



Australian Government
Department of Health and Aged Care

HOME CARE PACKAGES PROGRAM

Data Report 4th Quarter 2022-23

1 April – 30 June 2023

November 2023



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Executive Summary

- At 30 June 2023, 277,612 people had access to a Home Care Package (HCP). This is a 17% (40,684) increase since 30 June 2022 (236,928).
- Of the 277,612 people, 258,374 were in an HCP with the remaining 19,238 people assigned an HCP and considering whether to take up their offer.
- The 258,374 people in an HCP at 30 June 2023 represented a 20% (42,631) increase since 30 June 2022 (215,743).
- In the June 2023 quarter, 24,664 people entered an HCP for the first time.
- At 30 June 2023, there were 28,665 people waiting in the National Priority System (NPS) for an HCP at their approved level. This is a 42% decrease since 30 June 2022 (49,717).
- There were 37,336 approvals for an HCP in the June 2023 quarter.
- There were 44,850 HCPs released in the June 2023 quarter, at an average of 3,450 per week.
- There were 923 approved HCP providers with a home care service at 30 June 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 April 2023 and 30 June 2023. The estimated wait times are shown for 31 October 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 37,336 HCP approvals in the June 2023 quarter (Table 2). This was 4% (1,382) more than the approvals in the March 2023 quarter (35,954).

Table 2: Number of HCP approvals in June 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	5	710	118	4,168	431	4,489	716	1,878	12,515	33.5%
VIC	1	353	72	2,910	515	2,761	1,276	1,354	9,242	24.8%
QLD	-	282	59	2,428	564	2,134	885	786	7,138	19.1%
WA	-	39	11	658	145	1,220	582	880	3,535	9.5%
SA	-	101	5	995	101	1,316	224	602	3,344	9.0%
TAS	-	27	-	287	1	349	18	145	827	2.2%
ACT	-	4	3	139	44	122	123	67	502	1.3%
NT	-	1	1	52	1	90	11	40	196	0.5%
Unknown	-	-	2	13	3	10	6	3	37	0.1%
Sub-total	6	1,517	271	11,650	1,805	12,491	3,841	5,755	37,336	100.0%
Total	1,523		11,921		14,296		9,596		37,336	100.0%
Share	4.1%		31.9%		38.3%		25.7%		100.0%	

Key point

- There were 37,336 approvals for an HCP in the June 2023 quarter.

2. HOME CARE SERVICE DELIVERY

NUMBER OF PEOPLE IN AN HCP

- There were 258,374 people in an HCP at 30 June 2023 (Table 3). This was an increase of 4% (9,417) since 31 March 2023 (248,957), and a 20% (42,631) increase since 30 June 2022 (215,743) (Chart 1).
- In addition to the 258,374 people in an HCP at 30 June 2023, a further 19,238 people were assigned an HCP and were considering whether to take up their offer.

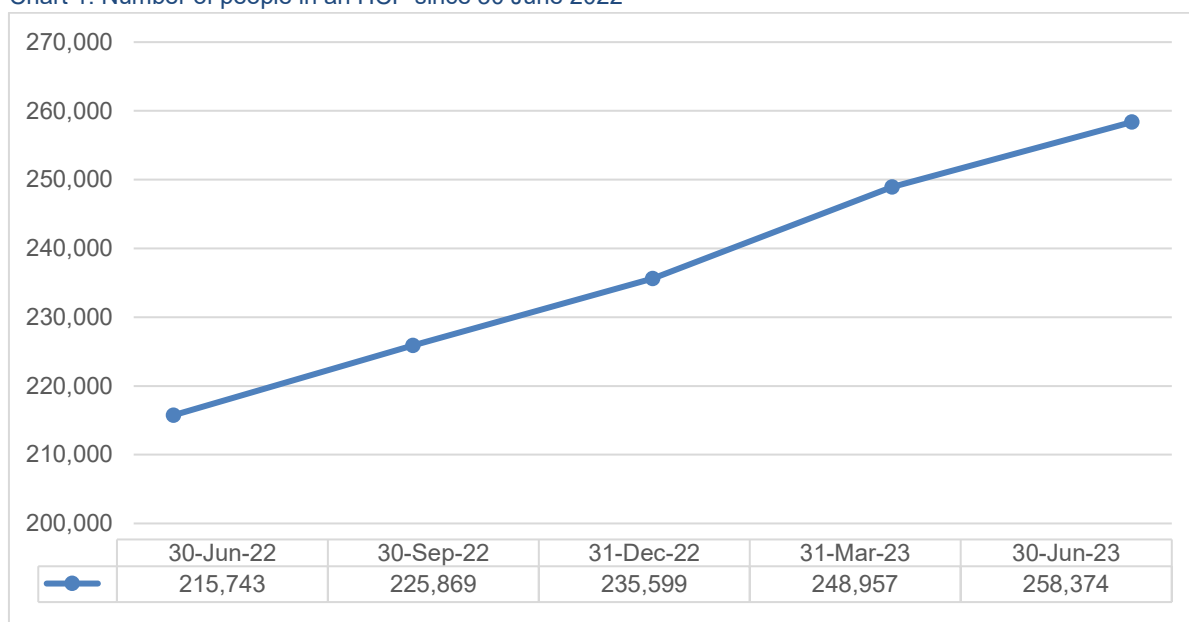
Table 3: Number of people in an HCP by level and state and territory, at 30 June 2023

