



Australian Government
Department of Health and Aged Care

HOME CARE PACKAGES PROGRAM

Data Report 4th Quarter 2023-24

1 April – 30 June 2024

December 2024



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Executive Summary

- At 30 June 2024, 287,404 people had access to a Home Care Package (HCP).
- Of the 287,404 people, 275,486 were in a HCP with the remaining 11,918 people assigned a HCP and considering whether to take up their offer.
- In the June 2024 quarter, 17,213 people entered a HCP for the first time.
- At 30 June 2024, there were 68,586 people waiting in the National Priority System (NPS) for a HCP at their approved level.
- There were 39,765 approvals for a HCP in the June 2024 quarter.
- There were 32,756 HCPs released in the June 2024 quarter, at an average of 2,520 per week.
- There were 909 approved HCP providers with a home care service at 30 June 2024.



INTRODUCTION

OVERVIEW

The Australian Government recognises that people want to remain living independently in their own homes for as long as possible. To support this, the Government subsidises packages through the Home Care Packages Program (HCPP) to provide home-based care that can improve older Australians' quality of life and help them to remain active and connected to their communities.

This report provides an update on the operation of the HCPP for the period between 1 April 2024 and 30 June 2024. The estimated wait times are shown for 30 November 2024, in recognition that information for this indicator was available and assured at the time of publication.

A Glossary is also provided at the end of the report explaining specific terminology and abbreviations used throughout the report.

Data in this report was collected from systems and records held by the Department of Health and Aged Care (the department) and Services Australia. Data was valid on the date of extraction. Data extracted on a different date may vary from that in this report.

Further information on the HCPP, including eligibility, fees and recent reforms can be found at www.health.gov.au/initiatives-and-programs/home-care-packages-program/about-the-home-care-packages-program.

1. ELIGIBILITY AND ASSESSMENT

DISTRIBUTION OF HCP LEVELS

- There are four levels of HCPs to help meet older Australians' different levels of care need, which is determined by the outcome of an independent aged care assessment. Table 1 provides the rounded annual amount of Government subsidy in 2023-24.

Table 1: HCP annual subsidy, by HCP level from 1 July 2023 to 30 June 2024

HCP level	Home care services for people with	Rounded annual subsidy amount paid by the Government
1	Basic care needs	\$10,000
2	Low-level care needs	\$18,000
3	Intermediate care needs	\$39,000
4	High-level care needs	\$60,000

Notes: The amounts in the table do not include additional supplements that a provider may be eligible for. Figures are rounded to the nearest \$1,000.

VOLUME OF HCP APPROVALS

- There were 39,765 HCP approvals in the June 2024 quarter (Table 2).

Table 2: Number of HCP approvals in June 2024 quarter, by state and territory of assessment, level and priority

State/ territory	Level 1		Level 2		Level 3		Level 4		Total	Share
	High	Medium	High	Medium	High	Medium	High	Medium		
NSW	1	476	124	3,912	520	4,285	826	1,813	11,957	30.1%
VIC	2	291	121	2,873	902	2,840	1,848	1,208	10,085	25.4%
QLD	-	168	98	2,107	910	2,011	1,488	721	7,503	18.9%
WA	-	40	12	692	275	1,270	945	696	3,930	9.9%
SA	1	83	117	1,047	635	1,352	700	516	4,451	11.2%
TAS	-	32	16	352	28	365	81	162	1,036	2.6%
ACT	-	2	2	129	27	128	151	102	541	1.4%
NT	-	1	-	50	10	115	21	43	240	0.6%
Unknown	-	-	3	4	5	4	4	2	22	0.1%
Sub-total	4	1,093	493	11,166	3,312	12,369	6,064	5,263	39,765	100.0%
Total	1,097		11,659		15,681		11,327		39,765	100.0%
Share	2.8%		29.3%		39.4%		28.5%		100.0%	

Key point

- There were 39,765 approvals for a HCP in the June 2024 quarter.

2. HOME CARE SERVICE DELIVERY

NUMBER OF PEOPLE IN A HCP

- There were 275,486 people in a HCP at 30 June 2024 (Table 3).
- In addition to the 275,486 people in a HCP at 30 June 2024, a further 11,918 people were assigned a HCP and were considering whether to take up their offer.

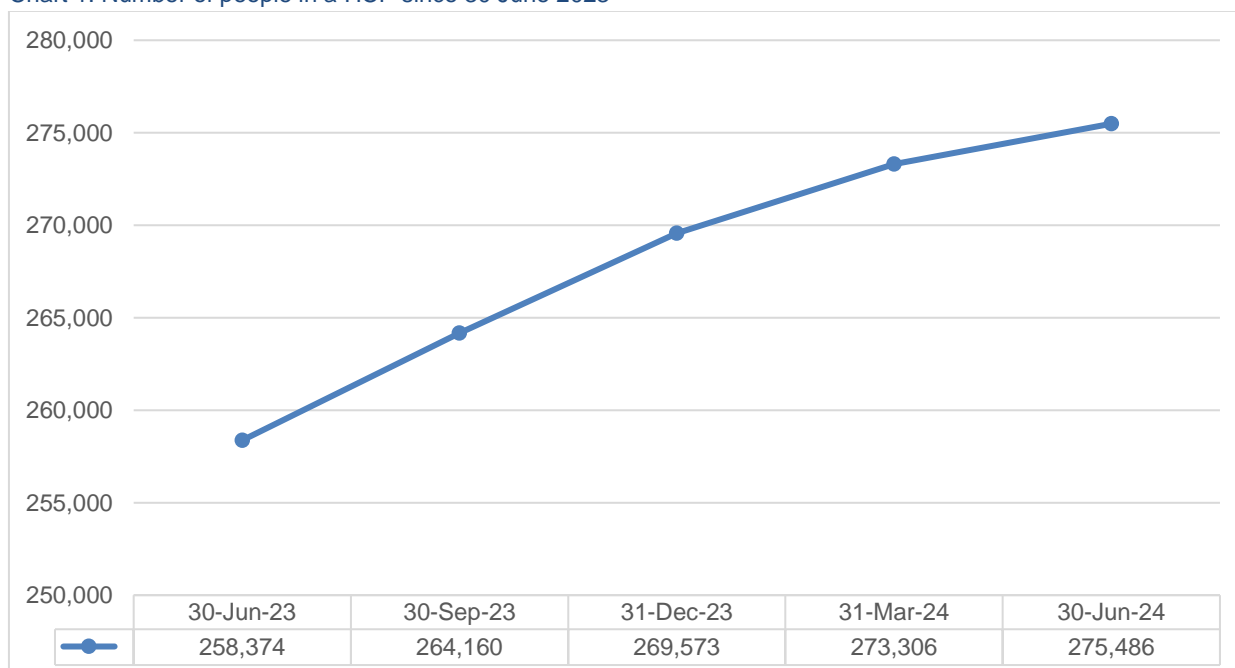
Table 3: Number of people in a HCP by level and state and territory, at 30 June 2024

