



Australian Government

Department of Health, Disability and Ageing

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HOME CARE PACKAGES PROGRAM

Data Report 2nd Quarter 2025-26

1 October – 31 October 2025

December 2025

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EXECUTIVE SUMMARY

- The Home Care Packages (HCP) Program ended on 31 October 2025 (first month of the 2nd quarter) and was replaced by the Support at Home Program on 1 November 2025. This report covers HCP statistics only. As only one month is covered in this quarterly report, the statistics may not be comparable with previous HCP Data Reports (which cover three months at a time).
- At 31 October 2025, 328,014 people had access to a HCP.
- Of the 328,014 people, 299,016 were in a HCP with the remaining 28,998 people assigned a HCP and considering whether to take up their offer.
- In October 2025, 7,951 people entered a HCP for the first time.
- At 31 October 2025, there were 107,281 people waiting in the National Priority System (NPS) for a HCP at their approved level.
- There were 21,237 approvals for a HCP in October 2025.
- There were 35,024 HCPs released in October 2025, at an average of 8,756 per week.
- There were 933 approved HCP providers with a home care service at 31 October 2025.

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 subsidised packages through the Home Care Packages Program (HCPP) to provide home-based care to improve older Australians' quality of life and help them to remain active and connected to their communities. This program concluded on 31 October 2025 and was replaced by the Support at Home Program.

This report provides an update on the operation of the HCPP during its final month, covering the period from 1 October to 31 October 2025. The wait times are shown for 31 October 2025, 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, Disability and Ageing (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.

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 on 1 October 2025.

Table 1: HCP annual subsidy, by HCP level from 1 October 2025

HCP level	Home care services for people with	Rounded annual subsidy amount paid by the Government
1	Basic care needs	\$11,000
2	Low-level care needs	\$19,000
3	Intermediate care needs	\$42,000
4	High-level care needs	\$64,000

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 21,237 HCP approvals in October 2025 (Table 2).

Table 2: Number of HCP approvals in October 2025, by state and territory of assessment, level and priority

State/ territory	Level 1		Level 2		Level 3		Level 4		Total	Share
	High	Medium	High	Medium	High	Medium	High	Medium		
NSW	1	237	53	1,817	301	2,102	502	811	5,824	27.4%
VIC	3	410	112	2,326	715	1,577	833	368	6,344	29.9%
QLD	2	341	59	1,536	390	1,223	590	378	4,519	21.3%
WA	-	49	33	522	171	580	322	217	1,894	8.9%
SA	-	71	30	459	222	533	309	157	1,781	8.4%
TAS	-	30	3	191	25	156	39	64	508	2.4%
ACT	-	2	2	107	28	57	41	19	256	1.2%
NT	-	2	-	36	5	35	9	17	104	0.5%
Unknown	-	-	-	2	1	2	1	1	7	0.0%
Sub-total	6	1,142	292	6,996	1,858	6,265	2,646	2,032	21,237	100.0%
Total	1,148		7,288		8,123		4,678		21,237	100.0%
Share	5.4%		34.3%		38.2%		22.0%		100.0%	

Key point

- There were 21,237 approvals for a HCP in October 2025.

2. HOME CARE SERVICE DELIVERY

NUMBER OF PEOPLE IN A HCP

- There were 299,016 people in a HCP at 31 October 2025 (Table 3).
- In addition to the 299,016 people in a HCP at 31 October 2025, a further 28,998 people were assigned a HCP and were considering whether to take up their offer. Their offer remains valid for the Support at Home Program.

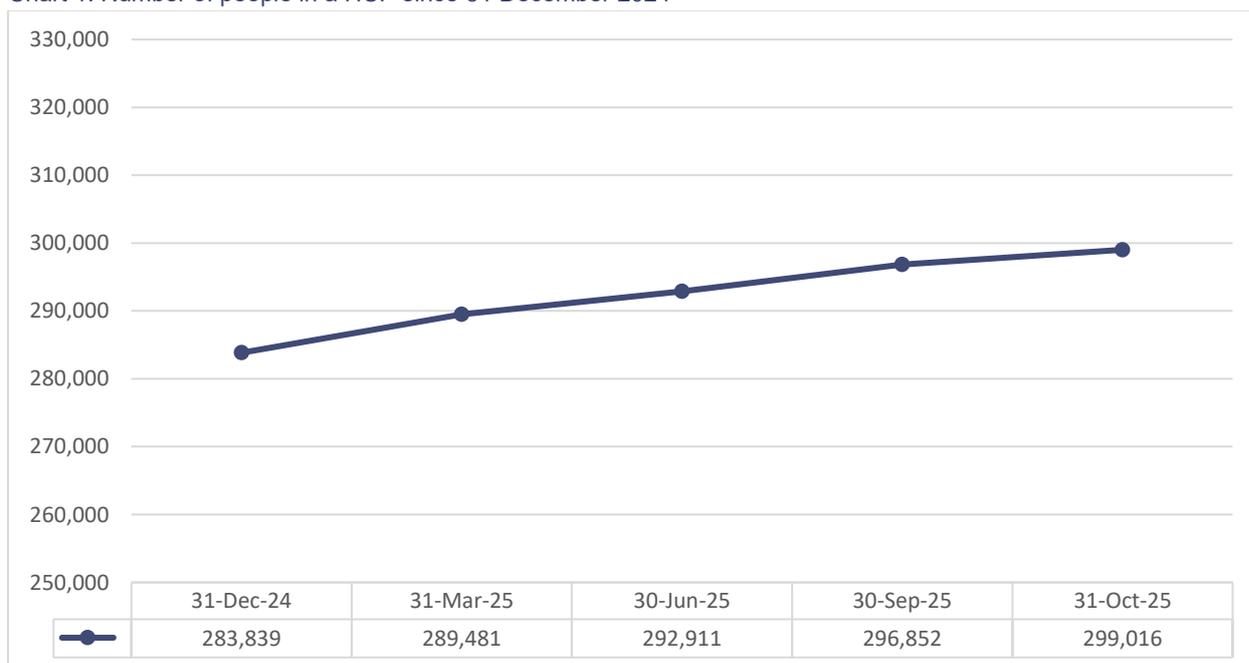
Table 3: Number of people in a HCP by level and state and territory, at 31 October 2025

