



# HOME CARE PACKAGES PROGRAM

Data Report 3<sup>rd</sup> Quarter 2024-25

1 January – 31 March 2025

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## EXECUTIVE SUMMARY

- At 31 March 2025, 299,765 people had access to a Home Care Package (HCP).
- Of the 299,765 people, 289,481 were in a HCP with the remaining 10,284 people assigned a HCP and considering whether to take up their offer.
- In the March 2025 quarter, 18,557 people entered a HCP for the first time.
- At 31 March 2025, there were 87,597 people waiting in the National Priority System (NPS) for a HCP at their approved level.
- There were 39,983 approvals for a HCP in the March 2025 quarter.
- There were 35,613 HCPs released in the March 2025 quarter, at an average of 2,739 per week.
- There were 922 approved HCP providers with a home care service at 31 March 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 subsidises packages through the Home Care Packages Program (HCPP) to provide home-based care that can improve older people's 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 2025 and 31 March 2025. The wait times are shown for 30 April 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.

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

# 1. ELIGIBILITY AND ASSESSMENT

## DISTRIBUTION OF HCP LEVELS

- There are four levels of HCPs to help meet older people's different levels of care need, which is determined by the outcome of an independent aged care assessment. Table 1 provides the rounded annual amount of Government subsidy in 2024-25.

Table 1: HCP annual subsidy, by HCP level from 1 March 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	\$41,000
4	High-level care needs	\$62,000

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 39,983 HCP approvals in the March 2025 quarter (Table 2).

Table 2: Number of HCP approvals in March 2025 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	6	595	236	4,428	742	4,402	1,019	1,758	13,186	33.0%
VIC	3	248	178	2,339	1,241	2,261	2,019	705	8,994	22.5%
QLD	2	247	134	2,590	1,026	2,219	1,400	558	8,176	20.4%
WA	1	40	49	836	375	1,201	900	524	3,926	9.8%
SA	2	82	141	730	552	906	794	415	3,622	9.1%
TAS	-	62	14	378	46	369	89	127	1,085	2.7%
ACT	-	3	5	163	68	224	176	113	752	1.9%
NT	-	1	1	57	8	87	33	45	232	0.6%
Unknown	-	-	-	5	3	2	-	-	10	0.0%
Sub-total	14	1,278	758	11,526	4,061	11,671	6,430	4,245	39,983	100.0%
Total	1,292		12,284		15,732		10,675		39,983	100.0%
Share	3.2%		30.7%		39.3%		26.7%		100.0%	

### Key point

- There were 39,983 approvals for a HCP in the March 2025 quarter.

## 2. HOME CARE SERVICE DELIVERY

### NUMBER OF PEOPLE IN A HCP

- There were 289,481 people in a HCP at 31 March 2025 (Table 3).
- In addition to the 289,481 people in a HCP at 31 March 2025, a further 10,284 people were assigned a HCP and were considering whether to take up their offer.

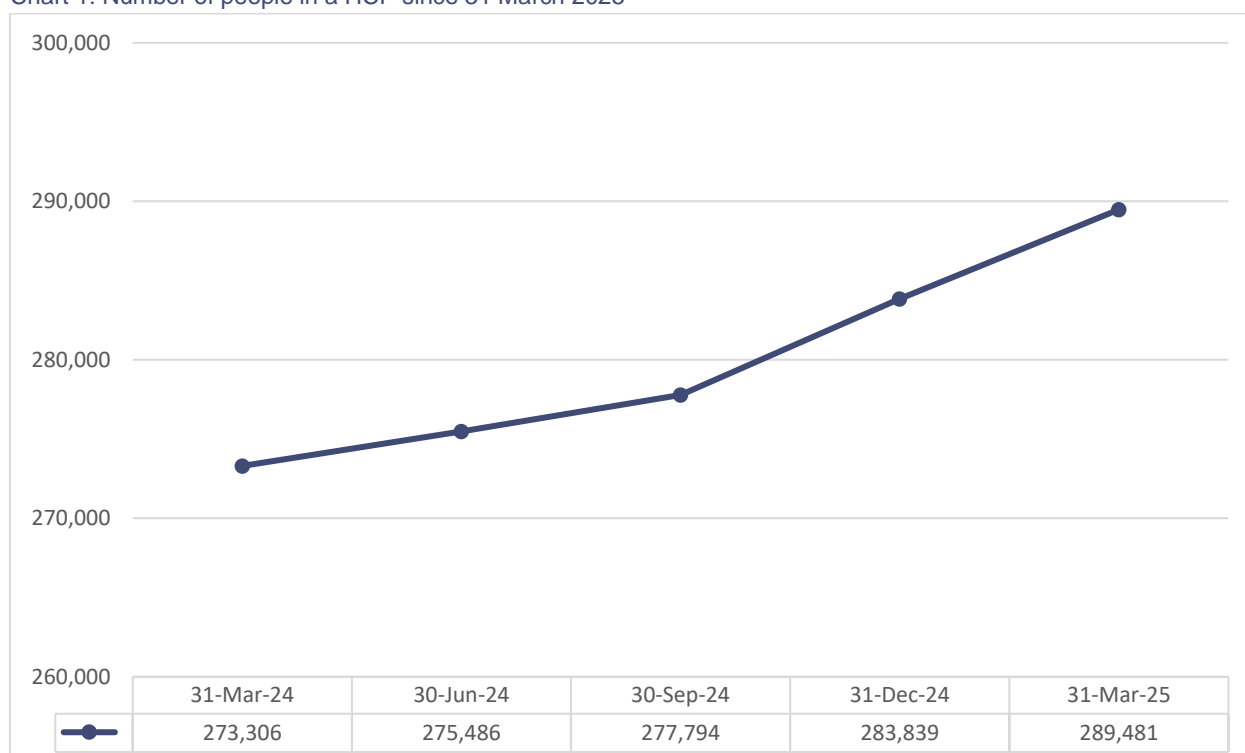
Table 3: Number of people in a HCP by level and state and territory, at 31 March 2025