State	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	7,329	41,115	28,960	13,469	90,873	33.0%
VIC	3,581	32,168	22,790	16,712	75,251	27.3%
QLD	2,350	20,786	18,211	11,740	53,087	19.3%
WA	301	5,011	7,586	8,112	21,010	7.6%
SA	899	9,028	9,759	5,321	25,007	9.1%
TAS	291	2,592	2,241	1,028	6,152	2.2%
ACT	34	878	888	1,095	2,895	1.1%
NT	7	400	462	306	1,175	0.4%
Unknown	0	18	11	7	36	0.0%
Total	14,792	111,996	90,908	57,790	275,486	100.0%
Share by Level	5.4%	40.7%	33.0%	21.0%	100.0%	

Note: Location is based on the address of the person receiving a HCP, not the address of their provider.

- Data on the number of people in a HCP at 30 June 2024 by Aged Care Planning Region (ACPR) can be found at Appendix A.

Chart 1: Number of people in a HCP since 30 June 2023



- Table 4 provides a breakdown of the proportion of people in a HCP according to the Modified Monash Model (MMM) classifications – with 1 classified as major metropolitan regions, ranging to 7 which is classified as the most remote regions.

Table 4: Proportion of the total number of people in a HCP at the last day of the quarter, by MMM Classification

MMM	30-Jun-23	30-Sep-23	31-Dec-23	31-Mar-24	31-Jun-24
1	66.5%	66.5%	66.5%	66.5%	66.6%
2	9.1%	9.1%	9.1%	9.0%	9.0%
3	9.5%	9.5%	9.5%	9.4%	9.4%
4	5.6%	5.6%	5.6%	5.6%	5.5%
5	8.0%	8.1%	8.1%	8.2%	8.1%
6	0.8%	0.8%	0.4%	0.9%	0.9%
7	0.4%	0.4%	0.0%	0.4%	0.4%
Unknown	0.0%	0.0%	0.0%	0.0%	0.0%

Note: Location is based on the address of the person receiving a HCP, not the address of their provider.

NUMBER OF NEW ENTRIES TO A HCP

- There were 17,213 new entries to a HCP in the June 2024 quarter (Table 5).

Table 5: Number of new entries to a HCP in the June 2024 quarter, by state and territory

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	465	2,239	1,724	541	4,969	28.9%
VIC	232	1,629	1,460	925	4,246	24.7%
QLD	171	1,407	1,433	790	3,801	22.1%
WA	27	320	666	616	1,629	9.5%
SA	67	639	824	400	1,930	11.2%
TAS	28	194	139	36	397	2.3%
ACT	3	53	67	60	183	1.1%
NT	-	22	27	9	58	0.3%
Unknown	-	-	-	-	-	0.0%
Total	993	6,503	6,340	3,377	17,213	100.0%
Share	5.8%	37.8%	36.8%	19.6%	100.0%	

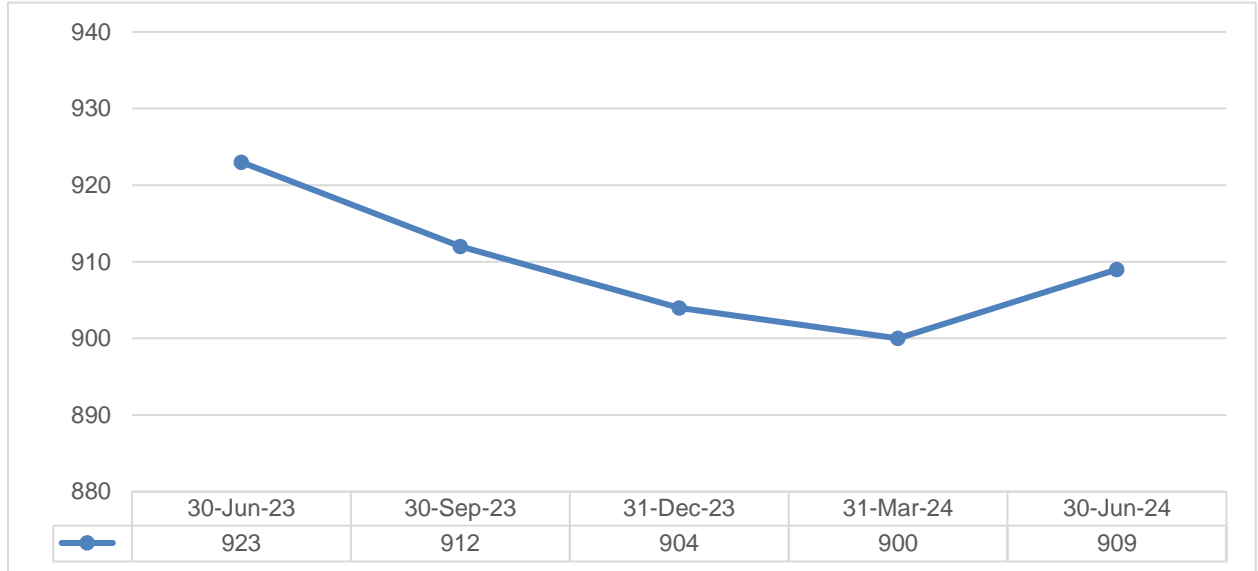
Note: Location is based on the address of the person entering a HCP, not the address of their provider.

