



Australian Government
Department of Health

HOME CARE PACKAGES PROGRAM

Data Report 4th Quarter 2017-18

1 April – 30 June 2018

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Executive Summary

- At 31 March 2018, there were 84,971 people in a home care package. This represented an increase of 9.1 per cent since 31 December 2017 and an annual increase of 20.4 per cent since 31 March 2017.
- There were 12,427 new people accessing a home care package over the quarter and 30,281 new people receiving support in the financial year to 31 March 2018.
- 103,395 people accessed a home care package during the period 1 July 2017 to 31 March 2018, noting that a single package is able to be accessed by more than one person over the duration of a single year as people enter and exit care.
- At 30 June 2018, there were 869 approved home care providers with a home care service. This represents an increase of 1.9 per cent since 31 March 2018.
- 23,650 home care packages were released during the June 2018 quarter, an average of 1,820 per week, with 148,672 packages released in 2017-18, an average of around 2,850 packages per week.
- There were 29,225 approvals for a home care package in the June 2018 quarter.
- At 30 June 2018, there were 64,668 people in the National Prioritisation Queue (the queue), who were either in, or assigned, a home care package. Therefore, it is estimated that around 75 per cent of all people queued were receiving some form of Commonwealth subsidised home care support; either through a lower level home care package or Commonwealth Home Support Program (CHSP) services.
- At 30 June 2018, 40,345 (70.5 per cent) of people on the queue for a level 4 package were either in, or assigned, a lower level home care packages, providing them with Commonwealth subsidised home care service.
- The average maximum exit amount was \$244 at 30 June 2018, a decrease of \$6 (or 2.4 per cent) since 31 March 2018.
- 40.8 per cent of providers had indicated that they will not deduct an exit amount at 30 June 2018, up from 40.4 per cent at 31 March 2018.

INTRODUCTION

OVERVIEW

The Government recognises that people want to remain living independently in their own homes for as long as possible. To support this, the Government subsidises packages through the Home Care Packages Program to provide home-based care that can improve older Australians' quality of life and help them to remain active and connected to their communities.

This report provides an update on the operation of the Home Care Packages Program for the period between 1 April 2018 and 30 June 2018 (referred to as the June 2018 quarter for the remainder of the report).

This report consists of four chapters:

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

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

A Glossary is also provided at the end of the report explaining specific terminology and abbreviations used throughout the report.

Data in this report was collected from information systems and records held by the department and the Department of Human Services. Data was valid on the date of extraction.

SCOPE OF THE REPORT

Where possible, data is provided for the period between 1 April 2018 and 30 June 2018. Due to a lag in data availability for some indicators, particularly those dependent on receipt of provider claims, earlier time periods are reported on. Data extracted at a later date may differ.

The impact of the 2018-19 Budget on the number of people in care is yet to be reflected in these figures as the data available for this report was for the number people who were in care as at 31 March 2018, and additional investment from the 2018-19 Budget measure commenced in July 2018.

1. ELIGIBILITY AND ASSESSMENT

DISTRIBUTION OF HOME CARE PACKAGE LEVELS

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

Table 1: Home care package annual subsidy, by package level as at 1 July 2018

Package level	Aged care services for people with:	Annual amount (\$) paid by the Australian Government up to the approximate* value of
1	Basic care needs	8,271
2	Low-level care needs	15,045
3	Intermediate care needs	33,076
4	High-level care needs	50,286

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

- Following the introduction of the Increasing Choice reforms on 27 February 2017, approvals are now made at a specific package level (1, 2, 3 and 4) instead of being made in broad bands (level 1-2 or level 3-4). People with a level 1-2 or 3-4 approval (i.e. people who were approved before 27 February 2017) were automatically deemed to be approved at the highest level of their band, i.e. either at level 2 or level 4 as at 27 February 2017.
- This has resulted in more people on the queue for a level 2 and in particular, a level 4 package. As at 27 February 2017 there were 52,713 people automatically approved at a level 4 package, which at the time represented 62.1 per cent of queue numbers.

VOLUME OF HOME CARE APPROVALS

- There were 29,225 total home care approvals in the June 2018 quarter (Table 2) and 122,436 for the entire 2017-18 (Table 3).
- The department is working with the assessment workforce to achieve consistency and equity of assessment across Australia including that high priority at each level is approved only in line with the *Aged Care Act 1997* and assessment guidelines to ensure that people with a high priority get linked with care as quickly as possible.

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

State/ territory	Level 1		Level 2		Level 3		Level 4		Total	Share by state/territory
	High	Medium	High	Medium	High	Medium	High	Medium		
NSW	7	285	96	3,054	461	3,277	927	1,563	9,680	33.1%
VIC	0	105	44	2,730	221	2,230	821	1,515	7,666	26.2%
QLD	0	119	77	1,607	335	1,779	651	806	5,374	18.4%
WA	0	34	6	793	44	870	227	772	2,746	9.4%
SA	0	33	3	606	40	1,044	148	711	2,585	8.8%
TAS	0	5	2	144	7	261	45	175	639	2.2%
ACT	0	4	0	120	7	100	31	70	332	1.1%
NT	0	0	2	44	10	39	25	83	203	0.7%
Subtotal	7	585	230	9,098	1,125	9,600	2,875	5,695	29,225	100.0%
Total	592		9,328		10,725		8,570		29,225	

Table 3: Number of home care approvals in 2017-18, by state and territory of assessment, level and priority

