

## 2.3 Budgeted expenses and performance for Outcome 3

### Outcome 3: Ageing and Aged Care

Improved wellbeing for older people in Australia through targeted support, access to appropriate, high-quality care, and related information services.

### Programs contributing to Outcome 3

**Program 3.1: Access and Information**

**Program 3.2: Aged Care Services**

**Program 3.3: Aged Care Quality**

### Linked programs

#### Other Commonwealth entities that contribute to Outcome 3

##### Aged Care Quality and Safety Commission (ACQSC)<sup>1</sup>

###### Program 1.1: Quality Aged Care Services

As the national regulator of Commonwealth-funded aged care services, the ACQSC upholds rights, and protects and enhances the safety, health, wellbeing and quality of life of older people in Australia receiving Commonwealth-funded aged care services, including through effective engagement with older people, regulation and education of aged care providers and workers, and independent and accessible resolution of complaints about aged care services. The ACQSC registers aged care providers and monitors and holds them to account against their conditions of registration and obligations. The ACQSC also regulates aged care workers, overseeing worker screening, monitoring worker compliance with the Code of Conduct for Aged Care and banning unsuitable workers (3.3).

##### Department of the Prime Minister and Cabinet (Office for Women)

###### Program 1.1: Prime Minister and Cabinet

The Office for Women is overseeing implementation of *Working for Women: A Strategy for Gender Equality*, which provides a framework for national gender equality approaches, including in relation to gender equity in paid and unpaid care, and in healthcare access and outcomes (3.1, 3.2 and 3.3).

##### Department of Social Services (DSS)

###### Program 3.1: Disability and Carers

- DSS provides assistance, support and services for people with disability and their carers (3.1, 3.2 and 3.3).
- work in partnership with other commonwealth agencies and jurisdictions to develop Foundational Supports as recommended by the NDIS Review (3.2).

<sup>1</sup> Refer to the ACQSC chapter in these Portfolio Budget Statements (PB Statements) for further information on the work of this entity.

<p><b>Other Commonwealth entities that contribute to Outcome 3</b></p>
<ul style="list-style-type: none"> <li>- supporting the expansion of NDIS worker screening to aged care (3.2).</li> <li>- Integrated Care and Commissioning Trials: The Department of Health and Aged Care is working in partnership with Department of Social Services, National Disability Insurance Agency, the Department of Veterans’ Affairs as well as other Commonwealth and State government agencies and local communities and service providers on integrated care and commissioning trials across the care and support sectors. Work has commenced in four trial sites - the Kimberley, WA; Longreach, QLD; South-East NSW and Gippsland, VIC. (3.2).</li> </ul>
<p><b>Department of the Treasury (Treasury)</b></p>
<p><b>Program 1.4: Commonwealth-State Financial Relations</b></p> <p>Treasury provides financial assistance through National Partnership payments to state and territory governments as part of the Federal Financial Relations Framework.<sup>2</sup></p> <p>Activities funded through the National Partnership Agreements include:</p> <ul style="list-style-type: none"> <li>- the Specialist Dementia Care Program (3.2)</li> <li>- Registration Scheme for Personal Care Workers (3.3)</li> <li>- Integration Empowerment Services and Wanneroo Seniors Club (3.3).</li> </ul>
<p><b>Department of Veterans’ Affairs (DVA)</b></p>
<p><b>Program 2.4: Veterans’ Community Care and Support</b></p> <p>The program’s primary objective is to effectively manage community support and home care programs, including the development and review of policy and operational guidelines and procedures, and assessment of program effectiveness.</p> <p>Veteran community care and support programs include the Veterans’ Home Care (VHC) Program and the Community Nursing Program.</p> <p>The objectives of the VHC and Community Nursing programs are to support clients to remain independent in their homes, and improve their quality of life and health. For many of the veteran community who are ageing and increasingly requiring higher levels of service, the provision of these services helps to delay entry into residential aged care and maximises independence.</p> <p>DVA also provides subsidies and supplements for clients who are no longer able to live independently and who enter residential aged care.</p> <p>Program 2.4 also funds a range of grants programs to assist in providing support to veterans and their families including the Veteran Wellbeing Grants Program, Grants-in-Aid, and the Supporting Invictus Australia Program.</p> <p>It also includes the Veterans’ and Families’ Hubs grants, which provide funding for the development and implementation of Veterans’ and Families’ Hubs to provide services and support based on needs and opportunities (3.2).</p>

---

<sup>2</sup> For Budget estimates relating to the National Partnership component of the program, refer to Budget Paper No. 3.