State	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	6,207	38,268	34,845	17,065	96,385	32.2%
VIC	2,876	29,059	28,610	20,832	81,377	27.2%
QLD	1,970	19,708	22,260	14,639	58,577	19.6%
WA	249	4,350	8,852	9,504	22,955	7.7%
SA	809	8,665	12,020	7,158	28,652	9.6%
TAS	266	2,412	2,474	1,286	6,438	2.2%
ACT	21	682	1,109	1,515	3,327	1.1%
NT	7	328	561	403	1,299	0.4%
Unknown	-	3	1	2	6	0.0%
Total	12,405	103,475	110,732	72,404	299,016	100.0%
Share by Level	4.1%	34.6%	37.0%	24.2%	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 October 2025 by Aged Care Planning Region (ACPR) can be found at Appendix A.

Chart 1: Number of people in a HCP since 31 December 2024



- Table 4 provides a breakdown of the proportion of people in a HCP according to the Modified Monash Model (MMM) classifications – with 1 classified as major metropolitan regions, ranging to 7 which is classified as the most remote regions.

Table 4: Proportion of the total number of people in a HCP at the last day of the quarter/program, by MMM Classification

MMM	31-Dec-24	31-Mar-25	30-Jun-25	30-Sep-25	31-Oct-25
1	66.6%	66.7%	66.7%	66.7%	66.8%
2	8.9%	8.9%	8.9%	8.9%	8.9%
3	9.4%	9.4%	9.3%	9.3%	9.3%
4	5.5%	5.4%	5.4%	5.4%	5.4%
5	8.3%	8.3%	8.4%	8.4%	8.4%
6	0.9%	0.9%	0.9%	0.9%	0.9%
7	0.4%	0.4%	0.4%	0.4%	0.4%
Unknown	0.0%	0.0%	0.0%	0.0%	0.0%

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

NUMBER OF NEW ENTRIES TO A HCP

- There were 7,951 new entries to a HCP in October 2025 (Table 5).

Table 5: Number of new entries to a HCP in October 2025, by state and territory

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	425	836	1,173	526	2,960	37.2%
VIC	135	510	864	437	1,946	24.5%
QLD	155	438	690	304	1,587	20.0%
WA	13	106	253	227	599	7.5%
SA	29	127	270	181	607	7.6%
TAS	12	28	49	20	109	1.4%
ACT	4	29	50	29	112	1.4%
NT	-	9	14	8	31	0.4%
Unknown	-	0	-	-	0	0.0%
Total	773	2,083	3,363	1,732	7,951	100.0%
Share	9.7%	26.2%	42.3%	21.8%	100.0%	

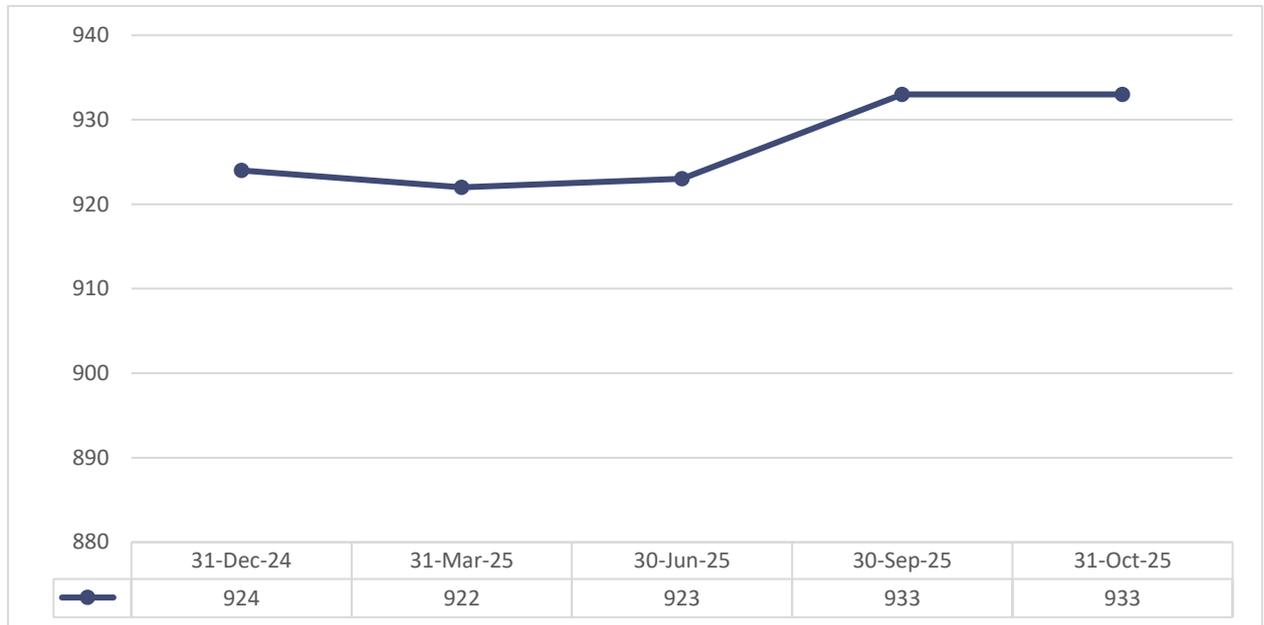
Note: Location is based on the address of the person entering a HCP, not the address of their provider.

