



**Australian Government**

**Department of Health, Disability and Ageing**

# **SUPPORT AT HOME PROGRAM: Ongoing services**

## **Data Report 3<sup>rd</sup> Quarter 2025-26**

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## Executive Summary

- At 31 March 2026, 364,723 people had access to Support at Home ongoing services. Of the 364,723 people, 338,049 people are receiving care, and a further 26,675 people were assigned an ongoing place and were considering whether to take up their offer.
- At 31 March 2026, there were 100,191 people waiting in the Support at Home Priority System for an ongoing place at their approved classification or Transitioned HCP level.
- There were 60,709 approvals for an ongoing place in the March 2026 quarter.
- There were 79,145 ongoing places released in the March 2026 quarter, at an average of 6,088 per week.
- There were 950 approved Support at Home providers with a Support at Home service at 31 March 2026.

# 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 places through the Support at Home program to provide home-based care that can improve older Australians' quality of life and help them to remain active and connected to their communities.

The Support at Home program delivers government-funded aged care services to help older people to stay at home for longer. On 1 November 2025, it replaced the Home Care Packages Program and Short-Term Restorative Care Programme.

This report provides an update on the operation of ongoing Support at Home services for the period between 1 January 2026 and 31 March 2026. This report covers the eight ongoing Support at Home classifications and the four transitioned Home Care Package classifications only. Future reports will include statistics on the short-term pathways for restorative care, end-of-life support, and assistive technology and home modifications.

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

Further information on the Support at Home Program, including eligibility, fees and recent reforms can be found at <https://www.health.gov.au/our-work/support-at-home>.

## CAVEATS

Quantitative data for the Support at Home program presented in this report was extracted from the Ageing and Aged Care Data Warehouse on 26 May 2026. The data is sourced from systems and records maintained by the Department of Health, Disability and Ageing (the department) and Services Australia. All data was current and valid at the date of extraction. Due to the dynamic nature of the data, extracts generated on different dates may vary from those presented in this report.

All information in this report is presented in aggregate form and has been de-identified. Provider and client data are classified as 'protected information' under the *Aged Care Act 2024* (Cth). Information relating to individuals is also protected under the *Privacy Act 1988* (Cth), which governs the collection, use and disclosure of personal information.

# ELIGIBILITY AND ASSESSMENT

## DISTRIBUTION OF SUPPORT AT HOME CLASSIFICATIONS

- There are eight levels of Support at Home classifications and four transitioned Home Care Package levels to help meet older Australians' different levels of care need, which can be determined by the outcome of an independent aged care assessment or reassessment via Support Plan Review.
- As Support at Home funding is allocated to participants quarterly, Table 1 provides both the quarterly, and annual amount of Support at Home subsidy in 2025-26.

Table 1: SAH ongoing quarterly and annual subsidy, by SAH Classification from 1 January 2026 to 31 March 2026

SAH Classification	Rounded quarterly budget amount paid by the Government	Rounded annual budget amount paid by the Government
1	\$2,683	\$10,731
2	\$4,009	\$16,034
3	\$5,491	\$21,966
4	\$7,424	\$29,696
5	\$9,924	\$39,697
6	\$12,029	\$48,114
7	\$14,537	\$58,148
8	\$19,527	\$78,106

Notes: The amounts in the table include the 10% allocated for care management, and do not include additional supplements that a participant may be eligible for. Figures are rounded to the nearest dollar.

Table 2: Transitioned HCP quarterly and annual subsidy, by HCP Classification from 1 January 2026 to 31 March 2026

HCP Classification	Support at Home Classification	Rounded quarterly budget amount paid by the Government	Rounded annual budget amount paid by the Government
HCP Level 1	Transitioned HCP Level 1	\$2,747	\$10,987
HCP Level 2	Transitioned HCP Level 2	\$4,830	\$19,319
HCP Level 3	Transitioned HCP Level 3	\$10,514	\$42,055
HCP Level 4	Transitioned HCP Level 4	\$15,940	\$63,758

Notes: The amounts in the table include the 10% allocated for care management, and do not include additional supplements that a candidate may be eligible for. Figures are rounded to the nearest dollar.

## VOLUME OF SUPPORT AT HOME CLASSIFICATIONS APPROVALS

- There were 60,709 Support at Home ongoing classification approvals in the March 2026 quarter (Table 3).

