



Australian Government

Department of Health and Aged Care

HOME CARE PACKAGES PROGRAM

Data Report 4th Quarter 2021-22

1 April – 30 June 2022

November 2022



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Executive Summary

- At 30 June 2022, 236,928 people had access to a Home Care Package (HCP). This is a 21% (41,229) increase since 30 June 2021 (195,699).
- Of the 236,928 people, 215,743 were in a HCP with the remaining 21,185 people assigned a HCP and considering whether to take up their offer.
- The 215,743 people in a HCP at 30 June 2022 represented a 23% (39,638) increase from 30 June 2021 (176,105).
- In the June 2022 quarter, 19,251 people entered a HCP for the first time.
- At 30 June 2022, there were 49,717 people waiting in the National Priority System for a HCP at their approved level. Of these people, 99% (49,104) had been provided the opportunity to connect to some form of Commonwealth subsidised home care support.
- There were 33,188 approvals for a HCP in the June 2022 quarter.
- There were 46,475 HCPs released in the June 2022 quarter, at an average of 3,575 per week.
- There were 916 approved HCP providers with a home care service at 30 June 2022.

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 2022 and 30 June 2022. The estimated wait times are shown for 31 October 2022, 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 <https://www.health.gov.au/initiatives-and-programs/home-care-packages-program/about-the-home-care-packages-program>.

Table 1 provides a breakdown of the current number of allocated HCPs across the forward estimates.

Table 1: Estimated number of allocated HCPs across the forward estimates

HCP level	2022-23	2023-24	2024-25	2025-26
1	16,450	16,450	16,450	16,450
2	116,071	116,071	116,071	116,072
3	85,224	85,224	85,224	85,224
4	57,852	57,852	57,852	58,039
Total	275,597	275,597	275,597	275,785

Note: The figures correspond to the number of allocated HCPs at 30 June for each financial year.

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 2 provides the rounded annual amount of Government subsidy in 2021-22.

Table 2: HCP annual subsidy, by HCP level from 1 July 2021 to 30 June 2022

HCP level	Home care services for people with:	Rounded annual subsidy amount paid by the Government
1	Basic care needs	\$9,000
2	Low-level care needs	\$16,000
3	Intermediate care needs	\$35,000
4	High-level care needs	\$52,000

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 33,188 HCP approvals in the June 2022 quarter (Table 3). This was 0.3% (110) more than the approvals in the March 2022 quarter (33,078).

Table 3: Number of HCP approvals in June 2022 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	6	861	180	3,829	489	3,602	545	1,144	10,656	32.1%
VIC	-	339	65	2,758	361	2,253	974	967	7,717	23.3%
QLD	-	320	111	2,403	722	2,157	1,027	665	7,405	22.3%
WA	-	34	17	647	159	1,068	567	652	3,144	9.5%
SA	-	64	18	751	158	1,165	318	474	2,948	8.9%
TAS	-	24	-	232	3	326	26	135	746	2.2%
ACT	-	7	5	103	27	82	78	42	344	1.0%
NT	-	1	3	59	8	69	25	33	198	0.6%
Unknown	-	1	2	13	-	11	-	3	30	0.1%
Sub-total	6	1,651	401	10,795	1,927	10,733	3,560	4,115	33,188	100%
Total	1,657		11,196		12,660		7,675		33,188	100%
Share	5.0%		33.7%		38.1%		23.1%		100.0%	

Key point

- There were 33,188 approvals for a HCP in the June 2022 quarter.

2. HOME CARE SERVICE DELIVERY

NUMBER OF PEOPLE IN A HCP

- There were 215,743 people in a HCP at 30 June 2022 (Table 4). This was an increase of 3% (7,231) since 31 March 2022 (208,512) and a 23% (39,638) increase since 30 June 2021 (176,105) (Chart 1).
- In addition to the 215,743 people in a HCP at 30 June 2022, a further 21,185 people were assigned a HCP and were considering whether to take up their offer.

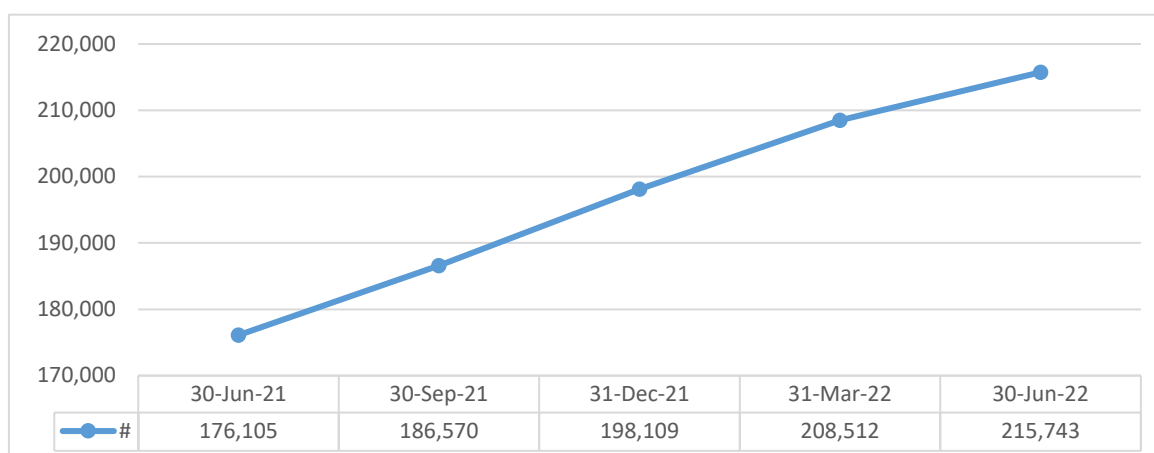
Table 4: Number of people in a HCP by level and state and territory, at 30 June 2022

