Australian Government
Department of Health

HOME CARE PACKAGES PROGRAM

Data Report 3rd Quarter 2017-18

1 January – 31 March 2018

August 2018

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Executive Summary

➢ There are now more people in home care than ever before, with 77,918 people in care at 31 December 2017. This represents an increase of 5.0 per cent since 30 September 2017 and an annual increase of 13.5 per cent since 31 December 2016.

➢ There were around 9,100 new entries to home care in the December 2017 quarter.

➢ There has been growth in the number of approved home care providers, increasing choice for senior Australians. At 31 March 2018, there were 853 approved home care providers with a home care service. This represents an increase of 5.8 per cent since 31 December 2017.

➢ 41,993 home care packages were released in the March 2018 quarter.

➢ There were 31,240 approvals for a home care package in the March 2018 quarter.

➢ At 31 March 2018, there were 54,821 people in the National Prioritisation Queue (the queue), who were either in, or assigned, a home care package.

➢ The average maximum exit amount was $250 at 31 March 2018, a decrease of $16 (or 6.0 per cent) since 31 December 2017.

➢ 40.4 per cent of providers had indicated that they will not deduct an exit amount at 31 March 2018, up from 37.7 per cent at 31 December 2017.

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 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 Home Care Packages Program for the period between 1 January 2018 and 31 March 2018 (referred to as the March 2018 quarter for the remainder of the report).

This report consists of four chapters:

- Chapter 1: assessment for home care and the number of approvals.
- Chapter 2: the delivery of home care services.
- Chapter 3: the prioritisation of people in the national queue.
- Chapter 4: maximum exit amounts.

Information on the Home Care Packages Program, including eligibility, fees and recent reforms can be found at Home Care Packages Program | Ageing and Aged Care.

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 information systems and records held by the department and the Department of Human Services. Data was valid on the date of extraction.

SCOPE OF THE REPORT

Where possible, data is provided for the period between 1 January 2018 and 31 March 2018. Due to a lag in data availability for some indicators, particularly those dependent on receipt of provider claims, earlier time periods are reported on. Data extracted at a later date may differ.

This data does not reflect the impact of changes to the Home Care Packages Program made beyond 31 March 2018, including any 2018-19 Budget measures.

1. ELIGIBILITY AND ASSESSMENT

DISTRIBUTION OF HOME CARE PACKAGE LEVELS

- There are four levels of home care packages to help meet the different levels of care needs, which are determined by the outcome of an aged care assessment (Table 1).

Table 1: Home Care Package Annual Subsidy by Package Level.

Package level	Aged care services for people with:	Yearly amount ($) paid by the Australian Government up to the approximate* value of
1	Basic care needs	8,000
2	Low-level care needs	14,500
3	Intermediate care needs	32,500
4	High-level care needs	49,500

* The maximum government contribution increases each year. The individual amount that will be paid depends on whether you're asked to pay an income-tested care fee.

- Following the introduction of the Increasing Choice reforms on 27 February 2017, approvals are now made at a specific package level (1, 2, 3 and 4) instead of being made in broad bands (level 1-2 or level 3-4). People with a broad-banded level 1-2 or 3-4 approval (i.e. people who were approved before 27 February 2017) were automatically deemed to be approved at the highest level of their broadband, i.e. either at level 2 or level 4.

- This has resulted in more people on the National Prioritisation Queue for a level 2 and in particular, a level 4 package.

HOME CARE APPROVALS IN THE MARCH 2018 QUARTER

- There were 31,240 total home care approvals in the March 2018 quarter (Table 2).

- The department is working collaboratively with the state and territory assessment workforce to achieve consistency of assessment across Australia including both package level and priority for service. This is to ensure approvals are made in line with the *Aged Care Act 1997* and that people with a high priority get linked with care as quickly as possible. Work continues to support assessment practices that ensure equity of assessment and therefore access to support, regardless of location.

Table 2: Number of home care approvals in the March 2018 quarter, by state and territory of assessment, level and priority

State/ territory	Level 1		Level 2		Level 3		Level 4		Total	Share by state/territory
	High	Medium	High	Medium	High	Medium	High	Medium		
NSW	≤10	37	193	2,608	866	3,389	1,714	1,713	**10,521**	**33.7%**
VIC	≤10	51	78	2,616	263	2,106	1,167	1,506	**7,787**	**24.9%**
QLD	≤10	50	125	1,532	563	1,749	1,185	987	**6,191**	**19.8%**
WA	≤10	≤10	≤10	647	57	836	288	797	**2,636**	**8.4%**
SA	≤10	≤10	≤10	566	41	1,097	166	897	**2,778**	**8.9%**
TAS	≤10	≤10	≤10	159	26	230	126	190	**734**	**2.3%**
ACT	≤10	≤10	≤10	93	12	101	83	72	**363**	**1.2%**
NT	≤10	≤10	≤10	56	≤10	35	20	114	**230**	**0.7%**
Subtotal	≤10	**154**	**408**	**8,277**	**1,832**	**9,543**	**4,749**	**6,276**	**31,240**	
Total	**155**		**8,685**		**11,375**		**11,025**		**31,240**	**100.0%**

Note: For privacy reasons, where a consumer count is less than or equal to ten, it is represented as ≤10.

Key point

➤ There were 31,240 approvals for home care in the March 2018 quarter.

2. HOME CARE SERVICE DELIVERY

NUMBER OF PEOPLE IN A HOME CARE PACKAGE

- Several people can benefit from the release of a single home care package over the course of the year, as people move between home care levels or leave the home care system. As an example, at 30 June 2017 there were around 71,000 people in a home care package, however over the course of 2016-17, around 97,000 people accessed support through a home care package. This means that on average, approximately 1.4 people access each available package throughout a year.

