

2.6 BUDGETED EXPENSES AND PERFORMANCE FOR OUTCOME 6

Outcome 6: Ageing and Aged Care

Improved wellbeing for older Australians through targeted support, access to quality care and related information services

Programs Contributing to Outcome 6

Program 6.1: Access and Information

Program 6.2: Aged Care Services

Program 6.3: Aged Care Quality

Linked Programs

Other Commonwealth entities that contribute to Outcome 6

Australian Aged Care Quality Agency¹

Program 1.1: Quality Assessment, Compliance Monitoring and Promotion of High Quality Care in Australian Government Subsidised Aged Care Services

The Australian Aged Care Quality Agency contributes to this Outcome through quality assurance across the aged care sector, supporting and promoting quality in aged care service delivery, and delivering a comprehensive industry accreditation and education program (6.3).

Department of Human Services

Program 1.2: Services to the Community – Health

The Department of Human Services contributes to this Outcome by:

- Undertaking income testing for care recipients (6.2)
- Making payments under the Continence Aids Payment Scheme (6.2)
- Administering payments to aged care providers (6.2)
- Means testing residents (6.2).

Department of Social Services

Program 3.1: Disability Mental Health and Carers Program

Program 3.2: National Disability Insurance Scheme

The Department of Social Services contributes to this Outcome by providing assistance, support and services for people with a disability and their carers (all Outcome 6 programs).

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¹ Refer to the Australian Aged Care Quality Agency chapter in these Portfolio Budget Statements for further information on the work of this entity.

| Other Commonwealth entities that contribute to Outcome 6 |
|---|
| <p>Department of Veterans' Affairs Program 2.4: Veterans' Community Care and Support Alongside the ageing and aged care programs administered by the Department of Health for the broader community, the Department of Veterans' Affairs contributes to the delivery of aged and community care for Australian veterans (6.2).</p> |
| <p>The Treasury Program 1.9: National Partnership Payments to the States The Treasury makes National Partnership Payments to the State and Territory Governments for Home and Community Care as part of the Federal Financial Relations Framework. Activities funded for Home and Community Care contribute to the Government objectives within this Outcome (6.2).²</p> |

² For Budget estimates relating to the National Partnership component of the program, refer to Budget Paper No.3 or Program 1.9 of the Treasury's Portfolio Budget Statements.

Table 2.6.1: Budgeted Expenses for Outcome 6 ^(a)

Table 2.6.1 shows how much the entity intends to spend (on an accrual basis) on achieving the outcome, broken down by program, as well as by administered and departmental funding sources.

| | 2017-18 Estimated actual \$'000 | 2018-19 Budget \$'000 | 2019-20 Forward Year 1 \$'000 | 2020-21 Forward Year 2 \$'000 | 2021-22 Forward Year 3 \$'000 |
|--|--|--------------------------------------|--|--|--|
| Program 6.1: Access and Information | | | | | |
| Administered expenses | | | | | |
| Ordinary annual services ^(b) | 208,414 | 273,420 | 240,398 | 220,908 | 224,191 |
| Departmental expenses | | | | | |
| Departmental appropriation ^(c) | 43,583 | 44,856 | 43,960 | 43,651 | 44,340 |
| Expenses not requiring appropriation in the budget year ^(d) | 1,118 | 1,196 | 1,124 | 1,153 | 1,178 |
| Total for Program 6.1 | 253,115 | 319,472 | 285,482 | 265,712 | 269,709 |
| Program 6.2: Aged Care Services ^(e) | | | | | |
| Administered expenses | | | | | |
| Ordinary annual services ^{(b) (f)} | 2,670,628 | 3,213,497 | 3,362,374 | 3,389,863 | 3,603,972 |
| Zero Real Interest Loans | | | | | |
| - appropriation | 44,200 | 27,960 | 7,837 | - | - |
| - expense adjustment ^(g) | (28,448) | (18,656) | (5,249) | - | - |
| Special appropriations | | | | | |
| <i>Aged Care Act 1997</i> | | | | | |
| - flexible care | 470,072 | 493,226 | 536,952 | 580,395 | 629,885 |
| <i>Aged Care Act 1997</i> | | | | | |
| - residential and home care | 13,468,264 | 14,295,623 | 15,539,549 | 16,584,106 | 17,807,297 |
| <i>National Health Act 1953</i> | | | | | |
| - continence aids payments | 92,009 | 85,116 | 77,486 | 77,552 | 81,224 |
| <i>Aged Care (Accommodation Payment Security) Act 2006</i> | 85 | - | - | - | - |
| Departmental expenses | | | | | |
| Departmental appropriation ^(c) | 76,983 | 85,069 | 81,738 | 80,657 | 78,880 |
| Expenses not requiring appropriation in the budget year ^(d) | 2,083 | 2,217 | 2,083 | 2,138 | 2,184 |
| Total for Program 6.2 | 16,795,876 | 18,184,052 | 19,602,770 | 20,714,711 | 22,203,442 |