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	5,773	32,925	22,438	12,267	73,403	34.0%
VIC	2,942	26,683	16,106	12,765	58,496	27.1%
QLD	1,788	14,948	13,247	9,588	39,571	18.3%
WA	240	4,433	5,489	6,933	17,095	7.9%
SA	673	6,850	6,983	4,255	18,761	8.7%
TAS	230	1,964	1,837	1,017	5,048	2.3%
ACT	27	836	650	866	2,379	1.1%
NT	3	336	303	323	965	0.4%
Unknown	1	18	-	6	25	0%
Total	11,677	88,993	67,053	48,020	215,743	100%
Share	5.4%	41.2%	31.1%	22.3%	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 2022 by Aged Care Planning Region (ACPR) can be found at Appendix A.

Chart 1: Number of people in a HCP since 30 June 2021



- Table 5 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 5: Proportion of the total number of people in a HCP at the last day of the quarter, by MMM Classification

MMM	30-Jun-21	30-Sep-21	31-Dec-21	31-Mar-22	30-Jun-22
1	65.4%	65.5%	65.5%	65.6%	65.8%
2	9.1%	9.1%	9.1%	9.1%	9.2%
3	10.0%	9.9%	9.9%	9.8%	9.7%
4	5.6%	5.6%	5.5%	5.5%	5.4%
5	8.6%	8.6%	8.7%	8.6%	8.6%
6	0.8%	0.9%	0.9%	0.9%	0.9%
7	0.4%	0.4%	0.4%	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 19,251 new entries to a HCP in the June 2022 quarter (Table 6).

Table 6: Number of new entries to a HCP in the June 2022 quarter, by state and territory

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	407	2,450	1,818	569	5,244	27.2%
VIC	228	2,288	1,726	886	5,128	26.6%
QLD	162	1,516	1,658	718	4,054	21.1%
WA	25	542	704	527	1,798	9.3%
SA	64	769	1,007	398	2,238	11.6%
TAS	20	181	227	55	483	2.5%
ACT	-	83	65	58	206	1.1%
NT	-	54	32	14	100	0.5%
Unknown	-	-	-	-	-	0.0%
Total	906	7,883	7,237	3,225	19,251	100.0%
Share	4.7%	40.9%	37.6%	16.8%	100.0%	

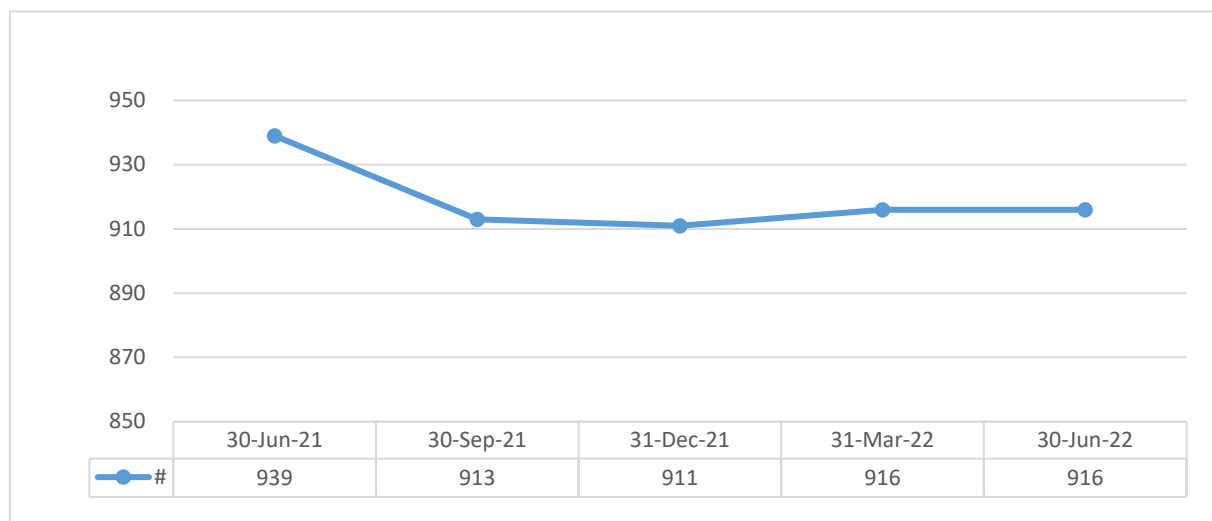
Note: Location is based on the address of the person entering a HCP, not the address of their provider.

- Further information on the number of new entries in the June 2022 quarter by ACPR can be found in Appendix B.

NUMBER OF APPROVED HCP PROVIDERS

- There were 916 approved HCP providers at 30 June 2022 (Chart 2). The number of providers has not changed from 31 March 2022 (916) and is a decrease of 2% (23 providers) since 30 June 2021 (939).

Chart 2: Number of approved providers of home care with home care services since 30 June 2021



Note: Includes those providers with at least one active service provider.

- 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 2022.

Key points

- There were 215,743 people in a HCP at 30 June 2022.
- There were 19,251 new entries to a HCP in the June 2022 quarter.
- There were 916 approved HCP providers at 30 June 2022.