Table 3: Number of SAH classification approvals in the March 2026 quarter, by state and territory of assessment, classification.

State/ territory	SAH 1	SAH 2	SAH 3	SAH 4	SAH 5	SAH 6	SAH 7	SAH 8	Total	Share
<b>NSW</b>	2,454	2,425	2,912	2,066	2,774	514	2,519	3,443	<b>19,107</b>	<b>31.5%</b>
<b>VIC</b>	2,183	2,368	2,673	2,067	2,727	606	2,407	3,019	<b>18,050</b>	<b>29.7%</b>
<b>QLD</b>	1,950	1,862	1,719	1,472	1,458	585	1,420	1,544	<b>12,010</b>	<b>19.8%</b>
<b>WA</b>	486	532	643	507	658	131	787	1,133	<b>4,877</b>	<b>8.0%</b>
<b>SA</b>	538	545	700	483	646	250	441	558	<b>4,161</b>	<b>6.9%</b>
<b>TAS</b>	152	205	192	173	204	33	215	249	<b>1,423</b>	<b>2.3%</b>
<b>ACT</b>	103	94	123	99	85	14	93	150	<b>761</b>	<b>1.3%</b>
<b>NT</b>	35	38	32	37	33	10	54	55	<b>294</b>	<b>0.5%</b>
<b>Unknown</b>	<10	<10	<10	<10	<10	<10	<10	<10	<b>26</b>	<b>0.0%</b>
<b>Total</b>	<b>7,905</b>	<b>8,074</b>	<b>8,997</b>	<b>6,905</b>	<b>8,589</b>	<b>2,144</b>	<b>7,943</b>	<b>10,152</b>	<b>60,709</b>	<b>100.0%</b>
<b>Share</b>	<b>13.0%</b>	<b>13.3%</b>	<b>14.8%</b>	<b>11.4%</b>	<b>14.1%</b>	<b>3.5%</b>	<b>13.1%</b>	<b>16.7%</b>	<b>100.0%</b>	

Note: Cells with zero people are shown as "-". Cells with fewer than 10 people are suppressed and shown as "<10". Totals include all values, including suppressed values. Percentages may not sum to 100.0% due to rounding.

# SUPPORT AT HOME SERVICE DELIVERY

## NUMBER OF PEOPLE WITH ACCESS TO A SUPPORT AT HOME PLACE

- There were 364,723 people with access to a Support at Home ongoing place at 31 March 2026, comprised of 8,931 Support at Home classifications (Table 4) and 355,795 Transitioned Home Care Packages (HCP) level (Table 5).
  - Out of these, 338,049 people were receiving care, and a further 26,675 people were assigned an ongoing place and were considering whether to take up their offer.
- A Support at Home ongoing place can refer to either a Support at Home classifications or Transitioned Home Care Packages level.
- Chart 1 shows the quarterly growth in the number of people with access to a Home Care Package (on or before 31 October 2025) and ongoing Support at Home place from 1 November 2025.

Table 4: Number of people with access to an ongoing place by classification state and territory, at 31 March 2026

State/territory	SAH 1	SAH 2	SAH 3	SAH 4	SAH 5	SAH 6	SAH 7	SAH 8	Total	Share
<b>NSW</b>	160	108	377	149	420	74	279	560	2,127	<b>23.8%</b>
<b>VIC</b>	179	177	473	272	568	82	432	680	2,863	<b>32.1%</b>
<b>QLD</b>	156	134	294	181	332	91	269	377	1,834	<b>20.5%</b>
<b>WA</b>	53	43	127	57	142	21	150	222	815	<b>9.1%</b>
<b>SA</b>	70	49	151	72	153	34	104	182	815	<b>9.1%</b>
<b>TAS</b>	10	13	35	22	52	<10	25	82	245	<b>2.7%</b>
<b>ACT</b>	13	13	30	23	16	<10	27	44	168	<b>1.9%</b>
<b>NT</b>	<10	<10	<10	<10	<10	<10	13	20	63	<b>0.7%</b>
<b>Unknown</b>	-	-	-	<10	-	-	-	-	<10	<b>0.0%</b>
<b>Total</b>	<b>643</b>	<b>546</b>	<b>1,491</b>	<b>782</b>	<b>1,692</b>	<b>311</b>	<b>1,299</b>	<b>2,167</b>	<b>8,931</b>	<b>100.0%</b>

