



Australian Government

Department of Health and Aged Care

HOME CARE PACKAGES PROGRAM

Data Report 2nd Quarter 2023-24

1 October – 31 December 2023

April 2024



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Executive Summary

- At 31 December 2023, 279,026 people had access to a Home Care Package (HCP). This is a 9% (23,398) increase since 31 December 2022 (255,628).
- Of the 279,026 people, 269,573 were in a HCP with the remaining 9,453 people assigned a HCP and considering whether to take up their offer.
- The 269,573 people in a HCP at 31 December 2023 represented a 14% (33,974) increase since 31 December 2022 (235,599).
- In the December 2023 quarter, 18,364 people entered a HCP for the first time.
- At 31 December 2023, there were 51,044 people waiting in the National Priority System (NPS) for a HCP at their approved level. This is a 35% increase since 31 December 2022 (37,894).
- There were 37,524 approvals for a HCP in the December 2023 quarter.
- There were 32,692 HCPs released in the December 2023 quarter, at an average of 2,515 per week.
- There were 904 approved HCP providers with a home care service at 31 December 2023.

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 2023 and 31 December 2023. The estimated wait times are shown for 31 March 2024, in recognition that information for this indicator was available and assured at the time of publication.

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

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

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

1. ELIGIBILITY AND ASSESSMENT

DISTRIBUTION OF HCP LEVELS

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

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

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

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

VOLUME OF HCP APPROVALS

- There were 37,524 HCP approvals in the December 2023 quarter (Table 2). This was 8% (2,627) less than the approvals in the September 2023 quarter (40,151).

Table 2: Number of HCP approvals in December 2023 quarter, by state and territory of assessment, level and priority

State/territory	Level 1		Level 2		Level 3		Level 4		Total	Share
	High	Medium	High	Medium	High	Medium	High	Medium		
NSW	1	557	116	3,905	521	4,533	815	1,872	12,320	32.8%
VIC	-	287	79	2,628	616	2,890	1,484	1,312	9,296	24.8%
QLD	-	156	56	2,143	666	2,262	1,222	816	7,321	19.5%
WA	-	35	21	556	226	1,288	737	879	3,742	10.0%
SA	-	67	22	878	235	1,143	462	438	3,245	8.6%
TAS	-	36	-	322	15	316	39	160	888	2.4%
ACT	-	-	-	88	16	120	121	100	445	1.2%
NT	-	7	1	56	15	102	16	27	224	0.6%
Unknown	-	1	1	15	5	13	4	4	43	0.1%
Sub-total	1	1,146	296	10,591	2,315	12,667	4,900	5,608	37,524	100.0%
Total	1,147	10,887	14,982	10,508	37,524	100.0%				
Share	3.1%	29.0%	39.9%	28.0%	100.0%					

Key point

- There were 37,524 approvals for a HCP in the December 2023 quarter.

2. HOME CARE SERVICE DELIVERY

NUMBER OF PEOPLE IN A HCP

- There were 269,573 people in a HCP at 31 December 2023 (Table 3). This was an increase of 2% (5,413) since 30 September 2023 (264,160), and a 14% (33,974) increase since 31 December 2022 (235,599) (Chart 1).
- In addition to the 269,573 people in a HCP at 31 December 2023, a further 9,453 people were assigned a HCP and were considering whether to take up their offer.

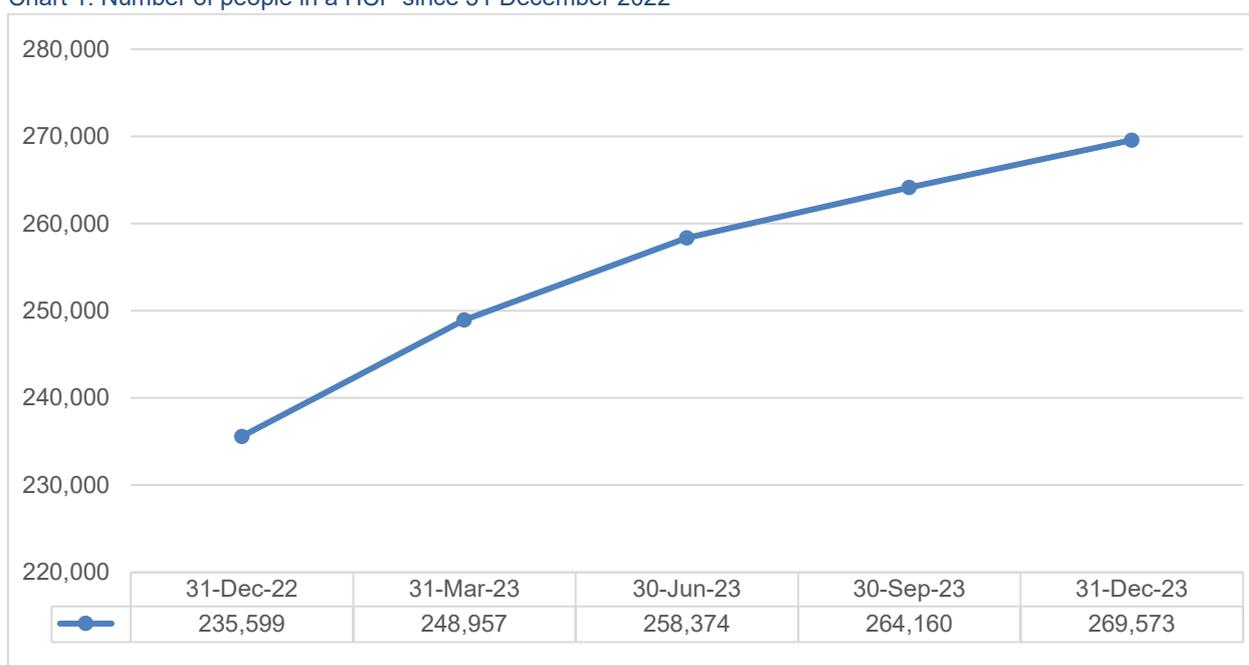
Table 3: Number of people in a HCP by level and state and territory, at 31 December 2023

