



Australian Government  
Department of Health

# HOME CARE PACKAGES PROGRAM

## Data Report 2<sup>nd</sup> Quarter 2017-18

1 October – 31 December 2017

March 2018



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## Executive Summary

- There were 31,207 approvals for home care in the December 2017 quarter.
- As at 31 December 2017, there were 104,602 consumers in the national prioritisation queue, with 45.8 per cent either in, or assigned, an interim package.
- 50,300 home care packages were assigned to consumers in the December 2017 quarter, taking the total number of packages released since 27 February 2017 to 130,751.
- As at 30 September 2017, there were 74,205 consumers in a home care package, an increase of 3.9 per cent since 30 June 2017.
- There were around 11,200 new entries to home care in the September 2017 quarter, and around 8,500 exits.
- The proportion of consumers in care across metropolitan, rural and remote regions has remained steady since 27 February 2017 and is in line with expected population proportions.
- Level 4 continues to be the package level with the highest number of approvals, with 36.7 per cent of the December 2017 quarter approvals.
- As at 31 December 2017, there were 806 approved home care providers with a home care service, an increase of 5.2 per cent since 30 September 2017.
- The average maximum exit amount was \$266 at 31 December 2017, a decrease of \$13 (or 4.7 per cent) since 30 September 2017.
- 37.7 per cent of providers had indicated that they will not deduct an exit amount at 31 December 2017, up from 35.9 per cent at 30 September 2017.

# INTRODUCTION

## OVERVIEW

This report provides an update on the operation of the Home Care Packages Program for the period between 1 October 2017 and 31 December 2017 (referred to as the December 2017 quarter for the remainder of the report). It builds on the first two Home Care Packages Program Data Reports, which are available at <https://www.gen-agedcaredata.gov.au/Resources/Reports-and-publications?page=1>.

This report consists of four chapters:

- Chapter 1 covers assessment for home care and the number of approvals.
- Chapter 2 covers the prioritisation of home care consumers in the national queue.
- Chapter 3 covers the delivery of home care services.
- Chapter 4 covers 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 departmental information systems and records.

## SCOPE OF THE REPORT

Where possible, information for the December 2017 quarter is reported on, with the exception of data related to the number of consumers in home care. This information is only available up to 30 September 2017, due to a lag in data availability.

This report expands significantly on indicators introduced in the earlier two reports, by increasing data visibility on the following:

- the time consumers have spent post-approval waiting in the national prioritisation queue;
- the location on a regional (Aged Care Planning Region (ACPR)) and state/territory basis of where new consumers are entering home care; and
- growth in the number of approved providers on an ACPR basis.

As more information becomes available and the department is assured of its reliability, further indicators will be included in future reports.

Data from the previous reporting periods is included throughout the report where relevant, to give an indication of trends over time.

# 1. ELIGIBILITY AND ASSESSMENT

## Key points:

- There were 31,207 approvals for home care in the December 2017 quarter.
- Approvals for level 4 home care packages remain high (36.7 per cent).
- Variations in approval outcomes across Aged Care Assessment Teams (ACATs) have continued.

## HOME CARE APPROVALS IN THE DECEMBER 2017 QUARTER

This section presents data on approvals for home care made by ACATs.

- There were 31,207 total home care approvals in the December 2017 quarter (Tables 1 and 2):
  - The most frequent home care approval was for level 4 (11,464 or 36.7 per cent).
  - 24.7 per cent (7,723 of 31,207) of all approvals were high priority.
  - 46.3 per cent (5,310 of 11,464) of level 4 approvals were high priority, compared to only 1.0 per cent of level 1 approvals (two of 199).
- Work is underway to ensure high priority at each level is approved in exceptional circumstances to ensure that consumers with a high priority genuinely get linked with care quickly.

Table 1: Number of home care approvals in the December 2017 quarter, by level and priority

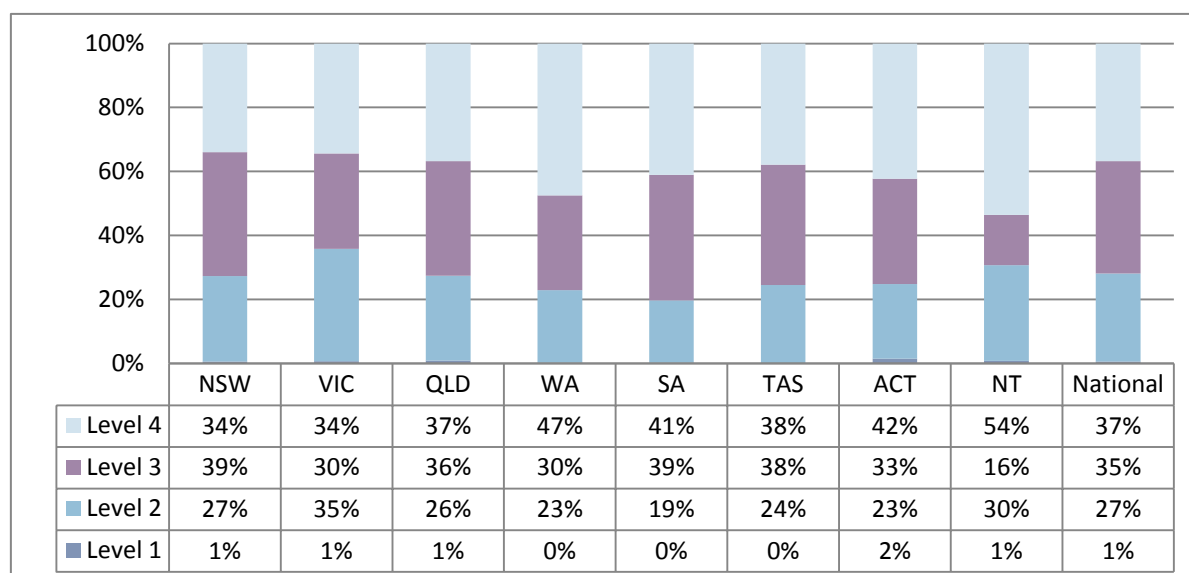
Priority	Level 1	Level 2	Level 3	Level 4	Total
High	2	534	1,877	5,310	7,723
Medium	197	8,041	9,092	6,154	23,484
<b>Total</b>	<b>199</b>	<b>8,575</b>	<b>10,969</b>	<b>11,464</b>	<b>31,207</b>
Share of total approvals	0.6%	27.5%	35.1%	36.7%	100.0%
Percentage of approvals that were high	1.0%	6.2%	17.1%	46.3%	24.7%

Table 2: Number of home care approvals in the December 2017 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	1	65	224	2,625	859	3,254	1,820	1,799	10,647	34.1%
VIC	0	51	87	2,417	248	1,881	1,114	1,339	7,137	22.9%
QLD	1	62	196	1,524	580	1,750	1,348	1,041	6,502	20.8%
WA	0	5	13	575	98	665	542	684	2,582	8.3%
SA	0	6	3	586	41	1,144	280	961	3,021	9.7%
TAS	0	1	10	184	35	263	136	164	793	2.5%
ACT	0	6	1	92	13	118	49	119	398	1.3%
NT	0	1	0	38	3	17	21	47	127	0.4%
Subtotal	2	197	534	8,041	1,877	9,092	5,310	6,154	31,207	
<b>Total</b>	<b>199</b>		<b>8,575</b>		<b>10,969</b>		<b>11,464</b>		<b>31,207</b>	<b>100.0%</b>

- Approval patterns in the December 2017 quarter varied across jurisdictions in terms of the rate of approvals by level and priority (Chart 1).