- Further information on the number of new entries in the June 2024 quarter by ACPR can be found in Appendix B.

NUMBER OF APPROVED HCP PROVIDERS

- There were 909 approved HCP providers at 30 June 2024 (Chart 2).

Chart 2: Number of approved providers of home care with home care services since 30 June 2023



Note: Includes providers with at least one active service.

- Appendix C provides the total number of approved HCP providers in each ACPR that had indicated in My Aged Care that they had operational capacity to provide services across all four HCP levels in that ACPR at 30 June 2024.

Key points

- There were 275,486 people receiving care in a HCP at 30 June 2024.
- There were 17,213 new entries to a HCP in the June 2024 quarter.
- There were 909 approved HCP providers at 30 June 2024.

3. NATIONAL PRIORITY SYSTEM

NATIONAL PRIORITY SYSTEM

- The NPS allows for a nationally consistent and equitable process for assigning HCPs based on people’s individual needs and circumstances, regardless of where they live. A person’s wait time is dependent only on their date of approval and priority for service.
- Independent and qualified Aged Care Assessment Teams (ACATs) assess a person’s needs and, when making an approval for care, can approve a person for a HCP, residential care, respite care, transitional care, and Commonwealth Home Support Programme (CHSP), depending on the person’s circumstances. Therefore, based on care needs and choice, not everyone with a HCP approval and placed in the NPS will enter home care.
- There were 68,586 people in the NPS who were waiting on a HCP at their approved level at 30 June 2024. Of these people, 67,882 (99%) are in a lower level HCP and/or approved for CHSP services.

PEOPLE WHO HAVE NOT YET BEEN OFFERED A HCP

- At 30 June 2024, there were 51,690 people who were seeking a HCP at their approved level, who are not in a lower level HCP (Table 6).

Table 6: Number and percentage of people who had not yet been offered a HCP, who had been approved to access CHSP, by level of approval at 30 June 2024

Approved level	Number of people in the NPS <u>who have never been offered a lower level HCP</u>	Number of people in the NPS <u>who have never been offered a lower level HCP with CHSP approval</u>	Percentage of people in the NPS <u>without a lower level HCP with CHSP approval</u>
Level 1	64	55	85.9%
Level 2	17,026	16,776	98.5%
Level 3	27,222	26,949	99.0%
Level 4	7,378	7,206	97.7%
Total	51,690	50,986	98.6%

PEOPLE WHO ARE IN A LOWER LEVEL HCP

- At 30 June 2024, there were 16,260 people who are in a lower level HCP while they wait for a HCP at their approved level (Table 7).

Table 7: Number of people who had been offered a HCP while they wait for their approved level, by response category and level of approval at 30 June 2024

Approved level	Number of people in a lower level HCP	Number of people offered a lower level HCP, who had <u>not yet accepted</u> their offer	Number of people offered a lower level HCP that <u>did not</u> take up their offer
Level 1	0	0	0
Level 2	701	14	20
Level 3	8,691	118	245
Level 4	6,868	91	148
Total	16,260	223	413

DISTRIBUTION OF PEOPLE ACROSS STATES AND TERRITORIES

- Table 8 shows the state and territory distribution of people who had not been offered a HCP at 30 June 2024.

Table 8: Number of people waiting on a HCP at their approved level without a lower level HCP, by state and territory of residence and level of approval at 30 June 2024

State	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	26	5,914	9,175	2,193	17,308	33.5%
VIC	16	4,231	6,253	1,991	12,491	24.2%
QLD	16	3,486	4,726	957	9,185	17.8%
WA	-	1,013	2,867	1,052	4,932	9.5%
SA	4	1,604	2,945	820	5,373	10.4%
TAS	1	505	705	166	1,377	2.7%
ACT	-	177	279	154	610	1.2%
NT	-	77	240	36	353	0.7%
Unknown	1	19	32	9	61	0.1%
Total	64	17,026	27,222	7,378	51,690	100.0%
Share	0.1%	32.9%	52.7%	14.3%	100.0%	

Note: A person with an approval at multiple levels is only counted once - at their highest active approved level.

- The number of people waiting on a HCP at 30 June 2024, without a lower level HCP, by ACPR, is found in Appendix D.
- Table 9 shows the state and territory distribution of people who are waiting on a HCP at their approved level as at 30 June 2024 and includes people represented in Table 8.