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	7,356	40,337	27,818	14,146	89,657	33.3%
VIC	3,573	32,081	21,646	16,230	73,530	27.3%
QLD	2,364	20,537	17,344	11,307	51,552	19.1%
WA	302	5,082	7,234	8,129	20,747	7.7%
SA	861	8,835	9,198	5,138	24,032	8.9%
TAS	262	2,460	2,198	1,090	6,010	2.2%
ACT	33	882	878	1063	2,856	1.1%
NT	5	414	430	333	1,182	0.4%
Unknown	-	4	-	3	7	0.0%
Total	14,756	110,632	86,746	57,439	269,573	100.0%
Share	5.5%	41.0%	32.2%	21.3%	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 31 December 2023 by Aged Care Planning Region (ACPR) can be found at Appendix A.

Chart 1: Number of people in a HCP since 31 December 2022



- 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-22	31-Mar-23	30-Jun-23	30-Sep-23	31-Dec-23
1	66.0%	66.1%	66.5%	66.5%	66.5%
2	9.3%	9.3%	9.1%	9.1%	9.1%
3	9.5%	9.5%	9.5%	9.5%	9.5%
4	5.3%	5.2%	5.6%	5.6%	5.6%
5	8.6%	8.6%	8.0%	8.1%	8.1%
6	0.9%	0.9%	0.8%	0.8%	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 18,364 new entries to a HCP in the December 2023 quarter (Table 5).

Table 5: Number of new entries to a HCP in the December 2023 quarter, by state and territory

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	604	2,919	1,520	786	5,829	31.7%
VIC	280	2,155	1,154	1146	4,735	25.8%
QLD	195	1,757	1,031	704	3,687	20.1%
WA	33	462	524	614	1,633	8.9%
SA	85	724	579	407	1,795	9.8%
TAS	28	215	98	49	390	2.1%
ACT	2	48	57	98	205	1.1%
NT	2	34	36	17	89	0.5%
Unknown	-	1	-	-	1	0.0%
Total	1,229	8,315	4,999	3,821	18,364	100.0%
Share	6.7%	45.3%	27.2%	20.8%	100.0%	

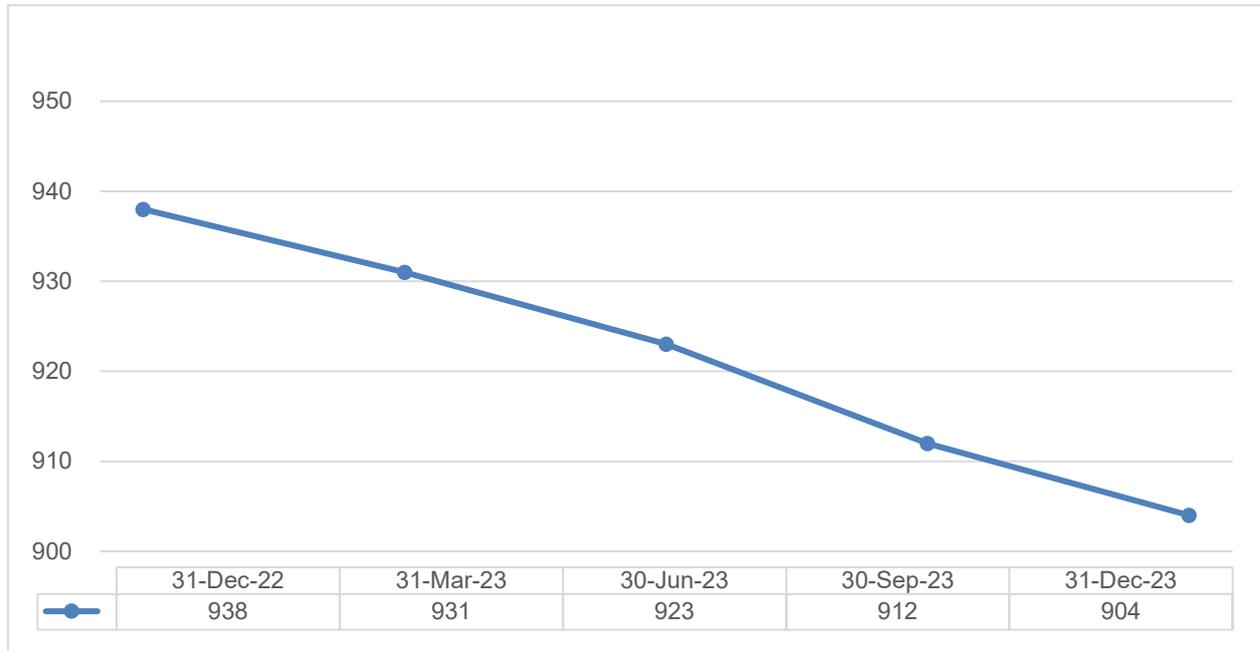
Note: Location is based on the address of the person entering a HCP, not the address of their provider.