<b>Other Commonwealth entities that contribute to Outcome 3</b>
<b>Independent Health and Aged Care Pricing Authority (IHACPA)<sup>3</sup></b>
<p><b>Program 1.1: Development of Pricing Advice and Annual Determinations</b></p> <p>IHACPA provides independent advice on aged care pricing issues, including the new Australian National Aged Care Classification (AN-ACC) funding model in residential care to ensure that the model and annual funding increases are informed by the efficient cost of delivering care (3.2).</p> <p>IHACPA will also approve select aged care fees:</p> <ul style="list-style-type: none"> <li>– increases to extra service fees that can be charged by residential aged care providers</li> <li>– accommodation payments higher than the maximum amount determined by the Minister (currently \$550,000) (3.2).</li> </ul>
<b>National Disability Insurance Agency (NDIA)</b>
<p><b>Program 1.1: Reasonable and Necessary Support for Participants</b></p> <p>The NDIA has a cross billing agreement with the Department of Health and Aged Care to pay some fees and charges for people in residential aged care who are National Disability Insurance Scheme (NDIS) participants. This cross-billing agreement includes payment of a participant’s basic care subsidy fee and accommodation supplement (3.2) and applies to all NDIS participants living in residential aged care.</p>
<b>Services Australia</b>
<p><b>Program 1.2: Customer Service Delivery</b></p> <p><b>Program 1.3: Technology and Transformation</b></p> <p>Services Australia works with the Department of Health and Aged Care to:</p> <ul style="list-style-type: none"> <li>– undertake income testing for Support at Home recipients (3.2)</li> <li>– make payments under the Continence Aids Payment Scheme (3.2)</li> <li>– administer payments to aged care providers (3.2)</li> <li>– undertake means testing of residents (3.2).</li> </ul>

---

<sup>3</sup> Refer to the IHACPA chapter in these PB Statements for further information on the work of this entity.

*Budgeted expenses for Outcome 3*

This table shows how much the entity intends to spend (on an accrual basis) on achieving the outcome, broken down by program, as well as by Administered and Departmental funding sources.

**Table 2.3.1: Budgeted expenses for Outcome 3**

	2024–25 Estimated actual \$'000	2025–26 Budget \$'000	2026–27 Forward estimate \$'000	2027–28 Forward estimate \$'000	2028–29 Forward estimate \$'000
<b>Program 3.1: Access and Information</b>					
Administered expenses					
Ordinary annual services <sup>(a)</sup>	917,875	859,063	747,231	769,684	807,839
<b>Total for Program 3.1</b>	<b>917,875</b>	<b>859,063</b>	<b>747,231</b>	<b>769,684</b>	<b>807,839</b>
<b>Program 3.2: Aged Care Services <sup>(b) (c)</sup></b>					
Administered expenses					
Ordinary annual services <sup>(a)</sup>	4,358,486	5,203,213	5,296,280	5,018,092	5,224,979
Zero Real Interest Loans					
- appropriation	2,942	-	-	-	-
- expense adjustment <sup>(d)</sup>	(2,942)	-	-	-	-
Other services					
Refundable Accommodation Deposit Concessional Loan					
- appropriation	-	-	-	-	-
- expense adjustment <sup>(e)</sup>	-	-	-	-	-
Special appropriations					
<i>Aged Care Act 1997</i> - flexible care	865,302	-	-	-	-
<i>Aged Care Act 1997</i> - residential and home care	31,817,163	-	-	-	-
<i>Aged Care Act 2024</i> - Assistive Technology and Home Modification Scheme	-	298,823	314,478	485,338	508,634
<i>Aged Care Act 2024</i> - Residential Care Subsidies	-	26,022,129	28,196,466	30,571,294	32,977,972
<i>Aged Care Act 2024</i> - Specialist Aged Care Programs	-	737,139	815,378	854,776	889,520
<i>Aged Care Act 2024</i> - Support at Home	-	8,961,669	9,246,878	8,548,087	8,989,671
<i>National Health Act 1953</i> - continence aids payments	126,616	134,703	142,771	151,939	164,470
<i>Aged Care (Accommodation Payment Security) Act 2006</i>	-	-	-	-	-
<b>Total for Program 3.2</b>	<b>37,167,567</b>	<b>41,357,676</b>	<b>44,012,251</b>	<b>45,629,526</b>	<b>48,755,246</b>