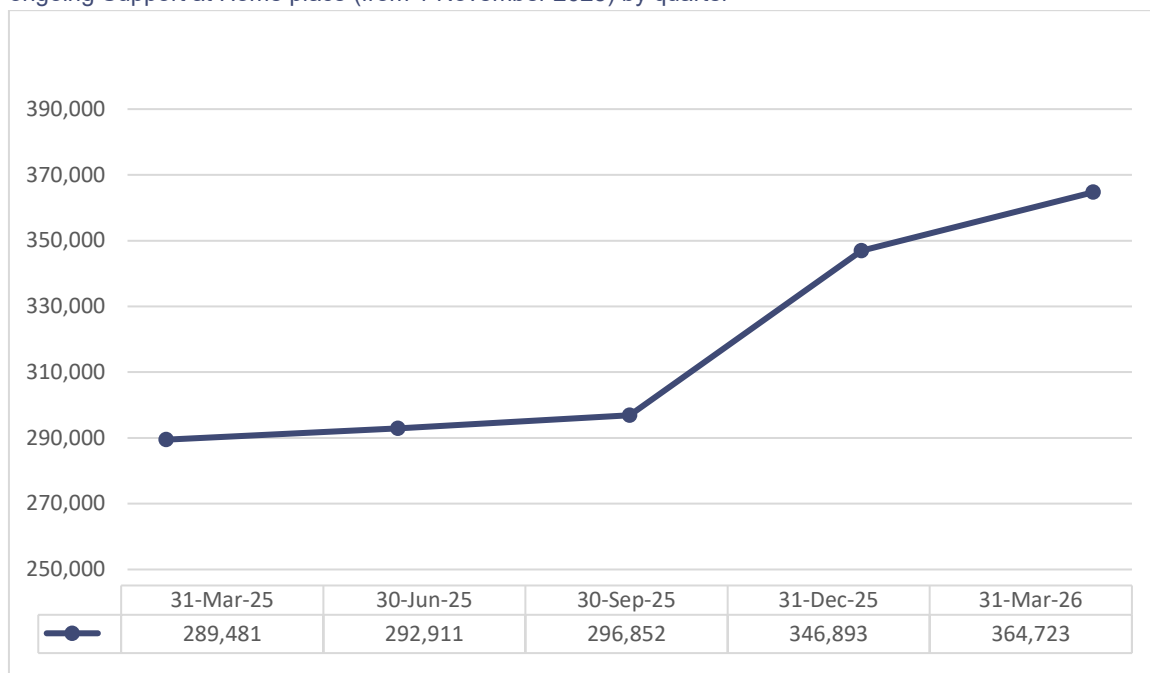
Note: Location is based on the address of the person receiving an ongoing place, not the address of their provider. Cells with zero people are shown as "-". Cells with fewer than 10 people are suppressed and shown as "<10". Totals include all values, including suppressed values. Percentages may not sum to 100.0% due to rounding.

Table 5: Number of people with access to a Transitioned HCP place by classification, state and territory, at 31 March 2026

State/territory	Transitioned HCP 1	Transitioned HCP 2	Transitioned HCP 3	Transitioned HCP 4	Total	Share
<b>NSW</b>	7,091	47,993	44,499	17,428	117,011	<b>32.9%</b>
<b>VIC</b>	3,682	36,307	34,188	20,439	94,616	<b>26.6%</b>
<b>QLD</b>	2,747	26,041	26,925	14,055	69,768	<b>19.6%</b>
<b>WA</b>	358	6,210	11,272	9,410	27,250	<b>7.7%</b>
<b>SA</b>	1,013	10,838	14,448	7,239	33,538	<b>9.4%</b>
<b>TAS</b>	360	3,096	3,076	1,311	7,843	<b>2.2%</b>
<b>ACT</b>	27	1,046	1,598	1,486	4,157	<b>1.2%</b>
<b>NT</b>	15	466	708	388	1,577	<b>0.4%</b>
<b>Unknown</b>	-	19	12	<10	35	<b>0.0%</b>
<b>Total</b>	<b>15,293</b>	<b>132,016</b>	<b>136,726</b>	<b>71,760</b>	<b>355,795</b>	<b>100.0%</b>

Note: Location is based on the address of the person receiving an ongoing place, not the address of their provider. Cells with zero people are shown as "-". Cells with fewer than 10 people are suppressed and shown as "<10". Totals include all values, including suppressed values. Percentages may not sum to 100.0% due to rounding.