- Further information on the number of new entries in the December 2023 quarter by ACPR can be found in Appendix B.

NUMBER OF APPROVED HCP PROVIDERS

- There were 904 approved HCP providers at 31 December 2023 (Chart 2). This was an decrease of 1% (8 providers) from 30 September 2023 (912 providers) and a decrease of 4% (34 providers) since 31 December 2022 (938 providers).

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



Note: Includes providers with at least one active service.

- Appendix C provides the total number of approved HCP providers in each ACPR that had indicated in My Aged Care that they had operational capacity to provide services across all four HCP levels in that ACPR at 31 December 2023.

Key points

- There were 269,573 people receiving care in a HCP at 31 December 2023.
- There were 18,364 new entries to a HCP in the December 2023 quarter.
- There were 904 approved HCP providers at 31 December 2023.

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 51,044 people in the NPS who were waiting on a HCP at their approved level at 31 December 2023. Of these people, 50,447 (99%) are in an interim level HCP and/or approved for CHSP services.

PEOPLE WHO HAVE NOT YET BEEN OFFERED A HCP

- At 31 December 2023, there were 38,744 people who were seeking a HCP at their approved level, who are not in an interim 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 2023

Approved level	Number of people in the NPS <u>without</u> an interim HCP	Number of people in the NPS <u>without</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	348	344	98.9%
Level 2	11,465	11,290	98.5%
Level 3	22,253	21,999	98.9%
Level 4	4,678	4,514	96.5%
Total	38,744	38,147	98.5%

PEOPLE WHO ARE IN AN INTERIM HCP

- At 31 December 2023, there were 11,822 people who are in 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 2023

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 take up</u> their offer
Level 1	-	-	-
Level 2	488	17	12
Level 3	7,096	117	182
Level 4	4,238	71	79
Total	11,822	205	273

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 2023.

Table 8: Number of people waiting on a HCP at their approved level without an interim HCP, by state and territory of residence and level of approval at 31 December 2023

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	148	4,174	7,490	1,315	13,127	33.9%
VIC	92	2,823	5,254	1,277	9,446	24.4%
QLD	61	2,354	3,882	675	6,972	18.0%
WA	9	596	2,334	750	3,689	9.5%
SA	22	965	2,318	446	3,751	9.7%
TAS	14	366	578	97	1,055	2.7%
ACT	-	108	220	99	427	1.1%
NT	2	62	150	12	226	0.6%
Unknown	-	17	27	7	51	0.1%
Total	348	11,465	22,253	4,678	38,744	100.0%
Share	0.9%	29.6%	57.4%	12.1%	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 2023, without 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 2023 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 2023

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	148	4,448	10,559	2,925	18,080	35.4%
VIC	92	2,945	6,803	2,206	12,046	23.6%
QLD	61	2,434	5,333	1,438	9,266	18.2%
WA	9	613	2,887	1,337	4,846	9.5%
SA	22	982	2,827	735	4,566	8.9%
TAS	14	372	745	215	1,346	2.6%
ACT	-	109	270	164	543	1.1%
NT	2	62	194	39	297	0.6%
Unknown	-	17	30	7	54	0.1%
Total	348	11,982	29,648	9,066	51,044	100.0%
Share	0.7%	23.5%	58.1%	17.8%	100.0%	16.1%

- The number of people waiting on a HCP at their approved level at 31 December 2023, 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 31 March 2024, for a person with a medium priority approval joining the NPS for a HCP by level, are provided in Table 10.

