|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Table 2:** Aged care overview | | | | |
|  | **2011–12** | **2012–13** | **2013–14** | **% change since 2012–13** |
| Residential claims processed | 32,992 | 32,647 | 32,541 | –0.3 |
| Home Care Packages claims processed1 | 24,874 | 25,395 | 26,835 | +5.6 |
| Flexible care (transition care) claims processed | 1,143 | 1,176 | 939 | –20.2 |
| Total claims processed | 59,009 | 59,218 | 60,315 | +1.9 |
| Total amount paid | $10.0 billion2 | $10.5 billion2 | $11.3 billion2 | +7.6 |
| Residential aged care services (aged care homes) | 2,739 | 2,739 | 2,693 | –1.7 |
| Home Care Packages services (facilities providing community based packages)1 | 2,097 | 2,132 | 2,181 | +2.3 |
| Flexible care services (transition care) | 100 | 92 | 88 | –4.4 |
| Active services transmitting (online claiming) | 3,288 | 3,435 | 4,614 | +34.3 |

1. Home Care Packages commenced on 1 August 2013. Statistics for previous financial years include Community packages and Flexible care (Extended care at home) data.

2. Including $1.3 billion paid on behalf of DVA.