Chart 1: Percentage breakdown of home care approvals in the December 2017 quarter by state and territory of assessment and level

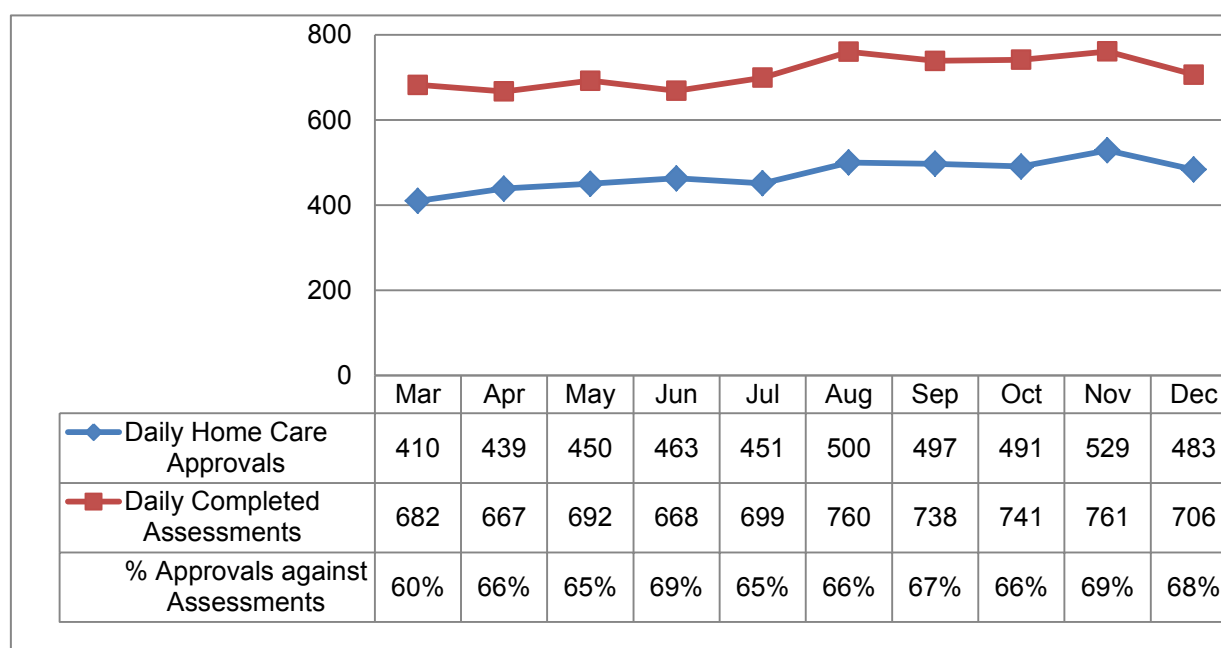


Note: Figures are rounded to the nearest percentage point; therefore totals may not add up to 100 per cent.

## TRENDS IN HOME CARE APPROVALS SINCE 27 FEBRUARY 2017

- Since the commencement of Increasing Choice, roughly two out of every three ACAT assessments have resulted in an approval for a home care package (Chart 2).

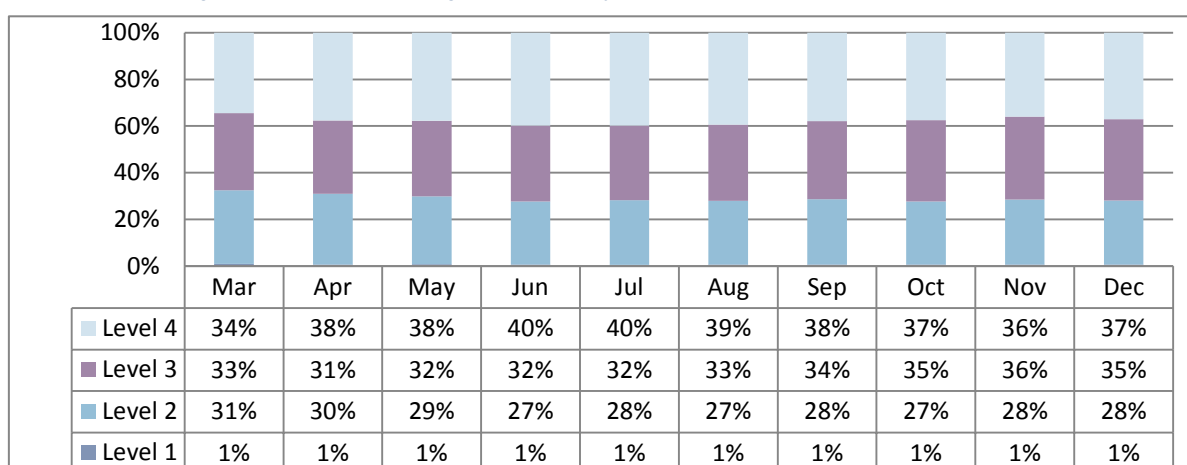
Chart 2: Average number of home care approvals and completed ACAT assessments for working days, by month in 2017



Notes: 1. Last two days of February have been included in average working days for March. Excludes national public holidays.  
2. Figures rounded to the nearest percentage point.

- Prior to 27 February 2017, the rate of home care approvals per assessment had been steadily increasing. In 2013-14, the rate of approvals was four out of every 10 assessments. This had grown to seven out of every 10 assessments for the first half of 2017-18.
- The decline in assessment numbers in December 2017 follows a seasonal pattern observed over a number of years for ACAT assessment volumes coinciding with the Christmas period.
- The pattern of package levels for home care approvals has remained relatively consistent from March to December 2017. For instance, Chart 3 shows that level 4 approvals have accounted for between 34-40 per cent of total approvals over the period. Each of the other package levels have also had stable proportions.
- The percentage of approvals that are for high priority remains relatively high.

Chart 3: Percentage breakdown of package approvals by level and month



Notes: 1. Last two days of February have been included in March percentages.  
 2. Figures are rounded to the nearest percentage point; therefore totals may not add up to 100 per cent.

## 2. NATIONAL PRIORITISATION SYSTEM

### Key points

- As at 31 December 2017, there were 104,602 consumers in the national prioritisation queue, with 45.8 per cent either in, or assigned, an interim package.
- The queue has continued to grow, driven by strong approval volumes.
- 50,300 home care packages were released to consumers during the December 2017 quarter.

### NUMBER OF CONSUMERS ON THE NATIONAL PRIORITISATION QUEUE

This section presents data on the number of consumers who are seeking a home care package at their approved level on the national prioritisation queue (the queue).

- As at 31 December 2017 there were 104,602 consumers queued for home care (Table 3):
  - This figure is 3.0 per cent (3,094) greater than the 30 September 2017 figure (Chart 4). Despite the queue continuing to increase over the December 2017 quarter, the rate of growth was much lower than the two previous quarters as a result of a significant increase in the volume of packages released over the December 2017 quarter (refer to the next section for full details).
  - 54.4 per cent of the consumers queued were waiting for a level 4 package (Table 3), down from 59.2 per cent at 30 September 2017.

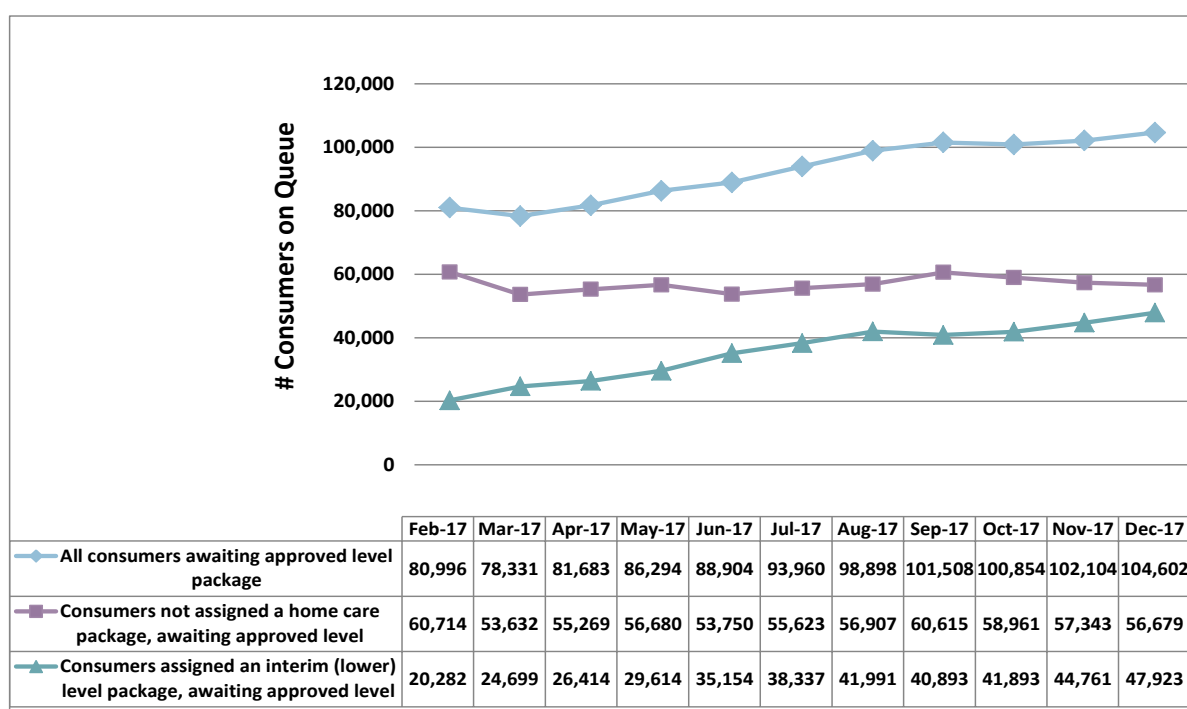
Table 3: Total number of consumers on the national prioritisation queue, by state and territory of residence and level of approval as at 31 December 2017