- There are now more people in care than ever before. At 31 December 2017, there were 77,918 people in a home care package (Table 3). This represents an increase of 5.0 per cent (or 3,713 people) over the December 2017 quarter (Chart 1).

- Between 30 June 2017 and 30 September 2017, most Aged Care Planning Regions (ACPR) had experienced a net increase in the number of people in care between 30 September 2017 and 31 December 2017 (refer to Appendix A).

Table 3: Number of people in a home care package by level and state and territory, at 31 December 2017

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	Unknown	Total
Total	25,655	19,462	15,451	7,258	5,885	2,023	1,435	701	48	77,918
Share by jurisdiction	32.9%	25.0%	19.8%	9.3%	7.6%	2.6%	1.8%	0.9%	0.1%	100.0%

Chart 1: Number of people in a home care package by last day of the month

	27-Feb-17	31-Mar-17	30-Apr-17	31-May-17	30-Jun-17	31-Jul-17	31-Aug-17	30-Sep-17	31-Oct-17	30-Nov-17	31-Dec-17
Series1	72,272	70,579	70,110	70,610	71,423	72,592	73,661	74,205	74,827	76,294	77,918
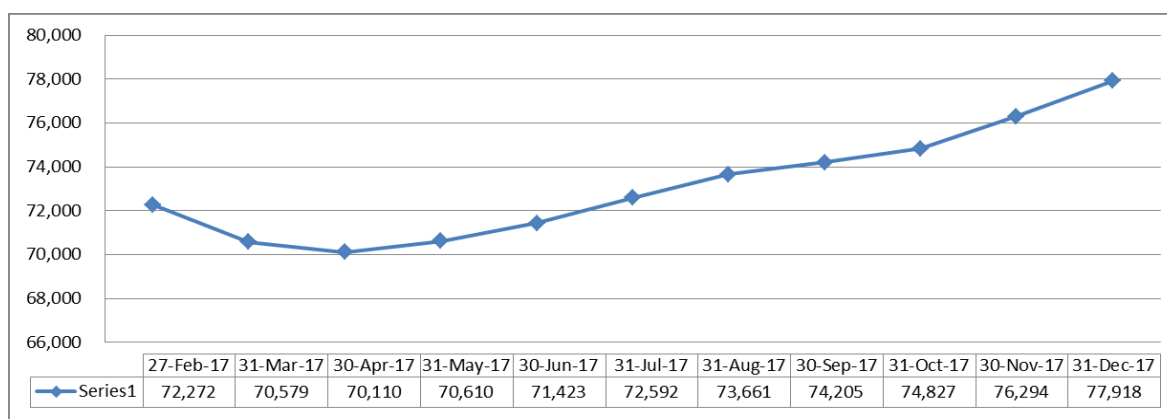
Note: Number of people in a home care package is at 31 December 2017 due to a lag in data availability for provider claims.

- There were around 9,100 new entries to home care over the December 2017 quarter (Table 4).

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

Table 4: Number of new entries to home care in the December 2017 quarter, by state and territory

Package Level	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	UNKNOWN	Total	Share by level
1	54	32	19	13	11	<u><</u>10	<u><</u>10	<u><</u>10	<u><</u>10	**139**	**1.5%**
2	2,078	1,218	1,360	534	388	153	72	<u><</u>10	339	**6,148**	**67.3%**
3	375	194	298	113	78	28	<u><</u>10	<u><</u>10	54	**1,154**	**12.6%**
4	472	358	417	20	90	36	<u><</u>10	<u><</u>10	60	**1,668**	**18.3%**
Total	**2,979**	**1,802**	**2,094**	**880**	**567**	**221**	**91**	**16**	**481**	**9,131**	**100.0%**
Share by state/territory	**32.6%**	**19.7%**	**22.9%**	**9.6%**	**6.2%**	**2.4%**	**1.0%**	**0.2%**	**5.3%**	**100.0%**	

Note: For privacy reasons, where a consumer count is less than or equal to ten, it is represented as <u><</u>10.

- Table 5 shows a breakdown of the proportion of total people in care according to the Modified Monash Model (MMM) classifications – with 1 classifying major metropolitan regions, ranging to 7 which classifies the most remote regions.

Table 5: Proportion of total number of people in home care by MMMs, by last day of a quarter

MMM	31-Mar-17	30-Jun-17	30-Sep-17	31-Dec-17
1	65.3%	64.8%	64.4%	**64.0%**
2	9.2%	9.4%	9.5%	**9.6%**
3	9.5%	9.6%	9.8%	**9.9%**
4	5.2%	5.1%	5.2%	**5.2%**
5	7.5%	7.8%	8.1%	**8.1%**
6	1.0%	1.0%	0.9%	**0.9%**
7	0.7%	0.7%	0.7%	**0.7%**
Unknown	1.6%	1.6%	1.4%	**1.5%**

Note: Location of a person is based on their primary address.

NUMBER OF APPROVED HOME CARE PROVIDERS

- There has been growth in the number of approved home care providers in the market, increasing choice for senior Australians.

- There were 853 approved home care providers at 31 March 2018 (Chart 2). This was an increase of 5.8 per cent from 31 December 2017.

