



SUPPORT AT HOME BENCHMARKING PROGRAM

QPS Benchmarking provides every home care service with a clear, evidence-based framework designed to support the measurement and continuous improvement of performance in alignment with the Strengthened Aged Care Quality Standards.

Our online platform, data tools and expert advice help you:

- * Demonstrate compliance and quality to regulators, boards and consumers
- * Spot emerging risks early and act before they escalate
- * Benchmark against peer services across Australia
- * Drive service improvement and consumer satisfaction through data informed decisions
- * Protect financial sustainability in an increasingly consumer driven market

Since 2000 QPS has partnered with community and residential care providers. The Support at Home program builds on that experience to meet the next generation of reform.

KPI Framework and Data Cycle

Comprehensive KPI Model

Our program tracks a balanced scorecard of indicators across nine domains:

- * Clinical - Quality of Care
- * Person Centred Care and Dignity of Risk
- * Service Delivery and Market Movement
- * Stakeholder Experience Surveys
- * Human Resources
- * Workforce Competencies
- * Risk Management
- * Corporate Governance
- * Financial - Sustainability



EDUCATION AND ONBOARDING

Every new service receives:

- Secure portal access for each site and team member
- An annual activity schedule that simplifies when to audit, collect and submit data
- Interactive training so staff understand definitions, tools and reports
- A dedicated QPS Principal Consultant for continuous guidance



DATA MANAGEMENT

Services enter data locally, maintaining ownership and accuracy. The portal provides:

- Built in validation and control chart alerts for variation
- Automated cleansing by the QPS analyst team
- Three step validation before benchmarking is released



BENCHMARK AND TREND REPORTS

Dashboards, quartile rankings and longitudinal trend lines reveal:

- Which indicators pose the highest risk to the organisation or individual services
- Where performance is improving or declining over time
- How your results compare with national benchmarks
- Reports tailored for boards, committees, or frontline teams



ENTERPRISE RISK VIEW

Our risk management system aggregates clinical, operational, and financial data to help executives:

- Pinpoint high risk indicators and services in seconds
- Track systemic issues and organisation wide trends
- View external benchmarks alongside internal results
- Record actions, recommendations and follow up to close the quality loop



ONGOING SUPPORT

- **Friendly help desk with the two minute golden rule:**
if it takes longer than two minutes to solve, call us and we will assist
- Optional networking between services to accelerate improvement

Looking for a full digital quality ecosystem?



- **Digital Audits** - mobile friendly checklists with real time scoring



- **ConvergeCQI** - live issue tracking, action management and automated notifications

Ask us for a combined demo!



For more information contact us today



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