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	6,720	37,884	28,340	13,329	86,273	33.4%
VIC	3,294	30,437	21,416	15,008	70,155	27.2%
QLD	2,128	18,988	17,538	10,564	49,218	19.0%
WA	263	4,839	7,268	7,658	20,028	7.8%
SA	765	8,024	9,277	4,847	22,913	8.9%
TAS	235	2,234	2,309	1,110	5,888	2.3%
ACT	33	861	871	958	2,723	1.1%
NT	1	399	425	333	1,158	0.4%
Unknown	0	10	3	5	18	0.0%
Total	13,439	103,676	87,447	53,812	258,374	100.0%
Share	5.2%	40.1%	33.8%	20.8%	100.0%	

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

- Data on the number of people in an HCP at 30 June 2023 by Aged Care Planning Region (ACPR) can be found at Appendix A.

Chart 1: Number of people in an HCP since 30 June 2022



- Table 4 provides a breakdown of the proportion of people in an 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 an HCP at the last day of the quarter, by MMM Classification

MMM	30-Jun-22	30-Sep-22	31-Dec-22	31-Mar-23	30-Jun-23
1	65.8%	65.9%	66.0%	66.1%	66.5%
2	9.2%	9.3%	9.3%	9.3%	9.1%
3	9.7%	9.6%	9.5%	9.5%	9.5%
4	5.4%	5.3%	5.3%	5.2%	5.6%
5	8.6%	8.6%	8.6%	8.6%	8.0%
6	0.9%	0.9%	0.9%	0.9%	0.8%
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 an HCP, not the address of their provider.

NUMBER OF NEW ENTRIES TO AN HCP

- There were 24,664 new entries to an HCP in the June 2023 quarter (Table 5).

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

State	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	669	3,825	2,602	736	7,832	31.8%
VIC	318	2,854	2,113	1124	6,409	26.0%
QLD	288	2,313	1,700	617	4,918	19.9%
WA	32	568	939	593	2,132	8.6%
SA	75	890	1038	402	2,405	9.8%
TAS	20	261	217	51	549	2.2%
ACT	2	93	127	87	309	1.3%
NT	-	46	49	15	110	0.4%
Unknown	-	-	-	-	-	-
Total	1,404	10,850	8,785	3,625	24,664	100.0%
Share	5.7%	44.0%	35.6%	14.7%	100.0%	

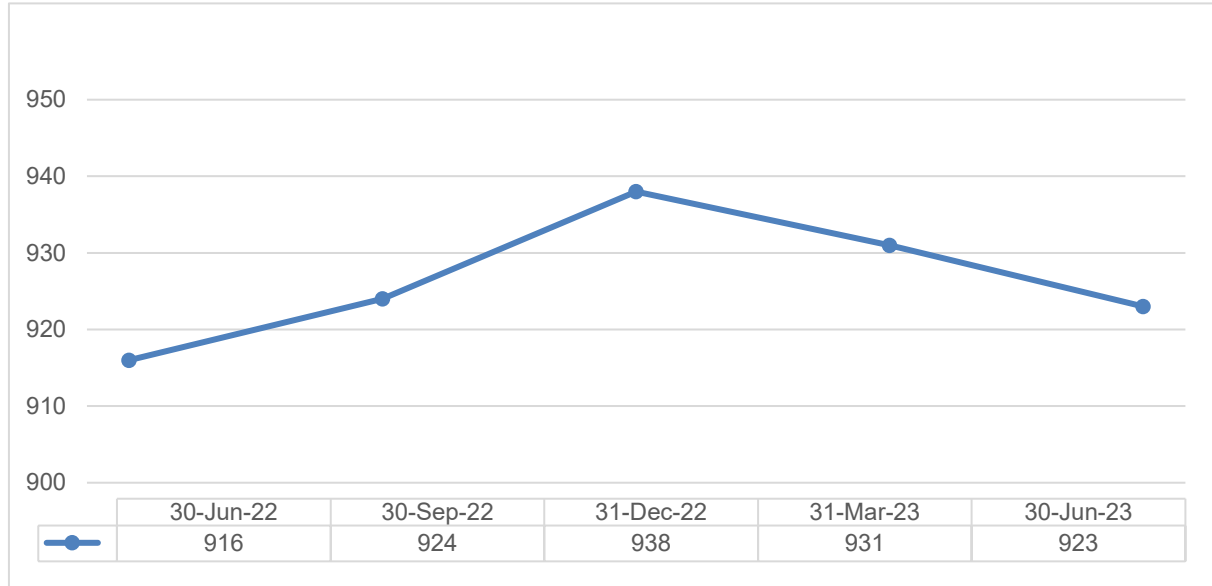
Note: Location is based on the address of the person entering an HCP, not the address of their provider.

