



Australian Government

Department of Health

# HOME CARE PACKAGES PROGRAM

Data Report 2<sup>nd</sup> Quarter 2018-19

1 October – 31 December 2018

March 2019



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## Executive Summary

- At 30 September 2018, there were 90,646 people in a home care package. This represents an annual increase of 16,441 people (22.2 per cent) since 30 September 2017 (74,205).
- The number of people in a high level (level 3 and 4) home care package grew strongly by 4,486 (12.6 per cent) between 30 June 2018 (35,510) and 30 September 2018 (39,996). There are now 17,009 (74.0 per cent) more people in a high level package at 30 September 2018 than there were at 30 June 2017 (22,987 people). This provides an indication of the impact of the additional investment made over the past two years, with increased expenditure on high level packages.
- There were 6,029 new entries to home care in the September 2018 quarter.
- At 31 December 2018, there were 73,978 people waiting on a home care package at their approved level, who had not yet been offered access to a lower level package. Of these people, 93.9 per cent (69,476) had been provided with an approval to access support through the Commonwealth Home Support Program (CHSP).
- At 31 December 2018, there were 53,770 people who were waiting for a home care package at their approved level, who had already been offered a lower level package. Of these people, 29,858 were receiving care through a lower level package, 6,270 were deciding on whether to take up a package and 17,642 had not taken up their previous offer(s) of a lower level package.
- This means that of everyone at 31 December 2018 who were waiting for a home care package at their approved level, 96.5 per cent (123,246) had been provided with the opportunity to connect to Commonwealth subsidised support while they wait for a package at their approved level.
- At 31 December 2018, 96,000 of those people who were waiting for a home care package at their approved level also had an approval for a permanent place in a residential aged care facility.
- There were 26,220 approvals for a home care package in the December 2018 quarter.
- 29,400 home care packages were released during the December 2018 quarter, at an average of 2,260 per week.
- For those people who exited a home care package between 1 July 2018 and 30 September 2018, the median time spent in care was around 17 months.
- At 31 December 2018, there were 902 approved home care providers with a home care service. This represents an increase of six providers (0.7 per cent) since 30 September 2018 (896).

# 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 senior 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 HCPP for the period between 1 October 2018 and 31 December 2018 (referred to as the December 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 Prioritisation System (NPS).
- Chapter 4: maximum exit amounts.

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 of Health (the department) and the Department of Human Services (DHS). Data was valid on the date of extraction. Data extracted on a different date may vary from that in this report.

Where possible, data is provided for the period between 1 October 2018 and 31 December 2018. Due to a lag in data availability for some indicators, particularly those dependent on receipt of provider claims by DHS, earlier time periods are reported on. Information on the maximum wait time for a home care package by level is provided for 28 February 2019 in recognition that information for this indicator was available at the time of publication.

As part of the 2018-19 Budget, the Government announced that an additional \$1.6 billion would be spent on around 14,000 high level (level 3 and 4) home care packages across the forward estimates.

The Government also announced in December 2018 that an additional 10,000 (5,000 level 3 and 5,000 level 4) high level home care packages would be released in 2018-19.

This was followed up with a further announcement in February 2019 of an additional 10,000 home care packages to be released across 2018-19 and 2019-20. This included 3,000 level 1 packages, 2,500 level 2 packages, 2,500 level 3 packages and 2,000 level 4 packages.

The net impact of these changes is that around 34,000 additional packages have been allocated to the program over the forward estimates since July 2018. Table 1 provides a breakdown of the current number of allocated home care packages across the forward estimates.

Table 1: Number of allocated home care packages across the forward estimates

Package level	2018-19	2019-20	2020-21	2021-22
1	6,038	11,240	11,915	13,119
2	53,452	64,630	65,192	66,133
3	28,189	30,689	31,559	33,578
4	36,353	38,353	39,501	40,607
<b>Total</b>	<b>124,032</b>	<b>144,912</b>	<b>148,166</b>	<b>153,438</b>

The impact of the additional investment mentioned above is likely to become visible in future reports. The growth in the number of people in a level 3 and 4 home care package at 30 September 2018 (39,996), does however, provide an early indication, with this figure being 4,486 (12.6 per cent) higher than at 30 June 2018 (35,510).

A person may be asked to pay fees when they take up a home care package. They may be asked to pay a basic daily fee of 17.5 per cent of the single basic age pension (currently \$10.43 per day as at 1 January 2019).

If a person is assessed as having the capacity to pay more they may be asked to pay an income-tested care fee based on their income. The Government subsidy to the home care provider is reduced by the maximum income-tested care fee. There is an annual cap on income-tested care fees, which is applied on a daily basis, and a lifetime cap after which a person cannot be asked to pay any income or means-tested care fees.

From 1 July 2019, the maximum basic daily fees for home care will reduce by:

- \$400 per annum for level 1
- \$200 per annum for level 2
- \$100 per annum for level 3.

The Government will increase the value of a package by the same amount to maintain the total value of each package level.

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

# 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 (Table 2), which are determined by the outcome of an aged care assessment.

Table 2: Home care package annual subsidy, by package level at 31 December 2018

Package level	Aged care services for people with:	Annual subsidy amount (\$) paid by the Australian Government
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

Note: The amounts in the table do not include additional supplements that a provider may be eligible for.

## VOLUME OF HOME CARE APPROVALS

- There were 26,220 home care approvals in the December 2018 quarter (Table 3).

