

Outcome 4

AGED CARE AND POPULATION AGEING

Access to quality and affordable aged care and carer support services for older people, including through subsidies and grants, industry assistance, training and regulation of the aged care sector.

Outcome Strategy

Through Outcome 4, the Australian Government aims to ensure that older people receive a choice of high quality, accessible and affordable care; and that carers get the support they need to look after frail older people living at home. The Government also aims to encourage older people to live active and independent lives.

The Government's planning framework aims to ensure sufficient supply of both low-level and high-level residential and community care places. The Government funds and regulates the provision of residential and community care to those approved to receive it. It also has in place quality assurance and consumer protection programs to support the regulation of residential aged care and community care packages.

Australia's ageing population presents the challenge of an increasing demand for aged care services. There are currently approximately two million people aged 70 years and over. This figure is set to double by 2029.¹

The Government is addressing this challenge by committing to the reform of the aged care sector to meet the changing demographics of the 21st century. Older people need to get the quality of, and choice of, care they want and need. This outcome will be achieved by: improving equitable access to community and residential aged care; providing robust compliance monitoring and service accreditation systems to ensure service providers deliver high quality; increasing community and service provider awareness of Government services; and improving the choice of care and respite services. The focus will also be on: ensuring culturally appropriate aged care; improving the skills of the aged care workforce; improving dementia awareness initiatives; providing innovative flexible care services; and expanding the provision of residential care in areas of high need. To achieve common goals and shared outcomes, the Government's approach is to work collaboratively across all three levels of government, and with the non-government sector.

The Government seeks to promote a high quality of care for residents in Australian Government subsidised aged services through maintaining a robust regulatory framework. This will be achieved by ensuring that providers of aged care understand their obligations to residents through education and information, and targeted compliance activity to identify and address situations where providers are not meeting their care obligations.

To better match service provision with client needs, the Australian Government will work with State and Territory Governments and providers to provide more integrated and responsive aged care services for older Australians and their carers through an end-to-end aged care system. Over time, one national, consistent aged care system will respond to the challenge of matching service provision with client needs. It will cover all aged care needs,

¹ Australian Bureau of Statistics, 3222.0 *Population Projections, Australia 2006 to 2101* (series B).

from basic home and community care through to packaged community care and residential care. It will include single access points for people to simply obtain information and assessment for aged care services. Eligibility and fee arrangements will also become consistent across all states and territories, and clients will find it easier to access the right care and move through the system as their care needs change.

The Australian Government, through the Council of Australian Governments (COAG) Transition Care program, aims to help older people leaving hospital to return home rather than enter residential care prematurely. In the 2008-09 Budget, the Australian Government committed to expand the Transition Care program from 2,000 to 4,000 places by 2011-12. These places are being rolled out in four releases, including 470 places for 2009-10. When all transition care places are operational in 2011-12, up to 30,000 older people will benefit from transition care each year.

A significant issue for the residential aged care industry is maintaining sustainability and ensuring the sector is as efficient as possible. The Government will ensure funding remains viable through its response to the 2008-09 review of the Conditional Adjustment Payment undertaken by the Department of Health and Ageing with the Departments of the Prime Minister and Cabinet, Treasury, Finance and Deregulation, and Veterans' Affairs. The Australian Government will continue to work closely with the industry on initiatives to increase returns on investment.

As part of its response to the Conditional Adjustment Payment, the Government has ensured that some of the increase in the single age pension will flow through to aged care homes, as part of measures to ensure fairer and more sustainable aged care fees.

COAG Federal Financial Framework Reforms

Following COAG's federal financial framework reforms, the Treasury is responsible for National Specific Purpose payments, National Partnership payments to and through the states and territories, and general revenue assistance. The Treasury holds the appropriation for these items and reports the financial details accordingly. Further details can be found in Table 1.5.1 in Section 1. The non-financial performance of the corresponding programs remains the responsibility of the Department of Health and Ageing.

Refer to discussions under Contributions of Outcome 4 for further information on these Government initiatives.

Outcome 4 is the responsibility of 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.

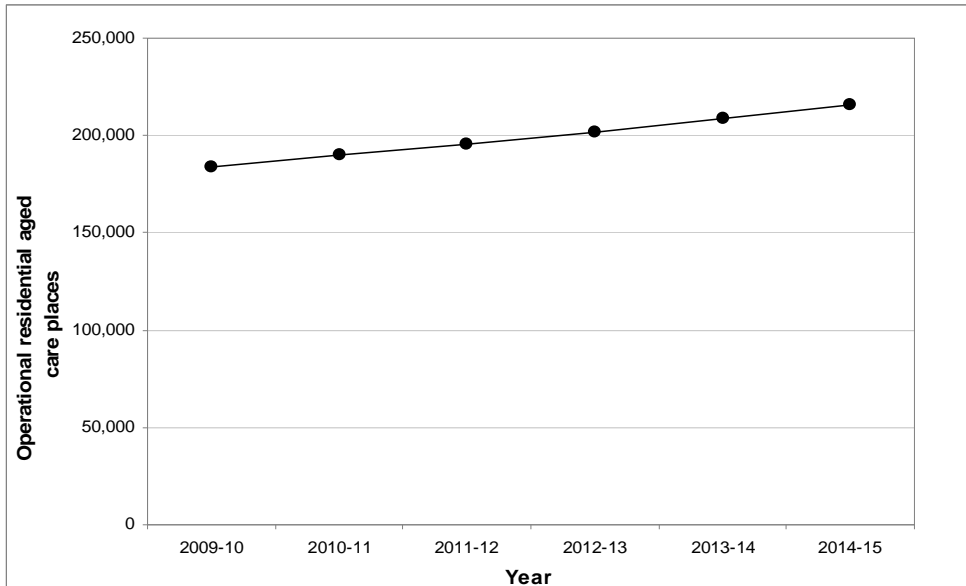
Outcome 4 Trends

Trend Projection 1.1: Working towards an increase in operational aged care places.

The Australian Government ensures access to residential and community care through the planning framework that ensures the growth in the number of aged care places matches growth in the aged population.

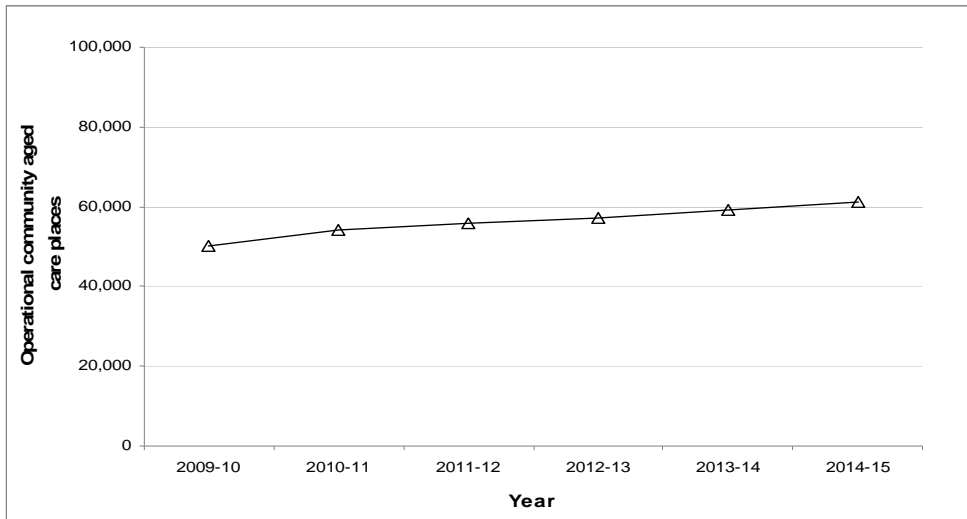
Trend 1.1 demonstrates the expected impact of the Government’s allocations of aged care places. The Government’s target is 113 operational aged care places for every 1,000 people aged 70 years or over, to be achieved by 2011. Within this overall provision ratio, the targets are 88 residential care places and 25 community care packages for every 1,000 people aged 70 years or over. For years 2012-13 to 2014-15, the number of operational places is assumed to increase in line with the projected increase in the population aged 70 years or over.

Figure 1: Estimated Growth in Operational Residential Aged Care Places



Source: Department of Health and Ageing internal data, 2009.

Figure 2: Estimated Growth in Operational Community Aged Care Places



Source: Department of Health and Ageing internal data, 2009.

Outcome 4 Budgeted Expenses and Resources

Table 4.1 provides an overview of the total expenses for Outcome 4 by Program.