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

NUMBER OF APPROVED HCP PROVIDERS

- There were 923 approved HCP providers at 30 June 2023 (Chart 2). This was a decrease of 1% (eight providers) from 31 March 2023 (931) and an increase of 1% (seven providers) since 30 June 2022 (916).

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

Key points

- There were 258,374 people receiving care in an HCP at 30 June 2023.
- There were 24,664 new entries to an HCP in the June 2023 quarter.
- There were 923 approved HCP providers at 30 June 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 an 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 an HCP approval and placed in the NPS will enter home care.
- There were 28,665 people in the NPS who were waiting on an HCP at their approved level at 30 June 2023. Of these people, 28,245 (99%) are in an interim level HCP and/or approved for CHSP services.

PEOPLE WHO HAVE NOT YET BEEN OFFERED AN HCP

- At 30 June 2023, there were 21,816 people who were seeking an 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 an HCP, who had been approved to access CHSP, by level of approval at 30 June 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	821	780	95.0%
Level 2	6,982	6,853	98.2%
Level 3	10,944	10,784	98.5%
Level 4	3,069	2,979	97.1%
Total	21,816	21,396	98.1%

PEOPLE WHO ARE IN AN INTERIM HCP

- At 30 June 2023, there were 6,849 people who are in an interim HCP while they wait for an HCP at their approved level (Table 7).

Table 7: Number of people who had been offered an HCP while they wait for their approved level, by response category and level of approval at 30 June 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</u> take up their offer
Level 1	-	-	-
Level 2	247	18	2
Level 3	3,388	89	82
Level 4	2,859	99	65
Total	6,494	206	149

DISTRIBUTION OF PEOPLE ACROSS STATES AND TERRITORIES

- Table 8 shows the state and territory distribution of people who had not been offered an HCP at 30 June 2023.

Table 8: Number of people waiting on an HCP at their approved level without an interim HCP, by state and territory of residence and level of approval at 30 June 2023

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	390	2,433	3,666	790	7,279	33.4%
VIC	194	1,765	2,571	856	5,386	24.7%
QLD	141	1,483	1,751	372	3,747	17.2%
WA	25	386	1,158	512	2,081	9.5%
SA	53	617	1,263	406	2,339	10.7%
TAS	11	163	313	64	551	2.5%
ACT	6	93	115	46	260	1.2%
NT	1	32	95	20	148	0.7%
Unknown	-	10	12	3	25	0.1%
Total	821	6,982	10,944	3,069	21,816	100.0%
Share	3.8%	32.0%	50.2%	14.1%	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 an HCP at 30 June 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 an HCP at their approved level as at 30 June 2023 and includes people represented in Table 8.

Table 9: Number of people waiting on an HCP at their approved level by state and territory of residence and level of approval at 30 June 2023

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	390	2,577	5,172	1,961	10,100	35.2%
VIC	194	1,819	3,268	1,417	6,698	23.4%
QLD	141	1,526	2,467	859	4,993	17.4%
WA	25	391	1,433	912	2,761	9.6%
SA	53	634	1,501	669	2,857	10.0%
TAS	11	166	397	148	722	2.5%
ACT	6	94	141	80	321	1.1%
NT	1	32	112	43	188	0.7%
Unknown	-	10	12	3	25	0.1%
Total	821	7,249	14,503	6,092	28,665	100.0%
Share	2.9%	25.3%	50.6%	21.3%	100.0%	

- The number of people waiting on an HCP at their approved level at 30 June 2023, by ACPR, is found in Appendix E.

WAIT TIMES

- All people approved for an 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 October 2023, for a person with a medium priority approval joining the NPS for an HCP by level, are provided in Table 10.

Table 10: Estimated wait time for people entering the NPS on 31 October 2023 by HCP level

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

NUMBER OF HCPS RELEASED

- The department released 44,850 HCPs during the June 2023 quarter (Table 11), at an average of 3,450 per week.