Chart 1: Number of people with access to the Home Care Packages Program (on or before 31 October 2025) and an ongoing Support at Home place (from 1 November 2025) by quarter



- Table 6 provides a breakdown of the proportion of people with access to an ongoing place 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 6: Total number of people with access to an ongoing place at 31 March 2026, by MMM Classification

MMM	Number of people with access to a ongoing place	Share
1	244,781	67.1%
2	32,403	8.9%
3	32,918	9.0%
4	19,254	5.3%
5	30,471	8.4%
6	3,271	0.9%
7	1,435	0.4%
Unknown	190	0.1%
<b>Total</b>	<b>364,723</b>	<b>100.0%</b>

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

## NUMBER OF APPROVED SUPPORT AT HOME PROVIDERS

- There were 950 approved Support at Home providers at 31 March 2026.

# SUPPORT AT HOME PRIORITY SYSTEM

## SUPPORT AT HOME PRIORITY SYSTEM

- The Support at Home Priority System ensures the equitable allocation of Support at Home funding to participants. An older person will not be able to access government funded services under Support at Home until funding has been allocated. Older people approved to access Support at Home services will enter the Support at Home Priority System in one of its four priority categories (urgent, high, medium, standard). An older person's priority category is determined based on standardised criteria using information collected by the assessor during their aged care needs assessment.
- The time people wait for funding allocation depends on their assigned priority category, as well as other factors such as personal decisions to delay entering the queue.
- The Support at Home Priority System factors in:
  - priority for in-home care services (urgent, high, medium, standard)
  - the date of approval for home care.
- At 31 March 2026, there were 100,191 people in the Support at Home Priority System waiting for a Support at Home ongoing place at their approved classification or Transitioned HCP level.

## PEOPLE WHO HAVE NOT YET BEEN OFFERED ONGOING FUNDING

- Table 7 shows the number and percentage of people who had not yet been offered Support at Home ongoing funding at 31 March 2026, by approved classification, Transitioned HCP level and priority.

Table 7: Number and percentage of people who had not yet been offered ongoing funding, by classification at 31 March 2026

Approved Classification	Urgent	High	Medium	Standard	Total	Share
SAH 1	<10	71	2,118	8,810	11,007	11.0%
SAH 2	-	42	2,324	8,747	11,113	11.1%
SAH 3	11	236	3,546	7,518	11,311	11.3%
SAH 4	<10	96	2,542	5,940	8,582	8.6%
SAH 5	17	327	3,599	5,548	9,491	9.5%
SAH 6	-	23	668	1,406	2,097	2.1%
SAH 7	<10	273	3,302	4,108	7,691	7.7%
SAH 8	<10	569	4,888	4,029	9,495	9.5%
Transitioned HCP 1	-	-	-	2,149	2,149	2.1%
Transitioned HCP 2	<10	-	29	12,674	12,706	12.7%
Transitioned HCP 3	11	-	14	10,357	10,382	10.4%
Transitioned HCP 4	17	-	419	3,731	4,167	4.2%
<b>Total</b>	<b>88</b>	<b>1,637</b>	<b>23,449</b>	<b>75,017</b>	<b>100,191</b>	<b>100.0%</b>
<b>Share</b>	<b>0.1%</b>	<b>1.6%</b>	<b>23.4%</b>	<b>74.9%</b>	<b>100.0%</b>	

Note: Cells with zero people are shown as "-". Cells with fewer than 10 people are suppressed and shown as "<10". Totals include all values, including suppressed values. Percentages may not sum to 100.0% due to rounding.

## DISTRIBUTION OF PEOPLE ACROSS STATES AND TERRITORIES

- Table 8 shows the state and territory distribution of people waiting for Support at Home funding at their approved Support at Home classification at 31 March 2026.