Table 4.1: Budgeted Expenses and Resources for Outcome 4

	2008-09 Estimated actual expenses \$'000	2009-10 Estimated expenses \$'000
Program 4.1: Aged Care Assessment		
Administered expenses		
Ordinary annual services (Appropriation Bill No. 1)	3,324	1,143
Other services (Appropriation Bill No. 2)	41,628	-
Departmental expenses		
Ordinary annual services (Appropriation Bill No. 1)	4,355	4,023
Revenues from other sources (s31)	60	63
Unfunded expenses*	58	-
Subtotal for Program 4.1	49,425	5,229
Program 4.2: Aged Care Workforce		
Administered expenses		
Ordinary annual services (Appropriation Bill No. 1)	52,933	55,940
Departmental expenses		
Ordinary annual services (Appropriation Bill No. 1)	5,638	5,208
Revenues from other sources (s31)	77	82
Unfunded expenses*	75	-
Subtotal for Program 4.2	58,723	61,230
Program 4.3: Ageing Information and Support		
Administered expenses		
Ordinary annual services (Appropriation Bill No. 1)	36,051	38,622
Departmental expenses		
Ordinary annual services (Appropriation Bill No. 1)	55,007	50,816
Revenues from other sources (s31)	752	793
Unfunded expenses*	735	-
Subtotal for Program 4.3	92,545	90,231
Program 4.4: Community Care		
Administered expenses		
Ordinary annual services (Appropriation Bill No. 1)	293,166	324,829
Other services (Appropriation Bill No. 2)	634,421	-
Special appropriations		
<i>Aged Care Act 1997 - Community Care Subsidies</i>	468,289	511,679
Departmental expenses		
Ordinary annual services (Appropriation Bill No. 1)	41,320	38,172
Revenues from other sources (s31)	565	595
Unfunded expenses*	552	-
Subtotal for Program 4.4	1,438,313	875,275

Table 4.1: Budgeted Expenses and Resources for Outcome 4 (cont.)

	2008-09 Estimated actual expenses \$'000	2009-10 Estimated expenses \$'000
Program 4.5: Culturally Appropriate Aged Care		
Administered expenses		
Ordinary annual services (Appropriation Bill No. 1)	29,280	29,918
Departmental expenses		
Ordinary annual services (Appropriation Bill No. 1)	3,329	3,075
Revenues from other sources (s31)	45	48
Unfunded expenses*	45	-
Subtotal for Program 4.5	32,699	33,041
Program 4.6: Dementia		
Administered expenses		
Ordinary annual services (Appropriation Bill No. 1)	30,949	30,784
Departmental expenses		
Ordinary annual services (Appropriation Bill No. 1)	3,788	3,499
Revenues from other sources (s31)	51	55
Unfunded expenses*	51	-
Subtotal for Program 4.6	34,839	34,338
Program 4.7: Flexible Aged Care		
Administered expenses		
Special appropriations		
<i>Aged Care Act 1997 - Flexible Care Subsidies</i>	405,474	484,443
Departmental expenses		
Ordinary annual services (Appropriation Bill No. 1)	5,165	4,772
Revenues from other sources (s31)	71	74
Unfunded expenses*	69	-
Subtotal for Program 4.7	410,779	489,289
Program 4.8: Residential Care		
Administered expenses		
Ordinary annual services (Appropriation Bill No. 1)	54,497	84,669
Special appropriations		
<i>Aged Care Act 1997 - Residential Care Subsidies</i>	5,524,686	6,043,641
<i>Aged Care (Bond Security) Act 2006</i>	9,000	-
Unfunded expenses	8,358	41,319
Departmental expenses		
Ordinary annual services (Appropriation Bill No. 1)	69,312	64,031
Revenues from other sources (s31)	947	999
Unfunded expenses*	927	-
Subtotal for Program 4.8	5,667,727	6,234,659

Table 4.1: Budgeted Expenses and Resources for Outcome 4 (cont.)

	2008-09 Estimated actual expenses \$'000	2009-10 Estimated expenses \$'000
Outcome 4 totals by appropriation type:		
Administered expenses		
Ordinary annual services (Appropriation Bill No. 1)	500,200	565,905
Other services (Appropriation Bill No. 2)	676,049	-
Special appropriations	6,407,449	7,039,763
Unfunded expenses	8,358	41,319
Departmental expenses		
Ordinary annual services (Appropriation Bill No. 1)	187,914	173,596
Revenues from other sources (s31)	2,568	2,709
Unfunded expenses*	2,512	-
Total expenses for Outcome 4	7,785,050	7,823,292
	2008-09	2009-10
Average staffing level (number)	1,126	1,079

Note: * Loss attributable to the effect of the decreased bond rate on employee entitlements.

Contributions to Outcome 4

Program 4.1: Aged Care Assessment

Program Objective

Through this Program, the Australian Government aims to provide assessment services to meet the needs of all frail older people, to establish their eligibility for residential aged care and community care services. The Australian Government will also provide assistance and information to help older people access the care services most appropriate to their needs through this Program. To do this, the Government will ensure that Aged Care Assessment Teams have been established across all regions in each state and territory to conduct the assessments in accordance with the aged care legislation and Australian Government guidelines for the Aged Care Assessment Program. Through this Program, the Australian Government will ensure that older people who belong to the following groups have equitable access to Aged Care Assessment Team services: Aboriginal and Torres Strait Islander people; people of culturally and linguistically diverse backgrounds; people living in rural and remote areas; veterans, their spouses, widows and widowers; and people with dementia. The following discusses the key strategic direction the Australian Government will take through the Department to help achieve this objective.

Key Strategic Direction

This Program aims to:

- provide equitable access for frail older people to assessments that determine eligibility for the subsidised aged care services that meet their care needs.

Major Activities

Equitable Access to Assessments of the Care Needs of Frail Older People

A priority for the Australian Government is to improve and strengthen existing arrangements to ensure equitable access to more timely, consistent and quality assessments of frail older people, to determine eligibility for subsidised residential aged care and community care services.

Through the Program, the Australian Government provides funding to State and Territory Governments to manage and administer the Aged Care Assessment Teams across all regions in each state and territory. The teams comprehensively assess the care needs of frail older people and establish their eligibility for appropriate residential aged care, transition care and community care services in accordance with the aged care legislation and the Australian Government guidelines, and in line with clinical best practice. The State and Territory Governments are responsible for the day-to-day administration, including the employment of assessment staff, the delivery of assessment services and monitoring the performance of the teams.

Access to Aged Care Assessment Team services is based on need, and helps an assessed person be referred to the combination of services that best meets their needs. The assessment of a person's care needs is comprehensive, incorporating the restorative, physical, medical, psychological, cultural and social dimensions of care needs.

The Department develops the operating guidelines for the Program including managing the delegation framework. Under the *Aged Care Act 1997*, the Secretary of the Department can approve people to receive aged care subsidies covered under the Act. The Secretary has delegated this authority to selected members of Aged Care Assessment Teams.

Aged Care Assessment Teams should respond to referrals for assessment in a timely and efficient manner by allocating a priority category at the time of referral. The waiting time for an assessment will depend on the priority category allocated to the person. Referrals to Aged Care Assessment Teams are afforded a priority relative to the needs of others. Clients with immediate needs are highest priority and seen within 48 hours. The target is for assessment to happen between 3 and 14 days for clients not at immediate risk, and more than 14 days is acceptable where clients have sufficient support at present.

The Department's focus in 2009-10 will be on improving the timeliness of assessments by Aged Care Assessment Teams. This will be achieved by developing specific key performance indicators for the National Partnership Agreement to be signed between the Australian, State and Territory Governments. The Department will also continue to communicate with the sector about the changes to the *Aged Care Act 1997* that come into effect on 1 July 2009. These changes will make the Aged Care Assessment Team process significantly more efficient which will ensure reassessments are conducted only for the people who genuinely need them.

To ensure consistency and quality of decisions by the Delegates of the Secretary, the Government's Aged Care Assessment Program is responsible for the development of the National Aged Care Assessment Team Delegation Training packages and the Aged Care Assessment Program Learning Package. In 2009-10, the Department will update the content of these learning packages to ensure they are consistent with the changes to the *Aged Care Act 1997*.

Program 4.1: Expenses

COAG Federal Financial Framework Reforms

Following COAG's federal financial framework reforms, the Treasury is appropriated for the National Specific Purpose Payments, National Partnership payment or general revenue assistance payment components that were previously a part of this Program. Further details can be found in Table 1.5.1 in Section 1.

Table 4.2: Program Expenses

	2008-09 Estimated actual \$'000	2009-10 Budget \$'000	2010-011 Forward year 1 \$'000	2011-12 Forward year 2 \$'000	2012-13 Forward year 3 \$'000
Annual administered expenses:					
Ordinary annual services*	3,324	1,143	1,162	1,184	1,204
Other services [#]	41,628	-	-	-	-
Program support	4,473	4,086	3,918	3,741	3,660
Total Program expenses	49,425	5,229	5,080	4,925	4,864

Notes: * Appropriation Bill (No. 1) 2009-10.

[#] Appropriation Bill (No. 2) 2009-10.

Program 4.1: Deliverables

To ensure that Aged Care Assessment Teams facilitate equitable access to the combination of services that best meets the needs of eligible older people, Program 4.1 provides funding for the Aged Care Assessment Teams to evaluate the care needs of frail older people to establish their eligibility for residential aged care and community care services. The Department has overall responsibility for the ‘deliverables’ that contribute to the Program.

Qualitative Deliverable

- Regular stakeholder participation in program development through avenues such as surveys, conferences, meetings, and submissions on departmental discussion papers. This will be measured by the extent to which the Department works with the Aged Care Assessment program officials (the peak Australian, State and Territory Government level committee that oversees the operation of the program), and the Department’s hosting of the 2010 Aged Care Assessment Program National Conference.

Table 4.3: Quantitative Deliverables for Program 4.1

Quantitative Deliverables	2008-09 Revised Budget	2009-10 Budget	2010-11 Forward Year 1	2011-12 Forward Year 2	2012-13 Forward Year 3
Percentage of variance between actual and budgeted expenses.	≤0.5%	≤0.5%	≤0.5%	≤0.5%	≤0.5%
Equitable Access to Assessments of the Care Needs of Frail Older People					
Percentage of the target population assessed by the Aged Care Assessment Teams (new funding arrangements commence in 2009-10).	N/A	85%	86%	87%	88%
Percentage of Aged Care Assessment Team delegates who have successfully completed the knowledge assessment component of the delegation training (new funding arrangements commence in 2009-10).	N/A	100%	100%	100%	100%

Program 4.1: Key Performance Indicators

The following ‘key performance indicators’ measure the impact of the Program.