State/ territory	Level 1	Level 2	Level 3	Level 4	Total	Share by state/territory
NSW	133	7,198	9,311	18,531	<b>35,173</b>	<b>33.6%</b>
VIC	104	7,083	5,231	10,275	<b>22,693</b>	<b>21.7%</b>
QLD	97	3,815	4,941	10,732	<b>19,585</b>	<b>18.7%</b>
WA	14	1,364	1,827	6,451	<b>9,656</b>	<b>9.2%</b>
SA	16	1,594	2,938	7,355	<b>11,903</b>	<b>11.4%</b>
TAS	≤10	545	708	1,217	<b>2,474</b>	<b>2.4%</b>
ACT	≤10	266	306	1,013	<b>1,593</b>	<b>1.5%</b>
NT	≤10	100	66	202	<b>370</b>	<b>0.4%</b>
Unknown	≤10	22	53	1,080	<b>1,155</b>	<b>1.1%</b>
<b>National</b>	<b>378</b>	<b>21,987</b>	<b>25,381</b>	<b>56,856</b>	<b>104,602</b>	<b>100.0%</b>
<b>Share by level</b>	<b>0.4%</b>	<b>21.0%</b>	<b>24.3%</b>	<b>54.4%</b>	<b>100.0%</b>	

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



Chart 4: Number of consumers on the national prioritisation queue, by last day of each month since the commencement of the Increasing Choice reforms



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

- Of those consumers queued, 45.8 per cent (47,923) were either in, or assigned an interim level package while waiting to receive a package at their approved level (Chart 4). This rate has gradually grown since the introduction of the queue and suggests that although the size of the queue has continued to increase, the volume of consumers queued without connection to an interim home care package has not (Table 4). Many on the queue not linked to an interim package are however, receiving care through the Commonwealth Home Support Program.

Table 4: Percentage of consumers in the queue who were either in, or assigned, interim care, by date (in 2017)

27 Feb	31 Mar	30 Apr	31 May	30 Jun	31 Jul	31 Aug	30 Sep	31 Oct	30 Nov	31 Dec
25.0%	31.5%	32.3%	34.3%	39.5%	40.8%	42.5%	40.3%	41.5%	43.8%	45.8%

- The number of consumers in the queue at 31 December 2017, by ACPR, who were not either in, or assigned, an interim level package, is provided in Table A in the [Appendix](#).

## TIME ON THE NATIONAL PRIORITISATION QUEUE

- Of the 104,602 consumers on the queue at 31 December 2017, 26.7 per cent (or 27,945) had an approval dating back more than 12 months (Table 5). Of these consumers, only 636 were either not in, or not assigned, an interim package (Table 6).

Table 5: Time elapsed since date of approval for those consumers on the queue as at 31 December 2017, by level and time band

Time Band	Level 1	Level 2	Level 3	Level 4	Total	Share by time band
Greater than one year	-	260	2	27,683	<b>27,945</b>	<b>26.7%</b>
6 to 12 months	36	7,862	7,903	12,271	<b>28,072</b>	<b>26.8%</b>
Less than 6 months	342	13,865	17,476	16,902	<b>48,585</b>	<b>46.4%</b>
<b>Total</b>	<b>378</b>	<b>21,987</b>	<b>25,381</b>	<b>56,856</b>	<b>104,602</b>	<b>100.0%</b>

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

- Of the 56,856 consumers on the queue approved for a level 4 package, 14,795 (26.0 per cent) were not either in, or assigned, an interim package (Tables 5 and 6).

Table 6: Time elapsed since date of approval for those consumers on the queue as at 31 December 2017, by level and time band (only accounting for those consumers who are not in, or assigned, interim care)

Time Band	Level 1	Level 2	Level 3	Level 4	Total	Share by time band
Greater than one year	-	260	-	376	<b>636</b>	<b>1.1%</b>
6 to 12 months	36	7,391	6,424	4,326	<b>18,177</b>	<b>32.1%</b>
Less than 6 months	342	13,862	13,569	10,093	<b>37,866</b>	<b>66.8%</b>
<b>Total</b>	<b>378</b>	<b>21,513</b>	<b>19,993</b>	<b>14,795</b>	<b>56,679</b>	<b>100.00%</b>

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

## WAIT TIMES

- All consumers 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 consumer's individual circumstances, including how long they have been waiting for care and their priority for home care. Estimated wait times for a consumer joining the medium queue for a package by level is provided in Table 7. Consumers approved for a higher level package have the option of an interim package.

Table 7: Estimated maximum wait time for those consumers entering the queue on 31 December 2017, by level and priority

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

## NUMBER OF HOME CARE PACKAGES RELEASED

This section presents data on the volume of packages released during the December 2017 quarter.

- The department released 50,300 home care packages to consumers over the December 2017 quarter (Tables 8 and 9).
  - 34.0 per cent (17,133) went to consumers approved for a high priority.
  - 44.0 per cent went to consumers with a level 3 or 4 approval. The large weighting towards releases at these levels is largely attributed to the release of the additional 6,000 packages across levels 3 and 4 that were made available by the Government in 2017-18. By the end of the December 2017 quarter, all additional packages had been released.
  - There were 17,578 more packages released this quarter than the September 2017 quarter in response to the department readjusting the modelling behind the Package Release Schedule based on maturation and learning from insights on consumer behaviour.
  - 2.2 per cent were released to consumers identifying as Aboriginal and Torres Strait Islander, up from 1.9 per cent in the September 2017 quarter. A further 23.4 per cent were released to consumers considered Culturally and Linguistically Diverse, up from 22.8 per cent in the September 2017 quarter.
- The department has released 130,751 home care packages since 27 February 2017.
- Information on the number of packages released by ACPR and level for the December 2017 quarter can be found at Table B in the [Appendix](#).
- Over the December 2017 quarter:
  - 72.9 per cent of packages were released to new consumers who had not been assigned a package;
  - 27.1 per cent were released as upgrades to consumers who had previously been assigned a lower level home care package. These consumers either:
    - were already in care with a provider at a lower level, and were automatically upgraded to the higher level; or
    - had not yet commenced care with a provider at the lower level package.

Table 8: Home care packages released to consumers in the December 2017 quarter, by level, priority and month

Month	Level 1		Level 2		Level 3		Level 4		Total
	Med	High	Med	High	Med	High	Med	High	
October	200	0	7,190	1,410	1,130	2,470	1,655	4,745	18,800
November	415	85	8,230	1,600	3,345	4,475	1,698	1,352	21,200
December	1,329	1	7,035	670	600	15	340	310	10,300
Subtotal	1,944	86	22,455	3,680	5,075	6,960	3,693	6,407	50,300
Total	2,030		26,135		12,035		10,100		

Table 9: Number of home care packages released to consumers residing in each state and territory, by level and priority

State/territory	Level 1		Level 2		Level 3		Level 4		Total	Share
	Med	High	Med	High	Med	High	Med	High		
NSW	676	43	7,626	1,448	1,759	2,626	1,154	2,132	17,464	34.7%
VIC	538	9	4,986	509	667	1,018	706	1,171	9,604	19.1%
QLD	350	20	4,187	1,128	922	1,874	788	1,637	10,906	21.7%
WA	110	8	2,099	324	571	775	392	745	5,024	10.0%
SA	153	5	2,299	149	784	408	361	445	4,604	9.2%
TAS	43	1	493	44	131	80	101	119	1,012	2.0%
ACT	46	0	419	34	89	77	69	56	790	1.6%
NT	12	0	62	5	18	41	11	26	175	0.3%
Unknown	16	0	284	39	134	61	111	76	721	1.4%
Total	1,944	86	22,455	3,680	5,075	6,960	3,693	6,407	50,300	100.0

### 3. SERVICE DELIVERY

#### Key points

- As at 30 September 2017, there were 74,205 consumers in a home care package. This was an increase of 3.9 per cent (2,782 consumers) since 30 June 2017.
- There were around 11,200 new entries to home care in the December 2017 quarter and 8,500 exits.
- The proportion of consumers in care across metropolitan, rural and remote regions remained steady to 31 December 2017, in line with expected population proportions.
- As at 31 December 2017, there were 806 approved home care providers with a home care service, an increase of 5.2 per cent since 30 September 2017.