3. NATIONAL PRIORITY SYSTEM

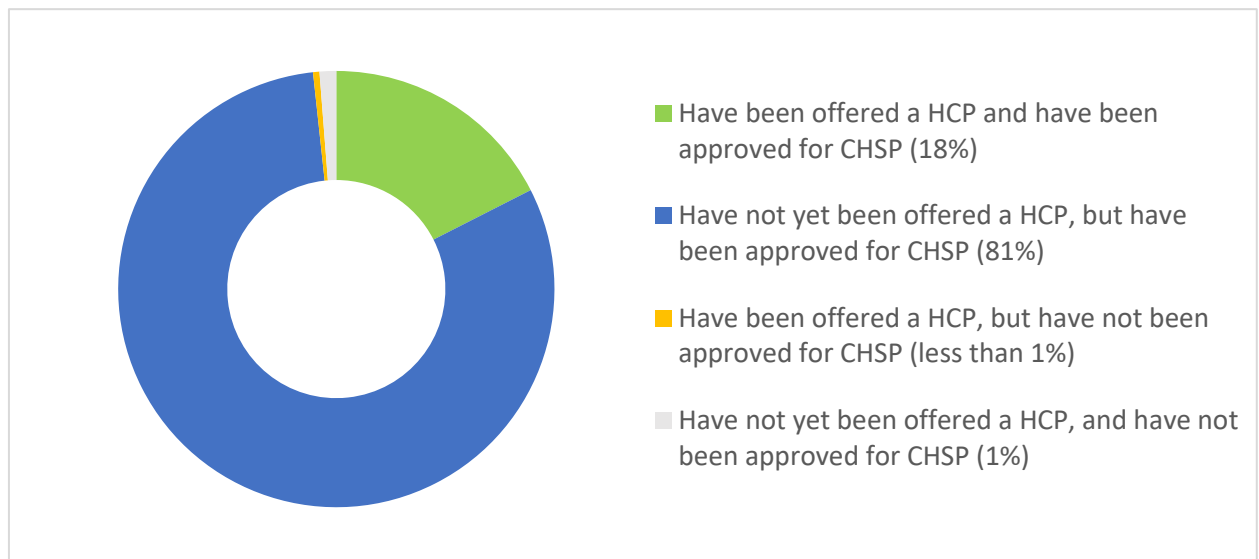
NATIONAL PRIORITY SYSTEM

- 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. The NPS is refreshed each night to ensure the release of HCPs is up-to-date.
- 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.

ACCESS TO COMMONWEALTH HOME SUPPORT SERVICES

- In addition to receiving an approval for a HCP as an outcome of their assessment, most people are also provided with approval to access CHSP to assist with specific care needs identified during the assessment.
- Of the 49,717 people in the NPS who were waiting on a HCP at their approved level at 30 June 2022, 48,868 had been approved for access to services through the CHSP. Additionally, people retain the option of accessing some specific CHSP services after they are offered a level 1 or 2 HCP when their budget has been expended or where additional short-term episodic care is required. Diagram 1 shows that 99% (49,104) of people in the NPS at 30 June 2022 had been offered an interim level HCP and/or approved for CHSP services.

Diagram 1: Status of people in the NPS at 30 June 2022 who were waiting for a HCP at their approved level



Note: Figures are rounded so the sum of figures don't add to 100%.

PEOPLE WHO HAVE NOT YET BEEN OFFERED A HCP

- At 30 June 2022, there were 40,777 people who were seeking a HCP at their approved level, who had not yet been offered a HCP (Table 7).

Table 7: 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 2022

Approved level	Number of people in the NPS who have <u>never been offered</u> an interim HCP	Number of people in the NPS who have <u>never been offered</u> an interim HCP <u>with</u> CHSP approval	Percentage of people in the NPS <u>without</u> an interim HCP <u>with</u> CHSP approval
Level 1	2,436	2,367	97.2%
Level 2	17,560	17,302	98.5%
Level 3	17,111	16,920	98.9%
Level 4	3,670	3,575	97.4%
Total	40,777	40,164	98.5%

PEOPLE WHO HAVE RECEIVED AN OFFER OF AN INTERIM HCP

- At 30 June 2022, there were 8,940 people who had been offered an interim HCP while they wait for a HCP at their approved level.
- Those offered an interim HCP fell into three response categories (Table 8):
 - those who accepted their offer and were receiving care (8,214)
 - those who had not yet accepted their offer but whose offer was still open (i.e. within 56/84 days of offer) (359), and
 - those who did not take up their previous offer(s) (367).

Table 8: 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 2022

Approved level	Number of people in an interim HCP	Number of people offered an interim HCP, who had <u>not yet accepted</u> their offer	Number of people offered an interim HCP that <u>did not</u> take up their offer
Level 2	536	33	33
Level 3	4,678	203	227
Level 4	3,000	123	107
Total	8,214	359	367

- Of the 367 people who had not taken up their previous offer(s) of a HCP, 98% (360) had been approved for CHSP (Table 9).

Table 9: Number and percentage of people who did not take up an offer of a lower-level HCP, who have been provided approval to access CHSP, by level of approval at 30 June 2022

Approved level	Number of people who <u>did not</u> take up an offer of an interim HCP	Number of people who <u>did not</u> take up an offer of an interim HCP, that have a CHSP approval	Percentage of people who <u>did not</u> take up an offer of an interim HCP, that have a CHSP approval
Level 2	33	33	100.0%
Level 3	227	223	98.2%
Level 4	107	104	97.2%
Total	367	360	98.1%

PEOPLE APPROVED FOR RESIDENTIAL CARE

- At 30 June 2022, 62% (30,930) of people in the NPS had approvals for both home and permanent residential care (Table 10).