**Table 2.3.1: Budgeted expenses for Outcome 3 (continued)**

	2024–25 Estimated actual \$'000	2025–26 Budget \$'000	2026–27 Forward estimate \$'000	2027–28 Forward estimate \$'000	2028–29 Forward estimate \$'000
<b>Program 3.3: Aged Care Quality <sup>(b)</sup></b>					
Administered expenses					
Ordinary annual services <sup>(a)</sup>	652,355	477,658	324,502	258,749	262,828
<b>Total for Program 3.3</b>	<b>652,355</b>	<b>477,658</b>	<b>324,502</b>	<b>258,749</b>	<b>262,828</b>
<b>Outcome 3 totals by appropriation type</b>					
Administered expenses					
Ordinary annual services <sup>(a)</sup>	5,931,658	6,539,934	6,368,013	6,046,525	6,295,646
- expense adjustment <sup>(d)</sup>	(2,942)	-	-	-	-
Other services	-	-	-	-	-
- expense adjustment <sup>(e)</sup>	-	-	-	-	-
Special appropriations	32,809,081	36,154,463	38,715,971	40,611,434	43,530,267
Departmental expenses					
Departmental appropriation <sup>(f)</sup>	797,051	735,379	241,023	184,950	184,132
Expenses not requiring appropriation in the Budget year <sup>(g)</sup>	14,796	15,888	15,489	14,983	14,983
<b>Total expenses for Outcome 3</b>	<b>39,549,643</b>	<b>43,445,664</b>	<b>45,340,497</b>	<b>46,857,892</b>	<b>50,025,028</b>
	<b>2024–25</b>	<b>2025–26</b>			
<b>Average staffing level (number)</b>	1,933	1,819			

Table has been prepared inclusive of 2024–25 Additional Estimates figures.

- (a) Appropriation Bill (No. 1) 2025–2026 and Supply Bill (No. 1) 2025–2026.
- (b) Budget estimates for this program exclude National Partnership payments to state and territory governments by Treasury as part of the Federal Financial Relations 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 1.9 of Treasury's Portfolio Budget Statements.
- (c) Ordinary annual services (Bill 1) against Program 3.2 excludes amounts appropriated in Bill 1 for Zero Real Interest Loans as this funding is not accounted for as an expense.
- (d) Payments under the Zero Real Interest Loans program are a loan to aged care providers and not accounted for as an expense. The concessional loan discount is the expense, and represents the difference between an estimate of the market rate of interest and that recovered under the loan agreement over the life of the loan. This adjustment recognises the difference between the appropriation and the concessional loan discount expense.
- (e) Payments under the Refundable Accommodation Deposit (RAD) loan support program are a loan to support aged care providers who face insolvency risks as a result of an outflow of refundable accommodation deposits. This adjustment recognises the difference between the appropriation and the concessional loan discount and unwinding of the concessional discount loan expense.
- (f) Departmental appropriation combines 'Ordinary annual services Appropriation Bill (No. 1)', 'Supply Bill (No. 1)' and 'Revenue from independent sources (s74)'.  
(g) Expenses not requiring appropriation in the Budget year are made up of depreciation expense, amortisation expense, makegood expense and audit fees.

### Performance measures for Outcome 3

Tables 2.3.2 – 2.3.4 details the performance measures for each program associated with Outcome 3. It is used by entities to describe the results they plan to achieve and the related key activities, as detailed in the current corporate plan, the context in which these activities are delivered, and how the performance of these activities will be measured. Where relevant, details of the 2025–26 Budget measures that have created new programs or materially changed existing programs are provided.

**Table 2.3.2: Performance measures for Program 3.1**

<b>Outcome 3: Ageing and Aged Care</b>		
Improved wellbeing for older people in Australia through targeted support, access to appropriate, high-quality care, and related information services.		
<b>Program 3.1: Access and Information</b>		
My Aged Care provides older people and their support networks with reliable and trusted information about aged care services. It provides timely and appropriate assessments aligned to needs and goals, appropriate referrals and equitable access to aged care services. Navigation services support vulnerable people who are not able to access aged care without this help.		
<b>Key Activity</b>	Facilitate access to aged care services: Information and navigation supports. <sup>4</sup>	
<b>Year</b>	<b>Performance Measure</b>	<b>Expected Performance Results</b>
Current Year 2024–25	<b>3.1A</b> – Older people and their support networks have access to reliable and trusted information through My Aged Care.	a. The percentage of surveyed users who are satisfied with the service provided by the My Aged Care website $\geq 65\%$ . b. The percentage of surveyed users who are satisfied with the service provided by the My Aged Care Contact Centre: $>95\%$  <b>On track</b>
<b>Year</b>	<b>Performance Measure</b>	<b>Planned Performance Results</b>
Budget Year 2025–26	As per 2024–25.	a. The percentage of surveyed users who are satisfied with the service provided by the My Aged Care Website: $\geq 65\%$ b. The percentage of surveyed users who are satisfied with the service provided by the My Aged Care Contact Centre: $>95\%$
Forward Estimates 2026–29	As per 2025–26.	a. As per 2025–26. b. As per 2025–26.