Table 3: Number of home care approvals in the December 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	11	669	131	3,372	314	2,792	457	857	8,603	32.8%
VIC	2	353	43	2,771	129	2,050	436	987	6,771	25.8%
QLD	0	356	41	1,773	208	1,572	288	487	4,725	18.0%
WA	0	45	5	653	51	873	218	608	2,453	9.4%
SA	0	127	4	839	17	1,084	106	359	2,536	9.7%
TAS	0	29	0	218	7	280	40	147	721	2.7%
ACT	0	6	0	139	5	86	19	53	308	1.2%
NT	0	0	2	20	3	28	14	36	103	0.4%
Subtotal	13	1,585	226	9,785	734	8,765	1,578	3,534	26,220	100.0%
Total	1,598		10,011		9,499		5,112		26,220	
Share by level	6.1%		38.2%		36.2%		19.5%		100.0%	

### Key point:

- There were 26,220 approvals for home care in the December 2018 quarter.

## 2. HOME CARE SERVICE DELIVERY

### NUMBER OF PEOPLE IN A HOME CARE PACKAGE

- There were 90,646 people in a home care package at 30 September 2018 (Table 4). This represents an annual increase of 16,441 people (22.2 per cent) since 30 September 2017 (Chart 1).
- There were 39,996 people in a high level (level 3 and 4) home care package at 30 September 2018, which was 4,486 (12.6 per cent) more than 30 June 2018 (35,510). There are now 17,009 (74.0 per cent) more people in a high level home care package at 30 September 2018 than there were at 30 June 2017 (22,987 people).

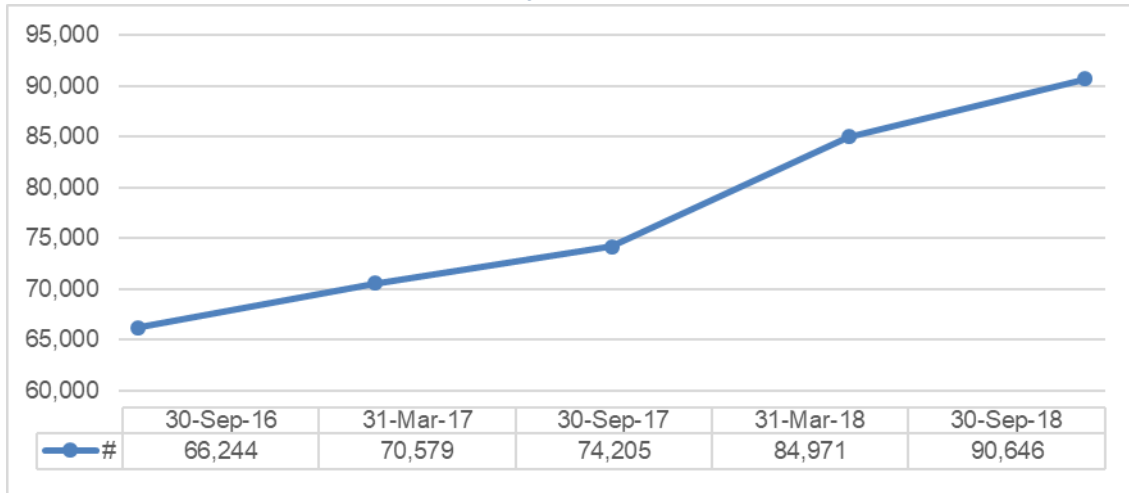
Table 4: Number of people in a home care package by level and state and territory, at 30 September 2018

State	Level 1	Level 2	Level 3	Level 4	Total	Share by state/territory
NSW	2,143	15,171	5,497	7,651	<b>30,462</b>	33.6%
VIC	1,389	13,635	2,570	5,253	<b>22,847</b>	25.2%
QLD	1,033	8,150	3,380	5,653	<b>18,216</b>	20.1%
WA	333	2,845	1,554	3,289	<b>8,021</b>	8.9%
SA	403	3,017	1,379	1,920	<b>6,719</b>	7.4%
TAS	115	1,245	281	631	<b>2,272</b>	2.5%
ACT	45	642	224	457	<b>1,368</b>	1.5%
NT	5	423	63	164	<b>655</b>	0.7%
Unknown	-	56	6	24	<b>86</b>	0.1%
<b>Total</b>	<b>5,466</b>	<b>45,184</b>	<b>14,954</b>	<b>25,042</b>	<b>90,646</b>	<b>100.0%</b>
<b>Share by Level</b>	<b>6.0%</b>	<b>49.8%</b>	<b>16.5%</b>	<b>27.6%</b>	<b>100.0%</b>	

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

- The total number of people in a home care package fell slightly by 1,201 people (1.3 per cent) between 30 June 2018 (91,847) and 30 September 2018 (90,646). Due to a high take-up of packages in the last half of 2017-18, the number of people in care reached forecast targets earlier than expected.
- In response, the department reduced the volume of packages released in the period between 1 April 2018 and 30 June 2018 to ensure expenditure remained within budget. The impact flowed through to the September 2018 quarter due to the lag between package assignment and take-up in recognition of the 56 day period to take up a package.
- The volume of packages released was increased in July 2018, in line with additional investment from the 2018-19 Budget. The department expects to see the number of people in care to grow beyond 30 September 2018, which will be reflected in future reports, in particular the report which shows the number of people in a home care package at 30 June 2019.
- Data on the number of people in care at 30 September 2018 by Aged Care Planning Region (ACPR) can be found at [Appendix A](#).

Chart 1: Number of people in a home care package



- There were 6,029 new entries to home care in the September 2018 quarter (Table 5).
- Further information on the number of new entries by ACPR can be found in Appendix B.