Table 9: Number of people waiting on a HCP at their approved level by state and territory of residence and level of approval at 30 June 2024

State	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	26	6,274	12,936	4,963	24,199	35.3%
VIC	16	4,419	8,283	3,432	16,150	23.5%
QLD	16	3,612	6,431	2,143	12,202	17.8%
WA	-	1,030	3,479	1,849	6,358	9.3%
SA	4	1,632	3,523	1,335	6,494	9.5%
TAS	1	517	943	390	1,851	2.7%
ACT	-	181	346	267	794	1.2%
NT	-	77	295	92	464	0.7%
Unknown	1	19	40	14	74	0.1%
Total	64	17,761	36,276	14,485	68,586	100.0%
Share by Level	0.1%	25.9%	52.9%	21.1%	100.0%	

- The number of people waiting on a HCP at their approved level at 30 June 2024, by ACPR, is found in Appendix E.

Key point

- At 30 June 2024, there were 68,586 people who were waiting for a HCP at their approved level.

WAIT TIMES

- All people approved for a HCP, and seeking services, can access their individual expected wait time to receive their first HCP, and their approved HCP in time bands.
- A person's place in the NPS is solely based on date of approval and priority for care. Estimated wait times at 30 November 2024, for a person with a medium priority approval joining the NPS for a HCP by level, are provided in Table 10.

Table 10: Estimated wait time for people entering the NPS on 30 November 2024 by HCP level

HCP level	Time to approved HCP
Level 1	3-6 months
Level 2	6-9 months
Level 3	9-12 months
Level 4	12-15 months

NUMBER OF HCPs RELEASED

- The department released 32,756 HCPs during the June 2024 quarter (Table 11), at an average of 2,520 per week.

Table 11: Number of HCPs released in the June 2024 quarter, by state and territory and level

State	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	796	3,740	3,442	1,292	9,270	28.3%
VIC	482	2,702	2,921	2,337	8,442	25.8%
QLD	280	2,291	2,475	1,839	6,885	21.0%
WA	65	604	1,152	1,233	3,054	9.3%
SA	134	1,080	1,564	915	3,693	11.3%
TAS	49	344	254	116	763	2.3%
ACT	7	111	129	187	434	1.3%
NT	2	74	71	31	178	0.5%
Unknown	2	12	15	8	37	0.1%
Total	1,817	10,958	12,023	7,958	32,756	100.0%
Share	5.5%	33.5%	36.7%	24.3%	100.0%	

- Of the HCPs released in the June 2024 quarter, 16% (5,365) were offered as upgrades to people already in a lower level HCP. The other 84% (27,391) were offered to people who were not in a lower level HCP (Table 12).

Table 12: HCPs released to people in the June 2024 quarter, by level and type of release

Release type	Level 1	Level 2	Level 3	Level 4	Total
New packages	1,817	10,636	9,665	5,273	27,391
Upgrades	0	322	2,358	2,685	5,365
Total	1,817	10,958	12,023	7,958	32,756
% released that were new	100.0%	97.1%	80.4%	66.3%	83.6%

Information on the number of HCPs released by ACPR and level for the June 2024 quarter can be found at Appendix F.

Key points

- 32,756 HCPs were released during the June 2024 quarter.

4. FIRST NATIONS PEOPLES

- For the purpose of this report, First Nations peoples include those people who have identified in My Aged Care as being Aboriginal and/or Torres Strait Islander.
- The number of First Nations peoples receiving a HCP or waiting for a HCP is proportionately less for their population size relative to the rest of the population. This is attributed to First Nations peoples accessing alternative programs such as the National Aboriginal and Torres Strait Islander Flexible Aged Care Program and Multi-Purpose Services for in-home care support. In addition, indigenous status for many people is not recorded in My Aged Care.
- There were 8,856 First Nations peoples in a HCP at 30 June 2024 (Table 14). The 8,856 people accounted for 3% of the 275,486 people in a HCP (Table 3).

Table 14: Number of First Nations peoples in a HCP by level and state and territory at 30 June 2024

State	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	232	1,687	1,242	593	3,754	42.4%
VIC	33	499	270	224	1,026	11.6%
QLD	47	748	691	447	1,933	21.8%
WA	3	120	204	237	564	6.4%
SA	31	299	294	161	785	8.9%
TAS	16	98	115	45	274	3.1%
ACT	1	21	20	17	59	0.7%
NT	2	183	167	84	436	4.9%
Unknown	-	12	9	4	25	0.3%
Total	365	3,667	3,012	1,812	8,856	100.0%
Share by Level	4.1%	41.4%	34.0%	20.5%	100.0%	

Note: The 8,856 First Nations people are a subset of the 275,486 people in a HCP recorded for all of Australia.

- There were 1,631 First Nations peoples at 30 June 2024 who were waiting for a HCP at their approved level (Table 15). The 1,631 people accounted for 2% of the 68,586 people waiting for a HCP at their approved level (Table 9).

Table 15: Number of First Nations peoples waiting on a HCP at their approved level by state and territory of residence and level of approval at 30 June 2024

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	-	179	359	94	632	38.7%
VIC	-	29	59	28	116	7.1%
QLD	-	115	198	47	360	22.1%
WA	-	18	92	47	157	9.6%
SA	-	33	67	24	124	7.6%
TAS	-	13	39	14	66	4.0%
ACT	-	3	6	5	14	0.9%
NT	-	15	99	24	138	8.5%
Unknown	-	4	15	5	24	1.5%
Total	0	409	934	288	1,631	100.0%
Share by Level	0.0%	25.1%	57.3%	17.7%	100.0%	

Note: The 1,631 First Nations people are a subset of the 68,586 people in the NPS recorded for all of Australia.