<sup>4</sup> Refers to updated key activities that will be reflected in the 2025–26 Corporate Plan.

<b>Program 3.1: Access and Information</b>		
<b>Key Activity</b>	Facilitate access to aged care services: Eligibility/need assessments. <sup>5</sup>	
<b>Year</b>	<b>Performance Measure</b>	<b>Expected Performance Results</b>
Current Year 2024–25	<b>3.1B</b> – Older people are assessed for service need.	Data not yet available. <sup>6</sup> <b>At risk</b>
<b>Year</b>	<b>Performance Measure</b>	<b>Planned Performance Results</b>
Budget Year 2025–26	As per 2024–25.	<ul style="list-style-type: none"> <li>a. Home Support assessments completed within the allocated priority timeframes (≥ 90%): <ul style="list-style-type: none"> <li>I. High priority: 10 calendar days</li> <li>II. Medium priority: 14 calendar days</li> <li>III. Low priority: 21 calendar days.</li> </ul> </li> <li>b. Comprehensive Community-based assessments completed within the allocated priority timeframes (≥ 90%): <ul style="list-style-type: none"> <li>I. High priority: 10 calendar days</li> <li>II. Medium priority: 20 calendar days</li> <li>III. Low priority: 40 calendar days.</li> </ul> </li> <li>c. Comprehensive Hospital-based assessments completed within the allocated priority timeframes (≥ 90%): <ul style="list-style-type: none"> <li>I. High priority: 5 calendar days</li> <li>II. Medium priority: 10 calendar days</li> <li>III. Low priority: 15 calendar days.</li> </ul> </li> </ul>
Forward Estimates 2026–29	As per 2025–26.	As per 2025–26.
Material changes to Program 3.1 resulting from 2025–26 Budget Measures: Nil		

<sup>5</sup> Refers to updated key activities that will be reflected in the 2025–26 Corporate Plan.

<sup>6</sup> Expected performance result is not yet available. Results will be published in the Department of Health and Aged Care Annual Report 2024–25.

**Table 2.3.3: Performance measures for Program 3.2**

<b>Program 3.2: Aged Care Services</b>		
Provide a range of flexible aged care programs for older people who require assistance including support at home, residential care and respite care for those who need it. Provide individualised aged care services that are aligned to needs and goals and help older people live meaningful lives and sustain connections with community.		
<b>Key Activity</b>	Enable programs that support older people. <sup>7</sup>	
<b>Year</b>	<b>Performance Measure</b>	<b>Expected Performance Results</b>
Current Year 2024–25	<b>3.2A</b> – Older Australians are treated with respect and dignity in receiving aged care services.	Maintain or increase the average Residents' Experience Survey (RES) Score of 84% for residential aged care homes. <b>On track</b>
<b>Year</b>	<b>Performance Measure</b>	<b>Planned Performance Results</b>
Budget Year 2025–26	<b>3.2A</b> – Older people are treated with respect and dignity in receiving aged care services.	Increase the average Residents' Experience Survey (RES) Score for residential aged care homes by at least one percentage point from 2024–25.
Forward Estimates 2026–29	As per 2025–26.	Maintain or increase the average Residents' Experience Survey (RES) Score for residential aged care homes from the previous year's result.

<sup>7</sup> Refers to updated key activities that will be reflected in the 2025–26 Corporate Plan.