State	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	6,781	39,939	32,662	14,199	93,581	32.30%
VIC	3,264	30,911	26,084	18,712	78,971	27.30%
QLD	2,137	20,444	20,788	13,053	56,422	19.50%
WA	285	4,779	8,437	8,725	22,226	7.70%
SA	881	9,242	11,332	6,030	27,485	9.50%
TAS	289	2,586	2,419	1,066	6,360	2.20%
ACT	23	817	1,003	1,296	3,139	1.10%
NT	9	384	547	323	1,263	0.40%
Unknown	0	20	9	5	34	0.00%
<b>Total</b>	<b>13,669</b>	<b>109,122</b>	<b>103,281</b>	<b>63,409</b>	<b>289,481</b>	<b>100.00%</b>
<b>Share by Level</b>	<b>4.70%</b>	<b>37.70%</b>	<b>35.70%</b>	<b>21.90%</b>	<b>100.00%</b>	

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 2025 by Aged Care Planning Region (ACPR) can be found at Appendix A.

Chart 1: Number of people in a HCP since 31 March 2025



- 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, by MMM Classification

MMM	31-Mar-24	30-Jun-24	30-Sep-24	31-Dec-24	31-Mar-25
1	66.5%	66.6%	66.6%	66.6%	<b>66.7%</b>
2	9.0%	9.0%	8.9%	8.9%	<b>8.9%</b>
3	9.4%	9.4%	9.4%	9.4%	<b>9.4%</b>
4	5.6%	5.5%	5.5%	5.5%	<b>5.4%</b>
5	8.2%	8.2%	8.2%	8.3%	<b>8.3%</b>
6	0.9%	0.9%	0.9%	0.9%	<b>0.9%</b>
7	0.4%	0.4%	0.4%	0.4%	<b>0.4%</b>
Unknown	0.0%	0.0%	0.0%	0.0%	<b>0.0%</b>

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 18,557 new entries to a HCP in the March 2025 quarter (Table 5).

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

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	89	1,775	2,308	827	<b>4,999</b>	<b>26.9%</b>
VIC	48	1,472	2,069	1,366	<b>4,955</b>	<b>26.7%</b>
QLD	38	1,090	1,807	925	<b>3,860</b>	<b>20.8%</b>
WA	5	343	823	684	<b>1,855</b>	<b>10.0%</b>
SA	13	594	966	525	<b>2,098</b>	<b>11.3%</b>
TAS	10	174	184	67	<b>435</b>	<b>2.3%</b>
ACT	-	55	90	141	<b>286</b>	<b>1.5%</b>
NT	-	14	48	6	<b>68</b>	<b>0.4%</b>
Unknown	-	1	-	-	<b>1</b>	<b>0.0%</b>
<b>Total</b>	<b>203</b>	<b>5,518</b>	<b>8,295</b>	<b>4,541</b>	<b>18,557</b>	<b>100.0%</b>
<b>Share</b>	<b>1.1%</b>	<b>29.7%</b>	<b>44.7%</b>	<b>24.5%</b>	<b>100.0%</b>	

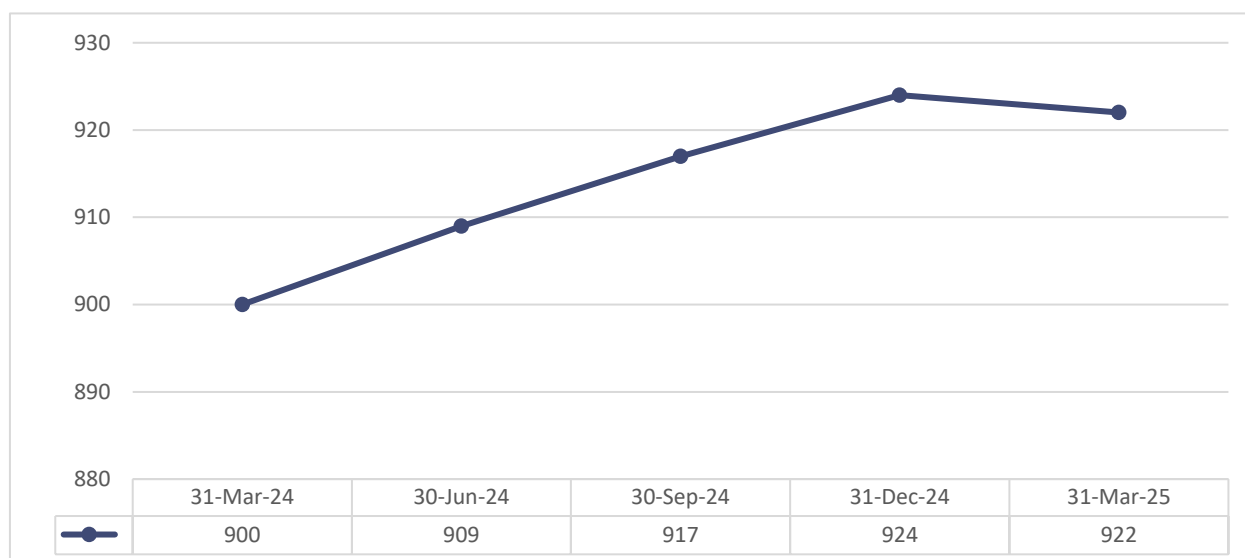
Note: Location is based on the address of the person entering a HCP, not the address of their provider.

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

## NUMBER OF APPROVED HCP PROVIDERS

- There were 922 approved HCP providers at 31 March 2025 (Chart 2).

Chart 2: Number of approved providers of home care with home care services since 31 March 2025



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 March 2025.

### Key points

- There were 289,481 people receiving care in a HCP at 31 March 2025.
- There were 18,557 new entries to a HCP in the March 2025 quarter.
- There were 922 approved HCP providers at 31 March 2025.



### 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.
- Aged care needs assessors 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 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 will enter home care.
- There were 87,597 people in the NPS who were waiting on a HCP at their approved level at 31 March 2025. Of these people, 86,870 (99%) are in a lower level HCP and/or approved for CHSP services.