State/ territory	Level 1		Level 2		Level 3		Level 4		Total	Share by state/territory
	High	Medium	High	Medium	High	Medium	High	Medium		
NSW	16	448	787	10,828	3,172	12,733	6,612	6,783	41,419	33.8%
VIC	1	256	278	10,163	926	7,808	4,146	5,496	29,074	23.7%
QLD	2	279	638	6,163	2,043	6,912	4,758	3,863	24,658	20.1%
WA	0	57	53	2,574	336	2,905	1,817	2,881	10,623	8.7%
SA	0	60	32	2,268	213	4,289	991	3,593	11,446	9.3%
TAS	0	11	20	724	86	1,069	406	738	3,054	2.5%
ACT	0	13	6	423	41	404	232	368	1,487	1.2%
NT	0	2	3	170	21	122	105	252	675	0.6%
Subtotal	19	1,126	1,817	33,313	6,838	26,242	19,067	23,974	122,436	100.0%
Total	1,145		35,130		43,080		43,041		122,436	

Key points:

- There were 29,225 approvals for home care in the June 2018 quarter.
- The number of level 3 approvals was greater than level 4 approvals in the quarter.

2. HOME CARE SERVICE DELIVERY

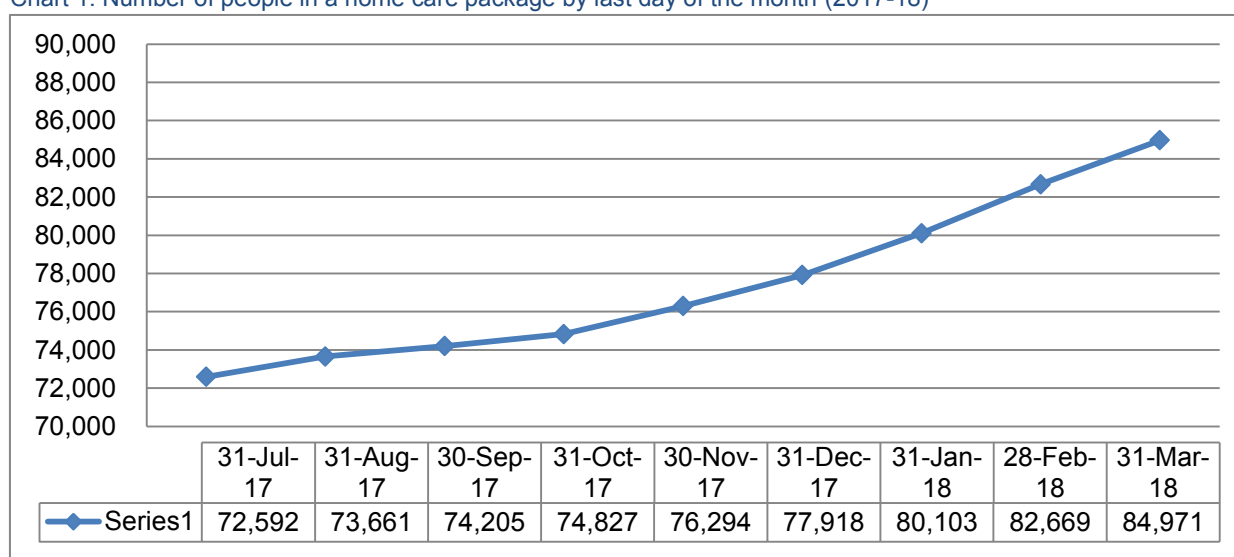
NUMBER OF PEOPLE IN A HOME CARE PACKAGE

- 103,395 people accessed a home care package during the period 1 July 2017 to 31 March 2018, noting that a single package is able to be accessed by more than one person over the duration of a single year as people enter and exit care. In 2016-17, approximately 1.4 people accessed each available package throughout that year.
- There were 84,971 people in a home care package at 31 March 2018 (Table 4). This represents an increase of 9.1 per cent (or 7,053 people) over the March 2018 quarter (Chart 1).
- The annual growth between 31 March 2017 and 31 March 2018 was 14,392 people or 20.4 per cent.
- Each state and territory had experienced a net increase in the number of people in care between 31 December 2017 and 31 March 2018 (refer to Appendix A).

Table 4: Number of people in a home care package by level and state and territory, at 31 March 2018

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	Unknown	Total
Total	28,172	21,270	16,832	7,803	6,382	2,220	1,521	719	52	84,971
Share by jurisdiction	33.2%	25.0%	19.8%	9.2%	7.5%	2.6%	1.8%	0.8%	0.1%	100.0%

Chart 1: Number of people in a home care package by last day of the month (2017-18)



- There were around 12,400 new entries to home care over the March 2018 quarter (Table 5).
- Further information on the number of new entries by Aged Care Planning Region (ACPR) can be found in Appendix B.

Table 5: Number of new entries to home care in the March 2018 quarter, by state and territory

Package Level	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	UNKNOWN	Total	Share by level
1	40	27	22	4	7	1	0	0	5	106	0.9%
2	3,352	2,298	1,885	734	693	253	107	31	136	9,489	76.4%
3	608	305	465	215	170	41	32	8	19	1,863	15.0%
4	275	217	222	131	52	32	15	2	23	969	7.8%
Total	4,275	2,847	2,594	1,084	922	327	154	41	183	12,427	100.0%
Share by state/territory	34.4%	22.9%	20.9%	8.7%	7.4%	2.6%	1.2%	0.3%	1.5%	100.0%	

- Analysis of the proportion of people in care across metropolitan, regional and remoteness classifications shows the proportions across all areas have remained relatively stable since the introduction of Increasing Choice.
- Table 6 shows a breakdown of the proportion of total people in care according to the Modified Monash Model (MMM) classifications – with 1 classifying major metropolitan regions, ranging to 7 which classifies the most remote regions.