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

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share by state/territory
NSW	431	1,120	518	235	<b>2,304</b>	38.2%
VIC	226	473	253	146	<b>1,098</b>	18.2%
QLD	173	634	357	199	<b>1,363</b>	22.6%
WA	68	225	182	111	<b>586</b>	9.7%
SA	78	156	92	60	<b>386</b>	6.4%
TAS	17	55	35	21	<b>128</b>	2.1%
ACT	13	37	19	15	<b>84</b>	1.4%
NT	-	13	6	2	<b>21</b>	0.4%
Unknown	8	29	7	15	<b>59</b>	1.0%
National	<b>1,014</b>	<b>2,742</b>	<b>1,469</b>	<b>804</b>	<b>6,029</b>	<b>100.0%</b>
Share by level	<b>16.8%</b>	<b>45.5%</b>	<b>24.4%</b>	<b>13.3%</b>	<b>100.0%</b>	

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

- Table 6 shows a breakdown of the proportion of the total number of people in home care 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 region.



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

MMM	30-Sep-17	31-Dec-17	31-Mar-18	30-Jun-18	30-Sep-18
1	64.4%	64.0%	63.8%	64.2%	<b>64.0%</b>
2	9.5%	9.6%	9.7%	9.7%	<b>9.8%</b>
3	9.8%	9.9%	10.0%	10.2%	<b>10.3%</b>
4	5.2%	5.2%	5.4%	5.6%	<b>5.6%</b>
5	8.1%	8.1%	8.3%	8.5%	<b>8.7%</b>
6	0.9%	0.9%	0.8%	0.9%	<b>0.9%</b>
7	0.7%	0.7%	0.6%	0.6%	<b>0.6%</b>
Unknown	1.4%	1.5%	1.5%	0.2%	<b>0.1%</b>

Notes: Location is based on the address of the person, not the address of their provider. Due to improvements in mapping, the percentage of people who we can't attribute to an MMM has reduced.

- For those people who exited a home care package between 1 July 2018 and 30 September 2018:
  - the median time spent in home care was around 17 months.
  - around 26 per cent spent three or more years in home care.

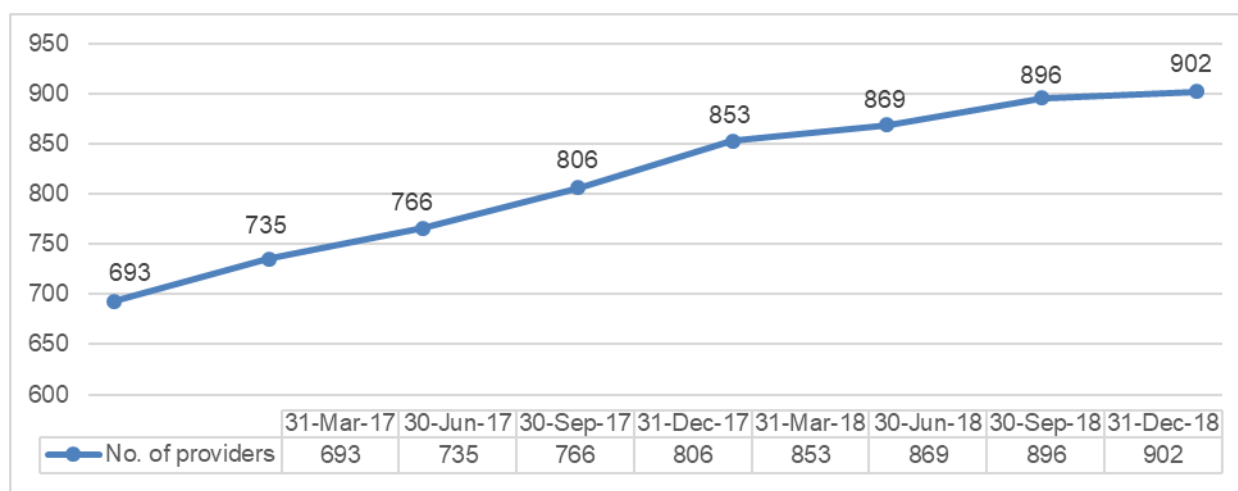
## PERFORMANCE AGAINST THE AGED CARE PROVISION RATIO

- The Aged Care Provision Ratio, established in 1985, sets out the number of aged care places that the Government aims to subsidise per 1,000 people aged 70 and over in Australia. In 2012, the proposed target for 30 June 2018 was that 32.5 home care packages would be subsidised per 1,000 people. This target was exceeded for 30 June 2018, with 37.0 home care packages made available per 1,000 people aged 70 and over.
- By 30 June **2020**, it is forecast that the actual ratio achieved will increase to 50.0 home care packages per 1,000 people aged 70 and over. This exceeds the target set back in the 2012, whereby 45.0 packages per 1,000 people aged 70 and over was to be reached by 30 June 2022, two years ahead of target.

## NUMBER OF APPROVED HOME CARE PROVIDERS

- There continues to be a large number of home care providers in the market, allowing for choice for senior Australians.
- There were 902 approved home care providers at 31 December 2018 (Chart 2). This was an increase of six providers (0.7 per cent) from 30 September 2018 (896) and an increase of 96 providers (11.9 per cent) since 31 December 2017 (806).

Chart 2: Number of approved providers of home care with home care services, by last day of the quarter since the commencement of the Increasing Choice reforms



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

- Appendix C provides the total number of approved home care providers in each ACPR that have indicated in My Aged Care that they have operational capacity to provide services across all four package levels in that region at 31 December 2018.

