

## Outcome 4

# Aged Care and Population Ageing

**Older Australians enjoy independence, good health and wellbeing.  
High quality, cost-effective care is accessible to frail older people, and  
their carers are supported**

## OUTCOME SUMMARY

Outcome 4 is focused on ensuring that older Australians receive a choice of high quality, accessible and affordable care; and carers get the support they need to look after frail older people living at home. Outcome 4 also aims to encourage older people to remain active members of the community.

The Australian Government is committed to the reform of the aged care sector to meet the changing demographics of the 21<sup>st</sup> century. Older Australians need to get the quality of care, and choice of care, they want and need. This outcome will be achieved by funding residential, community and flexible care services, and regulating the aged care sector. The Government also invests in the supply and training of the aged care workforce, provides respite services for carers and supports the Ministerial Conference on Ageing, the Ambassador for Ageing and initiatives to encourage older people to live independent lives.

A feature of the Government's approach is to work collaboratively towards common goals and shared outcomes with all three levels of government, along with the non-government sector.

Outcome 4 is managed by the Ageing and Aged Care Division and the Office of Aged Care Quality and Compliance, in conjunction with the Department's State and Territory Offices.

## Key Strategic Directions

- Provide equitable access to affordable and culturally appropriate aged care for frail older people.
- Improve the efficiency and sustainability of the aged care sector.
- Ensure frail older people receive the appropriate level and type of care to meet their needs and preferences.
- Ensure the aged care sector delivers high quality care.
- Encourage older Australians to play an active role in the community and live full, independent lives.

## Major Activities

### Equitable Access to Affordable and Culturally Appropriate Aged Care

A priority for the Australian Government is to improve equitable access to community and residential aged care, and to strengthen existing access arrangements.

To help achieve this, in 2008-09 the Australian Government will regularly review aged care planning ratios to determine the number of aged care places available for older Australians. The reviews will take better account of demographic changes and changing patterns of use of aged care services. This review will focus on meeting the needs of those most in need, and forms the basis for future regular reviews to ensure planning ratios evolve with population trends over time. It will take into consideration the need for appropriate care for older Australians of Aboriginal and Torres Strait Islander peoples and those from culturally diverse backgrounds. The review will also consider the need to adjust the low asset/income concessional ratio in line with up-to-date Census and ABS data, and the ability to develop and implement a range of concessional ratios that reflect more accurately local demographics.

From 2008-09, the Australian Government will provide \$300 million in loans at zero real interest rates to aged care providers who build or expand their residential facilities in areas of high need. The first stage of implementation commenced in April 2008 with a special allocations round ahead of the annual Aged Care Allocation Round. This will lead to the allocation of 1,250 residential aged care places in designated areas of high need, with zero interest loans attached. The successful applicants will receive the first loan payments in early 2008-09. The Australian Government, through the Department and central agencies will monitor and assess the outcomes of this first round to assist in planning the second special round for the allocation of a further 1,250 places and attached loans. The second round will commence in March 2009, with successful applicants being announced in June 2009.

Following changes which commenced on 20 March 2008, the Australian Government will continue the implementation of new income-tested care fees and accommodation payments in residential aged care. These arrangements are simpler and fairer, and will provide increased revenue to support investment in high-level residential care. The Department has in place a communications strategy to explain to residents and their families that the increases are necessary to ensure the availability of high care to meet their needs. The communications strategy will be adapted in light of consumer responses.

The Australian Government will provide practical support to providers delivering care to remote, and Aboriginal and Torres Strait Islander communities. Access to professionals who are able to tailor assistance to the needs of the particular service providers will be facilitated to assist them with the delivery of quality care. This assistance will also support the development and implementation of a culturally appropriate quality care model for the National Aboriginal and Torres Strait Islander Flexible Aged Care Program.

