



Australian Government

Department of Health

HOME CARE PACKAGES PROGRAM

Data Report 3rd Quarter 2020-21

1 January – 31 March 2021

June 2021

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Executive Summary

- At 31 March 2021, 183,376 people had access to a Home Care Package (HCP). This is a 5.7 per cent (9,881) increase since 31 December 2020 (173,495), and a 20.7 per cent increase (31,418) since 31 March 2020 (151,958).
- Of the 183,376 people, 167,124 were in a HCP with the remaining 16,252 people assigned a HCP and considering whether to take up their offer.
- The 167,124 people in a HCP at 31 March 2021 represented a 4.9 per cent (7,785) increase from 31 December 2020 (159,339) and a 22.1 per cent (30,215) increase since 31 March 2020 (136,909).
- In the March 2021 quarter, 16,578 people entered a HCP for the first time.
- At 31 March 2021, there were 55,483 people who were seeking a HCP at their approved level, who had not yet been offered a HCP. Of these people, 98.1 per cent (54,415) had been approved for support through the Commonwealth Home Support Programme (CHSP).
- The number of people with a level 4 approval who were seeking a HCP at their approved level, who had not yet been offered a HCP, had fallen by 13.8 per cent (1,020) from 31 March 2020 (7,400) to 31 March 2021 (6,380).
- At 31 March 2021, there were 31,679 people who were seeking a HCP at their approved level, who had already been offered a lower level HCP. Of these people, 66.3 per cent (21,011) chose to take an offered HCP, 20.1 per cent (6,378) were deciding on whether to take up their offer and 13.5 per cent (4,290) had not taken up their previous offer(s) of a lower level HCP.
- Of the 87,162 people waiting for a HCP at their approved level at 31 March 2021, 98.8 per cent (86,094) had been provided the opportunity to connect to some form of Commonwealth subsidised home care support.
- There were 27,131 approvals for a HCP in the March 2021 quarter.
- There were 43,550 HCPs released in the March 2021 quarter, at an average of 3,350 per week.
- There were 934 approved HCP providers with a home care service at 31 March 2021.

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 senior 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 January 2021 and 31 March 2021 (referred to as the March 2021 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 Priority System (NPS).
- Chapter 4: maximum exit amounts.

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 (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.

Data is provided for the period between 1 January 2021 and 31 March 2021 with the exception of information on estimated wait times, which shows data as of 31 May 2021, in recognition that information for this indicator was available and assured at the time of publication.

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

INCREASED INVESTMENT

In the 2021-22 Budget, the Government announced the release of an additional 80,000 HCPs (40,000 in 2021-22 and 40,000 in 2022-23) at a cost of around \$6.5 billion. Table 1 provides a breakdown of the 80,000 HCPs, by level.

Table 1: Breakdown of the additional 80,000 HCPs announced in the 2021-22 Budget

HCP level	2021-22	2022-23	Total
1	-5,000	0	-5,000
2	19,000	17,000	36,000
3	20,000	17,000	37,000
4	6,000	6,000	12,000
Total	40,000	40,000	80,000

Since the 2018-19 Budget, the Government has announced the release of an additional 163,105 HCPs at a cost of around \$11.9 billion. Table 2 provides a breakdown of each decision that has contributed to the 163,105 HCPs.

Table 2: Announcements made for additional HCPs since the 2018-19 Budget

Budget Update	Timing of announcement	HCPs	Expenditure (\$m)
2018-19 Budget	May-18	14,000	1,600.4
2018-19 MYEFO	Dec-18	10,000	287.3
2019-20 Budget	Apr-19	10,000	282.4
2019-20 MYEFO	Dec-19	10,000	496.3
2020-21 Budget	Jul-20	6,105	325.7
2020-21 Budget	Oct-20	23,000	1,620.6
2020-21 MYEFO	Dec-20	10,000	850.8
2021-22 Budget	May-21	80,000	6,480.1
Total		163,105	11,943.6

Table 3 provides a breakdown of the current number of allocated HCPs across the forward estimates.

Table 3: Number of allocated HCPs across the forward estimates

HCP level	2021-22	2022-23	2023-24	2024-25
1	16,450	16,450	16,450	16,450
2	99,071	116,071	116,071	116,071
3	68,224	85,224	85,224	85,224
4	51,852	57,852	57,852	57,852
Total	235,597	275,597	275,597	275,597

1. ELIGIBILITY AND ASSESSMENT

DISTRIBUTION OF HCP LEVELS

- There are four levels of HCPs to help meet senior Australians different levels of care need, which is determined by the outcome of an independent aged care assessment. Table 4 provides the rounded annual amount of Government subsidy in 2020-21.

Table 4: HCP annual subsidy, by HCP level from 1 July 2020 to 30 June 2021

HCP level	Home care services for people with:	Rounded annual subsidy amount paid by the Government
1	Basic care needs	\$8,900
2	Low-level care needs	\$15,700
3	Intermediate care needs	\$34,200
4	High-level care needs	\$51,900

Notes: The amounts in the table do not include additional supplements that a provider may be eligible for. Figures are rounded to the nearest \$100.

VOLUME OF HCP APPROVALS

- There were 27,131 HCP approvals in the March 2021 quarter (Table 5). This was 5.5 per cent (1,575) less than the approvals in the December 2020 quarter (28,706).

Table 5: Number of HCP approvals in the March 2021 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	16	863	175	3,590	439	2,695	386	730	8,894	32.8%
VIC	1	378	54	2,439	245	2,054	684	793	6,648	24.5%
QLD	2	235	74	1,547	492	1,507	616	389	4,862	17.9%
WA	-	34	17	635	149	882	462	531	2,710	10.0%
SA	-	119	17	872	160	1,146	177	264	2,755	10.2%
TAS	-	22	-	186	14	313	25	95	655	2.4%
ACT	-	7	5	137	25	93	77	43	387	1.4%
NT	-	-	1	56	13	74	15	33	192	0.7%
Unknown	-	1	2	8	1	10	3	3	28	0.1%
Sub-total	19	1,659	345	9,470	1,538	8,774	2,445	2,881	27,131	100.0%
Total	1,678		9,815		10,312		5,326		27,131	100.0%
% by level	6.2%		36.2%		38.0%		19.6%		100.0%	

Key point

- There were 27,131 approvals for a HCP in the March 2021 quarter.