### Key points

- At 30 September 2018, there were 90,646 people in a home care package. This was an increase of 16,441 people (22.2 per cent) since 30 June 2018 (74,205), however a decrease of 1,201 people (1.3 per cent) since 30 June 2018 (91,847).
- There were 39,996 people in a high level (level 3 and 4) home care package at 30 September 2018, which was 4,486 (12.6 per cent) more than 30 June 2018 (35,510). There are now 17,009 (74.0 per cent) more people in a high level home care package at 30 September 2018 than there were at 30 June 2017 (22,987).
- There were 6,029 new entries to home care in the September 2018 quarter.
- For those people who exited a home care package between 1 July 2018 and 30 September 2018, the median time spent in home care was around 17 months.
- At 31 December 2018, there were 902 approved home care providers with a home care service, an increase of six providers (0.7 per cent) since 30 September 2018.

### 3. NATIONAL PRIORITISATION SYSTEM

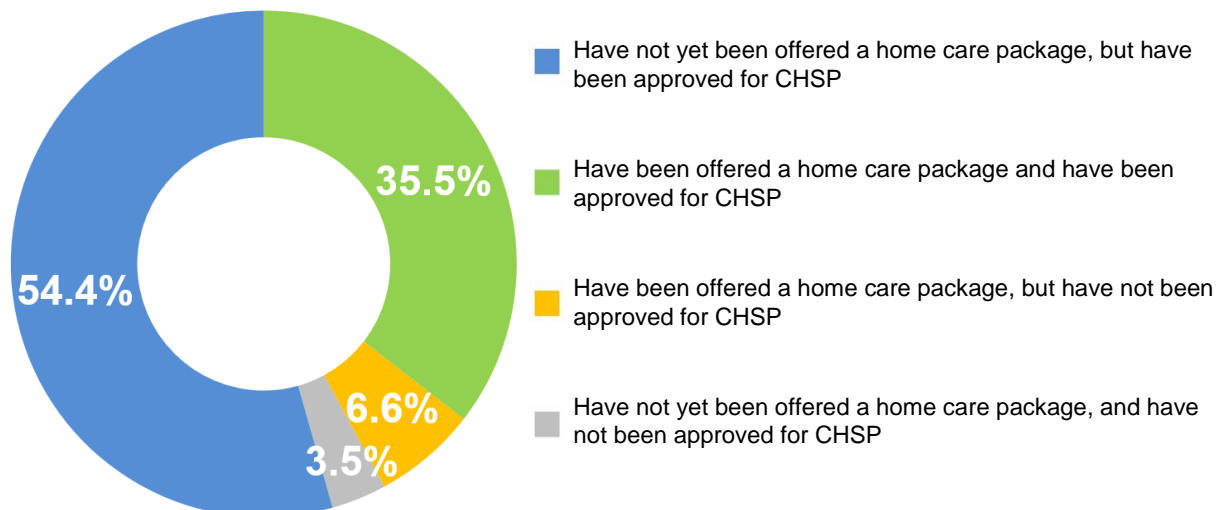
#### NATIONAL PRIORITISATION SYSTEM

- The National Prioritisation System (NPS) allows for a nationally consistent and equitable process for assigning home care packages based on people’s individual needs and circumstances, regardless of where they live.
- The NPS should be considered as more than a single queue. For example, the NPS includes people who have accepted a lower level home care package that allows them to connect with home care services early, as well as others that have not accepted a lower level package. It also includes people that have approvals for other care types such as residential care and CHSP.

#### ACCESS TO COMMONWEALTH HOME SUPPORT SERVICES

- In addition to receiving an approval for a home care package as an outcome of their assessment, most people are provided with approval to access CHSP to assist with specific care needs identified during the assessment. Assessors provide these approvals to ensure people have options to address care needs, whilst awaiting their approved home care package.
- Around 90 per cent of people on the NPS at 31 December 2018 who were waiting on a home care package at their approved level, have also been approved for access to services through the CHSP.
- Additionally, people retain the option of accessing some specific CHSP services after they are offered a level 1 or 2 home care package when their budget has been expended or where additional short-term episodic care is required. Diagram 1 shows that 96.5 per cent of people in the NPS have been offered a home care package and/or approved for CHSP services.

Diagram 1: Status of people in the National Prioritisation System at 31 December 2018 who are waiting for a home care package at their approved level



## PEOPLE WITHOUT A HOME CARE PACKAGE

- At 31 December 2018, there were 73,978 people who were waiting for a home care package at their approved level, who had not yet been offered a home care package (Table 7). Of these people, 93.9 per cent (69,476) had been provided with an approval to access CHSP.
- The number of people with a level 4 approval who were waiting for a package at their approved level, who had not yet been offered a home care package, fell by 1,639 (10.1 per cent) from 30 September 2018 (16,170) to 31 December 2018 (14,531). This provides an early indication of the impact of the 2018-19 Budget measure, which provided additional expenditure on high level packages (see page 4).

Table 7: Number and percentage of people without a home care package, who had been approved to access CHSP, by level of approval at 31 December 2018

Approved Level	Number of people in the NPS <u>without</u> an interim Home Care Package	Number of people in the NPS <u>without</u> an interim Home Care Package <u>with</u> CHSP approval	Percentage of people in the NPS <u>without</u> an interim Home Care Package <u>with</u> CHSP approval
Level 1	2,649	2,410	91.0%
Level 2	29,392	27,625	94.0%
Level 3	27,406	26,181	95.5%
Level 4	14,531	13,260	91.3%
<b>Total</b>	<b>73,978</b>	<b>69,476</b>	<b>93.9%</b>

## PEOPLE WHO HAVE RECEIVED AN OFFER OF AN INTERIM PACKAGE

- At 31 December 2018, there were 53,770 people who had been offered an interim home care package while they wait for a package at their approved level.
- Those offered an interim package fell into three response categories (Table 8):
  - those who accepted their offer (29,858);
  - those who have not yet accepted their offer but whose offer was still open (i.e. within 56 days of offer) (6,270); and
  - those who did not take up their offer (17,642).