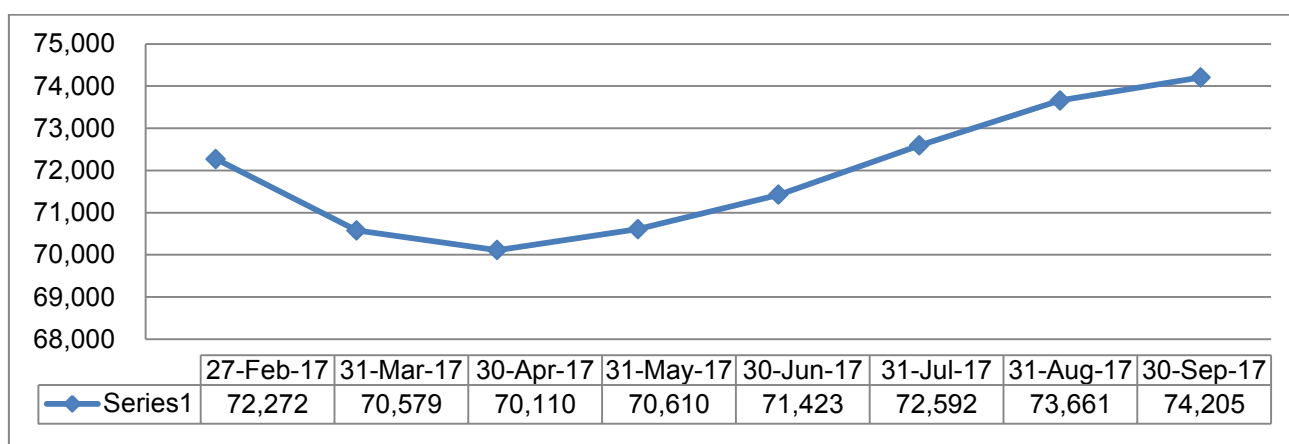
#### NUMBER OF CONSUMERS IN A HOME CARE PACKAGE

- There were 74,205 consumers in a home care package as at 30 September 2017 (Table 10). This represents an increase of 3.9 per cent (or 2,782 consumers) over the September 2017 quarter (Chart 5).
- Just over two-thirds (68.5 per cent) of those in care, were in a level 2 package.
- As the first Home Care Data Report anticipated, the immediate drop in the number of consumers in care that occurred in March 2017 was only temporary. Since April 2017, there has been an increase for each month to September. Between 30 June 2017 and 30 September 2017, all but a few of the ACPRs had experienced a net increase in the number of consumers in care between 30 June 2017 and 30 September 2017 (refer to Table C in the [Appendix](#)).

Table 10: Number of consumers in a home care package by level and state and territory, as at 30 September 2017

Level	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	Unknown	Total	Share by level
1	436	344	164	27	82	49	21	≤10	≤10	1,127	1.5%
2	17,306	13,222	9,785	3,716	4,091	1,322	828	543	39	50,852	68.5%
3	2,231	1,673	1,269	699	515	170	111	30	≤10	6,702	9.0%
4	4,436	3,493	3,141	2,457	1,032	367	449	139	≤10	15,524	20.9%
<b>Total</b>	<b>24,409</b>	<b>18,732</b>	<b>14,359</b>	<b>6,899</b>	<b>5,720</b>	<b>1,908</b>	<b>1,409</b>	<b>716</b>	<b>53</b>	<b>74,205</b>	<b>100.0%</b>
<b>Share by jurisdiction</b>	<b>32.9%</b>	<b>25.2%</b>	<b>19.4%</b>	<b>9.3%</b>	<b>7.7%</b>	<b>2.6%</b>	<b>1.9%</b>	<b>1.0%</b>	<b>0.1%</b>	<b>100.0%</b>	

Chart 5: Number of consumers in a home care package by point in time



- There were around 11,200 new entries to home care over the December 2017 quarter and around 8,500 exits from care. Of the new entries, 77.7 per cent occurred at level 2 (Table 11). Further information on the number of new entries by ACPR can be found in Table D in the [Appendix](#).

Table 11: Number of new entries to home care in the Sep 2017 quarter, by state and territory

Package Level	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	UNKNOWN	Total	Share by level
1	22	13	13	3	1	2	-	-	2	56	0.5%
2	3,012	1,464	2,122	754	668	185	114	18	359	8,696	77.7%
3	313	188	252	93	43	16	3	3	37	948	8.5%
4	399	291	407	188	75	59	19	5	52	1,495	13.4%
Total	3,746	1,956	2,794	1,038	788	262	136	26	450	11,195	100.0%
Share by state/territory	33.4%	17.5%	25.0%	9.3%	7.0%	2.3%	1.2%	0.4%	4.0%	100.0%	

- Of those consumers who exited a home care package during the September quarter:
  - the average time in care was 18 months;
  - the median time in care was 12 months; and
  - the maximum time in care was 21 years.
- Around four per cent of consumers in care exited each month during the September 2017 quarter.
- Analysis of the proportion of consumers 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 12 shows a breakdown of the proportion of total consumers 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 12: Proportion of total number of people in home care by MMMs, by last day of a quarter

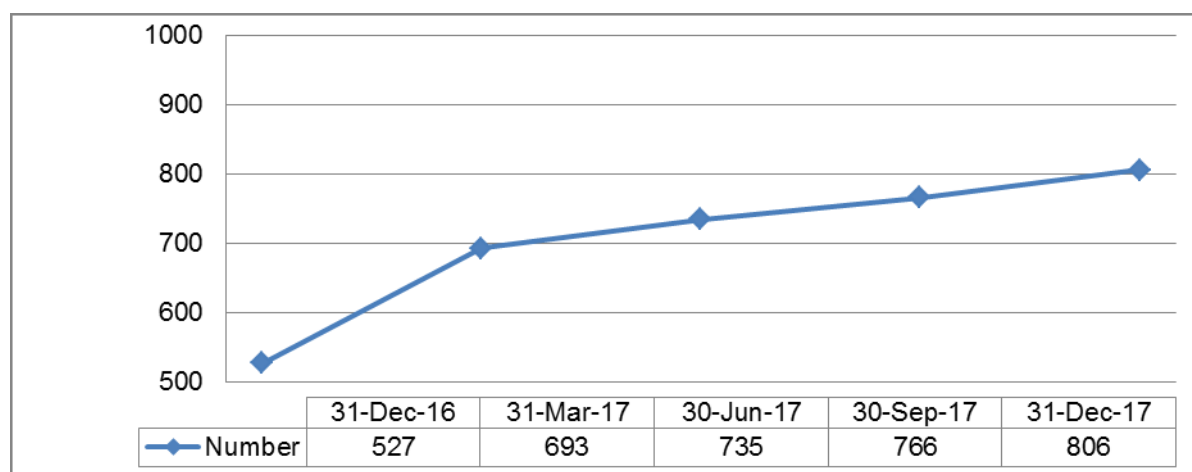
MMM	31 Dec 16	31 Mar 17	30 Jun 17	30 Sep 17
1	65.4%	65.3%	64.8%	<b>64.4%</b>
2	9.2%	9.2%	9.4%	<b>9.5%</b>
3	9.4%	9.5%	9.6%	<b>9.8%</b>
4	5.2%	5.2%	5.1%	<b>5.2%</b>
5	7.5%	7.5%	7.8%	<b>8.1%</b>
6	0.9%	1.0%	1.0%	<b>0.9%</b>
7	0.7%	0.7%	0.7%	<b>0.7%</b>
Unknown	1.7%	1.6%	1.6%	<b>1.4%</b>

Note: Location of a home care consumer is based on the address of the consumer.

## NUMBER OF APPROVED HOME CARE PROVIDERS

- There were 806 approved home care providers as at 31 December 2017 (Chart 6). This was an increase of 5.2 per cent from 30 September 2017 and an annual increase of 52.9 per cent since 31 December 2016.