Funding for this major activity is sourced from programs 4.1 – Aged Care Assessment, 4.2 – Aged Care Workforce, 4.3 – Ageing Information and Support, 4.4 – Community Care, 4.5 – Culturally Appropriate Aged Care, 4.6 – Dementia, 4.7 – Flexible Aged Care, and 4.8 – Residential Care.

### **Efficient and Sustainable Aged Care**

The Australian Government is committed to funding structures and processes that improve the efficiency and sustainability of the aged care sector.

During 2008-09, the Australian Government will consult with stakeholders to improve the efficiency of the Aged Care Approvals Round through which aged care providers apply for new aged care places. The Government aims to introduce mechanisms to reduce the time

between the allocation of new aged care places and those places becoming operational. The Department will tighten the monitoring of milestones between the allocation of places and the places becoming operational. Consideration will be given to a system of reserve applications so that unsuccessful applications remain valid within a cycle of allocation. The review of the efficiency of Aged Care Approvals Round processes will be completed in time for any policy development to be considered in the 2009-10 Budget.

In 2008-09, the Australian Government will work cooperatively with other levels of government and across programs to develop a better system of care for older people and to improve the efficiency and sustainability of the aged care sector. A key focus for cooperation will be the recently established Ministerial Conference on Ageing under the Council of Australian Governments (COAG). The conference will initiate, develop and monitor policy reform and agree to joint action in the resolution of issues that arise between governments. It will enable the three levels of government involved in ageing and aged care to better collaborate.

The Australian Government will monitor the compliance of approved providers holding accommodation bonds, and entry contributions in accordance with the prudential requirements. This will reduce the risk that approved providers are unable to fulfil their financial obligations to residents. It will also administer the Accommodation Bond Guarantee Scheme, ensuring that the scheme operates effectively to protect residents of approved providers charging accommodation bonds.

The Australian Government will work collaboratively with State and Territory governments to implement the arrangements set out in the Home and Community Care Review Agreement, which focus on a move to triennial planning and improved accountability including the development of key performance indicators. Under the Review Agreement, the Australian, State and Territory governments are committed to adopting common arrangements across all Home and Community Care programs in areas such as entry and assessment processes, planning, financial reporting, quality assurance and information management by June 2011. The Australian Government will provide bonus payments to the states and territories that implement the agreed common arrangements.

COAG has also asked its Health and Ageing Working Group to bring forward work on streamlining care for older Australians, including reviewing the intersection between acute care, residential aged care and Home and Community Care funding, policy and service delivery.

As indicated below, the Australian Government will also work in 2008-09 to ensure that the community care services that it directly funds are more responsive to the care needs of the growing number of frail older Australians who wish to stay at home for as long as possible.

Funding for this major activity is sourced from programs 4.1 – Aged Care Assessment, 4.2 – Aged Care Workforce, 4.3 – Ageing Information and Support, 4.4 – Community Aged Care, 4.5 – Culturally Appropriate Care, 4.6 – Dementia, 4.7 – Flexible Aged Care, and 4.8 – Residential Care.

#### **Appropriate Care to Meet the Needs and Preferences of Frail Older People**

The Australian Government is committed to ensuring that community and residential aged care services respond to the needs and preferences of frail older people and foster an inclusive and cohesive society.

By the end of June 2008, the Australian Government will have allocated the first 200 of an additional 2,000 transition care places to assist older people in hospital who are no longer receiving acute care or rehabilitation, to make the transition to residential aged care or return home. When fully implemented by the states and territories, 4,000 transition care places will be available to assist up to 30,000 older Australians each year. There is a risk that the new places may not be distributed to locations accessible to the target populations, including Aboriginal and Torres Strait Islander peoples. The Australian Government will work closely with State and Territory governments to ensure appropriate distribution and timely implementation of the places. Initially, collaboration will be through COAG's Health and Ageing Working Group.

