



Australian Government

Department of Health and Aged Care

HOME CARE PACKAGES PROGRAM

Data Report 2nd Quarter 2022-23

1 October – 31 December 2022

March 2023



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Executive Summary

- At 31 December 2022, 255,628 people had access to a Home Care Package (HCP). This is a 17% (37,904) increase since 31 December 2021 (217,724).
- Of the 255,628 people, 235,599 were in a HCP with the remaining 20,029 people assigned a HCP and considering whether to take up their offer.
- The 235,599 people in a HCP at 31 December 2022 represented a 19% (37,490) increase since 31 December 2021 (198,109).
- In the December 2022 quarter, 22,172 people entered a HCP for the first time.
- At 31 December 2022, there were 37,894 people waiting in the National Priority System (NPS) for a HCP at their approved level. This is a 45% decrease since 31 December 2021 (68,429).
- There were 33,270 approvals for a HCP in the December 2022 quarter.
- There were 43,550 HCPs released in the December 2022 quarter, at an average of 3,350 per week.
- There were 938 approved HCP providers with a home care service at 31 December 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 October 2022 and 31 December 2022. The estimated wait times are shown for 28 February 2023, 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 2022-23.

Table 1: HCP annual subsidy, by HCP level from 1 July 2022 to 30 June 2023

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	\$53,000

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 33,270 HCP approvals in the December 2022 quarter (Table 2). This was 3% (1,010) less than the approvals in the September 2022 quarter (34,280). The reduction corresponds with a higher volume of Public Holidays in the December quarter with assessments generally not occurring on those days.

Table 2: Number of HCP approvals in December 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	9	717	177	3,706	515	3,676	686	1,257	10,743	32.3%
VIC	1	324	73	2,652	452	2,550	1,268	1,140	8,460	25.4%
QLD	-	283	82	2,242	630	1,749	875	585	6,446	19.4%
WA	-	31	12	516	153	1,070	613	707	3,102	9.3%
SA	-	64	21	799	166	1,144	312	524	3,030	9.1%
TAS	-	28	-	295	4	326	14	145	812	2.4%
ACT	-	3	4	108	54	127	107	52	455	1.4%
NT	-	-	3	56	8	79	16	29	191	0.6%
Unknown	-	1	1	9	2	14	1	3	31	0.1%
Sub-total	10	1,451	373	10,383	1,984	10,735	3,892	4,442	33,270	100.0%
Total	1,461		10,756		12,719		8,334		33,270	100.0%
Share	4.4%		32.3%		38.2%		25.0%		100.0%	

Key point

- There were 33,270 approvals for a HCP in the December 2022 quarter.

2. HOME CARE SERVICE DELIVERY

NUMBER OF PEOPLE IN A HCP

- There were 235,599 people in a HCP at 31 December 2022 (Table 3). This was an increase of 4% (9,730) since 30 September 2022 (225,869), and a 19% (37,490) increase since 31 December 2021 (198,109) (Chart 1).
- In addition to the 235,599 people in a HCP at 31 December 2022, a further 20,029 people were assigned a HCP and were considering whether to take up their offer.

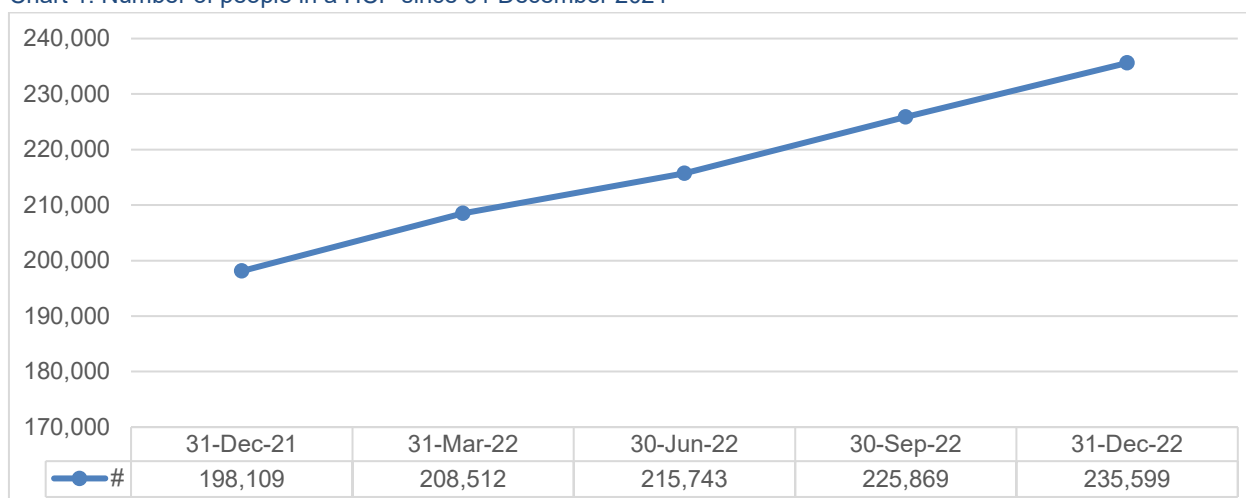
Table 3: Number of people in a HCP by level and state and territory, at 31 December 2022