Chart 6: Number of approved providers of home care with home care services, by last day of a quarter



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

- Table E in the [Appendix](#) 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 as at 31 December 2017. From the table, it can be seen that each ACPR has at least two providers that provide services across all package levels.
- Table E also shows that the majority of ACPRs had more approved providers offering services as at 31 December 2017 compared to 31 March 2017 (when tracking by ACPR commenced). This finding is consistent with the national picture (16.3 per cent increase between 31 March 2017 and 31 December 2017).



## 4. MAXIMUM EXIT AMOUNTS

### Key points:

- At 31 December 2017, the average published maximum exit amount was \$266.
- At 31 December 2017, 37.7 per cent of all approved providers indicated that they would not deduct an exit amount. This was the highest rate since the introduction of the publication of maximum exit amounts.

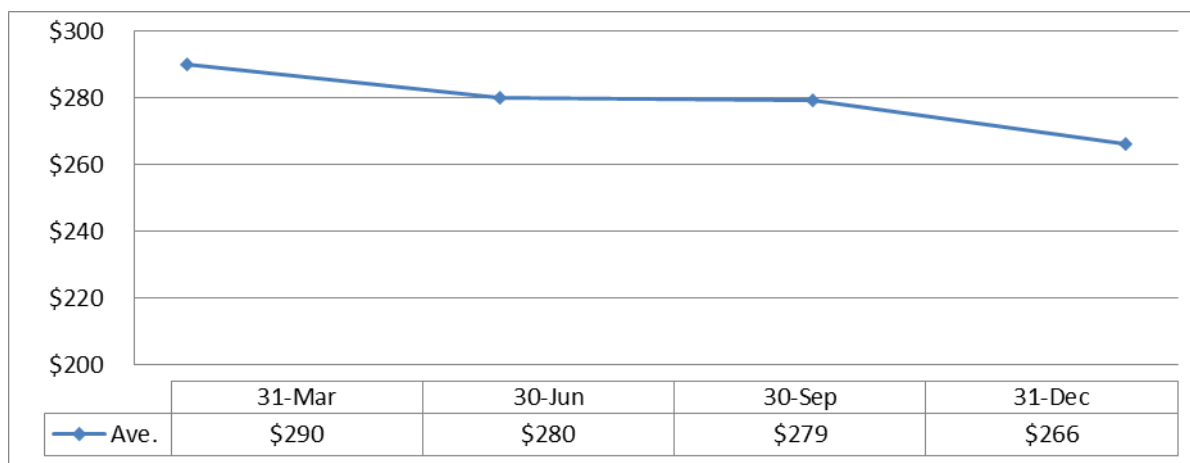
An exit amount is an amount that can be deducted by a home care provider from a consumer's unspent home care package amount if the consumer leaves their care. This may happen if the consumer decides to change home care provider or when the consumer leaves home care.

The maximum exit amount represents the highest dollar value the provider can include in a consumer's home care agreement and must be published on My Aged Care. Providers may choose to publish a maximum exit amount of \$0, or may not publish an amount at all, in which case, they effectively have a maximum exit amount of \$0 and cannot deduct an amount.

The following data describes the maximum exit amounts providers had published as at 31 December 2017:

- The highest published maximum exit amount was \$5,000, with this figure remaining the same since 27 February 2017. Only one provider has published this amount.
- The most common published amount other than \$0 was \$500.
- The average maximum exit amount of all providers was \$266 (Chart 7) and had dropped by \$13 (or 4.7 per cent) over the December 2017 quarter due to:
  - a larger proportion of providers publishing an amount of \$0 (Table 13); and
  - a slight drop in the average amount published for those providers who publish an amount greater than zero (from \$436 at 30 September 2017 to \$427 as at 31 December 2017).

Chart 7: Average maximum exit amounts published by home care providers as at the last day of a quarter



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

- 37.7 per cent of providers had indicated that they would not deduct an exit amount, up from 35.9 per cent at 30 September 2017. This was the highest rate since the introduction of the publication of maximum exit amounts (Table 13).

Table 13: Maximum exit amount behaviour of home care providers, as at the last day of a quarter

	31-Mar -17		30-Jun-17		30-Sep-17		31-Dec-17	
	No. of providers	Percentage breakdown	No. of providers	Percentage breakdown	No. of providers	Percentage breakdown	No. of providers	Percentage breakdown
Max. exit amount of more than \$0	455	65.7%	471	64.1%	491	64.1%	502	62.3%
Max. exit amount of \$0	152	21.9%	168	22.9%	192	25.1%	220	27.3%
Did not publish an exit amount	86	12.4%	96	13.1%	83	10.8%	84	10.4%
<b>Total</b>	<b>693</b>	<b>100.0%</b>	<b>735</b>	<b>100.0%</b>	<b>766</b>	<b>100.0%</b>	<b>806</b>	<b>100.0%</b>

- The number of providers publishing a maximum exit amount of more than \$1,000 as at 31 December 2017 was four. This figure has gradually fallen since the introduction of the Increasing Choice reforms (Table 14) and has partially contributed to the gradual decrease in the average amount published for all providers over the same period of time.

Table 14: Number of approved providers with a maximum exit amount of \$1,000 or more

	27-Feb-17	30-Jun-17	30-Sep-17	31-Dec-17
(A) Number of providers with a published max. exit amount of more than \$1,000	9	6	5	4
(B) Number of providers with a published max. exit amount of \$1,000	9	9	10	11
<b>Combined (A)+(B)</b>	<b>18</b>	<b>15</b>	<b>15</b>	<b>15</b>

## Glossary

Term	Definition
<b><i>Aged Care Act 1997</i></b>	The primary legislation governing the provision of aged care services.
<b>Aged Care Assessment Teams (ACAT)</b>	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.
<b>Aged Care Planning Region (ACPR)</b>	The areas marked out in the ACPR maps which can be found on the <a href="#">department's website</a> .
<b>Approved provider</b>	An organisation that has been approved to provide home care under the <i>Aged Care Act 1997</i> .
<b>Consumer</b>	Refers to both existing and prospective recipients of home care services, and their informal carers and representatives.
<b>The department</b>	Means the Department of Health. The department has responsibility for administering the <i>Aged Care Act 1997</i> and has responsibility for administering the Home Care Packages Program and approval of approved providers of home care under the <i>Aged Care Act 1997</i> .
<b>Exit amount</b>	An amount that can be deducted by a home care provider from a consumer's unspent home care package amount if the consumer leaves their care.
<b>Home Care Packages Program</b>	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 consumers.
<b>Increasing Choice in Home Care</b>	A package of home care reforms that commenced on 27 February 2017 to improve the way that home care services are delivered to older Australians.
<b>Interim package</b>	A package at a lower level than a consumer's approved level, through which they are able to access some home care services while waiting on the queue for a higher level package.
<b>My Aged Care</b>	The main entry point to the aged care system in Australia. My Aged Care aims to make it easier for people to access information and services on ageing and aged care.
<b>National prioritisation queue (the queue)</b>	The order in which consumers 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).
<b>National prioritisation system (the system)</b>	The nationally consistent process for allocating home care packages based on consumers' needs and circumstances.

Term	Definition
<b>Notified home care service</b>	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> .
<b>Unspent home care amount</b>	The unspent amount remaining in a person's home care package when they cease care with a provider, as defined in the <i>Aged Care Act 1997</i> .