Glossary

Term	Definition
Aged Care Assessment Teams (ACAT)	ACATs are independent state and territory managed teams of medical and allied health professionals who assess the physical, psychological, medical, restorative, cultural and social needs of older people and help them and their carers to access appropriate levels of support.
Aged Care Planning Region (ACPR)	The areas marked out in the ACPR maps, which can be found at https://www.health.gov.au/resources/collections/2018-aged-care-planning-region-maps .
Approved provider	An organisation that has been approved to provide home care under the <i>Aged Care Act 1997</i> .
Commonwealth Home Support Program (CHSP)	Entry-level support at home – Ongoing or short-term care and support services including help with housework, personal care, meals and food preparation, transport, shopping, allied health, social support, and planned respite.
Home Care Packages Program	A program that supports senior Australians with complex needs to remain living at home through a coordinated package of care and services to meet the individual needs of people.
A lower level HCP	A HCP at a lower level than a person's approved level, through which they are able to access some home care services while waiting for a higher level HCP.
My Aged Care	The main entry point to the aged care system in Australia.
National Priority System	The nationally consistent process for allocating HCPs based on peoples' needs and circumstances.
The department	The Department of Health and Aged Care.

Appendices

Appendix A – Number of people in a HCP at 30 June 2024, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	390	2,570	1,783	740	5,483
Central West	84	778	597	297	1,756
Far North Coast	586	3,156	1,845	836	6,423
Hunter	844	3,410	2,060	1,516	7,830
Illawarra	380	2,013	1,666	686	4,745
Inner West	195	2,283	2,069	987	5,534
Mid North Coast	688	3,498	2,873	1,410	8,469
Nepean	139	1,297	1,063	448	2,947
New England	123	774	539	231	1,667
Northern Sydney	716	3,716	2,558	1,403	8,393
Orana Far West	239	998	580	233	2,050
Riverina/Murray	479	2,112	1,150	473	4,214
South East Sydney	476	4,126	3,153	1,252	9,007
South West Sydney	1,129	4,695	2,984	1,194	10,002
Southern Highlands	140	1,873	1,076	454	3,543
Western Sydney	721	3,816	2,964	1,309	8,810
Total	7,329	41,115	28,960	13,469	90,873
VIC					
Barwon-South Western	127	2,487	1,925	1,595	6,134
Eastern Metro	1,542	7,869	4,261	3,338	17,010
Gippsland	426	2,546	1,853	1,250	6,075
Grampians	84	1,492	881	533	2,990
Hume	272	1,343	584	279	2,478
Loddon-Mallee	193	1,641	1,024	744	3,602
Northern Metro	478	4,987	3,784	2,983	12,232
Southern Metro	369	6,162	5,308	3,973	15,812
Western Metro	90	3,641	3,170	2,017	8,918
Total	3,581	32,168	22,790	16,712	75,251

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	104	1,433	1,370	939	3,846
Brisbane South	300	2,352	2,271	1,343	6,266
Cabool	227	2,164	1,964	1,070	5,425
Central West	4	37	20	10	71
Darling Downs	378	1,866	1,148	560	3,952
Far North	76	1,903	1,133	419	3,531
Fitzroy	68	1,105	1,384	494	3,051
Logan River Valley	108	1,154	1,073	701	3,036
Mackay	24	294	181	73	572
North West	5	78	39	19	141
Northern	62	965	1,108	744	2,879
South Coast	164	1,622	1,371	1,017	4,174
South West	21	101	35	17	174
Sunshine Coast	180	2,786	3,165	3,292	9,423
West Moreton	234	805	467	244	1,750
Wide Bay	395	2,121	1,482	798	4,796
Total	2,350	20,786	18,211	11,740	53,087
WA					
Goldfields	2	54	81	58	195
Great Southern	9	103	287	314	713
Kimberley	1	77	41	28	147
Metro East	20	642	1,110	1,245	3,017
Metro North	144	1,571	1,813	1,507	5,035
Metro South East	71	846	1,128	1,399	3,444
Metro South West	37	1,161	1,890	2,145	5,233
Mid West	2	57	87	140	286
Pilbara	1	15	35	21	72
South West	4	196	480	697	1,377
Wheatbelt	10	289	634	558	1,491
Total	301	5,011	7,586	8,112	21,010

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	156	602	239	52	1,049
Flinders & Far North	35	177	138	28	378
Hills, Mallee & Southern	127	1,181	884	491	2,683
Metro East	22	971	1,477	727	3,197
Metro North	364	2,392	2,005	980	5,741
Metro South	16	1,029	2,055	1,652	4,752
Metro West	47	1,228	1,913	928	4,116
Mid North	20	198	112	25	355
Riverland	13	263	289	190	755
South East	48	379	194	48	669
Yorke, Lower North & Barossa	51	608	453	200	1,312
Total	899	9,028	9,759	5,321	25,007
TAS					
North Western	82	659	558	245	1,544
Northern	79	617	550	303	1,549
Southern	130	1,316	1,133	480	3,059
Total	291	2,592	2,241	1,028	6,152
ACT					
Total	34	878	888	1,095	2,895
NT					
Alice Springs	4	79	92	41	216
Barkly	1	7	5	1	14
Darwin	2	206	297	229	734
East Arnhem	-	72	42	23	137
Katherine	-	36	26	12	74
Total	7	400	462	306	1,175
UNKNOWN ACPR					
Total	-	18	11	7	36
NATIONAL					
Total	14,792	111,996	90,908	57,790	275,486

Note: Location is based on the address of the person receiving a HCP, not the address of their provider.