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	6,361	34,772	25,238	12,740	79,111	33.6%
VIC	3,161	28,229	18,525	13,704	63,619	27.0%
QLD	1,952	16,578	15,716	10,276	44,522	18.9%
WA	240	4,551	6,285	7,404	18,480	7.8%
SA	724	7,318	8,154	4,633	20,829	8.8%
TAS	246	2,018	2,086	1,080	5,430	2.3%
ACT	30	858	728	904	2,520	1.1%
NT	5	370	367	338	1,080	0.5%
Unknown	0	4	0	4	8	0.0%
Total	12,719	94,698	77,099	51,083	235,599	100.0%
Share	5.4%	40.2%	32.7%	21.7%	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 31 December 2022 by Aged Care Planning Region (ACPR) can be found at Appendix A.

Chart 1: Number of people in a HCP since 31 December 2021



- 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	31-Dec-21	31-Mar-22	30-Jun-22	30-Sep-22	31-Dec-22
1	65.5%	65.6%	65.8%	65.9%	66.0%
2	9.1%	9.1%	9.2%	9.3%	9.3%
3	9.9%	9.8%	9.7%	9.6%	9.5%
4	5.5%	5.5%	5.4%	5.3%	5.3%
5	8.7%	8.6%	8.6%	8.6%	8.6%
6	0.9%	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 22,172 new entries to a HCP in the December 2022 quarter (Table 5).

Table 5: Number of new entries to a HCP in the December 2022 quarter, by state and territory

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	740	3,197	2,548	624	7,109	32.1%
VIC	312	2,428	1,805	874	5,419	24.4%
QLD	284	1,996	1,881	603	4,764	21.5%
WA	27	516	866	566	1,975	8.9%
SA	62	680	1,011	331	2,084	9.4%
TAS	17	193	203	64	477	2.2%
ACT	4	71	81	65	221	1.0%
NT	2	49	60	12	123	0.6%
Unknown	-	-	-	-	0	0.0%
Total	1,448	9,130	8,455	3,139	22,172	100.0%
Share	6.5%	41.2%	38.1%	14.2%	100.0%	

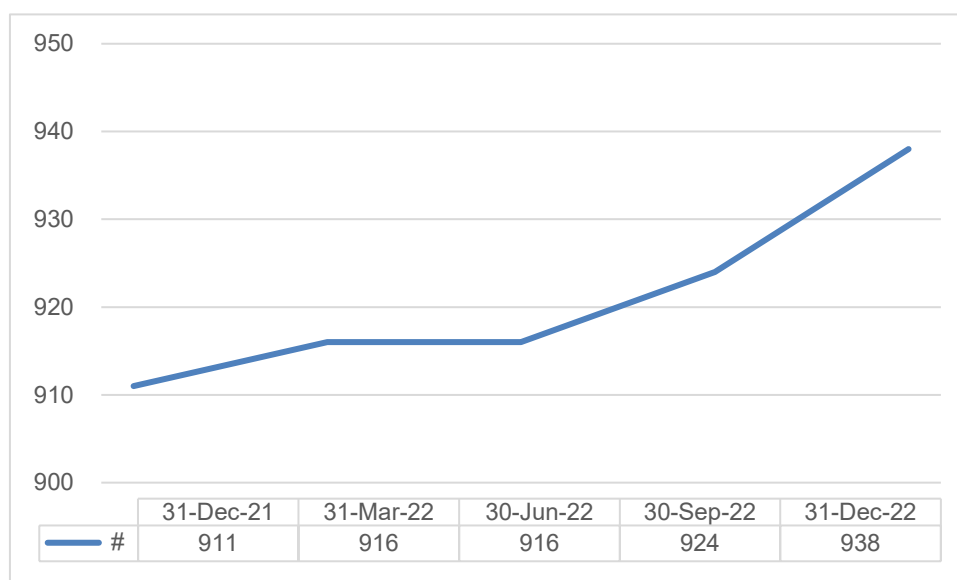
Note: Location is based on the address of the person entering a HCP, not the address of their provider.

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

NUMBER OF APPROVED HCP PROVIDERS

- There were 938 approved HCP providers at 31 December 2022 (Chart 2). This was an increase of 2% (14 providers) from 30 September 2022 (924) and an increase of 3% (27 providers) since 31 December 2021 (911).

Chart 2: Number of approved providers of home care with home care services since 31 December 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 31 December 2022.

Key points

- There were 235,599 people receiving care in a HCP at 31 December 2022.
- There were 22,172 new entries to a HCP in the December 2022 quarter.
- There were 938 approved HCP providers at 31 December 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.
- 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 37,894 people in the NPS who were waiting on a HCP at their approved level at 31 December 2022. Of these people, 37,397 (99%) had been offered an interim level HCP and/or approved for CHSP services.