## Appendix

Table A – Number of consumers in the National Prioritisation Queue as at 31 December 2017 who were not in, or assigned, an interim level package, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4
<b>NSW</b>				
Central Coast	≤10	298	319	125
Central West	≤10	169	126	73
Far North Coast	≤10	464	399	317
Hunter	17	365	505	466
Illawarra	≤10	353	427	234
Inner West	≤10	356	350	179
Mid North Coast	16	421	387	192
Nepean	≤10	245	141	68
New England	≤10	172	139	89
Northern Sydney	≤10	761	889	565
Orana Far West	32	208	152	68
Riverina/Murray	≤10	529	444	203
South East Sydney	≤10	551	635	239
South West Sydney	≤10	574	487	205
Southern Highlands	≤10	236	178	188
Western Sydney	≤10	219	379	232
Total across levels	<b>129</b>	<b>6,892</b>	<b>6,921</b>	<b>4,089</b>
<b>VIC</b>				
Barwon-South Western	16	353	341	145
Eastern Metro	18	1,336	782	496
Gippsland	≤10	389	262	147
Grampians	≤10	433	150	58
Hume	≤10	298	247	143
Loddon-Mallee	≤10	292	224	166
Northern Metro	18	861	717	489
Southern Metro	14	1,437	548	751
Western Metro	≤10	561	372	307
Total across levels	<b>102</b>	<b>6,885</b>	<b>4,302</b>	<b>3,252</b>

State/territory	Level 1	Level 2	Level 3	Level 4
<b>QLD</b>				
Brisbane North	≤10	428	395	245
Brisbane South	≤10	409	315	253
Cabool	≤10	276	277	240
Central West	≤10	≤10	≤10	≤10
Darling Downs	17	257	290	262
Far North	≤10	138	74	67
Fitzroy	≤10	141	284	54
Logan River Valley	≤10	165	230	165
Mackay	≤10	113	43	40
North West	≤10	13	14	≤10
Northern	≤10	78	130	115
South Coast	13	335	542	344
South West	≤10	20	14	≤10
Sunshine Coast	≤10	505	259	224
West Moreton	15	112	102	92
Wide Bay	≤10	114	137	113
Total across levels	<b>96</b>	<b>3,682</b>	<b>3,706</b>	<b>2,653</b>
<b>WA</b>				
Goldfields	≤10	≤10	≤10	≤10
Great Southern	≤10	≤10	21	29
Kimberley	≤10	≤10	≤10	≤10
Metro East	≤10	67	44	56
Metro North	≤10	85	97	133
Metro South East	≤10	137	131	112
Metro South West	≤10	57	120	118
Mid West	≤10	≤10	≤10	≤10
Pilbara	≤10	≤10	≤10	≤10
South West	≤10	30	33	48
Wheatbelt	≤10	≤10	≤10	17
Total across levels	<b>14</b>	<b>1,297</b>	<b>1,427</b>	<b>1,674</b>

State/territory	Level 1	Level 2	Level 3	Level 4
<b>SA</b>				
Eyre Peninsula	≤10	55	59	29
Flinders & Far North	≤10	≤10	≤10	≤10
Hills, Mallee & Southern	≤10	193	211	83
Metro East	≤10	128	256	410
Metro North	≤10	185	487	446
Metro South	≤10	334	502	356
Metro West	≤10	99	260	430
Mid North	≤10	24	61	33
Riverland	≤10	43	90	29
South East	≤10	112	86	30
Yorke, Lower North & Barossa	≤10	84	113	93
Total across levels	<b>16</b>	<b>1,480</b>	<b>2,535</b>	<b>2,339</b>
<b>TAS</b>				
North Western	≤10	73	105	55
Northern	≤10	160	156	144
Southern	≤10	244	269	180
Total across levels	<b>≤10</b>	<b>534</b>	<b>585</b>	<b>411</b>
<b>ACT</b>				
ACT	<b>≤10</b>	<b>253</b>	<b>254</b>	<b>261</b>
<b>NT</b>				
Alice Springs	≤10	13	≤10	≤10
Barkly	≤10	≤10	≤10	≤10
Darwin	≤10	30	26	33
East Arnhem	≤10	≤10	≤10	≤10
Katherine	≤10	≤10	≤10	≤10
Total across levels	<b>≤10</b>	<b>96</b>	<b>42</b>	<b>53</b>
	<b>Level 1</b>	<b>Level 2</b>	<b>Level 3</b>	<b>Level 4</b>
<b>NATIONAL</b>	<b>378</b>	<b>21,513</b>	<b>19,993</b>	<b>14,795</b>
<b>TOTAL</b>	<b>56,679</b>			

Notes: 1. For privacy reasons, where a count of consumers is less than or equal to 10, it is represented as ≤10.  
2. Totals may not add as they include incomplete records requiring further address information.

Table B – Number of home care packages released in the December 2017 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	43	653	409	220	1,325
Central West	27	256	111	95	489
Far North Coast	52	558	189	192	991
Hunter	62	1,137	670	578	2,447
Illawarra	37	461	236	174	908
Inner West	53	551	192	158	954
Mid North Coast	62	857	447	316	1,682
Nepean	19	158	73	74	324
New England	22	234	128	89	473
Northern Sydney	75	1,142	459	325	2,001
Orana Far West	31	253	88	55	427
Riverina/Murray	70	614	273	167	1,124
South East Sydney	59	645	346	298	1,348
South West Sydney	61	588	200	155	1004
Southern Highlands	30	444	213	170	857
Western Sydney	16	520	345	219	1,100
Total across levels					17,464
VIC					
Barwon-South Western	41	546	178	169	934
Eastern Metro	111	1,131	219	274	1,735
Gippsland	55	453	148	134	790
Grampians	43	335	64	65	507
Hume	36	342	116	108	602
Loddon-Mallee	23	219	55	71	368
Northern Metro	82	848	329	339	1,598
Southern Metro	123	1,131	326	406	1,986
Western Metro	31	484	247	309	1,071
Total across levels					9,604



State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	32	493	233	236	994
Brisbane South	46	760	515	423	1,744
Cabool	41	443	189	178	851
Central West	≤10	≤10	≤10	≤10	13
Darling Downs	35	476	181	218	910
Far North	19	267	120	95	501
Fitzroy	33	389	170	127	719
Logan River Valley	16	330	211	179	736
Mackay	12	96	47	38	193
North West	≤10	21	≤10	≤10	32
Northern	13	271	162	155	601
South Coast	34	552	206	182	974
South West	≤10	33	13	≤10	59
Sunshine Coast	48	698	458	392	1,596
West Moreton	10	153	72	43	278
Wide Bay	20	316	200	143	679
Total across levels					10,906
WA					
Goldfields	≤10	19	≤10	13	41
Great Southern	≤10	67	59	49	177
Kimberley	≤10	21	12	≤10	40
Metro East	17	263	121	138	539
Metro North	44	641	256	217	1,158
Metro South East	20	438	231	211	900
Metro South West	22	653	397	336	1,408
Mid West	≤10	33	20	17	71
Pilbara	≤10	≤10	≤10	≤10	20
South West	≤10	160	151	105	420
Wheatbelt	≤10	117	81	37	239
Total across levels					5,024

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	≤10	77	41	32	160
Flinders & Far North	≤10	16	11	17	44
Hills, Mallee & Southern	28	288	113	84	513
Metro East	13	323	189	90	615
Metro North	13	468	201	164	846
Metro South	28	488	258	200	974
Metro West	12	292	213	102	619
Mid North	≤10	66	22	10	106
Riverland	11	95	29	27	162
South East	17	109	31	17	174
Yorke, Lower North & Barossa	17	224	79	63	383
Total across levels					4,604
TAS					
North Western	14	144	49	38	245
Northern	14	186	56	77	333
Southern	16	207	106	105	434
Total across levels					1,012
ACT					
Total across levels	46	453	166	124	789
NT					
Alice Springs	≤10	11	≤10	11	29
Barkly	≤10	≤10	≤10	≤10	≤10
Darwin	≤10	31	37	16	88
East Arnhem	≤10	≤10	≤10	≤10	≤10
Katherine	≤10	≤10	≤10	≤10	≤10
Total across levels					175
NATIONAL TOTALS	2,030	26,135	12,035	10,100	50,300

Notes: 1. Totals for each ACPR will not match state totals, as not all consumers assigned a package could be mapped to an ACPR.

2. 10 or less packages are denoted as ≤10.