- Further information on the number of new entries in the month of October 2025 by ACPR can be found in Appendix B.

NUMBER OF APPROVED HCP PROVIDERS

- There were 933 approved HCP providers at 31 October 2025 (Chart 2).

Chart 2: Number of approved providers of home care with home care services since 31 December 2024



Note: Includes providers with at least one active service.

- Appendix C provides the total number of approved HCP providers in each ACPR that had indicated in My Aged Care that they had operational capacity to provide services across all four HCP levels in that ACPR at 31 October 2025.

Key points

- There were 299,016 people receiving care in a HCP at 31 October 2025.
- There were 7,951 new entries to a HCP in October 2025.
- There were 933 approved HCP providers at 31 October 2025.

3. NATIONAL PRIORITY SYSTEM

NATIONAL PRIORITY SYSTEM

- The NPS, which operated until 31 October 2025, allowed 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 was dependent only on their date of approval and priority for service.
- Aged care needs assessors assessed a person’s needs and, when making an approval for care, approved a person for a HCP, residential care, respite care, transitional care, and Commonwealth Home Support Programme (CHSP), depending on the person’s circumstances. Therefore, based on care needs and choice, not everyone with a HCP approval and placed in the NPS entered home care.
- There were 107,281 people in the NPS who were waiting on a HCP at their approved level at 31 October 2025. Of these people, 106,122 (99%) were in a lower level HCP and/or approved for CHSP services.

PEOPLE WHO HAVE NOT YET BEEN OFFERED A HCP

- At 31 October 2025, there were 92,901 people who were seeking a HCP at their approved level, who are not in a lower level HCP (Table 6). All HCP approvals

Table 6: Number and percentage of people who had not yet been offered a HCP, who had been approved to access CHSP, by level of approval at 31 October 2025

Approved level	Number of people in the NPS <u>who have never been offered a lower level HCP</u>	Number of people in the NPS <u>who have never been offered a lower level HCP with CHSP approval</u>	Percentage of people in the NPS <u>without a lower level HCP with CHSP approval</u>
Level 1	5,246	5,135	97.9%
Level 2	51,188	50,674	99.0%
Level 3	32,176	31,914	99.2%
Level 4	4,291	4,199	97.9%
Total	92,901	91,922	98.9%

PEOPLE WHO ARE IN A LOWER LEVEL HCP

- At 31 October 2025, there were 14,380 people who were in a lower level HCP while they waited for a HCP at their approved level (Table 7).

Table 7: Number of people who had been offered a HCP while they wait for their approved level, by response category and level of approval at 31 October 2025

Approved level	Number of people in a lower level HCP	Number of people offered a lower level HCP, who had <u>not yet accepted their offer</u>	Number of people offered a lower level HCP that <u>did not</u> take up their offer
Level 1	0	0	0
Level 2	1,285	69	46
Level 3	8,166	164	176

Level 4	4,320	115	39
Total	13,771	348	261

DISTRIBUTION OF PEOPLE ACROSS STATES AND TERRITORIES

- Table 8 shows the state and territory distribution of people who had not been offered a HCP at 31 October 2025.

Table 8: Number of people waiting on a HCP at their approved level without a lower level HCP, by state and territory of residence and level of approval at 31 October 2025

State	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	1,498	17,391	11,229	1,440	31,558	34.0%
VIC	1,555	13,136	7,415	989	23,095	24.9%
QLD	1,449	11,321	5,880	575	19,225	20.7%
WA	230	3,337	2,987	552	7,106	7.6%
SA	306	3,769	3,222	509	7,806	8.4%
TAS	176	1,302	760	129	2,367	2.5%
ACT	18	643	459	62	1,182	1.3%
NT	14	274	212	32	532	0.6%
Unknown	-	15	12	3	30	0.0%
Total	5,246	51,188	32,176	4,291	92,901	100.0%
Share	5.6%	55.1%	34.6%	4.6%	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 October 2025, without a lower level HCP, by ACPR, is found in Appendix D.
- Table 9 shows the state and territory distribution of people who are waiting on a HCP at their approved level as at 31 October 2025 and includes people represented in Table 8.

Table 9: Number of people waiting on a HCP at their approved level by state and territory of residence and level of approval at 31 October 2025

State	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	1,498	18,131	15,128	3,484	38,241	35.6%
VIC	1,555	13,410	9,013	1,640	25,618	23.9%
QLD	1,449	11,584	7,685	1,525	22,243	20.7%
WA	230	3,377	3,415	885	7,907	7.4%
SA	306	3,807	3,658	758	8,529	8.0%
TAS	176	1,341	960	280	2,757	2.6%
ACT	18	649	565	121	1,353	1.3%
NT	14	274	246	69	603	0.6%
Unknown	-	15	12	3	30	0.0%
Total	5,246	52,588	40,682	8,765	107,281	100.0%
Share by Level	4.9%	49.0%	37.9%	8.2%	100.0%	

- The number of people waiting on a HCP at their approved level at 31 October 2025, by ACPR, is found in Appendix E.