#### PEOPLE WHO HAVE NOT YET BEEN OFFERED A HCP

- At 31 March 2025, there were 70,223 people who were seeking a HCP at their approved level, who are not in a lower level HCP (Table 6).

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 March 2025

Approved level	Number of people in the NPS <u>who have never been offered</u> a lower level HCP	Number of people in the NPS <u>who have never been offered</u> a lower level HCP <u>with</u> CHSP approval	Percentage of people in the NPS <u>without</u> a lower level HCP <u>with</u> CHSP approval
Level 1	2,862	2,790	97.5%
Level 2	29,797	29,529	99.1%
Level 3	29,255	29,028	99.2%
Level 4	8,309	8,149	98.1%
Total	<b>70,223</b>	<b>69,496</b>	<b>99.0%</b>

#### PEOPLE WHO ARE IN A LOWER LEVEL HCP

- At 31 March 2025, there were 16,784 people who are in a lower level HCP while they wait 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 March 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</u> their offer	Number of people offered a lower level HCP that <u>did not</u> take up their offer
Level 1	0	0	0
Level 2	1,139	12	29
Level 3	8,586	95	204
Level 4	7,059	113	137
Total	<b>16,784</b>	<b>220</b>	<b>370</b>

## 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 March 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 March 2025

State	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	1,420	11,385	10,243	2,678	25,726	36.6%
VIC	542	6,380	6,037	1,857	14,816	21.1%
QLD	566	6,622	5,187	972	13,347	19.0%
WA	69	1,958	3,206	1,246	6,479	9.2%
SA	159	2,010	2,900	1,075	6,144	8.7%
TAS	100	813	899	219	2,031	2.9%
ACT	5	477	543	224	1,249	1.8%
NT	1	143	234	37	415	0.6%
Unknown	-	9	6	1	16	0.0%
<b>Total</b>	<b>2,862</b>	<b>29,797</b>	<b>29,255</b>	<b>8,309</b>	<b>70,223</b>	<b>100.0%</b>
<b>Share</b>	<b>4.1%</b>	<b>42.4%</b>	<b>41.7%</b>	<b>11.8%</b>	<b>100.0%</b>	

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 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 March 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 March 2025

State	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	1,420	11,971	14,131	5,732	33,254	38.0%
VIC	542	6,686	8,002	3,236	18,466	21.1%
QLD	566	6,803	6,780	2,079	16,228	18.5%
WA	69	1,989	3,695	1,968	7,721	8.8%
SA	159	2,056	3,405	1,657	7,277	8.3%
TAS	100	836	1,143	428	2,507	2.9%
ACT	5	484	685	394	1,568	1.8%
NT	1	143	292	123	559	0.6%
Unknown	-	9	7	1	17	0.0%
<b>Total</b>	<b>2,862</b>	<b>30,977</b>	<b>38,140</b>	<b>15,618</b>	<b>87,597</b>	<b>100.0%</b>
<b>Share by Level</b>	<b>3.3%</b>	<b>35.4%</b>	<b>43.5%</b>	<b>17.8%</b>	<b>100.0%</b>	

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

### Key point

- At 31 March 2025, there were 87,597 people who were waiting for a HCP at their approved level.

## 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 30 April 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 30 April 2025 by HCP level

HCP level	Time to approved HCP
Level 1	6-9 months
Level 2	6-9 months
Level 3	9-12 months
Level 4	12-15 months

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

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

Package level	High priority	Medium priority	Both high and medium priorities
Level 1	<1 month	8 months	6 months
Level 2	<1 month	9 months	8 months
Level 3	<1 month	11 months	8 months
Level 4	<1 month	13 months	6 months
All Levels	<1 month	11 months	7 months

## NUMBER OF HCPS RELEASED

- The department released 35,613 HCPs during the March 2025 quarter (Table 11), at an average of 2,739 per week.

Table 12: Number of HCPs released in the March 2025 quarter, by state and territory and level

State	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	228	2,908	4,434	2,502	10,072	28.3%
VIC	131	2,109	3,842	3,364	9,446	26.5%
QLD	85	1,561	3,000	2,291	6,937	19.5%
WA	14	527	1,527	1,561	3,629	10.2%
SA	36	890	1,661	1,284	3,871	10.9%
TAS	15	253	300	197	765	2.1%
ACT	8	128	198	298	632	1.8%
NT	1	61	124	64	250	0.7%
Unknown	-	2	8	1	11	0.0%
<b>Total</b>	<b>518</b>	<b>8,439</b>	<b>15,094</b>	<b>11,562</b>	<b>35,613</b>	<b>100.0%</b>
<b>Share</b>	<b>1.5%</b>	<b>23.7%</b>	<b>42.4%</b>	<b>32.5%</b>	<b>100.0%</b>	

- Of the HCPs released in the March 2025 quarter, 21% (7,444) were offered as upgrades to people already in a lower-level HCP. The other 79% (28,169) were offered to people who were not in a lower-level HCP (Table 13).

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

Release type	Level 1	Level 2	Level 3	Level 4	Total
New packages	518	8,257	12,158	7,236	28,169
Upgrades	0	182	2,936	4,326	7,444
<b>Total</b>	<b>518</b>	<b>8,439</b>	<b>15,094</b>	<b>11,562</b>	<b>35,613</b>
<b>% released that were new</b>	<b>100.0%</b>	<b>97.8%</b>	<b>80.5%</b>	<b>62.6%</b>	<b>79.1%</b>

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

### Key points

- 35,613 HCPs were released during the March 2025 quarter.

## 4. FIRST NATIONS PEOPLES

- For the purpose of this report, First Nations peoples include those people who have identified in My Aged Care as being Aboriginal and/or Torres Strait Islander.
- The number of First Nations peoples receiving a HCP or waiting for a HCP is proportionately less for their population size relative to the rest of the population. This is partially 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 9,519 First Nations peoples in a HCP at 31 March 2025 (Table 14). The 9,519 people accounted for 3% of the 289,481 people in a HCP (Table 3).

