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.

Australia's ageing population presents the challenge of an increasing and changing demand for aged care services. Currently, there are approximately two million people 70 years of age and over. This number will double by 2029.[1]

In 2010-11, the Department of Health and Ageing will implement aged care arrangements under the *National Health and Hospitals Network* to improve aged care services for older people, as well as ensuring that older people in hospital who no longer require acute care, are able to access more appropriate care options.

Under these reforms, the Australian Government will take full policy and funding responsibility for national aged care services[2], including a transfer to the Commonwealth of current resourcing for aged care services[3] from the Home and Community Care (HACC) program, except in Victoria which will be subject to a new National Partnership Agreement to govern arrangements for the HACC program from 1 July 2011. This will enable the development of a nationally consistent aged care system covering basic home care through to nursing homes. Other initiatives to be implemented include changes to:

- increase the capacity of the aged care system, including through the allocation of more zero real interest loans in areas of high need;
- improve care for older people in rural and remote areas, including through the provision of capital funding to support more Multi-Purpose Services;
- increase the number and quality of aged care services, including improving the viability of community care providers in rural and remote areas and ensuring that care recipients have a greater say in how services are provided to them;
- expand aged care workforce programs and deliver more flexible training initiatives to improve clinical care and support recruitment and retention;
- strengthen the Aged Care Complaints Investigation Scheme to ensure recognition of, and response to, consumer concerns by providing older people and their families access to mediation and conciliation as an additional means of addressing complaints, and improved procedures and practices for managing investigations; and

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[1] Australian Bureau of Statistics, 2009. *Population Projections, Australia 2006 to 2101*. (series B), ABS, Canberra.

[2] At the time of publication, Western Australia had not agreed to be a party to the reforms under the *National Health and Hospitals Network*. The Government is continuing to actively negotiate with Western Australia.

[3] Non-Indigenous people 65 years of age and over and Indigenous Australians 50 years of age and over.

- strengthen the current prudential arrangements to increase the accountability of aged care providers for the use of accommodation bond funds to give aged care residents and their families greater assurance that funds are used to improve aged care infrastructure.

Aged care reform activities under the *National Health and Hospitals Network*, will complement ongoing work by the Department to improve equitable access to community and residential aged care, provide robust compliance monitoring and service accreditation systems to ensure service providers deliver high quality aged care services, increase community and service provider awareness of Government services, and improve consumer choice in care and respite services. This will be achieved through a focus on providing 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 these outcomes, the Australian Government will work collaboratively with state, territory and local governments, and with the non-government sector.

The Government seeks to promote high quality care for recipients of Australian Government-subsidised aged care services through maintenance of a robust regulatory framework. This will be achieved by ensuring that aged care providers understand their obligations to care recipients through education and information, and through targeted compliance activity to identify and address situations where providers are not meeting their care obligations. In 2010-11, the Government will ensure that the regulatory framework remains robust and efficient through its response to reviews of the accreditation and complaints systems, the implementation of relevant recommendations in response to the report of the Productivity Commission's annual review[4] of regulatory burdens on business, and the implementation of measures included in the Network.

A significant challenge for the aged care industry is continuing to ensure that it meets the needs of care recipients, maintains sustainability and is as efficient as possible. In 2010-11, the Government will ensure that funding of residential care remains viable through its response to the Review of the Aged Care Funding Instrument. The Government will ensure support to carers through its response to the House of Representatives Standing Committee on Family, Community, Housing and Youth Report on better support for carers. The Government will continue to work closely with care recipients and their families, and the industry on these activities.

In 2010-11, the Department will also provide a submission to the Productivity Commission's inquiry into the aged care system, which the Australian Government has established to set out a path for reform to ensure that the sector is equipped to deal with future challenges.

Outcome 4 is the responsibility of the Ageing and Aged Care Division and the Office of Aged Care Quality and Compliance.

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[4] Productivity Commission, 2009. *Annual Review of Regulatory Burdens on Business: Social and Economic Infrastructure Services.* Productivity Commission, Melbourne.

Programs Contributing to Outcome 4

Program 4.1: Aged care assessment

Program 4.2: Aged care workforce

Program 4.3: Ageing information and support

Program 4.4: Community care

Program 4.5: Culturally appropriate aged care

Program 4.6: Dementia

Program 4.7: Flexible aged care

Program 4.8: Residential care

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Outcome 4 Milestone or Trend

The process for planning, allocating and distributing new residential, community and flexible aged care places is set out in the *Aged Care Act 1997*. The broad objectives of the process are to provide an open and clear planning mechanism to identify community needs, including those of people with special needs, and to allocate places to best meet those needs.

The published national planning benchmark is to achieve 113 aged care places per 1,000 people 70 years of age and over. These 113 places should ultimately comprise a residential component of 88 places and 25 community care places. Across both residential and community settings, the aim is to achieve a balance of 48 high care and 65 low care.

The places to be made available in the 2009-10 Aged Care Approvals Round will ensure that the target ratio of 113 aged care places per 1,000 people 70 years of age or over is achieved in 2011.

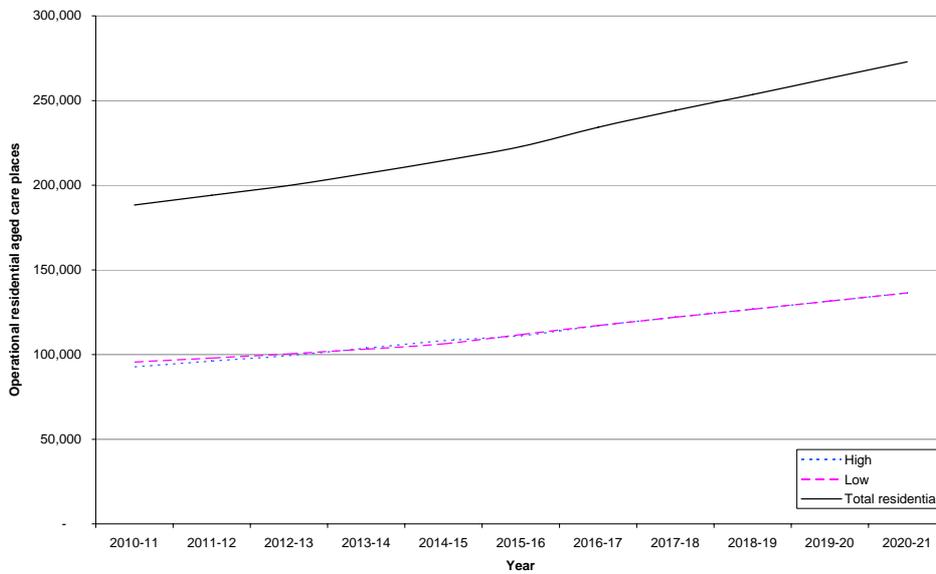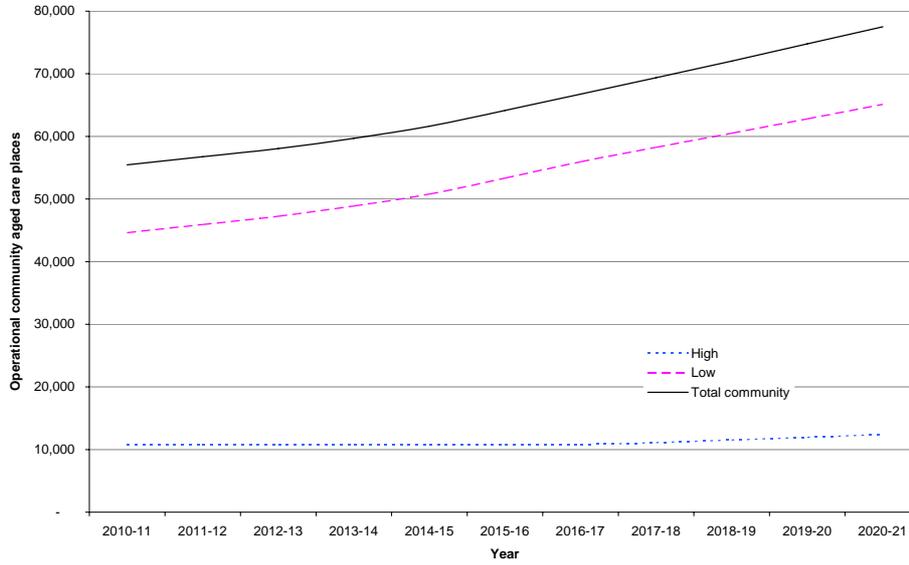**Figure 1 – Number of Operational Residential Aged Care Places**

Figure 2 – Number of Operational Community Aged Care Places

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

	2009-10 Estimated actual $'000	2010-11 Estimated expenses $'000
Program 4.1: Aged care assessment[1]		
Administered expenses		
Ordinary annual services (Appropriation Bill No. 1)	1,143	1,161
Departmental expenses		
Ordinary annual services (Appropriation Bill No. 1)	5,077	5,596
Revenues from other sources (s31)	76	80
Unfunded depreciation expense	-	168
Total for Program 4.1	**6,296**	**7,005**
Program 4.2: Aged care workforce		
Administered expenses		
Ordinary annual services (Appropriation Bill No. 1)	55,940	67,686
Departmental expenses		
Ordinary annual services (Appropriation Bill No. 1)	6,548	7,218
Revenues from other sources (s31)	99	103
Unfunded depreciation expense	-	217
Total for Program 4.2	**62,587**	**75,224**
Program 4.3: Ageing information and support		
Administered expenses		
Ordinary annual services (Appropriation Bill No. 1)	38,457	43,329
Departmental expenses		
Ordinary annual services (Appropriation Bill No. 1)	56,162	61,906
Revenues from other sources (s31)	846	885
Unfunded depreciation expense	-	1,858
Total for Program 4.3	**95,465**	**107,978**
Program 4.4: Community care[1]		
Administered expenses		
Ordinary annual services (Appropriation Bill No. 1)[2]	324,682	293,538
Special appropriations		
Aged Care Act 1997 - community care subsidies	508,191	583,973
Departmental expenses		
Ordinary annual services (Appropriation Bill No. 1)	36,066	39,754
Revenues from other sources (s31)	543	568
Unfunded depreciation expense	-	1,193
Total for Program 4.4	**869,482**	**919,026**

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

	2009-10 Estimated actual $'000	2010-11 Estimated expenses $'000
Program 4.5: Culturally appropriate aged care		
Administered expenses		
Ordinary annual services (Appropriation Bill No. 1)	30,173	31,842
Departmental expenses		
Ordinary annual services (Appropriation Bill No. 1)	7,688	8,474
Revenues from other sources (s31)	116	121
Unfunded depreciation expense	-	254
Total for Program 4.5	**37,977**	**40,691**
Program 4.6: Dementia		
Administered expenses		
Ordinary annual services (Appropriation Bill No. 1)	30,784	31,278
Departmental expenses		
Ordinary annual services (Appropriation Bill No. 1)	4,078	4,495
Revenues from other sources (s31)	61	64
Unfunded depreciation expense	-	135
Total for Program 4.6	**34,923**	**35,972**
Program 4.7: Flexible aged care		
Administered expenses		
Special appropriations		
Aged Care Act 1997 - flexible care subsidies[3]	517,842	724,513
Departmental expenses		
Ordinary annual services (Appropriation Bill No. 1)	6,366	7,017
Revenues from other sources (s31)	96	100
Unfunded depreciation expense	-	211
Total for Program 4.7	**524,304**	**731,841**
Program 4.8: Residential care		
Administered expenses		
Ordinary annual services (Appropriation Bill No. 1)[4]	65,610	89,449
Special appropriations		
Aged Care Act 1997 - residential care subsidies	5,896,807	6,239,441
Aged Care (Bond Security) Act 2006	15,900	-
Unfunded expenses - zero interest loans		
concessional loan discount	16,329	128,408
Departmental expenses		
Ordinary annual services (Appropriation Bill No. 1)	50,556	55,725
Revenues from other sources (s31)	761	797
Unfunded depreciation expense	-	1,672
Total for Program 4.8	**6,045,963**	**6,515,492**