Table 2.6.1: Budgeted Expenses for Outcome 6 (continued)

| | 2017-18 Estimated actual \$'000 | 2018-19 Budget \$'000 | 2019-20 Forward Year 1 \$'000 | 2020-21 Forward Year 2 \$'000 | 2021-22 Forward Year 3 \$'000 |
|--|--|-----------------------------|--|--|--|
| Program 6.3: Aged Care Quality | | | | | |
| Administered expenses | | | | | |
| Ordinary annual services ^(b) | 121,436 | 160,475 | 153,009 | 138,077 | 137,792 |
| Departmental expenses | | | | | |
| Departmental appropriation ^(c) | 51,584 | 50,877 | 50,116 | 49,859 | 50,659 |
| Expenses not requiring appropriation in the budget year ^(d) | 1,313 | 1,405 | 1,320 | 1,354 | 1,383 |
| Total for Program 6.3 | 174,333 | 212,757 | 204,445 | 189,290 | 189,834 |
| Outcome 6 totals by appropriation type | | | | | |
| Administered expenses | | | | | |
| Ordinary annual services ^(b) | 3,044,678 | 3,675,352 | 3,763,618 | 3,748,848 | 3,965,955 |
| - expense adjustment ^(g) | (28,448) | (18,656) | (5,249) | - | - |
| Special appropriations | 14,030,430 | 14,873,965 | 16,153,987 | 17,242,053 | 18,518,406 |
| Departmental expenses | | | | | |
| Departmental appropriation ^(c) | 172,150 | 180,802 | 175,814 | 174,167 | 173,879 |
| Expenses not requiring appropriation in the budget year ^(d) | 4,514 | 4,818 | 4,527 | 4,645 | 4,745 |
| Total expenses for Outcome 6 | 17,223,324 | 18,716,281 | 20,092,697 | 21,169,713 | 22,662,985 |
| | 2017-18 | 2018-19 | | | |
| Average staffing level (number) | 1,012 | 1,001 | | | |

^(a) Outcome 6, Ageing and Aged Care, is subject to a program restructure effective 1 July 2018 as outlined in the Health Portfolio Summary. The Budgeted Expense tables are presented on the new Program basis.

^(b) Appropriation (Bill No. 1) 2018-19 and Appropriation Bill/Act (No. 1, 3, 5) 2017-18.

^(c) Departmental appropriation combines 'Ordinary annual services (Appropriation Bill No. 1)' and 'Revenue from independent sources (s74)'.
^(d) Expenses not requiring appropriation in the Budget year are made up of depreciation expense, amortisation expense, makegood expense and audit fees.

^(e) Budget estimates for this program exclude Home and Community Care National Partnership funding paid to state and territory governments by the Treasury as part of the Federal Financial Relations (FFR) framework. National Partnerships are listed in this chapter under each program. For Budget estimates relating to the National Partnership component of this program, refer to Budget Paper No. 3 or Program 1.9 of the Treasury's Portfolio Budget Statements.

^(f) Ordinary annual services (Bill 1) against program 6.2 excludes amounts appropriated in Bill 1 for Zero Real Interest Loans as this funding is not accounted for as an expense.

^(g) Payments under the zero real interest loans program are a loan to aged care providers and not accounted for as an expense. The concessional loan discount is the expense and represents the difference between an estimate of the market rate of interest, and that recovered under the loan agreement, over the life of the loan. This adjustment recognises the difference between the appropriation and the concessional loan discount expense.

Movement of Funds

There were no movements of administered funds between years in Outcome 6.

Planned Performance for Outcome 6

Tables 2.6.2 – 2.6.5 below detail the performance criteria for each program associated with Outcome 6. These tables also summarise how each program is delivered and where 2018-19 Budget measures have materially changed existing programs.