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

State	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	211	1,703	1,397	631	3,942	41.4%
VIC	34	477	292	241	1,044	11.0%
QLD	45	759	830	516	2,150	22.6%
WA	3	124	242	276	645	6.8%
SA	30	295	373	189	887	9.3%
TAS	15	97	125	58	295	3.1%
ACT	-	21	27	21	69	0.7%
NT	4	172	202	82	460	4.8%
Unknown	-	14	9	4	27	0.3%
<b>Total</b>	<b>342</b>	<b>3,662</b>	<b>3,497</b>	<b>2,018</b>	<b>9,519</b>	<b>100.0%</b>
<b>Share</b>	<b>3.6%</b>	<b>38.5%</b>	<b>36.7%</b>	<b>21.2%</b>	<b>100.0%</b>	

Note: The 9,519 First Nations people are a subset of the 289,481 people in a HCP recorded for all of Australia.

- There were 2,137 First Nations peoples at 31 March 2025 who were waiting for a HCP at their approved level (Table 15). The 2,137 people accounted for 2% of the 87,597 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 March 2025

State/ territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	26	338	359	115	838	39.2%
VIC	6	79	64	27	176	8.2%
QLD	25	229	206	49	509	23.8%
WA	1	58	83	48	190	8.9%
SA	3	37	59	23	122	5.7%
TAS	1	27	36	18	82	3.8%
ACT	-	9	10	8	27	1.3%
NT	1	49	105	28	183	8.6%
Unknown	-	6	4	-	10	0.5%
<b>Total</b>	<b>63</b>	<b>832</b>	<b>926</b>	<b>316</b>	<b>2,137</b>	<b>100.0%</b>
<b>Share</b>	<b>2.9%</b>	<b>38.9%</b>	<b>43.3%</b>	<b>14.8%</b>	<b>100.0%</b>	

Note: The 2,137 First Nations people are a subset of the 87,597 people in the NPS recorded for all of Australia.

## GLOSSARY

Term	Definition
<b>Aged care needs assessors</b>	A person who undertakes an aged care needs assessment to assess an older person's care needs and goals, and recommend government-funded aged care services if appropriate. Aged care needs assessors can be clinical or non-clinical.
<b>Aged Care Planning Region (ACPR)</b>	The areas marked out in the ACPR maps, which can be found at <a href="https://www.health.gov.au/resources/collections/2018-aged-care-planning-region-maps">https://www.health.gov.au/resources/collections/2018-aged-care-planning-region-maps</a> .
<b>Approved provider</b>	An organisation that has been approved to provide home care under the <i>Aged Care Act 1997</i> .
<b>Commonwealth Home Support Programme (CHSP)</b>	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.
<b>Home Care Packages Program</b>	A program that supports older people with complex needs to remain living at home through a coordinated package of care and services to meet the individual needs of people.
<b>A lower level HCP</b>	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.
<b>My Aged Care</b>	The main entry point to the aged care system in Australia.
<b>National Priority System</b>	The nationally consistent process for allocating HCPs based on peoples' needs and circumstances.
<b>The department</b>	The Department of Health, Disability and Ageing

## APPENDICES

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

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	366	2,474	2,032	827	5,699
Central West	72	781	714	359	1,926
Far North Coast	570	3,127	2,101	871	6,669
Hunter	763	3,243	2,302	1,585	7,893
Illawarra	342	1,787	1,901	786	4,816
Inner West	180	2,126	2,289	1,013	5,608
Mid North Coast	672	3,457	3,227	1,423	8,779
Nepean	126	1,281	1,097	494	2,998
New England	103	770	643	233	1,749
Northern Sydney	663	3,539	2,761	1,493	8,456
Orana Far West	202	1,032	713	274	2,221
Riverina/Murray	461	1,991	1,189	435	4,076
South East Sydney	421	4,063	3,632	1,330	9,446
South West Sydney	1,007	4,646	3,578	1,302	10,533
Southern Highlands	135	1,845	1,267	464	3,711
Western Sydney	698	3,777	3,216	1,310	9,001
<b>Total</b>	<b>6,781</b>	<b>39,939</b>	<b>32,662</b>	<b>14,199</b>	<b>93,581</b>
<b>VIC</b>					
Barwon-South Western	133	2,410	2,175	1,689	6,407
Eastern Metro	1,417	7,773	4,948	3,620	17,758
Gippsland	378	2,416	2,228	1,406	6,428
Grampians	82	1,360	1,002	613	3,057
Hume	251	1,288	611	250	2,400
Loddon-Mallee	162	1,550	1,145	922	3,779
Northern Metro	443	4,771	4,379	3,354	12,947
Southern Metro	314	5,766	6,160	4,724	16,964
Western Metro	84	3,577	3,436	2,134	9,231
<b>Total</b>	<b>3,264</b>	<b>30,911</b>	<b>26,084</b>	<b>18,712</b>	<b>78,971</b>



QLD					
Brisbane North	86	1,372	1,578	1,009	4,045
Brisbane South	264	2,311	2,586	1,504	6,665
Cabool	194	2,114	2,337	1,163	5,808
Central West	4	38	18	10	70
Darling Downs	381	1,817	1,170	537	3,905
Far North	71	2,030	1,385	487	3,973
Fitzroy	51	1,123	1,601	616	3,391
Logan River Valley	101	1,096	1,159	776	3,132
Mackay	18	297	220	87	622
North West	8	73	45	23	149
Northern	59	884	1,134	812	2,889
South Coast	139	1,513	1,475	1,182	4,309
South West	23	101	31	18	173
Sunshine Coast	164	2,742	3,807	3,743	10,456
West Moreton	214	817	576	249	1,856
Wide Bay	360	2,116	1,666	837	4,979
Total	2,137	20,444	20,788	13,053	56,422
WA					
Goldfields	1	68	86	59	214
Great Southern	7	118	345	331	801
Kimberley	1	73	49	32	155
Metro East	15	605	1,240	1,356	3,216
Metro North	140	1,507	2,076	1,550	5,273
Metro South East	69	833	1,217	1,402	3,521
Metro South West	36	1,034	1,905	2,418	5,393
Mid West	2	50	107	198	357
Pilbara	-	17	33	17	67
South West	5	173	577	744	1,499
Wheatbelt	9	301	802	618	1,730
Total	285	4,779	8,437	8,725	22,226