2. HOME CARE SERVICE DELIVERY

NUMBER OF PEOPLE IN A HCP

- There were 167,124 people in a HCP at 31 March 2021 (Table 6). This was an increase of 4.9 per cent (7,785) since 31 December 2020 (159,339) and a 22.1 per cent (30,215) increase since 31 March 2020 (136,909) (Chart 1).
- Of the 167,124 people, 81,990 were in a high level (level 3 or 4) HCP. This figure was 28.5 per cent (18,181) higher than 31 March 2020 (63,809).
- In addition to the 167,124 people in a HCP at 31 March 2021, a further 16,252 people were assigned a HCP and were considering whether to take up their offer.

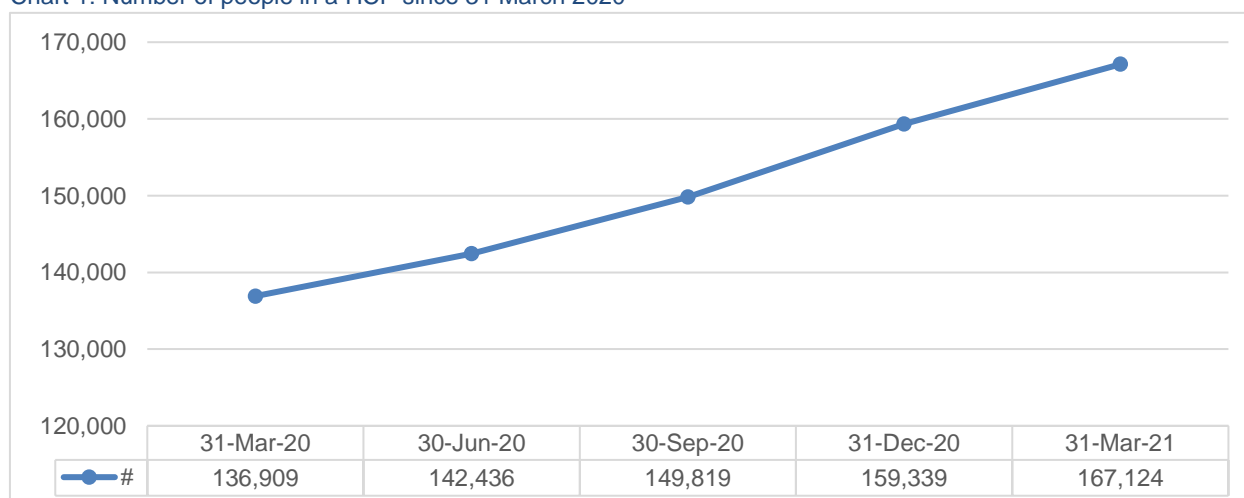
Table 6: Number of people in a HCP by level and state and territory, at 31 March 2021

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	8,929	24,485	14,504	11,518	59,436	35.6%
VIC	3,871	20,339	9,951	10,519	44,680	26.7%
QLD	2,917	11,893	8,082	7,869	30,761	18.4%
WA	477	3,559	3,326	5,565	12,927	7.7%
SA	983	4,579	3,685	3,380	12,627	7.6%
TAS	328	1,584	1,100	919	3,931	2.4%
ACT	88	773	411	722	1,994	1.2%
NT	11	311	169	263	754	0.5%
Unknown	-	7	-	7	14	0.0%
Total	17,604	67,530	41,228	40,762	167,124	100.0%
Share	10.5%	40.4%	24.7%	24.4%	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 March 2021 by Aged Care Planning Region (ACPR) can be found at Appendix A.

Chart 1: Number of people in a HCP since 31 March 2020



- Table 7 provides a breakdown of the proportion of the total number 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 7: Proportion of the total number of people in a HCP at the last day of the quarter, by MMM Classification

MMM	31-Mar-20	30-Jun-20	30-Sep-20	31-Dec-20	31-Mar-21
1	64.6%	64.6%	64.7%	64.9%	65.1%
2	9.6%	9.5%	9.4%	9.3%	9.2%
3	10.2%	10.2%	10.2%	10.1%	10.1%
4	5.8%	5.7%	5.7%	5.7%	5.6%
5	8.5%	8.5%	8.6%	8.6%	8.6%
6	0.9%	0.9%	0.9%	0.9%	0.9%
7	0.5%	0.5%	0.5%	0.5%	0.5%
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. Percentages may not add to 100 per cent due to rounding.

NUMBER OF NEW ENTRIES TO A HCP

- There were 16,578 new entries to a HCP in the March 2021 quarter (Table 8).

Table 8: Number of new entries to a HCP in the March 2021 quarter, by state and territory

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	3,041	1,467	823	298	5,629	34.0%
VIC	1,455	1,425	1,121	517	4,518	27.3%
QLD	947	1,048	606	206	2,807	16.9%
WA	203	527	482	305	1,517	9.2%
SA	397	416	508	153	1,474	8.9%
TAS	94	117	108	40	359	2.2%
ACT	28	83	50	27	188	1.1%
NT	7	35	27	17	86	0.5%
Total	6,172	5,118	3,725	1,563	16,578	100.0%
Share	37.2%	30.9%	22.5%	9.4%	100.0%	

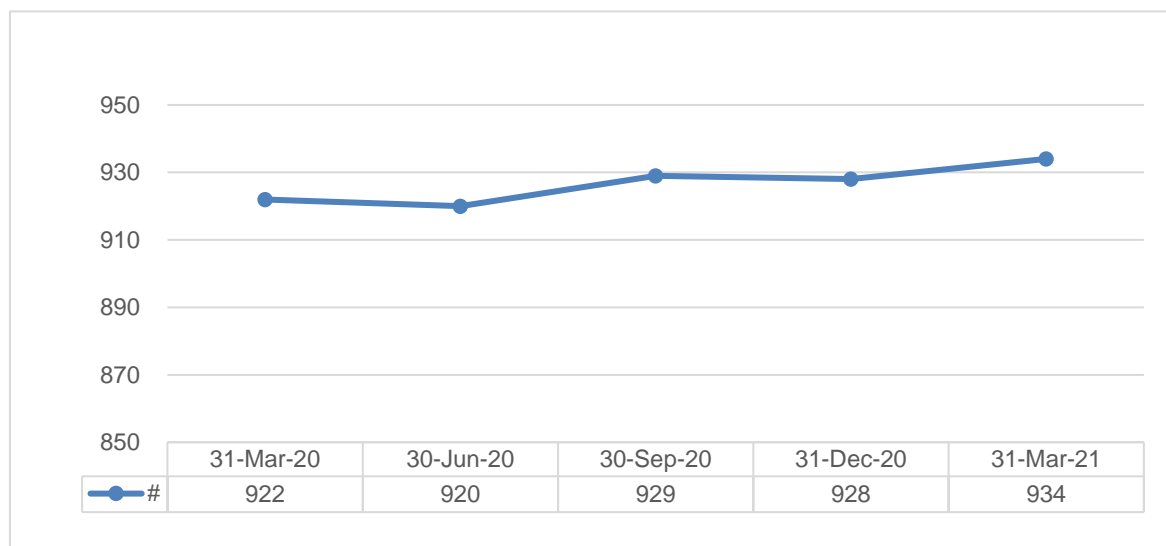
Note: Location is based on the address of the person entering a HCP, not the address of their provider.