Table 8: Number of people who have been offered a package while they wait for their approved level, by response category and level of approval at 31 December 2018

Approved Level	Number of people in an interim Home Care Package*	Number of people offered an interim Home Care Package, who had <u>not</u> yet accepted their offer	Number of people offered an interim Home Care Package that <u>did not</u> take up their offer
Level 2	3,088	875	2,972
Level 3	9,442	2,672	3,799
Level 4	17,328	2,723	10,871
<b>Total</b>	<b>29,858</b>	<b>6,270</b>	<b>17,642</b>

\* Counts of people in an interim home care package presented in the table are derived from point-in-time data. Although a count of people in an interim home care package can be derived for 31 December 2018, this Report only records the number of people in a home care package at 30 September 2018 (refer to Chapter 2). This is done to allow for delayed claims to be made by service providers to improve the accuracy of the total count of people in a home care package.

- Of the 17,642 people who had not taken up their previous offer(s) of a package, around 80 per cent (14,172) had been provided with an approval to access CHSP (Table 9).

Table 9: Number and percentage of people who did not take up an offer of a lower level package, who have been provided approval to access CHSP, by level of approval at 31 December 2018

Approved Level	Number of people who <u>did not</u> take up an offer of an interim Home Care Package	Number of people who <u>did not</u> take up an offer of an interim Home Care Package, that have a CHSP approval	Percentage of people who <u>did not</u> take up an offer of an interim Home Care Package, that have a CHSP approval
Level 2	2,972	2,758	92.8%
Level 3	3,799	3,448	90.8%
Level 4	10,871	7,966	73.3%
<b>Total</b>	<b>17,642</b>	<b>14,172</b>	<b>80.3%</b>

## PEOPLE APPROVED FOR RESIDENTIAL CARE

- Aged Care Assessment Teams assess a person’s broader needs and, when making an approval for care, they can approve people for home care packages, residential care, respite care, transitional care, and CHSP, depending on the persons’ circumstances. Therefore, based on care needs and choice, not everyone with a home care approval will enter home care.
- Many people have approvals for both home and residential aged care, and some will choose to take up a residential care place instead of a home care package. At 31 December 2018, there were 96,000 people in the NPS who had dual approvals, having been approved for a permanent place in a residential aged care facility and also currently waiting for a home care package at their approved level (Table 10).

Table 10: Number of people awaiting a home care package at their approved level who were also approved for permanent residential care, by level of approval at 31 December 2018

Approved Level	Number of people waiting for a package at their approved level who also have an approval for permanent residential care
Level 1	853
Level 2	21,305
Level 3	33,763
Level 4	40,079
<b>Total</b>	<b>96,000</b>

- While many people seek to choose to remain in their own home, this is not always possible. For people with high level care needs, for example, requiring care morning and evening across seven days, they may need to consider the benefits of the level of support offered by residential care.

## DISTRIBUTION OF PEOPLE ACROSS STATES

- The distribution of people without a home care package across states and territories largely follows the pattern of population distribution across Australia (Table 11).

Table 11: Number of people awaiting their approved level who have not been offered a lower level package, by state and territory of residence and level of approval at 31 December 2018

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share by state/territory
NSW	1,178	9,410	8,656	3,599	<b>22,843</b>	<b>30.9%</b>
VIC	617	9,538	6,905	4,159	<b>21,219</b>	<b>28.7%</b>
QLD	544	5,324	5,110	2,331	<b>13,309</b>	<b>18.0%</b>
WA	78	2,001	2,458	1,911	<b>6,448</b>	<b>8.7%</b>
SA	177	2,058	3,060	1,722	<b>7,017</b>	<b>9.5%</b>
TAS	40	620	846	492	<b>1,998</b>	<b>2.7%</b>
ACT	11	319	267	224	<b>821</b>	<b>1.1%</b>
NT	-	89	71	76	<b>236</b>	<b>0.3%</b>
Unknown	4	33	33	17	<b>87</b>	<b>0.1%</b>
<b>National</b>	<b>2,649</b>	<b>29,392</b>	<b>27,406</b>	<b>14,531</b>	<b>73,978</b>	<b>100.0%</b>
<b>Share by level</b>	<b>3.6%</b>	<b>39.7%</b>	<b>37.0%</b>	<b>19.6%</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 without a home care package at their approved level at 31 December 2018, by ACPR, who were not either in, or offered, an interim level package is provided in Appendix D.

## WAIT TIMES

- All people approved for a home care package, and seeking services, 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 at 28 February 2019, for a person with a medium priority approval joining the system for a package by level are provided in Table 12.
- People approved for a higher level package have the option of receiving a lower level package to commence receipt of care as early as possible. They may also have the option to access CHSP services, ensuring that the strong majority of people have access to subsidised care while they await a package at their approved level.

Table 12: Estimated wait time for people entering on 28 February 2019, by package level

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

## NUMBER OF HOME CARE PACKAGES RELEASED

- The department released 29,400 home care packages during the December 2018 quarter (Table 13), at an average of 2,260 per week.