Table 10: Number and percentage of people waiting for a HCP at their approved level who were also approved for permanent residential care, by level of approval at 30 June 2022

Approved level	Number of people waiting for a HCP at their approved level who also have an approval for permanent residential care	Number of people waiting for a HCP at their approved level	Percentage of people waiting for a HCP at their approved level who also have an approval for permanent residential care
Level 1	671	2,436	27.5%
Level 2	9,084	18,162	50.0%
Level 3	15,423	22,219	69.4%
Level 4	5,752	6,900	83.4%
Total	30,930	49,717	62.2%

DISTRIBUTION OF PEOPLE ACROSS STATES AND TERRITORIES

- Table 11 shows the state and territory distribution of people who had not been offered a HCP at 30 June 2022.

Table 11: Number of people waiting on a HCP at their approved level who had not been offered an interim HCP, by state and territory of residence and level of approval at 30 June 2022

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	1,229	6,149	5,098	787	13,263	32.5%
VIC	500	4,526	3,834	1,098	9,958	24.4%
QLD	485	3,900	3,542	471	8,398	20.6%
WA	60	1,011	1,732	626	3,429	8.4%
SA	105	1,305	2,168	489	4,067	10.0%
TAS	42	387	493	133	1,055	2.6%
ACT	13	179	114	43	349	0.9%
NT	1	89	119	22	231	0.6%
Unknown	1	14	11	1	27	0.1%
Total	2,436	17,560	17,111	3,670	40,777	100%
Share	6.0%	43.1%	42.0%	9.0%	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 2022, who had not been offered an interim HCP, by ACPR, is found in Appendix D.

- Table 12 shows the state and territory distribution of people who are waiting on a HCP at their approved level as at 30 June 2022 and includes people represented in Table 11.

Table 12: Number of people waiting on a HCP at their approved level by state and territory of residence and level of approval at 30 June 2022

State/ territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	1,229	6,441	7,106	1,902	16,678	33.5%
VIC	500	4,633	4,804	1,693	11,630	23.4%
QLD	485	4,038	4,726	1,121	10,370	20.9%
WA	60	1,028	2,096	1,058	4,242	8.5%
SA	105	1,336	2,534	799	4,774	9.6%
TAS	42	400	646	211	1,299	2.6%
ACT	13	183	151	59	406	0.8%
NT	1	89	145	54	289	0.6%
Unknown	1	14	11	3	29	0.1%
Total	2,436	18,162	22,219	6,900	49,717	100.0%
Share	4.9%	36.5%	44.7%	13.9%	100.0%	

- The number of people waiting on a HCP at their approved level at 30 June 2022, by ACPR, is found in Appendix E.

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. Table 13 provides estimated wait times at 31 October 2022 for a person with a medium priority approval joining the NPS for a HCP (by level).

Table 13: Estimated wait time for people entering the NPS on 31 October 2022, by HCP level

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

NUMBER OF HCPs RELEASED

- The department released 46,475 HCPs during the June 2022 quarter (Table 14), at an average of 3,575 per week.

Table 14: Number of HCPs released in the June 2021 quarter, by state and territory and level

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	1,833	6,779	4,571	1,655	14,838	31.9%
VIC	815	5,125	3,431	2,219	11,590	24.9%
QLD	890	3,860	3,223	1,751	9,724	20.9%
WA	158	1,238	1,386	1,295	4,077	8.8%
SA	244	1,544	1,784	849	4,421	9.5%
TAS	59	360	408	186	1,013	2.2%
ACT	21	219	153	128	521	1.1%
NT	5	109	92	67	273	0.6%
Unknown	-	16	2	-	18	0.0%
Total	4,025	19,250	15,050	8,150	46,475	100%
Share	8.7%	41.4%	32.4%	17.5%	100.0%	

- Of the HCPs released in the June 2022 quarter, 20% (9,414) were offered as upgrades to people already in an interim HCP. The other 80% (37,061) were offered to people who were not in an interim level HCP (Table 15).

Table 15: HCPs released to people in the June 2022 quarter, by level and type of release

Release type	Level 1	Level 2	Level 3	Level 4	Total
New packages	4,025	16,443	11,198	5,395	37,061
Upgrades	-	2,807	3,852	2,755	9,414
Total	4,025	19,250	15,050	8,150	46,475
% released that were new	100.0%	85.4%	74.4%	66.2%	79.7%

- Information on the number of HCPs released by ACPR and level for the June 2022 quarter can be found at Appendix F.

Key points

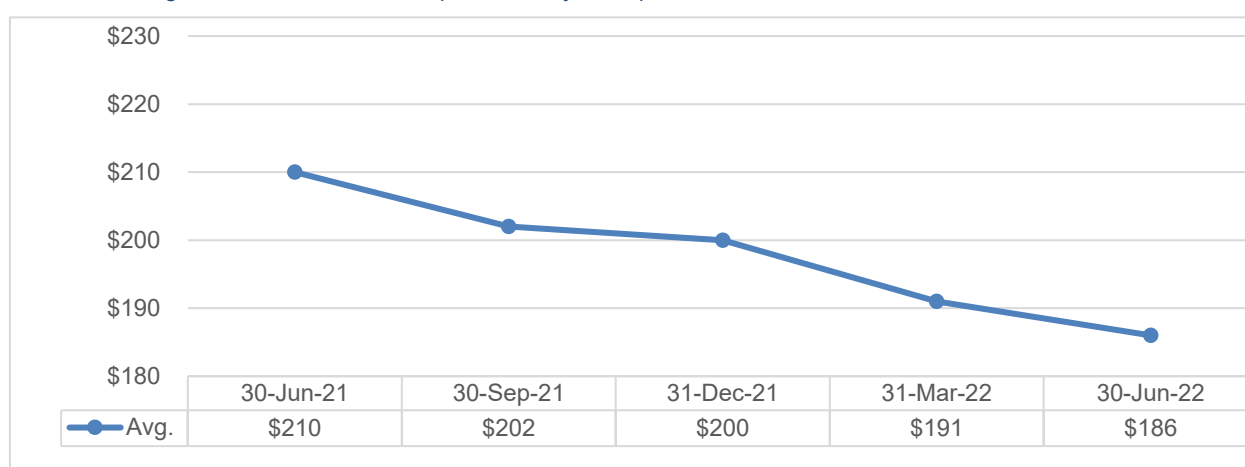
- At 30 June 2022, there were 49,717 people who were waiting for a HCP at their approved level.
- 46,475 HCPs were released during the June 2022 quarter.