Qualitative Indicator

- All states and territories have improved timeliness of assessments of older people in community, residential, and hospital settings. This will be measured using the data collated at the National Data Repository on the Aged Care Assessment Program Minimum Data Set. Each State and Territory Government is required to provide data on each Aged Care Assessment Team in accordance with the requirements set out in the National Partnership Agreement and relevant Department guidelines on the Aged Care Assessment Program Minimum Data Set. Based on the information from the Minimum Data Set, baseline targets for Aged Care Assessment Teams will be established in 2009-10.

Table 4.4: Quantitative Key Performance Indicator for Program 4.1

Quantitative Indicator	2008-09 <i>Revised Budget</i>	2009-10 <i>Budget Target</i>	2010-11 <i>Forward Year 1</i>	2011-12 <i>Forward Year 2</i>	2012-13 <i>Forward Year 3</i>
Equitable Access to Assessments of the Care Needs of Frail Older People					
Percentage of older people in the target population prioritised as being at the highest level of need for assessment seen within 48 hours of referral.	85%	85%	85%	85%	85%

Program 4.2: Aged Care Workforce

Program Objective

Through this Program, the Australian Government supports the delivery of high quality aged care by a skilled aged care workforce. The Government aims to improve the skills and create better career paths for aged care workers. Skill shortages in the sector will be addressed by providing funding for training and for the implementation of evidence-based practice in residential aged care. The following discusses the key strategic direction the Australian Government will take through the Department to help achieve this objective.

Key Strategic Direction

This Program aims to:

- improve the quality of aged care by improving the skills of the workforce.

Major Activities

Improving Quality of Care by Improving the Skills of the Workforce

The Australian Government aims to provide older people with the highest quality care by supporting training for aged care workers wanting to pursue a career in the aged care sector.

This includes fostering the recruitment and retention of nurses. A comprehensive strategy is being pursued, which includes creating better career paths for personal care workers by supporting training in certificate courses which can build to, and include, gaining enrolled nursing qualifications. The strategy also focuses on providing nursing scholarships to encourage more people to enter or re-enter aged care nursing, and to support enrolled nurses to upgrade their skills to registered nursing level. It also supports the return of 1,000 nurses to the aged care workforce through the Bringing Nurses Back into the Workforce program.

Through this program, the Department aims to return 1,000 nurses to the aged care workforce by 2011-12. The Department will implement a publicity campaign in 2009-10 to promote uptake under the program.

In 2009-10, under the Encouraging Best Practice in Residential Aged Care program, the Department will administer 13 projects demonstrating the practical implementation of evidence-based clinical guidelines to improve care for residents.

The Department will support the residential and community aged care workforce to progress their career path from certificate to tertiary level qualifications, and support carers in the aged care sector to deliver quality care to the growing number of frail aged Australians. The Department, through this program, works to ensure that aged care workers are offered training opportunities to develop the necessary skills to pursue a career in the aged care industry and to implement their learning in the delivery of quality care.

The Department will work to achieve the Government's aims through a number of initiatives, including: the Aged Care and Post-Graduate Community Aged Care Nursing Scholarships Schemes to assist aged care nurses in their professional development and to enter the aged care sector; the Better Skills for Better Care program, which offers accredited training for residential aged care personal workers to upgrade their skills; the Community Aged Care Workforce Development program, which offers accredited training for community aged care workers to upgrade their skills and Dementia Care Essentials (see Program 4.6), which offers accredited training for workers so they provide appropriate care to persons suffering from dementia. The Department will continue to make additional training places under these programs available in 2009-10.

The Department will work with the Aged Care Workforce Committee to consider the implications of the 2007 Aged Care Workforce Census and Survey and to develop training priorities for workforce programs so that the training needs of the sector are met. The Aged Care Workforce Committee has a total of 12 members representing the aged care sector, nursing and medical professions, employee organisations and the education and training sector. The Department also provides support to aged care providers, staff of aged care homes, residents and their families through the Encouraging Best Practice in Residential Aged Care program to promote the delivery of high quality care for residents of aged care homes.

Program 4.2: Expenses

Table 4.5: Program Expenses

	2008-09 Estimated actual \$'000	2009-10 Budget \$'000	2010-011 Forward year 1 \$'000	2011-12 Forward year 2 \$'000	2012-13 Forward year 3 \$'000
Annual administered expenses:					
Ordinary annual services*	52,933	55,940	52,943	52,594	53,530
Program support	5,790	5,290	5,072	4,844	4,738
Total Program expenses	58,723	61,230	58,015	57,438	58,268

Note: * Appropriation Bill (No. 1) 2009-10.

Program 4.2: Deliverables

To support workers to deliver quality care to frail older people, Program 4.2 provides funding to increase training places, scholarships and other incentives, and to support aged care workers and nurses. The Department has overall responsibility for the 'deliverables' that contribute to the Program.

Qualitative Deliverable

- Regular stakeholder participation in program development, through avenues such as surveys, conferences, meetings, and submissions on departmental discussion papers. This will be measured by the extent to which the Department works with the Aged Care Workforce Committee as the primary stakeholder forum for aged care workforce and training policy discussions. The Aged Care Workforce Committee advises the Australian Government on aged care workforce challenges, issues and trends.

Table 4.6: Quantitative Deliverables for Program 4.2

Quantitative Deliverables	2008-09 Revised Budget	2009-10 Budget	2010-11 Forward Year 1	2011-12 Forward Year 2	2012-13 Forward Year 3
Percentage of variance between actual and budgeted expenses.	≤0.5%	≤0.5%	≤0.5%	≤0.5%	≤0.5%
Improving Quality of Care by Improving the Skills of the Workforce					
Number of training places funded for aged care workers.	8,200	13,100	8,200	8,200	8,200
Number of scholarships funded for aged care nurses.	445	445	445	445	445

Program 4.2: Key Performance Indicators

The following ‘key performance indicators’ measure the impact of the Program.

Qualitative Indicator

- The quality of each project under the Encouraging Best Practice in Residential Aged Care program will be evaluated through an ongoing national evaluation framework.

Table 4.7: Quantitative Key Performance Indicators for Program 4.2

Quantitative Indicators	2008-09 Revised Budget	2009-10 Budget Target	2010-11 Forward Year 1	2011-12 Forward Year 2	2012-13 Forward Year 3
Improving Quality of Care by Improving the Skills of the Workforce					
Improve the skills of aged care workers to deliver high quality care. Measured by the percentage of aged care worker training places taken up.	100%	100%	100%	100%	100%
Improve the skills of aged care nurses. Measured by the percentage of scholarships taken up.	100%	100%	100%	100%	100%
Number of nurses returning to the aged care workforce (funding ends in 2011-12).	300-400	300	300	100	N/A

Program 4.3: Ageing Information and Support

Program Objective

Through this Program, the Australian Government funds a range of information products to keep older people, service providers and the wider community informed of the Government’s services; and to support programs to enhance the quality of life for older Australians. The following discusses the key strategic directions the Australian Government will take through the Department to help achieve these objectives.

Key Strategic Directions

This Program aims to:

- provide essential information services and assist with a national campaign for advising service providers on best practice arrangements in community care;

- maintain high quality care by investigating complaints about Australian Government subsidised aged care services and ensuring service providers rectify problems where they are not meeting their responsibilities, including supporting advocacy services;
- help reduce social isolation by providing community visitors; and
- provide information and support services to assist care recipients and their carers.

Major Activities

Information Services for Consumers and Industry

The Aged Care Australia website² and the Aged Care Information Line³ both provide free and easily accessible information to assist older people to make informed decisions about Australian Government aged and community care services. This includes information on quality and standards. The Aged Care Information Line is also an information resource for industry.

In 2009-10, the Department will develop enhanced access to quality information about aged care services, which will provide consumers with additional information on which to base decisions about their care. This work will be undertaken in consultation with the Ageing Consultative Committee.

Maintaining Quality by Taking Action on Consumer Feedback

The Australian Government aims to improve the quality of care for recipients by investigating and acting on concerns raised about the care or services provided in Government subsidised aged care services and by providing advocacy services.

The Department investigates any reports of alleged service breaches by service providers under the *Aged Care Act 1997* through the Aged Care Complaints Investigation Scheme. To meet the aims of the Scheme, the Department works with consumers, aged care services and peak bodies bilaterally and also through the Ageing Consultative Committee. In 2009-10, the Department will analyse feedback from consumers, industry peak bodies, services and the outcomes of reviews of the Scheme's operations by the Aged Care Commissioner, to review processes and procedures to ensure the Scheme delivers fair and timely outcomes for consumers of aged care services and their families.

The rapidly increasing consumer base will test resources allocated for this Program in terms of achieving timely outcomes. The review of processes and procedures will aim for greater efficiency in attaining outcomes to relieve resource pressures.

In addition, the National Aged Care Advocacy Program helps protect the rights of people receiving aged care services through the provision of information, education, and advocacy. In 2009-10 and beyond, the Department will continue to support organisations across Australia to provide advocacy services. Regular surveys of service recipients will be conducted by funded organisations to gauge satisfaction levels.