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

	2009-10 Estimated actual $'000	2010-11 Estimated expenses $'000
Outcome 4 totals by appropriation type		
Administered expenses		
Ordinary annual services (Appropriation Bill No. 1)[2,4]	546,789	558,283
Special appropriations	6,938,740	7,547,927
Unfunded expenses	16,329	128,408
Departmental expenses		
Ordinary annual services (Appropriation Bill No. 1)	172,541	190,185
Revenues from other sources (s31)	2,598	2,718
Unfunded depreciation expense	-	5,708
Total expenses for Outcome 4	**7,676,997**	**8,433,229**

[1] This Program includes National Partnerships paid to state and territory governments by the Treasury as part of the Federal Financial Relations (FFR) Framework. National partnerships are listed in this chapter under each Program. For budget estimates relating to the National Partnership component of this Program, please refer to Budget Paper 3 or Program 1.10 of the Treasury Portfolio Budget Statements.

[2] Ordinary annual services (Bill 1) against Program 4.4 includes an estimate of $23.607 million for 2009-10 appropriated under the Northern Territory Flexible Funding Pool arrangements.

[3] The Flexible Care special appropriation includes National Partnership payments paid to state and territory governments by the Department of Health and Ageing. For budget estimates relating to the *Expanding Multi-purpose services* and *the Aged Care - Longer Stay Older Patients* National Partnerships paid through this Program refer to Budget Paper 3.

[4] Ordinary annual services (Bill 1) against Program 4.8 excludes $46.000 million in 2009-10 and $311.435 million in 2010-11 appropriated in Bill 1 for zero interest loans as this funding is not accounted for as an expense.

Contributions to Outcome 4

Program 4.1: Aged care assessment

Program Objective

Through this Program, the Australian Government aims to:

- provide equitable and timely access for frail older people to assessments that determine their eligibility for Australian Government subsidised aged care.

Major Activities

Equitable and timely access to assessments

From 1 July 2012, the Australian Government, under the *National Health and Hospitals Network Agreement*[5], will no longer provide funding to state and territory governments to manage and operate Aged Care Assessment Teams. Instead, newly created one stop shops (see Program 4.3) will be funded to directly purchase aged care assessment services, as required.

Pending the commencement of the new funding arrangements, the Australian Government will continue to provide funding to state and territory governments to manage and operate Aged Care Assessment Teams, across all regions in each state and territory.

Aged Care Assessment Teams comprehensively assess the care needs of frail older people and determine their eligibility for subsidised residential care, community care and flexible care services in accordance with the *Aged Care Act 1997*, the Aged Care Principles and Australian Government guidelines, and in line with clinical best practice. These assessments incorporate the restorative, physical, medical, psychological, cultural and social dimensions of care needs. Aged Care Assessment Teams also make referrals and facilitate access to the combination of services that best meets the person's care needs.

To ensure consistency and quality of decisions by the approved delegates from each Aged Care Assessment Team, the Department has responsibility for the *Aged Care Assessment Program National Orientation Training Resources* and *National Delegation Training Resources*.

In 2010-11, the Department will update the content of these training resources to ensure they reflect recent changes to the *Aged Care Act 1997*, and include a focus on people with special needs. The Act defines people with special needs as people from Aboriginal and Torres Strait Islander communities, people from non-English speaking backgrounds, people who live in rural or remote areas, people who are financially or socially disadvantaged, people who are veterans, people who are homeless or at risk of becoming homeless, and people who are care leavers.

Aged Care Assessment Teams are required to respond to referrals in a timely and efficient manner, based on allocated priority. Clients with immediate needs have a high priority and are assessed within 48 hours of referral. For clients who are not at immediate risk, assessments are completed between three to fourteen days from referral.

In 2010-11, the Department will improve the timeliness of assessments by Aged Care Assessment Teams. This will be achieved by developing key performance indicators for the Aged Care Assessment Program Implementation Plan under the Health Services National

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[5] At the time of publication, Western Australia had not agreed to be a party to the reforms under the *National Health and Hospitals Network*. The Government is continuing to actively negotiate with Western Australia.

Outcome | 04

Partnership Agreement to be signed between the Australian Government and state and territory governments. The Department will also continue to work with the aged care sector to improve the efficiency of Aged Care Assessment Team intake and referral processes so that assessments are conducted only for the people who genuinely need them.

The Department will also trial a range of initiatives to improve and simplify client access to aged care, and introduce consistency in assessing the needs of clients and their carers. In 2010-11, refinement of various access models and new client and carer assessment tools will continue. The Department will continue to engage all levels of government, aged care service providers and consumers in the development and implementation of access and assessment strategies.

The Department will also commence development of an activity based funding model under which one stop shops will, from 1 July 2012, directly purchase aged care assessment services from Aged Care Assessment Teams.

Program 4.1 is linked as follows:

- This program includes National Partnerships payments for:
  - *Aged care assessment.*
  These Partnerships payments are paid to state and territory governments by The Treasury as part of the Federal Financial Relations (FFR) Framework. For budget estimates relating to the National Partnership component of the program, please refer to Budget Paper 3 or Program 1.10 of the Treasury Portfolio Budget Statements.

Program 4.1: Expenses

Table 4.2: Program expenses

	2009-10 Estimated actual $'000	2010-11 Budget $'000	2011-12 Forward year 1 $'000	2012-13 Forward year 2 $'000	2013-14 Forward year 3 $'000
Annual administered expenses					
Ordinary annual services	1,143	1,161	1,179	94,495	97,831
Program support	5,153	5,844	5,818	5,781	5,866
Total Program expenses	**6,296**	**7,005**	**6,997**	**100,276**	**103,697**

Program 4.1: Deliverables

The Department will produce the following 'Deliverables' to achieve the Program Objective.

Table 4.3: Qualitative Deliverables for Program 4.1

Qualitative Deliverables	2010-11 Reference Point or Target
Produce relevant and timely evidence-based policy research	Relevant evidence-based policy research produced in a timely manner

Qualitative Deliverables	2010-11 Reference Point or Target
Stakeholders participate in program development through a range of avenues	Stakeholders participated in program development through avenues such as regular consultative committees, conferences, stakeholder engagement forums, surveys, submissions on departmental discussion papers and meetings
Equitable and timely access to assessments	
Maintain national training resources for Aged Care Assessment Team members to ensure quality assessments of the care needs of frail older people	*Aged Care Assessment Program National Orientation Training Resources* and *National Delegation Training Resources* are updated to ensure they are consistent with the changes to the *Aged Care Act 1997*, with a focus on people with special needs

Table 4.4: Quantitative Deliverables for Program 4.1

Quantitative Deliverables	2009-10 Revised Budget	2010-11 Budget	2011-12 Forward Year 1	2012-13 Forward Year 2	2013-14 Forward Year 3
Percentage of variance between actual and budgeted expenses	≤0.5%	≤0.5%	≤0.5%	≤0.5%	≤0.5%
Equitable and timely access to assessments					
Percentage of completed assessments undertaken on clients in the target population	85%	86%	87%	88%	89%
Percentage of delegates who have successfully completed the knowledge assessment component of the delegation training	100%	100%	100%	100%	100%

Outcome | 04

Program 4.1: Key Performance Indicators

The following 'Key Performance Indicators' measure the impact of the Program.

Table 4.5: Qualitative Key Performance Indicators for Program 4.1

Qualitative Indicator	2010-11 Reference Point or Target
Equitable and timely access to assessments	
Each state and territory provides a Narrative Report on the program deliverables	The Narrative Report, provided in a timely manner, outlines program achievements and identifies barriers to delivery

Table 4.6: Quantitative Key Performance Indicators for Program 4.1

Quantitative Indicator	2009-10 Revised Budget	2010-11 Budget Target	2011-12 Forward Year 1	2012-13 Forward Year 2	2013-14 Forward Year 3
Equitable and timely access to assessments					
Percentage of high priority assessments completed within 48 hours of referral	85%	85%	85%	85%	85%

Program 4.2: Aged care workforce

Program Objective

Through this Program, the Australian Government aims to:

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

Major Activities

Support a professional aged care workforce

The Australian Government aims to provide older people with the highest quality care by supporting training for existing aged care workers wishing to pursue a career in the aged care sector and by improving recruitment and retention of aged care nurses and care workers.

To support the reform of the health and aged care system, the Australian Government will introduce new aged care workforce development programs and restructure and expand existing programs to deliver more flexible training initiatives focused on improving clinical care, assisting industry recruitment and retention and creating career paths in aged care.

New programs to be introduced include:

- The Aged Care Education and Training Incentives Program, to encourage aged care workers to undertake additional training and build a career in aged care;
- The Building Nursing Careers Program, which will provide an additional 600 fully funded enrolled nursing places and 300 undergraduate nursing scholarships over four years; and
- The Aged Care Nurse Practitioner Program, through which seed funding will be provided to explore appropriate models of practice for aged care nurse practitioners. Up to 25 projects will be funded to identify appropriate models of practice and to promote access to nurse practitioners services in aged care.

Funding is also being provided to establish a body of research into the staffing inputs that are adequate to provide good quality care, supervision and support for particular resident profiles.

Existing aged care workforce programs will also be restructured and expanded in 2010-11 to support these new initiatives. This will better target existing funds to support a professional and qualified aged care workforce.

The Aged Care Training program will provide Vocational Education and Training to the residential and community aged care workforce to up-skill personal care workers. The Nurses in Aged Care Training program will provide a comprehensive training focus across all levels of nursing which will include clinical and graduate placements. This will support better career paths for aged care nurses by providing a comprehensive strategy to recruit, train and retain both enrolled and registered aged care nurses across the residential and community sectors.

The Department will also provide seed funding to support the establishment of a number of Teaching Nursing Homes to build staff capacity to meet the care needs of residents who have increasingly complex health conditions. The Teaching Nursing Homes program will strengthen links between the aged care sector and research and training institutions (including the existing Dementia Collaborative Research Centres and Dementia Training Study Centres) across a broad range of student disciplines.

The Encouraging Best Practice in Aged Care program will be expanded to cover the community care setting. The Department will administer projects demonstrating the practical implementation of evidence-based clinical guidelines to improve care for care recipients. Projects to date have focused on the clinical areas of oral and dental health, pain management, falls management, nutrition and hydration, medication management, infection control, palliative care, behaviour management and wound management. The Department will also implement the Dementia Care Essentials program (see Program 4.6), which offers accredited training on appropriate care for persons suffering with dementia.