- Further information on the number of new entries in the March 2021 quarter by ACPR can be found in Appendix B.

NUMBER OF APPROVED HCP PROVIDERS

- There were 934 approved HCP providers at 31 March 2021 (Chart 2). This was an increase of 0.6 per cent (six providers) from 31 December 2020 (928) and an increase of 1.3 per cent (12 providers) since 31 March 2020 (922).

Chart 2: Number of approved providers of home care with home care services since 31 March 2020



Note: Approved provider count is based on the approval effective date and includes those providers with at least one active service.

- Appendix C provides the total number of approved home care 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 March 2021.

Key points

- There were 167,124 people in a HCP at 31 March 2021. This was an increase of 22.1 per cent (30,215) since 31 March 2020 (136,909).
- There were 16,578 new entries to a HCP in the March 2021 quarter.
- There were 934 approved HCP providers at 31 March 2021. This was an increase of 1.3 per cent (12 providers) since 31 March 2020 (922).

3. NATIONAL PRIORITY SYSTEM

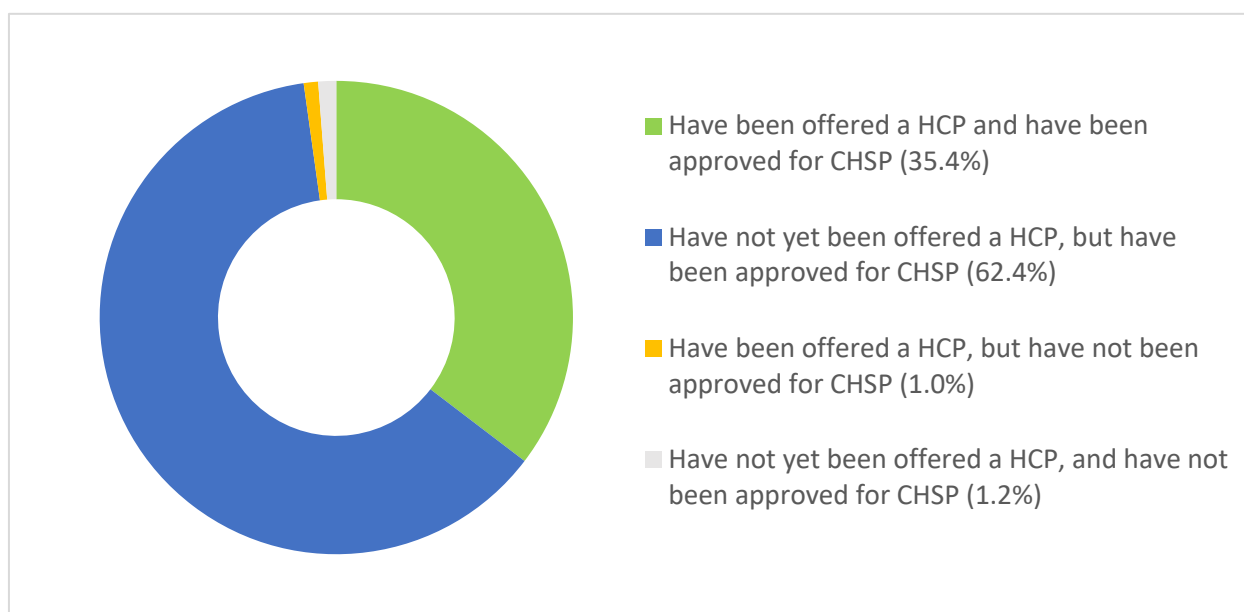
NATIONAL PRIORITY SYSTEM

- 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. The NPS is refreshed each night to accommodate changes made and ensure the release of HCPs is up-to-date. HCPs are released on a weekly basis to all four levels, across high and medium priorities to connect people to care as well as upgrade people in interim HCPs.
- The NPS should be considered as more than a single queue. For example, the NPS includes people who have accepted a lower level HCP that allows them to connect with home care services early, as well as others who have not accepted a lower level HCP. It also includes people that have approvals for other care types such as residential care and CHSP who may not choose to take up their HCP.
- 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 CHSP, depending on the person's circumstances. Therefore, based on care needs and choice, not everyone with a HCP approval will enter home care. The strong majority of people assessed by ACATs are approved for permanent residential care, reflecting their complex care needs.

ACCESS TO COMMONWEALTH HOME SUPPORT SERVICES

- In addition to receiving an approval for a HCP as an outcome of their assessment, most people are also provided with approval to access CHSP to assist with specific care needs identified during the assessment. Assessors provide these approvals to ensure people have options to address care needs whilst awaiting their approved HCP.
- Of the 87,162 people in the NPS who were waiting on a HCP at their approved level at 31 March 2021, 97.8 per cent (85,238) had been approved for access to services through the CHSP. Additionally, people retain the option of accessing some specific CHSP services after they are offered a level 1 or 2 HCP when their budget has been expended or where additional short-term episodic care is required. Diagram 1 shows that 98.8 per cent (86,094) of people in the NPS at 31 March 2021 had been offered an interim level HCP and/or approved for CHSP services.

Diagram 1: Status of people in the NPS at 31 March 2021 who were waiting for a HCP at their approved level



PEOPLE WHO HAVE NOT YET BEEN OFFERED A HCP

- At 31 March 2021, there were 55,483 people who were seeking a HCP at their approved level, who had not yet been offered a HCP (Table 9). Of these people, 98.1 per cent (54,415) had been approved for CHSP.
- The number of people with a level 4 approval who were seeking a HCP at their approved level, who had not yet been offered a HCP, fell by 13.8 per cent (1,020) from 31 March 2020 (7,400) to 31 March 2021 (6,380).

