late 2022

Falls with major injury: 1.7%, down from 2.2% four years ago

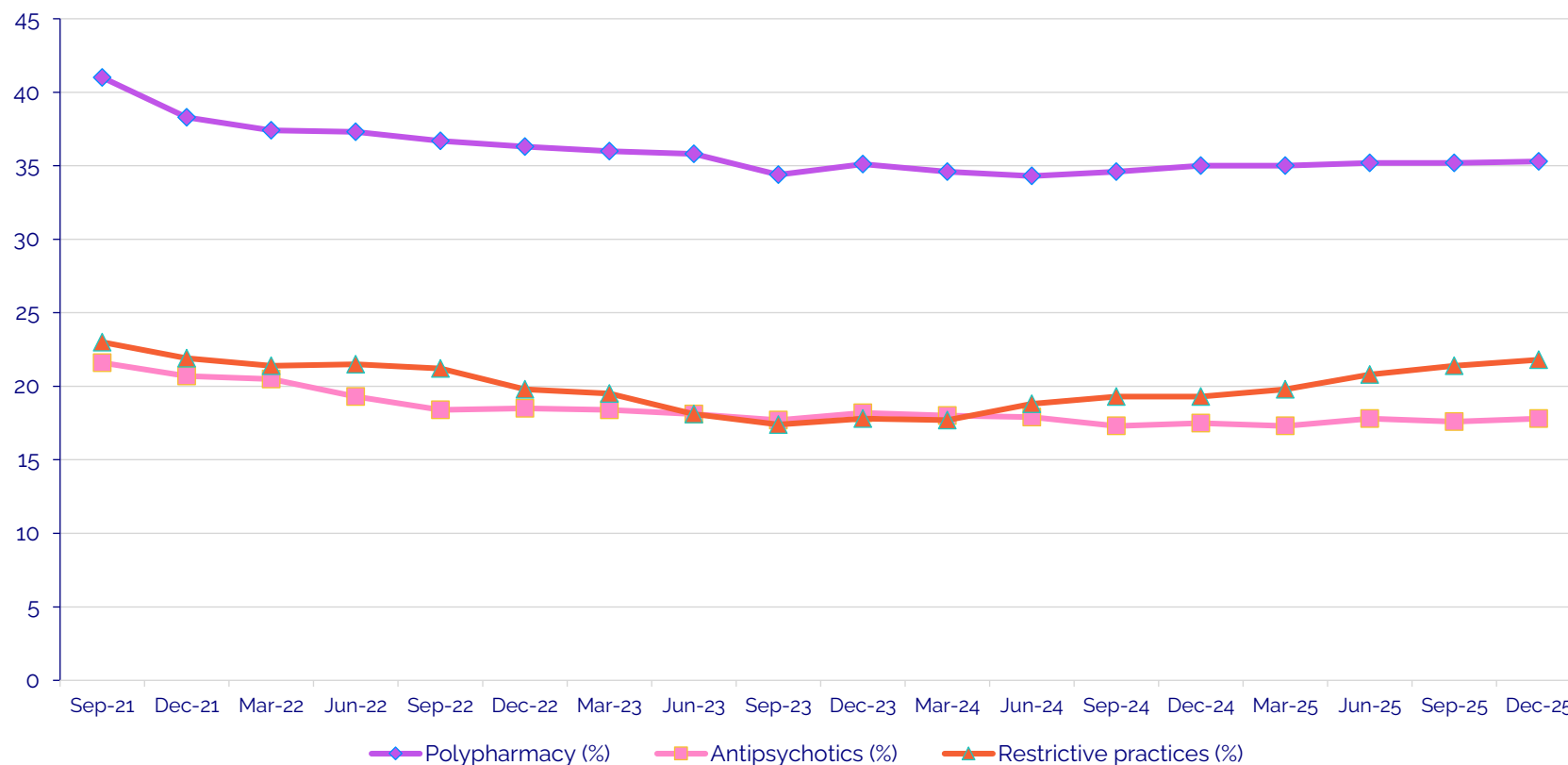
Significant weight loss: 8.1%, well below the 10.9% peak in Mar-22

Total falls (31.9%) has stayed flat across the same period – fewer falls are becoming serious

Source: AIHW GEN Aged Care Data, Residential Aged Care Quality Indicators – Oct-Dec 2025 (data tables) and Jan-Mar 2026.

Medication management & restrictive practices

National quarterly trend, Sep 2021 – Dec 2025



Medication use keeps easing

Polypharmacy: 35.3%, down from a 41.0% starting point in Sep-21

Antipsychotics: 17.8%, down from 21.6% – a sustained, significant decline

Restrictive practices is the outlier

21.8% nationally, essentially unchanged on a four-year view (23.0% → 21.8%)

It fell through 2023 then climbed back – worth watching in your own trend line

Source: AIHW GEN Aged Care Data, Residential Aged Care Quality Indicators – Oct–Dec 2025 (data tables) and Jan–Mar 2026.