Australia's ageing population and the increasing complexity of advocacy cases present a challenge for this program. The Department is working with funded services to assist them to find ways to target service provision as effectively as possible.

² Accessible at <www.agedcareaustralia.gov.au>.

³ Accessible on 1800 500 853.

Reducing Social Isolation

The Australian Government, through the Community Visitors Scheme, provides socially isolated residents of aged care facilities with a regular community visitor. In 2009-10, the Department will continue to work with stakeholders to provide visitors to aged care facilities equitably across planning regions. Through the Scheme, community based organisations will recruit, train and match volunteers to visit socially isolated residents of Australian Government subsidised aged care facilities.

Major challenges faced include the changing nature of the volunteer workforce and the increasing frailty of residents in aged care homes, which may affect their ability to communicate. Grants to community organisations participating in the Scheme allow them to utilise funds to train and support their community visitors.

Information and Support for Care Recipients and Carers

The Australian Government aims, through the Commonwealth Carelink program, to provide services which inform and support those in need of community care and their carers to make informed choices and to gain access to community care. In 2009-10, the Department will support 54 Commonwealth Respite and Carelink Centres nationally, a national 1800 telephone network for ease of access and a public website. Commonwealth Respite and Carelink Centres provide community care information and support, as well as carer respite and support services funded under the National Respite for Carers Program (Program 4.4) to assist the carer to continue in their caring role. Centres are required to prepare annual plans that focus on meeting local priorities and national objectives within an overarching national framework. Bi-annual reviews are submitted to ensure centres are achieving identified outcomes in these plans.

A challenge in achieving the outcomes of the Program is to ensure continued and growing community awareness, when that target group continuously expands. The Department will address this by ongoing national advertising and promotional activities and local community awareness strategies. Further challenges are the alignment and integration of centres with other complementary community and aged care entry points and finding the best service fit for the needs of the target group. Centres are required to engage and network with other services and entry points to ensure that consumers can access the information and appropriate services they need at whatever point they come into contact with the community care system, recognising that there are many pathways into community care.

Program 4.3: Expenses

Table 4.8: Program Expenses

	2008-09 Estimated actual \$'000	2009-10 Budget \$'000	2010-011 Forward year 1 \$'000	2011-12 Forward year 2 \$'000	2012-13 Forward year 3 \$'000
Annual administered expenses:					
Ordinary annual services*	36,051	38,622	37,900	38,620	39,313
Program support	56,494	51,609	49,486	47,257	46,230
Total Program expenses	92,545	90,231	87,386	85,877	85,543

Note: * Appropriation Bill (No. 1) 2009-10.

Program 4.3: Deliverables

To enhance the quality of life for older Australians, Program 4.3 will provide and fund a range of essential information products and service support programs, as well as investigating and acting on concerns raised about the care or services. The Department has overall responsibility for the ‘deliverables’ that contribute to the Program.

Qualitative Deliverables

- Regular stakeholder participation in program development, through avenues such as surveys, conferences, stakeholder consultation forums, and submissions on departmental discussion papers.

Information Services for Consumers and Industry

- Development of a web-based source of information for consumers on the quality of aged care homes in 2009-10.

Maintaining Quality by Taking Action on Consumer Feedback

- Timely investigation of concerns raised about the care or services provided in Australian Government subsidised aged care homes indicated by factors such as consumer satisfaction with the Scheme.

Table 4.9: Quantitative Deliverables for Program 4.3

Quantitative Deliverables	2008-09 Revised Budget	2009-10 Budget	2010-11 Forward Year 1	2011-12 Forward Year 2	2012-13 Forward Year 3
Percentage of variance between actual and budgeted expenses.	≤0.5%	≤0.5%	≤0.5%	≤0.5%	≤0.5%
Information Services for Consumers and Industry					
Number of calls made to the Aged Care Information Line.	100,000	104,500	109,200	114,100	119,200
Average number of searches per month on the Aged Care Australia website:					
<ul style="list-style-type: none"> • Home Finder; and • Community Care. 	10,000 1,500	12,500 1,600	15,000 1,700	17,500 1,800	20,000 1,900

Quantitative Deliverables	2008-09 Revised Budget	2009-10 Budget	2010-11 Forward Year 1	2011-12 Forward Year 2	2012-13 Forward Year 3
Information and Support for Care Recipients and Carers					
Number of Commonwealth Respite and Carelink Centres client episodes (current funding arrangements end in 2010-11).	195,000	200,000	205,000	N/A	N/A
Number of searches on the Commonwealth Respite and Carelink Centre website (current funding arrangements end in 2010-11).	236,000	246,000	256,000	N/A	N/A

Program 4.3: Key Performance Indicators

The following 'key performance indicators' measure the impact of the Program.

Qualitative Indicator

- Program effectiveness is determined through consultation with key stakeholders, including consumers and industry.

Table 4.10: Quantitative Key Performance Indicators for Program 4.3

Quantitative Indicators	2008-09 Revised Budget	2009-10 Budget Target	2010-11 Forward Year 1	2011-12 Forward Year 2	2012-13 Forward Year 3
Maintaining Quality by Taking Action on Consumer Feedback					
Percentage of people contacting the Aged Care Complaints Investigation Scheme who are satisfied with the effectiveness of the investigation process.	N/A	75%	75%	75%	75%
Percentage of client feedback expressing satisfaction with the services delivered under the National Aged Care Advocacy program (new targets for 2009-10. Data for 2008-09 not available.)	N/A	80%	80%	80%	80%

Program 4.4: Community Care

Program Objective

Through this Program, the Australian Government aims to ensure 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. Improving equitable access to care and strengthening existing access arrangements are also priorities in the community and aged care programs, along with providing for the care needs of the growing number of frail older Australians who wish to remain in their own homes for as long as possible. The following discusses the key strategic directions the Australian Government will take through the Department to help achieve this objective.

Key Strategic Directions

This Program aims to:

- streamline and improve access to care and respite services for clients and their carers, and to ensure that care options meet the needs of individuals;
- provide alternatives to residential care to help people remain at home and in the community;
- support carers through the National Respite for Carers program;
- help the homeless and disadvantaged to access services;
- assist older people to lead independent, active and healthy lives; and
- improve the quality of care for older Indigenous Australians.

Major Activities

Improvements for Access to Care

The Australian Government aims to improve access to residential aged care by trialling a range of initiatives to improve and simplify access to community care for clients, and introducing consistency in assessment of the needs of care recipients and their carers. In 2009-10, trials of various access models and new client and carer assessment tools will be continued. The Department will also continue to engage all levels of government, care service providers and consumers in these trials which arise from the 2006 Budget Measure – A New Strategy for Community Care – The Way Forward.

Care for People in the Community

The Australian Government aims to provide various alternatives to residential care to allow frail older people and younger people with a disability to remain at home and in the community. To help achieve this, the Department will administer a number of programs that offer individually tailored care packages at varying levels. Several package programs will be funded and administered solely by the Australian Government (for example Community Aged Care Packages) and some with the support of State and Territory Governments (for example the Home and Community Care program). Services delivered through these programs will include domestic assistance, personal care, professional allied health care, transport and nursing services.

The Department will fund additional activities for over 140 organisations to provide a wide range of therapy services (including allied health services such as physiotherapy,

occupational therapy, podiatry and social work) to frail older people living in the community and to residents of Australian Government funded aged care homes.

In 2009-10, the Department will implement a range of reforms to the quality assurance framework for Australian Government funded community care programs, to improve and maintain the quality of services provided to care clients. These reforms include increased program monitoring and accountability, support to service providers to improve quality service provision and improved information for care recipients.

Respite and Carers

The Australian Government will continue to support carers in their role and maintain caring relationships through the National Respite for Carers program. The Department will achieve this by providing carers with a break through respite services, facilitating access to information and providing other support for carers. Respite options available through several programs provide care in a variety of settings depending on the assessed needs and preferences of the care recipients and their carers. The Commonwealth Respite and Carelink Centres assist carers with options to take a break through short-term and emergency respite. The National Counselling for Carers program provides access for carers to professional counselling and assists carers to manage issues such as stress, loss and grief and helping to maintain carer-carer recipient relationships.

The Department will achieve this by providing carers and care recipients with a break through services such as personal care, assistance with meals, domestic assistance, and transport to eligible frail older people. Respite options are available through several programs and provide care in a variety of settings depending on the assessed needs and preferences of the care recipients and their carers. These programs contribute to the support and maintenance of caring relationships and provide carers and care recipients with a break.

Also in 2009-10, the Government will respond to the House of Representatives Standing Committee on Family, Community, Housing and Youth's Inquiry into Better Support for Carers. The Inquiry's report; *Who Cares...?*, was released on 1 May 2009.

Help for the Homeless or Disadvantaged in the Community

In 2009-10, the Government will provide funding to 42 organisations to deliver services through the Assistance with Care and Housing for the Aged program. This program helps low income frail older people who are homeless or in insecure housing to remain in the community, by linking them with services that can provide permanent housing and ongoing community support and care.

Targeted Initiatives to Maintain Independent, Active and Healthy Lives

The Australian Government aims to help older Australians to lead independent, active and healthy lives and to remain in their homes and in the community. To facilitate this, the Department provides a range of preventative health and services initiatives for eye health and continence management.

The Department will work through the Ambassador for Ageing program, the National Eye Health initiative, the National Continence Management strategy and the Continence Aids Assistance Scheme, to promote preventative health messages and services to enable Australians to lead independent, active and healthy lives.