Table C – Number of consumers in a home care package as at 30 September 2017, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Net gain from 30 June	Relative net gain from 30 Jun
<b>NSW</b>							
Central Coast	27	1,132	152	272	<b>1,583</b>	+94	6%
Central West	17	505	55	115	<b>692</b>	+31	5%
Far North Coast	33	994	120	223	<b>1,370</b>	+92	7%
Hunter	56	1,843	203	431	<b>2,533</b>	+167	7%
Illawarra	26	1,082	122	277	<b>1,507</b>	+9	1%
Inner West	49	1,059	146	285	<b>1,539</b>	+22	2%
Mid North Coast	28	1,377	191	332	<b>1,928</b>	+244	15%
Nepean	10	562	70	135	<b>777</b>	-17	-2%
New England	6	507	83	124	<b>720</b>	+31	5%
Northern Sydney	27	1,914	223	482	<b>2,646</b>	+59	2%
Orana Far West	2	414	54	103	<b>573</b>	+34	6%
Riverina/Murray	24	866	104	187	<b>1,181</b>	+157	15%
South East Sydney	51	1,624	230	439	<b>2,344</b>	+14	1%
South West Sydney	35	1,391	181	426	<b>2,033</b>	+23	1%
Southern Highlands	25	643	78	159	<b>905</b>	+66	8%
Western Sydney	19	1,292	213	416	<b>1,940</b>	+13	1%
<b>Total across levels</b>	<b>436</b>	<b>17,306</b>	<b>2,231</b>	<b>4,436</b>	<b>24,409</b>	<b>+1,022</b>	<b>4.4%</b>
<b>VIC</b>							
Barwon-South Western	25	1,131	161	274	<b>1,591</b>	+84	6%
Eastern Metro	65	2,541	337	693	<b>3,636</b>	+38	1%
Gippsland	26	838	113	212	<b>1,189</b>	+56	5%
Grampians	20	588	83	157	<b>848</b>	+17	2%
Hume	21	820	94	189	<b>1,124</b>	+43	4%
Loddon-Mallee	16	820	93	234	<b>1,163</b>	-23	-2%
Northern Metro	43	1,762	248	478	<b>2,531</b>	+32	1%
Southern Metro	88	2,964	330	780	<b>4,162</b>	-26	-1%
Western Metro	38	1,627	199	424	<b>2,288</b>	+98	5%
<b>Total across levels</b>	<b>344</b>	<b>13,222</b>	<b>1,673</b>	<b>3,493</b>	<b>18,732</b>	<b>+342</b>	<b>1.9%</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Net gain from 30 June	Relative net gain from 30 Jun
QLD							
Brisbane North	14	893	119	271	<b>1,297</b>	+149	13%
Brisbane South	13	1,292	172	375	<b>1,852</b>	+132	8%
Cabool	≤10	828	109	262	<b>1,204</b>	+91	8%
Central West	≤10	13	≤10	≤10	<b>19</b>	+5	36%
Darling Downs	21	722	98	220	<b>1,061</b>	+108	11%
Far North	≤10	474	69	144	<b>688</b>	+19	3%
Fitzroy	17	522	69	143	<b>751</b>	+118	19%
Logan River Valley	≤10	584	87	214	<b>892</b>	+84	10%
Mackay	≤10	183	20	79	<b>285</b>	+4	1%
North West	≤10	64	≤10	≤10	<b>74</b>	-3	-4%
Northern	≤10	493	69	191	<b>763</b>	+89	13%
South Coast	11	1,064	139	386	<b>1,591</b>	+59	4%
South West	≤10	66	≤10	16	<b>84</b>	-2	-2%
Sunshine Coast	33	1,363	166	421	<b>1,983</b>	+224	13%
West Moreton	≤10	389	29	153	<b>576</b>	+15	3%
Wide Bay	22	744	117	220	<b>1,103</b>	+39	4%
Total across levels	<b>164</b>	<b>9,785</b>	<b>1,269</b>	<b>3,141</b>	<b>14,359</b>	<b>1,091</b>	<b>8.2%</b>
WA							
Goldfields	≤10	33	≤10	25	<b>68</b>	+5	8%
Great Southern	≤10	111	21	77	<b>209</b>	-6	-3%
Kimberley	≤10	77	≤10	22	<b>109</b>	+1	1%
Metro East	≤10	562	109	355	<b>1,032</b>	+28	3%
Metro North	11	906	183	634	<b>1,734</b>	+36	2%
Metro South East	≤10	627	111	362	<b>1,102</b>	+79	8%
Metro South West	≤10	800	163	573	<b>1,540</b>	+83	6%
Mid West	≤10	110	18	69	<b>197</b>	-11	-5%
Pilbara	≤10	40	≤10	20	<b>62</b>	+4	7%
South West	≤10	262	32	193	<b>487</b>	+48	11%
Wheatbelt	≤10	133	30	86	<b>249</b>	+9	4%
Total across levels	<b>27</b>	<b>3,716</b>	<b>699</b>	<b>2,457</b>	<b>6,899</b>	<b>+238</b>	<b>3.6%</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Net gain from 30 June	Relative net gain from 30 Jun
SA							
Eyre Peninsula	≤10	146	31	40	218	+6	3%
Flinders & Far North	≤10	72	≤10	≤10	91	+19	26%
Hills, Mallee & Southern	23	525	64	123	735	+52	8%
Metro East	≤10	500	65	138	709	+24	4%
Metro North	≤10	573	91	208	875	-5	-1%
Metro South	15	892	97	205	1,209	+36	3%
Metro West	24	621	69	124	838	+43	5%
Mid North	≤10	74	13	18	106	-	-
Riverland	≤10	138	14	39	194	+10	5%
South East	≤10	187	24	40	254	+12	5%
Yorke, Lower North & Barossa	≤10	334	35	79	451	+16	4%
Total across levels	82	4,091	515	1,032	5,720	+177	3.2%
TAS							
North Western	≤10	292	38	79	417	+18	5%
Northern	13	369	50	104	536	-4	-1%
Southern	28	654	82	179	943	+16	2%
Total across levels	49	1,322	170	367	1,908	+21	1.1%
ACT							
Total across levels	21	828	111	449	1,409	+10	0.7%
NT							
Alice Springs	≤10	133	≤10	13	153	+6	4%
Barkly	≤10	28	≤10	≤10	31	+1	3%
Darwin	≤10	173	18	92	285	+4	1%
East Arnhem	≤10	54	≤10	≤10	62	-2	-3%
Katherine	≤10	44	≤10	≤10	52	+8	18%
Total across levels	<10	543	30	139	716	-11	-1.5%
NATIONAL	1,127	50,852	6,702	15,524	74,205	+2,782	3.9%

Notes: 1. For privacy reasons, where a count of consumers is less than or equal to 10, it is represented as ≤10.  
2. Totals may not add as they include incomplete records requiring further address information. For instance, although Northern Territory appears to have experienced a net gain in the number of consumers over the quarter, the net gain shows a minus figure due to a large decrease in the number of consumers in NT that could not be mapped to an ACPR from last quarter to this quarter.

**Table D – Number of entries to home care in the September 2017 quarter, by ACPR**

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	≤10	243	25	18	<b>288</b>
Central West	≤10	92	≤10	≤10	<b>110</b>
Far North Coast	≤10	235	23	20	<b>280</b>
Hunter	≤10	391	32	47	<b>476</b>
Illawarra	≤10	156	≤10	14	<b>180</b>
Inner West	≤10	137	30	22	<b>189</b>
Mid North Coast	≤10	342	38	51	<b>433</b>
Nepean	≤10	73	≤10	≤10	<b>86</b>
New England	≤10	84	≤10	≤10	<b>106</b>
Northern Sydney	≤10	281	32	56	<b>370</b>
Orana Far West	≤10	71	11	≤10	<b>91</b>
Riverina/Murray	≤10	222	16	19	<b>258</b>
South East Sydney	≤10	202	24	35	<b>262</b>
South West Sydney	≤10	194	14	31	<b>242</b>
Southern Highlands	≤10	115	≤10	17	<b>140</b>
Western Sydney	≤10	174	26	34	<b>235</b>
Total across levels	<b>22</b>	<b>3,012</b>	<b>313</b>	<b>399</b>	<b>3,746</b>
<b>VIC</b>					
Barwon-South Western	≤10	161	33	25	<b>219</b>
Eastern Metro	≤10	285	26	51	<b>365</b>
Gippsland	≤10	129	28	25	<b>182</b>
Grampians	≤10	68	14	≤10	<b>89</b>
Hume	≤10	107	≤10	14	<b>132</b>
Loddon-Mallee	≤10	44	≤10	16	<b>64</b>
Northern Metro	≤10	196	33	51	<b>282</b>
Southern Metro	≤10	258	21	59	<b>340</b>
Western Metro	≤10	216	20	45	<b>283</b>
Total across levels	<b>13</b>	<b>1,529</b>	<b>191</b>	<b>304</b>	<b>2,037</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	≤10	227	22	29	<b>279</b>
Brisbane South	≤10	269	36	53	<b>358</b>
Cabool	≤10	197	13	32	<b>243</b>
Central West	≤10	≤10	≤10	≤10	<b>≤10</b>
Darling Downs	≤10	187	31	25	<b>244</b>
Far North	≤10	70	≤10	≤10	<b>82</b>
Fitzroy	≤10	139	18	14	<b>172</b>
Logan River Valley	≤10	131	19	41	<b>191</b>
Mackay	≤10	28	≤10	≤10	<b>36</b>
North West	≤10	≤10	≤10	≤10	<b>≤10</b>
Northern	≤10	115	16	36	<b>168</b>
South Coast	≤10	199	26	74	<b>301</b>
South West	≤10	≤10	≤10	≤10	<b>≤10</b>
Sunshine Coast	≤10	352	51	50	<b>456</b>
West Moreton	≤10	70	≤10	16	<b>91</b>
Wide Bay	≤10	129	≤10	17	<b>157</b>
Total across levels	<b>13</b>	<b>2,122</b>	<b>252</b>	<b>407</b>	<b>2,794</b>
<b>WA</b>					
Goldfields	≤10	≤10	≤10	≤10	<b>≤10</b>
Great Southern	≤10	30	≤10	32	<b>67</b>
Kimberley	≤10	≤10	≤10	≤10	<b>≤10</b>
Metro East	≤10	91	14	23	<b>129</b>
Metro North	≤10	178	29	37	<b>244</b>
Metro South East	≤10	154	11	23	<b>188</b>
Metro South West	≤10	193	21	53	<b>268</b>
Mid West	≤10	≤10	≤10	≤10	<b>15</b>
Pilbara	≤10	≤10	≤10	≤10	<b>≤10</b>
South West	≤10	71	≤10	≤10	<b>76</b>
Wheatbelt	≤10	28	≤10	≤10	<b>87</b>
Total across levels	<b>≤10</b>	<b>754</b>	<b>93</b>	<b>188</b>	<b>1,038</b>