Key point

- At 31 October 2025, there were 107,281 people who were waiting for a HCP at their approved level. All active approvals transitioned into the Support at Home Priority System on 1 November 2025.

WAIT TIMES

- All people approved for a HCP, and seeking services, could 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 was solely based on date of approval and priority for care. Estimated wait times at 31 October 2025, for a person with a medium priority approval joining the NPS for a HCP by level, are provided in Table 10.

Table 10: Estimated wait time for people entering the NPS on 31 October 2025 by HCP level

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

- For people who have been assigned a HCP at their approved level in October 2025, the average wait times is provided in Table 11.

Table 11: Average wait times for people who have been assigned a HCP in October 2025 by HCP level

Package level	High priority	Medium priority	Both high and medium priorities
Level 1	<1 month	7 months	7 months
Level 2	<1 month	10 months	10 months
Level 3	<1 month	10 months	9 months
Level 4	<1 month	8 months	6 months
All Levels	<1 month	9 months	8 months

NUMBER OF HCPS RELEASED

- The department released 35,024 HCPs during October 2025 (Table 11), at an average of 8,756 per week.

Table 12: Number of HCPs released in October 2025, by state and territory and level

State	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	1,294	2,410	5,244	3,573	12,521	35.7%
VIC	592	1,440	3,317	2,158	7,507	21.4%
QLD	655	1,493	2,979	1,652	6,779	19.4%
WA	113	448	1,557	1,250	3,368	9.6%
SA	195	437	1,377	1,031	3,040	8.7%
TAS	89	144	400	276	909	2.6%
ACT	6	111	288	232	637	1.8%
NT	2	43	125	88	258	0.7%
Unknown	-	2	2	1	5	0.0%
Total	2,946	6,528	15,289	10,261	35,024	100.0%
Share	8.4%	18.6%	43.7%	29.3%	100.0%	

- Of the HCPs released in October 2025, 23% (8,034) were offered as upgrades to people already in a lower-level HCP. The other 77% (26,990) were offered to people who were not in a lower-level HCP (Table 12).

Table 13: HCPs released to people in the September 2025 quarter, by level and type of release

Release type	Level 1	Level 2	Level 3	Level 4	Total
New packages	2,946	6,321	11,970	5,753	26,990
Upgrades	0	207	3,319	4,508	8,034
Total	2,946	6,528	15,289	10,261	35,024
% released that were new	100.0%	96.8%	78.3%	56.1%	77.1%

Information on the number of HCPs released by ACPR and level for October 2025 can be found at Appendix F.

Key points

- 35,024 HCPs were released during the October 2025.

4. FIRST NATIONS PEOPLES

- For the purpose of this report, First Nations peoples include those people who have identified in My Aged Care as being Aboriginal and/or Torres Strait Islander.
- The number of First Nations peoples receiving a HCP or waiting for a HCP is proportionately less for their population size relative to the rest of the population. This is attributed to First Nations peoples accessing alternative programs such as the National Aboriginal and Torres Strait Islander Flexible Aged Care Program and Multi-Purpose Services for in-home care support. In addition, indigenous status for many people is not recorded in My Aged Care.
- There were 9,947 First Nations peoples in a HCP at 31 October 2025 (Table 14). The 9,947 people accounted for 3% of the 299,016 people in a HCP (Table 3).

Table 14: Number of First Nations peoples in a HCP by level and state and territory at 31 October 2025

State	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	194	1,668	1,506	733	4,101	41.2%
VIC	32	502	345	265	1,144	11.5%
QLD	42	749	907	600	2,298	23.1%
WA	2	118	257	303	680	6.8%
SA	29	273	353	216	871	8.8%
TAS	15	103	124	65	307	3.1%
ACT	-	19	39	28	86	0.9%
NT	4	140	217	95	456	4.6%
Unknown	-	1	1	2	4	0.0%
Total	318	3,573	3,749	2,307	9,947	100.0%
Share	3.2%	35.9%	37.7%	23.2%	100.0%	

Note: The 9,947 First Nations people are a subset of the 299,016 people in a HCP recorded for all of Australia.

- There were 2,502 First Nations peoples at 31 October 2025 who were waiting for a HCP at their approved level (Table 15). The 2,502 people accounted for 2% of the 107,281 people waiting for a HCP at their approved level (Table 9).

Table 15: Number of First Nations peoples waiting on a HCP at their approved level by state and territory of residence and level of approval at 31 October 2025

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	22	458	369	81	930	37.2%
VIC	8	96	60	6	170	6.8%
QLD	38	370	240	45	693	27.7%
WA	5	111	103	29	248	9.9%
SA	3	66	53	12	134	5.4%
TAS	4	51	43	10	108	4.3%
ACT	-	12	11	2	25	1.0%
NT	5	85	73	16	179	7.2%
Unknown	-	9	6	-	15	0.6%
Total	85	1,258	958	201	2,502	100.0%
Share	3.4%	50.3%	38.3%	8.0%	100.0%	

Note: The 2,502 First Nations people are a subset of the 107,281 people in the NPS recorded for all of Australia.