In 2008-09, the Australian Government will continue implementation of the Aged Care Funding Instrument, which was introduced on 20 March 2008 to allocate care subsidies in residential aged care. The instrument will improve equity of access for residents with complex health care and behavioural needs by better matching funding levels to the costs of care and paying more for residents with the highest care costs. The instrument and rules governing its use are designed to substantially reduce the time spent appraising residents for funding purposes, thus freeing staff to spend more time caring for their residents. By 30 June 2009, all residents will be classified using the instrument and funding will be grand-parented to ensure that no existing resident attracts a lower subsidy. Increases in the maximum daily subsidy paid under the instrument will be phased in over four financial years until the maximum level of more than \$160 a day is reached in July 2011. Some aged care homes may not adapt quickly to the new care subsidy arrangements. The Department will monitor implementation closely to identify such homes and assistance will be provided by a panel of business advisors at no charge to the aged care homes. The Government is also committed to reviewing the impact of the instrument. The review will commence in late 2009.

In 2008-09, the Australian Government will work to ensure that community care services are responsive to the care needs of the growing number of frail older Australians who wish to stay at home for as long as possible. The Department will develop options to restructure community care subsidy and fee arrangements to reduce gaps and overlaps between programs, and will address improving equity, and consumer choice. The options will be developed in consultation with key stakeholders for consideration by Government.

Following the Australian Government's 20 March 2008 changes to eligibility for community care grants, in 2008-09, the Department will seek applications for infrastructure projects to facilitate the expansion of existing services and, for the first time, grants will be available for Extended Aged Care at Home and Extended Aged Care at Home Dementia services. Applications will be sought from new service providers. Assessment of applications for grants will identify those providers looking to provide services to special needs groups (such as dementia patients) or seeking to address gaps in service provision. The announcement of successful applicants for allocations and grants will be in December 2008, and new grants will be made available to successful applicants in early 2009.

Funding for this major activity is sourced from programs 4.1 – Aged Care Assessment, 4.2 – Aged Care Workforce, 4.3 – Ageing Information and Support, 4.4 – Community Aged Care, 4.5 – Culturally Appropriate Care, 4.6 – Dementia, 4.7 – Flexible Aged Care, and 4.8 – Residential Care.

### High Quality Care

The Australian Government seeks to provide older Australians with the highest quality care. The Bringing Nurses Back Initiative will recruit 1,000 nurses to residential aged care homes over five years. This initiative will also improve quality across the sector through additional training for returning nurses. The Department will use the results of the 2007 National Aged Care Census and Survey to build on, and better target, existing workforce programs.

In consultation with stakeholders, the Australian Government will develop options for strengthening the residential aged care accreditation and monitoring system. In the meantime, improvements to the quality of care and services will continue to be encouraged through monitoring by the Department and the Aged Care Standards and Accreditation Agency<sup>1</sup>. Issues of concern in relation to the delivery of care and services will be investigated and compliance action, including the imposition of sanctions, will be taken where an approved provider fails to meet their responsibilities under the *Aged Care Act 1997*.

The Australian Government will strengthen quality assurance processes for the community care sector and will support community care service providers through the identification and promotion of best practice, and improved information for consumers.

The Australian Government will also work to build partnerships between aged care homes, and clinical research and education institutions to promote good practice in clinical skills and care in aged care homes. The Government will implement best practice guidelines and develop strategies to support broader industry uptake in the areas of oral health, pain management, falls prevention, nutrition and medication management.

Funding for this major activity is sourced from programs 4.1 – Aged Care Assessment, 4.2 – Aged Care Workforce, 4.3 – Ageing Information and Support, 4.4 – Community Aged Care, 4.5 – Culturally Appropriate Care, 4.6 – Dementia, 4.7 – Flexible Aged Care, and 4.8 – Residential Care.