SA					
Eyre Peninsula	≤10	21	≤10	≤10	30
Flinders & Far North	≤10	≤10	≤10	≤10	≤10
Hills, Mallee & Southern	≤10	102	≤10	≤10	118
Metro East	≤10	91	12	28	108
Metro North	≤10	86	≤10	≤10	97
Metro South	≤10	142	≤10	11	161
Metro West	≤10	103	12	21	136
Mid North	≤10	11	≤10	≤10	12
Riverland	≤10	22	≤10	≤10	26
South East	≤10	39	≤10	≤10	43
Yorke, Lower North & Barossa	≤10	47	≤10	≤10	52
Total across levels	≤10	668	43	75	788
TAS					
North Western	≤10	46	≤10	≤10	63
Northern	≤10	54	≤10	13	70
Southern	≤10	85	≤10	36	129
Total across levels	≤10	185	16	59	262
ACT					
Total across levels	≤10	114	≤10	19	136
NT					
Alice Springs	≤10	≤10	≤10	≤10	≤10
Barkly	≤10	≤10	≤10	≤10	≤10
Darwin	≤10	13	≤10	≤10	20
East Arnhem	≤10	≤10	≤10	≤10	≤10
Katherine	≤10	≤10	≤10	≤10	≤10
Total across levels	≤10	18	≤10	≤10	26
UNKNOWN	≤10	359	37	52	450
NATIONAL TOTAL	56	8,696	948	1,495	11,195

Notes: 1. For privacy reasons, where a count of consumers is less than or equal to 10, it is represented as ≤10.  
2. Totals may not add as they include incomplete records requiring further address information.



**Table E – Number and growth of approved home care providers, by ACPR**

Note: The coloured cells in Change columns draw attention to increases (or decreases) in the number of approved Home Care Package providers for an ACPR between reported periods. The column on the far right uses colour strength to show ACPR relative gain (or loss) in comparison with all other ACPRs. The stronger the green, the proportionally larger number of new providers entered the market in that period for that ACPR; the lighter the green, the fewer new entrants. Conversely, cells shaded on the red spectrum draw attention to a decline in provider numbers for an ACPR in that period.

State/territory	31-Mar-17	Change	30-Jun-17	Change	30-Sep-17	Change	31-Dec-17	Mar-Dec Gain
<b>NSW</b>								
Central Coast	16	0	16	4	20	1	21	31%
Central West	17	-1	16	2	17	0	18	6%
Far North Coast	24	3	27	1	28	1	29	21%
Hunter	35	8	43	3	46	2	48	37%
Illawarra	26	4	30	1	31	3	34	31%
Inner West	22	6	28	2	30	1	31	41%
Mid North Coast	33	4	37	1	38	1	39	18%
Nepean	7	1	8	0	8	0	8	14%
New England	15	2	17	1	18	1	19	27%
Northern Sydney	23	8	31	0	31	6	37	61%
Orana Far West	16	2	18	0	18	1	19	19%
Riverina/Murray	24	4	28	1	29	1	30	25%
South East Sydney	33	5	38	5	43	2	45	36%
South West Sydney	27	5	32	4	36	0	36	33%
Southern Highlands	21	1	22	0	22	2	24	14%
Western Sydney	29	7	36	7	43	1	44	52%
<b>VIC</b>								
Barwon-South Western	22	2	24	1	25	0	25	14%
Eastern Metro	34	5	39	3	42	3	45	32%
Gippsland	16	0	16	1	17	1	18	13%
Grampians	15	0	15	1	16	0	16	7%
Hume	23	1	24	1	25	0	25	9%
Loddon-Mallee	9	1	10	1	11	0	11	22%
Northern Metro	26	4	30	0	30	2	32	23%
Southern Metro	41	10	51	2	53	3	56	37%
Western Metro	29	5	34	4	38	4	42	45%

State/territory	31-Mar-17	Change	30-Jun-17	Change	30-Sep-17	Change	31-Dec-17	Mar-Dec Gain
QLD								
Brisbane North	27	5	32	3	35	2	37	37%
Brisbane South	30	7	37	5	42	1	43	43%
Cabool	19	1	20	0	19	0	20	5%
Central West	8	0	8	0	8	0	8	0%
Darling Downs	19	2	21	2	22	2	25	32%
Far North	16	3	19	0	19	0	19	19%
Fitzroy	18	0	18	0	19	1	19	6%
Logan River Valley	21	1	22	0	22	0	22	5%
Mackay	8	1	9	0	9	0	9	13%
North West	8	0	8	0	7	-1	7	-13%
Northern	15	1	16	0	16	1	17	13%
South Coast	19	3	22	3	25	3	28	47%
South West	3	0	3	0	3	0	3	0%
Sunshine Coast	28	7	35	0	35	2	37	32%
West Moreton	15	2	17	1	18	0	18	20%
Wide Bay	17	0	17	1	18	0	18	6%
WA								
Goldfields	7	0	7	1	8	0	8	14%
Great Southern	2	1	3	1	4	0	4	100%
Kimberley	7	0	7	0	7	0	7	0%
Metro East	21	5	26	1	26	-3	24	14%
Metro North	20	3	23	3	26	-1	25	25%
Metro South East	16	0	16	0	14	0	16	0%
Metro South West	9	3	12	2	14	1	15	67%
Mid West	4	0	4	1	5	0	5	25%
Pilbara	7	0	7	1	8	0	8	14%
South West	9	1	10	3	13	0	13	44%
Wheatbelt	6	0	6	0	6	0	6	0%

State/territory	31-Mar-17	Change	30-Jun-17	Change	30-Sep-17	Change	31-Dec-17	Mar-Dec Gain
<b>SA</b>								
Eyre Peninsula	3	0	3	1	4	0	4	33%
Flinders & Far North	8	0	8	1	9	0	9	13%
Hills, Mallee & Southern	9	1	10	1	11	0	11	22%
Metro East	19	6	25	0	25	3	28	47%
Metro North	11	2	13	1	14	1	15	36%
Metro South	13	0	13	0	13	1	14	8%
Metro West	16	0	16	1	17	0	17	6%
Mid North	3	0	3	0	3	0	3	0%
Riverland	2	0	2	0	2	0	2	0%
South East	3	0	3	1	4	0	4	33%
Yorke, Lower North & Barossa	7	1	8	0	8	0	8	14%
<b>TAS</b>								
North Western	9	3	12	0	11	-1	11	22%
Northern	11	0	11	2	13	1	14	27%
Southern	24	1	25	1	26	2	28	17%
<b>ACT</b>								
ACT	17	4	21	3	24	1	25	47%
<b>NT</b>								
Alice Springs	11	2	13	1	14	0	14	27%
Barkly	11	0	11	1	12	0	12	9%
Darwin	12	1	13	2	15	0	15	25%
East Arnhem	6	0	6	1	7	0	7	17%
Katherine	10	0	10	1	11	1	12	20%

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