The workforce programs will provide more than 31,000 training places and scholarships over four years, ranging from professional development short courses through to postgraduate study. Together, these initiatives will encourage nurses and aged care workers to pursue a career in aged care, while supporting and increasing the supply of qualified staff in the sector. This will complement broader health workforce initiatives to increase the supply of the aged care workforce and make best use of the skills and knowledge of all health workers such as nurse practitioners.[6]

Outcome | 04

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[6] For more information on this initiative, please refer to Outcome 12 in these Portfolio Budget Statements.

The delivery of the Government's workforce programs by the Department is complemented by the work undertaken by Health Workforce Australia[7] to increase the quality and diversity of clinical training and the Australian Health Practitioner Regulation Agency in its delivery of the National Registration and Accreditation Scheme. Recent investment in teaching and training infrastructure will come on-line in 2011, and support quality training for nursing and allied health students.

Ensuring that training is appropriately targeted to address the skills gaps in a diverse aged care sector is a challenge, especially as the acuity of care needs is increasing. The Department will work with the Aged Care Workforce Committee to meet the training needs of the sector. In 2010-11, the Department will hold three formal meetings of the Aged Care Workforce Committee, and consult out-of-session, to assess current workforce issues, and identify future workforce needs and priorities for workforce training programs.

Program 4.2: Expenses

Table 4.7: Program expenses

	2009-10 Estimated actual $'000	2010-11 Budget $'000	2011-12 Forward year 1 $'000	2012-13 Forward year 2 $'000	2013-14 Forward year 3 $'000
Annual administered expenses					
Ordinary annual services	55,940	67,686	78,028	82,651	81,400
Program support	6,647	7,538	7,504	7,456	7,567
Total Program expenses	**62,587**	**75,224**	**85,532**	**90,107**	**88,967**

Program 4.2: Deliverables

The Department will produce the following 'Deliverables' to achieve the Program Objective.

Table 4.8: Qualitative Deliverables for Program 4.2

Qualitative Deliverables	2010-11 Reference Point or Target
Produce relevant and timely evidence-based policy research	Relevant evidence-based policy research produced in a timely manner
Support a professional aged care workforce	
Ensure the aged care workforce is adequately skilled to meet the demands of the aged care sector	Provision of timely and relevant training

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[7] For further information on the Health Workforce Australia (HWA), please refer to the HWA chapter in these Portfolio Budget Statements.

Table 4.9: Quantitative Deliverables for Program 4.2

Quantitative Deliverables	2009-10 Revised Budget	2010-11 Budget	2011-12 Forward Year 1	2012-13 Forward Year 2	2013-14 Forward Year 3
Percentage of variance between actual and budgeted expenses	≤0.5%	≤0.5%	≤0.5%	≤0.5%	≤0.5%
Support a professional aged care workforce					
Number of training places funded for aged care workers	8,200	7,200	7,200	7,200	7,200
Number of scholarships funded for aged care nurses	445	715	715	715	715
Number of clinical and graduate placements[8]	N/A	180	287	287	287
Number of incentive payments made[8]	N/A	14,400	20,900	22,400	22,400

Program 4.2: Key Performance Indicators

The following 'Key Performance Indicators' measure the impact of the Program.

Table 4.10: Qualitative Key Performance Indicators for Program 4.2

Qualitative Indicator	2010-11 Reference Point or Target
Support a professional aged care workforce	
Regular stakeholder participation in program development, through avenues such as surveys, conferences, meetings and submissions on departmental discussion papers	The Department collaborates with and supports the Aged Care Workforce Committee

Outcome | 04

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[8] New indicator for 2010-11.

Table 4.11: Quantitative Key Performance Indicators for Program 4.2

Quantitative Indicators	2009-10 Revised Budget	2010-11 Budget Target	2011-12 Forward Year 1	2012-13 Forward Year 2	2013-14 Forward Year 3
Support a professional aged care workforce					
Percentage of aged care worker training places taken up	100%	100%	100%	100%	100%
Percentage of aged care nursing scholarships taken up	100%	100%	100%	100%	100%
Percentage of clinical and graduate placements taken up[8]	N/A	100%	100%	100%	100%
Percentage of incentive payments taken up[8]	N/A	100%	100%	100%	100%

Program 4.3: Ageing Information and Support

Program Objective

Through this Program, the Australian Government aims to:

- provide information and support services to assist older people and their carers access care services most appropriate to their needs;
- investigate complaints about Australian Government subsidised aged care services and promote awareness of the rights of care recipients; and
- reduce social isolation for residents in aged care homes by supporting community visitors.

Major Activities

Information and support for care recipients and carers

As part of its decision to assume full policy and funding responsibility for aged care services across Australia[9], the Australian Government will reform aged care assessment and referral arrangements so that older Australians and their carers can more easily find, make informed choices about, and gain access to, the aged care services that suit their needs.

In 2010-11, the Department will establish a network of one stop shops around Australia to create a single, identified entry point for clients and their carers into the aged care system. One stop shops will commence operation on 1 July 2011, and will be located in each region, offering information and assessment through telephone and web-based systems.

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9 At the time of publication, Western Australia had not agreed to be a party to the reforms under the *National Health and Hospitals Network*. The Government is continuing to actively negotiate with Western Australia.

They will also build good links with Local Hospital Networks to assist with the early discharge of patients from hospital to more appropriate care.

To enhance the operation of one stop shops, in 2010-11 the Department will design, build and implement a capacity database and care coordination system that will assist older people and their carers find where there are services available that meet their assessed care needs. Effective information and assessment arrangements are crucial to ensuring the efficiency of the Government's aged care programs.

Pending the commencement of the network of one stop shops on 1 July 2011, the Department will continue to support 54 Commonwealth Respite and Carelink Centres, via a national freecall telephone network for ease of access and a public website.[10]

Centres provide community care information and support, and carer respite and support services funded under the National Respite for Carers program (Program 4.4) to assist carers continue in their role. Centres are required to prepare annual plans that focus on meeting local priorities and national objectives within an overarching national framework. Biannual reviews are submitted to ensure that centres are achieving the intended outcomes. Centres are required to engage and network with other services and entry points, to ensure consumers can access the information and services they need, regardless of their point of contact within the community care system.

Maintaining and increasing community awareness and access to information on aged care programs is an ongoing challenge. The Department will continue the distribution of information resources, national advertising and promotional activities, and local community awareness strategies. The Aged Care Australia website[11] and the Aged Care Information Line[12] provide free and easily accessible information to assist older people make decisions about Australian Government aged and community care services they may require. This includes information on quality and standards. The Aged Care Information Line is also a resource for industry.

Maintain quality by taking action on consumer feedback

The Australian Government works to improve the quality of aged care by investigating and acting on concerns raised about the care or services provided in Australian Government subsidised aged care services. The Government also funds the provision of advocacy services to promote awareness of consumers' rights within the aged care sector and the broader community through the National Aged Care Advocacy program.

The Department investigates alleged breaches of the *Aged Care Act 1997* by approved providers through the Aged Care Complaints Investigation Scheme. To manage the scheme, the Department works with consumers, aged care service providers, peak bodies and the Ageing Consultative Committee.

The Australian Government will improve the Aged Care Complaints Investigation Scheme's efficiency, and deliver equitable and timely outcomes for aged care clients and their families. In 2010-11, the Department will implement enhancements to the scheme to improve the timeliness and thoroughness of investigations. This will include the introduction of additional options for resolution of complaints, such as mediation and conciliation. Improvements to current practices and procedures will also strengthen the investigation of complaints including the collection and treatment of evidence; and ensure

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[10] Accessible on: www9.health.gov.au/ccsd/ or telephone: 1800 052 222

[11] Accessible at: www.agedcareaustralia.gov.au

[12] Telephone: 1800 500 853

all parties are treated equally, feel heard and understand the reasons for decisions. The Department will work with the aged care sector, consumers and other key stakeholders to develop and implement improvements to the scheme.

In 2010-11, the Department will continue to support organisations across Australia to provide advocacy services, including the development of strategies that meet the changing needs of its clients. Advocacy organisations will continue to develop and raise awareness through participation and involvement in education sessions for providers and aged care consumers, such as Seniors Week. These services promote awareness of consumer rights within the aged care sector and the broader community.

Reduce social isolation

The Australian Government funds the Community Visitors Scheme to provide one-on-one volunteer visitors to residents of Government subsidised aged care homes. The scheme is available to residents who are socially or culturally isolated, and whose quality of life would be improved by friendship and companionship. In 2010-11, the Department will continue to fund community-based organisations to recruit, train and match volunteers to visit socially and culturally isolated residents and help them to maintain links to the community.

The Department recognises that the major challenges for the scheme are the potential shortage of volunteers and the changing nature of the volunteer workforce. In 2010-11, the Department will continue to work with community-based organisations to develop flexible strategies to be able to meet client needs.

Program 4.3: Expenses

Table 4.12: Program expenses

	2009-10 Estimated actual $'000	2010-11 Budget $'000	2011-12 Forward year 1 $'000	2012-13 Forward year 2 $'000	2013-14 Forward year 3 $'000
Annual administered expenses					
Ordinary annual services	38,457	43,329	47,019	47,425	48,265
Program support	57,008	64,649	64,364	63,949	64,899
Total Program expenses	**95,465**	**107,978**	**111,383**	**111,374**	**113,164**

Program 4.3: Deliverables

The Department will produce the following 'Deliverables' to achieve the Program Objective.

Table 4.13: Qualitative Deliverables for Program 4.3

Qualitative Deliverables	2010-11 Reference Point or Target
Produce relevant and timely evidence-based policy research	Relevant evidence-based policy research produced in a timely manner

Qualitative Deliverables	2010-11 Reference Point or Target
Stakeholders participate in program development through a range of avenues	Stakeholders participated in program development through avenues such as regular consultative committees, conferences, stakeholder engagement forums, surveys, submissions on departmental discussion papers and meetings
Information and support for care recipients and carers	
Produce relevant information resources to support older Australians and their carers	Relevant information resources developed in a timely manner
Establish one stop shops	Sector consulted in development of access and assessment model to be utilised for one stop shops
Maintain quality by taking action on consumer feedback	
Provide stakeholders with easy access to the services under the Aged Care Complaints Investigation Scheme	Stakeholders can access the Aged Care Complaints Investigation Scheme through a number of mechanisms, including a freecall telephone service and the internet
Effective and timely communication to all relevant stakeholders on the progress and outcomes of complaints	Stakeholders receive clear communication from the Aged Care Complaints Investigation Scheme on the progress and outcomes of complaints investigations
Reduce social isolation	
Community Visitors Scheme recruits volunteers in a timely manner	Community-based organisations meet targets for volunteer recruitment

Table 4.14: Quantitative Deliverables for Program 4.3

Quantitative Deliverables	2009-10 Revised Budget	2010-11 Budget	2011-12 Forward Year 1	2012-13 Forward Year 2	2013-14 Forward Year 3
Percentage of variance between actual and budgeted expenses	≤0.5%	≤0.5%	≤0.5%	≤0.5%	≤0.5%
Information and support for care recipients and carers					
Number of calls made to the Aged Care Information Line	104,500	109,200	114,100	119,200	124,500

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Quantitative Deliverables	2009-10 Revised Budget	2010-11 Budget	2011-12 Forward Year 1	2012-13 Forward Year 2	2013-14 Forward Year 3
Average number of searches per month on the Aged Care Australia website:					
• Home Finder	12,500	15,000	17,500	20,000	22,500
• Community Care	1,600	1,700	1,800	1,900	2,000
Number of carer information resources distributed, including Carer Information Fact Sheets and Emergency Care Kits	280,000	282,000	285,000	290,000	295,000
Number of Commonwealth Respite and Carelink Centres client episodes[13]	200,000	205,000	210,000	215,000	220,000
Number of searches on the Commonwealth Respite and Carelink Centre website[14]	246,000	256,000	265,000	270,000	275,000
Maintain quality by taking action on consumer feedback					
Proportion of cases finalised within 40 days of receipt by the Aged Care Complaints Investigation Scheme	50%	50%	50%	50%	50%
All relevant information on compliance action taken by the Department is published on website in a timely manner	100%	100%	100%	100%	100%

[13] From 1 July 2011, these services will be delivered through a national network of one stop shops as part of the Government's decision to assume full policy and funding responsibility for aged care services across Australia. At the time of publication, Western Australia had not agreed to be a party to the reforms under the *National Health and Hospitals Network*. The Government is continuing to actively negotiate with Western Australia.

