



Providers of 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 of aged care.

Overview

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

During the 2024–25 financial year, 1,338 providers in Australia delivered home support through 3,638 outlets. At 30 June 2025, 923 providers were delivering home care through 2,363 services and 707 providers were delivering residential care through 2,590 services.

Table 1: Number of aged care services and places by care type, 30 June 2025 (or during 2024–25 financial year for home support)

Care type	Services	Places
Home support	3,638*	N.A
Home care	2,363	N.A
Residential care	2,590	224,493
Transition care and short-term restorative care	193	6,770
Other flexible care	232	5,631

* Number of home support outlets.

Service location and remoteness

At 30 June 2025 (or during the 2024–25 financial year for home support), mainstream aged care services were concentrated in more densely populated areas. For example, more than 3 in 5 (64%) residential care services were located in *Metropolitan areas*, compared with 28% located in *Rural towns, Remote or Very remote communities* (remoteness areas based on Modified Monash Model classification). It is similar to the distribution of older Australians by remoteness areas. At 30 June 2025, 66% of people aged 65 and over lived in *Metropolitan areas*, compared with 25% who lived in *Rural towns, Remote or Very remote communities*.

In contrast, over 2 in 5 (44%) other flexible care services, which includes the National Aboriginal and Torres Strait Islander Flexible Aged Care Program, were located in *Remote or Very remote communities*, compared with just 3.9% located in *Metropolitan areas*.

Management of aged care services

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

At 30 June 2025 (or during the 2024–25 financial year for home support), not-for-profit organisations operated the majority of aged care services across Australia (71% of home support, 64% of home care and 59% of residential care).

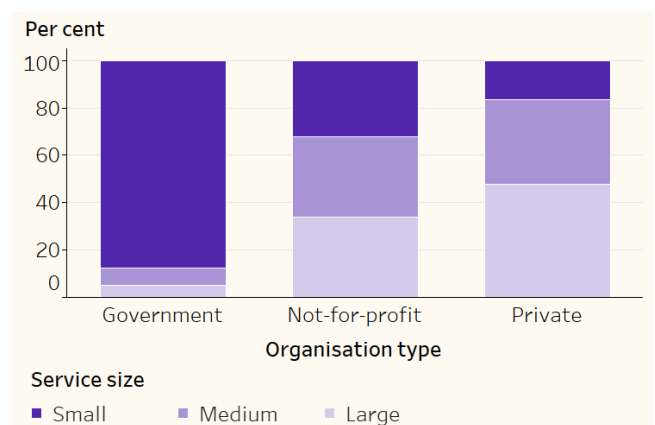
Northern Territory and Australian Capital Territory had the highest proportions of not-for-profit residential care services (89% each). Western Australia (38%) had the highest proportion of private residential care services and Victoria had the highest proportion of government residential care services (19%).

Size of residential care services

Private residential care services are more commonly large services (101 or more operational places), while government and not-for-profit services tend to be small (60 or fewer operational places). At 30 June 2025:

- overall, 36% of residential care services were large services, 32% were medium-sized services (61–100 operational places) and 31% were small services. By comparison, at 30 June 2017, the proportions of large, medium and small residential care services were 26%, 30% and 44%, respectively
- almost 9 in 10 (88%) government residential care services and 32% of not-for-profit services were small services, compared with 17% of private services.

Figure 1: Residential care services by organisation type and service size, 30 June 2025



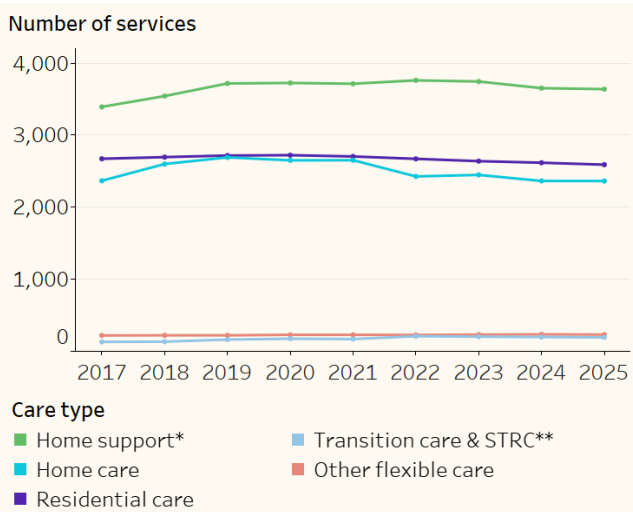
Providers, services and places over time

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

Between 30 June 2017 and 2025 (or between 2016–17 and 2024–25 for home support):

- the number of providers for home care, transition care and short-term restorative care, and other flexible care increased by 31%, 75% and 12% respectively; while the number of providers for home support and residential care decreased by 12% and 22%, respectively
- the number of home support outlets, transition care and short-term restorative care services, and other flexible care services increased by 7.3%, 47% and 5.5% respectively, meanwhile the number of home care services and residential care services remained relatively stable
- the total number of places for residential care, transition care and short-term restorative care, and other flexible care places all increased. The biggest increase in places was for transition care and short-term restorative care (53%), followed by other flexible care (25%) and residential care (12%).

Figure 2: Number of aged care services between 30 June 2017 and 2025 (or between 2016–17 and 2024–25 for home support)



*Number of home support outlets.

**STRC stands for 'short-term restorative care'.

Management and provision of aged care over time

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

Between 30 June 2017 and 2025:

- for government residential care services, both the number of places and the number of places per capita decreased – from 8,800 to 7,600 places (a 14% decline) and from 3.4 to 2.2 places per 1,000 people aged 70 and over, respectively
- the number of places in private and not-for-profit residential care services increased by 7.0% and 17%, respectively. However, the number of places per capita declined – from 31 to 25 places per 1,000 people aged 70 and over in private services and from 43 to 39 places per 1,000 in not-for-profit services.

COVID-19 and aged care provision

Most residential care services experienced a COVID-19 outbreak during 2024–25 – 2,005 facilities experienced one or more outbreaks.

Throughout 2024–25 aged care providers put in place practices to manage COVID-19 outbreaks, resulting in reduced need for government support. However, the Australian Government continued a number of activities to support the aged care sector to respond to outbreaks. These included the continued workforce support for facilities experiencing staff shortages; addressing recommendations arising from the evaluation of the Infection Prevention and Control (IPC) Lead Nurse role in facilities; and the continued surveillance and monitoring of COVID-19 impacts in residential aged care settings.

Where can I find out more?

GEN topic: Providers of aged care

<https://www.gen-agedcaredata.gov.au/Topics/Providers-of-aged-care>

Report on the Operation of the Aged Care Act 1997

www.gen-agedcaredata.gov.au/resources/publications/2025/november/2024-25-report-on-the-operation-of-the-aged-care-act-1997

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