Table 13: Number of home care packages released in the December 2018 quarter, by state and territory and level

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	1,042	4,715	3,383	1,308	<b>10,448</b>	35.5%
VIC	411	3,257	2,036	659	<b>6,363</b>	21.6%
QLD	466	2,834	1,857	879	<b>6,036</b>	20.5%
WA	173	1,109	889	449	<b>2,620</b>	8.9%
SA	146	1,286	909	419	<b>2,760</b>	9.4%
TAS	41	326	176	81	<b>624</b>	2.1%
ACT	15	195	132	51	<b>393</b>	1.3%
NT	-	54	29	19	<b>102</b>	0.3%
Unknown	6	24	14	10	<b>54</b>	<b>0.2%</b>
<b>Total</b>	<b>2,300</b>	<b>13,800</b>	<b>9,425</b>	<b>3,875</b>	<b>29,400</b>	<b>100.0%</b>

- Of the packages released in the December 2018 quarter:
  - 22.0 per cent (6,477) were offered as upgrades to people who had previously been offered and accepted a lower level interim package.
  - 78.0 per cent (22,923) of packages were offered to people who were not yet in an interim level home care package (Table 14). This included people who were previously offered a package and did not take up the offer, as well as people who were offered a package for the first time.

Table 14: Home care packages released to people in the December 2018 quarter, by level and type of release

	Level 1	Level 2	Level 3	Level 4	Total
New packages	2,300	12,518	6,076	2,029	<b>22,923</b>
Upgrades	0	1,282	3,349	1,846	<b>6,477</b>
<b>Total</b>	<b>2,300</b>	<b>13,800</b>	<b>9,425</b>	<b>3,875</b>	<b>29,400</b>
<b>% released that were new</b>	<b>100.0%</b>	<b>90.7%</b>	<b>64.5%</b>	<b>52.4%</b>	<b>78.0%</b>

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

### Key points

- At 31 December 2018, there were 73,978 people who were awaiting their approved level package who had not yet been offered a lower level home care package. Of these people, 93.9 per cent (69,476) had been provided with an approval to access CHSP.
- At 31 December 2018, there were 53,770 people who had been offered an interim home care package while they wait for a package at their approved level.
- 29,400 home care packages were released during the December 2018 quarter with 22,923 (78.0 per cent) being offered to people who were not yet in an interim package.



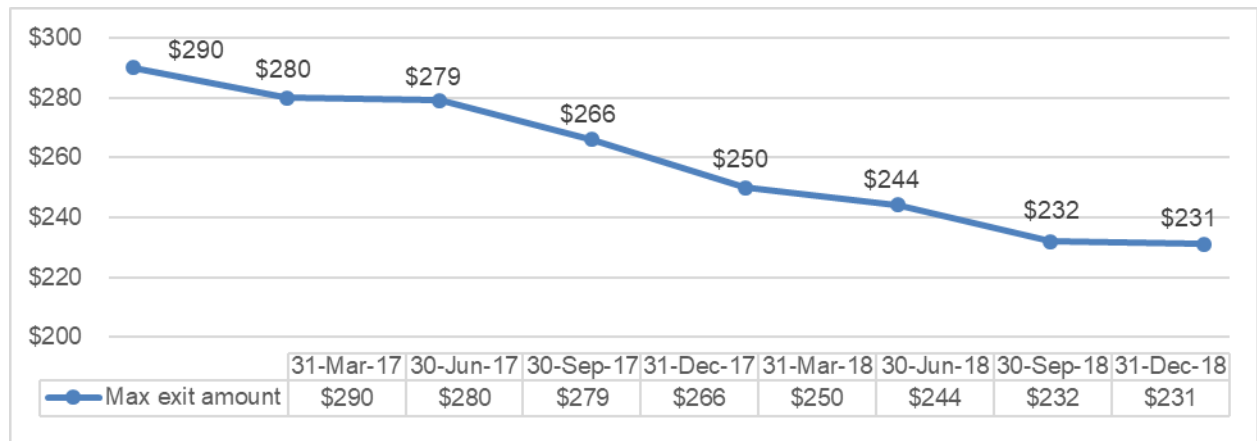
## 4. MAXIMUM EXIT AMOUNTS

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 31 December 2018 was \$231 (inclusive of amounts of \$0 and where no amount was provided) (Chart 3). This average had decreased by \$1 (or 0.4 per cent) since 30 September 2018 (\$232) and decreased by \$35 (or 13.2 per cent) since 31 December 2017 (\$266).

Chart 3: Average maximum exit amount published by home care providers as at the last day of the quarter since the commencement of the Increasing Choice reforms



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

- 41.7 per cent of approved home care providers had indicated that they would not deduct an exit amount, down from 42.1 per cent at 30 September 2018.
- The number of providers publishing a maximum exit amount of \$1,000 or more at 31 December 2018 was 10 (Table 15).

Table 15: Number of approved home care providers with a published maximum exit amount of \$1,000 or more

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

### Key points:

- At 31 December 2018, the average published maximum exit amount was \$231.
- At 31 December 2018, 41.7 per cent of all approved home care providers indicated that they would not deduct an exit amount.



## Glossary

Term	Definition
<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>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 Australians with complex needs to remain living at home through a coordinated package of care and services to meet the individual needs of people.
<b>Interim package</b>	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 for a higher level package.
<b>My Aged Care</b>	The main entry point to the aged care system in Australia.
<b>National Prioritisation System</b>	The nationally consistent process for allocating home care packages based on peoples' needs and circumstances.
<b>The department</b>	The Department of Health.