### Active, Independent Lives for Older Australians in the Community

The Australian Government estimates that the number of people aged over 65 will almost triple from 2.4 million today to around 7.1 million by 2051. In light of this ageing of the population, the Government appointed Ms Noeline Brown as the first Ambassador for Ageing in April 2008. The Ambassador will play a key role in delivering the Government's commitment to encouraging respect for, and the value of, older Australians, and in promoting active, healthy ageing to the community. The Ambassador will also help explain Government programs to older Australians, and contribute to a strategic, cross-jurisdictions approach to ageing issues. The Department will further develop existing initiatives to support the work of the Ambassador to improve the community's awareness of ageing issues.

The Ministerial Conference on Ageing, recently established by COAG, will facilitate consultation and cooperation between the Australian Government, and the states and territories on ageing issues. In 2008-09, the conference will assist in developing more

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<sup>1</sup> For further discussion on the Aged Care Standards and Accreditation Agency, please refer to the Aged Care Standards and Accreditation Agency Ltd chapter located later in these Portfolio Budget Statements.

consistent approaches in areas such as active ageing, integration of community aged care services and local government planning arrangements.

The Department will continue to implement the National Continence Management Strategy and manage the expansion of the Continence Aids Assistance Scheme. Consistent with the Australian Government's social inclusion agenda, these initiatives assist older people to lead active independent lives and to fully participate in the community. The Department is trialling a range of continence assessment tools across a number of care settings before broader implementation in residential aged care.

Funding for this major activity is sourced from programs 4.2 – Aged Care Workforce, 4.3 – Ageing Information and Support, 4.4 – Community Aged Care, 4.6 – Dementia, and 4.7 – Flexible Aged Care.

## Outcome 4 Resourcing

Table 4.1 shows how the 2008-09 Budget appropriations translate to total resourcing for Outcome 4, including administered expenses, revenue from government (appropriations), revenue from other sources, and the total price of outputs.

**Table 4.1: Total Resources for Outcome 4**

	2008-09 Total estimate of available resources \$'000	2007-08 Estimated actual \$'000
<b>Outcome 4 Administered and Departmental Output Resources</b>		
<b>Program 4.1: Aged Care Assessment</b>		
<i>Administered Items</i>		
Annual Appropriation Bill 1 (Ordinary Annual Services)	7,902	5,657
Annual Appropriation Bill 2 (Other Services)	71,858	68,392
<i>Departmental Outputs</i>		
Annual Appropriation Bill 1 (Ordinary Annual Services)	4,377	4,467
Revenues from other sources (s.31) for goods and services	70	70
<b>Subtotal for Program 4.1</b>	<b>84,207</b>	<b>78,586</b>
<b>Program 4.2: Aged Care Workforce</b>		
<i>Administered Items</i>		
Annual Appropriation Bill 1 (Ordinary Annual Services)	55,828	34,403
<i>Departmental Outputs</i>		
Annual Appropriation Bill 1 (Ordinary Annual Services)	4,586	4,681
Revenues from other sources (s.31) for goods and services	73	74
<b>Subtotal for Program 4.2</b>	<b>60,487</b>	<b>39,158</b>
<b>Program 4.3: Ageing Information and Support</b>		
<i>Administered Items</i>		
Annual Appropriation Bill 1 (Ordinary Annual Services)	36,087	39,689
to Services for Other Governments and Non Departmental Bodies	-	(156)
Special Account	-	-
<i>Departmental Outputs</i>		
Annual Appropriation Bill 1 (Ordinary Annual Services)	29,896	30,515
Revenues from other sources (s.31) for goods and services	479	480
<i>Special Accounts</i>		
Services for Other Governments and Non Departmental Bodies	-	-
Opening balance	-	56
Appropriation receipts	-	156
Non-Appropriation receipts to Special Accounts	-	174
<b>Subtotal for Program 4.3</b>	<b>66,462</b>	<b>70,914</b>