Table 9: 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 March 2021

Approved level	Number of people in the NPS who had never been offered an interim HCP	Number of people in the NPS who had never been offered an interim HCP with CHSP approval	Percentage of people in the NPS who had never been offered an interim HCP with CHSP approval
Level 1	3,193	3,030	94.9%
Level 2	23,335	22,906	98.2%
Level 3	22,575	22,273	98.7%
Level 4	6,380	6,206	97.3%
Total	55,483	54,415	98.1%

PEOPLE WHO HAVE RECEIVED AN OFFER OF AN INTERIM HCP

- At 31 March 2021, there were 31,679 people who had been offered an interim HCP while they wait for a HCP at their approved level.
- Those offered an interim HCP fell into three response categories (Table 10):
 - those who accepted their offer and were receiving care (21,011)
 - those who had not yet accepted their offer but whose offer was still open (i.e. within 56/84 days of offer) (6,378), and
 - those who did not take up their previous offer(s) (4,290).

Table 10: 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 March 2021

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(s)
Level 2	7,286	3,794	2,489
Level 3	9,126	1,886	1,484
Level 4	4,599	698	317
Total	21,011	6,378	4,290

- Of the 4,290 people who had not taken up their previous offer(s) of a HCP, 97.8 per cent (4,197) had been approved for CHSP (Table 11).

Table 11: Number and percentage of people who did not take up an offer of a lower level HCP, who have been provided approval to access CHSP, by level of approval at 31 March 2021

Approved level	Number of people who <u>did not</u> take up an offer of an interim HCP	Number of people who <u>did not</u> take up an offer of an interim HCP, that have a CHSP approval	Percentage of people who <u>did not</u> take up an offer of an interim HCP, that have a CHSP approval
Level 2	2,489	2,419	97.2%
Level 3	1,484	1,462	98.5%
Level 4	317	316	99.7%
Total	4,290	4,197	97.8%

PEOPLE APPROVED FOR RESIDENTIAL CARE

- Many people have approvals for both home and residential aged care, and some will choose to take up a residential care place instead of a HCP. At 31 March 2021, 60.8 per cent (53,036) of people in the NPS had dual approvals, having been approved for a permanent place in a residential aged care facility (Table 12).

Table 12: Number and percentage of people waiting for a HCP at their approved level who were also approved for permanent residential care, by level of approval at 31 March 2021

Approved level	Number of people waiting for a HCP at their approved level who also have an approval for permanent residential care	Number of people waiting for a HCP at their approved level	Percentage of people waiting for a HCP at their approved level who also have an approval for permanent residential care
Level 1	847	3,193	26.5%
Level 2	17,833	36,904	48.3%
Level 3	24,418	35,071	69.6%
Level 4	9,938	11,994	82.9%
Total	53,036	87,162	60.8%

DISTRIBUTION OF PEOPLE ACROSS STATES AND TERRITORIES

- Table 13 shows the state and territory distribution of people who have not been offered a HCP as at 31 March 2021. This cohort of people form a subset of all of the people in the NPS.

Table 13: Number of people waiting on a HCP at their approved level who had not been offered a lower level HCP, by state and territory of residence and level of approval at 31 March 2021

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	1,581	7,537	5,274	1,150	15,542	28.0%
VIC	828	6,815	6,186	2,044	15,873	28.6%
QLD	418	3,648	3,529	724	8,319	15.0%
WA	68	1,920	2,734	1,303	6,025	10.9%
SA	237	2,405	3,598	763	7,003	12.6%
TAS	44	585	795	221	1,645	3.0%
ACT	14	270	287	125	696	1.3%
NT	-	136	148	41	325	0.6%
Unknown	3	19	24	9	55	0.1%
Total	3,193	23,335	22,575	6,380	55,483	100.0%
Share	5.8%	42.1%	40.7%	11.5%	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 March 2021, who had not been offered a lower level HCP, by ACPR, is found in Appendix D.
- Table 14 shows the state and territory distribution of people who are waiting on a HCP at their approved level as at 31 March 2021 and includes people represented in Table 13.

Table 14: Number of people waiting on a HCP at their approved level by state and territory of residence and level of approval at 31 March 2021

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	1,581	13,685	10,998	2,824	29,088	33.4%
VIC	828	10,168	8,173	3,260	22,429	25.7%
QLD	418	5,797	5,835	1,810	13,860	15.9%
WA	68	2,501	3,659	2,186	8,414	9.7%
SA	237	3,347	4,716	1,217	9,517	10.9%
TAS	44	812	1,066	347	2,269	2.6%
ACT	14	407	398	244	1,063	1.2%
NT	-	156	195	88	439	0.5%
Unknown	3	31	31	18	83	0.1%
Total	3,193	36,904	35,071	11,994	87,162	100.0%
Share	3.7%	42.3%	40.2%	13.8%	100.0%	

- The number of people waiting on a HCP at their approved level at 31 March 2021, 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 May 2021, for a person with a medium priority approval entering the NPS for a HCP by level, are provided in Table 15.
- People approved for a higher level HCP have the option of taking up a lower level HCP to connect to care as early as possible. They may also have the option to access CHSP services, ensuring that the strong majority of people have access to Commonwealth subsidised care in their home.

Table 15: Estimated wait time for people with a medium priority entering the NPS on 31 May 2021, by HCP level

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

NUMBER OF HCPS RELEASED

- The department released 43,550 HCPs during the March 2021 quarter (Table 16), at an average of 3,350 per week.

Table 16: Number of HCPs released in the March 2021 quarter, by state and territory and level

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	5,114	5,716	3,325	1,044	15,199	34.9%
VIC	2,523	4,667	2,947	1,586	11,723	26.9%
QLD	1,566	2,902	1,802	826	7,096	16.3%
WA	458	1,248	1,208	864	3,778	8.7%
SA	796	1,496	1,384	392	4,068	9.3%
TAS	160	349	312	120	941	2.2%
ACT	81	242	99	88	510	1.2%
NT	15	64	68	47	194	0.4%
Unknown	12	16	5	8	41	0.1%
Total	10,725	16,700	11,150	4,975	43,550	100.0%
Share	24.6%	38.3%	25.6%	11.4%	100.0%	

- Of the HCPs released in the March 2021 quarter:
 - 26.7 per cent (11,649) were offered as upgrades to people already in an interim HCP.
 - 73.3 per cent (31,901) of HCPs were offered to people who were not in an interim level HCP (Table 17). This includes people who were previously offered a HCP and did not take up the offer, as well as people who were offered a HCP for the first time.

