Providers, services and places in aged care

Australia's aged care system provides care and support to people in a variety of settings. This fact sheet presents highlights from the GEN topic Providers, services and places in aged care.

Providers, services and places in aged care

An aged care provider (or organisation) manages an aged care service. Providers may operate a number of different services, sometimes across different care programs. A service is a care facility that provides aged care, such as residential care, or an outet that provides home support.

At 30 June 2023, almost 1,500 providers in Australia delivered residential care, home care and flexible care through more than 5,300 services. During the 2022–23 financial year, more than 1,300 providers in Australia delivered home support through more than 3,700 outlets (Figure 1).

Table 1: Services and places in aged care, Australia, 30 June 2023 (or during the 2022–23 financial year for home support)

Program Type Group	Services	Places
Residential care	2,639	221,467
Home care	2,448	N.A
Home support	3,744*	N.A
Transition care and short-term restorative care	203	6,762
Other flexible care	232	5,140

** Number of outlets.*

Management of aged care services

The Australian Government provides most of the funding for aged care services but they may be operated by not-for-profit (religious, charitable and community), government (state and territory or local), or private organisations.

At 30 June 2023 (or during the 2022–23 financial year for home support) not-for-profit organisations operated the majority of aged care services across Australia (58% of residential care, 67% of home care and 73% of home support).

The Northern Territory (92%) had the highest proportion of not-for-profit-run residential care services and Victoria had the highest proportion of private and government-run residential care services (42% and 20% respectively).

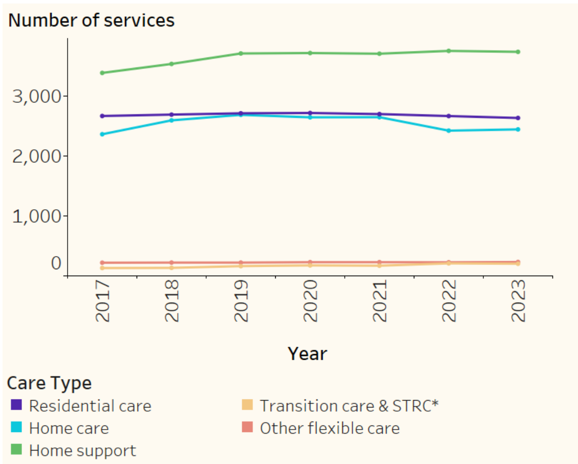
Services and places over time

Residential and flexible care services are allocated a set number of government-funded places. Home care services and home support outlets are not allocated a set number of government-funded places.

At 30 June 2023 (or during the 2022–23 financial year for home support):

- The total number of residential and flexible care places increased by 7.1% over the 5 years since 30 June 2018 – from 211,680 to 226,607 places. The biggest relative increase in places was for transition care and short-term restorative care (49%), followed by other flexible care (13%) and residential care (6.9%).
- The number of home care services had decreased by 5.8% over the 5 years since 30 June 2018 – from 2,599 to 2,448 services.
- The number of home support outlets had increased by 5.7% over the 5 years since 2017–18—from 3,542 to 3,744 services (Figure 1).

Figure 1: Number of aged care services, 2017 to 2023



The number of residential and flexible care places in aged care services operated by not-for-profit, government and private organisations have changed over time.

Between 30 June 2013 and 30 June 2023, for residential care, privately-run services experienced the most growth in aged care places – increasing by 34% from 67,470 to 90,159 places. However, the number of privately-run residential care places per capita decreased from 30 to 28 places per 1,000 people aged 70 and over.

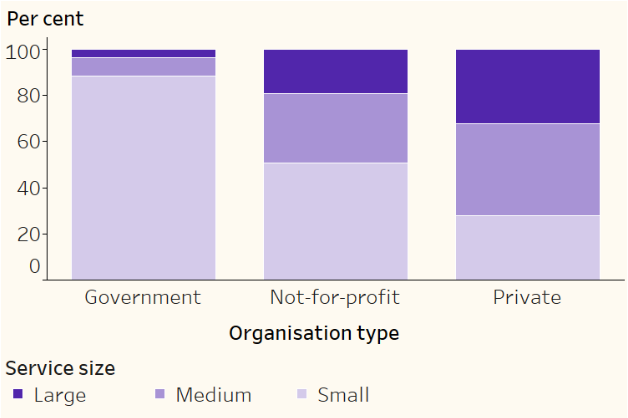
Size of residential care services

Privately run residential care services are more commonly larger facilities, while not-for-profit and government-run services tend to be small.

At 30 June 2023:

- Almost 9 in 10 (88%) government-run residential care services and 37% of not-for-profit services were small facilities (60 or fewer places), compared with 17% of private services (Figure 2).
- Half (51%) of all available residential care places were in large facilities (101 or more places), 33% were in medium-sized facilities (61–101 places) and 16% were in small facilities (60 or fewer places). By comparison, at 30 June 2013 the proportion of all resindential care places in large, medium and small places was 35%, 35% and 30% respectively.

Fifure 2: Residential care services by organisation type and service size, 30 June 2023



Service location and remoteness

At 30 June 2023 (or during the 2022–23 fiancial year for home support) mainstream aged care services were concentrated in more densely populated areas. For example, more than 3 in 5 (63%) of residential care services were located in metropolitan areas, compared with 21% located in rural, remote or very remote areas (remoteness areas based on Modified Monash Model classification).

In contrast, almost half (46%) of other flexible care services, which includes the National Aboriginal and Torres Strait Islander Flexible Aged Care (NATSIFAC) Program, were located in remote and very remote areas, compared with just 4.3% located in metropoitan areas.

COVID-19 and aged care provision

Most residential care services experienced a COVID-19 outbreak during 2022–23 – 2,619 facilities experienced one or more outbreaks.

The Australian Government continues to support residential care providers with access to personal protective equipment (PPE), COVID-19 vaccination clinics, PCR and rapid antigen testing, and supplementary workforce/Australian Defence Force clinical personnel. Similar supports and funding measures are in place for in-home aged care services.

Where can I find out more?

GEN topic: Providers, services and places in aged care

<https://www.gen-agedcaredata.gov.au/Topics/Providers-services-and-places-in-aged-care>

Report on the Operation of the *Aged Care Act 1997*

< https://www.gen-agedcaredata.gov.au/resources/reports-and-publications/2023/november/2022–23-report-on-the-operation-of-the-aged-care-act-1997>

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