Table 10: Estimated wait time for people entering the NPS on 31 March 2024 by HCP level

HCP level	Time to approved HCP
Level 1	Less than 1 month
Level 2	3-6 months
Level 3	9-12 months
Level 4	6-9 months

NUMBER OF HCPs RELEASED

- The department released 32,692 HCPs during the December 2023 quarter (Table 11), at an average of 2,515 per week.

Table 11: Number of HCPs released in the December 2023 quarter, by state and territory and level

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	768	4,500	3,262	1,930	10,460	32.0%
VIC	401	3,143	2,455	2,349	8,348	25.5%
QLD	256	2,439	1,905	1,680	6,280	19.2%
WA	48	747	1,028	1,194	3,017	9.2%
SA	112	1,100	1,140	843	3,195	9.8%
TAS	38	336	216	141	731	2.2%
ACT	2	142	114	183	441	1.3%
NT	5	66	74	39	184	0.6%
Unknown	2	18	12	4	36	0.1%
Total	1,632	12,491	10,206	8,363	32,692	100.0%
Share	5.0%	38.2%	31.2%	25.6%	100.0%	

- Of the HCPs released in the December 2023 quarter, 17% (5,453) were offered as upgrades to people already in an interim HCP. The other 83% (27,239) were offered to people who were not in an interim level HCP (Table 12).

Table 12: HCPs released to people in the December 2023 quarter, by level and type of release

Release type	Level 1	Level 2	Level 3	Level 4	Total
New packages	1,632	12,159	8,150	5,298	27,239
Upgrades	-	332	2,056	3,065	5,453
Total	1,632	12,491	10,206	8,363	32,692
% released that were new	100.0%	97.3%	79.9%	63.4%	83.3%

Information on the number of HCPs released by ACPR and level for the December 2023 quarter can be found at Appendix F.

Key points

- At 31 December 2023, there were 51,044 people who were waiting for a HCP at their approved level.
- 32,692 HCPs were released during the December 2023 quarter.

4. FIRST NATIONS PEOPLES

- For the purpose of this report, First Nations peoples include those people who have identified in My Aged Care as being Aboriginal and/or Torres Strait Islander.
- The number of First Nations peoples receiving a HCP or waiting for a HCP is proportionately less for their population size relative to the rest of the population. This is attributed to First Nations peoples accessing alternative programs such as the National Aboriginal and Torres Strait Islander Flexible Aged Care Program and Multi-Purpose Services for in-home care support. In addition, indigenous status for many people is not recorded in My Aged Care.
- There were 8,391 First Nations peoples in a HCP at 31 December 2023 (Table 14). This was an increase of 12% (888) since 31 December 2022 (7,503). The 8,391 people accounted for 3% of the 269,573 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 2023

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	228	1,618	1,212	585	3,643	43.4%
VIC	29	500	247	218	994	11.8%
QLD	42	702	631	422	1,797	21.4%
WA	1	113	189	210	513	6.1%
SA	29	272	229	145	675	8.0%
TAS	17	94	109	43	263	3.1%
ACT	1	21	20	19	61	0.7%
NT	3	202	143	96	444	5.3%
Unknown	-	1	-	-	1	0.0%
Total	350	3,523	2,780	1,738	8,391	100.0%
Share	4.2%	42.0%	33.1%	20.7%	100.0%	

Note: The 8,391 First Nations people are a subset of the 269,573 people in a HCP recorded for all of Australia.

- There were 1,177 First Nations peoples at 31 December 2023 who were waiting for a HCP at their approved level (Table 15). This was an increase of 40% (338) since 31 December 2022 (839). The 1,177 people accounted for 2% of the 51,044 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 2023

State/ territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	4	118	272	59	453	38.5%
VIC	-	18	45	21	84	7.1%
QLD	4	74	149	45	272	23.1%
WA	-	18	76	28	122	10.4%
SA	1	19	48	7	75	6.4%
TAS	-	7	22	8	37	3.1%
ACT	-	1	3	2	6	0.5%
NT	-	17	71	7	95	8.1%
Unknown	-	9	21	3	33	2.8%
Total	9	281	707	180	1,177	100.0%
Share	0.8%	23.9%	60.1%	15.3%	100.0%	

Note: The 1,177 First Nations people are a subset of the 51,044 people in the NPS recorded for all of Australia.