[14] From 1 July 2011, these services will be delivered through a national network of one stop shops as part of the Government's decision to assume full policy and funding responsibility for aged care services across Australia. At the time of publication, Western Australia had not agreed to be a party to the reforms under the *National Health and Hospitals Network*. The Government is continuing to actively negotiate with Western Australia.

Quantitative Deliverables	2009-10 Revised Budget	2010-11 Budget	2011-12 Forward Year 1	2012-13 Forward Year 2	2013-14 Forward Year 3
Reduce social isolation					
Number of Community Visitor Scheme volunteers recruited to run program[15]	7,500	7,500	7,500	7,500	7,500

Program 4.3: Key Performance Indicators

The following 'Key Performance Indicators' measure the impact of the Program.

Table 4.15: Qualitative Key Performance Indicators for Program 4.3

Qualitative Indicator	2010-11 Reference Point or Target
Information and support for care recipients and carers	
Stakeholders to participate in program development	Opportunity for stakeholders to participate through a range of avenues including through meetings, feedback, focus groups, committees and conferences
Maintain quality by taking action on consumer feedback	
Improve the efficiency and effectiveness of the Aged Care Complaints Investigation Scheme through ongoing development and review of its processes	Complaints Investigation Scheme processes are reviewed and continually developed to improve its efficiency and effectiveness
Reduce social isolation	
Twelve month activity reports comply with funding requirements	Program is delivered according to funding guidelines

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[15] As per funding agreement.

Table 4.16: Quantitative Key Performance Indicators for Program 4.3

Quantitative Indicators	2009-10 Revised Budget	2010-11 Budget Target	2011-12 Forward Year 1	2012-13 Forward Year 2	2013-14 Forward Year 3
Information and support for care recipients and carers					
Percentage increase in the number of calls received by the Commonwealth Respite and Carelink Centres annually	5%	5%	5%	5%	5%
Maintain quality by taking action on consumer feedback					
Percentage of clients satisfied with the effectiveness of the complaints investigation scheme	75%	75%	75%	75%	75%
Percentage of clients satisfied with the services delivered under the National Aged Care Advocacy program	80%	80%	80%	80%	80%
Reduce social isolation					
Percentage of allocated visits achieved by the Community Visitors Scheme[16]	N/A	100%	100%	100%	100%

Program 4.4: Community care

Program Objective

Through this Program, the Australian Government aims to:

- take full funding and policy responsibility for aged care across Australia;
- provide alternatives to residential care to help people remain at home and in the community for as long as possible;
- support carers, including through the National Respite for Carers program;
- assist older people to lead independent, active and healthy lives;
- improve the quality of care for older Indigenous Australians; and
- increase access to services for care leavers.

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[16] New indicator for 2010-11.

Major Activities

Taking full policy and funding responsibility for aged care across Australia

During 2010-11, the Department will begin implementation of the Australian Government's decision to take full policy and funding responsibility for aged care services across Australia. Under these new arrangements, the Commonwealth will take responsibility for funding all national aged care services for older people (throughout, this refers to non-Indigenous people 65 years of age or over, and Indigenous Australians 50 years of age or over).[17] States and territories will be responsible for funding care services for younger people, such as younger people with disabilities, wherever they are receiving care.

Different arrangements will apply in Victoria, which will be subject to a new National Partnership Agreement to govern arrangements for the Home and Community Care program from 1 July 2011.

The Department will commence work on the development of a nationally consistent system of services, support, assessment, care and regulation allowing older people to seamlessly move from basic help at home through to residential care as their care needs change. This will ensure that care recipients, their carers and aged care providers deal with only one level of government, improving care and strengthening outcomes.

The reporting burden on providers, and especially those which currently operate services under more than one aged care program, will also be reduced. Providers will be able to diversify the services that they offer without needing to negotiate different funding agreements with different governments.

A key reform principle will be to minimise disruption for care recipients. Care recipients will continue to receive services from their current providers while administration and funding transitions to the new arrangements.

The Australian Government and state and territory governments will involve service providers and other stakeholders in the reform process to ensure that the future system of community care builds on the strengths of the existing service infrastructure, the experience of the workforce and the needs of local communities.

Care for people in the community

The Australian Government aims to provide alternatives to residential care so that people can remain at home and in the community. The Department will provide a number of programs that offer individually tailored care packages, including Community Aged Care Packages. The Department, in partnership with states and territories, will also provide the Home and Community Care program. The services delivered through these programs will include domestic assistance, personal care, professional allied health care, transport and nursing services.

Through the provision of additional community care packages, the Government will meet its overall target of 113 operational aged care places per 1,000 people 70 years of age and over, and fulfil the ratio of 48 high care and 65 low care places by 2011. This will be done through greater flexibility in the balance between community and residential places. In 2010-11, more community care places will be allocated from the 2009-10 Aged Care Approvals Round, as the high level community care (that is Extended Aged Care at Home Packages and Extended Aged Care at Home Dementia Packages) target is increased from 4 to 5 places per 1,000.

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[17] At the time of publication, Western Australia had not agreed to be a party to the reforms under the *National Health and Hospitals Network*. The Government is continuing to actively negotiate with Western Australia.

In 2010-11, the Government will implement the increase to the viability supplement for community aged care providers. This will mean a real increase, for the first time, in the viability supplement for rural and remote community care providers. This increase will help to ensure community aged care services are available in regional, rural and remote areas.

The Department will fund over 140 organisations to provide a wide range of therapy services to frail older people living in the community and to residents of Australian Government funded aged care homes. This will include allied health services such as physiotherapy, occupational therapy, podiatry and social work.

In 2010-11, the Department will continue to implement 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 increasing program monitoring and service accountability requirements, supporting service providers to improve quality service provision, and improving information for consumers of community aged care services.

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 access to respite services, as well as facilitating access to information and additional support, such as assistance with meals, domestic tasks and transport. Respite, available through several programs, provides care in a variety of settings depending on the assessed needs and preferences of the care recipients and their carers. Respite can be provided in residential care, in a community setting or in the carers' home, and is available to carers to allow them to have a break from their role. The Commonwealth Respite and Carelink Centres assist carers with short-term and emergency respite. The National Carer Counselling program provides access for carers to professional counselling, assists carers to manage issues such as stress, loss and grief, and helps to maintain carer-care recipient relationships.

The Australian Government's response to the House of Representatives Standing Committee on Family, Community, Housing and Youth's *Inquiry into Better Support for Carers, Who Cares…?* was tabled in Parliament on 29 October 2009. The response addresses over 50 recommendations, and the Department has a lead role in addressing a significant number of these. Central to the Government's response is a commitment to ensure that carers are appropriately recognised. In 2010-11, the Australian Government will introduce carer recognition legislation and a national carer recognition framework, including a national carer strategy.

This work will occur in conjunction with the development of the National Disability Strategy, to be announced in 2010-11. It will provide a whole-of-government, whole-of-life approach to assisting people with a disability and their families, friends and carers. A cross-agency Carers Forum has been established by the Department to support this work and engage with relevant stakeholders. This forum comprises senior members from agencies including Department of the Prime Minister and Cabinet, The Treasury, Department of Finance and Deregulation, Department of Education, Employment and Workplace Relations, Department of Families, Housing, Community Services and Indigenous Affairs, Department of Veterans' Affairs, Department of Human Services, and Centrelink.

Targeted initiatives to maintain independent, active and healthy lives

The Australian Government aims to help older people 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 preventive health services for eye health and continence management.

The Department will continue to work through the Ambassador for Ageing program, the National Eye Health initiative, the National Continence Management strategy and the new Continence Aids Payment scheme, to promote preventive health messages and services. In 2010-11, these programs will provide information and services that aim to educate the community supporting the workforce, and help older people to more fully engage in their communities. Key stakeholders include consumers and carers, peak organisations, health professionals, researchers and service providers. These initiatives help address and challenge perceptions about decreased capacity associated with ageing, by maintaining a focus on preventative health activities.

In 2010-11, the Continence Aids Payment scheme will replace the existing Continence Aids Assistance scheme. Under the new scheme, eligible clients will receive an annual contribution, paid directly into their nominated bank account. The scheme will provide clients with greater flexibility and choice on purchasing their continence products. This consumer choice and control is consistent with the Government's *Charter of rights and responsibilities for community care*, released in 2009.

Indigenous aged care workforce development

The Australian Government aims to improve the quality of care for older Aboriginal and Torres Strait Islander peoples through the community care program and the National Aboriginal and Torres Strait Islander Flexible Aged Care program. The Department will strengthen community care services for Aboriginal and Torres Strait Islander peoples through workforce development activities. These activities will progress through four cross-Government initiatives: Building an Indigenous Workforce in Community Care; the Northern Territory Jobs Package; the Cape York Welfare Reform Trial; and the National Jobs Creation Package under the Council of Australian Governments' National Partnership on Indigenous Economic Development. These initiatives include ongoing paid employment and training for Aboriginal and Torres Strait Islander peoples previously employed under the Community Development Employment Projects program. In 2010-11, the Department will continue to provide funding to aged care services for the employment of Aboriginal and Torres Strait Islander aged care workers. In addition, the Department will continue to deliver culturally appropriate and targeted training to Aboriginal and Torres Strait Islander aged care workers.

In 2010-11, the Department will continue to develop the Aboriginal and Torres Strait Islander aged care workforce through implementation of targeted workforce development initiatives, such as the Northern Territory Aboriginal and Torres Strait Islander community care training project and the Cape York Aboriginal and Torres Strait Islander aged care training project.

Improving workforce capacity and sustainability will ensure that quality, culturally appropriate aged care services can be provided to Aboriginal and Torres Strait Islander peoples. In 2010-11, the Department will also implement 80 Indigenous Remote Service Delivery Traineeships in business and administration for Aboriginal and Torres Strait Islander peoples, in aged and primary health care services in rural and remote areas.