Table 6: Proportion of the total number of people in home care by MMMs, by last day of a quarter

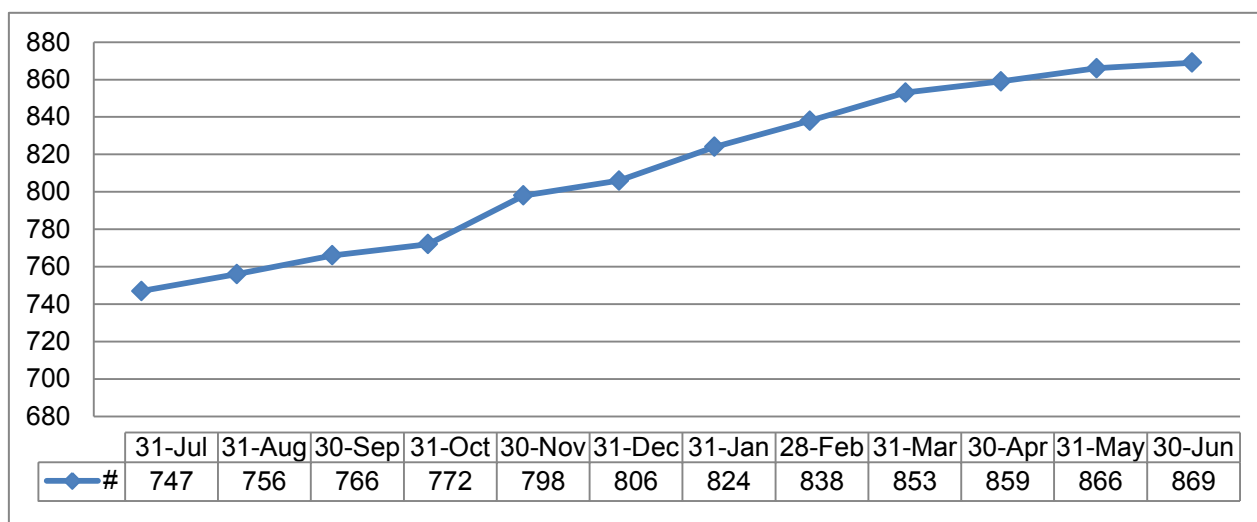
MMM	30-Jun-17	30-Sep-17	31-Dec-17	31-Mar-18
1	64.8%	64.4%	64.0%	63.8%
2	9.4%	9.5%	9.6%	9.7%
3	9.6%	9.8%	9.9%	10.0%
4	5.1%	5.2%	5.2%	5.4%
5	7.8%	8.1%	8.1%	8.3%
6	1.0%	0.9%	0.9%	0.8%
7	0.7%	0.7%	0.7%	0.6%
Unknown	1.6%	1.4%	1.5%	1.5%

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

NUMBER OF APPROVED HOME CARE PROVIDERS

- There continues to be growth in the number of home care providers in the market, increasing choice for senior Australians.
- There were 869 approved home care providers at 30 June 2018 (Chart 2). This was an increase of 1.9 per cent from 31 March 2018.

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



Note: Approved provider count is based on the approval effective date.

- Appendix C provides a full list of the count of approved home care providers in each ACPR that provides services across all four package levels in that region at 30 June 2018.

Key points

- At 31 March 2018, there were 84,971 people in a home care package. This was an increase of 9.1 per cent (7,053 people) since 31 December 2017.
- 103,395 people accessed a home care package during the period 1 July 2017 to 31 March 2018.
- In the March 2018 quarter there were around 12,400 new entries to home care and around 30,300 for the financial year to date.
- At 30 June 2018, there were 869 approved home care providers with a home care service, an increase of 1.9 per cent since 31 March 2018.

3. NATIONAL PRIORITISATION SYSTEM

NATIONAL PRIORITISATION QUEUE

- The home care system allows for a nationally consistent and fair process for assigning home care packages based on people's individual needs and circumstances, regardless of where they live.
- The efficiency of home care package assignment and the accuracy of the wait-time calculator are reliant on the consistency of home care assessment nationally. Improving the efficiency will include educating people on their option to leave the queue if they do not currently need additional support, noting they will not be disadvantaged if they choose to re-join the queue in future. This could reflect they are not currently actively seeking home care services, or electing not to take up a higher package if their current package matches their current care needs.
- There is no disadvantage for the person if their care needs increase and they later choose to opt back in. An individual's place on the national home care queue is based on their original approval date and priority.
- At 30 June 2018, there were 64,668 people on the queue who were either in, or assigned, a lower level home care package (Table 8). This figure is 18.0 per cent (9,847) greater than the 31 March 2018 figure.
- A further 56,750 people on the queue were either not in, or assigned, a lower level home care package (Table 8). Of those, it is estimated that around half were accessing CHSP services. Therefore, it is estimated that around 75 per cent of people in the queue are accessing Government subsidised home care support to assist them remain living in their home.
- The remainder of people on the queue were estimated to not be currently receiving care, however they may have exercised their choice not to accept a lower level package while they wait for a package at their approved level.
- To maximise choice, people with approvals for both home care and residential care remain on the queue until they enter into care, or inform My Aged Care that they are not seeking services.
- It is important to note that not everyone on the queue will enter home care. Many people have approvals for both home and residential aged care, and will choose to take up a residential place instead of a home care package. Approximately three quarters of people on the queue at 30 June 2018 were also approved for residential aged care.
- People with a broad-banded level 1-2 or 3-4 approval (i.e. people who were approved before 27 February 2017) were automatically deemed to be approved at the highest level of their broadband, i.e. either at level 2 or level 4. This has resulted in a large number of people on the queue for a level 2 and in particular a level 4 package.