Glossary

Term	Definition
Aged Care Assessment Teams (ACAT)	ACATs are independent state and territory managed teams of medical and allied health professionals who assess the physical, psychological, medical, restorative, cultural and social needs of older people and help them and their carers to access appropriate levels of support.
Aged Care Planning Region (ACPR)	The areas marked out in the ACPR maps, which can be found at https://www.health.gov.au/resources/collections/2018-aged-care-planning-region-maps .
Approved provider	An organisation that has been approved to provide home care under the <i>Aged Care Act 1997</i> .
Commonwealth Home Support Program (CHSP)	Entry-level support at home – Ongoing or short-term care and support services including help with housework, personal care, meals and food preparation, transport, shopping, allied health, social support, and planned respite.
Home Care Packages Program	A program that supports senior Australians with complex needs to remain living at home through a coordinated package of care and services to meet the individual needs of people.
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 2023, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	381	2,481	1,728	709	5,299
Central West	89	768	540	313	1,710
Far North Coast	567	3,185	1,786	905	6,443
Hunter	870	3,460	2,082	1,476	7,888
Illawarra	390	2,113	1,563	697	4,763
Inner West	208	2,303	1,986	1,036	5,533
Mid North Coast	653	3,378	2,748	1,463	8,242
Nepean	138	1,248	1,026	452	2,864
New England	121	762	538	250	1,671
Northern Sydney	732	3,591	2,468	1,516	8,307
Orana Far West	249	947	525	243	1,964
Riverina/Murray	476	2,140	1,191	531	4,338
South East Sydney	517	3,950	2,933	1,351	8,751
South West Sydney	1,138	4,530	2,740	1,220	9,628
Southern Highlands	138	1,773	1,049	519	3,479
Western Sydney	689	3,708	2,915	1,465	8,777
Total	7,356	40,337	27,818	14,146	89,657
VIC					
Barwon-South Western	130	2,528	1,835	1,579	6,072
Eastern Metro	1,499	7,600	3,892	3,249	16,240
Gippsland	456	2,598	1,768	1,191	6,013
Grampians	89	1,478	858	533	2,958
Hume	250	1,409	570	298	2,527
Loddon-Mallee	193	1,646	1,012	736	3,587
Northern Metro	484	4,964	3,494	2,882	11,824
Southern Metro	371	6,230	5,222	3,727	15,550
Western Metro	101	3,628	2,995	2,035	8,759
Total	3,573	32,081	21,646	16,230	73,530

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	128	1,399	1,334	898	3,759
Brisbane South	308	2,261	2,187	1,346	6,102
Cabool	242	2,114	1,820	1,002	5,178
Central West	4	30	18	10	62
Darling Downs	349	1,805	1,176	659	3,989
Far North	76	1,776	988	415	3,255
Fitzroy	70	1,145	1,320	437	2,972
Logan River Valley	104	1,124	1,030	719	2,977
Mackay	20	298	186	82	586
North West	3	78	43	21	145
Northern	63	1,029	1,075	747	2,914
South Coast	182	1,619	1,357	1,100	4,258
South West	18	98	34	17	167
Sunshine Coast	177	2,872	2,920	2,879	8,848
West Moreton	213	758	448	245	1,664
Wide Bay	407	2,131	1,408	730	4,676
Total	2,364	20,537	17,344	11,307	51,552
WA					
Goldfields	1	55	78	67	201
Great Southern	6	107	278	316	707
Kimberley	1	74	44	32	151
Metro East	19	650	1,049	1,240	2,958
Metro North	148	1,625	1,766	1,499	5,038
Metro South East	71	841	1,104	1,405	3,421
Metro South West	41	1,192	1,799	2,192	5,224
Mid West	1	66	91	119	277
Pilbara	1	15	32	25	73
South West	5	186	434	696	1,321
Wheatbelt	8	271	559	538	1,376
Total	302	5,082	7,234	8,129	20,747

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	140	564	244	62	1,010
Flinders & Far North	34	152	89	18	293
Hills, Mallee & Southern	138	1,236	840	488	2,702
Metro East	26	1,004	1,373	656	3,059
Metro North	344	2,309	1,933	921	5,507
Metro South	18	971	1,923	1,746	4,658
Metro West	46	1,199	1,765	797	3,807
Mid North	19	198	106	27	350
Riverland	14	262	266	156	698
South East	44	366	194	51	655
Yorke, Lower North & Barossa	38	574	465	216	1,293
Total	861	8,835	9,198	5,138	24,032
TAS					
North Western	88	632	543	247	1,510
Northern	67	605	552	308	1,532
Southern	107	1,223	1,103	535	2,968
Total	262	2,460	2,198	1,090	6,010
ACT					
Total	33	882	878	1,063	2,856
NT					
Alice Springs	3	104	78	45	230
Barkly	-	6	3	1	10
Darwin	1	200	283	245	729
East Arnhem	1	72	40	27	140
Katherine	-	32	26	15	73
Total	5	414	430	333	1,182
UNKNOWN ACPR					
Total	-	4	-	3	7
NATIONAL					
Total	14,756	110,632	86,746	57,439	269,573