In 2009-10, these programs will provide information and services with the aim of educating the community supporting the workforce, and helping them to more fully engage in their

communities. A number of initiatives will finalise evaluations to identify policy, service development and practice implications. Key stakeholders will include consumers and carers, peak organisations including the Continence Foundation of Australia and Vision 2020, health professionals, researchers and service providers.

These initiatives help to address and challenge perceptions about decreased capacity associated with ageing, by maintaining a focus on preventative health activities.

In 2009-10, to increase options for people to access continence products, the Government will commence major reforms of the Continence Aids Assistance Scheme.

Indigenous Community Care Workforce Development

The Australian Government will contribute to improving the quality of care for older Aboriginal and Torres Strait Islander people through the Community Care Program and the National Aboriginal and Torres Strait Islander Flexible Aged Care Program. The Department, on behalf of the Government, will strengthen community care services for Aboriginal and Torres Strait Islander people through workforce development activities. These activities will progress under four cross-Government initiatives: Building an Indigenous Workforce in Community Care; the Northern Territory Emergency Response Welfare Reform Measure; the Cape York Welfare Reform Trial and the National Jobs Creation Package under the COAG National Partnership on Indigenous Economic Development. All of these include ongoing paid employment and training initiatives for Aboriginal and Torres Strait Islander people previously employed under the Community Development Employment Projects program.

In 2009-10, the Department will embed the workforce development initiatives through capacity building of local training providers and increased support for workers. Improved workforce capacity and sustainability will assist in improving the quality of aged care services provided.

Program 4.4: Expenses

COAG Federal Financial Framework Reforms

Following COAG's federal financial framework reforms, the Treasury is appropriated for the National Specific Purpose Payments, National Partnership payment or general revenue assistance payment components that were previously a part of this Program. Further details can be found in Table 1.5.1 in Section 1.

Table 4.11: Program Expenses

	2008-09 Estimated actual \$'000	2009-10 Budget \$'000	2010-011 Forward year 1 \$'000	2011-12 Forward year 2 \$'000	2012-13 Forward year 3 \$'000
Annual administered expenses:					
Ordinary annual services*	293,166	324,829	268,802	263,718	268,436
Other services [#]	634,421	-	-	-	-
Special appropriations:					
Aged Care Act 1997 -					
Community Care					
Subsidies	468,289	511,679	587,557	620,409	648,158
Program support	42,437	38,767	37,172	35,498	34,727
Total Program expenses	1,438,313	875,275	893,531	919,625	951,321

Notes: * Appropriation Bill (No.1) 2009-10.

Appropriation Bill (No.2) 2009-10.

Program 4.4: Deliverables

To ensure older people receive a choice of high quality, accessible and affordable care options, and carers get the support they need to look after frail older people living at home, Program 4.4 will provide community care places, respite and information and support services. The Department has overall responsibility for the 'deliverables' that contribute to the Program.

Qualitative Deliverables

- Timely production of evidence-based policy research:
A range of improvement and reform work will be funded through the various community care programs and will be informed by research where required. Approaches to this work will include consumer research, literature reviews, evaluation of field trials and demonstration projects.
- Regular stakeholder participation in program development will continue through avenues such as surveys, conferences, meetings, and submissions on departmental discussion papers. In addition: Community Care Program initiatives are reviewed and improved as required. Where such work is underway, the Department consults with a range of stakeholders through formal and informal mechanisms, which include cross-Government committees, other committees, working groups, consumer research activities, census processes and trials.

Table 4.12: Quantitative Deliverables for Program 4.4

Quantitative Deliverables	2008-09 Revised Budget	2009-10 Budget	2010-11 Forward Year 1	2011-12 Forward Year 2	2012-13 Forward Year 3
Percentage of variance between actual and budgeted expenses.	≤0.5%	≤0.5%	≤0.5%	≤0.5%	≤0.5%

Quantitative Deliverables	2008-09 Revised Budget	2009-10 Budget	2010-11 Forward Year 1	2011-12 Forward Year 2	2012-13 Forward Year 3
Care for People in the Community					
Estimated number of Community Aged Care Packages allocated.	39,552	43,128	44,869	46,193	47,560
Number of Home and Community Care Services provided to eligible ¹ clients in the community.	2.076m	2.076m	2.076m	2.076m	2.076m
Respite and Carers					
Number of respite services provided to eligible clients in the community.	84,000	84,000	84,000	84,000	84,000
Targeted Initiatives to Maintain Independent, Active and Healthy Lives					
Provision of information and support through the National Continence Helpline. Measured by the number of calls received.	19,000	20,000	21,000	22,000	23,000
Indigenous Community Care Workforce Development					
Total number of paid positions for Indigenous workers in community care.	≥600	≥600	≥600	≥600	≥600

¹ Eligibility for services is outlined in the National Program Guidelines for the Home and Community Care program 2007.

Program 4.4: Key Performance Indicators

The following ‘key performance indicators’ measure the impact of the Program.

Table 4.13: Quantitative Key Performance Indicators for Program 4.4

Quantitative Indicators	2008-09 <i>Revised Budget</i>	2009-10 <i>Budget Target</i>	2010-11 <i>Forward Year 1</i>	2011-12 <i>Forward Year 2</i>	2012-13 <i>Forward Year 3</i>
Care for People in the Community					
Increase in the number of eligible care recipients provided with Community Aged Care Packages, as measured by the percentage increase to the previous financial year’s allocations.	0%	8.2%	4%	2.9%	2.9%
Targeted Initiatives to Maintain Independent, Active and Healthy Lives					
Increase in the number of calls received through the National Continence Helpline, as measured by the percentage increase on 18,000 calls to the helpline.	5%	5%	5%	5%	5%

Program 4.5: Culturally Appropriate Aged Care

Program Objective

Through this Program, the Australian Government aims to provide and support access to aged care services for older people from culturally and linguistically diverse communities and Indigenous Australian communities. Under the *Aged Care Act 1997*, older people from non-English speaking (culturally and linguistically diverse) backgrounds and Aboriginal and Torres Strait Islander communities are identified as special needs groups. The Australian Government funds two programs, the Partners in Culturally Appropriate Care program and the Community Partners program, which provide information on available aged care services, translation and referral services, and establish partnerships between aged care providers and communities. The following discusses the key strategic direction the Australian Government will take through the Department to help achieve this objective.

Key Strategic Direction

This Program aims to:

- provide culturally appropriate aged care services to culturally and linguistically diverse communities, and older Indigenous Australians wishing to remain in their communities.

Major Activities

Culturally Appropriate Aged Care

A key priority for the Australian Government is to deliver aged care that is appropriate to all older people. The Department, on behalf of the Government, will achieve this through the Partners in Culturally Appropriate Care and the Community Partners programs.

In 2009-10, the Department will continue to support organisations in each state and territory by funding grants under the Partners in Culturally Appropriate Care program to facilitate more aged care services delivering culturally appropriate care to older people from culturally and linguistically diverse communities; and increase older people's access to culturally appropriate residential and community based aged care services. The funding will also help older people from culturally and linguistically diverse communities to make informed decisions about residential and community based aged care.

The Department will also provide training and support for aged care facilities and community care providers to deliver care that is culturally appropriate.

Through the Community Partners program, the Department will promote and facilitate increased and sustained access to aged care services by culturally and linguistically diverse communities with significant aged care needs. It will provide grants to organisations that represent culturally and linguistically diverse communities to undertake innovative projects that facilitate access to aged care services, and assist the provision of care that is culturally appropriate for members of these communities.

The Department will also fund grants to organisations in states and territories representing culturally and linguistically diverse communities to undertake activities that develop sustainable partnerships between communities and aged care services. They will also identify specific barriers to access to aged care services for older people from culturally and linguistically diverse communities; and resolve barriers to appropriate aged care for older people from these communities.

Culturally Appropriate Aged Care Services for Aboriginal and Torres Strait Islander People

In 2009-10, the Department will continue to implement the Indigenous aged care plan which will provide \$46 million over four years and will improve the long-term quality of aged care for Indigenous communities; support care staff and management; and improve building infrastructure for services under the National Aboriginal and Torres Strait Islander Flexible Aged Care program and Indigenous services funded under the *Aged Care Act 1997*.

Through the Indigenous aged care plan, the Australian Government will support the development of an independent quality framework to set standards for the National Aboriginal and Torres Strait Islander Flexible Aged Care Program. The framework will include standards for health and personal care, safety and physical environment, culturally appropriate lifestyle and effective management and governance.

A capital grants program for capital works to upgrade or expand Aboriginal and Torres Strait Islander aged care services is included under the plan, as well as a peer and professional support program to give Aboriginal and Torres Strait Islander aged care providers' access to a range of professional services on care management, governance and financial management. Furthermore, the plan will include an emergency assistance program

providing short-term support to eligible aged care services which are experiencing difficulty in delivering appropriate and continuing care to residents.

Through the National Aboriginal and Torres Strait Islander Flexible Aged Care Program, the Government aims to deliver quality, culturally appropriate aged care that meets the changing care needs of older Indigenous Australians.

There are currently 29 flexible aged care services funded under the Program, which are mainly located in rural and remote areas of Australia. In addition to this, planning for the construction of a new flexible aged care service is currently underway in Victoria and in-principle approval has been given to establish new flexible services in the Northern Territory at Mutitjulu (Central Australia) and in East Arnhem Land.