- At 30 June 2018, 40,345 (70.5 per cent) of people on the queue for a level 4 package were either in, or assigned, a lower level home care package, providing them with Commonwealth subsidised aged care services.

Table 7: Number of people on the national prioritisation queue, by state and territory of residence and level of approval as at 30 June 2018

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share by state/territory
NSW	219	8,217	13,631	18,364	40,431	33.3%
VIC	76	8,322	8,420	11,757	28,575	23.5%
QLD	90	4,648	7,370	10,696	22,804	18.8%
WA	22	1,845	3,022	6,703	11,592	9.5%
SA	19	1,693	3,978	6,972	12,662	10.4%
TAS	≤10	495	965	1,293	2,757	2.3%
ACT	≤10	265	394	935	1,595	1.3%
NT	≤10	99	118	254	471	0.4%
Unknown	≤10	116	159	253	531	0.4%
National	434	25,700	38,057	57,227	121,418	100.0%
Share by level	0.4%	21.2%	31.3%	47.1%	100.0%	

Notes: A person with an approval at multiple levels is only counted once - at their highest active approved level.

Table 8: Composition of the queue at 30 June 2018, by level and assignment status

Approved level	Level 1	Level 2	Level 3	Level 4	Total
Those queued who were either in, or assigned, a lower level package	0	8,187	16,136	40,345	64,668
Those queued who were not either in, or assigned, a lower level package	434	17,513	21,921	16,882	56,750¹
Total people queued	434	25,700	38,057	57,227	121,418

¹ Around half of this number chose to access CHSP.

- The number of people in the queue at 30 June 2018, by ACPR, who were not either in, or assigned, an interim level package is provided in Appendix D.

TIME ON THE NATIONAL PRIORITISATION QUEUE

At 30 June 2018, there were 2,051 people on the queue who had an approval date on, or prior to 30 June 2017. Of these people:

- 1,916 had set their Minimum Package Threshold to level 3 or 4, thereby preventing them from being assigned a lower level home care package; and
- 135 had not been active on the queue for the full 12 months and would have been assigned either a level 1 or 2 package had they been actively present on the queue for the full duration of the 12 month period.

WAIT TIMES

- All people approved for a home care package, and seeking services on the queue, can access their individual expected wait time to receive their first package, and their approved package level. Wait time varies depending on the person's individual circumstances, including how long they have been waiting for care and their priority for home care. Estimated wait times for a person joining the medium queue for a package by level is provided in Table 9. People approved for a higher level package have the option of receiving an interim package to commence receipt of care as early as possible. They also have the option to seek CHSP services as an interim measure, ensuring that the strong majority of people on the queue are receiving Commonwealth subsidised care through interim packages or CHSP services.

Table 9: Estimated maximum wait time for those people entering the queue on 30 June 2018, by package level

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

NUMBER OF HOME CARE PACKAGES RELEASED

This section presents data on the volume of packages released during the June 2018 quarter.

- The department released 23,650 home care packages during the June 2018 quarter (Table 10), an average of 1,820 per week, with 148,672 packages released in 2017-18, an average of around 2,850 packages per week.
- Over the June 2018 quarter (Table 11):
 - 96.3 per cent (22,786) of packages were released to people who had not been assigned a package;
 - 3.7 per cent (864) of packages were released as upgrades to people who had previously been assigned a lower level home care package;
 - 2.5 per cent (595) were released to people identifying as Aboriginal and Torres Strait Islander.

Table 10: Number of home care packages released in the June 2018 quarter, residing in each state and territory, by level and priority

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	5,037	2,451	868	576	8,932	37.8%
VIC	3,093	1,182	411	335	5,021	21.2%
QLD	2,397	1,369	554	420	4,740	20.0%
WA	949	499	276	179	1,903	8.0%
SA	1,403	410	199	155	2,167	9.2%
TAS	219	107	47	35	408	1.7%
ACT	189	102	46	35	372	1.6%
NT	56	29	9	5	99	0.4%
Unknown	8	-	-	-	8	0.0%
Total	13,351	6,149	2,410	1,740	23,650	100.0%

Table 11: Home care packages released to people in the June 2018 quarter, by level and type of release

	Level 1	Level 2	Level 3	Level 4	Total
New packages	13,351	6,036	2,188	1,211	22,786
Upgrades	-	113	222	529	864
Total	13,351	6,149	2,410	1,740	23,650

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

Key points

- At 30 June 2018, there were 121,418 people in the queue, with more than half (53.3 per cent) either in, or assigned, a lower level home care package.
- 23,650 home care packages were released during the June 2018 quarter for a total of 148,672 packages in 2017-18 or an average of around 2,850 packages per week.

