Australian Government
Australian Institute of Health and Welfare

GEN AGED CARE DATA

Fact sheet **2023–24**

Providers, services and places in aged care

Australia's aged care system provides care and support to people in a variety of settings. This fact sheet presents highlights from the GEN topic Providers, services and places in aged care.

Overview

An aged care provider (or organisation) manages an aged care service. A provider may operate a number of different services, sometimes across different aged care programs. A service can be a facility that provides aged care (such as home care or residential care), or an outet that provides home support.

During the 2023–24 financial year, 1,265 providers in Australia delivered home support through 3,652 outlets. At 30 June 2024, 909 providers were delivering home care through 2,364 services and 736 providers were delivering residential care through 2,617 services.

Table 1: Services and places in aged care, 30 June 2024 (or during the 2023–24 financial year for home support)

Care type	Services	Places
Home support	3,652*	N.A
Home care	2,364	N.A
Residential care	2,617	223,691
Transition care and short-term restorative care	198	6,829
Other flexible care	235	5,457

* Number of outlets for 'Home support'.

Service location and remoteness

At 30 June 2024 (or during the 2023–24 financial year for home support), mainstream aged care services were concentrated in more densely populated areas. For example, more than 3 in 5 (63%) residential care services were located in *Metropolitan areas*, compared with 29% located in *Rural towns*, *Remote* or *Very remote communities* (remoteness areas based on Modified Monash Model classification). It is similar to the distribution of older Australians by remoteness areas. At 30 June 2024, 66% of people aged 65 and over lived in *Metropolitan areas*, compared with 25% who lived in *Rural towns*, *Remote* or *Very remote communities*.

In contrast, over 2 in 5 (44%) other flexible care services, which includes the National Aboriginal and Torres Strait Islander Flexible Aged Care (NATSIFAC) Program, were located in *Remote* or *Very remote communities*, compared with just 4.7% located in *Metropolitan areas*.

Management of aged care services

The Australian Government provides most of the funding for aged care services but they may be operated by government (state and territory or local), not-for-profit (religious, charitable and community), or private organisations.

At 30 June 2024 (or during the 2023–24 financial year for home support), not-for-profit organisations operated the majority of aged care services across Australia (73% of home support, 65% of home care and 57% of residential care).

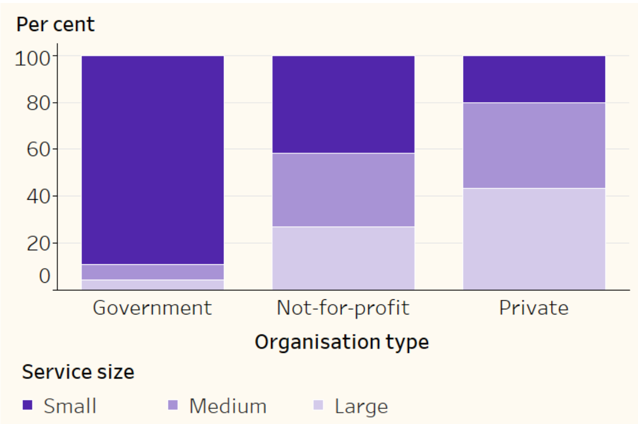
Northern Territory and Australian Capital Territory had the highest proportions of not-for-profit residential care services (89% each) and Victoria had the highest proportion of government and private residential care services (20% and 41%, respectively).

Size of residential care services

Private residential care services are more commonly large services (101 or more operational places), while government and not-for-profit services tend to be small (60 or fewer operational places). At 30 June 2024:

- overall, 35% of residential care services were large services, 33% were medium-sized services (61–100 operational places) and 32% were small services. By comparison, at 30 June 2017, the proportions of large, medium and small residential care services were 26%, 30% and 44%, respectively
- almost 9 in 10 (88%) government residential care services and 34% of not-for-profit services were small services, compared with 16% of private services.