In 2009-10, the Department will provide funding to organisations to deliver quality, culturally appropriate aged care to older Indigenous Australians close to their home and community. It will also facilitate consultations with Indigenous communities and other stakeholders to develop two new flexible aged care services in the Northern Territory; including an eight place aged care service in Mutitjulu (Central Australia) and a 10 place service in East Arnhem Land; and provide grants to organisations providing Flexible Aged Care in order to improve the safety and well-being of older Indigenous people, and to provide culturally appropriate care. The plan will benefit all Indigenous aged care services. Funding for capital works is under Program 4.8.

Program 4.5: Expenses

Table 4.14: Program Expenses

	2008-09 Estimated actual \$'000	2009-10 Budget \$'000	2010-011 Forward year 1 \$'000	2011-12 Forward year 2 \$'000	2012-13 Forward year 3 \$'000
Annual administered expenses:					
Ordinary annual services*	29,280	29,918	30,430	31,005	31,565
Program support	3,419	3,123	2,995	2,860	2,798
Total Program expenses	32,699	33,041	33,425	33,865	34,363

Note: * Appropriation Bill (No. 1) 2009-10.

Program 4.5: Deliverables

To provide and support access to aged care services for older people from Indigenous Australian communities and culturally and linguistically diverse communities, Program 4.5 provides funding for training, support and services as well as for community care providers. The Department will ensure the effective distribution of funds, and activities are monitored and evaluated through the use of progress reports. The Department has overall responsibility for the 'deliverables' that contribute to the Program.

Qualitative Deliverables

- Regular stakeholder participation in program development, through such avenues as surveys, conferences, meetings, and submissions on departmental discussion papers.

Culturally Appropriate Aged Care Services for Aboriginal and Torres Strait Islander People

- The timely allocation and expenditure of funding provided to aged care providers delivering care under the Flexible Aged Care program.
- The timely implementation of the Peer and Professional Support program aimed at providing Indigenous aged care service providers with access to professional advice on care management, governance and financial management and support to aged care staff.
- The introduction of an independent quality framework which will set standards for the National Aboriginal and Torres Strait Islander Flexible Aged Care program.

Table 4.15: Quantitative Deliverables for Program 4.5

Quantitative Deliverables	2008-09 Revised Budget	2009-10 Budget	2010-11 Forward Year 1	2011-12 Forward Year 2	2012-13 Forward Year 3
Percentage of variance between actual and budgeted expenses.	≤0.5%	≤0.5%	≤0.5%	≤0.5%	≤0.5%
Culturally Appropriate Aged Care					
Number of nationally funded projects and services catering for many language groups.	>70	>70	>70	>70	>70
Culturally Appropriate Aged Care Services for Aboriginal and Torres Strait Islander People					
Number of flexible places available for Aboriginal and Torres Strait Islander people.	700	700	750	750	750
Number of projects undertaken to provide culturally appropriate aged care services to older Indigenous Australians.	10	10	10	10	10

Program 4.5: Key Performance Indicators

The following ‘key performance indicators’ measure the impact of the Program.

Qualitative Indicator

Culturally Appropriate Aged Care

- People from culturally and linguistically diverse communities have increased access to aged care services and information through targeted projects. This will be measured against the nature and extent of information currently available.

Table 4.16: Quantitative Key Performance Indicator for Program 4.5

Quantitative Indicator	2008-09 Revised Budget	2009-10 Budget Target	2010-11 Forward Year 1	2011-12 Forward Year 2	2012-13 Forward Year 3
Culturally Appropriate Aged Care					
Proportion of aged care recipients from culturally and linguistically diverse communities accessing culturally appropriate residential care and community based care.	≥95%	≥95%	≥95%	≥95%	≥95%

Program 4.6: Dementia

Program Objective

Through this Program, the Australian Government aims to improve the lives of people with dementia and their carers. The Government will work collaboratively with State and Territory Governments and the non-government sector to implement this Program, which includes research, training for aged care workers, behaviour management advice and support, and information and education for people with dementia, their carers and families. The following discusses the key strategic directions the Australian Government will take through the Department to help achieve this objective.

Key Strategic Directions

This Program aims to:

- support dementia research;
- promote dementia studies and pathways;
- provide behaviour management support for aged and community care workers and family carers; and
- help people with dementia, their carers and families through information and education.

Major Activities

Dementia Research

It is estimated that around 200,000 people in Australia currently have dementia, and as the population ages, it is estimated the number of people living with dementia will increase to almost 465,000 by 2031.⁴ The Australian Government will provide funding for at least 25 dementia research grants administered through the National Health and Medical Research Council⁵ and three Dementia Collaborative Research Centres. The Department will manage funding agreements with organisations to undertake this work.

University Studies and Dementia Training

The Government will fund Dementia Training Study Centres for Health Professionals to promote dementia studies in universities by supporting dementia studies in Australian graduate and undergraduate health curriculum, as well as providing tertiary dementia studies career pathways. The Department will manage funding agreements with organisations to undertake this work.

The Government, through the Dementia Care Essentials – Dementia Skills for Aged Care Workers program, will also fund accredited dementia training for residential and community aged care workers to ensure that aged care workers can provide good dementia care including care planning, communication and management of challenging behaviours. The Department will manage funding agreements with organisations to undertake this work.

Dementia Behaviour Management Support

The Australian Government provides behaviour management support for aged and community care workers and family carers through Dementia Behaviour Management Advisory Services in each state and territory. In 2009-10, these services will provide appropriate clinical interventions to help aged care staff and carers improve their care of people with dementia where the behaviour of the person with dementia affects their care. The Department will manage funding agreements with organisations to undertake this work.

Dementia Education and Information

The Australian Government provides information and education to people with dementia, their carers and families. In 2009-10, the Department will work with Alzheimer's Australia to deliver the National Dementia Support program, to provide a range of services and initiatives including the National Dementia Helpline and referral services, counselling and support services, and early intervention programs, such as the Living with Memory Loss program. The Department will manage a funding agreement with Alzheimer's Australia to undertake this work.

The challenges for the Program will be to maintain the current level of support and services for people with dementia whilst shaping the future direction of the Program in light of the outcomes of the independent evaluation to be completed by 30 June 2009.

⁴ *Dementia in Australia: National data analysis and development*, Australian Institute of Health and Welfare, January 2007.

⁵ For further discussion on the National Health and Medical Research Council (NHMRC), refer to the NHMRC chapter located later in these Portfolio Budget Statements.

Program 4.6: Expenses

Table 4.17: Program Expenses

	2008-09 Estimated actual \$'000	2009-10 Budget \$'000	2010-011 Forward year 1 \$'000	2011-12 Forward year 2 \$'000	2012-13 Forward year 3 \$'000
Annual administered expenses:					
Ordinary annual services*	30,949	30,784	31,307	31,903	32,475
Program support	3,890	3,554	3,407	3,254	3,183
Total Program expenses	34,839	34,338	34,714	35,157	35,658

Note: * Appropriation Bill (No.1) 2009-10.

Program 4.6: Deliverables

To improve the lives of people with dementia and their carers, Program 4.6 provides funding for research, early intervention opportunities, improved care initiatives and training to care for people with dementia. The Department has overall responsibility for the 'deliverables' that contribute to the Program.

Qualitative Deliverables

- Regular stakeholder participation in program development, through avenues such as surveys, conferences, meetings, and submissions on departmental discussion papers.

University Studies and Dementia Training

- Access to training and career pathways for health professionals and aged care workers. Measured by information received in progress reports required as funding agreement deliverables.

Dementia Behaviour Management Support

- Access to clinical advice for aged and community care workers, and carers of people with dementia, where the behaviour of the person with dementia is impacting on their care. Measured by information received in progress reports required as funding agreement deliverables.

Dementia Education and Information

- Access to information, counselling and support for people with dementia, their carers and families. Measured by information received in progress reports required as funding agreement deliverables.

Table 4.18: Quantitative Deliverables for Program 4.6

Quantitative Deliverables	2008-09 Revised Budget	2009-10 Budget	2010-11 Forward Year 1	2011-12 Forward Year 2	2012-13 Forward Year 3
Percentage of variance between actual and budgeted expenses.	≤0.5%	≤0.5%	≤0.5%	≤0.5%	≤0.5%

Quantitative Deliverables	2008-09 Revised Budget	2009-10 Budget	2010-11 Forward Year 1	2011-12 Forward Year 2	2012-13 Forward Year 3
Dementia Research					
Number of research projects undertaken.	85	85	N/A	N/A	N/A
Dementia Training					
Number of training places available to aged care workers.	4,800	4,800	N/A	N/A	N/A
Dementia Behaviour Management Support					
Number of Behaviour Management Advisory Services funded.	8	8	N/A	N/A	N/A

Data caveat: The quantitative indicators are measured by information received in progress reports required as funding agreement deliverables. There is no commitment for the Program beyond 2009-10.

Program 4.6: Key Performance Indicators

The following 'key performance indicators' measure the impact of the Program.

Qualitative Indicator

- An independent evaluation of the Dementia Initiative is due to report by 30 June 2009 and includes an evaluation of dementia projects both individually and as a whole. It also provides ongoing evaluation advice to organisations funded to undertake the individual projects.