Table 8: Number of people waiting on SAH ongoing funding at their approved classification by state and territory of residence and level of approval at 31 March 2026

State/territory	SAH 1	SAH 2	SAH 3	SAH 4	SAH 5	SAH 6	SAH 7	SAH 8	Total	Share
NSW	3,387	3,306	3,747	2,622	3,271	543	2,526	3,338	22,740	32.1%
VIC	3,085	3,307	3,361	2,557	2,885	604	2,343	2,784	20,926	29.6%
QLD	2,674	2,518	2,111	1,778	1,609	530	1,299	1,450	13,969	19.7%
WA	698	766	765	659	697	155	680	940	5,360	7.6%
SA	765	756	893	598	675	207	500	563	4,957	7.0%
TAS	226	284	262	215	224	35	206	213	1,665	2.4%
ACT	127	125	128	107	100	16	92	160	855	1.2%
NT	42	49	41	44	27	<10	40	46	295	0.4%
Unknown	<10	<10	<10	<10	<10	<10	<10	<10	20	0.0%
<b>Total</b>	<b>11,007</b>	<b>11,113</b>	<b>11,311</b>	<b>8,582</b>	<b>9,491</b>	<b>2,097</b>	<b>7,691</b>	<b>9,495</b>	<b>70,787</b>	<b>100.0%</b>
<b>Share</b>	<b>15.5%</b>	<b>15.7%</b>	<b>16.0%</b>	<b>12.1%</b>	<b>13.4%</b>	<b>3.0%</b>	<b>10.9%</b>	<b>13.4%</b>	<b>100.0%</b>	

Note: Cells with zero people are shown as "-". Cells with fewer than 10 people are suppressed and shown as "<10". Totals include all values, including suppressed values. Percentages may not sum to 100.0% due to rounding.

- Table 9 shows the state and territory distribution of people waiting for Support at Home funding at their approved Transitioned Home Care Package level at 31 March 2026.

Table 9: Number of people waiting on SAH ongoing funding at their approved Transitioned HCP Level by state and territory of residence and level of approval at 31 March 2026

State/territory	Transitioned HCP 1	Transitioned HCP 2	Transitioned HCP 3	Transitioned HCP 4	Total	Share
<b>NSW</b>	509	3,846	3,745	1,830	9,930	33.8%
<b>VIC</b>	714	3,814	2,435	685	7,648	26.0%
<b>QLD</b>	636	2,833	2,044	782	6,295	21.4%
<b>WA</b>	86	796	846	368	2,096	7.1%
<b>SA</b>	122	854	904	278	2,158	7.3%
<b>TAS</b>	71	324	235	131	761	2.6%
<b>ACT</b>	<10	183	119	59	368	1.3%
<b>NT</b>	<10	56	51	33	144	0.5%
<b>Unknown</b>	-	-	<10	<10	<10	0.0%
<b>Total</b>	2,149	12,706	10,382	4,167	29,404	100.0%
<b>Share</b>	7.3%	43.2%	35.3%	14.2%	100.0%	

Note: Cells with zero people are shown as "-". Cells with fewer than 10 people are suppressed and shown as "<10". Totals include all values, including suppressed values. Percentages may not sum to 100.0% due to rounding.

### Key points

- At 31 March 2026, there were 100,191 people who were waiting for ongoing funding at their approved classification or Transitioned HCP level.

## SUPPORT AT HOME WAIT TIMES

- The current wait times for ongoing funding for each priority category are shown in the table below. A person's wait times starts from the access approval start date in their assessment outcome letter to receipt of funding allocation.

Table 10: Estimated wait time for people with assessment approval start date as at 31 March 2026

	Urgent priority	High priority	Medium priority	Standard priority
<b>Estimated wait time</b>	Within 1 month	1-2 months	6-7 months	7-8 months

## NUMBER OF SUPPORT AT HOME PLACES RELEASED

- The department released 79,145 ongoing places in the March 2026 quarter (Table 11), at an average of 6,088 per week. This included 21,500 of the 83,000 places announced by Government in September 2025. As at 31 March 2026, a total of 61,500 of the announced places had been released.