Chart 2: Number of approved providers of home care with home care services, by last day of the month (2017-18)

	31-Jul	31-Aug	30-Sep	31-Oct	30-Nov	31-Dec	31-Jan	28-Feb	31-Mar
Number	747	756	766	772	798	806	824	838	853
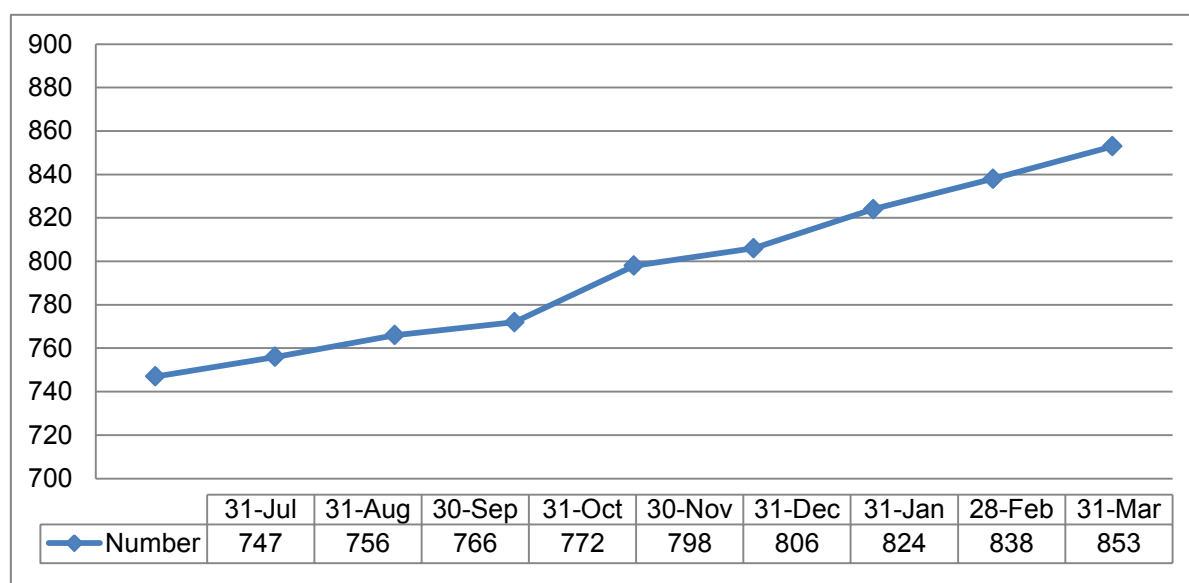
Note: Approved provider count is based on the approval effective date.

- Appendix C provides a full list of the count of approved home care providers in each ACPR that provides services across all four package levels in that region at 31 March 2018.

Key points

➢ At 31 December 2017, there were 77,918 people in a home care package. This was an increase of 5.0 per cent (3,713 people) since 30 September 2017.

➢ There were around 9,100 new entries to home care in the December 2017 quarter.

➢ At 31 March 2018, there were 853 approved home care providers with a home care service, an increase of 5.8 per cent since 31 December 2017.

3. NATIONAL PRIORITISATION SYSTEM

NATIONAL PRIORITISATION QUEUE

- The home care system allows for a nationally consistent and fair process for assigning home care packages based on people's individual needs and circumstances, regardless of where they live.

- The efficiency of home care package assignment is reliant on consistency of assessment nationally and educating people on opting out of the queue if they are not actively seeking home care services, or additional services through a higher package level are not currently required.

- There is no disadvantage for the person if their care needs increase and they later choose to opt back in. Their place on the national home care queue is based on their original approval date and priority.

- At 31 March 2018, there were 54,821 people on the queue who were either in, or assigned, a lower level home care package (Table 6).
  - This figure is 14.4 per cent (6,898) greater than the 31 December 2017 figure.

- A further 53,635 people on the queue were either not in, or assigned, a lower level home care package (Table 6). Of those, it is estimated that around half were accessing CHSP services.

- The remainder of people on the queue were not currently receiving care, however they may have exercised their choice not to accept a lower level package or receive services through the CHSP while they wait for a package at their approved level.

- To maximise choice, people with approvals for both home care and residential care remain on the queue until they enter into care, or inform My Aged Care that they are not seeking services.

- It is important to note that not everyone on the queue will enter home care. Many people have approvals for both home and residential aged care, and will choose to take up a residential place instead of a home care package.

- People with a broad-banded level 1-2 or 3-4 approval (i.e. people who were approved before 27 February 2017) were automatically deemed to be approved at the highest level of their broadband, i.e. either at level 2 or level 4. This has resulted in a large number of people on the queue for a level 2 and in particular a level 4 package.

- At 31 March 2018, 41,951 (74.1 per cent) of people on the queue for a level 4 package were either in, or assigned, a lower level home care package.

Table 6: Number of people queued at 31 March 2018, by level

	Level 1	Level 2	Level 3	Level 4	Total
Those queued who were either in, or assigned, a lower level package	N/A	13	12,857	41,951	**54,821**
Those queued who were not either in, or assigned, a lower level package	432	19,360	19,189	14,654	**53,635**
Total people queued	432	19,373	32,046	56,605	**108,456**

- The number of people in the queue at 31 March 2018, by ACPR, who were not either in, or assigned, a lower level package is provided in Appendix D.

WAIT TIMES

- All people approved for a home care package, and seeking services on the queue, can access their individual expected wait time to receive their first package, and their approved package level.

- Wait time varies depending on the person's individual circumstances, including how long they have been waiting for care and their priority for home care.

- People approved for a higher level package have the option of receiving a lower level package to commence receipt of care as early as possible. The package will be automatically upgraded when a package is available at a higher level. Receiving a lower level package will not delay their receipt of a higher level package.

- Some people's care needs may be sufficiently met through a lower level package than they are approved for. These people can opt out of the national home care queue to avoid an automatic upgrade to a higher home care package level if additional services are not currently required. There is no disadvantage for the person if their care needs increase and they later choose to opt back in. Their place on the national home care queue is based on their original approval date and priority.

- Estimated wait times for a person joining the medium queue for a package by level is provided in Table 7.

Table 7: Estimated maximum wait time for those people entering the queue on 31 March 2018, by package level

Package level	First package assignment	Time to first package	Time to approved package
Level 1	Level 1	3-6 months	3-6 months
Level 2	Level 1	3-6 months	6-9 months
Level 3	Level 1	3-6 months	12+ months
Level 4	Level 2	6-9 months	12+ months

NUMBER OF HOME CARE PACKAGES RELEASED

- The department plans releases to efficiently allocate and control the release of new home care packages into the system within the growing budget allocation. This has allowed the number of consumers in care to steadily increase while also ensuring that the market is able to respond to demand and grow sustainably.