PEOPLE WHO HAVE NOT YET BEEN OFFERED A HCP

- At 31 December 2022, there were 30,198 people who were seeking a HCP at their approved level, who had not yet been offered a 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 31 December 2022

Approved level	Number of people in the NPS <u>who have never been offered an interim HCP</u>	Number of people in the NPS <u>who have never been offered an interim HCP with CHSP approval</u>	Percentage of people in the NPS <u>without an interim HCP with CHSP approval</u>
Level 1	1,574	1,524	96.8%
Level 2	12,776	12,587	98.5%
Level 3	12,565	12,411	98.8%
Level 4	3,283	3,179	96.8%
Total	30,198	29,701	98.4%

PEOPLE WHO HAVE RECEIVED AN OFFER OF AN INTERIM HCP

- At 31 December 2022, there were 7,696 people who had been offered an interim 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 31 December 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	466	18	6
Level 3	3,794	151	118
Level 4	2,967	108	68
Total	7,227	277	192

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 31 December 2022.

Table 8: 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 31 December 2022

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	781	4,502	3,972	719	9,974	33.0%
VIC	350	3,310	2,996	1,054	7,710	25.5%
QLD	298	2,794	2,078	360	5,530	18.3%
WA	38	648	1,364	551	2,601	8.6%
SA	70	962	1,500	435	2,967	9.8%
TAS	33	343	389	105	870	2.9%
ACT	3	139	152	40	334	1.1%
NT	-	67	100	16	183	0.6%
Unknown	1	11	14	3	29	0.1%
Total	1,574	12,776	12,565	3,283	30,198	100.0%
Share	5.2%	42.3%	41.6%	10.9%	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 31 December 2022, who had not been offered an interim 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 31 December 2022 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 31 December 2022

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	781	4,724	5,644	1,802	12,951	34.2%
VIC	350	3,423	3,827	1,734	9,334	24.6%
QLD	298	2,886	2,840	872	6,896	18.2%
WA	38	669	1,705	967	3,379	8.9%
SA	70	988	1,796	740	3,594	9.5%
TAS	33	357	489	201	1,080	2.9%
ACT	3	140	198	68	409	1.1%
NT	-	68	113	39	220	0.6%
Unknown	1	11	16	3	31	0.1%
Total	1,574	13,266	16,628	6,426	37,894	100%
Share	4.2%	35.0%	43.9%	17.0%	100.0%	

- The number of people waiting on a HCP at their approved level at 31 December 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. Estimated wait times at 28 February 2023, 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 28 February 2023 by HCP level

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

NUMBER OF HCPS RELEASED

- The department released 43,550 HCPs during the December 2022 quarter (Table 11), at an average of 3,350 per week.

Table 11: Number of HCPs released in the December 2022 quarter, by state and territory and level

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	1,163	5,737	5,142	2,034	14,076	32.3%
VIC	542	4,174	3,633	2,475	10,824	24.9%
QLD	409	3,400	3,391	1,667	8,867	20.4%
WA	74	1,022	1,616	1,395	4,107	9.4%
SA	95	1,132	1,750	899	3,876	8.9%
TAS	32	324	437	173	966	2.2%
ACT	6	168	179	168	521	1.2%
NT	2	96	111	57	266	0.6%
Unknown	2	22	16	7	47	0.1%
Total	2,325	16,075	16,275	8,875	43,550	100.0%
Share	5.3%	36.9%	37.4%	20.4%	100.0%	

- Of the HCPs released in the December 2022 quarter, 16% (6,887) were offered as upgrades to people already in an interim HCP. The other 84% (36,663) were offered to people who were not in an interim level HCP (Table 12).

Table 12: HCPs released to people in the December 2022 quarter, by level and type of release

Release type	Level 1	Level 2	Level 3	Level 4	Total
New packages	2,325	15,662	13,074	5,602	36,663
Upgrades	-	413	3,201	3,273	6,887
Total	2,325	16,075	16,275	8,875	43,550
% released that were new	100%	97.4%	80.3%	63.1%	84.2%