**Table 4.1: Total Resources for Outcome 4 (cont)**

	2008-09 Total estimate of available resources \$'000	2007-08 Estimated actual \$'000
<b>Program 4.4: Community Care</b>		
<i>Administered Items</i>		
Annual Appropriation Bill 1 (Ordinary Annual Services) to Services for Other Governments and Non Departmental Bodies Special Account	289,467 (455)	263,903 (446)
Annual Appropriation Bill 2 (Other Services) Special Appropriations <i>Aged or Disabled Persons Care Act 1954 and Aged Care Act 1997 - Community Care Subsidies</i>	1,103,863 526,318	1,013,956 444,104
<i>Departmental Outputs</i>		
Annual Appropriation Bill 1 (Ordinary Annual Services) Revenues from other sources (s.31) for goods and services	37,931 608	38,716 609
<i>Special Accounts</i>		
Services for Other Governments and Non Departmental Bodies Opening balance Appropriation receipts Non-Appropriation receipts to Special Accounts	4,998 455 -	4,998 446 -
<b>Subtotal for Program 4.4</b>	<b>1,963,185</b>	<b>1,766,286</b>
<b>Program 4.5: Culturally Appropriate Aged Care</b>		
<i>Administered Items</i>		
Annual Appropriation Bill 1 (Ordinary Annual Services)	29,280	27,136
<i>Departmental Outputs</i>		
Annual Appropriation Bill 1 (Ordinary Annual Services) Revenues from other sources (s.31) for goods and services	4,097 66	4,181 66
<b>Subtotal for Program 4.5</b>	<b>33,443</b>	<b>31,383</b>
<b>Program 4.6: Dementia</b>		
<i>Administered Items</i>		
Annual Appropriation Bill 1 (Ordinary Annual Services)	31,629	32,394
<i>Departmental Outputs</i>		
Annual Appropriation Bill 1 (Ordinary Annual Services) Revenues from other sources (s.31) for goods and services	2,746 44	2,803 44
<b>Subtotal for Program 4.6</b>	<b>34,419</b>	<b>35,241</b>
<b>Program 4.7: Flexible Aged Care</b>		
<i>Administered Items</i>		
Special Appropriations <i>Aged Care Act 1997 - Flexible Care Subsidies</i>	410,072	332,289
<i>Departmental Outputs</i>		
Annual Appropriation Bill 1 (Ordinary Annual Services) Revenues from other sources (s.31) for goods and services	5,046 81	5,150 81
<b>Subtotal for Program 4.7</b>	<b>415,199</b>	<b>337,520</b>

**Table 4.1: Total Resources for Outcome 4 (cont)**

	2008-09 Total estimate of available resources \$'000	2007-08 Estimated actual \$'000
<b>Program 4.8: Residential Care</b>		
<i>Administered Items</i>		
Annual Appropriation Bill 1 (Ordinary Annual Services)		
to Department of Health and Ageing	129,958	53,819
to Aged Care Standards and Accreditation Agency	19,946	21,219
<i>Special Appropriations</i>		
<i>Aged Care Act 1997 - Residential Care Subsidies</i>	5,725,042	5,174,940
<i>Aged Care (Bond Security) Act 2006</i>	-	560
<i>Departmental Outputs</i>		
Annual Appropriation Bill 1 (Ordinary Annual Services)	92,392	94,306
Revenues from other sources (s.31) for goods and services	1,481	1,481
<b>Subtotal for Program 4.8</b>	<b>5,968,819</b>	<b>5,346,325</b>
<b>Total Resources for Outcome 4</b>	<b>8,626,221</b>	<b>7,705,413</b>
<b>Outcome 4 Resources by Departmental Output Group</b>		
<b>Department of Health and Ageing</b>		
Output Group 1: Policy Advice	33,851	34,541
Output Group 2: Program Management	150,122	153,183
<b>Total Departmental Resources</b>	<b>183,973</b>	<b>187,724</b>
	2008-09	2007-08

## **Measures Affecting Outcome 4**

A summary of measures affecting this outcome is provided at Table 1.3.1, Section 1. Measure descriptions are published in full in *Budget Paper No. 2, Budget Measures 2008-09*, available on the Australian Government website at <<http://www.budget.gov.au>>.