Table 4.19: Quantitative Key Performance Indicators Deliverables for Program 4.6

Quantitative Indicators	2008-09 Revised Budget	2009-10 Budget Target	2010-11 Forward Year 1	2011-12 Forward Year 2	2012-13 Forward Year 3
Dementia Research					
Percentage of research projects undertaken collaboratively.	90%	90%	N/A	N/A	N/A

Quantitative Indicators	2008-09 Revised Budget	2009-10 Budget Target	2010-11 Forward Year 1	2011-12 Forward Year 2	2012-13 Forward Year 3
Dementia Training					
Improving the skills of aged care workers – measured by the percentage of training places taken up.	100%	100%	N/A	N/A	N/A
Dementia Education and Information					
Number of calls to the National Dementia Helpline.	25,000	28,000	N/A	N/A	N/A

Data caveat: There is no commitment for the Program beyond 2009-10.

Program 4.7: Flexible Aged Care

Program Objective

Through this Program, the Australian Government aims to enable the provision of flexible aged care outside the usual residential and community care settings, and to address the needs of care recipients in alternative and innovative ways. This will ensure frail older people receive the appropriate level and type of care to meet their needs and preferences. The Government will achieve this by working closely with State and Territory Governments to ensure appropriate distribution of the flexible aged care places to the target population. The following discusses the key strategic directions the Australian Government will take through the Department to help achieve this objective.

Key Strategic Directions

This Program aims to:

- ensure older people have access to flexible care that meets their needs and preferences; and
- enable older people with complex care needs to remain in their home, should they want to, through community care packages.

Major Activities

Flexible Care to Meet the Needs and Preferences of Older People

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

To meet these objectives in 2009-10, the Department will continue to work with State and Territory Governments to establish multipurpose services for small rural and remote communities where need is identified. Multipurpose services are integrated health and

aged care services that provide flexible and sustainable service options for small rural and remote communities. The services provide flexible aged care places (beds) funded by the Australian Government and a range of health services funded by State and Territory Governments to meet the needs of the local community. The Department will continue to fund existing flexible aged care places at multipurpose services, in addition to creating and allocating additional flexible aged care places where need is identified.

The Department aims to allocate over 3,000 multipurpose service places by June 2010. At 30 June 2008, there were 117 operational multipurpose services providing a total of 2,817 operational flexible aged care places. Some of the multipurpose services serve more than one location.

The Australian Government, through the Transition Care program, aims to help older people leaving hospital to return home rather than enter residential care prematurely. Transition care is goal-orientated, time-limited and therapy-focused. It provides older people with a package of services that includes low intensity therapy (such as physiotherapy, occupational therapy and social work) and nursing support and/or personal care. It helps older people to complete their restorative process and optimise their functional capacity, while assisting them and their family or carer to make long-term care arrangements.

The Transition Care program was established in 2004-05 as a joint initiative between the Australian Government and all states and territories with 2,000 places. In the 2008-09 Budget, the Australian Government committed to expand the Transition Care program from 2,000 to 4,000 places by 2011-12. When all 4,000 transition care places are operational in 2011-12, up to 30,000 older Australians will benefit from transition care each year.

The Australian Government allocated the first release of 228 additional transition care places in June 2008. Of these, 218 were operational in March 2009. The Government allocated the second release of 470 additional transition care places in March 2009, in line with the Council of Australian Governments implementation plan. The 470 places will become operational progressively during 2009-10. During each allocation, the Australian Government works with all states and territories through the Transition Care Working Group and bilaterally to ensure appropriate distribution of transition care places to meet the needs of all older people, including Aboriginal and Torres Strait Islander people.

An evaluation of the Transition Care program completed in September 2008 found that functional improvement occurred and that older people who received transition care had fewer readmissions to hospital and were less likely to move into permanent residential aged care.

Community Care Packages for People with Complex Needs

A key priority for the Australian Government is to enable older people with complex care needs to remain in their home, should they want to. The Department, through the Extended Aged Care at Home (EACH) program, works to provide individually planned and coordinated packages of care, tailored to help frail older people with complex care needs, to remain at home. Generally people who require high level care could be eligible for support through this program. Services available through an EACH package may include clinical care, personal assistance, meal preparation, continence management, assistance to access leisure activities, emotional support, therapy services, home safety and modification. EACH packages are delivered by approved providers and administered under the *Aged Care Act 1997*. In contrast to the Community Aged Care Packages (CACAP) available under

Outcome 4.4, generally people who require high level care rather than lower level care could be eligible for support through this program.

The Australian Government also provides support for older people with dementia through the EACH Dementia program. This program provides similar support to that provided through the EACH program but in addition is tailored to help people with dementia who experience difficulties in their daily life because of behavioural and psychological symptoms associated with their dementia.

In 2009-10, additional EACH and EACH Dementia places, together with additional CACP places, will be made available to progress the overall objective of achieving 25 community care places per 1,000 people aged 70 and over by 2011.

Program 4.7: Expenses

Table 4.20: Program Expenses

	2008-09 Estimated actual \$'000	2009-10 Budget \$'000	2010-011 Forward year 1 \$'000	2011-12 Forward year 2 \$'000	2012-13 Forward year 3 \$'000
Annual administered expenses:					
Special appropriations:					
<i>Aged Care Act 1997 - Flexible</i>					
Care Subsidies	405,474	484,443	579,469	686,924	708,998
Program support	5,305	4,846	4,647	4,438	4,341
Total Program expenses	410,779	489,289	584,116	691,362	713,339

Program 4.7: Deliverables

To enable the provision of flexible aged care outside the usual residential and community care settings, Program 4.7 provides funding, and creates and allocates additional flexible aged care places. The Department has overall responsibility for the 'deliverables' that contribute to the Program.

Qualitative Deliverables

- Regular stakeholder participation in program development through formal and informal mechanisms, which include cross-Government and other committees, evaluations and reviews, working groups, consumer research, census processes and trials.

Flexible Care to Meet the Needs and Preferences of Older People

- The Department reviews Flexible Aged Care Program initiatives to improve their quality and determine their effectiveness in meeting the needs of older people experiencing symptoms of dementia, and its results will be available in the 2009-10 financial year.

Community Care Packages for People with Complex Needs

- An independent evaluation of the Dementia initiative is due to report by 30 June 2009 and includes an evaluation of all dementia projects both individually and as a whole, and also provides ongoing evaluation advice to organisations funded to undertake the individual projects. This evaluation includes the EACH Dementia program.

Table 4.21: Quantitative Deliverables for Program 4.7

Quantitative Deliverables	2008-09 Revised Budget	2009-10 Budget	2010-11 Forward Year 1	2011-12 Forward Year 2	2012-13 Forward Year 3
Percentage of variance between actual and budgeted expenses.	≤0.5%	≤0.5%	≤0.5%	≤0.5%	≤0.5%
Flexible Care to Meet the Needs and Preferences of Older Australians					
Number of operational flexible aged care places in multipurpose services.	2,492	2,817	3,089	3,189	3,239
Allocation of additional transition care places (places will be fully allocated by 2011-12).	228	470	600	702	N/A
Community Care Packages for People with Complex Needs					
Estimated numbers of EACH places.	4,244	5,117	5,617	5,942	6,115
Estimated numbers of EACH Dementia places.	1,996	2,438	2,838	2,971	3,057

Program 4.7: Key Performance Indicators

The following ‘key performance indicators’ measure the impact of the Program.

Qualitative Indicators

Flexible Care to Meet the Needs and Preferences of Older Australians

- The target percentage of people whose functional capacity improves during a transition care episode is 60 per cent. This will be measured by Transition Care service providers who will assess clients using the Modified Barthel Index at the start and finish of the Transition Care episode. The variance between the start and finish scores is the measurement of functional improvement.
- The target percentage of people who return home after their transition care episode with or without community care support is 45 per cent. This will be measured by Transition Care service providers who complete a Medicare Australia claim form citing the client’s ‘discharge destination’.

Table 4.22: Quantitative Key Performance Indicator for Program 4.7

Quantitative Indicator	2008-09 <i>Revised Budget</i>	2009-10 <i>Budget Target</i>	2010-11 <i>Forward Year 1</i>	2011-12 <i>Forward Year 2</i>	2012-13 <i>Forward Year 3</i>
Flexible Care to Meet the Needs and Preferences of Older Australians					
More clients accessing increasing numbers of operational transition care places.	≤2,228	≤2,698	≤3,298	≤4,000	≤4,000

Program 4.8: Residential Care

Program Objective

Through this Program, the Australian Government aims to provide residential care to older people whose care needs are such that they can no longer remain in their homes. At June 2008, there were 2,830 aged care homes delivering residential care under these arrangements. There are two main types of residential aged care in Australia, low and high level care. While some aged care homes specialise in low or high care, many homes offer the full continuum of care, which allows residents to stay in the same aged care home as their care needs increase.

The Australian Government aims to promote the quality of care delivered to residents by approved providers of aged care. This is achieved by ensuring they understand their obligations for delivering quality aged care and their prudential and other responsibilities as approved providers under the *Aged Care Act 1997*. It is also reinforced by targeted compliance activity to identify approved providers that may not be meeting their care and financial obligations, and taking appropriate remedial action including formal sanctions, if required. The work promoting the delivery of quality aged care and regulatory compliance is undertaken in cooperation with the Aged Care Standards and Accreditation Agency Ltd.⁶

In addition, the Government is committed to improving the long-term quality of aged care for Indigenous Australians wishing to remain in their communities. The following discusses the key strategic directions the Australian Government will take through the Department to help achieve these objectives.