Appendix B – Number of new entries to a HCP in the June 2024 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	38	168	131	39	376
Central West	5	66	76	21	168
Far North Coast	49	180	74	25	328
Hunter	32	164	115	84	395
Illawarra	19	80	114	43	256
Inner West	4	105	93	38	240
Mid North Coast	77	195	183	49	504
Nepean	11	91	73	29	204
New England	11	45	34	11	101
Northern Sydney	42	224	149	57	472
Orana Far West	14	64	58	9	145
Riverina/Murray	42	85	48	9	184
South East Sydney	24	254	219	32	529
South West Sydney	49	204	194	50	497
Southern Highlands	4	152	55	9	220
Western Sydney	44	162	108	36	350
Total	465	2,239	1,724	541	4,969
VIC					
Barwon-South Western	13	116	146	88	363
Eastern Metro	103	448	309	187	1,047
Gippsland	12	97	131	105	345
Grampians	1	63	55	38	157
Hume	29	60	27	3	119
Loddon-Mallee	13	86	50	30	179
Northern Metro	33	272	240	111	656
Southern Metro	21	258	337	286	902
Western Metro	7	229	165	77	478
Total	232	1,629	1,460	925	4,246

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	2	114	113	63	292
Brisbane South	17	173	161	72	423
Cabool	14	158	153	66	391
Central West	1	4	2	-	7
Darling Downs	30	101	38	8	177
Far North	8	182	129	25	344
Fitzroy	8	60	99	53	220
Logan River Valley	12	49	83	28	172
Mackay	4	16	14	7	41
North West	2	6	1	1	10
Northern	4	32	66	45	147
South Coast	4	106	105	40	255
South West	2	13	-	2	17
Sunshine Coast	6	169	304	315	794
West Moreton	28	59	43	17	147
Wide Bay	29	165	122	48	364
Total	171	1,407	1,433	790	3,801
WA					
Goldfields	1	1	7	3	12
Great Southern	3	9	23	30	65
Kimberley	-	6	6	1	13
Metro East	1	45	106	88	240
Metro North	13	104	145	114	376
Metro South East	8	53	98	86	245
Metro South West	1	62	142	160	365
Mid West	-	6	10	15	31
Pilbara	-	3	2	-	5
South West	-	10	60	66	136
Wheatbelt	-	21	67	53	141
Total	27	320	666	616	1,629

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	17	54	20	1	92
Flinders & Far North	-	8	29	7	44
Hills, Mallee & Southern	7	51	82	49	189
Metro East	3	99	143	65	310
Metro North	23	148	151	80	402
Metro South	1	70	121	94	286
Metro West	1	120	200	72	393
Mid North	2	10	5	-	17
Riverland	-	13	30	22	65
South East	4	29	16	1	50
Yorke, Lower North & Barossa	9	37	27	9	82
Total	67	639	824	400	1,930
TAS					
North Western	3	48	32	13	96
Northern	9	43	34	15	101
Southern	16	103	73	8	200
Total	28	194	139	36	397
ACT					
Total	3	53	67	60	183
NT					
Alice Springs	-	4	8	2	14
Barkly	-	-	1	-	1
Darwin	-	15	17	6	38
East Arnhem	-	1	-	-	1
Katherine	-	2	1	1	4
Total	-	22	27	9	58
UNKNOWN ACPR					
Total	-	-	-	-	-
NATIONAL					
Total	993	6,503	6,340	3,377	17,213

Note: Location is based on the address of the person who entered into a HCP during the June 2024 quarter.

Appendix C – Number of approved HCP providers that have indicated in My Aged Care that they can provide services at each of the four HCP levels, by ACPR

State/territory	31-Dec-23	31-Mar-24	30-Jun-24
NSW			
Central Coast	31	31	31
Central West	22	22	22
Far North Coast	43	43	45
Hunter	65	67	66
Illawarra	42	41	42
Inner West	46	46	49
Mid North Coast	56	57	58
Nepean	17	17	19
New England	28	28	28
Northern Sydney	48	49	54
Orana Far West	21	21	21
Riverina/Murray	41	41	41
South East Sydney	67	67	70
South West Sydney	62	62	65
Southern Highlands	30	30	30
Western Sydney	68	70	73
VIC			
Barwon-South Western	39	39	39
Eastern Metro	71	71	76
Gippsland	28	28	29
Grampians	30	31	31
Hume	36	36	36
Loddon-Mallee	21	22	22
Northern Metro	54	54	58
Southern Metro	75	75	75
Western Metro	68	72	74

State/territory	31-Dec-23	31-Mar-24	30-Jun-24
QLD			
Brisbane North	51	52	52
Brisbane South	65	67	69
Cabool	26	26	26
Central West	10	10	10
Darling Downs	35	35	35
Far North	25	25	26
Fitzroy	27	27	27
Logan River Valley	37	37	38
Mackay	19	19	19
North West	7	7	7
Northern	26	26	27
South Coast	39	39	39
South West	4	4	4
Sunshine Coast	44	44	44
West Moreton	25	25	25
Wide Bay	27	27	28
WA			
Goldfields	9	9	9
Great Southern	9	9	9
Kimberley	8	8	9
Metro East	40	42	42
Metro North	38	39	42
Metro South East	28	29	29
Metro South West	22	22	23
Mid West	6	7	7
Pilbara	8	8	8
South West	15	16	16
Wheatbelt	10	11	11

State/territory	31-Dec-23	31-Mar-24	30-Jun-24
SA			
Eyre Peninsula	6	6	6
Flinders & Far North	10	10	10
Hills, Mallee & Southern	12	12	13
Metro East	48	48	51
Metro North	18	17	19
Metro South	13	13	15
Metro West	26	26	27
Mid North	3	3	3
Riverland	3	3	3
South East	5	5	5
Yorke, Lower North & Barossa	9	9	9
TAS			
North Western	14	13	13
Northern	15	15	16
Southern	35	36	38
ACT			
ACT	41	41	40
NT			
Alice Springs	15	15	15
Barkly	13	13	13
Darwin	16	16	16
East Arnhem	7	7	7
Katherine	12	12	12

Note: Totals per state/territory are not shown as providers can operate in multiple ACPRs and states/territories.