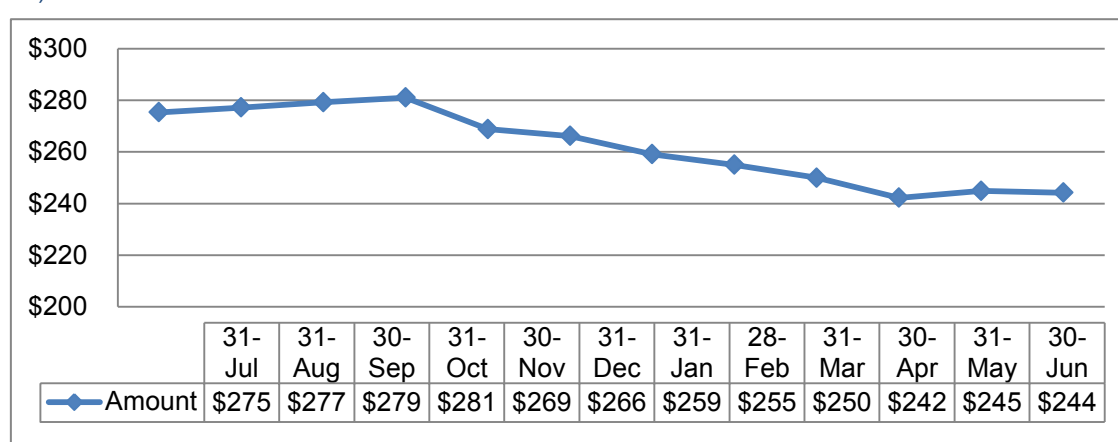
4. MAXIMUM EXIT AMOUNTS

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

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

- The average published maximum exit amount of all providers at 30 June 2018 was \$244 (inclusive of amounts of \$0 and where no amount is provided) (Chart 3) and had dropped by \$6 (or 2.4 per cent) over the June 2018 quarter.

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



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

- 40.8 per cent of providers had indicated that they would not deduct an exit amount, up slightly from 40.4 per cent at 31 March 2018.
- The number of providers publishing a maximum exit amount of more than \$1,000 at 30 June 2018 was 11 (Table 12).

Table 12: Number of approved providers with a maximum exit amount of \$1,000 or more

	30-Jun-17	30-Sep-17	31-Dec-17	31-Mar-18	30-Jun-18
(A) No. of providers with a published max. exit amount of more than \$1,000	6	5	4	5	5
(B) No. of providers with a published max. exit amount of \$1,000	9	10	11	7	6
Combined (A)+(B)	15	15	15	12	11

Key points:

- At 30 June 2018, the average published maximum exit amount was \$244.
- At 30 June 2018, 40.8 per cent of all approved providers indicated that they would not deduct an exit amount.

Glossary

Term	Definition
<i>Aged Care Act 1997</i>	The primary legislation governing the provision of aged care services.
Aged Care Assessment Teams (ACAT)	ACATs are teams of medical and allied health professionals who assess the physical, psychological, medical, restorative, cultural and social needs of older people and help them and their carers to access appropriate levels of support.
Aged Care Planning Region (ACPR)	The areas marked out in the ACPR maps which can be found on the department's website .
Approved provider	An organisation that has been approved to provide home care under the <i>Aged Care Act 1997</i> .
The department	Means the Department of Health.
Exit amount	An amount that can be deducted by a home care provider from a person's unspent home care package amount if the person leaves their care.
Home Care Packages Program	A program that supports older Australians with complex needs to remain living at home through a coordinated package of care and services to meet the individual needs of people.
Interim package	A package at a lower level than a person's approved level, through which they are able to access some home care services while waiting on the queue for a higher level package.
My Aged Care	The main entry point to the aged care system in Australia.
National Prioritisation Queue (the queue)	The order in which people have been placed for a home care package assignment, according to the time and date of their approval for home care and their priority (medium or high).
National Prioritisation System	The nationally consistent process for allocating home care packages based on peoples' needs and circumstances.
Notified home care service	An approved provider that has notified the department of the home care service through which it will provide care and is eligible for home care subsidy under section 46-1 of the <i>Aged Care Act 1997</i> .

Appendices

Appendix A – Number of people in a home care package at 31 March 2018, by ACPR

State/territory	Female	Male	Other	Total	Net gain from 31 Dec 2017
NSW					
Central Coast	1,336	657	≤10	1,994	249
Central West	508	256	≤10	765	47
Far North Coast	1,073	565	≤10	1,640	185
Hunter	2,036	1,041	≤10	3,080	369
Illawarra	1,128	569	≤10	1,699	139
Inner West	1,143	495	≤10	1,639	95
Mid North Coast	1,612	848	≤10	2,465	301
Nepean	610	242	≤10	853	60
New England	514	282	≤10	796	83
Northern Sydney	2,081	901	≤10	2,984	232
Orana Far West	440	235	≤10	675	58
Riverina/Murray	1,015	520	≤10	1,538	215
South East Sydney	1,659	776	≤10	2,436	95
South West Sydney	1,512	688	≤10	2,200	109
Southern Highlands	723	349	≤10	1,072	105
Western Sydney	1,441	716	≤10	2,160	155
Total	18,932	9,215	25	28,172	2,517
VIC					
Barwon-South Western	1,190	600	≤10	1,790	122
Eastern Metro	2,713	1,337	≤10	4,051	311
Gippsland	943	524	≤10	1,469	174
Grampians	609	376	≤10	985	115
Hume	794	485	≤10	1,279	120
Loddon-Mallee	812	442	≤10	1,254	104
Northern Metro	1,924	1,033	≤10	2,958	279
Southern Metro	3,118	1,605	≤10	4,724	437
Western Metro	1,614	940	≤10	2,554	149
Total	13,826	7,439	≤10	21,270	1,808