<b>Program 3.2: Aged Care Services</b>		
<b>Key Activity</b>	Enable programs that support older people. <sup>8</sup>	
<b>Year</b>	<b>Performance Measure</b>	<b>Expected Performance Results</b>
Current Year 2024–25	<p><b>3.2B</b> – Older people receive residential care services that contributes to their quality of life.</p> <ul style="list-style-type: none"> <li>a. Establish measurement baseline for 'Quality of Life' indicator.</li> <li>b. Maintain a sector-wide average of 200 minutes of care per resident per day, including 40 minutes of direct care by a registered nurse (RN) per day.</li> <li>c. All non-exempt residential aged care facilities of approved providers have at least one RN on-site and on duty 24 hours a day, 7 days a week.</li> </ul>	<ul style="list-style-type: none"> <li>a. Establish measurement baseline for 'Quality of Life' indicator.</li> <li>b. Achieve a sector-wide average of 200 minutes of care per resident per day, including 40 minutes of direct care by an RN per day, increasing to and maintaining a sector average of 215 care minutes, including 44 minutes of direct care from an RN per resident per day from 1 October 2025.</li> <li>c. All non-exempt residential aged care facilities of approved providers have at least one RN on-site and on duty 24 hours a day, 7 days a week.</li> </ul> <p><b>On track</b></p>
<b>Year</b>	<b>Performance Measure</b>	<b>Planned Performance Results</b>
Budget Year 2025–26	<p><b>3.2B</b> – Older people receive residential care services that contribute to their quality of life.</p> <ul style="list-style-type: none"> <li>a. Establish measurement baseline for 'Quality of Life' indicator.</li> <li>b. <i>Maintain a sector-wide average of 215 minutes of care per resident per day, including 44 minutes of direct care by a registered nurse (RN) per day.</i></li> <li>c. All non-exempt residential aged care facilities of approved providers have at least one RN on-site and on duty 24 hours a day, 7 days a week.</li> </ul>	<ul style="list-style-type: none"> <li>a. Maintain or increase percentage of care recipients who completed the QOL_ACC<sup>9</sup> and who report 'good' or 'excellent' quality of life in residential care (QIs) in comparison to 2024–25 baseline.</li> <li>b. Maintain a sector-wide average of 215 minutes per resident per day, including 44 minutes of direct care by a RN per day.</li> <li>c. All non-exempt residential aged care facilities of approved providers have at least one RN on-site and on duty 24 hours a day, 7 days a week.</li> </ul>
Forward Estimates 2026–29	As per 2025–26.	<ul style="list-style-type: none"> <li>a. As per 2025–26.</li> <li>b. As per 2025–26.</li> <li>c. All residential aged care facilities of approved providers have at least one RN on-site and on duty 24 hours a day, 7 days a week.</li> </ul>

<sup>8</sup> Refers to updated key activities that will be reflected in the 2025–26 Corporate Plan.

<sup>9</sup> Further information on Quality of life – Aged Care Consumers (QOL-ACC) can be found at: [www.qol-acc.org](http://www.qol-acc.org)

Program 3.2: Aged Care Services		
Key Activity	Enable programs that support older people. <sup>10</sup>	
Year	Performance Measure	Expected Performance Results
Current Year 2024–25	<b>3.2C</b> – Older people with diverse backgrounds and life experiences or who live in rural and remote areas can receive culturally safe and equitable aged care services where they live.	<ul style="list-style-type: none"> <li>a. Older persons who are self-identified as First Nations people are receiving aged care services at rates comparable with their representation in Australian population estimates. Target: 3.5%</li> <li>b. Older people in rural and remote areas are receiving aged care services at rates comparable with their representation in Australian population estimates. Target: 11.2%</li> </ul> <p><b>At risk</b></p>
Year	Performance Measure	Planned Performance Results
Budget Year 2025–26	<b>3.2C</b> – Older people who are Aboriginal or Torres Strait Islander or live in rural and remote areas can access quality and culturally appropriate and safe aged care services that they have been assessed as needing, where they live. <sup>11</sup>	<ul style="list-style-type: none"> <li>a. <ul style="list-style-type: none"> <li><i>i.</i> Older people aged 50-64 years, who are self-identified as Aboriginal and Torres Strait Islanders are accessing aged care services at rates comparable with their representation in Australian population estimates: Target 2.7%</li> <li><i>ii.</i> Older people aged 65 years and over, who are self-identified as Aboriginal and Torres Strait Islanders are accessing aged care services at rates comparable with their representation in Australian population estimates: Target 1.3%</li> </ul> </li> <li>b. Older people in rural and remote areas are accessing aged care services at rates comparable with their representation in Australian population estimates: Target 10.6%</li> </ul>
Forward Estimates 2026–29	As per 2025–26.	<ul style="list-style-type: none"> <li>a. <ul style="list-style-type: none"> <li><i>i.</i> As per 2025–26.</li> <li><i>ii.</i> As per 2025–26.</li> </ul> </li> <li>b. As per 2025–26.</li> </ul>

<sup>10</sup> Refers to updated key activities that will be reflected in the 2025–26 Corporate Plan.