GLOSSARY

Term	Definition
Aged care needs assessors	Aged care needs assessors 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.
A lower level 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, Disability and Ageing

APPENDICES

APPENDIX A – NUMBER OF PEOPLE IN A HCP AT 31 OCTOBER 2025, BY ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	359	2,408	2,103	985	5,855
Central West	73	776	755	399	2,003
Far North Coast	554	3,152	2,234	1,015	6,955
Hunter	690	3,129	2,530	1,715	8,064
Illawarra	291	1,603	2,008	930	4,832
Inner West	153	1,940	2,308	1,388	5,789
Mid North Coast	632	3,456	3,407	1,463	8,958
Nepean	117	1,251	1,137	570	3,075
New England	80	723	728	287	1,818
Northern Sydney	636	3,208	2,807	1,862	8,513
Orana Far West	177	962	810	335	2,284
Riverina/Murray	415	1,875	1,212	449	3,951
South East Sydney	340	3,783	4,001	1,643	9,767
South West Sydney	906	4,538	4,075	1,640	11,159
Southern Highlands	113	1,798	1,396	590	3,897
Western Sydney	671	3,666	3,334	1,794	9,465
Total	6,207	38,268	34,845	17,065	96,385
VIC					
Barwon-South Western	118	2,255	2,373	1,762	6,508
Eastern Metro	1,231	7,341	5,440	4,107	18,119
Gippsland	344	2,356	2,474	1,483	6,657
Grampians	81	1,297	1,087	682	3,147
Hume	219	1,202	667	257	2,345
Loddon-Mallee	141	1,477	1,306	1,150	4,074
Northern Metro	384	4,433	4,801	3,655	13,273
Southern Metro	280	5,285	6,832	5,415	17,812
Western Metro	78	3,413	3,630	2,321	9,442
Total	2,876	29,059	28,610	20,832	81,377

QLD					
Brisbane North	80	1,259	1,555	1,228	4,122
Brisbane South	228	2,124	2,959	1,776	7,087
Cabool	172	1,978	2,441	1,452	6,043
Central West	4	31	24	9	68
Darling Downs	373	1,820	1,222	573	3,988
Far North	65	2,100	1,518	541	4,224
Fitzroy	38	1,041	1,645	756	3,480
Logan River Valley	86	1,028	1,328	905	3,347
Mackay	17	276	251	113	657
North West	6	70	40	21	137
Northern	52	873	1,176	791	2,892
South Coast	122	1,373	1,603	1,437	4,535
South West	22	102	32	18	174
Sunshine Coast	157	2,738	4,087	3,768	10,750
West Moreton	220	804	613	298	1,935
Wide Bay	328	2,091	1,766	953	5,138
Total	1,970	19,708	22,260	14,639	58,577
WA					
Goldfields	1	61	98	65	225
Great Southern	8	124	389	334	855
Kimberley	1	71	59	31	162
Metro East	11	560	1,311	1,469	3,351
Metro North	124	1,391	2,135	1,690	5,340
Metro South East	57	713	1,248	1,568	3,586
Metro South West	29	898	1,994	2,666	5,587
Mid West	2	55	128	249	434
Pilbara	-	18	31	19	68
South West	5	156	568	755	1,484
Wheatbelt	11	303	891	658	1,863
Total	249	4,350	8,852	9,504	22,955

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	163	639	331	81	1,214
Flinders & Far North	30	167	131	34	362
Hills, Mallee & Southern	100	1,084	1,227	749	3,160
Metro East	27	983	1,756	940	3,706
Metro North	306	2,314	2,510	1,504	6,634
Metro South	13	912	2,504	2,062	5,491
Metro West	43	1,236	2,292	1,090	4,661
Mid North	22	177	109	42	350
Riverland	8	215	336	263	822
South East	43	334	242	86	705
Yorke, Lower North & Barossa	54	604	582	307	1,547
Total	809	8,665	12,020	7,158	28,652
TAS					
North Western	69	587	607	352	1,615
Northern	77	538	619	335	1,569
Southern	120	1,287	1,248	599	3,254
Total	266	2,412	2,474	1,286	6,438
ACT					
Total	21	682	1,109	1,515	3,327
NT					
Alice Springs	3	64	78	31	176
Barkly	1	4	6	1	12
Darwin	3	179	361	318	861
East Arnhem	-	61	69	28	158
Katherine	-	20	47	25	92
Total	7	328	561	403	1,299
UNKNOWN ACPR					
Total	-	3	1	2	6
NATIONAL					
Total	12,405	103,475	110,732	72,404	299,016

Appendix B – Number of new entries to a HCP in October 2025, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	44	80	63	21	208
Central West	9	28	36	6	79
Far North Coast	62	83	51	17	213
Hunter	36	76	90	28	230
Illawarra	7	23	46	28	104
Inner West	9	37	74	74	194
Mid North Coast	71	61	71	16	219
Nepean	12	40	39	11	102
New England	8	27	40	13	88
Northern Sydney	25	49	117	60	251
Orana Far West	3	23	27	12	65
Riverina/Murray	25	29	21	3	78
South East Sydney	7	77	135	62	281
South West Sydney	51	89	189	69	398
Southern Highlands	8	40	42	7	97
Western Sydney	48	74	132	99	353
Total	425	836	1,173	526	2,960
VIC					
Barwon-South Western	5	26	71	37	139
Eastern Metro	39	97	137	90	363
Gippsland	15	39	93	25	172
Grampians	7	26	41	18	92
Hume	18	30	23	3	74
Loddon-Mallee	4	26	47	49	126
Northern Metro	22	97	139	52	310
Southern Metro	10	74	221	124	429
Western Metro	15	95	92	39	241
Total	135	510	864	437	1,946