Figure 1: Residential care services by organisation type and service size, 30 June 2024



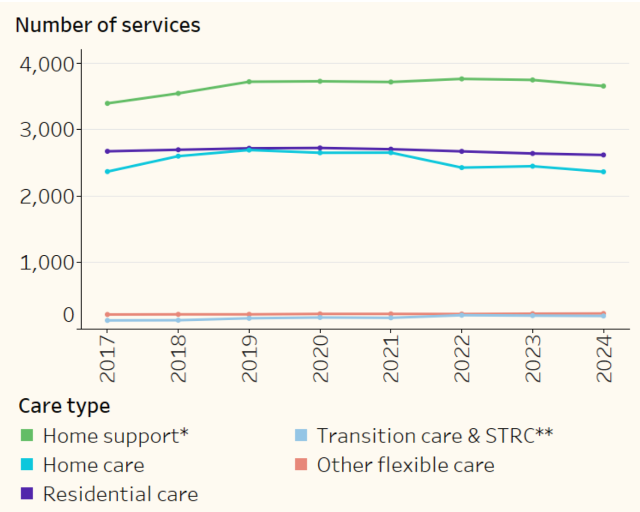
Providers, services and places over time

Residential and flexible care services are allocated a set number of government-funded places. Home support outlets and home care services are not allocated a set number of government-funded places.

Between 30 June 2017 and 2024 (or between 2016–17 and 2023–24 for home support):

- the number of providers for home care, transition care and short-term restorative care, and other flexible care increased by 29%, 78% and 17% respectively; while the number of providers for home support and residential care decreased by 17% and 18%, respectively
- the number of home support outlets, transition care and short-term restorative care services, and other flexible care services increased by 7.7%, 51% and 6.8% respectively, whereas the number of home care and residential care services remained relatively stable
- the total number of places for residential care, transition care and short-term restorative care, and other flexible care places all increased. The biggest increase in places was for transition care and short-term restorative care (55%), followed by other flexible care (21%) and residential care (11%).

Figure 2: Number of aged care services between 30 June 2017 and 2024 (or between 2016–17 and 2023–24 for home support)



*Number of outlets for 'Home support'.

**STRC stands for 'Short-Term Restorative Care'.

Management and provision of aged care over time

The number of residential and flexible care places in aged care services operated by government, not-for-profit and private organisations have changed over time.

Between 30 June 2017 and 2024:

- for government residential care services, both the number of places and the number of places per capita decreased – from 8,800 to 7,700 places (a 12% decline) and from 3.4 to 2.3 places per 1,000 people aged 70 and over, respectively
- the number of places in private and not-for-profit residential care services increased by 14% and 12%, respectively. However, the number of places per capita declined – from 31 to 27 places per 1,000 people aged 70 and over in private services and from 43 to 38 places per 1,000 in not-for-profit services.

COVID-19 and aged care provision

Most residential care services experienced a COVID-19 outbreak during 2023–24 – 2,238 facilities experienced one or more outbreaks.

The Australian Government continues to support the aged care sector to respond to COVID-19 outbreaks in 2023–24, including introduction of the Aged Care Outbreak Management Support Supplement for the purchase of rapid antigen tests (RAT), personal protective equipment (PPE) and additional workforce if required; access to PPE from National Medical Stockpile (NMS) when commercial supplies are unavailable or insufficient; access to surge workforce through contracted providers and COVID-19 antiviral medications through community pharmacy; pre-deployment of PPE summer and winter packs ahead of COVID-19 peak periods/waves; and weekly supply of RAT kits for screening staff and visitors prior to an outbreak and to increase daily testing during an outbreak.

Where can I find out more?

GEN topic: Providers, services and places in aged care

https://www.gen-agedcaredata.gov.au/Topics/Providers,-services-and-places-in-aged-care

Report on the Operation of the *Aged Care Act 1997*

https://www.gen-agedcaredata.gov.au/resources/publications/2024/november/2023-24-report-on-the-operation-of-the-aged-care-act-1997

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