- The department released 41,993 home care packages (or around 3,300 each week) to people over the March 2018 quarter (Table 8 and 9):
  - 82.2 per cent (34,518) of packages were released to people who had not been assigned a package;
  - 17.8 per cent (7,475) of packages were released as upgrades to people who had previously been assigned a lower level home care package;
  - 2.3 per cent (981) were released to people identifying as Aboriginal and Torres Strait Islander.

Table 8: Number of home care packages released in the March 2018 quarter, residing in each state and territory, by level and priority

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	194	8,903	4,414	995	14,505	34.5%
VIC	152	5,942	1,710	573	8,377	19.9%
QLD	78	4,647	2,772	726	8,223	19.6%
WA	24	1,991	1,431	328	3,774	9.0%
SA	75	2,787	1,468	233	4,563	10.9%
TAS	17	595	222	68	902	2.1%
ACT	<10	412	277	58	756	1.8%
NT	<10	63	44	<10	113	0.3%
Unknown	13	253	461	53	780	1.9%
Total	561	25,593	12,799	3,040	41,993	100.0%

Note: For privacy reasons, where a consumer count is less than or equal to ten, it is represented as <10.

Table 9: Home care packages released to people in the March 2018 quarter, by level and type of release

	Level 1	Level 2	Level 3	Level 4	Total
New packages	561	24,573	8,280	1,105	34,518
Upgrades	0	1,020	4,519	1,935	7,475
Total	561	25,593	12,799	3,040	41,993

- Information on the number of packages released by ACPR and level for the March 2018 quarter can be found at Appendix E.

Key points

- At 31 March 2018, there were 54,821 people in the queue, who were either in, or assigned, a lower level home care package.

- 41,993 home care packages were released during the March 2018 quarter.

4. MAXIMUM EXIT AMOUNTS

An exit amount is an amount that can be deducted, by a home care provider from a person's unspent home care package amount if the person leaves their care. This may happen if the person decides to change their home care provider or when they leave home care altogether.

The maximum exit amount represents the highest dollar value the provider can include in a person's home care agreement and must be published on the My Aged Care website.

- The average published maximum exit amount of all providers at 31 March 2018 was $250 (inclusive of amounts of $0 and where no amount is provided) (Chart 3) and had dropped by $16 (or 6.0 per cent) over the March 2018 quarter.

Chart 3: Average maximum exit amount published by home care providers as at the last day of the month (2017-18)

	31-Jul	31-Aug	30-Sep	31-Oct	30-Nov	31-Dec	31-Jan	28-Feb	31-Mar
Amount	$275	$277	$279	$281	$269	$266	$259	$255	$250

Note: All approved providers, irrespective of whether or not they publish an amount, are included in determining the average.

- 40.4 per cent of providers had indicated that they would not deduct an exit amount, up from 37.7 per cent at 31 December 2017.

- The number of providers publishing a maximum exit amount of more than $1,000 at 31 March 2018 was 12. This figure has fallen since 31 December 2017 (Table 10).

Table 10: Number of approved providers with a maximum exit amount of $1,000 or more

		30-Jun-17	30-Sep-17	31-Dec-17	31-Mar-18
(A)	Number of providers with a published max. exit amount of more than $1,000	6	5	4	5
(B)	Number of providers with a published max. exit amount of $1,000	9	10	11	7
Combined (A)+(B)		15	15	15	12

Key points:

➢ At 31 March 2018, the average published maximum exit amount was $250.

➢ At 31 March 2018, 40.4 per cent of all approved providers indicated that they would not deduct an exit amount.

Glossary

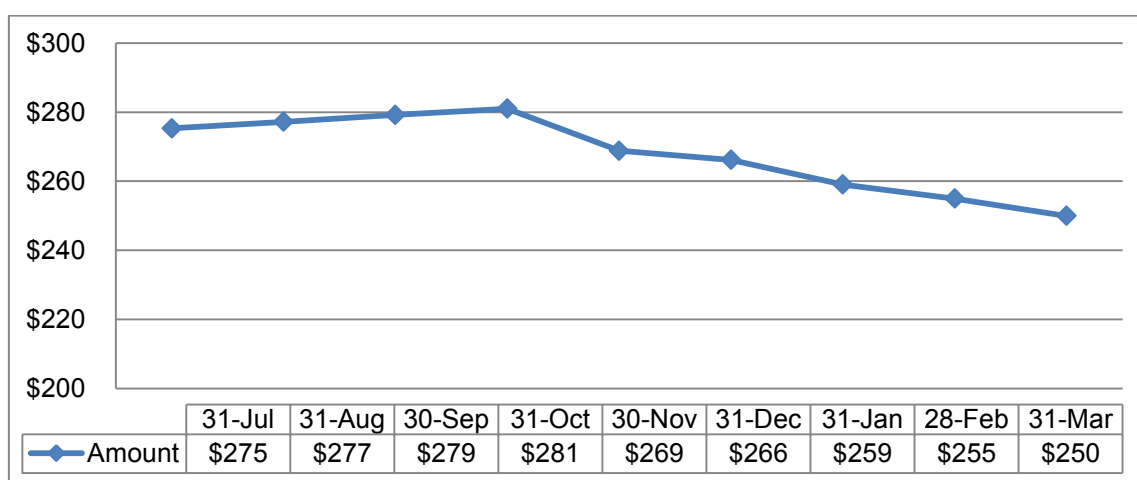| Term	Definition
Aged Care Act 1997	The primary legislation governing the provision of aged care services.
Aged Care Assessment Teams (ACAT)	ACATs are teams of medical and allied health professionals who assess the physical, psychological, medical, restorative, cultural and social needs of older people 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 on the department's website.
Approved provider	An organisation that has been approved to provide home care under the *Aged Care Act 1997*.
The department	Means the Department of Health.
Exit amount	An amount that can be deducted by a home care provider from a person's unspent home care package amount if the person leaves their care.
Home Care Packages Program	A program that supports older Australians with complex needs to remain living at home through a coordinated package of care and services to meet the individual needs of people.
Lower level package	A package at a lower level than a person's approved level, through which they are able to access some home care services while waiting on the queue for a higher level package.
Modified Monash Model (MMM)	Is a geographical classification system, using up-to-date population data, which the Government uses to better address the maldistribution of medical services across Australia. Further information can be found on the doctorconnect website.
My Aged Care	The main entry point to the aged care system in Australia.
National Prioritisation Queue (the queue)	The order in which people have been placed for a home care package assignment, according to the time and date of their approval for home care and their priority (medium or high).
National Prioritisation System	The nationally consistent process for allocating home care packages based on peoples' needs and circumstances.
Notified home care service	An approved provider that has notified the department of the home care service through which it will provide care and is eligible for home care subsidy under section 46-1 of the *Aged Care Act 1997*.