<sup>11</sup> Adjustments to the language of the 2024–25 measure have been made to reflect the terminology used in the new Aged Care Act. The measure remains equivalent to the 2024–25 measure.

<b>Program 3.2: Aged Care Services</b>		
<b>Key Activity</b>	Enable programs that support older people. <sup>12</sup>	
<b>Year</b>	<b>Performance Measure</b>	<b>Expected Performance Results</b>
Current Year 2024–25	<b>3.2D</b> – Older people receive care and support at home that contributes to quality of life. a. Number of allocated Home Care Packages. b. Number of clients that accessed Commonwealth Home Support Program services.	a. 305,900 b. Target 840,000 <b>On track</b>
<b>Year</b>	<b>Performance Measure</b>	<b>Planned Performance Results</b>
Budget Year 2025–26	<b>3.2D</b> – Older people receive care and support at home that contributes to quality of life. a. <i>Number of allocated Support at Home places (short-term and ongoing)</i> b. Number of clients that accessed Commonwealth Home Support Program services.	a. 380,000 b. 860,000
Forward Estimates 2026–29	N/A <sup>13</sup>	N/A <sup>14</sup>
Material changes to Program 3.2 resulting from 2025-26 Budget Measures: Nil		

<sup>12</sup> Refers to updated key activities that will be reflected in the 2025–26 Corporate Plan.

<sup>13</sup> New performance measures for Commonwealth Home Support Program services (CHSP) and Support at Home will be developed as part of the 2026–27 Budget.

<sup>14</sup> Ibid.

**Table 2.3.4: Performance measures for Program 3.3**

<b>Program 3.3: Aged Care Quality</b>		
Older people receive safe and high-quality services which are free from discrimination, mistreatment and neglect through regulatory activities, collaboration with the aged care sector. Provide support to the aged care sector through targeted awareness raising and capacity building activities to ensure standards of care are upheld.		
<b>Key Activity</b>	Support adequate workforce to enable safe and high-quality aged care. <sup>15</sup>	
<b>Year</b>	<b>Performance Measure</b>	<b>Expected Performance Results</b>
Current Year 2024–25	<b>3.3A – Aged care workforce is available and appropriately skilled to deliver safe and high-quality care to older people.</b>	a. Establish baseline for staff turnover through the biennial Provider Workforce Survey. b. Establish baseline for worker qualification through the biennial Provider Workforce Survey. c. Establish baseline for worker satisfaction through the biennial Aged Care Worker Survey. <b>On track</b>
<b>Year</b>	<b>Performance Measure</b>	<b>Planned Performance Results</b>
Budget Year 2025–26	As per 2024–25.	a. Progressive decrease on 2024–25 baseline for staff turnover in the aged care sector. <sup>16</sup>
Forward Estimates 2026–29 <sup>17</sup>	<b>3.3A – The number and proportion of care staff in each category<sup>18</sup> who stopped working for the provider between quarters, as an indicator of workforce turnover.<sup>19</sup></b>	a. Proportion of care staff in each category who stopped working for the provider between quarters, as an indicator of workforce turnover.
Material changes to Program 3.3 resulting from 2025–26 Budget Measures: Nil		

<sup>15</sup> Refers to updated key activities that will be reflected in the 2025–26 Corporate Plan.

<sup>16</sup> 2024–25 is referenced as this is the year that the data will be available to set the baseline.

<sup>17</sup> The two surveys under 3.3A are run biennially. The Aged Care Provider Workforce survey used as the data source for Planned Performance Results a. and b. runs in alternate years to the Aged Care Worker survey used as the data source for Planned Performance Result c.

<sup>18</sup> From 1 April 2023, approved providers of residential aged care services report the number of staff working in defined roles over the entire quarter. The defined roles (categories) to be reported are for: Service managers, nurse practitioners or registered nurses, enrolled nurses, personal care staff or assistants in nursing.

<sup>19</sup> Residential Aged Care Quality Indicators — April to June 2024 - AIHW Gen, reference available at: [www.gen-agedcaredata.gov.au/getmedia/bfb032a0-1fe9-4821-802b-19ee10b3445b/Residential-Aged-Care-Quality-Indicators-Annual-Report-2023–24](http://www.gen-agedcaredata.gov.au/getmedia/bfb032a0-1fe9-4821-802b-19ee10b3445b/Residential-Aged-Care-Quality-Indicators-Annual-Report-2023–24)