The Department faces a number of significant challenges in implementing these workforce initiatives, particularly in rural and remote areas. These include issues relating to the recruitment and retention of staff in remote locations and staff ability to access training,

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cultural obligations and language, literacy and numeracy issues. The Department is working to overcome these issues through provision of on-site training and workforce development programs, particularly in remote areas, to assist with recruitment, retention, and access to training.

Improve access to care

On 1 December 2009, changes were made to the *Aged Care Act 1997* to ensure that 'care leavers' are recognised, as people with special needs. This term is used to describe 'Forgotten Australians' who were child migrants or who have experienced life in some form of institutional or out-of-home setting. In 2010-11, a national education package will be developed to increase the awareness of community service providers about 'Forgotten Australians'.

Program 4.4 is linked as follows:

- This program includes National Partnerships payments for:
  - *Home and community care.*
  These Partnerships payments are paid to state and territory governments by The Treasury as part of the Federal Financial Relations (FFR) Framework. For budget estimates relating to the National Partnership component of the program, please refer to Budget Paper 3 or Program 1.10 of the Treasury Portfolio Budget Statements.
- Medicare Australia, for payments under the Community Aged Care Package program.

Program 4.4: Expenses

Table 4.17: Program expenses[2]

	2009-10 Estimated actual $'000	2010-11 Budget $'000	2011-12 Forward year 1 $'000	2012-13 Forward year 2 $'000	2013-14 Forward year 3 $'000
Annual administered expenses					
Ordinary annual services[1]	324,682	293,538	1,674,885	1,801,745	1,923,259
Special appropriations					
Aged Care Act 1997 - community care					
subsidies	508,191	583,973	614,992	640,593	670,904
Program support	36,609	41,515	41,332	41,066	41,675
Total Program expenses	**869,482**	**919,026**	**2,331,209**	**2,483,404**	**2,635,838**

1 Ordinary annual services (Bill 1) against Program 4.4 includes an estimate of $23.607 million for 2009-10 appropriated under the Northern Territory Flexible Funding Pool arrangements.
2 This Program includes National Partnerships paid to state and territory governments by the Treasury as part of the Federal Financial Relations (FFR) Framework. National partnerships are listed in this chapter under each program. For budget estimates relating to the National Partnership component of the Program, please refer to Budget Paper 3 or Program 1.10 of the Treasury Portfolio Budget Statements.

Program 4.4: Deliverables

The Department will produce the following 'Deliverables' to achieve the Program Objective.

Table 4.18: Qualitative Deliverables for Program 4.4

Qualitative Deliverables	2010-11 Reference Point or Target
Produce relevant and timely evidence-based policy research	Relevant evidence-based policy research produced in a timely manner
Stakeholders participate in program development through a range of avenues	Stakeholders participated in program development through avenues such as regular consultative committees, conferences, stakeholder engagement forums, surveys, submissions on departmental discussion papers and meetings
Taking full policy and funding responsibility for aged care across Australia	
Negotiate bilateral funding agreements with state and territory governments which will take effect from 1 July 2011	Funding agreements in place with state and territory governments by 1 July 2011
Care for people in the community	
Enhancements to quality review processes implemented in consultation with stakeholders	Stakeholder consultations will take place through the Ageing Consultative Committee and other stakeholder groups
Targeted initiatives to maintain independent, active and healthy lives	
Transition of Continence Aids Assistance Scheme clients to the Continence Aids Payment Scheme	Existing Continence Aids Assistance Scheme clients transferred to the new Continence Aids Payment Scheme by 1 July 2010
Improve access to care	
Improved, more adaptive and appropriate assessment and access strategies	Incorporation of care leavers into assessment and access strategies

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Table 4.19: Quantitative Deliverables for Program 4.4

Quantitative Deliverables	2009-10 Revised Budget	2010-11 Budget	2011-12 Forward Year 1	2012-13 Forward Year 2	2013-14 Forward Year 3
Percentage of variance between actual and budgeted expenses	≤0.5%	≤0.5%	≤0.5%	≤0.5%	≤0.5%
Taking full policy and funding responsibility for aged care across Australia					
Number of Home and Community Care services provided to eligible clients in the community	2.1m	2.1m	2.1m	2.1m	2.1m
Care for people in the community					
Estimated number of Community Aged Care Packages allocated[18]	43,431	45,013	46,311	N/A	N/A
Respite and carers					
Number of respite services provided to eligible clients in the community	84,000	84,000	88,000	93,000	98,000
Targeted initiatives to maintain independent, active and healthy lives					
Provision of information and support through the National Continence Helpline[19]	20,000	21,000	22,000	23,000	24,000
Indigenous aged care workforce development					
Total number of paid positions for aged care Indigenous workers through the National Partnership for Indigenous Economic Participation	≥600	≥600	≥600	≥600	≥600

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[18] Subject to revision following the June 2010 stocktake of aged care places and the outcome of the 2009-10 Aged Care Approvals Round. Estimates for 2012-13 and 2013-14 will be determined following the June 2010 and June 2011 stocktakes respectively.

[19] Measured by the number of calls received.

Quantitative Deliverables	2009-10 Revised Budget	2010-11 Budget	2011-12 Forward Year 1	2012-13 Forward Year 2	2013-14 Forward Year 3
Improve access to care					
Number of Australian Government aged care services that have been supplied with a National Education Package for care leavers[20]	N/A	4,040	1,500	1,500	1,500

Program 4.4: Key Performance Indicators

The following 'Key Performance Indicators' measure the impact of the Program.

Table 4.20: Qualitative Key Performance Indicators for Program 4.4

Qualitative Indicators	2010-11 Reference Point or Target
Taking full funding and policy responsibility for aged care across Australia	
Seamless transition between funding arrangements for Home and Community Care program	During transition period, Home and Community Care program clients continue to receive appropriate services
Improve access to care	
Increased awareness of care leavers among service providers	Develop a National Educational Package for care leavers

Outcome | 04

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[20] New indicator for 2010-11.

Table 4.21: Quantitative Key Performance Indicators for Program 4.4

Quantitative Indicators	2009-10 Revised Budget	2010-11 Budget Target	2011-12 Forward Year 1	2012-13 Forward Year 2	2013-14 Forward Year 3
Care for people in the community					
Percentage increase in the number of eligible care recipients provided with Community Aged Care Packages	3.6%	2.9%	2.9%	2.9%	2.9%
Respite and carers					
Percentage of community aged care services visited as part of quality assurance processes[21]	N/A	>33%	>33%	>33%	>33%
Percentage increase in carers referred to the National Carer Counselling Program by Commonwealth Respite and Carelink Centres[21]	N/A	3%	3%	3%	3%
Targeted initiatives to maintain independent, active and healthy lives					
Percentage increase in community access to the National Continence Helpline	5%	5%	5%	5%	5%
Indigenous aged care workforce development					
Percentage of positions filled through the National Partnership for Indigenous Economic Participation	≥65%	≥65%	≥65%	≥65%	≥65%
Improve access to care					
Percentage of Australian Government aged care services that have access (either through publication or the internet) to the National Education Package for care leavers[22]	N/A	100%	100%	100%	100%

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[21] New indicator for 2010-11.

Program 4.5: Culturally appropriate aged care

Program Objective

Through this Program, the Australian Government aims to provide culturally appropriate aged care services to:

- culturally and linguistically diverse communities; and
- older Aboriginal and Torres Strait Islander peoples wishing to remain in their communities.

Under the *Aged Care Act 1997*, older people from culturally and linguistically diverse backgrounds and Aboriginal and Torres Strait Islander communities are identified as people with special needs. The Australian Government funds a number of programs to support these groups.

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. These programs provide information on aged care, translation and referral services, and establish partnerships between aged care providers and culturally and linguistically diverse communities.

In 2010-11, the Department will continue to support organisations in each state and territory through grants under the Partners in Culturally Appropriate Care program. The grants will be used to provide training and support for providers of residential and community based aged care services.

Under the Community Partners program, the Department will continue to provide grants to organisations representing culturally and linguistically diverse communities to promote and facilitate increased and sustained access to aged care information and services. Examples of activities undertaken by funded organisations include providing aged care information in relevant languages, conducting information sessions, and acting as a conduit between the community and service providers.

Culturally appropriate aged care for Aboriginal and Torres Strait Islander peoples

The Australian Government is committed to improving the long-term quality of aged care for Aboriginal and Torres Strait Islander communities. The Government, through the Department, supports delivery of aged care services through the Indigenous Aged Care Plan, the National Aboriginal and Torres Strait Islander Flexible Aged Care program and the Aboriginal and Torres Strait Islander Assistance packages, to provide quality and culturally appropriate care to Aboriginal and Torres Strait Islander peoples, particularly in rural and remote locations.

In 2010-11, the Government will implement an increase to the viability supplement for National Aboriginal and Torres Strait Islander Flexible Aged Care program services provided in a community setting. This increase will ensure community aged care services are available in regional, rural and remote areas.

There are currently 29 flexible aged care services funded under the National Aboriginal and Torres Strait Islander Flexible Aged Care program, mainly located in rural and

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remote areas of Australia. In addition, planning for construction of a new flexible aged care service is currently underway in Victoria and there is in-principle approval to establish new flexible services in the Northern Territory at Mutitjulu (Central Australia) and in East Arnhem Land. In 2010-11, the Department will support organisations to deliver quality, culturally appropriate aged care to older Aboriginal and Torres Strait Islander peoples through the National Aboriginal and Torres Strait Islander Flexible Aged Care program; provide funding to improve access to residential aged care services for Aboriginal and Torres Strait Islander peoples; and provide grants to organisations providing flexible aged care to improve resident safety and wellbeing.

Through an initiative under the Indigenous Aged Care Plan, the Australian Government will provide practical support to providers delivering aged care services in remote locations, and to Aboriginal and Torres Strait Islander peoples. This support includes governance, financial management and clinical support. It will be provided by professionals who are able to build organisational capacity and provide individual assistance to service providers to deliver quality aged care services.

Under the Indigenous Aged Care Plan, the Department will finalise development of the Quality Framework for the National Aboriginal and Torres Strait Islander Flexible Aged Care program to provide culturally appropriate standards for health and personal care, safety and physical environment and effective management and governance. These standards will form the basis of quality assurance monitoring for the program and assist providers to improve service delivery.

These activities will result in improved access to flexible aged care services by older Aboriginal and Torres Strait Islander peoples. It will improve standards for health and personal care, improve safety and the physical environment and provide a culturally appropriate lifestyle. It will also allow providers of flexible aged care services to manage the changing care needs of older people in their communities. Funding for capital works, and a support and emergency assistance program for these Indigenous aged care services is provided through the Remote and Indigenous Services Support program. This is a component of the Indigenous Aged Care Plan, under Program 4.8.

Program 4.5: Expenses

Table 4.22: Program expenses

	2009-10 Estimated actual $'000	2010-11 Budget $'000	2011-12 Forward year 1 $'000	2012-13 Forward year 2 $'000	2013-14 Forward year 3 $'000
Annual administered expenses					
Ordinary annual services	30,173	31,842	31,205	31,704	32,211
Program support	7,804	8,849	8,811	8,754	8,884
Total Program expenses	**37,977**	**40,691**	**40,016**	**40,458**	**41,095**

Program 4.5: Deliverables

The Department will produce the following 'Deliverables' to achieve the Program Objective.