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

Key points

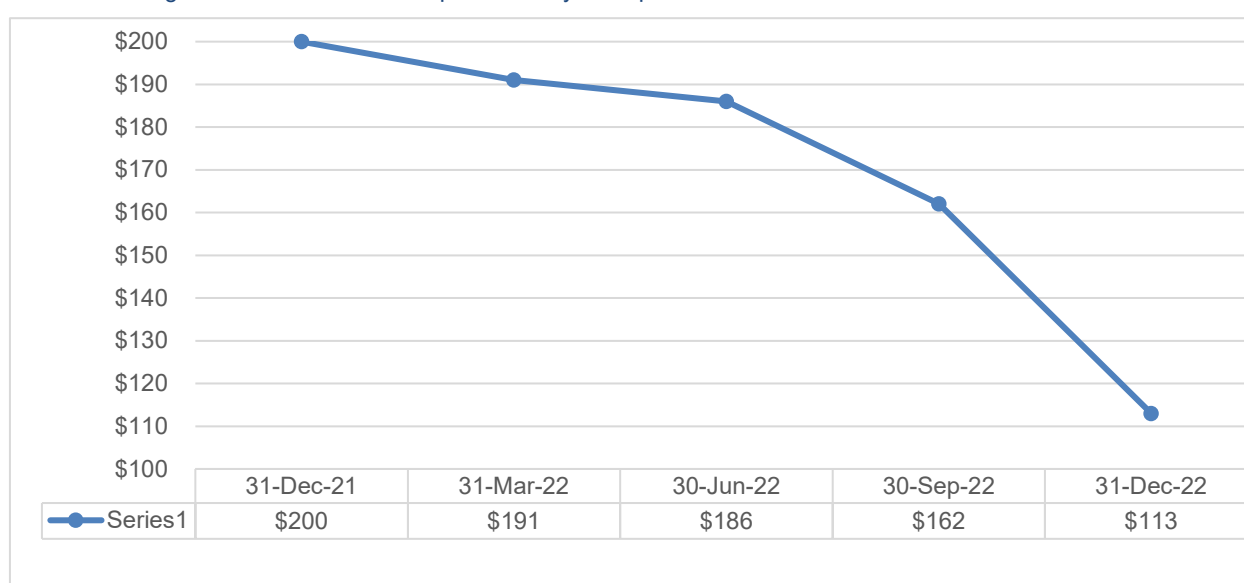
- At 31 December 2022, there were 37,894 people who were waiting for a HCP at their approved level.
- 43,550 HCPs were released during the December 2022 quarter.

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. 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. From 1 January 2023, providers can no longer charge exit amounts. As such, this will be the last report that publishes information on maximum exit amounts.

- The average published maximum exit amount of all providers at 31 December 2022 was \$113 (inclusive of amounts of \$0 and where no amount was provided) (Chart 3). This average had decreased by 30% (\$49) since 30 September 2022 (\$162) and decreased by 44% (\$87) since 31 December 2021 (\$200).

Chart 3: Average maximum exit amount published by HCP providers since 31 December 2021



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

- 71% of approved HCP providers had indicated that they would not deduct an exit amount at 31 December 2022, up from 57% at 30 September 2022.
- Five providers published a maximum exit amount of \$1,000 or more at 31 December 2022 (Table 13).

Table 13: Number of approved HCP providers with a published maximum exit amount of \$1,000 or more

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

Key points:

- At 31 December 2022, the average published maximum exit amount was \$113.
- At 31 December 2022, 71% of approved HCP providers indicated that they would not deduct an exit amount.

5. FIRST NATIONS PEOPLES

- For the purpose of this report, First Nations peoples include those people who have identified in My Aged Care as being either Aboriginal 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 7,503 First Nations peoples in a HCP at 31 December 2022 (Table 14). This was an increase of 15% (964) since 31 December 2021 (6,539). The 7,503 people accounted for 3% of the 235,599 people in a HCP (Table 3).

Table 14: Number of First Nations peoples in a HCP by level and state and territory at 31 December 2022

State/ territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	215	1,437	1,113	546	3,311	44.1%
VIC	25	479	231	213	948	12.6%
QLD	32	547	530	382	1,491	19.9%
WA	2	133	166	173	474	6.3%
SA	23	228	198	116	565	7.5%
TAS	14	86	102	36	238	3.2%
ACT	-	24	14	20	58	0.8%
NT	2	198	113	105	418	5.6%
Unknown	-	-	-	-	-	0.0%
Total	313	3,132	2,467	1,591	7,503	100.0%
Share	4.2%	41.7%	32.9%	21.2%	100.0%	

Note: The 7,503 people are a subset of the 235,599 people recorded for all of Australia.

- There were 839 First Nations peoples at 31 December 2022 who were waiting for a HCP at their approved level (Table 18). This was a decrease of 47% (735) since 31 December 2021 (1,574). The 839 people accounted for 2% of the 37,894 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 31 December 2022

State/ territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	20	129	122	35	306	36.5%
VIC	3	23	23	7	56	6.7%
QLD	3	92	94	20	209	24.9%
WA	-	23	56	23	102	12.2%
SA	3	21	38	10	72	8.6%
TAS	2	9	9	4	24	2.9%
NT	-	3	5	1	9	1.1%
ACT	-	12	29	8	49	5.8%
Unknown	-	2	10	-	12	1.4%
Total	31	314	386	108	839	100.0%
Share	3.7%	37.4%	46.0%	12.9%	100.0%	