Table 2.6.2: Performance Criteria for Program 6.1

| |
|--|
| Purpose |
| Lead and shape Australia's health and aged care system and sporting outcomes through evidence-based policy, well targeted programs, and best practice regulation. |
| Outcome 6: Ageing and Aged Care |
| Improved wellbeing for older Australians through targeted support, access to quality care and related information services. |
| Program 6.1: Access and Information |
| <p>The Australian Government through the My Aged Care contact centre and website, allows older Australians, their families, representatives and carers easier access to reliable and trusted information about aged care services. My Aged Care aims to enable people to maximise their independence, choice and quality of life. In addition, it aims to provide improved and more consistent client outcomes, responsive assessments of clients' needs and goals, appropriate referrals and equitable access to aged care services.</p> <p>The 2018-19 Budget will provide funding to make it easier for senior Australians to use My Aged Care by enhancing self-service options and improving website and aged care service finder functionality. My Aged Care will be improved with an investment of \$61.7 million to make it easier to use, along with simplifying the forms required to apply for aged care services. A comprehensive navigator for the aged care system will be designed and trialled, including outreach services to help older Australians make informed choices about their aged care needs.</p> |
| Delivery |
| <p>A. Supporting equitable and timely access to aged care services and information for older Australians, their families, representatives and carers</p> <ul style="list-style-type: none"> • Provide a clear service and information resource with easily identifiable entry points, such as the My Aged Care website and contact centre. • Provide support for vulnerable clients to access suitable services. • Develop tailored information materials for people with diverse needs. • Deliver high quality and timely assessments and referrals to aged care services. • Deliver individual advocacy support through the National Aged Care Advocacy Program to assist older people to understand their aged care options in order to make informed choices. • Implement the redesigned Community Visitors Scheme to support recipients of Commonwealth funded aged care services who are socially isolated or at risk of social isolation. |

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| Performance criteria | | | | |
|--|-------------------|-------------------|-------------------|-------------------|
| A. Supporting equitable and timely access to aged care services and information for older Australians, their families, representatives and carers | | | | |
| Efficiency of My Aged Care assessments is demonstrated through: | | | | |
| a. The percentage of high priority comprehensive assessments with clinical intervention completed within two days of referral acceptance being maintained. | | | | |
| b. The percentage of high priority home support assessments completed within ten calendar days of referral acceptance being maintained. | | | | |
| 2017-18 ³ Estimated result | 2018-19 Target | 2019-20 Target | 2020-21 Target | 2021-22 Target |
| a. 87.1% | >90.0% | >90.0% | >90.0% | >90.0% |
| b. 91.8% | >90.0% | >90.0% | >90.0% | >90.0% |
| The percentage of surveyed users ⁴ who are satisfied ⁵ with the service provided by the: | | | | |
| a. My Aged Care Contact Centre is increased. | | | | |
| b. My Aged Care website is increased. | | | | |
| 2017-18 Estimated result | 2018-19 Target | 2019-20 Target | 2020-21 Target | 2021-22 Target |
| a. 92.7% | ≥95.0% | ≥95.0% | ≥95.0% | ≥95.0% |
| b. 55.2% | ≥65.0% | ≥65.0% | ≥65.0% | ≥65.0% |
| Material changes to Program 6.1 resulting from the following measures: | | | | |
| <ul style="list-style-type: none"> • <i>More Choices for a Longer Life - healthy ageing and high quality care</i> | | | | |

³ Data correct as at 3 May 2018.

⁴ 'Users' refers broadly to different types of callers to the My Aged Care Contact Centre and visitors to the My Aged Care website, including people seeking information and/or services for themselves, or others, as well as aged care service providers seeking information or system help.

⁵ 'Satisfied' callers to the My Aged Care Contact Centre and visitors to the My Aged Care website are those who respond 'satisfied' or 'very satisfied' to the My Aged Care Customer Satisfaction Survey question: 'How satisfied were you overall with your experience?'