4. MAXIMUM EXIT AMOUNTS

An exit amount is an amount that can be deducted by a HCP provider from a person's unspent HCP amount if the person leaves their care. This may happen if the person decides to change their HCP provider or when they leave their HCP altogether. The maximum exit amount represents the highest dollar value the provider can include in a person's home care agreement and must be published on the My Aged Care website.

- The average published maximum exit amount of all providers at 30 June 2022 was \$186 (inclusive of amounts of \$0 and where no amount was provided) (Chart 3). This average had decreased by 3% (\$5) since 31 March 2022 (\$191) and decreased by 11% (\$24) since 30 June 2021 (\$210).

Chart 3: Average maximum exit amount published by HCP providers since 30 June 2020



Note: All approved providers, irrespective of whether they publish an amount, are included in determining the average.

- 49% of approved HCP providers had indicated that they would not deduct an exit amount at 30 June 2022.
- Five providers published a maximum exit amount of \$1,000 or more at 30 June 2022 (Table 16).

Table 16: Number of approved HCP providers with a published maximum exit amount of \$1,000 or more

	30-Jun-21	30-Sep-21	31-Dec-21	31-Mar-22	30-Jun-22
(A) No. of providers with a published maximum exit amount of more than \$1,000	2	2	2	1	1
(B) No. of providers with a published maximum exit amount of \$1,000	6	6	6	4	4
Combined (A)+(B)	8	8	8	5	5

Key points:

- At 30 June 2022, the average published maximum exit amount was \$186.
- At 30 June 2022, 49% of all approved HCP providers indicated that they would not deduct an exit amount.

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 Programme (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.
Interim 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 in the June 2022 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	222	1,775	1,382	612	3,991
Central West	57	599	417	223	1,296
Far North Coast	376	2,452	1,393	807	5,028
Hunter	805	3,265	1,922	1,418	7,410
Illawarra	375	2,033	1,241	604	4,253
Inner West	175	1,960	1,769	899	4,803
Mid North Coast	552	2,866	2,280	1,300	6,998
Nepean	91	962	756	353	2,162
New England	90	694	489	226	1,499
Northern Sydney	640	3,097	1,990	1,292	7,019
Orana Far West	235	777	396	178	1,586
Riverina/Murray	417	1,983	1,190	567	4,157
South East Sydney	430	3,157	2,257	1,166	7,010
South West Sydney	748	3,276	2,022	958	7,004
Southern Highlands	117	1,454	750	419	2,740
Western Sydney	443	2,575	2,184	1,245	6,447
Total	5,773	32,925	22,438	12,267	73,403
VIC					
Barwon-South Western	121	2,019	1,312	1,029	4,481
Eastern Metro	1,379	6,097	2,794	2,320	12,590
Gippsland	363	2,193	1,435	1,005	4,996
Grampians	76	1,210	572	386	2,244
Hume	162	1,193	522	363	2,240
Loddon-Mallee	147	1,402	763	690	3,002
Northern Metro	356	4,102	2,443	2,162	9,063
Southern Metro	260	5,457	4,017	3,000	12,734
Western Metro	78	3,010	2,248	1,810	7,146
Total	2,942	26,683	16,106	12,765	58,496

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	88	1,105	1,165	895	3,253
Brisbane South	201	1,595	1,561	1,128	4,485
Cabool	218	1,544	1,450	895	4,107
Central West	6	21	9	11	47
Darling Downs	244	1,327	946	741	3,258
Far North	58	1,080	702	325	2,165
Fitzroy	70	914	1,168	376	2,528
Logan River Valley	91	904	854	669	2,518
Mackay	30	261	114	71	476
North West	3	63	42	21	129
Northern	74	757	812	771	2,414
South Coast	173	1,422	1,175	1,049	3,819
South West	15	65	30	24	134
Sunshine Coast	132	2,071	1,894	1,858	5,955
West Moreton	122	462	320	218	1,122
Wide Bay	263	1,357	1,005	536	3,161
Total	1,788	14,948	13,247	9,588	39,571
WA					
Goldfields	1	58	55	43	157
Great Southern	3	81	173	273	530
Kimberley	1	77	48	34	160
Metro East	12	552	760	908	2,232
Metro North	112	1,472	1,453	1,352	4,389
Metro South East	63	721	821	1,241	2,846
Metro South West	33	1,015	1,394	1,924	4,366
Mid West	-	46	76	113	235
Pilbara	-	6	25	24	55
South West	8	204	320	556	1,088
Wheatbelt	7	201	364	465	1,037
Total	240	4,433	5,489	6,933	17,095