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 2023 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	47	258	116	43	464
Central West	11	79	42	31	163
Far North Coast	70	238	100	32	440
Hunter	35	196	102	87	420
Illawarra	22	167	123	44	356
Inner West	11	121	91	71	294
Mid North Coast	74	272	176	87	609
Nepean	13	110	70	23	216
New England	16	69	27	24	136
Northern Sydney	47	243	140	83	513
Orana Far West	11	79	36	13	139
Riverina/Murray	35	117	38	14	204
South East Sydney	32	268	196	83	579
South West Sydney	98	310	111	76	595
Southern Highlands	11	119	56	14	200
Western Sydney	71	273	96	61	501
Total	604	2,919	1,520	786	5,829
VIC					
Barwon-South Western	6	173	112	153	444
Eastern Metro	104	595	252	273	1,224
Gippsland	31	159	84	97	371
Grampians	11	96	38	44	189
Hume	28	94	25	2	149
Loddon-Mallee	12	84	60	52	208
Northern Metro	53	317	202	156	728
Southern Metro	28	389	245	293	955
Western Metro	7	248	136	76	467
Total	280	2,155	1,154	1,146	4,735

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	11	132	73	54	270
Brisbane South	22	191	127	68	408
Cabool	20	178	96	54	348
Central West	-	-	1	-	1
Darling Downs	43	142	45	20	250
Far North	10	223	95	20	348
Fitzroy	5	62	103	33	203
Logan River Valley	6	111	52	24	193
Mackay	3	18	12	7	40
North West	2	7	2	1	12
Northern	2	44	61	51	158
South Coast	9	132	67	45	253
South West	1	5	1	1	8
Sunshine Coast	28	300	186	263	777
West Moreton	15	57	18	8	98
Wide Bay	18	155	92	55	320
Total	195	1,757	1,031	704	3,687
WA					
Goldfields	-	7	4	5	16
Great Southern	1	10	19	22	52
Kimberley	-	3	2	-	5
Metro East	2	82	88	95	267
Metro North	14	139	90	100	343
Metro South East	7	72	70	98	247
Metro South West	7	95	134	170	406
Mid West	-	-	6	17	23
Pilbara	1	1	6	1	9
South West	1	20	50	71	142
Wheatbelt	-	33	55	35	123
Total	33	462	524	614	1,633

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	22	54	14	3	93
Flinders & Far North	7	11	3	1	22
Hills, Mallee & Southern	6	57	47	43	153
Metro East	2	98	94	39	233
Metro North	28	239	115	60	442
Metro South	3	55	136	185	379
Metro West	4	103	104	40	251
Mid North	1	10	2	2	15
Riverland	-	16	26	17	59
South East	3	37	8	-	48
Yorke, Lower North & Barossa	9	44	30	17	100
Total	85	724	579	407	1,795
TAS					
North Western	3	48	21	18	90
Northern	3	47	24	14	88
Southern	22	120	53	17	212
Total	28	215	98	49	390
ACT					
Total	2	48	57	98	205
NT					
Alice Springs	2	10	4	1	17
Barkly	-	1	-	-	1
Darwin	-	16	26	14	56
East Arnhem	-	3	5	-	8
Katherine	-	4	1	2	7
Total	2	34	36	17	89
UNKNOWN					
Total	-	1	-	-	1
NATIONAL					
Total	1,229	8,315	4,999	3,821	18,364

Note: Location is based on the address of the person who entered into a HCP during the December 2023 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-23	30-Sep-23	31-Dec-23
NSW			
Central Coast	30	31	31
Central West	22	22	22
Far North Coast	43	43	43
Hunter	65	65	67
Illawarra	42	42	41
Inner West	45	46	46
Mid North Coast	56	56	57
Nepean	18	17	17
New England	28	28	28
Northern Sydney	47	48	49
Orana Far West	21	21	21
Riverina/Murray	41	41	41
South East Sydney	66	67	67
South West Sydney	63	62	62
Southern Highlands	30	30	30
Western Sydney	67	68	70
VIC			
Barwon-South Western	39	39	39
Eastern Metro	70	71	71
Gippsland	27	28	28
Grampians	28	30	31
Hume	36	36	36
Loddon-Mallee	21	21	22
Northern Metro	50	54	54
Southern Metro	75	75	75
Western Metro	67	68	72

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

State/territory	30-Jun-23	30-Sep-23	31-Dec-23
SA			
Eyre Peninsula	6	6	6
Flinders & Far North	10	10	10
Hills, Mallee & Southern	12	12	12
Metro East	48	48	48
Metro North	18	18	17
Metro South	12	13	13
Metro West	26	26	26
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	13
Northern	15	15	15
Southern	35	35	36
ACT			
ACT	41	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 31 December 2023, who are not in an interim level HCP, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	5	339	355	35	734
Central West	1	138	278	43	460
Far North Coast	18	302	355	65	740
Hunter	14	321	437	130	902
Illawarra	5	143	546	53	747
Inner West	2	176	538	145	861
Mid North Coast	14	375	562	62	1,013
Nepean	2	150	264	35	451
New England	5	93	204	29	331
Northern Sydney	21	385	711	237	1,354
Orana Far West	6	154	233	10	403
Riverina/Murray	11	149	228	15	403
South East Sydney	8	501	1,164	193	1,866
South West Sydney	14	396	799	115	1,324
Southern Highlands	2	239	283	28	552
Western Sydney	20	313	533	120	986
Total	148	4,174	7,490	1,315	13,127
VIC					
Barwon-South Western	1	193	497	155	846
Eastern Metro	50	843	1,155	286	2,334
Gippsland	3	173	374	67	617
Grampians	-	130	285	80	495
Hume	8	113	112	5	238
Loddon-Mallee	2	127	206	87	422
Northern Metro	17	468	889	198	1,572
Southern Metro	8	438	1,216	313	1,975
Western Metro	3	338	520	86	947
Total	92	2,823	5,254	1,277	9,446