Table 2.6.3 – Performance Criteria for Program 6.2

| Program 6.2: Aged Care Services |
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| <p>The Australian Government aims to provide choice through a range of flexible options to support older people who need assistance. This includes supporting people to remain living at home and connected to their communities for longer, through to residential care for those who are no longer able to continue living in their own home. The range of services include:</p> <ul style="list-style-type: none"> • the Commonwealth Home Support Programme (CHSP), which provides entry-level support services for older people who need assistance to keep living independently at home and in their community; • Home Care Packages that help older Australians with more complex needs to access a range of clinical care, personal care and support services to assist with day-to-day activities while living at home; • residential aged care, which delivers a range of care options and accommodation for older people who are unable to continue living independently in their own homes, either on a permanent or short-term basis; and • flexible care that caters to the needs of older people who may require a different care approach than that provided through mainstream residential or home care. <p>In the 2018-19 Budget, the Government will provide an additional 14,000 new high level home care packages. The home care packages will be complemented by the release of a further 13,500 residential care places and 775 restorative places through the Aged Care Approvals Round including a \$60.0 million capital investment. In response to the Legislated Review of Aged Care 2017 – the Tune Review, the Government provides in-principle support for the transition of residential places to the consumer, pending a detailed analysis of the impacts of such a model. This Budget will also focus on wellness and reablement approaches, by trialling an assessment model that supports aged care consumers to access short-term or episodic services. These services will focus on maintaining or regaining independence and social connectedness prior to receiving ongoing services through CHSP or other types of aged care.</p> |
| Delivery |
| <p>A. Providing older people home support and/or access to a range of services in their own homes</p> <ul style="list-style-type: none"> • Provide older people access to a range of short-term and ongoing support services to enable them to keep living in their own homes. • Continue implementation of the Continuity of Support Programme in accordance with the agreed schedule with State and Territory Governments. Implementation will be complete when all eligible older people are receiving Commonwealth administered services. • Continue to provide financial assistance to eligible people, through the Continence Aids Payments Scheme, to assist with some of the costs associated with incontinence. <p>B. Supporting people in residential aged care</p> <ul style="list-style-type: none"> • Continue to subsidise residential aged care places to ensure residential aged care can continue to be provided to older people and increase the number of residential aged care places available by undertaking a competitive Aged Care Approvals Round. |

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|--|------------------------------|--|------------------------------|---|
| <p>C. Supporting people with different care needs through flexible care arrangements</p> <ul style="list-style-type: none"> Continue to support access to restorative care interventions to improve wellbeing for older people through the Short-Term Restorative Care Programme and Transition Care Program. Provide flexible care options to meet the aged care needs of older people living in regional and remote communities through the Multi-Purpose Services Program. Fund, in conjunction with an expansion supported by the Indigenous Australians Health Programme, the delivery of culturally appropriate aged care for older Aboriginal and Torres Strait Islander peoples close to home through the National Aboriginal and Torres Strait Islander Flexible Aged Care Program. | | | | |
| <p>Performance criteria</p> | | | | |
| <p>A. Providing older people home support and/or access to a range of services in their own homes</p> | | | | |
| <p>Commonwealth Home Support Programme (CHSP) continues to provide older people with ongoing support to stay independent and live in their homes and communities for longer.⁶</p> | | | | |
| <p>2017-18 Estimated result</p> | | <p>2018-19 Target</p> | | <p>2019-20 (& beyond) Target</p> |
| <p>Services continued without interruption for existing CHSP clients during the expansion to a national program effective from 1 July 2018. Revised funding conditions were implemented incorporating a focus on independence and wellness. Older people from Western Australia Home and Community Care Program are currently on track to successfully transition to the CHSP on 1 July 2018.</p> | | <p>CHSP provides services to clients nationally from 1 July 2018. CHSP has a greater focus on activities that support independence and wellness.</p> | | <p>CHSP has a greater focus on activities that support independence and wellness.</p> |
| <p>Support is provided to older people with complex care needs to keep them living independently in their own homes through the Home Care Packages Program.</p> <p>a. Number of allocated Home Care Packages.</p> | | | | |
| <p>2017-18 Estimated result</p> | <p>2018-19 Target</p> | <p>2019-20 Target</p> | <p>2020-21 Target</p> | <p>2021-22 Target</p> |
| <p>a. 87,590⁷</p> | <p>111,500</p> | <p>134,500</p> | <p>144,500</p> | <p>151,500</p> |

⁶ This is measured through the program evaluation and by accessing data from My Aged Care.