Table 17: HCPs released to people in the March 2021 quarter, by level and type of release

Release type	Level 1	Level 2	Level 3	Level 4	Total
New packages	10,725	11,056	7,160	2,960	31,901
Upgrades	-	5,644	3,990	2,015	11,649
Total	10,725	16,700	11,150	4,975	43,550
% released that were new	100.0%	66.2%	64.2%	59.5%	73.3%

- Information on the number of HCPs released by ACPR and level for the March 2021 quarter can be found at Appendix F.

Key points

- At 31 March 2021, there were 55,483 people who were seeking a HCP at their approved level, who had not been offered a HCP. Of these people, 98.1 per cent (54,415) had been provided with an approval to access CHSP.
- At 31 March 2021, there were 31,679 people who had been offered an interim HCP while they wait for a HCP at their approved level.
- 43,550 HCPs were released during the March 2021 quarter, with 73.3 per cent (31,901) being offered to people who were not in an interim HCP.

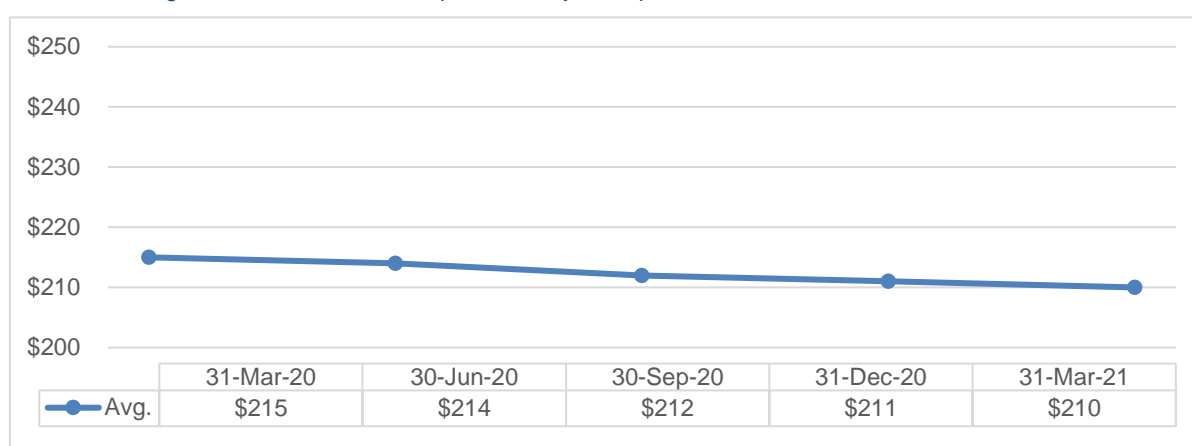
4. MAXIMUM EXIT AMOUNTS

An exit amount is an amount that can be deducted by a HCP provider from a person's unspent HCP amount if the person leaves their care. This may happen if the person decides to change their HCP provider or when they leave their HCP 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 2021 was \$210 (inclusive of amounts of \$0 and where no amount was provided) (Chart 3). This average had decreased by 0.5 per cent (\$1) since 31 December 2020 (\$211) and decreased by 2.3 per cent (\$5) since 31 March 2020 (\$215).

Chart 3: Average maximum exit amount published by HCP providers since 31 March 2020



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

- 43.8 per cent of approved HCP providers had indicated that they would not deduct an exit amount at 31 March 2021, up from 43.5 per cent at 31 December 2020.
- Eight providers published a maximum exit amount of \$1,000 or more at 31 March 2021 (Table 18).

Table 18: Number of approved HCP providers with a published maximum exit amount of \$1,000 or more

	31-Mar-20	30-Jun-20	30-Sep-20	31-Dec-20	31-Mar-21
(A) No. of providers with a published maximum exit amount of more than \$1,000	2	2	2	2	2
(B) No. of providers with a published maximum exit amount of \$1,000	6	6	6	6	6
Combined (A)+(B)	8	8	8	8	8

Key points:

- At 31 March 2021, the average published maximum exit amount was \$210.
- At 31 March 2021, 43.8 per cent of all approved HCP providers indicated that they would not deduct an exit amount.

Glossary

Term	Definition
Aged Care Assessment Teams (ACAT)	ACATs are independent, state and territory managed teams of medical and allied health professionals who assess the physical, psychological, medical, restorative, cultural and social needs of older people and help them and their carers to access appropriate levels of support.
Aged Care Planning Region (ACPR)	The areas marked out in the ACPR maps, which can be found at https://www.health.gov.au/resources/collections/2018-aged-care-planning-region-maps .
Approved provider	An organisation that has been approved to provide home care under the <i>Aged Care Act 1997</i> .
Commonwealth Home Support Programme (CHSP)	Entry-level support at home – Ongoing or short-term care and support services including help with housework, personal care, meals and food preparation, transport, shopping, allied health, social support and planned respite.
Home Care Packages Program	A program that supports senior Australians with complex needs to remain living at home through a coordinated package of care and services to meet the individual needs of people.
Interim HCP	A HCP at a lower level than a person's approved level, through which they are able to access some home care services while waiting for a higher level HCP.
My Aged Care	The main entry point to the aged care system in Australia.
National Priority System	The nationally consistent process for allocating HCPs based on peoples' needs and circumstances.
The department	The Department of Health.

Appendices

Appendix A – Number of people in a HCP at 31 March 2021, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	339	1,439	987	498	3,263
Central West	96	517	288	231	1,132
Far North Coast	696	1,940	945	639	4,220
Hunter	894	2,608	1,484	1,546	6,532
Illawarra	615	1,573	882	614	3,684
Inner West	622	1,563	987	852	4,024
Mid North Coast	777	2,187	1,519	1,179	5,662
Nepean	164	722	373	225	1,484
New England	132	542	299	242	1,215
Northern Sydney	964	2,310	1,165	1,191	5,630
Orana Far West	273	648	325	188	1,434
Riverina/Murray	551	1,555	901	582	3,589
South East Sydney	790	2,206	1,474	1,107	5,577
South West Sydney	1,162	2,121	1,165	821	5,269
Southern Highlands	226	986	453	438	2,103
Western Sydney	628	1,568	1,257	1,165	4,618
Total	8,929	24,485	14,504	11,518	59,436
VIC					
Barwon-South Western	221	1,506	765	769	3,261
Eastern Metro	1,501	4,503	1,826	1,841	9,671
Gippsland	392	1,738	841	739	3,710
Grampians	111	1,005	326	319	1,761
Hume	178	1,087	485	405	2,155
Loddon-Mallee	167	1,079	524	622	2,392
Northern Metro	494	2,871	1,677	1,692	6,734
Southern Metro	561	4,234	2,147	2,550	9,492
Western Metro	246	2,316	1,360	1,582	5,504
Total	3,871	20,339	9,951	10,519	44,680