Reading your results in context: risk-adjustment and case-mix

Risk-adjusted for your Quality Measures rating

Pressure injuries – adjusted using residents' Braden Scale scores and AN-ACC mobility data

Unplanned weight loss – adjusted using AN-ACC classification and frailty status

Falls and major injury – adjusted using AN-ACC mobility data

Not risk-adjusted

Restrictive practices – any use is expected to be minimised regardless of resident profile

Medication management – analysis found adjustment wasn't warranted

How national trends are tested

A quasi-Poisson regression model compares resident counts across 19 quarters to test whether a trend is real

Example: falls with major injury has a risk ratio of 0.982 per quarter – a genuine, statistically significant –1.8% decline, not noise

A caution on benchmarking data

State and remoteness breakdowns in the published QI tables are raw, unadjusted figures – case-mix, home size and location are not factored in

A home with a complex, high-needs population will often show higher raw rates than a lower-acuity home, even with comparable care quality

Always compare your risk-adjusted Quality Measures rating, not raw published rates, when benchmarking against peers

From quality indicators to your Star Rating



■ Residents' Experience – 33% ■ Compliance – 30% ■ Staffing – 22% ■ Quality Measures – 15%

The Quality Measures rating carries a 15% weighting and draws on 5 of the 14 published indicators: pressure injuries, restrictive practices, unplanned weight loss, falls and major injury, and medication management.

Stage 1 pressure injuries are excluded; more severe stages (4, unstageable, suspected deep tissue) carry more weight in the calculation. The 5 indicators are otherwise equally weighted.

Activities of daily living, incontinence, hospitalisation, workforce, consumer experience and quality of life are published under the QI Program but don't feed the Quality Measures rating.

A Compliance rating of 1 or 2 stars caps the Overall Star Rating, regardless of Quality Measures performance.

Benchmark your home against the sector

National distribution across homes, Oct–Dec 2025 (unadjusted, per home)

Quality Indicator	25th %ile	Median	75th %ile	State range (best–worst)
Pressure injuries (one or more)	2.2%	4.3%	7.2%	NT 4.3% – Tas 7.0%
Restrictive practices	7.6%	17.6%	29.6%	Tas 17.9% – NT 33.3%
Falls (total)	26.6%	31.6%	36.5%	NT 24.6% – SA 34.5%
Falls – major injury	0.0%	1.4%	2.5%	ACT 1.1% – NT 2.0%
Unplanned weight loss (significant)	4.8%	7.6%	10.8%	Tas 6.5% – NT 11.1%
Medication – polypharmacy	28.6%	34.9%	42.1%	NT 22.6% – Vic 36.2%
Medication – antipsychotics	11.8%	16.4%	22.2%	ACT 14.3% – WA 20.0%

Sitting inside the 25th–75th percentile range puts your home in the middle 50% of Australian homes on that indicator.

On adverse-event indicators, results below the 25th percentile generally signal stronger performance – remember these are raw, unadjusted figures, so weigh them alongside your home's case-mix.

Source: AIHW GEN Aged Care Data, Residential Aged Care Quality Indicators – Oct–Dec 2025 (data tables) and Jan–Mar 2026.

Department Star Ratings & QI Resources

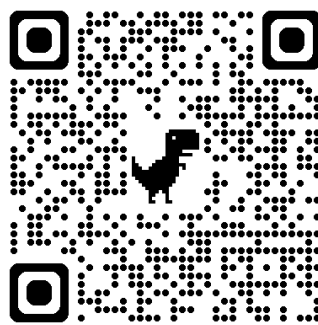
Star Ratings Provider Manual

Latest version 2.10 updated July 2026



QI Program Resources

Includes templates for recording & uploading data



QI Program Interactive Modules

Note recently updated modules 3, 13, 14, 15.



Questions
welcome in the
chat.



Complimentary Star Ratings report

The full picture behind your Star Rating

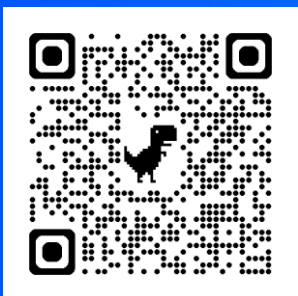
- Your overall rating and all four sub-categories, tracked quarter by quarter
- How you rank against the providers around you and the sector
- The raw scores behind the stars: where you round down, and what would round you up
- A conversation with our team on what it means and how to improve.



Mirus Metrics

Turn your data into decisions

- **Maximise your funding** - spot residents due for reassessment, forecast next quarter and capture what you're owed before the quarter closes
- **Meet your care minute target** - track delivered minutes against target every day and generate your QFR in one click
- **See what the regulator sees** - bring incidents, complaints and quality data together and find where you're exposed before an audit does



<https://www.mirusaustralia.com/mirus-metrics>



August webinar: Recruitment & Retention lessons from inside aged care

Thursday 27 August 2026, 12:00pm AEST | 60 minutes

The stories behind aged care's retention challenge

- Why staff leave, and why they stay
- Providers getting retention right on what is working for them
- Practical strategies you can apply

Watch your inbox for your invitation



Would you like to share your point of view?

We're always looking for industry voices to join us on future webinar panels.

Drop us a line at marketing@mirus.group

Contact us



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