⁷ Data correct as at 2 May 2018.

| | | | | |
|--|-----------------------|--|-----------------------|--|
| The Commonwealth Continuity of Support (CoS) Programme⁸ continues to be implemented in a phased approach to support eligible older people with a disability. | | | | |
| 2017-18 Estimated result | | 2018-19 Target | | 2019-20 (& beyond) Target |
| Continued regional implementation of the Commonwealth CoS Programme. | | Full implementation of all services for New South Wales, South Australia and the Australian Capital Territory. | | Full implementation of all services for Victoria, Tasmania, Queensland and the Northern Territory in 2019-20. Full implementation of all services for Western Australia in 2020-21. |
| B. Supporting people in residential aged care | | | | |
| Residential care options and accommodation for older people who are unable to continue living independently in their own homes is increased. | | | | |
| a. Residential aged care places available as at 30 June. | | | | |
| 2017-18 Estimated result | 2018-19 Target | 2019-20 Target | 2020-21 Target | 2021-22 Target |
| a. 204,700 | 210,100 | 217,000 | 225,000 | 234,000 |
| C. Supporting people with different care needs through flexible care arrangements | | | | |
| The number of older people who accessed restorative interventions through the Short-Term Restorative Care Programme or the Transition Care Program is increased. | | | | |
| 2017-18 Estimated result | 2018-19 Target | 2019-20 Target | 2020-21 Target | 2021-22 Target |
| Data not yet available. ⁹ | ≥28,000 | ≥31,000 | ≥32,000 | ≥34,000 |
| The number of places funded through Multi-Purpose Services is increased. | | | | |
| 2017-18 Estimated result | 2018-19 Target | 2019-20 Target | 2020-21 Target | 2021-22 Target |
| 3,619 | 3,869 | 3,980 | 4,060 | 4,149 |
| The number of places funded through the National Aboriginal and Torres Strait Islander Flexible Aged Care Program is maintained. | | | | |
| 2017-18 Estimated result | 2018-19 Target | 2019-20 Target | 2020-21 Target | 2021-22 Target |
| 860 | 1,000 | 1,300 | 1,500 | 1,700 |
| Material changes to Program 6.2 resulting from the following measures: | | | | |
| <ul style="list-style-type: none"> • <i>More Choices for a Longer Life - healthy ageing and high quality care</i> | | | | |

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⁸ The CoS Programme provides support to older people with a disability currently receiving State and Territory-managed specialist disability services, who are not eligible for the National Disability Insurance Scheme (NDIS) at the time the NDIS is implemented in a region. The CoS Programme is being implemented in line with the NDIS rollout.

⁹ Data not yet available. Full year results will be published in the 2017-18 Department of Health Annual Report.

Table 2.6.4 – Performance Criteria for Program 6.3

| Program 6.3: Aged Care Quality |
|---|
| <p>The Australian Government supports the provision of quality care for older Australians. The Government is working with the aged care sector and consumers to develop a single aged care quality framework that is intended to reduce the regulatory burden for providers, and focus more on quality outcomes for consumers. The Government provides funding to strengthen the capacity of the aged care sector to ensure quality care and services are provided to support people with dementia, their carers and their families.</p> <p>From 1 January 2019, the Government will establish an independent Aged Care Quality and Safety Commission. The Commission will combine the functions of the Australian Aged Care Quality Agency, the Aged Care Complaints Commissioner, and, from 1 January 2020, the aged care regulatory functions of the Department of Health. This Commission will strengthen quality assessors' access to clinical advice and enable flexible and responsive regulatory powers. The Commission will also be supported by a robust risk profiling approach to better identify risks to consumers and appropriate responses.</p> <p>Through the 2018-19 Budget, the Government will introduce a number of initiatives to ensure safe and quality care is maintained in all aged care homes, including from July 2020, differentiated performance ratings of residential service providers against the quality standards and simplified accreditation reports will be available through My Aged Care and simplified accreditation reports will also be made available. Enhanced risk profiling of residential aged care providers will be introduced to better identify risks to people in residential aged care and determine the frequency and rigour of site visits to residential aged care providers.</p> <p>To better meet the needs of older people with diverse characteristics and life experiences, the Aged Care Diversity Framework (Diversity Framework) has been developed for the aged care sector. Action plans are also being developed for senior Australians who are culturally and linguistically diverse; lesbian, gay, bisexual, transgender and intersex; Aboriginal or Torres Strait Islander; and homeless or at risk of homelessness.</p> <p>The Government is also providing support for innovative technologies that help people living with dementia, their families and carers to understand dementia, and to develop skills and strategies for caring.</p> |
| Delivery |
| <p>A. Ensure the provision of quality aged care, including equitable care for people from diverse backgrounds, and support for people with dementia</p> <ul style="list-style-type: none"> • Support aged care providers to provide quality care to people living with dementia through the Dementia Training Program, the Dementia Behaviour Management Advisory Service and the Severe Behaviour Response Teams. • Design a program to assist people experiencing severe behavioural and psychological symptoms of dementia. • Design and pilot a program to improve care for people living with dementia, with an emphasis on the use of innovative technologies. • Support aged care providers to provide appropriate, sensitive care to older people with diverse needs through the Partners in Culturally Appropriate Care program. • Monitor the aged care system and support improvements in the system's ability to provide sustainable quality care for older people. • Continue to protect the health, welfare, and interests of consumers of aged care services by taking appropriate regulatory action. • Work with the sector on transitioning to the new single set of quality standards and implementation of unannounced re-accreditation audits. • Encourage aged care providers to incorporate the Diversity Framework and action plans in their policies and procedures to support them in developing their capability to assist with meeting the diverse characteristics and life experiences of their consumers. |