Appendices

APPENDIX A – NUMBER OF PEOPLE IN A HOME CARE PACKAGE AT 31 DECEMBER 2017, BY ACPR AND GENDER

State/territory	Female	Male	Other	Total	Net gain from 30 Sep 2017
NSW					
Central Coast	1,186	559	≤10	1,745	162
Central West	469	248	≤10	718	26
Far North Coast	956	498	≤10	1,455	85
Hunter	1,803	905	≤10	2,711	178
Illawarra	1,047	511	≤10	1,560	53
Inner West	1,081	462	≤10	1,544	5
Mid North Coast	1,403	756	≤10	2,164	236
Nepean	571	221	≤10	793	16
New England	452	261	≤10	713	-7
Northern Sydney	1,943	806	≤10	2,752	106
Orana Far West	409	208	≤10	617	44
Riverina/Murray	881	440	≤10	1,323	142
South East Sydney	1,599	741	≤10	2,341	-3
South West Sydney	1,448	643	≤10	2,091	58
Southern Highlands	661	306	≤10	967	62
Western Sydney	1,353	649	≤10	2,005	65
Total	**17,348**	**8,284**	**23**	**25,655**	**1,246**
VIC					
Barwon-South Western	1,119	549	≤10	1,668	77
Eastern Metro	2,535	1,205	≤10	3,740	104
Gippsland	838	455	≤10	1,295	106
Grampians	552	318	≤10	870	22
Hume	722	437	≤10	1,159	35
Loddon-Mallee	748	402	≤10	1,150	-13
Northern Metro	1,747	931	≤10	2,679	148
Southern Metro	2,824	1,462	≤10	4,287	125
Western Metro	1,522	882	≤10	2,405	117
Total	**12,719**	**6,738**	**≤10**	**19,462**	**730**

State/territory	Female	Male	Other	Total	Net gain from 30 Sep 2017
QLD					
Brisbane North	927	451	≤10	1,380	83
Brisbane South	1,334	678	≤10	2,015	163
Cabool	798	481	≤10	1,281	77
Central West	14	≤10	≤10	21	2
Darling Downs	748	420	≤10	1,169	108
Far North	460	270	≤10	731	43
Fitzroy	523	318	≤10	841	90
Logan River Valley	594	380	≤10	974	82
Mackay	175	101	≤10	276	-9
North West	48	28	≤10	76	2
Northern	510	291	≤10	802	39
South Coast	1,059	561	≤10	1,621	30
South West	54	31	≤10	85	1
Sunshine Coast	1,435	824	≤10	2,262	279
West Moreton	382	206	≤10	588	12
Wide Bay	777	406	≤10	1,183	80
Total	**9,925**	**5,512**	**14**	**15,451**	**1,092**
WA					
Goldfields	44	23	≤10	67	-1
Great Southern	140	89	≤10	229	20
Kimberley	73	44	≤10	117	8
Metro East	680	372	≤10	1,053	21
Metro North	1,250	577	≤10	1,827	93
Metro South East	753	428	≤10	1,181	79
Metro South West	1,095	577	≤10	1,672	132
Mid West	105	73	≤10	178	-19
Pilbara	33	24	≤10	57	-5
South West	329	178	≤10	507	20
Wheatbelt	153	107	≤10	260	11
Total	**4,719**	**2,538**	**≤10**	**7,258**	**359**

State/territory	Female	Male	Other	Total	Net gain from 30 Sep 2017
SA					
Eyre Peninsula	157	64	≤10	**222**	**4**
Flinders & Far North	57	33	≤10	**90**	**-1**
Hills, Mallee & Southern	521	270	≤10	**792**	**57**
Metro East	506	206	≤10	**715**	**6**
Metro North	591	314	≤10	**908**	**33**
Metro South	875	407	≤10	**1,287**	**78**
Metro West	566	252	≤10	**821**	**-17**
Mid North	73	34	≤10	**108**	**2**
Riverland	134	68	≤10	**102**	**8**
South East	185	73	≤10	**258**	**4**
Yorke, Lower North & Barossa	290	149	≤10	**441**	**-10**
Total	**3,989**	**1,877**	**19**	**5,885**	**165**
TAS					
North Western	298	148	≤10	446	**29**
Northern	397	180	≤10	578	**42**
Southern	694	290	≤10	985	**42**
Total	**1,399**	**622**	**≤10**	**2,023**	**115**
ACT					
Total	**950**	**481**	**≤10**	**1,435**	**26**
NT					
Alice Springs	106	44	≤10	**150**	**-3**
Barkly	16	15	≤10	**31**	**0**
Darwin	177	105	≤10	**282**	**-3**
East Arnhem	41	20	≤10	**61**	**-1**
Katherine	30	17	≤10	**47**	**-5**
Total	**448**	**253**	**≤10**	**701**	**-15**
NATIONAL	**51,527**	**26,323**	**68**	**77,918**	**3,713**

Notes:
1. For privacy reasons, where a consumer count is less than or equal to ten, it is represented as ≤10.
2. Totals may not add as they include incomplete records requiring further address information.