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	79	449	198	71	797
Flinders & Far North	19	115	91	25	250
Hills, Mallee & Southern	145	1,104	655	356	2,260
Metro East	24	652	1,048	693	2,417
Metro North	258	1,600	1,365	760	3,983
Metro South	21	953	1,513	1,185	3,672
Metro West	33	790	1,349	812	2,984
Mid North	16	190	101	35	342
Riverland	8	241	178	97	524
South East	48	275	162	53	538
Yorke, Lower North & Barossa	22	481	323	168	994
Total	673	6,850	6,983	4,255	18,761
TAS					
North Western	88	523	405	224	1,240
Northern	63	557	442	309	1,371
Southern	79	884	990	484	2,437
Total	230	1,964	1,837	1,017	5,048
ACT					
Total	27	836	650	866	2,379
NT					
Alice Springs	-	88	40	49	177
Barkly	-	5	1	4	10
Darwin	3	149	221	229	602
East Arnhem	-	68	26	25	119
Katherine	-	26	15	16	57
Total	3	336	303	323	965
UNKNOWN ACPR					
Total	1	18	-	6	25
NATIONAL					
Total	11,677	88,993	67,053	48,020	215,743

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 2022 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	21	166	131	37	355
Central West	4	51	42	13	110
Far North Coast	19	210	85	30	344
Hunter	60	196	116	36	408
Illawarra	18	129	127	25	299
Inner West	8	110	120	52	290
Mid North Coast	39	196	168	57	460
Nepean	7	89	105	27	228
New England	6	39	44	9	98
Northern Sydney	42	225	193	68	528
Orana Far West	12	44	37	3	96
Riverina/Murray	26	100	57	19	202
South East Sydney	35	249	176	49	509
South West Sydney	58	255	116	60	489
Southern Highlands	10	150	85	13	258
Western Sydney	42	241	216	71	570
Total	407	2,450	1,818	569	5,244
VIC					
Barwon-South Western	6	251	171	85	513
Eastern Metro	100	437	264	156	957
Gippsland	31	96	94	80	301
Grampians	12	128	73	27	240
Hume	19	96	36	15	166
Loddon-Mallee	7	118	71	33	229
Northern Metro	27	439	288	162	916
Southern Metro	20	466	535	228	1,249
Western Metro	6	257	194	100	557
Total	228	2,288	1,726	886	5,128

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	16	142	156	59	373
Brisbane South	25	178	197	51	451
Cabool	24	196	186	63	469
Central West	-	3	-	-	3
Darling Downs	14	110	87	36	247
Far North	5	148	111	17	281
Fitzroy	7	56	68	14	145
Logan River Valley	11	64	83	40	198
Mackay	-	36	26	4	66
North West	-	8	5	1	14
Northern	7	94	130	62	293
South Coast	14	117	142	100	373
South West	1	3	2	-	6
Sunshine Coast	3	188	281	219	691
West Moreton	10	41	40	17	108
Wide Bay	25	132	144	35	336
Total	162	1,516	1,658	718	4,054
WA					
Goldfields	-	5	9	4	18
Great Southern	3	5	25	18	51
Kimberley	-	2	1	-	3
Metro East	4	79	113	67	263
Metro North	13	179	153	85	430
Metro South East	2	95	132	105	334
Metro South West	1	112	174	145	432
Mid West	-	8	9	12	29
Pilbara	-	-	-	1	1
South West	1	32	54	67	154
Wheatbelt	1	25	34	23	83
Total	25	542	704	527	1,798

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	9	49	20	-	78
Flinders & Far North	2	11	8	1	22
Hills, Mallee & Southern	12	77	64	29	182
Metro East	3	81	160	62	306
Metro North	25	213	179	47	464
Metro South	1	120	277	176	574
Metro West	8	105	192	57	362
Mid North	-	17	9	-	26
Riverland	-	14	23	13	50
South East	3	22	16	-	41
Yorke, Lower North & Barossa	1	60	59	13	133
Total	64	769	1,007	398	2,238
TAS					
North Western	8	48	44	12	112
Northern	4	56	43	21	124
Southern	8	77	140	22	247
Total	20	181	227	55	483
ACT					
Total	-	83	65	58	206
NT					
Alice Springs	-	14	5	3	22
Barkly	-	-	-	-	-
Darwin	-	25	21	9	55
East Arnhem	-	15	5	-	20
Katherine	-	-	1	2	3
Total	-	54	32	14	100
UNKNOWN					
Total	-	-	-	-	-
NATIONAL					
Total	906	7,883	7,237	3,225	19,251

Note: Location is based on the address of the person who entered into a HCP during the June 2022 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	30-Jun-21	31-Mar-22	30-Jun-22
NSW			
Central Coast	26	27	28
Central West	20	20	20
Far North Coast	39	40	41
Hunter	62	63	63
Illawarra	38	40	41
Inner West	42	44	43
Mid North Coast	52	52	53
Nepean	14	16	16
New England	23	26	26
Northern Sydney	47	46	48
Orana Far West	21	21	21
Riverina/Murray	37	39	39
South East Sydney	59	64	64
South West Sydney	58	58	57
Southern Highlands	27	28	28
Western Sydney	54	56	56
VIC			
Barwon-South Western	36	36	36
Eastern Metro	62	67	67
Gippsland	23	27	27
Grampians	26	26	26
Hume	30	34	34
Loddon-Mallee	19	22	22
Northern Metro	47	46	46
Southern Metro	69	70	70
Western Metro	60	63	62

State/territory	30-Jun-21	31-Mar-22	30-Jun-22
QLD			
Brisbane North	49	51	51
Brisbane South	59	59	59
Cabool	27	27	27
Central West	10	10	10
Darling Downs	33	32	33
Far North	23	23	23
Fitzroy	25	26	26
Logan River Valley	30	34	35
Mackay	17	18	18
North West	7	7	7
Northern	25	25	25
South Coast	36	39	39
South West	4	4	4
Sunshine Coast	44	45	45
West Moreton	24	24	24
Wide Bay	24	24	25
WA			
Goldfields	9	9	9
Great Southern	6	6	6
Kimberley	8	8	8
Metro East	32	32	33
Metro North	36	36	36
Metro South East	26	26	27
Metro South West	22	22	22
Mid West	6	6	6
Pilbara	8	8	8
South West	14	14	14
Wheatbelt	9	9	9