Table 11: Number of SAH ongoing places released in the March 2026 quarter, by state and territory

State/territory	Urgent	High	Medium	Standard	Total	Share
<b>NSW</b>	155	685	4,724	21,910	27,474	<b>34.7%</b>
<b>VIC</b>	218	1,180	3,596	14,128	19,122	<b>24.2%</b>
<b>QLD</b>	179	724	2,728	12,443	16,074	<b>20.3%</b>
<b>WA</b>	116	392	1,264	4,466	6,238	<b>7.9%</b>
<b>SA</b>	87	286	1,241	4,955	6,569	<b>8.3%</b>
<b>TAS</b>	10	102	441	1,476	2,029	<b>2.6%</b>
<b>ACT</b>	15	83	216	812	1,126	<b>1.4%</b>
<b>NT</b>	11	33	118	335	497	<b>0.6%</b>
<b>Unknown</b>	<10	<10	<10	13	16	<b>0.0%</b>
<b>Total</b>	<b>792</b>	<b>3,486</b>	<b>14,329</b>	<b>60,538</b>	<b>79,145</b>	<b>100.0%</b>

Note: Cells with zero people are shown as "-". Cells with fewer than 10 people are suppressed and shown as "<10". Totals include all values, including suppressed values. Percentages may not sum to 100.0% due to rounding.

### Key points

- 79,145 ongoing places were released in the March 2026 quarter. Out of these, 792 for urgent, 3,486 for high, 14,329 for medium and 60,538 for standard.

## Glossary

Term	Meaning
Aged care needs assessor	A person who conducts aged care assessments (home support or comprehensive assessments). An aged care needs assessor can be a clinical assessor or a non-clinical assessor, and these roles have different qualification requirements.
Assistive Technology and Home Modifications (AT-HM) scheme	A time-limited support pathway under the Support at Home program that helps eligible older people access aids, equipment, and home modifications based on their assessed needs.
Classification	Classification types differentiate the time period that services are delivered for under the service group. There are three classification types: ongoing, short term and hospital transition. Each classification type has a different purpose in meeting the needs of an individual and so are funded and timed accordingly. Classification levels determine the amount of funding available to deliver the aged care services that an individual has been approved to access under a service group.
The department	The Australian Government Department of Health, Disability and Ageing.
End-of-Life Pathway	A short-term aged care pathway under the Support at Home program that provides fast access to care for people nearing the end of life.
Home Care Packages (HCP) Program	An Australian Government program that previously provided funding for packages aimed at supporting people to remain living at home. The Home Care Packages Program ceased on 31 October 2025.
Integrated Assessment Tool (IAT)	A tool used by aged care needs assessors to assess eligibility for older people to access government subsidised aged care services. The IAT replaced the National Screening and Assessment Form (NSAF) on 1 July 2024.
Modified Monash Model	The Modified Monash Model measures remoteness and population size on a scale of Modified Monash (MM) categories MM 1 to MM 7. MM 1 is a major city and MM 7 is very remote.

Term	Meaning
Ongoing funding	<p>The Support at Home program includes eight classifications for ongoing services and four classifications for participants who have transitioned from the Home Care Packages program. Funding for ongoing services may include interim funding allocations for all priority categories except those classified as urgent. Funding amounts are determined based on the participant's assigned ongoing classification.</p> <p>For participants receiving ongoing services, 10% of their quarterly budget is allocated to their provider to support care management activities.</p> <p>Participants may continue to receive ongoing funding while accessing the Restorative Care Pathway. While ongoing funding cannot be used concurrently with the End of Life Pathway, a participant's quarterly budget will continue to be credited during their time in this pathway.</p>
Participant	An individual who is receiving services under Support at Home.
Quarterly budget	A Support at Home participant's annual classification funding amount divided into four quarters, with added supplements if applicable.
Registered provider (provider)	A registered provider of aged care is an organisation that has been assessed and approved to provide high-quality, safe and consistent care to older people under the <i>Aged Care Act 2024</i> .
Restorative Care Pathway	A short-term pathway providing up to 16 weeks of intensive allied health and/or nursing services (through a multidisciplinary team) and supports aimed to help the participant regain function.
Service Delivery Branch	The place of business of the registered provider through which funded aged care services are delivered to an individual. A provider must have a service delivery branch to claim for services delivered and receive subsidy from Services Australia.
Support at Home Priority System	Refers to the Support at Home queue and replaces the National Priority System under the Home Care Packages Program. The amount of time an eligible older person will need to wait to access government-funded services will depend on their priority group: urgent, high, medium, standard.
Transitioned home care package recipient	Refers to all existing home care package recipients who transitioned to the Support at Home program on commencement of the program.

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All information in this publication is correct as at May 2026