APPENDIX B – NUMBER OF ENTRIES TO HOME CARE IN THE DECEMBER 2017 QUARTER, BY ACPR AND ASSIGNED LEVEL

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	≤10	207	44	47	304
Central West	≤10	61	13	11	87
Far North Coast	≤10	129	24	23	179
Hunter	≤10	249	49	69	370
Illawarra	≤10	113	26	22	162
Inner West	≤10	92	13	16	122
Mid North Coast	≤10	255	39	55	355
Nepean	≤10	33	≤10	≤10	49
New England	≤10	44	12	≤10	64
Northern Sydney	≤10	186	36	56	278
Orana Far West	≤10	63	≤10	13	95
Riverina/Murray	11	166	25	23	225
South East Sydney	≤10	132	25	38	196
South West Sydney	≤10	131	14	17	168
Southern Highlands	≤10	92	16	30	141
Western Sydney	≤10	125	24	35	184
Total across levels	**54**	**2,078**	**375**	**472**	**2,979**
VIC					
Barwon-South Western	≤10	116	22	33	174
Eastern Metro	≤10	236	20	40	305
Gippsland	≤10	124	15	19	166
Grampians	≤10	60	≤10	13	83
Hume	≤10	64	21	15	103
Loddon-Mallee	≤10	50	≤10	16	72
Northern Metro	≤10	176	35	83	298
Southern Metro	≤10	242	40	84	368
Western Metro	≤10	150	26	55	233
Total across levels	**32**	**1,218**	**194**	**358**	**1,802**

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	≤10	107	25	35	**172**
Brisbane South	≤10	193	52	73	**318**
Cabool	≤10	120	30	23	**175**
Central West	≤10	≤10	≤10	≤10	**≤10**
Darling Downs	≤10	119	16	24	**164**
Far North	≤10	73	12	16	**101**
Fitzroy	≤10	93	12	26	**131**
Logan River Valley	≤10	90	19	41	**151**
Mackay	≤10	10	≤10	≤10	**19**
North West	≤10	≤10	≤10	≤10	**≤10**
Northern	≤10	59	14	28	**101**
South Coast	≤10	104	20	32	**156**
South West	≤10	≤10	≤10	≤10	**≤10**
Sunshine Coast	≤10	261	52	72	**386**
West Moreton	≤10	42	≤10	≤10	**54**
Wide Bay	≤10	84	35	37	**160**
Total across levels	**19**	**1,360**	**298**	**417**	**2,094**
WA					
Goldfields	≤10	≤10	≤10	≤10	**≤10**
Great Southern	≤10	12	≤10	15	**30**
Kimberley	≤10	≤10	≤10	≤10	**≤10**
Metro East	≤10	57	≤10	26	**94**
Metro North	≤10	144	27	37	**212**
Metro South East	≤10	98	26	48	**173**
Metro South West	≤10	145	36	68	**252**
Mid West	≤10	≤10	≤10	≤10	**≤10**
Pilbara	≤10	≤10	≤10	≤10	**≤10**
South West	≤10	41	≤10	17	**65**
Wheatbelt	≤10	26	≤10	≤10	**39**
Total across levels	**13**	**534**	**113**	**220**	**880**

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	≤10	21	≤10	≤10	**25**
Flinders & Far North	≤10	≤10	≤10	≤10	**≤10**
Hills, Mallee & Southern	≤10	76	≤10	≤10	**94**
Metro East	≤10	33	≤10	≤10	**47**
Metro North	≤10	58	21	20	**100**
Metro South	≤10	86	25	34	**145**
Metro West	≤10	35	≤10	≤10	**49**
Mid North	≤10	≤10	≤10	≤10	**≤10**
Riverland	≤10	18	≤10	≤10	**25**
South East	≤10	23	≤10	≤10	**30**
Yorke, Lower North & Barossa	≤10	29	≤10	≤10	**38**
Total across levels	**11**	**388**	**78**	**90**	**567**
TAS					
North Western	≤10	46	≤10	≤10	**53**
Northern	≤10	49	≤10	14	**72**
Southern	≤10	58	18	19	**96**
Total across levels	**≤10**	**153**	**28**	**36**	**221**
ACT					
Total across levels	**≤10**	**72**	**≤10**	**≤10**	**91**
NT					
Alice Springs	≤10	≤10	≤10	≤10	**≤10**
Barkly	≤10	≤10	≤10	≤10	**≤10**
Darwin	≤10	≤10	≤10	≤10	**12**
East Arnhem	≤10	≤10	≤10	≤10	**≤10**
Katherine	≤10	≤10	≤10	≤10	**≤10**
Total across levels	**≤10**	**≤10**	**≤10**	**≤10**	**16**
UNKNOWN					
Total across levels	**≤10**	**339**	**54**	**60**	**481**
NATIONAL	**139**	**6,148**	**1,154**	**1,668**	**9,131**

Notes:
1. For privacy reasons, where a consumer count is less than or equal to ten, it is represented as ≤10
2. Totals may not add as they include incomplete records requiring further address information.