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	134	897	761	769	2,561
Brisbane South	320	1,326	1,019	1,108	3,773
Cabool	338	1,016	822	767	2,943
Central West	5	13	7	10	35
Darling Downs	419	1,008	500	704	2,631
Far North	87	696	367	288	1,438
Fitzroy	88	747	968	374	2,177
Logan River Valley	202	753	570	586	2,111
Mackay	52	244	56	71	423
North West	7	52	30	28	117
Northern	88	538	474	652	1,752
South Coast	368	1,215	733	816	3,132
South West	16	60	22	36	134
Sunshine Coast	317	1,856	1,045	1,067	4,285
West Moreton	163	387	167	193	910
Wide Bay	313	1,085	541	400	2,339
Total	2,917	11,893	8,082	7,869	30,761
WA					
Goldfields	11	32	29	35	107
Great Southern	12	70	116	236	434
Kimberley	4	75	36	30	145
Metro East	41	486	452	648	1,627
Metro North	211	1,145	866	1,200	3,422
Metro South East	71	609	463	946	2,089
Metro South West	97	721	859	1,553	3,230
Mid West	1	50	48	108	207
Pilbara	1	17	14	23	55
South West	10	207	231	462	910
Wheatbelt	18	147	212	324	701
Total	477	3,559	3,326	5,565	12,927

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	56	280	124	94	554
Flinders & Far North	13	64	53	25	155
Hills, Mallee & Southern	249	802	383	317	1,751
Metro East	46	424	531	583	1,584
Metro North	310	867	752	654	2,583
Metro South	50	840	735	673	2,298
Metro West	67	486	667	674	1,894
Mid North	28	103	55	41	227
Riverland	25	176	113	77	391
South East	73	237	91	68	469
Yorke, Lower North & Barossa	66	300	181	174	721
Total	983	4,579	3,685	3,380	12,627
TAS					
North Western	137	357	219	226	939
Northern	65	466	271	272	1,074
Southern	126	761	610	421	1,918
Total	328	1,584	1,100	919	3,931
ACT					
Total	88	773	411	722	1,994
NT					
Alice Springs	2	102	22	47	173
Barkly	-	5	1	3	9
Darwin	1	115	122	184	422
East Arnhem	4	56	9	17	86
Katherine	4	33	15	12	64
Total	11	311	169	263	754
UNKNOWN ACPR					
Total	-	7	-	7	14
NATIONAL					
Total	17,604	67,530	41,228	40,762	167,124

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 March 2021 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	129	132	51	12	324
Central West	31	31	23	4	89
Far North Coast	213	94	43	7	357
Hunter	264	205	82	28	579
Illawarra	181	77	44	6	308
Inner West	252	78	60	39	429
Mid North Coast	250	188	84	33	555
Nepean	55	28	30	13	126
New England	52	44	19	7	122
Northern Sydney	311	124	102	28	565
Orana Far West	57	28	21	8	114
Riverina/Murray	183	68	37	17	305
South East Sydney	320	142	87	40	589
South West Sydney	420	93	34	22	569
Southern Highlands	102	66	28	10	206
Western Sydney	221	69	78	24	392
Total	3,041	1,467	823	298	5,629
VIC					
Barwon-South Western	85	134	82	28	329
Eastern Metro	493	248	173	96	1,010
Gippsland	143	72	128	48	391
Grampians	35	89	43	18	185
Hume	58	67	29	9	163
Loddon-Mallee	69	75	57	29	230
Northern Metro	183	231	177	63	654
Southern Metro	245	283	308	136	972
Western Metro	144	226	124	90	584
Total	1,455	1,425	1,121	517	4,518

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	47	89	66	22	224
Brisbane South	110	183	74	28	395
Cabool	126	77	63	17	283
Central West	1	2	1	-	4
Darling Downs	136	57	38	24	255
Far North	30	71	32	7	140
Fitzroy	48	57	71	7	183
Logan River Valley	71	61	41	10	183
Mackay	19	13	7	2	41
North West	2	9	2	1	14
Northern	21	76	60	24	181
South Coast	119	83	40	20	262
South West	5	2	2	2	11
Sunshine Coast	95	181	76	29	381
West Moreton	56	20	8	1	85
Wide Bay	61	67	25	12	165
Total	947	1,048	606	206	2,807
WA					
Goldfields	9	5	1	1	16
Great Southern	7	11	18	14	50
Kimberley	3	5	-	1	9
Metro East	19	58	61	37	175
Metro North	72	108	130	58	368
Metro South East	28	82	79	70	259
Metro South West	52	173	126	86	437
Mid West	1	6	9	9	25
Pilbara	-	2	5	2	9
South West	2	44	31	17	94
Wheatbelt	10	33	22	10	75
Total	203	527	482	305	1,517

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	17	14	14	1	46
Flinders & Far North	4	1	7	-	12
Hills, Mallee & Southern	108	52	35	10	205
Metro East	24	44	103	53	224
Metro North	96	83	68	18	265
Metro South	27	93	126	27	273
Metro West	29	68	112	32	241
Mid North	16	-	7	-	23
Riverland	17	24	21	5	67
South East	27	13	5	3	48
Yorke, Lower North & Barossa	32	24	10	4	70
Total	397	416	508	153	1,474
TAS					
North Western	47	32	16	14	109
Northern	12	41	24	7	84
Southern	35	44	68	19	166
Total	94	117	108	40	359
ACT					
Total	28	83	50	27	188
NT					
Alice Springs	2	10	3	-	15
Barkly	-	-	-	-	-
Darwin	-	22	22	15	59
East Arnhem	3	3	-	1	7
Katherine	2	-	2	1	5
Total	7	35	27	17	86
UNKNOWN					
Total	-	-	-	-	-
NATIONAL					
Total	6,172	5,118	3,725	1,563	16,578

Note: Location is based on the address of the person who entered into a HCP during the March 2021 quarter.