State/territory	Female	Male	Other	Total	Net gain from 31 Dec 2017
QLD					
Brisbane North	1,009	498	≤10	1,509	129
Brisbane South	1,455	749	≤10	2,206	191
Cabool	845	544	≤10	1,391	110
Central West	12	6	≤10	18	-3
Darling Downs	857	44	≤10	1,302	133
Far North	508	309	≤10	818	87
Fitzroy	574	362	≤10	936	95
Logan River Valley	675	447	≤10	1,122	148
Mackay	188	104	≤10	292	16
North West	51	30	≤10	81	5
Northern	565	314	≤10	880	78
South Coast	1,160	599	≤10	1,761	140
South West	51	26	≤10	85	-8
Sunshine Coast	1,517	897	≤10	2,419	157
West Moreton	392	217	≤10	609	21
Wide Bay	818	441	≤10	1,259	76
Total	10,771	6,045	16	16,832	1,381
WA					
Goldfields	40	22	≤10	62	-5
Great Southern	153	107	≤10	260	31
Kimberley	60	43	≤10	103	-14
Metro East	707	381	≤10	1,089	36
Metro North	1,358	635	≤10	1,993	166
Metro South East	795	458	≤10	1,253	72
Metro South West	1,218	636	≤10	1,854	182
Mid West	114	74	≤10	188	10
Pilbara	31	19	≤10	50	-7
South West	359	194	≤10	553	46
Wheatbelt	168	111	≤10	279	19
Total	5,073	2,729	≤10	7,803	545

State/territory	Female	Male	Other	Total	Net gain from 31 Dec 2017
SA					
Eyre Peninsula	155	69	≤10	225	3
Flinders & Far North	62	28	≤10	90	0
Hills, Mallee & Southern	560	298	≤10	859	67
Metro East	539	238	≤10	779	64
Metro North	657	336	≤10	995	87
Metro South	980	447	≤10	1,431	144
Metro West	606	276	≤10	885	64
Mid North	77	35	≤10	112	4
Riverland	138	79	≤10	217	15
South East	212	64	≤10	277	19
Yorke, Lower North & Barossa	302	165	≤10	470	29
Total	4,317	2,048	17	6,382	497
TAS					
North Western	318	164	≤10	483	37
Northern	430	209	≤10	640	62
Southern	743	335	≤10	1,079	94
Total	1,503	714	≤10	2,220	197
ACT					
Total	1,017	502	≤10	1,521	86
NT					
Alice Springs	116	47	≤10	163	13
Barkly	16	12	≤10	28	-3
Darwin	180	107	≤10	287	5
East Arnhem	39	19	≤10	58	-3
Katherine	30	19	≤10	49	2
Total	458	261	≤10	719	18
NATIONAL	55,932	28,970	69	84,971	7,053

Note: Totals may not add as they include incomplete records requiring further address information.

Appendix B – Number of entries to home care in the March 2018 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	3	282	40	11	336
Central West	-	76	9	4	89
Far North Coast	2	195	32	18	247
Hunter	8	379	67	34	488
Illawarra	-	160	27	10	197
Inner West	2	125	20	12	159
Mid North Coast	5	272	70	21	368
Nepean	1	85	10	8	104
New England	-	72	11	5	88
Northern Sydney	4	291	65	28	388
Orana Far West	4	74	12	-	90
Riverina/Murray	5	225	30	10	270
South East Sydney	-	203	25	17	245
South West Sydney	1	198	20	6	225
Southern Highlands	-	101	28	13	142
Western Sydney	1	173	39	28	241
Unknown ACPR	4	441	103	50	598
Total across levels	40	3,352	608	275	4,275
VIC					
Barwon-South Western	-	123	25	15	163
Eastern Metro	6	389	28	21	444
Gippsland	3	166	26	9	204
Grampians	1	104	5	1	111
Hume	2	99	23	11	135
Loddon-Mallee	-	88	6	4	98
Northern Metro	3	293	38	39	373
Southern Metro	4	511	51	37	603
Western Metro	1	153	39	28	221
Unknown ACPR	7	372	64	52	495
Total across levels	27	2,298	305	217	2,847

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	-	152	46	23	221
Brisbane South	3	238	41	34	316
Cabool	5	142	40	15	202
Central West	-	1	-	-	1
Darling Downs	3	121	28	14	166
Far North	1	80	10	3	94
Fitzroy	1	68	21	11	101
Logan River Valley	1	128	32	10	171
Mackay	1	24	8	3	36
North West	-	5	2	2	9
Northern	1	65	36	11	113
South Coast	2	165	31	19	217
South West	-	3	1	1	5
Sunshine Coast	1	217	52	22	292
West Moreton	-	39	7	6	52
Wide Bay	-	103	26	7	136
Unknown ACPR	3	334	84	41	462
Total across levels	22	1,885	465	222	2,594
WA					
Goldfields	-	1	-	-	1
Great Southern	-	4	7	3	14
Kimberley	-	1	-	-	1
Metro East	-	21	10	6	37
Metro North	-	79	22	23	124
Metro South East	-	53	22	19	94
Metro South West	-	64	31	19	114
Mid West	-	4	-	-	4
Pilbara	-	-	1		1
South West	-	27	3	7	37
Wheatbelt	-	3	1	-	4
Unknown ACPR	4	477	118	54	653
Total across levels	4	734	215	131	1,084

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	-	9	2	-	11
Flinders & Far North	1	15	4	-	12
Hills, Mallee & Southern	1	80	12	4	97
Metro East	-	77	27	5	109
Metro North	1	115	21	9	146
Metro South	2	153	41	14	210
Metro West	-	72	34	10	116
Mid North	-	8	2	1	11
Riverland	-	27	3	1	31
South East	-	35	4	-	39
Yorke, Lower North & Barossa	-	33	7	3	43
Unknown ACPR	2	75	15	5	97
Total across levels	7	693	170	52	922
TAS					
North Western	-	50	6	2	58
Northern	-	70	8	7	85
Southern	-	107	22	20	149
Unknown ACPR	1	26	5	3	35
Total across levels	1	253	41	32	327
ACT					
Total across levels	-	107	32	15	154
NT					
Alice Springs	-	4	-	-	4
Barkly	-	-	-	-	-
Darwin	-	8	6	1	15
East Arnhem	-	-	-	-	-
Katherine	-	1	-	-	1
Unknown ACPR	-	18	2	1	21
Total across levels	-	31	8	2	41
UNKNOWN STATE					
Total across levels	5	136	19	23	183
NATIONAL	106	9,489	1,863	969	12,427

Note: Totals may not add as they include incomplete records requiring further address information.