State/territory	30-Jun-21	31-Mar-22	30-Jun-22
SA			
Eyre Peninsula	6	6	6
Flinders & Far North	10	10	10
Hills, Mallee & Southern	12	13	13
Metro East	44	46	46
Metro North	17	16	16
Metro South	13	12	12
Metro West	23	25	25
Mid North	3	3	3
Riverland	3	3	3
South East	5	5	5
Yorke, Lower North & Barossa	9	9	9
TAS			
North Western	13	14	14
Northern	15	15	15
Southern	34	35	35
ACT			
ACT	40	41	41
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 aren't 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 2022, who had yet to be offered an interim level HCP, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	67	382	250	15	714
Central West	19	135	107	17	278
Far North Coast	68	454	276	32	830
Hunter	146	457	361	35	999
Illawarra	68	368	318	23	777
Inner West	35	280	335	86	736
Mid North Coast	83	445	290	26	844
Nepean	27	232	235	42	536
New England	20	97	102	11	230
Northern Sydney	148	693	575	121	1,537
Orana Far West	48	142	72	6	268
Riverina/Murray	70	243	181	34	528
South East Sydney	105	618	638	107	1,468
South West Sydney	180	565	463	110	1,318
Southern Highlands	27	407	231	18	683
Western Sydney	118	631	664	104	1,517
Total	1,229	6,149	5,098	787	13,263
VIC					
Barwon-South Western	16	390	428	133	967
Eastern Metro	173	998	604	223	1,998
Gippsland	56	269	258	98	681
Grampians	12	260	240	52	564
Hume	52	207	95	14	368
Loddon-Mallee	44	263	179	59	545
Northern Metro	73	818	572	169	1,632
Southern Metro	61	826	1,086	272	2,245
Western Metro	13	495	372	78	958
Total	500	4,526	3,834	1,098	9,958

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	25	261	313	40	639
Brisbane South	99	611	463	45	1,218
Cabool	29	370	370	34	803
Central West	2	9	7	2	20
Darling Downs	48	293	260	53	654
Far North	22	318	163	3	506
Fitzroy	15	179	195	15	404
Logan River Valley	23	185	220	29	457
Mackay	3	91	64	8	166
North West	-	12	9	1	22
Northern	1	159	210	17	387
South Coast	19	261	333	86	699
South West	5	15	10	1	31
Sunshine Coast	34	536	487	84	1,141
West Moreton	52	199	127	26	404
Wide Bay	108	401	311	27	847
Total	485	3,900	3,542	471	8,398
WA					
Goldfields	-	15	20	2	37
Great Southern	1	27	88	30	146
Kimberley	1	18	6	2	27
Metro East	13	195	309	144	661
Metro North	24	275	410	134	843
Metro South East	16	163	250	109	538
Metro South West	4	201	398	130	733
Mid West	-	30	37	15	82
Pilbara	-	5	4	1	10
South West	-	48	113	38	199
Wheatbelt	1	34	97	21	153
Total	60	1,011	1,732	626	3,429

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	18	74	61	3	156
Flinders & Far North	6	16	34	1	57
Hills, Mallee & Southern	10	182	173	50	415
Metro East	9	164	315	40	528
Metro North	37	354	496	87	974
Metro South	2	90	431	201	724
Metro West	4	171	372	50	597
Mid North	1	37	29	6	73
Riverland	4	34	60	21	119
South East	11	82	67	2	162
Yorke, Lower North & Barossa	3	101	130	28	262
Total	105	1,305	2,168	489	4,067
TAS					
North Western	3	115	126	15	259
Northern	16	81	138	56	291
Southern	23	191	229	62	505
Total	42	387	493	133	1,055
ACT					
Total	13	179	114	43	349
NT					
Alice Springs	-	14	26	2	42
Barkly	-	3	3	1	7
Darwin	1	54	81	17	153
East Arnhem	-	7	2	-	9
Katherine	-	11	7	2	20
Total	1	89	119	22	231
UNKNOWN ACPR					
Total	1	14	11	1	27
NATIONAL					
Total	2,436	17,560	17,111	3,670	40,777

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 2022, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	67	396	382	78	923
Central West	19	140	153	41	353
Far North Coast	68	475	445	123	1,111
Hunter	146	470	496	100	1,212
Illawarra	68	383	420	62	933
Inner West	35	283	402	147	867
Mid North Coast	83	499	473	98	1,153
Nepean	27	237	305	78	647
New England	20	105	141	18	284
Northern Sydney	148	720	776	279	1,923
Orana Far West	48	155	131	30	364
Riverina/Murray	70	263	276	100	709
South East Sydney	105	643	862	239	1,849
South West Sydney	180	606	635	183	1,604
Southern Highlands	27	415	367	112	921
Western Sydney	118	651	842	214	1,825
Total	1,229	6,441	7,106	1,902	16,678
VIC					
Barwon-South Western	16	397	511	214	1,138
Eastern Metro	173	1,042	829	375	2,419
Gippsland	56	279	344	149	828
Grampians	12	264	293	78	647
Hume	52	222	154	26	454
Loddon-Mallee	44	266	223	87	620
Northern Metro	73	837	721	256	1,887
Southern Metro	61	829	1,281	393	2,564
Western Metro	13	497	448	115	1,073
Total	500	4,633	4,804	1,693	11,630