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	3	20	48	27	98
Brisbane South	13	69	133	42	257
Cabool	8	34	80	34	156
Central West	-	1	1	1	3
Darling Downs	27	30	28	10	95
Far North	-	51	29	6	86
Fitzroy	3	19	20	12	54
Logan River Valley	9	18	59	24	110
Mackay	-	8	9	5	22
North West	-	-	-	-	-
Northern	1	14	26	12	53
South Coast	1	41	78	56	176
South West	-	2	1	-	3
Sunshine Coast	20	66	106	42	234
West Moreton	37	12	18	12	79
Wide Bay	33	53	54	21	161
Total	155	438	690	304	1,587
WA					
Goldfields	-	3	5	1	9
Great Southern	1	5	11	12	29
Kimberley	-	1	1	1	3
Metro East	-	9	40	37	86
Metro North	8	29	68	28	133
Metro South East	2	18	36	43	99
Metro South West	1	26	57	57	141
Mid West	-	-	3	10	13
Pilbara	-	1	-	-	1
South West	-	3	11	19	33
Wheatbelt	1	11	21	19	52
Total	13	106	253	227	599

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	8	12	3	2	25
Flinders & Far North	-	3	3	2	8
Hills, Mallee & Southern	2	16	35	38	91
Metro East	1	13	19	25	58
Metro North	8	30	74	42	154
Metro South	-	11	76	42	129
Metro West	3	16	28	11	58
Mid North	2	3	4	2	11
Riverland	1	3	7	3	14
South East	-	3	3	2	8
Yorke, Lower North & Barossa	4	17	18	12	51
Total	29	127	270	181	607
TAS					
North Western	-	4	14	6	24
Northern	5	7	9	1	22
Southern	7	17	26	13	63
Total	12	28	49	20	109
ACT					
Total	4	29	50	29	112
NT					
Alice Springs	-	1	2	-	3
Barkly	-	-	-	-	-
Darwin	-	5	10	8	23
East Arnhem	-	2	-	-	2
Katherine	-	1	2	-	3
Total	-	9	14	8	31
UNKNOWN ACPR					
Total	-	-	-	-	-
NATIONAL					
Total	773	2,083	3,363	1,732	7,951

Note: Location is based on the address of the person who entered into a HCP during October 2025.

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-25	30-Sep-25	31-Oct-25
NSW			
Central Coast	32	33	33
Central West	24	25	25
Far North Coast	46	47	46
Hunter	71	71	71
Illawarra	45	48	48
Inner West	52	54	54
Mid North Coast	59	59	59
Nepean	22	21	21
New England	30	30	30
Northern Sydney	57	61	62
Orana Far West	21	22	22
Riverina/Murray	43	43	43
South East Sydney	75	77	76
South West Sydney	71	73	75
Southern Highlands	33	33	33
Western Sydney	82	87	88
VIC			
Barwon-South Western	40	42	42
Eastern Metro	86	87	87
Gippsland	31	31	31
Grampians	34	36	36
Hume	40	42	42
Loddon-Mallee	28	29	29
Northern Metro	60	62	63
Southern Metro	89	91	90
Western Metro	82	86	87

State/territory	30-Jun-25	30-Sep-25	31-Oct-25
QLD			
Brisbane North	57	59	60
Brisbane South	75	78	78
Cabool	32	33	33
Central West	10	11	11
Darling Downs	36	40	40
Far North	28	30	30
Fitzroy	27	30	30
Logan River Valley	38	41	40
Mackay	21	24	24
North West	7	8	8
Northern	29	31	31
South Coast	43	49	49
South West	4	5	5
Sunshine Coast	48	49	49
West Moreton	25	28	29
Wide Bay	30	32	32
WA			
Goldfields	10	13	13
Great Southern	10	10	10
Kimberley	9	9	9
Metro East	41	42	42
Metro North	47	49	49
Metro South East	32	33	33
Metro South West	25	26	26
Mid West	9	9	9
Pilbara	8	8	8
South West	17	18	18
Wheatbelt	11	11	11

State/territory	30-Jun-25	30-Sep-25	31-Oct-25
SA			
Eyre Peninsula	6	6	6
Flinders & Far North	10	10	10
Hills, Mallee & Southern	13	13	13
Metro East	58	60	60
Metro North	18	19	20
Metro South	15	14	14
Metro West	30	30	30
Mid North	3	3	3
Riverland	3	3	3
South East	5	5	5
Yorke, Lower North & Barossa	10	10	10
TAS			
North Western	13	13	14
Northern	16	16	16
Southern	40	40	41
ACT			
ACT	46	48	48
NT			
Alice Springs	15	15	15
Barkly	13	14	14
Darwin	16	17	17
East Arnhem	7	8	8
Katherine	13	14	14