## Appendices

### Appendix A – Number of people in a home care package at 30 September 2018, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	119	914	557	433	<b>2,023</b>
Central West	86	376	141	193	<b>796</b>
Far North Coast	147	986	289	428	<b>1,850</b>
Hunter	180	1,368	726	1,005	<b>3,279</b>
Illawarra	110	1,012	291	412	<b>1,825</b>
Inner West	136	1,015	249	454	<b>1,854</b>
Mid North Coast	200	1,291	580	775	<b>2,846</b>
Nepean	56	526	114	173	<b>869</b>
New England	10	440	138	214	<b>802</b>
Northern Sydney	131	1,598	570	771	<b>3,070</b>
Orana Far West	156	396	124	150	<b>826</b>
Riverina/Murray	241	1,000	285	357	<b>1,883</b>
South East Sydney	127	1,339	389	696	<b>2,551</b>
South West Sydney	319	1,261	337	546	<b>2,463</b>
Southern Highlands	57	578	235	320	<b>1,190</b>
Western Sydney	68	1,071	472	724	<b>2,335</b>
<b>Total</b>	<b>2,143</b>	<b>15,171</b>	<b>5,497</b>	<b>7,651</b>	<b>30,462</b>
<b>VIC</b>					
Barwon-South Western	133	1,087	218	466	<b>1,904</b>
Eastern Metro	298	2,744	511	906	<b>4,459</b>
Gippsland	215	917	221	388	<b>1,741</b>
Grampians	70	681	105	195	<b>1,051</b>
Hume	105	863	193	304	<b>1,465</b>
Loddon-Mallee	64	841	129	325	<b>1,359</b>
Northern Metro	222	1,810	371	822	<b>3,225</b>
Southern Metro	213	3,093	544	1,106	<b>4,956</b>
Western Metro	69	1,599	278	741	<b>2,687</b>
<b>Total</b>	<b>1,389</b>	<b>13,635</b>	<b>2,570</b>	<b>5,253</b>	<b>22,847</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	55	683	337	496	1,571
Brisbane South	30	917	478	804	2,229
Cabool	120	686	317	467	1,590
Central West	-	12	-	5	17
Darling Downs	141	634	254	453	1,482
Far North	33	477	161	224	895
Fitzroy	21	506	255	283	1,065
Logan River Valley	56	462	244	475	1,237
Mackay	8	171	46	86	311
North West	6	54	6	17	83
Northern	34	401	169	369	973
South Coast	164	889	322	610	1,985
South West	3	46	6	21	76
Sunshine Coast	203	1,193	457	781	2,634
West Moreton	112	320	68	193	693
Wide Bay	47	699	260	369	1,375
<b>Total</b>	<b>1,033</b>	<b>8,150</b>	<b>3,380</b>	<b>5,653</b>	<b>18,216</b>
<b>WA</b>					
Goldfields	12	24	9	31	76
Great Southern	6	69	67	133	275
Kimberley	1	65	25	27	118
Metro East	46	455	155	436	1,092
Metro North	129	780	390	795	2,094
Metro South East	26	469	249	534	1,278
Metro South West	26	628	443	849	1,946
Mid West	6	66	27	75	174
Pilbara	-	22	9	12	43
South West	49	178	119	257	603
Wheatbelt	32	89	61	140	322
<b>Total</b>	<b>333</b>	<b>2,845</b>	<b>1,554</b>	<b>3,289</b>	<b>8,021</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	23	115	46	70	254
Flinders & Far North	1	43	14	31	89
Hills, Mallee & Southern	107	484	152	227	970
Metro East	27	360	185	235	807
Metro North	46	434	270	310	1,060
Metro South	77	614	320	458	1,469
Metro West	48	413	196	284	941
Mid North	12	55	36	33	136
Riverland	6	111	41	69	227
South East	23	175	45	60	303
Yorke, Lower North & Barossa	33	213	74	143	463
<b>Total</b>	<b>403</b>	<b>3,017</b>	<b>1,379</b>	<b>1,920</b>	<b>6,719</b>
<b>TAS</b>					
North Western	52	283	63	132	530
Northern	8	382	78	181	649
Southern	55	580	140	318	1,093
<b>Total</b>	<b>115</b>	<b>1,245</b>	<b>281</b>	<b>631</b>	<b>2,272</b>
<b>ACT</b>					
<b>Total</b>	<b>45</b>	<b>642</b>	<b>224</b>	<b>457</b>	<b>1,368</b>
<b>NT</b>					
Alice Springs	3	148	17	25	193
Barkly	-	27	1	6	34
Darwin	-	143	40	118	301
East Arnhem	1	55	3	6	65
Katherine	1	50	2	9	62
<b>Total</b>	<b>5</b>	<b>423</b>	<b>63</b>	<b>164</b>	<b>655</b>
<b>UNKNOWN ACPR</b>					
<b>Total</b>	<b>-</b>	<b>56</b>	<b>6</b>	<b>24</b>	<b>86</b>
<b>NATIONAL</b>					
<b>Total</b>	<b>5,466</b>	<b>45,184</b>	<b>14,954</b>	<b>25,042</b>	<b>90,646</b>

Note: Data is based on a person's suburb. As some suburbs cross ACPR boundaries, and in some instances state boundaries, a small number of people may be apportioned to a neighbouring jurisdiction.