Appendix C – Number and growth of approved home care providers by ACPR

State/territory	30-Jun-17	31-Mar-18	30-Jun-18
NSW			
Central Coast	16	21	21
Central West	16	19	19
Far North Coast	27	32	32
Hunter	43	50	52
Illawarra	30	34	36
Inner West	28	30	31
Mid North Coast	37	42	42
Nepean	8	10	10
New England	17	19	19
Northern Sydney	30	37	37
Orana Far West	18	20	20
Riverina/Murray	28	31	31
South East Sydney	38	48	49
South West Sydney	32	39	40
Southern Highlands	22	24	24
Western Sydney	36	47	48
VIC			
Barwon-South Western	24	26	27
Eastern Metro	39	48	50
Gippsland	16	19	20
Grampians	15	16	18
Hume	24	26	27
Loddon-Mallee	10	11	12
Northern Metro	30	34	33
Southern Metro	51	57	57
Western Metro	34	43	42

State/territory	30-Jun-17	31-Mar-18	30-Jun-18
QLD			
Brisbane North	32	39	40
Brisbane South	37	47	50
Cabool	19	21	20
Central West	8	8	8
Darling Downs	20	25	27
Far North	18	19	20
Fitzroy	18	19	19
Logan River Valley	22	25	24
Mackay	9	11	12
North West	7	7	7
Northern	16	19	20
South Coast	22	32	32
South West	3	3	3
Sunshine Coast	35	38	39
West Moreton	17	21	22
Wide Bay	17	18	19
WA			
Goldfields	7	8	8
Great Southern	3	4	5
Kimberley	7	7	7
Metro East	25	25	26
Metro North	23	26	27
Metro South East	16	17	19
Metro South West	12	15	17
Mid West	4	5	5
Pilbara	7	8	8
South West	10	13	13
Wheatbelt	6	6	6
SA			
Eyre Peninsula	3	4	4
Flinders & Far North	8	9	9
Hills, Mallee & Southern	10	11	11
Metro East	25	32	36
Metro North	13	15	15
Metro South	13	14	13
Metro West	16	18	22
Mid North	3	3	3
Riverland	2	2	2
South East	3	4	4
Yorke, Lower North & Barossa	8	8	8

State/territory	30-Jun-17	31-Mar-18	30-Jun-18
TAS			
North Western	11	13	13
Northern	11	15	15
Southern	25	28	30
ACT	21	27	29
NT			
Alice Springs	13	14	14
Barkly	11	13	13
Darwin	13	15	15
East Arnhem	6	7	7
Katherine	10	12	12

Note: Only providers that have indicated in My Aged Care that they can provide services across each of the four levels are included in the counts.

Appendix D – Number of people in the National Prioritisation Queue, who were not either in, or assigned, a lower level package by ACPR at 30 June 2018

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	≤10	259	377	134	774
Central West	≤10	94	138	69	305
Far North Coast	25	390	402	279	1,096
Hunter	≤10	320	586	639	1,547
Illawarra	19	304	476	277	1,076
Inner West	≤10	234	339	203	781
Mid North Coast	27	323	361	178	889
Nepean	≤10	183	179	53	415
New England	≤10	158	171	96	427
Northern Sydney	31	622	916	571	2,140
Orana Far West	≤10	72	95	58	232
Riverina/Murray	11	230	395	217	853
South East Sydney	18	503	742	350	1,613
South West Sydney	24	300	401	204	929
Southern Highlands	≤10	237	209	164	614
Western Sydney	≤10	220	454	293	968
Total across levels	219	5,228	7,282	4,514	17,243
VIC					
Barwon-South Western	≤10	348	446	216	1,012
Eastern Metro	17	1,184	871	644	2,716
Gippsland	≤10	239	309	216	1,012
Grampians	≤10	377	177	77	638
Hume	≤10	290	334	152	778
Loddon-Mallee	≤10	259	227	235	723
Northern Metro	≤10	662	833	678	2,180
Southern Metro	21	1,271	878	1,135	3,305
Western Metro	≤10	642	554	436	1,634
Total across levels	76	6,072	5,412	4,533	16,093

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	≤10	406	371	225	1,006
Brisbane South	≤10	381	434	347	1,162
Cabool	≤10	290	369	256	919
Central West	≤10	≤10	≤10	≤10	14
Darling Downs	20	191	208	197	616
Far North	≤10	141	77	68	288
Fitzroy	≤10	147	377	45	569
Logan River Valley	≤10	143	228	182	554
Mackay	≤10	102	58	32	197
North West	≤10	≤10	15	≤10	22
Northern	≤10	60	135	197	392
South Coast	22	243	463	337	1,065
South West	≤10	13	16	16	45
Sunshine Coast	≤10	367	374	302	1,049
West Moreton	≤10	45	45	74	171
Wide Bay	≤10	149	180	139	471
Total across levels	90	3,278	4,113	2,923	10,404
WA					
Goldfields	≤10	≤10	≤10	≤10	≤10
Great Southern	≤10	≤10	26	29	63
Kimberley	≤10	≤10	≤10	≤10	≤10
Metro East	≤10	45	55	47	147
Metro North	≤10	95	96	123	315
Metro South East	≤10	126	128	118	372
Metro South West	≤10	39	109	124	272
Mid West	≤10	≤10	≤10	≤10	14
Pilbara	≤10	≤10	≤10	≤10	≤10
South West	≤10	11	48	58	117
Wheatbelt	≤10	≤10	≤10	17	23
Total across levels	22	1,313	1,794	1,983	5,112