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	3	199	389	59	650
Brisbane South	8	335	484	52	879
Cabool	6	240	437	66	749
Central West	-	5	5	1	11
Darling Downs	6	180	204	13	403
Far North	-	302	269	19	590
Fitzroy	-	80	208	30	318
Logan River Valley	5	105	230	61	401
Mackay	-	28	66	7	101
North West	1	13	5	3	22
Northern	-	47	157	26	230
South Coast	2	178	386	106	672
South West	1	16	2	-	19
Sunshine Coast	4	326	656	177	1,163
West Moreton	10	98	139	15	262
Wide Bay	15	202	245	40	502
Total	61	2,354	3,882	675	6,972
WA					
Goldfields	-	13	28	4	45
Great Southern	1	19	92	32	144
Kimberley	-	9	22	1	32
Metro East	1	101	402	122	626
Metro North	6	174	571	147	898
Metro South East	1	107	351	143	602
Metro South West	-	100	489	158	747
Mid West	-	7	35	33	75
Pilbara	-	3	10	1	14
South West	-	20	197	86	303
Wheatbelt	-	43	137	23	203
Total	9	596	2,334	750	3,689

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	9	82	58	4	153
Flinders & Far North	-	15	33	-	48
Hills, Mallee & Southern	1	76	221	61	359
Metro East	-	143	295	44	482
Metro North	9	230	560	84	883
Metro South	-	118	553	144	815
Metro West	-	157	303	43	503
Mid North	-	14	35	6	55
Riverland	-	12	55	15	82
South East	2	39	56	7	104
Yorke, Lower North & Barossa	1	79	149	38	267
Total	22	965	2,318	446	3,751
TAS					
North Western	2	74	151	27	254
Northern	5	73	115	25	218
Southern	7	219	312	45	583
Total	14	366	578	97	1,055
ACT					
Total	-	108	220	99	427
NT					
Alice Springs	2	12	25	1	40
Barkly	-	1	6	-	7
Darwin	-	39	91	7	137
East Arnhem	-	6	11	2	19
Katherine	-	4	17	2	23
Total	2	62	150	12	226
UNKNOWN ACPR					
Total	-	17	27	7	51
NATIONAL					
Total	348	11,465	22,253	4,678	38,744

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 2023, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	5	362	586	154	1,107
Central West	1	140	374	91	606
Far North Coast	18	338	695	222	1,273
Hunter	14	334	588	241	1,177
Illawarra	5	153	705	124	987
Inner West	2	184	694	245	1,125
Mid North Coast	14	416	805	177	1,412
Nepean	2	155	343	82	582
New England	5	97	254	45	401
Northern Sydney	21	411	1,003	468	1,903
Orana Far West	6	166	332	47	551
Riverina/Murray	11	171	380	72	634
South East Sydney	8	516	1,466	339	2,329
South West Sydney	14	430	1,137	245	1,826
Southern Highlands	2	243	426	126	797
Western Sydney	20	332	771	247	1,370
Total	148	4,448	10,559	2,925	18,080
VIC					
Barwon-South Western	1	199	623	251	1,074
Eastern Metro	50	889	1,558	549	3,046
Gippsland	3	180	471	123	777
Grampians	-	136	380	126	642
Hume	8	122	196	13	339
Loddon-Mallee	2	136	266	134	538
Northern Metro	17	494	1,160	350	2,021
Southern Metro	8	445	1,450	508	2,411
Western Metro	3	344	699	152	1,198
Total	92	2,945	6,803	2,206	12,046

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	3	203	521	142	869
Brisbane South	8	348	667	160	1,183
Cabool	6	250	600	146	1,002
Central West	-	5	5	1	11
Darling Downs	6	187	285	36	514
Far North	-	307	409	60	776
Fitzroy	-	81	293	59	433
Logan River Valley	5	110	295	110	520
Mackay	-	29	87	16	132
North West	1	13	14	6	34
Northern	-	49	217	51	317
South Coast	2	182	482	212	878
South West	1	16	9	-	26
Sunshine Coast	4	330	858	292	1,484
West Moreton	10	107	226	49	392
Wide Bay	15	217	365	98	695
Total	61	2,434	5,333	1,438	9,266
WA					
Goldfields	-	13	33	11	57
Great Southern	1	19	100	43	163
Kimberley	-	9	28	5	42
Metro East	1	101	457	226	785
Metro North	6	185	839	354	1,384
Metro South East	1	111	428	227	767
Metro South West	-	102	588	268	958
Mid West	-	7	38	41	86
Pilbara	-	3	12	1	16
South West	-	20	212	125	357
Wheatbelt	-	43	152	36	231
Total	9	613	2,887	1,337	4,846