Note: The 839 people are a subset of the 37,894 people 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 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 at 31 December 2022, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	258	1,901	1,543	676	4,378
Central West	72	609	470	237	1,388
Far North Coast	404	2,599	1,628	826	5,457
Hunter	879	3,363	2,094	1,413	7,749
Illawarra	379	2,090	1,417	619	4,505
Inner West	201	2,121	1,854	922	5,098
Mid North Coast	538	2,981	2,518	1,346	7,383
Nepean	104	991	889	426	2,410
New England	104	683	532	220	1,539
Northern Sydney	697	3,169	2,228	1,361	7,455
Orana Far West	244	795	469	190	1,698
Riverina/Murray	449	1,987	1,256	564	4,256
South East Sydney	507	3,400	2,553	1,162	7,622
South West Sydney	873	3,625	2,302	1,002	7,802
Southern Highlands	123	1,536	915	473	3,047
Western Sydney	529	2,922	2,570	1,303	7,324
Total	6,361	34,772	25,238	12,740	79,111
VIC					
Barwon-South Western	136	2,162	1,573	1,201	5,072
Eastern Metro	1,427	6,452	3,185	2,605	13,669
Gippsland	394	2,301	1,581	1,055	5,331
Grampians	72	1,316	703	419	2,510
Hume	191	1,245	576	350	2,362
Loddon-Mallee	165	1,511	829	696	3,201
Northern Metro	370	4,376	2,846	2,405	9,997
Southern Metro	318	5,726	4,730	3,115	13,889
Western Metro	88	3,140	2,502	1,858	7,588
Total	3,161	28,229	18,525	13,704	63,619

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	104	1,235	1,326	912	3,577
Brisbane South	254	1,870	1,895	1,201	5,220
Cabool	216	1,758	1,742	961	4,677
Central West	4	32	15	12	63
Darling Downs	247	1,431	1,132	748	3,558
Far North	70	1,236	800	333	2,439
Fitzroy	68	1,009	1,278	390	2,745
Logan River Valley	98	953	965	666	2,682
Mackay	22	294	163	85	564
North West	3	72	42	23	140
Northern	66	859	973	782	2,680
South Coast	158	1,447	1,320	1,104	4,029
South West	17	73	35	23	148
Sunshine Coast	129	2,192	2,372	2,226	6,919
West Moreton	158	550	408	228	1,344
Wide Bay	338	1,567	1,250	582	3,737
Total	1,952	16,578	15,716	10,276	44,522
WA					
Goldfields	1	51	65	51	168
Great Southern	4	92	211	311	618
Kimberley	1	85	49	30	165
Metro East	16	583	895	1,008	2,502
Metro North	119	1,525	1,642	1,417	4,703
Metro South East	58	744	962	1,317	3,081
Metro South West	29	1,014	1,574	2,037	4,654
Mid West	-	49	86	114	249
Pilbara	-	7	31	22	60
South West	5	193	349	612	1,159
Wheatbelt	7	208	421	485	1,121
Total	240	4,551	6,285	7,404	18,480

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	93	459	211	81	844
Flinders & Far North	28	122	97	25	272
Hills, Mallee & Southern	137	1,152	743	396	2,428
Metro East	23	737	1,222	711	2,693
Metro North	286	1,752	1,673	796	4,507
Metro South	19	929	1,731	1,411	4,090
Metro West	34	909	1,593	835	3,371
Mid North	16	213	103	25	357
Riverland	11	252	225	122	610
South East	55	294	183	56	588
Yorke, Lower North & Barossa	22	499	373	175	1,069
Total	724	7,318	8,154	4,633	20,829
TAS					
North Western	87	550	469	228	1,334
Northern	73	515	545	324	1,457
Southern	86	953	1,072	528	2,639
Total	246	2,018	2,086	1,080	5,430
ACT					
Total	30	858	728	904	2,520
NT					
Alice Springs	1	103	56	45	205
Barkly	-	5	3	3	11
Darwin	3	167	258	247	675
East Arnhem	1	68	31	31	131
Katherine	-	27	19	12	58
Total	5	370	367	338	1,080
UNKNOWN ACPR					
Total	-	4	-	4	8
NATIONAL					
Total	12,719	94,698	77,099	51,083	235,599

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 December 2022 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	43	230	174	39	486
Central West	8	69	46	12	135
Far North Coast	58	257	158	19	492
Hunter	87	242	187	51	567
Illawarra	42	202	166	33	443
Inner West	19	155	153	54	381
Mid North Coast	49	242	209	57	557
Nepean	19	118	121	43	301
New England	8	52	44	13	117
Northern Sydney	59	270	238	66	633
Orana Far West	33	73	35	5	146
Riverina/Murray	36	130	93	17	276
South East Sydney	66	310	293	57	726
South West Sydney	111	325	226	73	735
Southern Highlands	15	184	109	16	324
Western Sydney	87	338	296	69	790
Total	740	3,197	2,548	624	7,109
VIC					
Barwon-South Western	13	211	186	89	499
Eastern Metro	120	530	292	202	1,144
Gippsland	44	171	133	85	433
Grampians	8	132	94	29	263
Hume	23	88	36	4	151
Loddon-Mallee	23	146	73	23	265
Northern Metro	28	447	301	145	921
Southern Metro	44	451	494	202	1,191
Western Metro	9	252	196	95	552
Total	312	2,428	1,805	874	5,419