Appendix D – Number of people waiting on a HCP at their approved level at 30 June 2024, who are not in a lower level HCP, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	-	401	392	48	841
Central West	2	204	271	44	521
Far North Coast	4	523	521	116	1,164
Hunter	2	451	677	157	1,287
Illawarra	-	180	675	107	962
Inner West	1	209	609	232	1,051
Mid North Coast	7	553	607	59	1,226
Nepean	-	228	278	64	570
New England	1	144	271	59	475
Northern Sydney	1	507	867	367	1,742
Orana Far West	2	220	270	19	511
Riverina/Murray	1	248	293	29	571
South East Sydney	-	658	1,403	365	2,426
South West Sydney	3	603	929	210	1,745
Southern Highlands	1	327	402	68	798
Western Sydney	1	458	710	249	1,418
Total	26	5,914	9,175	2,193	17,308
VIC					
Barwon-South Western	-	350	624	227	1,201
Eastern Metro	4	1,076	1,193	439	2,712
Gippsland	-	197	371	69	637
Grampians	2	135	290	119	546
Hume	3	215	133	8	359
Loddon-Mallee	1	230	271	181	683
Northern Metro	2	694	1,111	321	2,128
Southern Metro	3	857	1,710	488	3,058
Western Metro	1	477	550	139	1,167
Total	16	4,231	6,253	1,991	12,491

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	-	260	456	72	788
Brisbane South	2	450	734	88	1,274
Cabool	1	336	571	86	994
Central West	-	11	6	1	18
Darling Downs	2	203	199	28	432
Far North	-	430	269	20	719
Fitzroy	-	162	232	33	427
Logan River Valley	2	166	305	115	588
Mackay	-	82	97	7	186
North West	-	19	8	2	29
Northern	-	80	160	31	271
South Coast	1	249	495	257	1,002
South West	1	17	6	1	25
Sunshine Coast	2	495	758	146	1,401
West Moreton	3	174	153	26	356
Wide Bay	2	352	277	44	675
Total	16	3,486	4,726	957	9,185
WA					
Goldfields	-	28	35	2	65
Great Southern	-	24	125	42	191
Indian Ocean Territories	-	-	1	-	1
Kimberley	-	19	33	4	56
Metro East	-	156	479	165	800
Metro North	-	375	841	222	1,438
Metro South East	-	182	429	185	796
Metro South West	-	150	500	252	902
Mid West	-	15	63	68	146
Pilbara	-	4	13	2	19
South West	-	18	222	91	331
Wheatbelt	-	42	126	19	187
Total	-	1,013	2,867	1,052	4,932

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	-	142	90	4	236
Flinders & Far North	-	43	36	1	80
Hills, Mallee & Southern	1	177	326	140	644
Metro East	-	142	266	43	451
Metro North	-	516	748	164	1,428
Metro South	-	156	759	320	1,235
Metro West	-	176	334	39	549
Mid North	-	24	38	5	67
Riverland	-	25	70	21	116
South East	-	87	98	15	200
Yorke, Lower North & Barossa	3	116	180	68	367
Total	4	1,604	2,945	820	5,373
TAS					
North Western	-	66	199	56	321
Northern	-	102	136	39	277
Southern	1	337	370	71	779
Total	1	505	705	166	1,377
ACT					
Total	-	177	279	154	610
NT					
Alice Springs	-	12	32	4	48
Barkly	-	5	7	2	14
Darwin	-	49	159	21	229
East Arnhem	-	5	10	1	16
Katherine	-	6	32	8	46
Total	-	77	240	36	353
UNKNOWN ACPR					
Total	1	19	32	9	61
NATIONAL					
Total	64	17,026	27,222	7,378	51,690

Note: Location is based on the address of the person waiting to be assigned a HCP.

Appendix E – Number of people waiting on a HCP at their approved level at 30 June 2024, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	-	425	656	191	1,272
Central West	2	209	382	104	697
Far North Coast	4	572	895	368	1,839
Hunter	2	471	877	315	1,665
Illawarra	-	184	849	230	1,263
Inner West	1	215	803	430	1,449
Mid North Coast	7	602	911	244	1,764
Nepean	-	235	369	129	733
New England	1	149	358	100	608
Northern Sydney	1	535	1,193	731	2,460
Orana Far West	2	235	399	77	713
Riverina/Murray	1	269	483	127	880
South East Sydney	-	686	1,802	722	3,210
South West Sydney	3	665	1,388	452	2,508
Southern Highlands	1	336	605	243	1,185
Western Sydney	1	486	966	500	1,953
Total	26	6,274	12,936	4,963	24,199
VIC					
Barwon-South Western	-	358	776	385	1,519
Eastern Metro	4	1,153	1,712	866	3,735
Gippsland	-	216	487	130	833
Grampians	2	140	384	175	701
Hume	3	231	217	21	472
Loddon-Mallee	1	236	352	240	829
Northern Metro	2	727	1,470	544	2,743
Southern Metro	3	877	2,128	851	3,859
Western Metro	1	481	757	220	1,459
Total	16	4,419	8,283	3,432	16,150