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	159	633	310	59	1,161
Flinders & Far North	34	187	175	31	427
Hills, Mallee & Southern	123	1,166	1,040	530	2,859
Metro East	28	1,026	1,805	876	3,735
Metro North	339	2,504	2,203	1,103	6,149
Metro South	17	1,018	2,321	1,828	5,184
Metro West	40	1,281	2,314	1,043	4,678
Mid North	23	186	103	28	340
Riverland	11	242	327	244	824
South East	47	384	219	63	713
Yorke, Lower North & Barossa	60	615	515	225	1,415
<b>Total</b>	<b>881</b>	<b>9,242</b>	<b>11,332</b>	<b>6,030</b>	<b>27,485</b>
<b>TAS</b>					
North Western	77	648	596	303	1,624
Northern	79	591	625	294	1,589
Southern	133	1,347	1,198	469	3,147
<b>Total</b>	<b>289</b>	<b>2,586</b>	<b>2,419</b>	<b>1,066</b>	<b>6,360</b>
<b>ACT</b>					
<b>Total</b>	<b>23</b>	<b>817</b>	<b>1,003</b>	<b>1,296</b>	<b>3,139</b>
<b>NT</b>					
Alice Springs	4	78	94	34	210
Barkly	1	3	8	1	13
Darwin	4	211	357	246	818
East Arnhem	-	64	55	23	142
Katherine	-	28	33	19	80
<b>Total</b>	<b>9</b>	<b>384</b>	<b>547</b>	<b>323</b>	<b>1,263</b>
<b>UNKNOWN ACPR</b>					
<b>Total</b>	<b>-</b>	<b>20</b>	<b>9</b>	<b>5</b>	<b>34</b>
<b>NATIONAL</b>					
<b>Total</b>	<b>13,669</b>	<b>109,122</b>	<b>103,281</b>	<b>63,409</b>	<b>289,481</b>

## APPENDIX B – NUMBER OF NEW ENTRIES TO A HCP IN THE MARCH 2025 QUARTER, BY ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	4	147	156	48	355
Central West	1	49	66	30	146
Far North Coast	9	174	130	34	347
Hunter	7	163	216	119	505
Illawarra	7	62	176	57	302
Inner West	1	50	129	79	259
Mid North Coast	8	202	208	57	475
Nepean	3	73	71	22	169
New England	1	39	60	15	115
Northern Sydney	15	131	195	106	447
Orana Far West	2	62	70	15	149
Riverina/Murray	7	70	68	13	158
South East Sydney	4	166	267	75	512
South West Sydney	11	174	233	75	493
Southern Highlands	1	109	86	16	212
Western Sydney	8	104	177	66	355
<b>Total</b>	<b>89</b>	<b>1,775</b>	<b>2,308</b>	<b>827</b>	<b>4,999</b>
<b>VIC</b>					
Barwon-South Western	1	122	181	143	447
Eastern Metro	25	326	372	233	956
Gippsland	4	94	208	115	421
Grampians	1	47	80	60	188
Hume	4	64	46	7	121
Loddon-Mallee	1	91	109	113	314
Northern Metro	9	249	360	168	786
Southern Metro	2	302	521	438	1,263
Western Metro	1	177	192	89	459
<b>Total</b>	<b>48</b>	<b>1,472</b>	<b>2,069</b>	<b>1,366</b>	<b>4,955</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	1	62	150	75	288
Brisbane South	8	120	240	113	481
Cabool	8	78	210	90	386
Central West	-	1	2	-	3
Darling Downs	5	89	73	22	189
Far North	-	160	150	34	344
Fitzroy	1	66	134	56	257
Logan River Valley	1	47	99	49	196
Mackay	-	8	22	9	39
North West	1	3	3	2	9
Northern	1	29	69	52	151
South Coast	1	71	128	106	306
South West	3	5	1	2	11
Sunshine Coast	2	153	329	253	737
West Moreton	1	63	43	15	122
Wide Bay	5	135	154	47	341
<b>Total</b>	<b>38</b>	<b>1,090</b>	<b>1,807</b>	<b>925</b>	<b>3,860</b>
<b>WA</b>					
Goldfields	-	16	8	5	29
Great Southern	-	13	48	31	92
Kimberley	-	2	6	1	9
Metro East	-	48	126	112	286
Metro North	2	102	212	86	402
Metro South East	2	68	92	94	256
Metro South West	1	58	152	201	412
Mid West	-	5	25	32	62
Pilbara	-	1	1	-	2
South West	-	8	71	82	161
Wheatbelt	-	22	82	40	144
<b>Total</b>	<b>5</b>	<b>343</b>	<b>823</b>	<b>684</b>	<b>1,855</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	2	44	27	4	77
Flinders & Far North	-	9	8	-	17
Hills, Mallee & Southern	2	67	84	53	206
Metro East	2	82	168	70	322
Metro North	6	186	135	80	407
Metro South	-	48	217	181	446
Metro West	-	86	213	73	372
Mid North	-	5	8	6	19
Riverland	-	6	34	29	69
South East	1	30	27	9	67
Yorke, Lower North & Barossa	-	31	45	20	96
<b>Total</b>	<b>13</b>	<b>594</b>	<b>966</b>	<b>525</b>	<b>2,098</b>
<b>TAS</b>					
North Western	3	32	55	34	124
Northern	3	38	47	15	103
Southern	4	104	82	18	208
<b>Total</b>	<b>10</b>	<b>174</b>	<b>184</b>	<b>67</b>	<b>435</b>
<b>ACT</b>					
<b>Total</b>	<b>-</b>	<b>55</b>	<b>90</b>	<b>141</b>	<b>286</b>
<b>NT</b>					
Alice Springs	-	2	5	1	8
Barkly	-	-	-	-	-
Darwin	-	11	38	5	54
East Arnhem	-	-	1	-	1
Katherine	-	1	4	-	5
<b>Total</b>	<b>-</b>	<b>14</b>	<b>48</b>	<b>6</b>	<b>68</b>
<b>UNKNOWN ACPR</b>					
<b>Total</b>	<b>-</b>	<b>1</b>	<b>-</b>	<b>-</b>	<b>1</b>
<b>NATIONAL</b>					
<b>Total</b>	<b>203</b>	<b>5,518</b>	<b>8,295</b>	<b>4,541</b>	<b>18,557</b>