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	25	267	394	92	778
Brisbane South	99	635	649	144	1,527
Cabool	29	385	497	87	998
Central West	2	9	9	3	23
Darling Downs	48	311	368	116	843
Far North	22	323	214	17	576
Fitzroy	15	184	261	41	501
Logan River Valley	23	193	285	75	576
Mackay	3	94	90	15	202
North West	-	12	9	2	23
Northern	1	164	257	47	469
South Coast	19	271	404	171	865
South West	5	16	12	1	34
Sunshine Coast	34	543	649	208	1,434
West Moreton	52	208	185	43	488
Wide Bay	108	423	443	59	1,033
Total	485	4,038	4,726	1,121	10,370
WA					
Goldfields	-	15	22	5	42
Great Southern	1	27	90	47	165
Kimberley	1	18	9	5	33
Metro East	13	196	370	228	807
Metro North	24	282	574	273	1,153
Metro South East	16	169	291	189	665
Metro South West	4	204	450	199	857
Mid West	-	30	40	16	86
Pilbara	-	5	4	1	10
South West	-	48	139	67	254
Wheatbelt	1	34	107	28	170
Total	60	1,028	2,096	1,058	4,242

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	18	74	76	7	175
Flinders & Far North	6	16	39	5	66
Hills, Mallee & Southern	10	187	225	95	517
Metro East	9	166	352	77	604
Metro North	37	369	610	159	1,175
Metro South	2	92	460	282	836
Metro West	4	172	424	83	683
Mid North	1	37	33	7	78
Riverland	4	34	71	33	142
South East	11	85	91	5	192
Yorke, Lower North & Barossa	3	104	153	46	306
Total	105	1,336	2,534	799	4,774
TAS					
North Western	3	118	161	24	306
Northern	16	86	204	81	387
Southern	23	196	281	106	606
Total	42	400	646	211	1,299
ACT					
Total	13	183	151	59	406
NT					
Alice Springs	-	14	29	4	47
Barkly	-	3	4	1	8
Darwin	1	54	100	45	200
East Arnhem	-	7	5	1	13
Katherine	-	11	7	3	21
Total	1	89	145	54	289
UNKNOWN ACPR					
Total	1	14	11	3	29
NATIONAL					
Total	2,436	18,162	22,219	6,900	49,717

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 2022 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	79	387	291	116	873
Central West	21	121	89	29	260
Far North Coast	132	601	342	121	1,196
Hunter	182	555	309	135	1,181
Illawarra	106	398	268	82	854
Inner West	103	330	337	109	879
Mid North Coast	136	496	348	158	1,138
Nepean	45	233	224	69	571
New England	45	115	100	26	286
Northern Sydney	233	699	473	195	1,600
Orana Far West	28	116	84	26	254
Riverina/Murray	100	306	197	62	665
South East Sydney	203	742	483	149	1,577
South West Sydney	243	698	387	135	1,463
Southern Highlands	52	373	194	63	682
Western Sydney	125	609	445	180	1,359
Total	1,833	6,779	4,571	1,655	14,838
VIC					
Barwon-South Western	34	482	334	218	1,068
Eastern Metro	341	1,205	592	468	2,606
Gippsland	56	272	236	186	750
Grampians	12	263	160	72	507
Hume	53	208	88	35	384
Loddon-Mallee	26	263	157	93	539
Northern Metro	136	935	535	398	2,004
Southern Metro	120	992	940	539	2,591
Western Metro	37	505	389	210	1,141
Total	815	5,125	3,431	2,219	11,590

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	78	389	313	160	940
Brisbane South	78	445	358	165	1,046
Cabool	157	499	401	182	1,239
Central West	1	9	3	2	15
Darling Downs	85	294	225	93	697
Far North	26	368	191	51	636
Fitzroy	65	193	164	61	483
Logan River Valley	44	160	176	97	477
Mackay	3	74	46	10	133
North West	3	19	9	-	31
Northern	24	195	197	125	541
South Coast	104	306	319	202	931
South West	6	18	2	3	29
Sunshine Coast	39	451	466	458	1,414
West Moreton	40	108	78	38	264
Wide Bay	137	332	275	104	848
Total	890	3,860	3,223	1,751	9,724
WA					
Goldfields	6	19	14	12	51
Great Southern	6	29	50	49	134
Kimberley	-	26	14	11	51
Metro East	16	160	230	191	597
Metro North	85	466	377	200	1,128
Metro South East	17	195	223	239	674
Metro South West	14	200	271	357	842
Mid West	1	15	19	29	64
Pilbara	2	6	12	1	21
South West	7	61	100	118	286
Wheatbelt	4	61	76	88	229
Total	158	1,238	1,386	1,295	4,077

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	29	79	48	2	158
Flinders & Far North	9	28	11	1	49
Hills, Mallee & Southern	53	190	150	77	470
Metro East	6	158	282	140	586
Metro North	70	427	348	103	948
Metro South	15	192	415	353	975
Metro West	15	192	307	121	635
Mid North	3	44	26	-	73
Riverland	6	38	49	19	112
South East	23	65	44	2	134
Yorke, Lower North & Barossa	15	131	104	31	281
Total	244	1,544	1,784	849	4,421
TAS					
North Western	23	79	73	29	204
Northern	12	78	97	50	237
Southern	24	203	238	107	572
Total	59	360	408	186	1,013
ACT					
Total	21	219	153	128	521
NT					
Alice Springs	-	21	14	5	40
Barkly	-	2	-	-	2
Darwin	2	65	59	49	175
East Arnhem	3	19	12	6	40
Katherine	-	2	7	7	16
Total	5	109	92	67	273
UNKNOWN ACPR					
Total	-	16	2	-	18
NATIONAL					
Total	4,025	19,250	15,050	8,150	46,475

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