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 OCTOBER 2025, WHO ARE NOT IN A LOWER LEVEL HCP, BY ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	91	1,168	439	40	1,738
Central West	22	277	210	25	534
Far North Coast	181	1,259	471	46	1,957
Hunter	121	1,539	832	71	2,563
Illawarra	107	885	845	64	1,901
Inner West	51	827	877	145	1,900
Mid North Coast	104	1,190	495	45	1,834
Nepean	83	699	349	52	1,183
New England	30	443	275	33	781
Northern Sydney	161	1,942	1,339	317	3,759
Orana Far West	26	401	189	12	628
Riverina/Murray	25	324	236	17	602
South East Sydney	81	1,596	1,161	137	2,975
South West Sydney	284	2,068	1,866	185	4,403
Southern Highlands	22	824	376	21	1,243
Western Sydney	109	1,949	1,269	230	3,557
Total	1,498	17,391	11,229	1,440	31,558
VIC					
Barwon-South Western	54	830	755	116	1,755
Eastern Metro	463	2,857	1,399	194	4,913
Gippsland	257	993	420	37	1,707
Grampians	5	335	302	53	695
Hume	75	677	315	20	1,087
Loddon-Mallee	77	713	365	84	1,239
Northern Metro	119	1,967	1,131	125	3,342
Southern Metro	398	2,988	1,841	271	5,498
Western Metro	107	1,776	887	89	2,859
Total	1,555	13,136	7,415	989	23,095

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	73	935	526	43	1,577
Brisbane South	162	1,187	777	59	2,185
Cabool	153	1,272	723	64	2,212
Central West	1	19	11	1	32
Darling Downs	144	844	300	20	1,308
Far North	67	898	208	11	1,184
Fitzroy	56	531	223	8	818
Logan River Valley	73	584	482	74	1,213
Mackay	32	299	168	15	514
North West	7	25	22	-	54
Northern	73	422	308	24	827
South Coast	195	1,504	965	158	2,822
South West	4	38	12	-	54
Sunshine Coast	141	1,312	525	36	2,014
West Moreton	132	533	266	36	967
Wide Bay	136	918	364	26	1,444
Total	1,449	11,321	5,880	575	19,225
WA					
Goldfields	3	71	55	8	137
Great Southern	21	154	137	20	332
Indian Ocean Territories	6	8	1	-	15
Kimberley	2	39	32	3	76
Metro East	16	392	431	54	893
Metro North	54	911	779	106	1,850
Metro South East	12	468	402	124	1,006
Metro South West	76	868	702	138	1,784
Mid West	8	65	82	24	179
Pilbara	1	27	26	1	55
South West	23	176	208	56	463
Wheatbelt	8	158	132	18	316
Total	230	3,337	2,987	552	7,106

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	8	206	112	17	343
Flinders & Far North	2	44	34	3	83
Hills, Mallee & Southern	51	387	367	60	865
Metro East	37	485	379	65	966
Metro North	64	828	633	101	1,626
Metro South	24	635	749	122	1,530
Metro West	74	541	439	54	1,108
Mid North	4	65	53	15	137
Riverland	8	117	69	19	213
South East	7	168	121	16	312
Yorke, Lower North & Barossa	27	293	266	37	623
Total	306	3,769	3,222	509	7,806
TAS					
North Western	41	248	204	35	528
Northern	69	366	149	17	601
Southern	66	688	407	77	1,238
Total	176	1,302	760	129	2,367
ACT					
Total	18	643	459	62	1,182
NT					
Alice Springs	6	43	25	5	79
Barkly	1	8	8	-	17
Darwin	7	198	159	25	389
East Arnhem	-	9	7	-	16
Katherine	-	16	13	2	31
Total	14	274	212	32	532
UNKNOWN ACPR					
Total	-	15	12	3	30
NATIONAL					
Total	5,246	51,188	32,176	4,291	92,901

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 OCTOBER 2025, BY ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	91	1,217	652	130	2,090
Central West	22	282	266	49	619
Far North Coast	181	1,364	902	246	2,693
Hunter	121	1,599	1,059	155	2,934
Illawarra	107	915	1,052	168	2,242
Inner West	51	849	1,230	402	2,532
Mid North Coast	104	1,239	666	93	2,102
Nepean	83	719	475	121	1,398
New England	30	457	341	61	889
Northern Sydney	161	2,031	1,770	668	4,630
Orana Far West	26	417	262	37	742
Riverina/Murray	25	356	367	81	829
South East Sydney	81	1,617	1,424	294	3,416
South West Sydney	284	2,201	2,461	435	5,381
Southern Highlands	22	838	534	71	1,465
Western Sydney	109	2,030	1,667	473	4,279
Total	1,498	18,131	15,128	3,484	38,241
VIC					
Barwon-South Western	54	837	849	166	1,906
Eastern Metro	463	2,976	1,861	370	5,670
Gippsland	257	1,019	494	59	1,829
Grampians	5	341	384	84	814
Hume	75	701	392	28	1,196
Loddon-Mallee	77	713	395	111	1,296
Northern Metro	119	2,017	1,463	274	3,873
Southern Metro	398	3,024	2,122	391	5,935
Western Metro	107	1,782	1,053	157	3,099
Total	1,555	13,410	9,013	1,640	25,618