### **Contribution of Administered Programs**

#### **Program 4.1 – Aged Care Assessment**

The Aged Care Assessment Program provides funding for Aged Care Assessment Teams to evaluate the care needs of frail older people and to establish their eligibility for residential aged care and community care services. The program also provides assistance and information to help older people access the care services most appropriate to their needs.

The contribution to this outcome is measured by the number of assessments completed.

#### **Program 4.2 – Aged Care Workforce**

The Aged Care Workforce Program provides funding to: increase the aged care workforce; provide training opportunities for existing staff; and create better career paths for all aged care workers. This includes: training for direct care workers in residential and community settings; medication management training for enrolled nurses; and nursing scholarships.

The contribution to this outcome is measured by the number of care staff trained.

#### **Program 4.3 – Ageing Information and Support**

The Ageing Information and Support Program provides funding to keep the community and service providers informed of government services. The program also funds the Aged Care Complaints Investigation Scheme, the Community Visitors Scheme and the National Aged Care Advocacy Program.

The contribution to this outcome is measured by rates of usage and consumer satisfaction.

#### **Program 4.4 – Community Care**

The Community Care Program provides funding for government and non-government organisations to help the frail, aged and people with a disability to live independently in their own homes, and to support carers. The largest community care program is the Home and Community Care Program which is a joint Australian, State and Territory government initiative.

The contribution to this outcome is measured by the number of people assisted and the rate of participation in quality reporting.

#### **Program 4.5 – Culturally Appropriate Aged Care**

The Culturally Appropriate Aged Care Program funds the National Aboriginal and Torres Strait Islander Flexible Aged Care Program to provide culturally appropriate care for members of Indigenous Australian communities, particularly in rural and remote locations. The program also funds the Partners in Culturally Appropriate Care Initiative and the Community Partners Program to provide and support access to culturally appropriate aged care for people from culturally and linguistically diverse backgrounds.

The contribution to this outcome is measured by the availability of Aboriginal and Torres Strait Islander flexible places and access to care by culturally and linguistically diverse people.

**Program 4.6 – Dementia**

The Dementia Program provides funding for dementia research, dementia care services and early intervention opportunities. The contribution to this outcome is measured by the development and successful implementation of dementia-related training, research and support projects and services.

**Program 4.7 – Flexible Aged Care**

The Flexible Aged Care Program provides funding to enable the provision of flexible care outside the usual residential and community care settings, and to address the needs of care recipients in alternative and innovative ways. Flexible places are used for the provision of services through Multipurpose Services, Innovative Care, the Transition Care Program, Extended Aged Care at Home and Extended Aged Care packages, and Extended Aged Care at Home and Extended Aged Care Dementia packages.

The contribution to this outcome is measured through improved access to flexible care services by older Australians.

**Program 4.8 – Residential Care**

The Residential Care Program funds residential aged care services for older Australians whose care needs are such that they can no longer remain in their own homes. The contribution to this outcome is measured by access to residential aged care services by older Australians, and quality of care and services to residential aged care recipients through inspection and accreditation standards, and building certification standards.

## Contribution of Departmental Outputs to Outcome 4

The Department describes its core activities in terms of two output groups: policy advice and program management. Outcome 4 reports on both output groups. Refer to Section 2.1 for more information on output groups.

## Performance Information for Outcome 4

Performance information for administered programs, individual outputs and output groups relating to Outcome 4 are summarised in Table 4.2.