Table 4.23: Qualitative Deliverables for Program 4.5

Qualitative Deliverables	2010-11 Reference Point or Target
Produce relevant and timely evidence-based policy research	Relevant evidence-based policy research produced in a timely manner
Stakeholders participate in program development through a range of avenues	Stakeholders participated in program development through avenues such as regular consultative committees, conferences, stakeholder engagement forums, surveys, submissions on departmental discussion papers and meetings
Culturally appropriate aged care	
Grants provided to Partners In Culturally Appropriate Care and organisations representing culturally and linguistically diverse communities to provide information on aged care services	Timely allocation and expenditure of capital funding
Culturally appropriate aged care for Aboriginal and Torres Strait Islander peoples	
Funding provided to aged care providers delivering care under the National Aboriginal and Torres Strait Islander Flexible Aged Care program	Funding allocation is timely and culturally appropriate
Quality Framework is developed and trialled with all flexible services	Effective stakeholder participation in development of framework and piloting

Table 4.24: Quantitative Deliverables for Program 4.5

Quantitative Deliverables	2009-10 Revised Budget	2010-11 Budget	2011-12 Forward Year 1	2012-13 Forward Year 2	2013-14 Forward Year 3
Percentage of variance between actual and budgeted expenses	≤0.5%	≤0.5%	≤0.5%	≤0.5%	≤0.5%

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Quantitative Deliverables	2009-10 Revised Budget	2010-11 Budget	2011-12 Forward Year 1	2012-13 Forward Year 2	2013-14 Forward Year 3
Culturally appropriate aged care					
Increase access to aged care service information[22]	≥$6.3m	≥$6.3m	≥$6.4m	≥$6.6m	≥$6.7m
Number of nationally funded projects and services for many culturally and linguistically diverse communities	>70	>70	>70	>70	>70
Culturally appropriate aged care for Aboriginal and Torres Strait Islander peoples					
Number of flexible places available for Aboriginal and Torres Strait Islander peoples	700	700	700	700	700
Number of projects undertaken to provide culturally appropriate aged care services to older Aboriginal and Torres Strait Islander peoples	10	10	10	10	10

Program 4.5: Key Performance Indicators

The following 'Key Performance Indicators' measure the impact of the Program.

Table 4.25: Qualitative Key Performance Indicators for Program 4.5

Qualitative Indicator	2010-11 Reference Point or Target
Culturally appropriate aged care	
Usefulness of funded Community Partners program projects and activities in providing access to aged care information and services	Progress reports, and appropriate follow up action by Department, find that products and activities are reaching the intended target audience and that the content is assisting recipients to make informed choices about access to care

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[22] Measured through the amount of grant funding allocated to eligible organisations representing culturally and linguistically diverse communities and Partners In Culturally Appropriate Care organisations.

Qualitative Indicator	2010-11 Reference Point or Target
The Partners in Culturally Appropriate Care program is facilitating the provision of culturally appropriate care	Progress reports, and appropriate follow up action by Department, find that relevant and useful products and services are being developed and delivered to service providers, which has resulted in those providers being better equipped to deliver culturally appropriate care
Culturally appropriate aged care for Aboriginal and Torres Strait Islander peoples	
Funded program projects and activities provide access to appropriate aged care for Aboriginal and Torres Strait Islander peoples	Progress reports and appropriate follow up action by the Department find that funded activities are achieving required targets

Table 4.26: Quantitative Key Performance Indicators for Program 4.5

Quantitative Indicators	2009-10 Revised Budget	2010-11 Budget Target	2011-12 Forward Year 1	2012-13 Forward Year 2	2013-14 Forward Year 3
Culturally appropriate aged care					
Percentage of aged care recipients, from culturally and linguistically diverse communities, accessing culturally appropriate information and services	95%	95%	95%	95%	95%
Culturally appropriate aged care for Aboriginal and Torres Strait Islander peoples					
Percentage of funded projects completed successfully	95%	95%	95%	95%	95%

Program 4.6: Dementia

Program Objective

Through this Program, the Australian Government aims to:

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

Outcome | 04

The Government will work collaboratively with state and territory governments and the non-government sector to implement this Program.

Major Activities

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.[23] The Australian Government aims to improve the lives of people with dementia and their carers through the Dementia Initiative.

Dementia research

The Australian Government will provide funding for dementia research grants administered through the National Health and Medical Research Council and three Dementia Collaborative Research Centres (Centres) including the Assessment and Better Care Outcomes Centre (University of New South Wales); the Early Diagnosis and Prevention Centre (Australian National University); and the Carers and Consumers Centre (Queensland University of Technology). The Department will manage funding agreements with these organisations to undertake the research. The Centres will undertake research that increases the understanding of the causes of dementia and promotes excellence in the early diagnosis and treatment of dementia through the translation of research outcomes into practice.

Priority research directions for 2010-11 include dementia and general practice; dementia care nursing; transitions in care; technology and environmental design; community and acute care; nutrition; palliation; pain in dementia; quality of care issues; cognitive testing in the community; risk reduction; and diagnostic tools and methods.

Dementia-specific training for the aged care workforce

The Government will fund Dementia Training Study Centres for health professionals to support dementia studies in universities' graduate and undergraduate health curriculum, and provide tertiary career pathways in dementia studies. The Department will manage funding agreements with universities to provide this training.

In 2010-11, through the Dementia Care Essentials – Dementia Skills for Aged Care Workers program, the Government will fund accredited dementia training for residential and community aged care workers. This will ensure that aged care workers can provide good dementia care including care planning, communication and management of challenging behaviours.

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 2010-11, 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, such as Alzheimer's Australia, St. Vincent's Hospital (Melbourne), Frontier Services and state health departments to undertake this work.

The collection of accurate meaningful data will help inform the future direction of this program. The Department is currently reviewing data collection systems and methodology

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[23] Australian Institute of Health and Welfare, 2007. *Dementia in Australia: National data analysis and development.* AIHW, Canberra.

to improve data accuracy. It is anticipated that this work will result in the development of a national dataset for the program.

Dementia education, information and support

The Australian Government provides information, education and support to people with dementia, their carers and families. In 2010-11, the Department will work with Alzheimer's Australia and its state and territory associates to deliver the National Dementia Support program. Activities under this program include the National Dementia Helpline and Referral Service, counselling and support services, education and training programs, and early intervention programs, such as the Living with Memory Loss program.

Under the Dementia Community Support Grants program, the Australian Government supports community organisations to address the local needs of people living with dementia, their carers and families. The challenges will be maintaining current levels of support and services for people with dementia whilst shaping the future direction. This will be based on an independent evaluation of the program that was finalised in December 2009. The evaluation found the program was generally successful and that major program elements should continue.

Program 4.6: Expenses

Table 4.27: Program expenses

	2009-10 Estimated actual $'000	2010-11 Budget $'000	2011-12 Forward year 1 $'000	2012-13 Forward year 2 $'000	2013-14 Forward year 3 $'000
Annual administered expenses					
Ordinary annual services	30,784	31,278	31,778	32,284	32,800
Program support	4,139	4,694	4,674	4,644	4,712
Total Program expenses	**34,923**	**35,972**	**36,452**	**36,928**	**37,512**

Program 4.6: Deliverables

The Department will produce the following 'Deliverables' to achieve the Program Objective.

Table 4.28: Qualitative Deliverables for Program 4.6

Qualitative Deliverables	2010-11 Reference Point or Target
Produce relevant and timely evidence-based policy research	Relevant evidence-based policy research produced in a timely manner
Stakeholders participate in program development through a range of avenues	Stakeholders participated in program development through avenues such as regular consultative committees, conferences, stakeholder engagement forums, surveys, submissions on departmental discussion papers and meetings

Qualitative Deliverables	2010-11 Reference Point or Target
Dementia research	
Funding provided for dementia research and Dementia Collaborative Research Centres	Timely delivery of progress reports and funding agreement deliverables
Dementia-specific training for the aged care workforce	
Funding provided for training and career pathways for health professionals and aged care workers	Timely delivery of progress reports and funding agreement deliverables
Dementia behaviour management support	
Provision of funding to organisations to provide 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	Timely delivery of progress reports and funding agreement deliverables
Dementia education, information and support	
Provision of funding for information, counselling and support for people with dementia, their carers and families	Timely delivery of progress reports and funding agreement deliverables
Provision of funding to support local communities to address the needs of people with dementia, their carers and families	Timely delivery of progress reports and funding agreement deliverables

Table 4.29: Quantitative Deliverables for Program 4.6

Quantitative Deliverables	2009-10 Revised Budget	2010-11 Budget	2011-12 Forward Year 1	2012-13 Forward Year 2	2013-14 Forward Year 3
Percentage of variance between actual and budgeted expenses	≤0.5%	≤0.5%	≤0.5%	≤0.5%	≤0.5%
Dementia research					
Number of research projects funded	85	90	90	90	90

Quantitative Deliverables	2009-10 Revised Budget	2010-11 Budget	2011-12 Forward Year 1	2012-13 Forward Year 2	2013-14 Forward Year 3
Dementia-specific training for the aged care workforce					
Number of training places available to aged care workers	4,800	4,800	4,800	4,800	4,800
Dementia behaviour management support					
Number of Behaviour Management Advisory Services funded	8	8	8	8	8
Dementia education, information and support					
Number of state and territory based organisations funded to provide dementia education, information and support	8	8	8	8	8

Program 4.6: Key Performance Indicators

The following 'Key Performance Indicators' measure the impact of the Program.

Table 4.30: Qualitative Key Performance Indicators for Program 4.6

Qualitative Indicator	2010-11 Reference Point or Target
Dementia research	
Produce evidence based collaborative research in agreed dementia priority areas	All research projects have 6 and 12 month progress reports that are compliant with funding requirements

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Table 4.31: Quantitative Key Performance Indicators for Program 4.6

Quantitative Indicators	2009-10 Revised Budget	2010-11 Budget Target	2011-12 Forward Year 1	2012-13 Forward Year 2	2013-14 Forward Year 3
Dementia research					
Percentage of research projects that are collaborative	90%	90%	90%	90%	90%
Dementia-specific training for the aged care workforce					
Percentage of training places taken up to improve skills	100%	100%	100%	100%	100%
Dementia behaviour management support					
Number of calls to the Dementia Behaviour Management Advisory Services 24 hour helpline	8,100	9,000	10,000	11,000	12,000
Dementia education, information and support					
Number of calls to the National Dementia Helpline	28,000	30,000	31,000	32,000	33,000

Program 4.7: Flexible aged care

Program Objective

Through this Program, the Australian Government aims to:

- trial innovative approaches to the delivery of community and residential aged care services to respond to the needs and preferences of older people;
- improve the care of long stay older patients in hospitals;
- ensure older people in rural and remote areas have access to care that meets their needs and preferences, through the Multi-Purpose Service program; and
- enable older people with complex care needs to remain in their home, should they wish to do so, through community care packages.

The Australian 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.

Major Activities

Innovative care to meet the needs and preferences of older people

As part of the *National Health and Hospitals Network*, the Australian Government will provide assistance to the states and territories[24] over four years, commencing 1 July 2011, for older patients in public hospitals who have been assessed as needing aged care but who cannot be discharged because they cannot access appropriate aged care services (long stay older patients).