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	9	82	83	6	180
Flinders & Far North	-	15	41	1	57
Hills, Mallee & Southern	1	80	279	94	454
Metro East	-	145	366	85	596
Metro North	9	237	712	170	1,128
Metro South	-	118	615	203	936
Metro West	-	159	369	87	615
Mid North	-	14	37	7	58
Riverland	-	12	66	22	100
South East	2	41	85	13	141
Yorke, Lower North & Barossa	1	79	174	47	301
Total	22	982	2,827	735	4,566
TAS					
North Western	2	76	176	59	313
Northern	5	74	158	50	287
Southern	7	222	411	106	746
Total	14	372	745	215	1,346
ACT					
Total	-	109	270	164	543
NT					
Alice Springs	2	12	36	5	55
Barkly	-	1	6	-	7
Darwin	-	39	116	27	182
East Arnhem	-	6	16	3	25
Katherine	-	4	20	4	28
Total	2	62	194	39	297
UNKNOWN ACPR					
Total	-	17	30	7	54
NATIONAL					
Total	348	11,982	29,648	9,066	51,044

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 2023 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	56	347	228	123	754
Central West	12	122	105	74	313
Far North Coast	91	340	226	100	757
Hunter	50	282	202	229	763
Illawarra	33	210	236	118	597
Inner West	13	196	213	129	551
Mid North Coast	77	384	318	178	957
Nepean	20	147	143	55	365
New England	16	121	61	52	250
Northern Sydney	93	488	318	222	1,121
Orana Far West	27	142	110	40	319
Riverina/Murray	38	183	89	57	367
South East Sydney	41	519	401	186	1,147
South West Sydney	102	425	243	170	940
Southern Highlands	16	213	139	49	417
Western Sydney	83	381	230	148	842
Total	768	4,500	3,262	1,930	10,460
VIC					
Barwon-South Western	17	247	216	264	744
Eastern Metro	170	882	549	464	2,065
Gippsland	30	194	140	166	530
Grampians	16	160	108	97	381
Hume	39	148	67	10	264
Loddon-Mallee	23	127	115	94	359
Northern Metro	72	473	477	402	1,424
Southern Metro	31	565	490	623	1,709
Western Metro	3	347	293	229	872
Total	401	3,143	2,455	2,349	8,348

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	10	204	144	133	491
Brisbane South	21	297	259	186	763
Cabool	29	235	158	174	596
Central West	-	7	6	-	13
Darling Downs	38	200	102	40	380
Far North	20	321	181	71	593
Fitzroy	7	79	166	82	334
Logan River Valley	13	140	87	78	318
Mackay	2	37	30	18	87
North West	2	14	2	6	24
Northern	2	62	108	94	266
South Coast	16	197	122	113	448
South West	3	16	6	3	28
Sunshine Coast	40	367	336	525	1,268
West Moreton	26	79	41	26	172
Wide Bay	27	184	157	131	499
Total	256	2,439	1,905	1,680	6,280
WA					
Goldfields	-	11	26	13	50
Great Southern	1	11	29	41	82
Kimberley	-	12	17	10	39
Metro East	2	126	156	171	455
Metro North	28	216	208	215	667
Metro South East	10	119	130	206	465
Metro South West	4	156	236	319	715
Mid West	-	10	22	32	64
Pilbara	2	5	11	1	19
South West	1	27	89	111	228
Wheatbelt	-	54	104	75	233
Total	48	747	1,028	1,194	3,017

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	24	84	32	10	150
Flinders & Far North	6	31	11	-	48
Hills, Mallee & Southern	7	82	84	83	256
Metro East	3	140	188	100	431
Metro North	47	346	236	177	806
Metro South	2	87	238	277	604
Metro West	3	140	200	119	462
Mid North	1	19	16	3	39
Riverland	1	26	41	39	107
South East	7	69	23	3	102
Yorke, Lower North & Barossa	11	76	71	32	190
Total	112	1,100	1,140	843	3,195
TAS					
North Western	4	71	50	47	172
Northern	4	71	47	34	156
Southern	30	194	119	60	403
Total	38	336	216	141	731
ACT					
Total	2	142	114	183	441
NT					
Alice Springs	2	8	6	4	20
Barkly	-	3	3	2	8
Darwin	3	42	57	26	128
East Arnhem	-	6	3	2	11
Katherine	-	7	5	5	17
Total	5	66	74	39	184
UNKNOWN ACPR					
Total	2	18	12	4	36
NATIONAL					
Total	1,632	12,491	10,206	8,363	32,692

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