Appendix C – Number of approved HCP providers that have indicated in My Aged Care that they can provide services at each of the four HCP levels, by ACPR

State/territory	31-Mar-20	31-Dec-20	31-Mar-21
NSW			
Central Coast	24	27	26
Central West	21	20	20
Far North Coast	35	38	39
Hunter	59	63	62
Illawarra	39	39	39
Inner West	38	40	42
Mid North Coast	48	50	51
Nepean	14	14	14
New England	23	23	23
Northern Sydney	43	43	46
Orana Far West	22	21	21
Riverina/Murray	35	37	37
South East Sydney	57	59	59
South West Sydney	53	55	58
Southern Highlands	28	28	28
Western Sydney	55	54	54
VIC			
Barwon-South Western	30	32	33
Eastern Metro	60	61	61
Gippsland	23	23	23
Grampians	20	24	24
Hume	30	30	30
Loddon-Mallee	17	19	19
Northern Metro	39	42	47
Southern Metro	67	68	68
Western Metro	58	57	58

State/territory	31-Mar-20	31-Dec-20	31-Mar-21
QLD			
Brisbane North	45	48	49
Brisbane South	55	57	58
Cabool	22	26	27
Central West	9	9	9
Darling Downs	32	33	33
Far North	23	23	23
Fitzroy	25	25	25
Logan River Valley	27	30	30
Mackay	17	17	17
North West	7	7	7
Northern	23	24	25
South Coast	35	36	36
South West	3	3	3
Sunshine Coast	42	43	43
West Moreton	24	23	23
Wide Bay	22	22	23
WA			
Goldfields	9	9	9
Great Southern	6	6	6
Kimberley	8	8	8
Metro East	31	32	31
Metro North	33	35	36
Metro South East	23	24	25
Metro South West	20	22	22
Mid West	6	6	6
Pilbara	8	8	8
South West	14	14	14
Wheatbelt	8	9	9

State/territory	31-Mar-20	31-Dec-20	31-Mar-21
SA			
Eyre Peninsula	5	6	6
Flinders & Far North	10	10	10
Hills, Mallee & Southern	12	12	12
Metro East	40	43	44
Metro North	16	16	17
Metro South	14	13	13
Metro West	23	23	23
Mid North	3	3	3
Riverland	3	3	3
South East	5	5	5
Yorke, Lower North & Barossa	9	9	9
TAS			
North Western	13	13	13
Northern	14	15	15
Southern	34	34	34
ACT			
ACT	36	38	39
NT			
Alice Springs	15	15	15
Barkly	13	13	13
Darwin	15	15	16
East Arnhem	7	7	7
Katherine	12	12	12

Note: Totals per state/territory are not 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 March 2021, who had yet to be offered a lower level HCP, by ACPR (subset of Appendix E)

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	75	498	361	27	961
Central West	18	123	94	8	243
Far North Coast	59	490	253	54	856
Hunter	234	719	418	58	1,429
Illawarra	92	445	264	26	827
Inner West	48	326	368	199	941
Mid North Coast	158	581	392	77	1,208
Nepean	21	222	275	56	574
New England	47	185	168	25	425
Northern Sydney	201	862	591	202	1,856
Orana Far West	43	159	73	8	283
Riverina/Murray	133	375	208	40	756
South East Sydney	146	855	573	132	1,706
South West Sydney	137	686	488	106	1,417
Southern Highlands	32	451	174	7	664
Western Sydney	137	560	574	125	1,396
Total	1,581	7,537	5,274	1,150	15,542
VIC					
Barwon-South Western	18	606	530	155	1,309
Eastern Metro	423	1,430	949	391	3,193
Gippsland	77	388	593	261	1,319
Grampians	22	390	343	84	839
Hume	34	274	113	18	439
Loddon-Mallee	61	372	336	143	912
Northern Metro	103	1,080	743	280	2,206
Southern Metro	72	1,431	1,887	516	3,906
Western Metro	18	844	692	196	1,750
Total	828	6,815	6,186	2,044	15,873

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	25	313	427	78	843
Brisbane South	38	442	357	40	877
Cabool	59	358	365	86	868
Central West	1	9	8	2	20
Darling Downs	41	245	271	92	649
Far North	19	349	211	14	593
Fitzroy	41	163	213	6	423
Logan River Valley	16	148	172	47	383
Mackay	17	57	37	8	119
North West	1	19	15	1	36
Northern	24	234	251	67	576
South Coast	36	238	278	99	651
South West	4	16	20	3	43
Sunshine Coast	44	740	602	134	1,520
West Moreton	14	72	73	17	176
Wide Bay	38	245	229	30	542
Total	418	3,648	3,529	724	8,319
WA					
Goldfields	-	34	25	19	78
Great Southern	-	46	79	47	172
Kimberley	-	40	19	2	61
Metro East	3	250	453	185	891
Metro North	29	599	655	284	1,567
Metro South East	20	307	415	274	1,016
Metro South West	12	453	719	305	1,489
Mid West	-	32	62	22	116
Pilbara	-	-	10	-	10
South West	3	76	133	85	297
Wheatbelt	1	83	164	80	328
Total	68	1,920	2,734	1,303	6,025

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	41	133	149	9	332
Flinders & Far North	18	48	61	6	133
Hills, Mallee & Southern	50	233	213	45	541
Metro East	8	313	622	140	1,083
Metro North	77	590	608	127	1,402
Metro South	-	340	790	213	1,343
Metro West	8	363	800	174	1,345
Mid North	5	54	47	11	117
Riverland	3	81	82	16	182
South East	20	74	60	1	155
Yorke, Lower North & Barossa	7	176	166	21	370
Total	237	2,405	3,598	763	7,003
TAS					
North Western	17	142	148	43	350
Northern	16	187	189	61	453
Southern	11	256	458	117	842
Total	44	585	795	221	1,645
ACT					
Total	14	270	287	125	696
NT					
Alice Springs	-	30	17	5	52
Barkly	-	-	2	-	2
Darwin	-	91	119	31	241
East Arnhem	-	5	2	1	8
Katherine	-	10	8	4	22
Total	-	136	148	41	325
UNKNOWN ACPR					
Total	3	19	24	9	55
NATIONAL					
Total	3,193	23,335	22,575	6,380	55,483

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 March 2021, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	75	751	595	101	1,522
Central West	18	195	161	23	397
Far North Coast	59	951	656	189	1,855
Hunter	234	1,212	760	188	2,394
Illawarra	92	865	505	94	1,556
Inner West	48	716	993	338	2,095
Mid North Coast	158	1,036	827	220	2,241
Nepean	21	394	438	132	985
New England	47	297	291	59	694
Northern Sydney	201	1,591	1,274	452	3,518
Orana Far West	43	286	159	21	509
Riverina/Murray	133	753	532	105	1,523
South East Sydney	146	1,536	1,246	330	3,258
South West Sydney	137	1,404	1,139	261	2,941
Southern Highlands	32	682	378	44	1,136
Western Sydney	137	1,016	1,044	267	2,464
Total	1,581	13,685	10,998	2,824	29,088
VIC					
Barwon-South Western	18	823	687	261	1,789
Eastern Metro	423	2,437	1,380	618	4,858
Gippsland	77	761	761	372	1,971
Grampians	22	489	432	121	1,064
Hume	34	395	187	38	654
Loddon-Mallee	61	507	403	195	1,166
Northern Metro	103	1,559	1,030	504	3,196
Southern Metro	72	2,059	2,364	813	5,308
Western Metro	18	1,138	929	338	2,423
Total	828	10,168	8,173	3,260	22,429