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

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	1,038	6,387	4,930	2,148	14,503	32.3%
VIC	539	4,810	3,877	2,710	11,936	26.6%
QLD	443	3,549	2,728	1,625	8,345	18.6%
WA	57	1,068	1,530	1,328	3,983	8.9%
SA	148	1,565	1,634	770	4,117	9.2%
TAS	40	478	389	168	1,075	2.4%
ACT	6	207	204	191	608	1.4%
NT	-	92	96	53	241	0.5%
Unknown	4	19	12	7	42	0.1%
Total	2,275	18,175	15,400	9,000	44,850	100.0%
Share	5.1%	40.5%	34.3%	20.1%	100.0%	

- Of the HCPs released in the June 2023 quarter, 15% (6,781) were offered as upgrades to people already in an interim HCP. The other 85% (38,069) were offered to people who were not in an interim level HCP (Table 12).

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

Release type	Level 1	Level 2	Level 3	Level 4	Total
New packages	2,275	17,661	12,321	5,812	38,069
Upgrades	0	514	3,079	3,188	6,781
Total	2,275	18,175	15,400	9,000	44,850
% released that were new	100.0%	97.2%	80.0%	64.6%	84.9%

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

Key points

- At 30 June 2023, there were 28,665 people who were waiting for an HCP at their approved level.
- 44,850 HCPs were released during the June 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 an HCP or waiting for an HCP is proportionately less for their population size relative to the rest of the population (3.2%). 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 7,986 First Nations peoples in an HCP at 30 June 2023 (Table 14). This was an increase of 15% (1,029) since 30 June 2022 (6,957). The 7,986 people accounted for 3% of the 258,374 people in an HCP (Table 3).

Table 14: Number of First Nations peoples in an HCP by level and state and territory at 30 June 2023

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	223	1,522	1,186	554	3,485	43.6%
VIC	25	486	242	213	966	12.1%
QLD	33	618	618	396	1,665	20.8%
WA	2	129	196	180	507	6.3%
SA	27	241	218	131	617	7.7%
TAS	14	91	107	37	249	3.1%
ACT	1	19	17	18	55	0.7%
NT	0	197	141	94	432	5.4%
Unknown	0	7	3	0	10	0.1%
Total	325	3,310	2,728	1,623	7,986	100.0%
Share	4.1%	41.4%	34.2%	20.3%	100.0%	

Note: The 7,986 First Nations people are a subset of the 258,374 people in an HCP recorded for all of Australia.

- There were 632 First Nations peoples at 30 June 2023 who were waiting for an HCP at their approved level (Table 15). This was a decrease of 39% (401) since 30 June 2022 (1,033). The 632 people accounted for 2% of the 28,665 people waiting for an HCP at their approved level (Table 9).

Table 15: Number of First Nations peoples waiting on an HCP at their approved level by state and territory of residence and level of approval at 30 June 2023

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	7	57	131	36	231	36.6%
VIC	1	15	15	5	36	5.7%
QLD	6	47	57	23	133	21.0%
WA	1	5	45	26	77	12.2%
SA	2	14	21	12	49	7.8%
TAS	1	4	12	1	18	2.8%
ACT	-	3	4	-	7	1.1%
NT	-	11	42	11	64	10.1%
Unknown	-	9	8	-	17	2.7%
Total	18	165	335	114	632	100.0%
Share	2.8%	26.1%	53.0%	18.0%	100.0%	

Note: The 632 First Nations people are a subset of the 28,665 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	AN 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 an HCP at 30 June 2023, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	312	2,238	1,750	695	4,995
Central West	81	668	533	271	1,553
Far North Coast	487	2,938	1,820	843	6,088
Hunter	870	3,458	2,154	1,437	7,919
Illawarra	369	2,108	1,570	626	4,673
Inner West	204	2,242	2,046	960	5,452
Mid North Coast	556	3,127	2,764	1,370	7,817
Nepean	118	1,147	1,029	454	2,748
New England	101	730	569	231	1,631
Northern Sydney	688	3,434	2,513	1,399	8,034
Orana Far West	257	885	536	230	1,908
Riverina/Murray	457	2,029	1,292	543	4,321
South East Sydney	499	3,721	2,948	1,206	8,374
South West Sydney	1,004	4,101	2,770	1,155	9,030
Southern Highlands	123	1,662	1,068	504	3,357
Western Sydney	594	3,396	2,978	1,405	8,373
Total	6,720	37,884	28,340	13,329	86,273
VIC					
Barwon-South Western	128	2,381	1,836	1,370	5,715
Eastern Metro	1,430	6,996	3,775	2,949	15,150
Gippsland	430	2,455	1,788	1,139	5,812
Grampians	73	1,417	866	507	2,863
Hume	210	1,342	588	325	2,465
Loddon-Mallee	181	1,588	957	694	3,420
Northern Metro	417	4,773	3,368	2,629	11,187
Southern Metro	334	6,040	5,302	3,459	15,135
Western Metro	91	3,445	2,936	1,936	8,408
Total	3,294	30,437	21,416	15,008	70,155