In 2010-11, the Department will allocate 2,000 time-limited, flexible aged care places to states and territories under the Aged Care Act's Innovative Pool arrangements to give effect to this initiative. The Department will work with the states and territories to develop the billing and accountability arrangements for these places in 2010-11. From 1 July 2011, states and territories will receive funding for these places equivalent to the average aged care subsidy for people entering residential care from hospital.

The need for increased flexibility, choice and control in aged care for consumers has emerged from previous reviews of community aged care and the Government's consultations on the final report of the National Health and Hospitals Reform Commission. Consumer (or self) directed care will give older people a greater say and more control over the design and delivery of community care services provided to them and their carers. Consumer directed care approaches allow older people and their carers to make choices about the types of care services they access and the delivery of those services, including who will deliver the services and when.

In 2010-11, the Department will allocate 500 community care packages, including Community Aged Care Packages (CACP), Extended Aged Care at Home (EACH) and Extended Aged Care at Home Dementia (EACHD) packages, as part of the phased implementation of consumer directed care. In addition, 200 carers will be offered individualised respite budgets to be expended on respite services of their choice under the National Respite for Carers Program. A further 500 community care packages will be released in 2011-12.

Transition care

The Transition Care program, which is a joint initiative of the Australian Government and state and territory governments, helps older people leaving hospital to complete their recovery and optimise their functional capacity, while assisting them and their carer or family to make long-term care arrangements, where necessary. In many cases, this means that they can return home, rather than enter residential care prematurely. Transition care provides older people with a package of services that includes low intensity therapy (such as physiotherapy, occupational therapy and social work), nursing support and/or personal care.

As at 1 April 2010 there were 2,698 operational transition care places. During 2009-10, a further 651 transition care places were allocated and will become operational from 1 July 2010. In 2010-11, the Department will allocate a further 651 transition care places to the states and territories to become operational during 2011-12.

The Department will continue to work with all states and territories through the Transition Care Working Group to ensure appropriate distribution of transition care places to meet the needs of all older people.

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[24] At the time of publication, Western Australia had not agreed to be a party to the reforms under the National Health and Hospitals Network. The Government is continuing to actively negotiate with Western Australia.

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Ensuring access in rural and remote areas

In 2010-11 the Department will continue to work with state and territory governments to establish Multi-Purpose Services in areas of need for small rural and remote communities. Multi-Purpose Services are integrated health and aged care services for small rural and remote communities. The services combine flexible aged care places funded by the Australian Government with a range of health services funded by state and territory governments, to meet the needs of the local community in a sustainable manner. In 2010-11, the Department will continue to fund existing flexible aged care places at Multi-Purpose Services, in addition to creating and allocating additional flexible aged care places where a need is identified.

The Department will have allocated over 2,817 Multi-Purpose Service places by June 2010 and over 3,089 Multi-Purpose Service places by June 2011, with some Multi-Purpose Services serving more than one geographical location.

To better support people in rural and remote areas, the Government will provide capital funding for 286 subacute beds or bed-equivalents in Multi-Purpose Services, building on the existing 126 beds in Multi-Purpose Services. Based on an average length of stay in subacute care of around 19 days, these new beds will support up to 5,400 people a year when fully implemented.

The Government will also alter its current guidelines to expand the number of rural communities eligible to apply for Multi-Purpose Service funding. These changes will create an additional 300 aged care places in rural and remote areas.

In 2010-11, the Government will implement the increase to the viability supplement for Multi-Purpose Service places provided in community settings. This increase will ensure community aged care services are available in regional, rural and remote areas.

Community care packages for people with complex needs

The Australian Government is committed to providing high quality community care options for older people with complex care needs who prefer to remain living in their own homes. The Department manages the Extended Aged Care at Home program, which provides individually planned and coordinated packages of care, tailored to help frail older people with complex care needs. Extended Aged Care at Home packages are flexible in content and may include clinical care, personal assistance, meal preparation, continence management, assistance to access leisure activities, emotional support, therapy services, and home safety and modification. The packages are delivered by approved providers, and administered under the *Aged Care Act* 1997. Generally, people who require high level care are eligible for support through this program.

The Australian Government also provides support for older people with dementia through Extended Aged Care at Home Dementia packages. Packages are tailored to help people with dementia who experience difficulties in their daily life because of behavioural and psychological symptoms associated with their dementia.

In 2010-11, more community care places will be allocated from the 2009-10 Aged Care Approvals Round, as a result of the target for provision of high level community care being temporarily increased from 4 to 5 places per 1,000 in 2010. In 2010-11, the Government will also implement the increase to the viability supplement for Extended Aged Care at Home and Extended Aged Care at Home Dementia providers. This increase will ensure community aged care services are available in regional, rural and remote areas.

Program 4.7 is linked as follows:

- Medicare Australia, for payments under the Extended Aged Care at Home and the Extended Aged Care at Home Dementia package programs.

Program 4.7: Expenses

Table 4.32: Program expenses

	2009-10 Estimated actual $'000	2010-11 Budget $'000	2011-12 Forward year 1 $'000	2012-13 Forward year 2 $'000	2013-14 Forward year 3 $'000
Annual administered expenses					
Special appropriations					
Aged Care Act 1997 - flexible care subsidies[1]	517,842	724,513	923,586	919,248	881,775
Program support	6,462	7,328	7,296	7,249	7,357
Total Program expenses	**524,304**	**731,841**	**930,882**	**926,497**	**889,132**

[1] The Flexible Care special appropriation includes National Partnership payments paid to state and territory governments by the Department of Health and Ageing. For budget estimates relating to the Expanding Multi-purpose services and the Aged Care - Longer Stay Older Patients National Partnerships paid through this Program refer to Budget Paper 3.

Program 4.7: Deliverables

The Department will produce the following 'Deliverables' to achieve the Program Objective.

Table 4.33: Qualitative Deliverables for Program 4.7

Qualitative Deliverables	2010-11 Reference Point or Target
Produce relevant and timely evidence-based policy research	Relevant evidence-based policy research produced in a timely manner
Stakeholders participate in program development through a range of avenues	Stakeholders participated in program development through avenues such as regular consultative committees, conferences, stakeholder engagement forums, surveys, submissions on departmental discussion papers and meetings
Transition care	
The Transition Care Program enables older people leaving hospital to access time-limited, goal oriented and therapy-focused care to help them stay at home rather that enter residential aged care permanently	In 2010-11, at least 18,000 older people will access transition care services. Of these, 45% are expected to return home after their transition care episode with or without support

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Qualitative Deliverables	2010-11 Reference Point or Target
Ensuring access in rural and remote areas	
Multi-Purpose Services enable older people in rural and remote areas to access community and residential aged care services	In 2010-11, at least 3,089 older people in rural and remote areas will access community and residential aged care services through Multi-Purpose Services
Community care packages for people with complex needs	
Enhancements to quality review processes implemented in consultation with stakeholders	Stakeholder consultation will take place through the Aged Care Consultative Committee and other stakeholder groups

Table 4.34: Quantitative Deliverables for Program 4.7

Quantitative Deliverables	2009-10 Revised Budget	2010-11 Budget	2011-12 Forward Year 1	2012-13 Forward Year 2	2013-14 Forward Year 3
Percentage of variance between actual and budgeted expenses	≤0.5%	≤0.5%	≤0.5%	≤0.5%	≤0.5%
Transition care					
Number of additional transition care places operational[25]	470	651	651	N/A	N/A
Ensuring access in rural and remote areas					
Number of operational flexible aged care places in Multi-Purpose Services	2,817	3,089	3,189	3,289	3,389
Community care packages for people with complex needs					
Estimated number of Extended Aged Care at Home packages allocated[26]	7,056	7,056	7,056	N/A	N/A

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[25] Places will be fully allocated by 2011-12.

[26] Subject to revision following the June 2010 stocktake of aged care places. Estimates for 2012-13 and 2013-14 will be determined following the June 2010 and June 2011 stocktakes respectively. These deliverables have changed from 2009-10 due to a Government decision.

Quantitative Deliverables	2009-10 Revised Budget	2010-11 Budget	2011-12 Forward Year 1	2012-13 Forward Year 2	2013-14 Forward Year 3
Estimated number of Extended Aged Care at Home Dementia packages allocated[27]	3,523	3,523	3,523	N/A	N/A

Program 4.7 Key Performance Indicators

The following 'Key Performance Indicators' measure the impact of the Program.

Table 4.35: Qualitative Key Performance Indicators for Program 4.7

Qualitative Indicator	2010-11 Reference Point or Target
Transition care	
The percentage of people whose functional capacity (measured using the Modified Barthel Index) improves during a transition care episode	The percentage of people whose functional capacity improves during a transition care episode is 60%
The percentage of people who return home after their transition care episode with or without support	The percentage of people who return home after their transition care episode is 45%
Community care packages for people with complex needs	
Provision of operational community care ratio, measured by the number of community aged care places per 1,000 people 70 years of age and over	The operational community care ratio is 25

Table 4.36: Quantitative Key Performance Indicators for Program 4.7

Quantitative Indicators	2009-10 Revised Budget	2010-11 Budget Target	2011-12 Forward Year 1	2012-13 Forward Year 2	2013-14 Forward Year 3
Transition care					
Number of operational transition care places[27]	2,698	3,349	4,000	4,000	4,000

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[27] In the 2009-10 Portfolio Budget Statements, the indicator 'more clients accessing increasing number of operational transition care places' has been deleted. The revised indicator provides more meaningful information on the total number of operational places available.

<div style="writing-mode: vertical">Outcome | 04</div>

Quantitative Indicators	2009-10 Revised Budget	2010-11 Budget Target	2011-12 Forward Year 1	2012-13 Forward Year 2	2013-14 Forward Year 3
Ensuring access in rural and remote areas					
Percentage of Multi-Purpose Services places allocated	100%	100%	100%	100%	100%
Community care packages for people with complex needs					
Percentage of community care packages for people with complex needs allocated	100%	100%	100%	100%	100%

Program 4.8: Residential care

Program Objective

Through this Program, the Australian Government aims to:

- ensure the availability of high quality, resident-centred care, by promoting equitable access to residential aged care;
- work towards financial security for residents to support their choice of an aged care home, improve the quality of aged care services through compliance with minimum standards[28], and encourage continuous quality improvement;
- help older Indigenous Australians access residential services through the provision of building infrastructure and capital works.

Major Activities

Equitable access to residential aged care

Residential aged care is provided to older people whose care needs mean they can no longer live in their own home. At 30 June 2009, there were 2,783 aged care homes providing care through 175,225 aged care places across Australia. There are two main types of residential aged care in Australia, low and high level care. While some aged care homes specialise in either 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's need based planning arrangements aim to provide equitable access to residential care for Australia's ageing population. In 2010-11, the Department will continue to implement these arrangements through the annual allocation of new aged care places under the *Aged Care Act 1997* and the ongoing management of existing allocations of places.

