

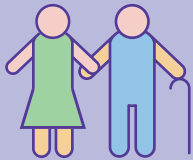


ROACA summary

2020–21

Overview of the Australian aged care system

1



1.5 million
consumers
of aged care



\$23.6 billion
in Australian
Government
expenditure

Informed access to aged care

2



Over **4.2 million visits**
to the My Aged Care
website and **1.5
million calls answered**



17 RAS organisations
and **80** ACATs delivered
assessment services

Home support

3



1,432
funded CHSP
organisations



825,383
CHSP clients
across 2020–21

Home care

4



939 operational
home care providers



176,105 home care
consumers at 30 June

Respite care

5



586 funded CHSP
organisations and
2,613 residential aged
care homes delivered
respite care



46,527 CHSP
respite clients and
67,775 residential
respite clients
across 2020–21



ROACA summary

2020–21

Residential care

6



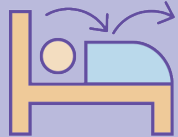
830 operational residential aged care providers



183,894 permanent residents at 30 June

Flexible care

7



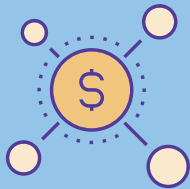
10,442 operational flexible care places across five programs



23,802 people received transition care and **6,227** received short-term restorative care

Support for people with special needs

8



\$17.5 million in hardship supplements

Aged care workforce and sector support

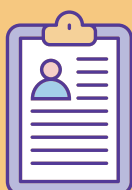
9



Over 370,000 in the aged care workforce

Quality and regulation

10



Aged care regulatory functions transferred to the Aged Care Quality and Safety Commission



Service Compliance Rating for residential aged care services introduced