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	107	1,343	1,395	870	3,715
Brisbane South	269	2,088	2,237	1,262	5,856
Cabool	229	1,940	1,869	953	4,991
Central West	6	34	18	12	70
Darling Downs	290	1,639	1,209	723	3,861
Far North	70	1,550	932	363	2,915
Fitzroy	67	1,096	1,298	425	2,886
Logan River Valley	94	1,041	1,052	702	2,889
Mackay	19	303	201	82	605
North West	3	70	46	22	141
Northern	67	1,003	1,094	728	2,892
South Coast	170	1,546	1,422	1,085	4,223
South West	18	86	40	21	165
Sunshine Coast	146	2,603	2,851	2,477	8,077
West Moreton	182	696	468	231	1,577
Wide Bay	391	1,950	1,406	608	4,355
Total	2,128	18,988	17,538	10,564	49,218
WA					
Goldfields	1	51	89	63	204
Great Southern	5	111	270	302	688
Kimberley	1	85	48	27	161
Metro East	18	597	1,006	1,095	2,716
Metro North	130	1,548	1,844	1,451	4,973
Metro South East	68	818	1,116	1,343	3,345
Metro South West	28	1,132	1,833	2,120	5,113
Mid West	1	60	94	108	263
Pilbara	-	11	30	22	63
South West	4	190	434	624	1,252
Wheatbelt	7	236	504	503	1,250
Total	263	4,839	7,268	7,658	20,028

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	117	496	238	64	915
Flinders & Far North	28	135	99	24	286
Hills, Mallee & Southern	135	1,207	835	452	2,629
Metro East	20	859	1,394	656	2,929
Metro North	312	2,020	1,968	819	5,119
Metro South	14	944	1,935	1,590	4,483
Metro West	41	1,054	1,778	819	3,692
Mid North	16	200	112	25	353
Riverland	13	257	249	135	654
South East	45	320	210	67	642
Yorke, Lower North & Barossa	24	532	459	196	1,211
Total	765	8,024	9,277	4,847	22,913
TAS					
North Western	82	588	567	264	1,501
Northern	66	548	596	317	1,527
Southern	87	1,098	1,146	529	2,860
Total	235	2,234	2,309	1,110	5,888
ACT					
Total	33	861	871	958	2,723
NT					
Alice Springs	-	96	83	46	225
Barkly	-	6	3	2	11
Darwin	1	201	271	247	720
East Arnhem	-	71	39	22	132
Katherine	-	25	29	16	70
Total	1	399	425	333	1,158
UNKNOWN ACPR					
Total	-	10	3	5	18
NATIONAL					
Total	13,439	103,676	87,447	53,812	258,374

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

Appendix B – Number of new entries to an HCP in the June 2023 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	51	322	178	24	575
Central West	14	123	69	18	224
Far North Coast	81	370	150	25	626
Hunter	52	260	171	99	582
Illawarra	17	151	122	32	322
Inner West	16	164	166	74	420
Mid North Coast	65	305	255	55	680
Nepean	16	153	129	37	335
New England	9	80	53	22	164
Northern Sydney	66	310	235	86	697
Orana Far West	20	104	64	15	203
Riverina/Murray	28	164	95	15	302
South East Sydney	32	330	297	73	732
South West Sydney	124	420	285	77	906
Southern Highlands	16	178	98	11	303
Western Sydney	62	391	235	73	761
Total	669	3,825	2,602	736	7,832
VIC					
Barwon-South Western	9	261	206	120	596
Eastern Metro	110	623	375	245	1,353
Gippsland	42	212	165	80	499
Grampians	5	137	105	43	290
Hume	36	148	31	2	217
Loddon-Mallee	15	150	107	34	306
Northern Metro	52	513	318	165	1,048
Southern Metro	34	438	524	336	1,332
Western Metro	15	372	282	99	768
Total	318	2,854	2,113	1,124	6,409

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	9	125	134	42	310
Brisbane South	47	253	256	76	632
Cabool	22	175	156	53	406
Central West	-	3	2	-	5
Darling Downs	52	206	97	20	375
Far North	8	273	80	19	380
Fitzroy	5	102	81	25	213
Logan River Valley	9	118	93	29	249
Mackay	-	36	37	2	75
North West	-	5	5	1	11
Northern	9	86	88	27	210
South Coast	24	131	140	67	362
South West	2	6	3	2	13
Sunshine Coast	25	410	338	204	977
West Moreton	31	106	45	8	190
Wide Bay	45	278	145	42	510
Total	288	2,313	1,700	617	4,918
WA					
Goldfields	-	10	24	7	41
Great Southern	-	20	34	22	76
Kimberley	-	2	2	1	5
Metro East	4	64	141	102	311
Metro North	17	167	205	90	479
Metro South East	8	89	143	85	325
Metro South West	3	152	238	187	580
Mid West	-	14	13	13	40
Pilbara	-	5	3	1	9
South West	-	10	83	48	141
Wheatbelt	-	35	53	37	125
Total	32	568	939	593	2,132