⁶ For further discussion on the Agency, refer to the Aged Care Standards and Accreditation Agency Ltd chapter located later in these Portfolio Budget Statements.

Key Strategic Directions

This Program aims to:

- ensure the availability of high quality, resident-centred care, by promoting equitable access to residential aged care;
- help older Indigenous Australians to access residential services through the provision of building infrastructure and capital works; and
- work towards financial security for residents to support their choice of an aged care home and improve the quality of aged care services through compliance with minimum standards and encouraging continuous quality improvement.

Major Activities

Equitable Access

The Australian Government aims to provide equitable access for Australia's ageing population through the annual allocation of aged care places under the *Aged Care Act 1997*.

In 2009-10, the Department will invite aged care providers to apply for residential places in the aged care approvals round with the aim of ensuring that there are sufficient places allocated to meet the Government's objective of 88 operational places per 1,000 people who are aged 70 and over by 2011. This will benefit older people who are too frail to remain in their own home. There are challenges to achieving this aim in the current environment where finance can be difficult to obtain because of the global financial crisis. The Government has taken steps to provide low cost finance to providers as part of the Zero Real Interest Loans initiative.

In 2009-10, the Government, through round two of the Zero Real Interest Loans initiative, will provide \$150 million in subsidised loans and up to 1,250 residential aged care places to aged care providers to build in locations where they may not have previously been prepared to invest.

The first round of Zero Real Interest Loans initiative has shown a sound level of interest from providers willing to establish services in a large percentage of the pre-identified areas of 'high-need', although some areas of market failure still exist.

A review of round one was formally completed in December 2008 to determine where best to target loans in round two. Subsequently, the Department will enhance its focus on culturally and linguistically diverse and Indigenous areas of undersupply, and in areas of extreme undersupply, consideration may be given to a combination of a zero real interest loan and capital grant. The second round is likely to be advertised in October 2009 in conjunction with the 2009-10 Aged Care Approvals Round.

The Department will also support capital grant funding to providers of residential aged care who require assistance to improve the building quality and standards, or to construct accommodation for additional residents. This funding assists in providing older Australians from the special needs groups identified in the *Aged Care Act 1997* to access care which meets the required standards. The Department monitors the progress of funded projects to identify any delays in construction and liaises with grantees to encourage timely completion of funded projects. Approximately \$43 million in capital grant funding will be newly allocated in 2009-10.

The Government is introducing changes to ensure fairer and more sustainable aged care fees. The basic daily fee will be reduced from 85 per cent to 84 per cent of the single basic age pension, so that pensioners in aged care will benefit from the increased aged pension, having more money for incidental expenses – \$10.09 more per week than they currently have (in today's dollars). As a result of this measure, Australia's 2,830 aged care homes will receive an additional \$713.2 million over the next four years.

Aged Care for Older Indigenous Australians

The Australian Government aims to improve access for older Indigenous Australians to residential services through the provision of peer and professional support and grants for building infrastructure and capital works.

The Indigenous aged care plan includes funding to improve building infrastructure for services under the National Aboriginal and Torres Strait Islander Flexible Aged Care Program and Indigenous services funded under the *Aged Care Act 1997* and a capital grants program for capital works to upgrade or expand Aboriginal and Torres Strait Islander aged care services. Further details of the Indigenous aged care plan, which includes capital funding, is discussed at Program 4.5.

Residential Support and Accreditation

The Australian Government is working towards financial security for residents to support their choice of an aged care home. The Department, through a guarantee scheme, will ensure that if an approved provider of aged care becomes insolvent or bankrupt and is unable to repay outstanding bond balances to aged care residents, the Australian Government will repay the bond balances owing to each resident.⁷ The Department also pursues the defaulting approved provider to recover the accommodation bond money paid out. In the event the Department cannot recover the full amount from the defaulting provider, the Australian Government may levy all providers holding accommodation bonds to recoup the shortfall.

The Australian Government also aims to improve the quality of aged care services through the Aged Care Standards and Accreditation Agency Ltd accrediting and monitoring the quality of residential aged care services. The Agency measures the performance of Australian Government funded aged care homes against the Accreditation Standards. The Department also provides financial subsidies for small homes (with 25 beds or less) to participate in the accreditation program.

In addition, in 2009-10 the Department will work with the Agency, consumers and the aged care industry to implement the outcomes of a review of the accreditation process, and to further develop revised accreditation standards and quality indicators. It is anticipated that these activities will improve outcomes for residents through improved monitoring of quality of care in Australian Government funded aged care homes. The review of the Accreditation Standards and implementation of enhancements to the accreditation process will contribute to a more robust, resident-centred, accreditation system. As at 30 June 2008, 92.3 per cent of aged care homes were accredited for three years, the maximum accreditation period available.

⁷ The guarantee scheme was established through the *Aged Care (Bond Security) Act and Aged Care (Bond Security) Levy Act 2006*.

Program 4.8: Expenses**Table 4.23: Program Expenses**

	2008-09 Estimated actual \$'000	2009-10 Budget \$'000	2010-011 Forward year 1 \$'000	2011-12 Forward year 2 \$'000	2012-13 Forward year 3 \$'000
Annual administered expenses:					
Ordinary annual services*	54,497	84,669	78,736	74,282	76,938
Special appropriations:					
<i>Aged Care Act 1997 - Residential</i>					
Care Subsidies	5,524,686	6,043,641	6,450,199	6,816,499	7,106,456
<i>Aged Care (Bond Security)</i>					
Act 2006	9,000	-	-	-	-
Unfunded Expenses	8,358	41,319	22,144	22,967	-
Program support	71,186	65,030	62,354	59,546	58,253
Total Program expenses	5,667,727	6,234,659	6,613,433	6,973,294	7,241,647

Note: * Appropriation Bill (No. 1) 2009-10.

Program 4.8: Deliverables

To support aged care homes to provide residential care to older people whose care needs are such that they can no longer remain in their homes, Program 4.8 provides funding to approved providers in respect of approved care recipients. The Department has overall responsibility for the 'deliverables' that contribute to the Program.

Qualitative Deliverables

- Regular stakeholder participation in program development, through avenues such as surveys, conferences, meetings, and submissions on departmental discussion papers.

Aged Care for Older Indigenous Australians

- The timely allocation and expenditure of capital funding provided to eligible aged care providers delivering care to older Aboriginal and Torres Strait Islander people.

Table 4.24: Quantitative Deliverables for Program 4.8

Quantitative Deliverables	2008-09 Revised Budget	2009-10 Budget	2010-11 Forward Year 1	2011-12 Forward Year 2	2012-13 Forward Year 3
Percentage of variance between actual and budgeted expenses.	≤0.5%	≤0.5%	≤0.5%	≤0.5%	≤0.5%

Quantitative Deliverables	2008-09 Revised Budget	2009-10 Budget	2010-11 Forward Year 1	2011-12 Forward Year 2	2012-13 Forward Year 3
Equitable Access					
Number of residential aged care places made available in the annual Aged Care Approvals Round.	7,663	9,182*	8,970*	TBA*	TBA*
Total value of zero real interest loans provided to aged care providers to build in locations where they may not have previously been prepared to invest (funding ends in 2009-10).	\$150m	\$150m	N/A	N/A	N/A
Number of residential aged care places offered with zero real interest loans (funding ends in 2009-10).	1,348	1,250	N/A	N/A	N/A
Aged Care for Older Indigenous Australians					
Number of projects undertaken to provide culturally appropriate aged care services to older Indigenous Australians.	5	5	5	5	5
Residential Support and Accreditation					
Number of unannounced visits per aged care home per year.	≥1	≥1	≥1	≥1	≥1

Data caveat: * Subject to revision following the June 2009 stocktake of aged care places. Estimates for 2010-11 and 2012-13 will be determined following the June 2009 and June 2010 stocktakes respectively.

Program 4.8: Key Performance Indicators

The following ‘key performance indicators’ measure the impact of the Program.

Qualitative Indicators

Aged Care for Older Indigenous Australians

- The timely allocation of funds to support eligible services to undertake essential capital works to upgrade or expand.

Residential Support and Accreditation

- Enhancements to the accreditation process are developed in consultation with key stakeholders, including consumers of residential aged care services and the aged care industry. This will be measured by reporting on the consultation process undertaken by the Department in reviewing the accreditation process.

Table 4.25: Quantitative Key Performance Indicators for Program 4.8

Quantitative Indicators	2008-09 <i>Revised Budget</i>	2009-10 <i>Budget Target</i>	2010-11 <i>Forward Year 1</i>	2011-12 <i>Forward Year 2</i>	2012-13 <i>Forward Year 3</i>
Equitable Access					
Provision of operational residential aged care places. Measured by the number of residential aged care places per 1,000 people aged 70 years or over.	≤88	≤88	≤88	88	88
Increase in the proportion of residential aged care places that become operational within two years of being allocated. Measured by the percentage of places allocated in the Aged Care Approvals Round (* not measurable until the June 2009 stocktake has been completed).	>21%	> 21%	>21%	>21%	>21%

Quantitative Indicators	2008-09 Revised Budget	2009-10 Budget Target	2010-11 Forward Year 1	2011-12 Forward Year 2	2012-13 Forward Year 3
Aged Care for Older Indigenous Australians					
Improved capacity, buildings and equipment in remote Indigenous aged care services. Measured by the amount of grants allocated to eligible aged care services.	\$1.164m	\$2.7m	\$6.5m	\$6.6m	\$6.7m