**Table 4.2: Key Performance Information for Outcome 4**

### Performance Information for Administered Programs

Indicator	2008-09 Reference Point or Target
<b>Program 4.1 – Aged Care Assessment</b>	
<ul style="list-style-type: none"> <li>Administered Items</li> </ul>	
Support for frail older Australians to be assessed for Australian Government subsidised care.	85% of the highest priority older Australians are assessed within 48 hours of referral.
<ul style="list-style-type: none"> <li>Departmental Outputs<sup>2</sup></li> </ul>	
<b>Resourcing: \$84.207m</b>	

Indicator	2008-09 Reference Point or Target
<b>Program 4.2 – Aged Care Workforce</b>	
<ul style="list-style-type: none"> <li>Administered Items</li> </ul>	
Improve the skills of aged care workers to deliver high quality care.	6,000 vocational education and training places offered by June 2009.
Increasing the nursing workforce in residential aged care.	Between 300 and 400 nurses returning to residential aged care by June 2009.
<ul style="list-style-type: none"> <li>Departmental Outputs<sup>2</sup></li> </ul>	
<b>Resourcing: \$60.487m</b>	

<sup>2</sup> The Department has four standard performance indicators for departmental output groups. See 'Performance Information for Departmental Outputs' for further information.

Indicator	2008-09 Reference Point or Target
<b>Program 4.3 – Ageing Information and Support</b>	
<ul style="list-style-type: none"> <li>Administered Items</li> </ul>	
Provision of information and support to enable older Australians to lead independent, active and healthy lives. Measured through: <ul style="list-style-type: none"> <li>a) rates of access to information published by the Department on ageing issues and the role of older Australians in the community;</li> <li>b) level of consumer access to information published by the Department on aged care options; and</li> <li>c) level of access to continence advice and support.</li> </ul>	<ul style="list-style-type: none"> <li>a) An average of at least 95,000 calls to the Aged Care Information Line in 2007-08.</li> <li>b) An average of at least 10,000 Home Finder searches and 1,500 Community Care searches per month to the aged care consumer website.</li> <li>c) Approximately 18,000 calls to the National Continence Helpline in 2008-09.</li> </ul>
<ul style="list-style-type: none"> <li>Departmental Outputs<sup>3</sup></li> </ul>	
<b>Resourcing: \$66.462m</b>	

Indicator	2008-09 Reference Point or Target
<b>Program 4.4 – Community Care</b>	
<ul style="list-style-type: none"> <li>Administered Items</li> </ul>	
Increased number of: <ul style="list-style-type: none"> <li>a) services provided through the Home and Community Care Program; and</li> <li>b) carers provided with respite assistance through the National Respite for Carers Program, as measured for the latest year in which data is available (ie 2007-08).</li> </ul>	<ul style="list-style-type: none"> <li>a) More than 2.043 million instances of Home and Community Care services in 2007-08.</li> <li>b) More than 84,000 carers to receive respite assistance through respite services and Commonwealth Respite and Carelink Centres funded under the National Respite for Carers Program in 2007-08.</li> </ul>
Quality community care services achieved. Measured by the percentage of services that provide evidence of quality improvement processes and systems.	97% of services provide evidence of effective quality improvement processes and systems in their reports to the Department and during site visits under the Quality Reporting Program.

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<sup>3</sup> The Department has four standard performance indicators for departmental output groups. See 'Performance Information for Departmental Outputs' for further information.

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Indicator	2008-09 Reference Point or Target
<b>Program 4.4 – Community Care</b> <ul style="list-style-type: none"> <li>Administered Items</li> </ul>	
Provision of operational community care places.	Progress towards meeting the target of 25 community care places per 1,000 persons aged 70 years and over by June 2011.
<ul style="list-style-type: none"> <li>Departmental Outputs<sup>4</sup></li> </ul>	
<b>Resourcing: \$1,963.185m</b>	

Indicator	2008-09 Reference Point or Target
<b>Program 4.5 – Culturally Appropriate Aged Care</b> <ul style="list-style-type: none"> <li>Administered Items</li> </ul>	
Support for culturally appropriate aged care for people from culturally and linguistically diverse and/or Aboriginal and Torres Strait Islander backgrounds.	Over 70 projects and services funded nationally with many cultural and language groups provided for.
<ul style="list-style-type: none"> <li>Departmental Outputs<sup>4</sup></li> </ul>	
<b>Resourcing: \$33.443m</b>	