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	-	268	620	206	1,094
Brisbane South	2	467	970	265	1,704
Cabool	1	359	789	201	1,350
Central West	-	11	9	1	21
Darling Downs	2	215	289	73	579
Far North	-	433	427	71	931
Fitzroy	-	168	308	77	553
Logan River Valley	2	170	416	216	804
Mackay	-	85	138	28	251
North West	-	19	19	7	45
Northern	-	81	211	71	363
South Coast	1	256	625	466	1,348
South West	1	18	12	2	33
Sunshine Coast	2	503	964	281	1,750
West Moreton	3	187	239	67	496
Wide Bay	2	372	395	111	880
Total	16	3,612	6,431	2,143	12,202
WA					
Goldfields	-	28	44	17	89
Great Southern	-	24	132	63	219
Indian Ocean Territories	-	-	1	-	1
Kimberley	-	19	44	6	69
Metro East	-	158	543	294	995
Metro North	-	383	1,131	484	1,998
Metro South East	-	185	520	319	1,024
Metro South West	-	153	598	413	1,164
Mid West	-	15	67	75	157
Pilbara	-	5	15	4	24
South West	-	18	237	141	396
Wheatbelt	-	42	147	33	222
Total	-	1,030	3,479	1,849	6,358

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	-	144	114	8	266
Flinders & Far North	-	43	43	1	87
Hills, Mallee & Southern	1	180	397	208	786
Metro East	-	144	315	88	547
Metro North	-	532	957	342	1,831
Metro South	-	156	832	435	1,423
Metro West	-	177	393	90	660
Mid North	-	24	44	6	74
Riverland	-	26	80	36	142
South East	-	90	136	29	255
Yorke, Lower North & Barossa	3	116	212	92	423
Total	4	1,632	3,523	1,335	6,494
TAS					
North Western	-	68	225	112	405
Northern	-	105	207	83	395
Southern	1	344	511	195	1,051
Total	1	517	943	390	1,851
ACT					
Total	-	181	346	267	794
NT					
Alice Springs	-	12	40	10	62
Barkly	-	5	7	2	14
Darwin	-	49	190	65	304
East Arnhem	-	5	21	4	30
Katherine	-	6	37	11	54
Total	-	77	295	92	464
UNKNOWN ACPR					
Total	1	19	40	14	74
NATIONAL					
Total	64	17,761	36,276	14,485	68,586

Note: Location is based on the address of the person waiting to be assigned a HCP.

Appendix F – Number of HCPs released in the June 2024 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	63	269	259	117	708
Central West	13	104	123	36	276
Far North Coast	81	292	203	76	652
Hunter	77	275	214	209	775
Illawarra	38	145	221	85	489
Inner West	14	194	196	71	475
Mid North Coast	101	316	342	150	909
Nepean	15	130	126	52	323
New England	16	89	71	30	206
Northern Sydney	100	407	339	116	962
Orana Far West	24	128	110	23	285
Riverina/Murray	61	148	99	21	329
South East Sydney	35	424	450	99	1,008
South West Sydney	72	305	336	102	815
Southern Highlands	9	237	140	35	421
Western Sydney	77	277	213	70	637
Total	796	3,740	3,442	1,292	9,270
VIC					
Barwon-South Western	26	183	225	206	640
Eastern Metro	203	769	599	394	1,965
Gippsland	23	149	265	235	672
Grampians	5	107	122	102	336
Hume	56	124	90	15	285
Loddon-Mallee	23	121	114	90	348
Northern Metro	74	458	553	369	1,454
Southern Metro	62	446	621	707	1,836
Western Metro	10	345	332	219	906
Total	482	2,702	2,921	2,337	8,442

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	6	205	241	183	635
Brisbane South	28	269	250	148	695
Cabool	24	223	302	193	742
Central West	-	4	3	1	8
Darling Downs	36	163	93	31	323
Far North	16	294	237	86	633
Fitzroy	12	107	174	110	403
Logan River Valley	13	87	123	69	292
Mackay	3	37	30	14	84
North West	7	8	4	1	20
Northern	5	60	108	95	268
South Coast	11	177	165	99	452
South West	1	13	2	5	21
Sunshine Coast	21	320	471	632	1,444
West Moreton	41	92	81	46	260
Wide Bay	56	232	191	126	605
Total	280	2,291	2,475	1,839	6,885
WA					
Goldfields	-	12	24	5	41
Great Southern	3	14	44	51	112
Kimberley	2	19	19	2	42
Metro East	3	82	183	183	451
Metro North	34	216	261	201	712
Metro South East	19	91	143	189	442
Metro South West	3	84	244	322	653
Mid West	-	13	24	56	93
Pilbara	1	8	9	2	20
South West	-	23	95	122	240
Wheatbelt	-	42	106	100	248
Total	65	604	1,152	1,233	3,054

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	26	74	52	9	161
Flinders & Far North	5	27	48	12	92
Hills, Mallee & Southern	16	91	136	91	334
Metro East	5	185	335	179	704
Metro North	33	232	291	179	735
Metro South	3	111	180	156	450
Metro West	7	191	363	208	769
Mid North	4	17	11	2	34
Riverland	1	18	53	54	126
South East	18	50	25	3	96
Yorke, Lower North & Barossa	16	84	70	22	192
Total	134	1,080	1,564	915	3,693
TAS					
North Western	8	82	58	33	181
Northern	16	71	61	61	209
Southern	25	191	135	22	373
Total	49	344	254	116	763
ACT					
Total	7	111	129	187	434
NT					
Alice Springs	-	8	14	4	26
Barkly	-	1	1	1	3
Darwin	2	53	45	21	121
East Arnhem	-	4	9	1	14
Katherine	-	8	2	4	14
Total	2	74	71	31	178
UNKNOWN ACPR					
Total	2	12	15	8	37
NATIONAL					
Total	1,817	10,958	12,023	7,958	32,756

Note: Location is based on the address of the person who was assigned the HCP.