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

**APPENDIX C – NUMBER OF APPROVED HCP PROVIDERS THAT HAVE INDICATED IN MY AGED CARE THAT THEY CAN PROVIDE SERVICES AT EACH OF THE FOUR HCP LEVELS, BY ACPR**

State/territory	30-Sep-24	31-Dec-24	31-Mar-25
<b>NSW</b>			
Central Coast	31	31	31
Central West	22	23	24
Far North Coast	45	46	46
Hunter	68	69	70
Illawarra	43	44	44
Inner West	50	50	49
Mid North Coast	59	60	59
Nepean	21	22	22
New England	28	29	30
Northern Sydney	53	56	56
Orana Far West	21	21	21
Riverina/Murray	41	43	44
South East Sydney	71	74	75
South West Sydney	69	70	70
Southern Highlands	31	32	33
Western Sydney	75	79	79
<b>VIC</b>			
Barwon-South Western	38	40	40
Eastern Metro	79	86	86
Gippsland	29	31	31
Grampians	31	32	33
Hume	37	37	37
Loddon-Mallee	25	27	27
Northern Metro	57	57	58
Southern Metro	79	82	88
Western Metro	77	81	82

State/territory	30-Sep-24	31-Dec-24	31-Mar-25
<b>QLD</b>			
Brisbane North	53	56	56
Brisbane South	71	76	75
Cabool	27	28	31
Central West	10	10	10
Darling Downs	35	36	36
Far North	26	27	28
Fitzroy	27	27	27
Logan River Valley	39	39	38
Mackay	19	20	21
North West	7	7	7
Northern	27	28	28
South Coast	39	40	41
South West	4	4	4
Sunshine Coast	44	45	47
West Moreton	25	25	25
Wide Bay	28	29	30
<b>WA</b>			
Goldfields	10	10	10
Great Southern	10	10	10
Kimberley	9	9	9
Metro East	41	41	40
Metro North	44	45	47
Metro South East	30	32	32
Metro South West	25	25	25
Mid West	7	9	9
Pilbara	8	8	8
South West	17	17	17
Wheatbelt	11	11	11

State/territory	30-Sep-24	31-Dec-24	31-Mar-25
<b>SA</b>			
Eyre Peninsula	6	6	6
Flinders & Far North	10	10	10
Hills, Mallee & Southern	13	13	13
Metro East	53	54	56
Metro North	19	19	19
Metro South	14	14	15
Metro West	28	29	29
Mid North	3	3	3
Riverland	3	3	3
South East	5	5	5
Yorke, Lower North & Barossa	9	10	10
<b>TAS</b>			
North Western	13	13	13
Northern	16	17	17
Southern	39	39	39
<b>ACT</b>			
ACT	41	42	44
<b>NT</b>			
Alice Springs	15	15	15
Barkly	13	13	13
Darwin	16	16	16
East Arnhem	7	7	7
Katherine	12	13	13