APPENDIX C – NUMBER AND GROWTH OF APPROVED HOME CARE PROVIDERS, BY ACPR

State/territory	31-Mar-17	31-Dec-17	31-Mar-18
NSW			
Central Coast	16	21	21
Central West	17	18	19
Far North Coast	24	29	32
Hunter	35	48	50
Illawarra	26	34	34
Inner West	22	31	30
Mid North Coast	33	39	42
Nepean	7	8	10
New England	15	19	19
Northern Sydney	23	37	37
Orana Far West	16	19	20
Riverina/Murray	24	30	31
South East Sydney	33	45	48
South West Sydney	27	36	39
Southern Highlands	21	24	24
Western Sydney	29	44	47
VIC			
Barwon-South Western	22	25	26
Eastern Metro	34	45	48
Gippsland	16	18	19
Grampians	15	16	16
Hume	23	25	26
Loddon-Mallee	9	11	11
Northern Metro	26	32	34
Southern Metro	41	56	57
Western Metro	29	42	43

State/territory	31-Mar-17	31-Dec-17	31-Mar-18
QLD			
Brisbane North	27	37	39
Brisbane South	30	43	47
Cabool	19	20	21
Central West	8	8	8
Darling Downs	19	25	25
Far North	16	19	19
Fitzroy	18	19	19
Logan River Valley	21	22	25
Mackay	8	9	11
North West	8	7	7
Northern	15	17	19
South Coast	19	28	32
South West	3	3	3
Sunshine Coast	28	37	38
West Moreton	15	18	21
Wide Bay	17	18	18
WA			
Goldfields	7	8	8
Great Southern	2	4	4
Kimberley	7	7	7
Metro East	21	24	25
Metro North	20	25	26
Metro South East	16	16	17
Metro South West	9	15	15
Mid West	4	5	5
Pilbara	7	8	8
South West	9	13	13
Wheatbelt	6	6	6
SA			
Eyre Peninsula	3	4	4
Flinders & Far North	8	9	9
Hills, Mallee & Southern	9	11	11
Metro East	19	28	32
Metro North	11	15	15
Metro South	13	14	14
Metro West	16	17	18
Mid North	3	3	3
Riverland	2	2	2
South East	3	4	4
Yorke, Lower North & Barossa	7	8	8

State/territory	31-Mar-17	31-Dec-17	31-Mar-18
TAS			
North Western	9	11	**13**
Northern	11	14	**15**
Southern	24	28	**28**
ACT			
ACT	17	25	**27**
NT			
Alice Springs	11	14	**14**
Barkly	11	12	**13**
Darwin	12	15	**15**
East Arnhem	6	7	**7**
Katherine	10	12	**12**

Notes:
1. Only providers that have indicated in My Aged Care that they can provide services across each of the four levels are included in the counts.
2. Providers can operate in more than one ACPR and as such may be counted in multiple ACPRs.

APPENDIX D – NUMBER OF PEOPLE IN THE NATIONAL PRIORITISATION QUEUE EITHER NOT IN, OR ASSIGNED, A LOWER LEVEL HOME CARE PACKAGE, AT 31 MARCH 2018, BY ACPR AND APPROVED LEVEL

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	14	293	322	142	**771**
Central West	≤10	189	146	78	**416**
Far North Coast	≤10	469	473	348	**1,290**
Hunter	17	410	579	554	**1,560**
Illawarra	≤10	398	523	285	**1,210**
Inner West	≤10	403	391	204	**1,005**
Mid North Coast	18	456	431	255	**1,160**
Nepean	≤10	237	161	65	**466**
New England	≤10	148	175	106	**429**
Northern Sydney	≤10	844	985	667	**2,505**
Orana Far West	30	205	158	69	**462**
Riverina/Murray	14	489	478	232	**1,213**
South East Sydney	≤10	551	663	313	**1,528**
South West Sydney	≤10	520	506	208	**1,244**
Southern Highlands	≤10	249	220	200	**671**
Western Sydney	≤10	247	401	271	**919**
Total across levels	**132**	**6,109**	**6,614**	**4,000**	**16,855**
VIC					
Barwon-South Western	20	446	467	225	**1,158**
Eastern Metro	29	1,300	819	633	**2,781**
Gippsland	≤10	401	249	185	**844**
Grampians	12	487	192	93	**784**
Hume	≤10	392	318	170	**885**
Loddon-Mallee	≤10	321	293	298	**921**
Northern Metro	13	905	796	691	**2,405**
Southern Metro	24	1,352	711	988	**3,075**
Western Metro	≤10	600	446	391	**1,442**
Total across levels	**126**	**6,210**	**4,299**	**3,677**	**14,312**

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	10	448	383	258	**1,099**
Brisbane South	≤10	397	388	329	**1,117**
Cabool	≤10	368	360	279	**1,014**
Central West	≤10	≤10	≤10	≤10	**15**
Darling Downs	25	301	288	240	**854**
Far North	≤10	173	84	77	**334**
Fitzroy	≤10	211	435	72	**718**
Logan River Valley	≤10	167	198	204	**570**
Mackay	≤10	89	57	42	**188**
North West	≤10	17	22	≤10	**45**
Northern	≤10	103	140	175	**420**
South Coast	20	384	571	372	**1,347**
South West	≤10	27	18	18	**65**
Sunshine Coast	19	594	382	319	**1,314**
West Moreton	25	117	104	79	**325**
Wide Bay	≤10	164	187	151	**511**
Total across levels	**124**	**3,571**	**3,621**	**2,623**	**9,939**
WA					
Goldfields	≤10	17	16	21	**54**
Great Southern	≤10	24	65	70	**159**
Kimberley	≤10	14	14	≤10	**31**
Metro East	≤10	223	220	182	**626**
Metro North	≤10	458	365	403	**1,235**
Metro South East	≤10	237	223	253	**715**
Metro South West	≤10	188	366	423	**977**
Mid West	≤10	34	20	26	**80**
Pilbara	≤10	≤10	≤10	≤10	**15**
South West	≤10	69	131	179	**379**
Wheatbelt	≤10	33	69	71	**174**
Total across levels	**13**	**1,299**	**1,493**	**1,640**	**4,445**