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	22	64	22	-	108
Flinders & Far North	1	10	3	-	14
Hills, Mallee & Southern	6	134	97	50	287
Metro East	1	117	164	36	318
Metro North	31	223	229	46	529
Metro South	-	72	229	187	488
Metro West	6	131	171	49	357
Mid North	2	8	10	1	21
Riverland	5	25	18	10	58
South East	1	42	29	2	74
Yorke, Lower North & Barossa	-	64	66	21	151
Total	75	890	1,038	402	2,405
TAS					
North Western	3	58	78	18	157
Northern	5	54	37	16	112
Southern	12	149	102	17	280
Total	20	261	217	51	549
ACT					
Total	2	93	127	87	309
NT					
Alice Springs	-	7	16	5	28
Barkly	-	1	-	-	1
Darwin	-	28	29	7	64
East Arnhem	-	9	2	2	13
Katherine	-	1	2	1	4
Total	-	46	49	15	110
UNKNOWN					
Total	-	-	-	-	-
NATIONAL					
Total	1,404	10,850	8,785	3,625	24,664

Note: Location is based on the address of the person who entered into an HCP during the June 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-22	31-Mar-23	30-Jun-23
NSW			
Central Coast	28	30	30
Central West	20	22	22
Far North Coast	41	43	43
Hunter	63	66	65
Illawarra	41	42	42
Inner West	43	45	45
Mid North Coast	53	56	56
Nepean	16	19	18
New England	26	28	28
Northern Sydney	48	47	47
Orana Far West	21	21	21
Riverina/Murray	39	40	41
South East Sydney	64	65	66
South West Sydney	57	63	63
Southern Highlands	28	30	30
Western Sydney	56	67	67
VIC			
Barwon-South Western	36	39	39
Eastern Metro	67	71	70
Gippsland	27	27	27
Grampians	26	27	28
Hume	34	36	36
Loddon-Mallee	22	22	21
Northern Metro	46	50	50
Southern Metro	70	74	75
Western Metro	62	67	67

State/territory	31-Mar-22	31-Dec-22	31-Mar-23
QLD			
Brisbane North	51	51	51
Brisbane South	59	63	65
Cabool	27	26	26
Central West	10	10	10
Darling Downs	33	35	35
Far North	23	24	25
Fitzroy	26	27	27
Logan River Valley	35	37	37
Mackay	18	18	19
North West	7	7	7
Northern	25	26	26
South Coast	39	38	39
South West	4	4	4
Sunshine Coast	45	44	44
West Moreton	24	25	26
Wide Bay	25	26	27
WA			
Goldfields	9	9	9
Great Southern	6	7	7
Kimberley	8	8	8
Metro East	33	39	39
Metro North	36	37	37
Metro South East	27	27	27
Metro South West	22	22	22
Mid West	6	6	6
Pilbara	8	8	8
South West	14	15	15
Wheatbelt	9	9	10

State/territory	30-Jun-22	31-Mar-23	30-Jun-23
SA			
Eyre Peninsula	6	6	6
Flinders & Far North	10	10	10
Hills, Mallee & Southern	13	12	12
Metro East	46	47	48
Metro North	16	18	18
Metro South	12	12	12
Metro West	25	25	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	14
Northern	15	16	15
Southern	35	35	35
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 an HCP at their approved level at 30 June 2023, 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	37	212	190	12	451
Central West	6	76	145	22	249
Far North Coast	44	218	188	34	484
Hunter	9	111	163	50	333
Illawarra	19	105	329	37	490
Inner West	10	83	284	111	488
Mid North Coast	41	246	291	30	608
Nepean	10	103	170	16	299
New England	5	51	64	13	133
Northern Sydney	47	216	369	113	745
Orana Far West	13	75	91	7	186
Riverina/Murray	31	120	94	6	251
South East Sydney	21	255	566	161	1,003
South West Sydney	51	271	344	71	737
Southern Highlands	6	106	133	19	264
Western Sydney	40	185	245	88	558
Total	390	2,433	3,666	790	7,279
VIC					
Barwon-South Western	22	141	270	120	553
Eastern Metro	79	515	556	204	1,354
Gippsland	8	119	152	53	332
Grampians	5	77	131	29	242
Hume	21	107	76	5	209
Loddon-Mallee	3	77	130	62	272
Northern Metro	33	276	465	113	887
Southern Metro	19	269	509	191	988
Western Metro	4	184	282	79	549
Total	194	1,765	2,571	856	5,386