| Performance criteria | | |
|--|---|--------------------------------------|
| A. Ensure the provision of quality aged care, including equitable care for people from diverse backgrounds, and support for people with dementia | | |
| The safety, wellbeing, and interests of Commonwealth-subsidised care recipients is protected through regulatory activities. | | |
| 2017-18 Estimated result | 2018-19 Target | 2019-20 (& beyond) Target |
| Compliance or administrative action has been taken in relation to all providers found to be non-compliant with their obligations under the <i>Aged Care Act 1997</i> . | Identify, respond to, and take appropriate action to address approved provider non-compliance under the <i>Aged Care Act 1997</i> . | As per 2018-19. |
| Existing and emerging challenges are responded to in the provision of aged care for older Australians. | | |
| 2017-18 Estimated result | 2018-19 Target | 2019-20 (& beyond) Target |
| Funding was provided through the Dementia and Aged Care Services Fund to support activities including dementia care, services targeting lesbian, gay, bisexual, transgender and intersex people and people from culturally and linguistically diverse backgrounds; and special measures for Aboriginal and Torres Strait Islander peoples; as well as developed an Aged Care Workforce Strategy. | Provide funding through the Dementia and Aged Care Services Fund to strengthen the capacity of the aged care sector to better respond to the existing and emerging challenges of aged care reforms. | As per 2018-19. |

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| The quality of care for people with dementia by the provision of vocational-level training to aged care workers or continuing professional development training to health professionals is improved. | | |
|---|--|--------------------------------------|
| 2017-18 Estimated result | 2018-19 Target | 2019-20 (& beyond) Target |
| Continued funding for delivery of the Dementia Training Program. The success of the program is measured through key performance indicator data collected as part of regular reporting. ¹⁰ | At least 70% of people surveyed ¹¹ think that the quality of care they are receiving has improved since their associated aged care worker/health professional has undertaken training through the national Dementia Training Program. Negotiate funding agreements for service delivery for 2019-20. | N/A. ¹² |
| The confidence of aged care providers in managing behavioural and psychological symptoms of dementia is increased. | | |
| 2017-18 Estimated result | 2018-19 Target | 2019-20 (& beyond) Target |
| Continued funding for delivery of the Dementia Behaviour Management Advisory Service to support aged care providers. The success of the program is measured through key performance indicator data collected as part of regular reporting. ¹³ | At least 75% of sampled care givers ¹⁴ report an improvement in confidence when managing behavioural and psychological symptoms of dementia, following an intervention from the Dementia Behaviour Management Advisory Services. | N/A. ¹⁵ |
| Material changes to Program 6.3 resulting from the following measures: | | |
| <ul style="list-style-type: none"> • <i>More Choices for a Longer Life - healthy ageing and high quality care</i> | | |

¹⁰ Full year results will be published in the *2017-18 Department of Health Annual Report*.

¹¹ People surveyed include providers of care for, and the families of, people living with dementia.

¹² There are currently no funding agreements for service delivery from 1 July 2019, therefore targets have not been set.

¹³ Full year results will be published in the *2017-18 Department of Health Annual Report*.

¹⁴ Sampled care givers include family carers, acute care staff and aged care staff/providers.

¹⁵ There are currently no funding agreements for service delivery from 1 July 2019, therefore targets have not been set.