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	16	130	129	42	317
Brisbane South	48	279	237	51	615
Cabool	14	209	185	54	462
Central West	-	2	2	1	5
Darling Downs	26	120	116	30	292
Far North	13	158	86	10	267
Fitzroy	2	96	116	14	228
Logan River Valley	9	89	98	25	221
Mackay	2	44	27	6	79
North West	-	4	3	1	8
Northern	2	99	120	37	258
South Coast	14	126	156	80	376
South West	3	5	2	1	11
Sunshine Coast	18	290	356	199	863
West Moreton	43	107	69	21	240
Wide Bay	74	238	179	31	522
Total	284	1,996	1,881	603	4,764
WA					
Goldfields	-	4	9	6	19
Great Southern	1	12	38	28	79
Kimberley	-	13	4	2	19
Metro East	-	93	137	88	318
Metro North	17	168	189	93	467
Metro South East	6	79	149	89	323
Metro South West	3	90	224	153	470
Mid West	-	10	12	6	28
Pilbara	-	3	2	-	5
South West	-	28	53	60	141
Wheatbelt	-	16	49	41	106
Total	27	516	866	566	1,975

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	12	41	20	-	73
Flinders & Far North	3	7	10	-	20
Hills, Mallee & Southern	9	104	73	29	215
Metro East	1	81	158	43	283
Metro North	19	188	213	33	453
Metro South	1	52	227	150	430
Metro West	1	96	203	49	349
Mid North	2	16	8	1	27
Riverland	2	25	29	16	72
South East	10	26	24	-	60
Yorke, Lower North & Barossa	2	44	46	10	102
Total	62	680	1,011	331	2,084
TAS					
North Western	-	53	45	9	107
Northern	7	46	64	24	141
Southern	10	94	94	31	229
Total	17	193	203	64	477
ACT					
Total	4	71	81	65	221
NT					
Alice Springs	1	12	7	-	20
Barkly	-	-	1	-	1
Darwin	1	22	49	11	83
East Arnhem	-	14	-	1	15
Katherine	-	1	3	-	4
Total	2	49	60	12	123
UNKNOWN					
Total	-	-	-	-	-
NATIONAL					
Total	1,448	9,130	8,455	3,139	22,172

Note: Location is based on the address of the person who entered into a HCP during the December 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	31-Dec-21	30-Sep-22	31-Dec-22
NSW			
Central Coast	27	28	29
Central West	20	20	21
Far North Coast	41	42	43
Hunter	63	63	65
Illawarra	39	42	41
Inner West	44	44	44
Mid North Coast	52	54	55
Nepean	15	16	20
New England	26	27	27
Northern Sydney	46	47	47
Orana Far West	21	21	22
Riverina/Murray	39	39	40
South East Sydney	62	66	64
South West Sydney	58	59	62
Southern Highlands	28	28	28
Western Sydney	55	59	66
VIC			
Barwon-South Western	35	36	38
Eastern Metro	67	67	68
Gippsland	25	27	27
Grampians	26	27	27
Hume	33	35	36
Loddon-Mallee	21	23	22
Northern Metro	46	46	48
Southern Metro	70	69	70
Western Metro	61	63	64

State/territory	31-Dec-21	30-Sep-22	31-Dec-22
QLD			
Brisbane North	50	51	51
Brisbane South	59	61	62
Cabool	27	26	26
Central West	10	10	10
Darling Downs	32	33	34
Far North	23	23	24
Fitzroy	26	26	27
Logan River Valley	33	37	37
Mackay	17	18	18
North West	7	7	7
Northern	25	25	25
South Coast	39	38	37
South West	4	4	4
Sunshine Coast	44	44	44
West Moreton	24	25	25
Wide Bay	24	26	26
WA			
Goldfields	9	9	9
Great Southern	6	7	7
Kimberley	8	8	8
Metro East	32	35	37
Metro North	36	36	36
Metro South East	26	27	27
Metro South West	22	23	22
Mid West	6	6	6
Pilbara	8	8	8
South West	14	14	14
Wheatbelt	9	9	9

State/territory	31-Dec-21	30-Sep-22	31-Dec-22
SA			
Eyre Peninsula	6	6	6
Flinders & Far North	10	10	10
Hills, Mallee & Southern	13	12	12
Metro East	44	46	47
Metro North	17	16	17
Metro South	13	12	12
Metro West	25	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	14	14	14
Northern	15	15	15
Southern	35	35	35
ACT			
ACT	41	42	42
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 31 December 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	41	341	215	20	617
Central West	12	122	110	19	263
Far North Coast	75	388	229	30	722
Hunter	63	270	220	34	587
Illawarra	26	185	252	26	489
Inner West	19	192	264	79	554
Mid North Coast	60	264	231	25	580
Nepean	14	159	174	22	369
New England	16	87	91	15	209
Northern Sydney	84	478	450	122	1,134
Orana Far West	26	125	78	9	238
Riverina/Murray	61	204	129	21	415
South East Sydney	46	487	566	111	1,210
South West Sydney	123	520	405	87	1,135
Southern Highlands	26	237	176	24	463
Western Sydney	89	443	382	75	989
Total	781	4,502	3,972	719	9,974
VIC					
Barwon-South Western	9	259	276	104	648
Eastern Metro	126	702	540	199	1,567
Gippsland	32	258	234	88	612
Grampians	2	169	204	57	432
Hume	47	128	58	11	244
Loddon-Mallee	23	151	161	53	388
Northern Metro	73	599	470	170	1,312
Southern Metro	30	604	706	289	1,629
Western Metro	8	440	347	83	878
Total	350	3,310	2,996	1,054	7,710