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	10	115	149	35	309
Brisbane South	23	197	243	30	493
Cabool	16	165	173	21	375
Central West	-	1	5	1	7
Darling Downs	24	99	107	16	246
Far North	1	120	127	9	257
Fitzroy	1	51	101	9	162
Logan River Valley	7	64	100	35	206
Mackay	-	13	38	5	56
North West	-	3	-	1	4
Northern	4	38	76	20	138
South Coast	5	112	179	83	379
South West	2	8	3	-	13
Sunshine Coast	16	279	282	71	648
West Moreton	16	62	41	13	132
Wide Bay	16	156	127	23	322
Total	141	1,483	1,751	372	3,747
WA					
Goldfields	-	9	15	3	27
Great Southern	-	7	41	19	67
Kimberley	-	2	11	1	14
Metro East	3	58	216	116	393
Metro North	9	118	267	89	483
Metro South East	6	67	164	93	330
Metro South West	5	83	268	112	468
Mid West	-	5	22	17	44
Pilbara	1	2	7	3	13
South West	1	18	83	42	144
Wheatbelt	-	17	64	17	98
Total	25	386	1,158	512	2,081

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	6	51	30	4	91
Flinders & Far North	5	15	13	1	34
Hills, Mallee & Southern	1	56	97	39	193
Metro East	1	67	165	25	258
Metro North	24	202	316	72	614
Metro South	-	58	309	190	557
Metro West	1	67	154	25	247
Mid North	-	13	21	4	38
Riverland	1	5	34	14	54
South East	7	30	32	-	69
Yorke, Lower North & Barossa	7	53	92	32	184
Total	53	617	1,263	406	2,339
TAS					
North Western	5	33	85	19	142
Northern	1	47	64	17	129
Southern	5	83	164	28	280
Total	11	163	313	64	551
ACT					
Total	6	93	115	46	260
NT					
Alice Springs	-	6	19	5	30
Barkly	-	-	-	-	-
Darwin	1	20	64	11	96
East Arnhem	-	2	6	2	10
Katherine	-	4	6	2	12
Total	1	32	95	20	148
UNKNOWN ACPR					
Total	-	10	12	3	25
NATIONAL					
Total	821	6,982	10,944	3,069	21,816

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

Appendix E – Number of people waiting on an HCP at their approved level at 30 June 2023, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	37	218	295	62	612
Central West	6	79	194	62	341
Far North Coast	44	232	335	139	750
Hunter	9	112	227	110	458
Illawarra	19	108	423	100	650
Inner West	10	88	353	183	634
Mid North Coast	41	260	423	122	846
Nepean	10	105	225	47	387
New England	5	53	85	23	166
Northern Sydney	47	232	505	267	1,051
Orana Far West	13	79	158	47	297
Riverina/Murray	31	136	152	46	365
South East Sydney	21	268	741	308	1,338
South West Sydney	51	290	469	146	956
Southern Highlands	6	108	203	83	400
Western Sydney	40	209	384	216	849
Total	390	2,577	5,172	1,961	10,100
VIC					
Barwon-South Western	22	151	327	187	687
Eastern Metro	79	535	781	360	1,755
Gippsland	8	126	183	92	409
Grampians	5	77	154	54	290
Hume	21	111	112	13	257
Loddon-Mallee	3	79	175	96	353
Northern Metro	33	285	563	202	1,083
Southern Metro	19	270	603	291	1,183
Western Metro	4	185	370	122	681
Total	194	1,819	3,268	1,417	6,698

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	10	118	196	62	386
Brisbane South	23	201	361	95	680
Cabool	16	170	234	75	495
Central West	-	1	6	1	8
Darling Downs	24	103	147	33	307
Far North	1	122	192	36	351
Fitzroy	1	51	130	27	209
Logan River Valley	7	65	135	81	288
Mackay	-	13	48	8	69
North West	-	3	2	1	6
Northern	4	42	112	41	199
South Coast	5	114	233	141	493
South West	2	9	6	1	18
Sunshine Coast	16	283	387	158	844
West Moreton	16	69	68	28	181
Wide Bay	16	162	210	71	459
Total	141	1,526	2,467	859	4,993
WA					
Goldfields	-	9	20	8	37
Great Southern	-	7	51	39	97
Kimberley	-	2	16	2	20
Metro East	3	59	244	188	494
Metro North	9	120	349	191	669
Metro South East	6	69	214	168	457
Metro South West	5	83	329	189	606
Mid West	-	5	24	19	48
Pilbara	1	2	9	6	18
South West	1	18	100	78	197
Wheatbelt	-	17	77	24	118
Total	25	391	1,433	912	2,761