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	≤10	82	86	42	**214**
Flinders & Far North	≤10	14	26	18	**58**
Hills, Mallee & Southern	≤10	244	236	78	**561**
Metro East	≤10	104	275	403	**782**
Metro North	≤10	152	507	418	**1,080**
Metro South	≤10	317	485	350	**1,153**
Metro West	≤10	92	268	372	**735**
Mid North	≤10	33	58	26	**117**
Riverland	≤10	43	81	30	**154**
South East	≤10	105	76	31	**217**
Yorke, Lower North & Barossa	≤10	149	172	114	**436**
Total across levels	**20**	**1,336**	**2,274**	**1,885**	**5,515**
TAS					
North Western	≤10	89	97	76	**263**
Northern	≤10	115	153	166	**434**
Southern	≤10	203	269	206	**681**
Total across levels	**≤10**	**407**	**519**	**448**	**1,378**
ACT					
Total across Levels	**≤10**	**200**	**188**	**206**	**602**
NT					
Alice Springs	≤10	16	≤10	≤10	**24**
Barkly	≤10	≤10	≤10	≤10	**≤10**
Darwin	≤10	30	32	33	**95**
East Arnhem	≤10	≤10	≤10	≤10	**≤10**
Katherine	≤10	≤10	≤10	≤10	**≤10**
Total across levels	**≤10**	**79**	**43**	**54**	**178**
UNKNOWN					
Total across levels	**≤10**	**149**	**138**	**121**	**411**
NATIONAL	**432**	**19,360**	**19,189**	**14,654**	**53,635**

Notes:
1. For privacy reasons, where a consumer count is less than or equal to ten, it is represented as ≤10.
2. Note: Totals may not add as they include incomplete records requiring further address information.

APPENDIX E – NUMBER OF HOME CARE PACKAGES RELEASED IN THE MARCH 2018 QUARTER, BY ACPR AND ASSIGNED LEVEL

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	11	610	267	48	936
Central West	11	205	101	24	341
Far North Coast	11	641	230	66	948
Hunter	11	855	605	166	1,637
Illawarra	≤10	497	203	60	768
Inner West	12	548	267	37	864
Mid North Coast	15	794	438	114	1,361
Nepean	≤10	257	59	18	339
New England	≤10	192	92	24	308
Northern Sydney	17	1,066	702	93	1,878
Orana Far West	17	262	78	16	373
Riverina/Murray	35	661	251	63	1,010
South East Sydney	12	777	341	87	1,217
South West Sydney	24	645	266	44	979
Southern Highlands	≤10	379	188	47	614
Western Sydney	≤10	514	326	88	932
Total across levels					**14,505**
VIC					
Barwon-South Western	14	449	154	43	660
Eastern Metro	38	1,240	351	95	1,724
Gippsland	34	425	155	42	656
Grampians	≤10	331	49	15	403
Hume	11	398	163	36	608
Loddon-Mallee	≤10	353	57	31	450
Northern Metro	17	938	264	100	1,319
Southern Metro	20	1,308	363	126	1,817
Western Metro	≤10	500	154	85	740
Total across levels					**8,377**

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	≤10	485	303	71	866
Brisbane South	≤10	594	318	120	1,032
Cabool	≤10	314	290	53	662
Central West	≤10	≤10	≤10	≤10	≤10
Darling Downs	18	433	289	49	789
Far North	≤10	263	106	28	403
Fitzroy	≤10	413	209	44	672
Logan River Valley	≤10	309	189	49	551
Mackay	≤10	113	34	11	159
North West	≤10	21	11	≤10	36
Northern	≤10	230	204	70	511
South Coast	≤10	593	295	58	956
South West	≤10	20	20	≤10	45
Sunshine Coast	≤10	504	300	88	898
West Moreton	≤10	141	68	25	239
Wide Bay	≤10	209	135	49	395
Total across levels					**8,223**
WA					
Goldfields	≤10	15	14	≤10	30
Great Southern	≤10	41	77	19	137
Kimberley	≤10	22	17	≤10	40
Metro East	≤10	251	165	29	452
Metro North	≤10	574	316	68	965
Metro South East	≤10	269	265	53	589
Metro South West	≤10	523	385	94	1,006
Mid West	≤10	37	26	≤10	68
Pilbara	≤10	≤10	10	≤10	16
South West	≤10	159	100	39	299
Wheatbelt	≤10	96	56	19	172
Total across levels					**3,774**

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	≤10	88	39	11	**146**
Flinders & Far North	≤10	11	15	≤10	**29**
Hills, Mallee & Southern	≤10	284	116	27	**437**
Metro East	≤10	372	262	32	**668**
Metro North	15	491	236	32	**774**
Metro South	≤10	604	324	43	**979**
Metro West	≤10	440	265	45	**755**
Mid North	≤10	67	38	≤10	**117**
Riverland	≤10	106	38	≤10	**157**
South East	≤10	138	42	≤10	**197**
Yorke, Lower North & Barossa	≤10	186	93	17	**304**
Total across levels					**4,563**
TAS					
North Western	≤10	127	45	15	**195**
Northern	≤10	171	56	22	**249**
Southern	≤10	297	121	31	**458**
Total across levels					**902**
ACT					
Total across levels					**756**
NT					
Alice Springs	≤10	14	≤10	≤10	**22**
Barkly	≤10	≤10	≤10	≤10	**≤10**
Darwin	≤10	43	33	≤10	**82**
East Arnhem	≤10	≤10	≤10	≤10	**≤10**
Katherine	≤10	≤10	≤10	≤10	**≤10**
Total across levels					**113**
UNKNOWN					
Total across levels					**780**
NATIONAL	561	25,593	12,799	3,040	41,993

Note: Totals for each ACPR will not match state totals, as not all people assigned a package could be mapped to an ACPR.