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

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	161	1,025	575	63	1,824
Central West	24	381	259	39	703
Far North Coast	210	1,005	522	80	1,817
Hunter	155	1,124	769	107	2,155
Illawarra	41	440	636	110	1,227
Inner West	29	519	713	380	1,641
Mid North Coast	215	976	547	77	1,815
Nepean	43	455	365	97	960
New England	24	302	369	73	768
Northern Sydney	82	854	1,019	456	2,411
Orana Far West	40	399	257	25	721
Riverina/Murray	78	376	222	27	703
South East Sydney	29	926	1,395	410	2,760
South West Sydney	123	1,060	1,254	251	2,688
Southern Highlands	35	635	514	95	1,279
Western Sydney	131	908	827	388	2,254
<b>Total</b>	<b>1,420</b>	<b>11,385</b>	<b>10,243</b>	<b>2,678</b>	<b>25,726</b>
<b>VIC</b>					
Barwon-South Western	35	528	705	218	1,486
Eastern Metro	146	1,320	1,118	435	3,019
Gippsland	47	435	353	70	905
Grampians	20	311	328	124	783
Hume	99	445	197	14	755
Loddon-Mallee	48	414	339	179	980
Northern Metro	68	977	1,077	250	2,372
Southern Metro	47	1,060	1,365	444	2,916
Western Metro	32	890	555	123	1,600
<b>Total</b>	<b>542</b>	<b>6,380</b>	<b>6,037</b>	<b>1,857</b>	<b>14,816</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	12	513	485	74	1,084
Brisbane South	53	805	948	138	1,944
Cabool	21	666	607	94	1,388
Central West	4	16	7	1	28
Darling Downs	98	555	251	25	929
Far North	6	851	236	7	1,100
Fitzroy	8	178	168	18	372
Logan River Valley	18	250	378	118	764
Mackay	1	124	108	5	238
North West	5	24	12	-	41
Northern	3	163	173	40	379
South Coast	25	442	571	296	1,334
South West	8	31	12	1	52
Sunshine Coast	76	1,134	776	101	2,087
West Moreton	116	235	141	19	511
Wide Bay	112	635	314	35	1,096
<b>Total</b>	<b>566</b>	<b>6,622</b>	<b>5,187</b>	<b>972</b>	<b>13,347</b>
<b>WA</b>					
Goldfields	-	33	41	4	78
Great Southern	4	64	158	50	276
Indian Ocean Territories	-	-	-	-	-
Kimberley	1	30	47	2	80
Metro East	4	269	517	185	975
Metro North	40	685	930	212	1,867
Metro South East	10	303	486	261	1,060
Metro South West	8	432	607	332	1,379
Mid West	-	18	70	85	173
Pilbara	-	11	9	2	22
South West	1	55	219	101	376
Wheatbelt	1	58	122	12	193
<b>Total</b>	<b>69</b>	<b>1,958</b>	<b>3,206</b>	<b>1,246</b>	<b>6,479</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	22	173	73	3	271
Flinders & Far North	-	41	19	5	65
Hills, Mallee & Southern	5	228	398	176	807
Metro East	9	177	181	46	413
Metro North	31	576	871	264	1,742
Metro South	3	205	761	385	1,354
Metro West	13	223	228	44	508
Mid North	4	48	26	2	80
Riverland	2	47	69	28	146
South East	30	81	56	19	186
Yorke, Lower North & Barossa	40	211	218	103	572
<b>Total</b>	<b>159</b>	<b>2,010</b>	<b>2,900</b>	<b>1,075</b>	<b>6,144</b>
<b>TAS</b>					
North Western	11	111	191	77	390
Northern	33	202	172	37	444
Southern	56	500	536	105	1,197
<b>Total</b>	<b>100</b>	<b>813</b>	<b>899</b>	<b>219</b>	<b>2,031</b>
<b>ACT</b>					
<b>Total</b>	<b>5</b>	<b>477</b>	<b>543</b>	<b>224</b>	<b>1,249</b>
<b>NT</b>					
Alice Springs	-	27	35	4	66
Barkly	-	3	1	2	6
Darwin	1	89	159	24	273
East Arnhem	-	11	10	-	21
Katherine	-	13	29	7	49
<b>Total</b>	<b>1</b>	<b>143</b>	<b>234</b>	<b>37</b>	<b>415</b>
<b>UNKNOWN ACPR</b>					
<b>Total</b>	<b>-</b>	<b>9</b>	<b>6</b>	<b>1</b>	<b>16</b>
<b>NATIONAL</b>					
<b>Total</b>	<b>2,862</b>	<b>29,797</b>	<b>29,255</b>	<b>8,309</b>	<b>70,223</b>

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 2025, BY ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	161	1,066	856	238	<b>2,321</b>
Central West	24	387	356	98	<b>865</b>
Far North Coast	210	1,087	923	319	<b>2,539</b>
Hunter	155	1,181	1,040	259	<b>2,635</b>
Illawarra	41	452	787	248	<b>1,528</b>
Inner West	29	535	950	665	<b>2,179</b>
Mid North Coast	215	1,055	855	227	<b>2,352</b>
Nepean	43	470	468	195	<b>1,176</b>
New England	24	314	487	123	<b>948</b>
Northern Sydney	82	887	1,309	873	<b>3,151</b>
Orana Far West	40	414	381	87	<b>922</b>
Riverina/Murray	78	407	380	121	<b>986</b>
South East Sydney	29	953	1,845	787	<b>3,614</b>
South West Sydney	123	1,146	1,716	520	<b>3,505</b>
Southern Highlands	35	653	709	264	<b>1,661</b>
Western Sydney	131	964	1,069	708	<b>2,872</b>
<b>Total</b>	<b>1,420</b>	<b>11,971</b>	<b>14,131</b>	<b>5,732</b>	<b>33,254</b>
<b>VIC</b>					
Barwon-South Western	35	539	844	339	<b>1,757</b>
Eastern Metro	146	1,455	1,681	845	<b>4,127</b>
Gippsland	47	460	442	110	<b>1,059</b>
Grampians	20	316	422	197	<b>955</b>
Hume	99	468	292	33	<b>892</b>
Loddon-Mallee	48	417	397	237	<b>1,099</b>
Northern Metro	68	1,048	1,431	481	<b>3,028</b>
Southern Metro	47	1,086	1,716	767	<b>3,616</b>
Western Metro	32	897	777	227	<b>1,933</b>
<b>Total</b>	<b>542</b>	<b>6,686</b>	<b>8,002</b>	<b>3,236</b>	<b>18,466</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	12	514	580	163	1,269
Brisbane South	53	833	1,254	344	2,484
Cabool	21	674	729	198	1,622
Central West	4	16	13	1	34
Darling Downs	98	583	385	97	1,163
Far North	6	859	374	58	1,297
Fitzroy	8	181	204	44	437
Logan River Valley	18	260	487	217	982
Mackay	1	126	144	26	297
North West	5	25	16	3	49
Northern	3	164	223	59	449
South Coast	25	449	698	464	1,636
South West	8	32	13	2	55
Sunshine Coast	76	1,156	993	259	2,484
West Moreton	116	263	222	57	658
Wide Bay	112	668	445	87	1,312
<b>Total</b>	<b>566</b>	<b>6,803</b>	<b>6,780</b>	<b>2,079</b>	<b>16,228</b>
<b>WA</b>					
Goldfields	-	33	47	13	93
Great Southern	4	64	170	69	307
Indian Ocean Territories	-	-	-	-	-
Kimberley	1	30	52	3	86
Metro East	4	271	555	286	1,116
Metro North	40	702	1,136	435	2,313
Metro South East	10	307	582	402	1,301
Metro South West	8	439	709	473	1,629
Mid West	-	18	70	89	177
Pilbara	-	12	11	7	30
South West	1	55	231	163	450
Wheatbelt	1	58	132	28	219
<b>Total</b>	<b>69</b>	<b>1,989</b>	<b>3,695</b>	<b>1,968</b>	<b>7,721</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	22	179	97	8	306
Flinders & Far North	-	42	19	6	67
Hills, Mallee & Southern	5	234	456	241	936
Metro East	9	177	205	75	466
Metro North	31	596	1,099	499	2,225
Metro South	3	206	827	527	1,563
Metro West	13	226	256	70	565
Mid North	4	49	30	8	91
Riverland	2	48	78	48	176
South East	30	85	83	33	231
Yorke, Lower North & Barossa	40	214	255	142	651
<b>Total</b>	<b>159</b>	<b>2,056</b>	<b>3,405</b>	<b>1,657</b>	<b>7,277</b>
<b>TAS</b>					
North Western	11	115	222	104	452
Northern	33	206	234	83	556
Southern	56	515	687	241	1,499
<b>Total</b>	<b>100</b>	<b>836</b>	<b>1,143</b>	<b>428</b>	<b>2,507</b>
<b>ACT</b>					
<b>Total</b>	<b>5</b>	<b>484</b>	<b>685</b>	<b>394</b>	<b>1,568</b>
<b>NT</b>					
Alice Springs	-	27	42	13	82
Barkly	-	3	1	2	6
Darwin	1	89	193	92	375
East Arnhem	-	11	21	2	34
Katherine	-	13	35	14	62
<b>Total</b>	<b>1</b>	<b>143</b>	<b>292</b>	<b>123</b>	<b>559</b>
<b>UNKNOWN ACPR</b>					
<b>Total</b>	<b>-</b>	<b>9</b>	<b>7</b>	<b>1</b>	<b>17</b>
<b>NATIONAL</b>					
<b>Total</b>	<b>2,862</b>	<b>30,977</b>	<b>38,140</b>	<b>15,618</b>	<b>87,597</b>