As part of the *National Health and Hospitals Network*, the Australian Government will double the size of the zero real interest loan program by providing a further $300 million in loans and to support up to 2,500 residential aged care places. This investment will enable

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[28] For further information on the Aged Care Standards and Accreditation Agency (ACSAA), please refer to the ACSAA chapter in these Portfolio Budget Statements.

residential aged care providers to build or expand aged care homes in areas of high need. The arrangements for these loans are being modified to extend the repayment period for new loans to 22 years. The eligibility criteria for loans will also be modified to allow providers to seek loans in respect of allocations of places that they already hold but have not yet become operational. The definition of 'high need area' will be expanded to include areas with relatively higher numbers of long stay older patients.

The expansion of the program will particularly benefit areas with relatively high numbers of long stay older patients in hospitals. The allocation of the additional loans will be rolled out in two equal rounds of $150 million and up to 1,250 places each, to be run in conjunction with the 2010-11 and 2011-12 Aged Care Approvals Rounds. Proposals will be sought from suitable aged care providers to build new facilities or expand existing facilities in identified priority areas.

In 2010-11, under round two of the existing zero real interest loans program, the Government will provide up to $160 million in subsidised loans and up to 1,250 residential aged care places to aged care providers, to support the development of aged care places in areas of high need.

A review of round one was formally completed in December 2008 to determine the best target areas for loans in round two. The Department will continue to target loans to geographical areas of undersupply. In areas that are particularly undersupplied with aged care facilities, consideration will be given to a combination of a zero real interest loan and a capital grant. Care providers in other areas will also be able to apply for loans, where the providers can demonstrate that they will specifically provide aged care for culturally and linguistically diverse communities or for Aboriginal and Torres Strait Islander peoples.

The Department will also support capital grant funding to providers of residential aged care who require assistance to improve building quality and standards, or to construct accommodation for additional residents. The funding assists in providing older people identified in the Act as people with special needs, access to care which meets the required standards. In 2010-11, the Department will, as part of completing the 2009-10 Aged Care Approvals Round, aim to provide capital funding for at least one specialist residential aged care service for people who are homeless or at risk of becoming homeless. The Department monitors the progress of all funded projects to identify delays in construction and liaises with grantees to encourage timely completion of funded projects.

The Department will also work with states and territories in 2010-11 to seek their commitment to release more land for aged care and to accelerate planning approval processes, so that aged care places can become operational more quickly.

Promote quality residential care services

The Australian Government is committed to the provision of quality aged care services and the protection of residents' accommodation bonds. To promote the delivery of high quality care, the Department administers programs that encourage sound financial governance and ensures that funding provided matches residents' care needs. The Department ensures that providers understand their responsibilities as approved providers under the *Aged Care Act 1997*, and undertakes targeted compliance assessments of providers meeting their care and financial obligations. If providers breach their responsibilities, appropriate remedial action, including formal sanctions, can be applied. If a provider becomes insolvent or bankrupt and cannot repay outstanding bond balances to residents, the Australian Government will repay the bond balances through a guarantee scheme. The Department pursues the defaulting provider to recover the bond money paid out, and may levy providers holding bonds if full recovery from the defaulting provider is not possible.

The Australian Government also aims to improve the quality of residential aged care services through accreditation, which is undertaken by the Aged Care Standards and Accreditation Agency Ltd. 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. As at 30 June 2009, 91.6 per cent of aged care homes were accredited for three years, the maximum accreditation period available.

To ensure that the regulatory framework effectively delivers appropriate outcomes for aged care recipients and does not burden approved providers, the Department will implement the Australian Government's decision to enhance regulation of aged care accommodation bonds and the outcomes of a number of key reviews in 2010-11.

As part of the *National Health and Hospitals Network*, the Australian Government will improve the accountability of approved providers charging accommodation bonds by clearly articulating the permitted uses of bonds, improving reporting requirements and introducing criminal penalties for misuse of bond funds. During 2010-11, the Australian Government will consult with consumers and the industry, and will work with relevant bodies to develop an appropriate risk based prudential regime, with a view to the new arrangements being in place by 1 July 2011.

The Department will act on the Australian Government's response to the Productivity Commission's report *Review of Regulatory Burdens on Business – Social and Economic Infrastructure Services* and reviews on the accreditation process and Accreditation Standards. The Department has started implementing recommendations from the Productivity Commission report. Changes to the *Residential Care Subsidy Principles* and the *Quality of Care Principles* will come into effect from 1 July 2010. These amendments reduce the regulatory requirement of Approved Providers, in line with the expected outcomes for the recommendations. Consultation and negotiations will continue in 2010-11 with the Australian Building Codes Board, on including recommendations for privacy and space requirement in the Building Code of Australia.

Aged care for older Indigenous Australians

The Australian Government aims to improve access for older Aboriginal and Torres Strait Islander peoples to residential services through the provision of a Remote and Indigenous Services Support program 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, Indigenous services funded under the Act, and capital grants to upgrade or expand Aboriginal and Torres Strait Islander aged care services. Further details of the Indigenous Aged Care Plan, which includes capital funding, are discussed at Program 4.5.

Program 4.8 is linked as follows:

- Medicare Australia (Department of Human Services) to administer payments to Aged Care providers under its Delivery of Other Benefit Payment Services (Program 1.3).
- Department of Veterans' Affairs, for payments under the Residential Aged Care program (Program 2.4).

Program 4.8: Expenses

Table 4.37: Program expenses

	2009-10 Estimated actual $'000	2010-11 Budget $'000	2011-12 Forward year 1 $'000	2012-13 Forward year 2 $'000	2013-14 Forward year 3 $'000
Annual administered expenses					
Ordinary annual services[1]	65,610	89,449	74,446	88,270	94,562
Special appropriations					
Aged Care Act 1997 - residential care subsidies	5,896,807	6,239,441	6,524,636	6,923,248	7,394,185
Aged Care (Bond Security) Act 2006	15,900	-	-	-	-
Unfunded Expenses - zero interest loans concessional loan discout	16,329	128,408	96,715	-	-
Program support	51,317	58,194	57,939	57,565	58,419
Total Program expenses	**6,045,963**	**6,515,492**	**6,753,736**	**7,069,083**	**7,547,166**

[1] Ordinary annual services (Bill 1) against Program 4.8 excludes $46.000 million in 2009-10, $311.435 million in 2010-11 and $225.000 million in 2011-12 appropriated in Bill 1 for zero interest loans as this funding is not accounted for as an expense.

Program 4.8: Deliverables

The Department will produce the following 'Deliverables' to achieve the Program Objective.

Table 4.38: Qualitative Deliverables for Program 4.8

Qualitative Deliverables	2010-11 Reference Point or Target
Produce relevant and timely evidence-based policy research	Relevant evidence-based policy research produced in a timely manner
Stakeholders participate in program development through a range of avenues	Stakeholders participated in program development through avenues such as regular consultative committees, conferences, stakeholder engagement forums, surveys, submissions on departmental discussion papers and meetings
Equitable access to residential aged care	
Improved analysis and reporting on relative availability and use of aged care for various groups within the community	Incorporation in published reports of additional information on availability and use of aged care for various groups within the community

Qualitative Deliverables	2010-11 Reference Point or Target
Promote quality residential care services	
Revision of the accreditation standards in consultation with stakeholders	Stakeholder consultation on the revised standards will occur through the Ageing Consultative Committee
Effective compliance action taken to mitigate identified non-compliance	Appropriate compliance action is taken in a timely manner to mitigate identified non-compliance
Aged care for older Indigenous Australians	
Eligible services undertake essential capital works to upgrade or expand	The timely allocation of funds for eligible services to undertake essential capital works to upgrade or expand

Table 4.39: Quantitative Deliverables for Program 4.8[29]

Quantitative Deliverables	2009-10 Revised Budget	2010-11 Budget	2011-12 Forward Year 1	2012-13 Forward Year 2	2013-14 Forward Year 3
Percentage of variance between actual and budgeted expenses	≤0.5%	≤0.5%	≤0.5%	≤0.5%	≤0.5%
Equitable access to residential aged care					
Number of residential aged care places made available in the annual Aged Care Approvals Round, which includes places made available for allocation in conjunction with a zero real interest loan[30]	8,140	9,076	6,007	N/A	N/A

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[29] Number of unannounced visits per aged care home per year has been removed as a deliverable, as it is separately reported in ACSAA chapter.

[30] Estimates for 2012-13 and 2013-14 will be determined following the June 2010 and June 2011 stocktakes respectively.

Quantitative Deliverables	2009-10 Revised Budget	2010-11 Budget	2011-12 Forward Year 1	2012-13 Forward Year 2	2013-14 Forward Year 3
Total value of zero real interest loans offered to aged care providers to build in locations where they may not have previously been prepared to invest	$140m	$160m	$150m	$150m	N/A
Promote quality residential care services					
Percentage of accommodation bond refunds paid through the Accommodation Bond Guarantee Scheme refunded within the statutory timeframe	≥95%	≥95%	≥95%	≥95%	≥95%
Number of annual reviews of Aged Care Funding Instrument funding claims to ensure residents are correctly funded	20,000	20,000	20,000	20,000	20,000
Percentage of providers with sanctions imposed where immediate and severe risk to the safety, health or wellbeing of care recipients is identified	100%	100%	100%	100%	100%
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

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Program 4.8: Key Performance Indicators

The following 'Key Performance Indicators' measure the impact of the Program.

Table 4.40: Qualitative Key Performance Indicators for Program 4.8

Qualitative Indicator	2010-11 Reference Point or Target
Equitable access to residential aged care	
Zero real interest loans are allocated to service providers in areas of need	All projects funded through zero real interest loans are located in areas of need
Promote quality residential care services	
Identified non-compliance is effectively actioned	The Department takes appropriate action against approved providers of aged care following identified non-compliance
Enhancements to the accreditation process are implemented in consultation with stakeholders	Stakeholder consultation on the implementation of enhancements to the accreditation process occurs through the Ageing Consultative Committee
Aged care for older Indigenous Australians	
Funded projects and activities provide access to appropriate aged care for Aboriginal and Torres Strait Islander peoples	Progress reports and appropriate follow-up action by the Department find that activities are achieving the intended targets

Table 4.41: Quantitative Key Performance Indicators for Program 4.8

Quantitative Indicators	2009-10 Revised Budget	2010-11 Budget Target	2011-12 Forward Year 1	2012-13 Forward Year 2	2013-14 Forward Year 3
Equitable access to residential aged care					
Number of residential aged care places per 1,000 people aged 70 years or over[31]	≤88	≤88	≤88	≤88	≤88

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[31] The published national planning benchmark is to achieve 113 aged care places per 1,000 people aged 70 and over of which 88 places should ultimately be residential places. The Government has agreed for 2010-11 that 87 residential places per 1,000 people aged 70 and over is the target, while maintaining the overall target of 113 places per 1000 people aged 70 and over.

Quantitative Indicators	2009-10 Revised Budget	2010-11 Budget Target	2011-12 Forward Year 1	2012-13 Forward Year 2	2013-14 Forward Year 3
Increase in the proportion of residential aged care places that become operational within two years of being allocated[32]	>21%	>21%	>21%	>21%	>21%
Aged care for older Indigenous Australians					
Amount of grants paid to eligible aged care services to improve capacity, buildings and equipment in remote Indigenous aged care services	$2.7m	$6.4m	$11.7m	$17.8m	$22.0m

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[32] Measured by the percentage of places allocated in the Aged Care Approvals Round.