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	11	165	152	24	352
Brisbane South	59	370	285	36	750
Cabool	27	206	179	36	448
Central West	2	5	2	1	10
Darling Downs	38	208	163	28	437
Far North	8	285	110	8	411
Fitzroy	2	77	83	6	168
Logan River Valley	13	127	116	22	278
Mackay	1	38	44	6	89
North West	2	7	4	-	13
Northern	6	127	108	13	254
South Coast	20	219	180	69	488
South West	4	10	8	-	22
Sunshine Coast	31	472	399	92	994
West Moreton	26	133	58	6	223
Wide Bay	48	345	187	13	593
Total	298	2,794	2,078	360	5,530
WA					
Goldfields	-	7	26	6	39
Great Southern	-	16	65	17	98
Kimberley	-	8	11	4	23
Metro East	3	84	217	129	433
Metro North	19	171	305	100	595
Metro South East	10	104	201	88	403
Metro South West	5	167	349	125	770
Mid West	1	18	39	21	79
Pilbara	-	3	5	1	9
South West	-	27	81	36	144
Wheatbelt	-	43	65	24	132
Total	38	648	1,364	551	2,601

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	6	56	55	-	117
Flinders & Far North	2	15	13	-	30
Hills, Mallee & Southern	10	111	123	59	303
Metro East	2	140	216	30	388
Metro North	38	257	335	76	706
Metro South	-	71	305	188	564
Metro West	4	142	234	35	415
Mid North	-	8	21	3	32
Riverland	1	27	33	12	73
South East	4	63	53	3	123
Yorke, Lower North & Barossa	3	72	112	29	216
Total	70	962	1,500	435	2,967
TAS					
North Western	6	77	113	27	223
Northern	4	61	86	38	189
Southern	23	205	190	40	458
Total	33	343	389	105	870
ACT					
Total	3	139	152	40	334
NT					
Alice Springs	-	11	27	4	42
Barkly	-	-	-	-	-
Darwin	-	44	59	10	113
East Arnhem	-	2	5	-	7
Katherine	-	10	9	-	16
Total	-	67	100	16	183
UNKNOWN ACPR					
Total	1	11	14	3	29
NATIONAL					
Total	1,574	12,776	12,565	3,283	30,198

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 31 December 2022, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	41	352	330	79	802
Central West	12	125	147	45	329
Far North Coast	75	405	397	118	995
Hunter	63	280	293	84	720
Illawarra	26	194	340	93	653
Inner West	19	196	324	128	667
Mid North Coast	60	294	385	99	838
Nepean	14	163	216	59	452
New England	16	93	122	29	260
Northern Sydney	84	508	608	262	1,462
Orana Far West	26	134	123	39	322
Riverina/Murray	61	223	219	75	578
South East Sydney	46	495	731	205	1,477
South West Sydney	123	554	596	195	1,468
Southern Highlands	26	245	292	105	668
Western Sydney	89	463	521	187	1,260
Total	781	4,724	5,644	1,802	12,951
VIC					
Barwon-South Western	9	265	350	190	814
Eastern Metro	126	743	752	373	1,994
Gippsland	32	275	305	137	749
Grampians	2	171	257	86	516
Hume	47	139	83	24	293
Loddon-Mallee	23	162	197	84	466
Northern Metro	73	614	589	292	1,568
Southern Metro	30	613	832	410	1,885
Western Metro	8	441	462	138	1,049
Total	350	3,423	3,827	1,734	9,334

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	11	169	205	58	443
Brisbane South	59	386	421	115	981
Cabool	27	211	238	83	559
Central West	2	5	4	1	12
Darling Downs	38	216	208	62	524
Far North	8	291	176	35	510
Fitzroy	2	79	111	29	221
Logan River Valley	13	134	150	61	358
Mackay	1	39	56	10	106
North West	2	7	6	3	18
Northern	6	132	147	24	309
South Coast	20	231	245	123	619
South West	4	12	9	1	26
Sunshine Coast	31	478	516	208	1,233
West Moreton	26	140	96	19	281
Wide Bay	48	356	252	40	696
Total	298	2,886	2,840	872	6,896
WA					
Goldfields	-	7	28	15	50
Great Southern	-	16	70	25	111
Kimberley	-	8	19	6	33
Metro East	3	85	263	193	544
Metro North	19	182	435	236	872
Metro South East	10	108	249	147	514
Metro South West	5	172	426	216	819
Mid West	1	18	41	29	89
Pilbara	-	3	7	3	13
South West	-	27	93	60	180
Wheatbelt	-	43	74	37	154
Total	38	669	1,705	967	3,379