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	≤10	55	68	26	150
Flinders & Far North	≤10	≤10	≤10	≤10	22
Hills, Mallee & Southern	≤10	89	142	46	280
Metro East	≤10	70	301	415	786
Metro North	≤10	154	519	409	1,084
Metro South	≤10	234	414	295	945
Metro West	≤10	69	243	376	688
Mid North	≤10	≤10	47	19	74
Riverland	≤10	26	57	23	106
South East	≤10	18	36	18	77
Yorke, Lower North & Barossa	≤10	41	88	82	209
Total across levels	19	959	2,369	2,089	5,436
TAS					
North Western	≤10	48	67	79	194
Northern	≤10	122	149	155	428
Southern	≤10	169	339	224	734
Total across levels	≤10	367	615	505	1,491
ACT					
Total across Levels	≤10	158	198	223	580
NT					
Alice Springs	≤10	≤10	≤10	≤10	≤10
Barkly	≤10	≤10	≤10	≤10	≤10
Darwin	≤10	32	43	42	117
East Arnhem	≤10	≤10	≤10	≤10	≤10
Katherine	≤10	≤10	≤10	≤10	≤10
Total across levels	≤10	68	64	65	197
UNKNOWN					
Total across levels	≤10	70	74	47	194
NATIONAL	434	17,513	21,921	16,882	56,750

Note: Totals may not add as they include incomplete records requiring further address information.

Appendix E – Number of home care packages released in the June 2018 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	243	129	64	27	463
Central West	205	33	25	12	275
Far North Coast	279	146	42	20	487
Hunter	395	304	138	73	910
Illawarra	265	207	45	31	548
Inner West	386	160	49	42	637
Mid North Coast	438	223	95	60	816
Nepean	125	55	15	6	201
New England	26	58	17	9	110
Northern Sydney	401	258	81	66	806
Orana Far West	349	44	25	13	431
Riverina/Murray	553	133	51	23	760
South East Sydney	341	244	82	76	743
South West Sydney	670	119	40	33	862
Southern Highlands	160	142	42	40	384
Western Sydney	194	196	57	45	492
Total across levels	5,037	2,451	868	576	8,932
VIC					
Barwon-South Western	349	66	25	22	462
Eastern Metro	709	239	68	63	1,079
Gippsland	356	77	34	28	495
Grampians	184	60	18	7	269
Hume	226	99	40	27	392
Loddon-Mallee	153	41	13	11	218
Northern Metro	497	177	68	64	806
Southern Metro	481	286	95	70	932
Western Metro	138	137	50	41	366
Total across levels	3,093	1,182	411	335	5,021

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	203	125	49	30	407
Brisbane South	80	179	94	61	414
Cabool	216	123	45	27	411
Central West	4	-	1	-	5
Darling Downs	335	94	49	35	513
Far North	96	83	26	20	225
Fitzroy	66	88	36	22	212
Logan River Valley	82	73	39	40	234
Mackay	31	34	7	7	79
North West	21	7	-	-	28
Northern	97	86	45	57	285
South Coast	420	134	54	44	652
South West	21	7	3	2	33
Sunshine Coast	426	197	52	44	719
West Moreton	218	33	20	8	279
Wide Bay	80	105	34	23	242
Total across levels	2,397	1,369	554	420	4,740
WA					
Goldfields	37	8	2	1	48
Great Southern	10	9	13	6	38
Kimberley	10	12	3	2	27
Metro East	149	65	22	14	250
Metro North	327	127	48	44	546
Metro South East	84	67	49	27	227
Metro South West	93	128	92	61	374
Mid West	32	5	8	2	47
Pilbara	4	2	2	-	8
South West	120	61	19	13	213
Wheatbelt	83	13	17	8	121
Total across levels	949	499	276	179	1,903

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	64	22	5	5	96
Flinders & Far North	5	2	2	1	10
Hills, Mallee & Southern	251	58	24	19	352
Metro East	127	53	27	24	231
Metro North	135	58	31	21	245
Metro South	224	73	40	32	369
Metro West	122	38	21	20	201
Mid North	49	11	9	2	71
Riverland	45	19	11	7	82
South East	177	28	7	5	217
Yorke, Lower North & Barossa	204	48	22	19	293
Total across levels	1,403	410	199	155	2,167
TAS					
North Western	110	26	8	7	151
Northern	14	24	12	12	62
Southern	95	57	27	16	195
Total across levels	219	107	47	35	408
ACT					
Total across levels	188	100	46	35	369
NT					
Alice Springs	38	8	1	2	49
Barkly	1	-	-	-	1
Darwin	11	19	7	3	40
East Arnhem	1	-	-	-	1
Katherine	4	2	1	-	7
Total across levels	56	29	9	5	99
UNKNOWN ACPR					
Total Unknown across levels	18	5	1	3	27
NATIONAL	13,351	6,149	2,410	1,740	23,650

Note: Counts for ACPRs for June Quarter 2018 were assigned using client postcodes, where for March Quarter 2018 ACPR counts were generated using client latitude and longitude address coordinates. As some postcodes cross ACPR boundaries, and in some instances state boundaries, a small number of packages may be misapportioned to a neighbouring jurisdiction. For this reason, totals for each ACPR will not match state totals.