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	73	943	756	170	1,942
Brisbane South	162	1,215	931	151	2,459
Cabool	153	1,311	989	254	2,707
Central West	1	20	13	1	35
Darling Downs	144	887	446	68	1,545
Far North	67	908	330	42	1,347
Fitzroy	56	536	260	23	875
Logan River Valley	73	591	563	115	1,342
Mackay	32	300	196	26	554
North West	7	26	26	2	61
Northern	73	425	348	44	890
South Coast	195	1,516	1,145	316	3,172
South West	4	41	18	2	65
Sunshine Coast	141	1,331	726	115	2,313
West Moreton	132	561	362	89	1,144
Wide Bay	136	973	576	107	1,792
Total	1,449	11,584	7,685	1,525	22,243
WA					
Goldfields	3	71	55	15	144
Great Southern	21	154	139	34	348
Indian Ocean Territories	6	8	1	-	15
Kimberley	2	39	38	6	85
Metro East	16	394	467	95	972
Metro North	54	937	987	217	2,195
Metro South East	12	475	479	175	1,141
Metro South West	76	871	772	200	1,919
Mid West	8	65	83	25	181
Pilbara	1	27	26	5	59
South West	23	178	223	85	509
Wheatbelt	8	158	145	28	339
Total	230	3,377	3,415	885	7,907

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	8	211	133	25	377
Flinders & Far North	2	44	41	9	96
Hills, Mallee & Southern	51	389	422	88	950
Metro East	37	486	415	105	1,043
Metro North	64	842	799	156	1,861
Metro South	24	637	780	159	1,600
Metro West	74	546	498	94	1,212
Mid North	4	65	59	17	145
Riverland	8	117	76	21	222
South East	7	173	139	23	342
Yorke, Lower North & Barossa	27	297	296	61	681
Total	306	3,807	3,658	758	8,529
TAS					
North Western	41	253	243	68	605
Northern	69	380	189	40	678
Southern	66	708	528	172	1,474
Total	176	1,341	960	280	2,757
ACT					
Total	18	649	565	121	1,353
NT					
Alice Springs	6	43	28	7	84
Barkly	1	8	8	-	17
Darwin	7	198	184	54	443
East Arnhem	-	9	10	-	19
Katherine	-	16	16	8	40
Total	14	274	246	69	603
UNKNOWN ACPR					
Total	-	15	12	3	30
NATIONAL					
Total	5,246	52,588	40,682	8,765	107,281

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

APPENDIX F – NUMBER OF HCPS RELEASED IN OCTOBER 2025, BY ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	123	193	335	140	791
Central West	23	99	159	64	345
Far North Coast	175	191	312	207	885
Hunter	116	256	411	175	958
Illawarra	52	106	292	143	593
Inner West	36	121	359	448	964
Mid North Coast	144	139	304	131	718
Nepean	63	114	178	125	480
New England	30	53	194	68	345
Northern Sydney	112	185	475	566	1,338
Orana Far West	23	93	153	66	335
Riverina/Murray	43	72	125	68	308
South East Sydney	45	203	589	324	1,161
South West Sydney	141	228	670	381	1,420
Southern Highlands	39	159	237	126	561
Western Sydney	129	198	451	541	1,319
Total	1,294	2,410	5,244	3,573	12,521
VIC					
Barwon-South Western	34	114	287	189	624
Eastern Metro	192	264	722	508	1,686
Gippsland	22	103	235	83	443
Grampians	9	64	145	114	332
Hume	63	100	127	25	315
Loddon-Mallee	48	120	220	157	545
Northern Metro	73	238	574	333	1,218
Southern Metro	108	203	661	543	1,515
Western Metro	43	234	346	206	829
Total	592	1,440	3,317	2,158	7,507

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	38	108	269	190	605
Brisbane South	72	201	546	265	1,084
Cabool	49	169	330	202	750
Central West	4	5	4	1	14
Darling Downs	86	102	168	61	417
Far North	15	190	157	48	410
Fitzroy	21	41	122	52	236
Logan River Valley	34	69	206	115	424
Mackay	9	29	47	19	104
North West	2	4	8	1	15
Northern	10	35	105	49	199
South Coast	54	113	308	283	758
South West	5	5	9	-	19
Sunshine Coast	92	194	424	207	917
West Moreton	69	76	92	53	290
Wide Bay	95	152	184	106	537
Total	655	1,493	2,979	1,652	6,779
WA					
Goldfields	3	7	23	10	43
Great Southern	15	10	54	44	123
Indian Ocean Territories	-	-	-	-	-
Kimberley	2	7	27	2	38
Metro East	6	59	242	170	477
Metro North	35	166	436	266	903
Metro South East	13	71	223	251	558
Metro South West	26	86	327	307	746
Mid West	-	5	35	46	86
Pilbara	1	5	4	5	15
South West	6	13	106	114	239
Wheatbelt	6	19	80	35	140
Total	113	448	1,557	1,250	3,368

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	15	42	38	17	112
Flinders & Far North	3	10	17	12	42
Hills, Mallee & Southern	13	57	194	142	406
Metro East	17	32	107	73	229
Metro North	45	126	401	298	870
Metro South	10	41	322	274	647
Metro West	24	44	114	74	256
Mid North	1	8	6	9	24
Riverland	2	10	43	20	75
South East	30	16	26	28	100
Yorke, Lower North & Barossa	35	51	109	84	279
Total	195	437	1,377	1,031	3,040
TAS					
North Western	19	25	82	70	196
Northern	29	41	98	53	221
Southern	41	78	220	153	492
Total	89	144	400	276	909
ACT					
Total	6	111	288	232	637
NT					
Alice Springs	-	7	24	10	41
Barkly	-	1	2	3	6
Darwin	2	26	78	68	174
East Arnhem	-	5	8	1	14
Katherine	-	4	13	6	23
Total	2	43	125	88	258
UNKNOWN ACPR					
Total	-	2	2	1	5
NATIONAL					
Total	2,946	6,528	15,289	10,261	35,024

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

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All information in this publication is correct as at November 2025