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	6	60	74	7	147
Flinders & Far North	2	15	18	-	35
Hills, Mallee & Southern	10	119	173	114	416
Metro East	2	140	255	60	457
Metro North	38	264	405	145	852
Metro South	-	71	332	267	670
Metro West	4	142	272	69	487
Mid North	-	8	24	6	38
Riverland	1	27	43	18	89
South East	4	70	75	15	164
Yorke, Lower North & Barossa	3	72	125	39	239
Total	70	988	1,796	740	3,594
TAS					
North Western	6	78	142	51	277
Northern	4	68	112	67	251
Southern	23	211	235	83	552
Total	33	357	489	201	1,080
ACT					
Total	3	140	198	68	409
NT					
Alice Springs	-	11	27	6	44
Barkly	-	-	-	-	-
Darwin	-	45	66	28	139
East Arnhem	-	2	7	-	9
Katherine	-	10	13	5	28
Total	-	68	113	39	220
UNKNOWN ACPR					
Total	1	11	16	3	31
NATIONAL					
Total	1,574	13,266	16,628	6,426	37,894

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

Appendix F – Number of HCPs released in the December 2022 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	65	414	359	128	966
Central West	17	102	105	45	269
Far North Coast	83	461	324	135	1,003
Hunter	98	366	332	191	987
Illawarra	58	312	325	88	783
Inner West	26	281	283	129	719
Mid North Coast	79	375	399	199	1,052
Nepean	32	217	216	85	550
New England	18	93	123	24	258
Northern Sydney	148	614	504	231	1,497
Orana Far West	50	166	111	36	363
Riverina/Murray	65	224	212	80	581
South East Sydney	103	657	575	203	1,538
South West Sydney	167	547	454	161	1,329
Southern Highlands	26	394	273	87	780
Western Sydney	128	514	547	212	1,401
Total	1,163	5,737	5,142	2,034	14,076
VIC					
Barwon-South Western	32	345	352	227	956
Eastern Metro	202	1,001	673	548	2,424
Gippsland	82	288	288	179	837
Grampians	7	230	197	98	532
Hume	39	153	103	30	325
Loddon-Mallee	25	207	137	99	468
Northern Metro	75	721	622	456	1,874
Southern Metro	66	787	855	578	2,286
Western Metro	14	442	406	260	1,122
Total	542	4,174	3,633	2,475	10,824

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	21	265	256	123	665
Brisbane South	54	410	473	179	1,116
Cabool	24	317	365	147	853
Central West	3	12	7	1	23
Darling Downs	42	223	198	76	539
Far North	31	311	206	48	596
Fitzroy	2	155	188	65	410
Logan River Valley	17	140	174	89	420
Mackay	3	69	57	11	140
North West	-	7	5	2	14
Northern	4	196	209	125	534
South Coast	33	300	275	180	788
South West	8	21	5	2	36
Sunshine Coast	28	482	587	473	1,570
West Moreton	47	150	108	44	349
Wide Bay	92	342	278	102	814
Total	409	3,400	3,391	1,667	8,867
WA					
Goldfields	-	17	24	16	57
Great Southern	2	23	64	56	145
Kimberley	2	33	13	6	54
Metro East	7	147	256	222	632
Metro North	26	313	394	260	993
Metro South East	24	187	248	229	688
Metro South West	10	187	364	327	888
Mid West	-	27	28	28	84
Pilbara	1	5	2	4	12
South West	-	44	103	144	291
Wheatbelt	2	39	120	102	263
Total	74	1,022	1,616	1,395	4,107

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	18	75	52	7	152
Flinders & Far North	3	17	29	1	50
Hills, Mallee & Southern	11	145	148	77	381
Metro East	6	137	277	119	539
Metro North	29	303	396	128	856
Metro South	1	87	315	346	749
Metro West	1	141	296	131	569
Mid North	1	12	25	2	40
Riverland	1	39	49	35	124
South East	18	69	51	10	148
Yorke, Lower North & Barossa	6	107	112	43	268
Total	95	1,132	1,750	899	3,876
TAS					
North Western	6	75	101	32	214
Northern	5	73	152	60	290
Southern	21	176	184	81	462
Total	32	324	437	173	966
ACT					
Total	6	168	179	168	521
NT					
Alice Springs	-	16	15	6	37
Barkly	-	3	4	1	8
Darwin	2	58	73	45	178
East Arnhem	-	13	8	2	23
Katherine	-	6	11	3	20
Total	2	96	111	57	266
UNKNOWN ACPR					
Total	2	22	16	7	47
NATIONAL					
Total	2,325	16,075	16,275	8,875	43,550

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