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 2025 QUARTER, BY ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	17	212	322	168	719
Central West	2	88	120	76	286
Far North Coast	17	306	318	147	788
Hunter	17	250	365	304	936
Illawarra	12	101	310	168	591
Inner West	9	123	208	184	524
Mid North Coast	21	275	381	179	856
Nepean	6	121	131	74	332
New England	3	59	117	50	229
Northern Sydney	45	285	395	318	1,043
Orana Far West	4	97	149	72	322
Riverina/Murray	14	110	121	60	305
South East Sydney	21	282	555	237	1,095
South West Sydney	22	240	420	200	882
Southern Highlands	4	179	210	73	466
Western Sydney	14	180	312	192	698
<b>Total</b>	<b>228</b>	<b>2,908</b>	<b>4,434</b>	<b>2,502</b>	<b>10,072</b>
<b>VIC</b>					
Barwon-South Western	2	200	298	297	797
Eastern Metro	71	531	708	658	1,968
Gippsland	8	115	320	221	664
Grampians	2	87	129	147	365
Hume	13	96	110	19	238
Loddon-Mallee	1	115	225	240	581
Northern Metro	19	348	658	525	1,550
Southern Metro	12	412	1,013	988	2,425
Western Metro	3	205	381	269	858
<b>Total</b>	<b>131</b>	<b>2,109</b>	<b>3,842</b>	<b>3,364</b>	<b>9,446</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	1	103	251	209	564
Brisbane South	9	168	417	264	858
Cabool	12	130	379	205	726
Central West	-	6	5	1	12
Darling Downs	13	122	116	68	319
Far North	2	204	264	104	574
Fitzroy	-	65	197	144	406
Logan River Valley	4	61	156	121	342
Mackay	-	17	48	26	91
North West	3	9	4	4	20
Northern	-	44	118	131	293
South Coast	8	134	218	248	608
South West	4	12	6	4	26
Sunshine Coast	4	236	513	584	1,337
West Moreton	7	85	80	38	210
Wide Bay	18	165	228	140	551
<b>Total</b>	<b>85</b>	<b>1,561</b>	<b>3,000</b>	<b>2,291</b>	<b>6,937</b>
<b>WA</b>					
Goldfields	-	22	22	16	60
Great Southern	-	17	72	53	142
Indian Ocean Territories	-	-	1	-	1
Kimberley	2	11	22	7	42
Metro East	-	54	224	227	505
Metro North	3	149	368	253	773
Metro South East	5	99	205	200	509
Metro South West	2	103	321	506	932
Mid West	-	9	36	63	108
Pilbara	1	6	13	5	25
South West	1	13	102	136	252
Wheatbelt	-	44	141	95	280
<b>Total</b>	<b>14</b>	<b>527</b>	<b>1,527</b>	<b>1,561</b>	<b>3,629</b>



State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	4	62	86	24	176
Flinders & Far North	1	22	19	4	46
Hills, Mallee & Southern	4	92	165	126	387
Metro East	5	134	272	189	600
Metro North	16	225	290	215	746
Metro South	-	72	308	393	773
Metro West	2	125	306	183	616
Mid North	-	14	16	5	35
Riverland	-	19	43	70	132
South East	2	51	85	31	169
Yorke, Lower North & Barossa	2	74	71	44	191
<b>Total</b>	<b>36</b>	<b>890</b>	<b>1,661</b>	<b>1,284</b>	<b>3,871</b>
<b>TAS</b>					
North Western	3	35	69	81	188
Northern	5	66	75	47	193
Southern	7	152	156	69	384
<b>Total</b>	<b>15</b>	<b>253</b>	<b>300</b>	<b>197</b>	<b>765</b>
<b>ACT</b>					
<b>Total</b>	<b>8</b>	<b>128</b>	<b>198</b>	<b>298</b>	<b>632</b>
<b>NT</b>					
Alice Springs	-	6	13	8	27
Barkly	-	2	2	-	4
Darwin	1	39	86	44	170
East Arnhem	-	9	10	3	22
Katherine	-	5	13	9	27
<b>Total</b>	<b>1</b>	<b>61</b>	<b>124</b>	<b>64</b>	<b>250</b>
<b>UNKNOWN ACPR</b>					
<b>Total</b>	<b>-</b>	<b>2</b>	<b>8</b>	<b>1</b>	<b>11</b>
<b>NATIONAL</b>					
<b>Total</b>	<b>518</b>	<b>8,439</b>	<b>15,094</b>	<b>11,562</b>	<b>35,613</b>

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 July 2025