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	6	52	37	7	102
Flinders & Far North	5	15	17	1	38
Hills, Mallee & Southern	1	58	123	73	255
Metro East	1	67	192	57	317
Metro North	24	211	389	127	751
Metro South	-	59	350	283	692
Metro West	1	67	181	46	295
Mid North	-	13	22	5	40
Riverland	1	5	43	23	72
South East	7	32	38	4	81
Yorke, Lower North & Barossa	7	55	109	43	214
Total	53	634	1,501	669	2,857
TAS					
North Western	5	34	102	32	173
Northern	1	49	85	34	169
Southern	5	83	210	82	380
Total	11	166	397	148	722
ACT					
Total	6	94	141	80	321
NT					
Alice Springs	-	6	21	6	33
Barkly	-	-	-	-	-
Darwin	1	20	76	28	125
East Arnhem	-	2	8	6	16
Katherine	-	4	7	3	14
Total	1	32	112	43	188
UNKNOWN ACPR					
Total	-	10	12	3	25
NATIONAL					
Total	821	7,249	14,503	6,092	28,665

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

Appendix F – Number of HCPs released in the June 2023 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	83	501	364	106	1,054
Central West	27	196	161	71	455
Far North Coast	91	561	331	126	1,109
Hunter	75	383	266	233	957
Illawarra	37	282	297	98	714
Inner West	21	296	288	163	768
Mid North Coast	92	486	446	220	1,244
Nepean	27	209	194	85	515
New England	17	123	81	50	271
Northern Sydney	127	719	515	242	1,603
Orana Far West	41	190	135	48	414
Riverina/Murray	51	288	197	64	600
South East Sydney	59	590	515	197	1,361
South West Sydney	164	655	488	175	1,482
Southern Highlands	24	341	221	89	675
Western Sydney	102	567	431	181	1,281
Total	1,038	6,387	4,930	2,148	14,503
VIC					
Barwon-South Western	22	433	324	258	1,037
Eastern Metro	209	1,243	819	611	2,882
Gippsland	54	290	280	179	803
Grampians	17	223	229	114	583
Hume	62	281	92	11	446
Loddon-Mallee	29	243	164	125	561
Northern Metro	87	873	677	467	2,104
Southern Metro	43	656	799	677	2,175
Western Metro	16	568	493	268	1,345
Total	539	4,810	3,877	2,710	11,936

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	16	213	219	128	576
Brisbane South	62	407	388	201	1,058
Cabool	29	263	249	137	678
Central West	5	6	2	-	13
Darling Downs	70	300	157	63	590
Far North	14	413	191	63	681
Fitzroy	6	142	137	74	359
Logan River Valley	21	190	154	106	471
Mackay	2	56	52	9	119
North West	-	11	4	2	17
Northern	8	119	122	66	315
South Coast	31	270	218	146	665
South West	5	17	7	2	31
Sunshine Coast	40	593	489	479	1,601
West Moreton	53	139	82	28	302
Wide Bay	81	410	257	121	869
Total	443	3,549	2,728	1,625	8,345
WA					
Goldfields	-	16	39	11	66
Great Southern	-	23	65	43	131
Kimberley	-	22	13	4	39
Metro East	6	157	213	228	604
Metro North	29	311	391	223	954
Metro South East	7	169	198	201	575
Metro South West	14	232	361	377	984
Mid West	-	33	36	29	98
Pilbara	-	13	9	4	26
South West	-	26	98	124	248
Wheatbelt	1	66	107	84	258
Total	57	1,068	1,530	1,328	3,983

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	44	124	56	6	230
Flinders & Far North	2	28	15	-	45
Hills, Mallee & Southern	14	203	152	73	442
Metro East	4	204	251	90	549
Metro North	50	389	306	103	848
Metro South	1	122	348	320	791
Metro West	7	197	247	91	542
Mid North	2	29	26	2	59
Riverland	7	50	50	34	141
South East	7	91	55	14	167
Yorke, Lower North & Barossa	10	128	128	37	303
Total	148	1,565	1,634	770	4,117
TAS					
North Western	2	109	115	38	264
Northern	6	105	63	38	212
Southern	32	264	211	92	599
Total	40	478	389	168	1,075
ACT					
Total	6	207	204	191	608
NT					
Alice Springs	-	18	15	9	42
Barkly	-	-	1	-	1
Darwin	-	52	69	35	156
East Arnhem	-	10	3	3	16
Katherine	-	12	8	6	26
Total	-	92	96	53	241
UNKNOWN ACPR					
Total	4	19	12	7	42
NATIONAL					
Total	2,275	18,175	15,400	9,000	44,850

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