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	25	487	601	181	1,294
Brisbane South	38	683	646	175	1,542
Cabool	59	626	600	166	1,451
Central West	1	11	8	3	23
Darling Downs	41	488	536	187	1,252
Far North	19	465	305	44	833
Fitzroy	41	259	357	28	685
Logan River Valley	16	281	322	131	750
Mackay	17	98	66	12	193
North West	1	31	26	1	59
Northern	24	281	333	137	775
South Coast	36	477	547	243	1,303
South West	4	27	28	6	65
Sunshine Coast	44	1,029	950	368	2,391
West Moreton	14	176	163	49	402
Wide Bay	38	378	347	79	842
Total	418	5,797	5,835	1,810	13,860
WA					
Goldfields	-	48	37	25	110
Great Southern	-	62	101	72	235
Kimberley	-	56	25	7	88
Metro East	3	311	595	328	1,237
Metro North	29	826	1,014	476	2,345
Metro South East	20	382	524	434	1,360
Metro South West	12	590	882	530	2,014
Mid West	-	35	65	23	123
Pilbara	-	3	12	-	15
South West	3	87	180	154	424
Wheatbelt	1	101	224	137	463
Total	68	2,501	3,659	2,186	8,414

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	41	186	186	15	428
Flinders & Far North	18	66	76	7	167
Hills, Mallee & Southern	50	439	387	91	967
Metro East	8	373	740	217	1,338
Metro North	77	831	865	213	1,986
Metro South	-	373	958	359	1,690
Metro West	8	419	931	239	1,597
Mid North	5	101	74	14	194
Riverland	3	123	108	23	257
South East	20	144	130	5	299
Yorke, Lower North & Barossa	7	292	261	34	594
Total	237	3,347	4,716	1,217	9,517
TAS					
North Western	17	231	251	68	567
Northern	16	224	241	98	579
Southern	11	357	574	181	1,123
Total	44	812	1,066	347	2,269
ACT					
Total	14	407	398	244	1,063
NT					
Alice Springs	-	35	28	18	81
Barkly	-	-	3	-	3
Darwin	-	97	149	57	303
East Arnhem	-	11	7	5	23
Katherine	-	13	8	8	29
Total	-	156	195	88	439
UNKNOWN ACPR					
Total	3	31	31	18	83
NATIONAL					
Total	3,193	36,904	35,071	11,994	87,162

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

Appendix F – Number of HCPs released in the March 2021 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	209	368	185	46	808
Central West	49	99	57	17	222
Far North Coast	344	393	217	60	1,014
Hunter	412	558	271	95	1,336
Illawarra	303	324	166	33	826
Inner West	378	386	320	131	1,215
Mid North Coast	363	512	336	104	1,315
Nepean	118	173	102	27	420
New England	104	114	75	20	313
Northern Sydney	651	690	367	106	1,814
Orana Far West	99	125	64	15	303
Riverina/Murray	332	347	229	62	970
South East Sydney	610	548	379	139	1,676
South West Sydney	572	509	251	81	1,413
Southern Highlands	173	239	96	31	539
Western Sydney	397	331	210	77	1,015
Total	5,114	5,716	3,325	1,044	15,199
VIC					
Barwon-South Western	163	360	210	91	824
Eastern Metro	819	992	496	272	2,579
Gippsland	301	405	298	140	1,144
Grampians	64	252	124	64	504
Hume	85	177	66	15	343
Loddon-Mallee	105	222	120	71	518
Northern Metro	310	710	485	259	1,764
Southern Metro	440	988	781	429	2,638
Western Metro	236	561	367	245	1,409
Total	2,523	4,667	2,947	1,586	11,723

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	112	245	208	92	657
Brisbane South	166	448	240	138	992
Cabool	168	243	199	71	681
Central West	3	10	2	-	15
Darling Downs	199	222	158	71	650
Far North	79	178	101	27	385
Fitzroy	93	130	154	30	407
Logan River Valley	99	190	102	35	426
Mackay	27	37	17	2	83
North West	5	12	6	3	26
Northern	36	144	118	102	400
South Coast	209	262	140	67	678
South West	7	15	3	5	30
Sunshine Coast	173	478	209	129	989
West Moreton	102	88	43	11	244
Wide Bay	88	200	102	43	433
Total	1,566	2,902	1,802	826	7,096
WA					
Goldfields	11	19	9	4	43
Great Southern	13	35	47	33	128
Kimberley	12	21	8	5	46
Metro East	44	135	160	108	447
Metro North	193	359	343	155	1,050
Metro South East	65	174	170	144	553
Metro South West	88	318	276	262	944
Mid West	3	16	29	19	67
Pilbara	3	2	9	3	17
South West	11	82	70	71	234
Wheatbelt	15	87	87	60	249
Total	458	1,248	1,208	864	3,778

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	25	71	30	8	134
Flinders & Far North	10	13	14	6	43
Hills, Mallee & Southern	182	172	121	29	504
Metro East	58	197	259	94	608
Metro North	207	325	248	55	835
Metro South	34	211	287	78	610
Metro West	50	220	252	83	605
Mid North	40	34	23	4	101
Riverland	38	53	42	10	143
South East	60	70	41	7	178
Yorke, Lower North & Barossa	92	130	67	18	307
Total	796	1,496	1,384	392	4,068
TAS					
North Western	80	101	69	39	289
Northern	25	91	67	37	220
Southern	55	157	176	44	432
Total	160	349	312	120	941
ACT					
Total	81	242	99	88	510
NT					
Alice Springs	4	18	7	6	35
Barkly	-	1	-	1	2
Darwin	6	42	53	30	131
East Arnhem	5	3	1	1	10
Katherine	-	-	7	9	16
Total	15	64	68	47	194
UNKNOWN					
Total	12	16	5	8	41
NATIONAL					
Total	10,725	16,700	11,150	4,975	43,550

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