Indicator	2008-09 Reference Point or Target
<b>Program 4.6 – Dementia</b> <ul style="list-style-type: none"> <li>Administered Items</li> </ul>	
Implementation and evaluation of a comprehensive range of measures to support those with dementia and their carers, including research, early intervention programs, improved care initiatives and training for aged care workers, carers and other relevant professionals.	The initiative as a whole will be evaluated by 30 June 2009. Within that evaluation, all individual components will also be the subject of either an in-depth evaluation (7 components) or a project review (10 components).
<ul style="list-style-type: none"> <li>Departmental Outputs<sup>4</sup></li> </ul>	
<b>Resourcing: \$34.419m</b>	

<sup>4</sup> The Department has four standard performance indicators for departmental output groups. See 'Performance Information for Departmental Outputs' for further information.

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Indicator	2008-09 Reference Point or Target
<b>Program 4.7 – Flexible Aged Care</b>	
<ul style="list-style-type: none"> <li>Administered Items</li> </ul>	
Increased number of transition care and multipurpose service places provided through the Flexible Care Program.	<p>An additional 200 transition care places are allocated in 2008-09.</p> <p>There will be more than 2,492 multipurpose service places operational in 2008-09.</p>
<ul style="list-style-type: none"> <li>Departmental Outputs<sup>5</sup></li> </ul>	
<b>Resourcing: \$415.199m</b>	

Indicator	2008-09 Reference Point or Target
<b>Program 4.8 – Residential Care</b>	
<ul style="list-style-type: none"> <li>Administered Items</li> </ul>	
Provision of operational residential aged care places.	Achieving the national provision ratio of 88 residential aged care places per 1,000 persons aged 70 years and over.
Increased proportion of residential care places that become operational within 2 years of being allocated.	21% of residential care places allocated in the 2005 Aged Care Approvals Round became operational within 2 years of being allocated.
Quality residential aged care and services achieved through the Aged Care Standards and Accreditation Agency's accreditation and monitoring of Australian Government-funded aged care homes. Measured by the percentage of services compliant with the 44 outcomes under the Accreditation Standards.	At least 97% of services are compliant in 2008-09.
<ul style="list-style-type: none"> <li>Departmental Outputs<sup>5</sup></li> </ul>	
<b>Resourcing: \$5,968.819m</b>	

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<sup>5</sup> The Department has four standard performance indicators for departmental output groups. See 'Performance Information for Departmental Outputs' for further information.

**Performance Information for Departmental Outputs**

In relation to the following programs:

- 4.1: Aged Care Assessment;
- 4.2: Aged Care Workforce;
- 4.3: Ageing Information and Support;
- 4.4: Community Care;
- 4.5: Culturally Appropriate Aged Care;
- 4.6: Dementia;
- 4.7: Flexible Aged Care; and
- 4.8: Residential Care.

<b>Indicator</b>	<b>2008-09 Reference Point or Target</b>
<b>Output Group 1 – Policy Advice</b>	
Quality, relevant and timely advice for Australian Government decision-making measured by Ministerial satisfaction.	Ministerial satisfaction.
Production of relevant and timely evidence-based policy research.	Relevant evidence-based policy research produced in a timely manner.
<b>Output Group 1 Resourcing: \$33.851m</b>	

<b>Indicator</b>	<b>2008-09 Reference Point or Target</b>
<b>Output Group 2 – Program Management</b>	
Administered budget predictions are met and actual expenses vary less than 0.5% from budgeted expenses measured by comparison of actual expenses against budget.	0.5% variance from budgeted expenses.
Stakeholders participate in program development through avenues, such as surveys, conferences, meetings, and submissions on departmental discussion papers.	Stakeholders participate in program development.
<b>Output Group 2 Resourcing: \$150.122m</b>	