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

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	23	68	46	15	152
Central West	12	15	15	3	45
Far North Coast	52	62	16	14	144
Hunter	24	146	94	37	301
Illawarra	28	106	22	5	161
Inner West	30	75	23	12	140
Mid North Coast	43	125	56	29	253
Nepean	9	19	10	4	42
New England	3	23	14	6	46
Northern Sydney	34	98	47	23	202
Orana Far West	41	17	10	2	70
Riverina/Murray	39	66	24	20	149
South East Sydney	23	82	39	22	166
South West Sydney	45	65	25	15	150
Southern Highlands	17	58	32	17	124
Western Sydney	8	95	45	11	159
<b>Total</b>	<b>431</b>	<b>1,120</b>	<b>518</b>	<b>235</b>	<b>2,304</b>
<b>VIC</b>					
Barwon-South Western	29	28	16	11	84
Eastern Metro	49	80	40	18	187
Gippsland	44	40	22	9	115
Grampians	10	27	9	1	47
Hume	16	39	20	14	89
Loddon-Mallee	14	22	18	10	64
Northern Metro	26	60	45	32	163
Southern Metro	31	112	59	22	224
Western Metro	7	65	24	29	125
<b>Total</b>	<b>226</b>	<b>473</b>	<b>253</b>	<b>146</b>	<b>1,098</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	11	43	31	19	104
Brisbane South	7	83	53	30	173
Cabool	21	59	39	14	133
Central West	-	-	-	-	-
Darling Downs	26	40	25	23	114
Far North	3	36	17	10	66
Fitzroy	1	47	16	16	80
Logan River Valley	9	37	26	27	99
Mackay	-	18	5	3	26
North West	-	3	1	-	4
Northern	7	44	30	19	100
South Coast	27	46	26	15	114
South West	2	-	1	-	3
Sunshine Coast	29	103	45	16	193
West Moreton	25	18	5	2	50
Wide Bay	5	57	37	5	104
<b>Total</b>	<b>173</b>	<b>634</b>	<b>357</b>	<b>199</b>	<b>1,363</b>
<b>WA</b>					
Goldfields	5	-	-	1	6
Great Southern	1	10	13	2	26
Kimberley	-	1	2	1	4
Metro East	13	22	14	9	58
Metro North	28	64	46	23	161
Metro South East	4	36	35	18	93
Metro South West	6	64	51	42	163
Mid West	-	2	3	1	6
Pilbara	-	-	-	1	1
South West	10	19	10	9	48
Wheatbelt	1	7	8	4	20
<b>Total</b>	<b>68</b>	<b>225</b>	<b>182</b>	<b>111</b>	<b>586</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	4	9	1	1	15
Flinders & Far North	1	1	-	4	6
Hills, Mallee & Southern	18	30	9	8	65
Metro East	8	17	16	12	53
Metro North	7	23	18	8	56
Metro South	12	23	20	13	68
Metro West	7	17	12	6	42
Mid North	4	3	3	1	11
Riverland	1	9	2	2	14
South East	11	12	5	2	30
Yorke, Lower North & Barossa	5	12	6	3	26
<b>Total</b>	<b>78</b>	<b>156</b>	<b>92</b>	<b>60</b>	<b>386</b>
<b>TAS</b>					
North Western	7	16	8	3	34
Northern	4	16	8	10	38
Southern	6	23	19	8	56
<b>Total across levels</b>	<b>17</b>	<b>55</b>	<b>35</b>	<b>21</b>	<b>128</b>
<b>ACT</b>					
<b>Total</b>	<b>13</b>	<b>37</b>	<b>19</b>	<b>15</b>	<b>84</b>
<b>NT</b>					
Alice Springs	-	2	3	1	6
Barkly	-	-	-	-	-
Darwin	-	10	3	1	14
East Arnhem	-	-	-	-	-
Katherine	-	1	-	-	1
<b>Total</b>	<b>-</b>	<b>13</b>	<b>6</b>	<b>2</b>	<b>21</b>
<b>UNKNOWN ACPR</b>					
<b>Total</b>	<b>8</b>	<b>29</b>	<b>7</b>	<b>15</b>	<b>59</b>
<b>NATIONAL</b>					
<b>Total</b>	<b>1,014</b>	<b>2,742</b>	<b>1,469</b>	<b>804</b>	<b>6,029</b>

Note: Data is based on a person's suburb. As some suburbs cross ACPR boundaries, and in some instances state boundaries, a small number of people may be apportioned to a neighbouring jurisdiction.

## Appendix C – Number of approved home care providers by ACPR

State/territory	31-Dec-17	30-Sep-18	31-Dec-18
<b>NSW</b>			
Central Coast	21	21	<b>22</b>
Central West	18	19	<b>20</b>
Far North Coast	29	32	<b>33</b>
Hunter	48	53	<b>55</b>
Illawarra	34	36	<b>36</b>
Inner West	31	32	<b>33</b>
Mid North Coast	39	44	<b>45</b>
Nepean	8	11	<b>12</b>
New England	19	19	<b>19</b>
Northern Sydney	37	38	<b>39</b>
Orana Far West	19	20	<b>20</b>
Riverina/Murray	30	30	<b>31</b>
South East Sydney	45	50	<b>52</b>
South West Sydney	36	42	<b>42</b>
Southern Highlands	24	24	<b>25</b>
Western Sydney	44	51	<b>51</b>
<b>VIC</b>			
Barwon-South Western	25	27	<b>27</b>
Eastern Metro	45	53	<b>53</b>
Gippsland	18	20	<b>20</b>
Grampians	16	18	<b>19</b>
Hume	25	27	<b>28</b>
Loddon-Mallee	11	12	<b>13</b>
Northern Metro	32	35	<b>37</b>
Southern Metro	56	57	<b>60</b>
Western Metro	42	44	<b>52</b>



State/territory	31-Dec-17	30-Sep-18	31-Dec-18
<b>QLD</b>			
Brisbane North	37	43	<b>43</b>
Brisbane South	43	49	<b>51</b>
Cabool	20	20	<b>20</b>
Central West	8	8	<b>8</b>
Darling Downs	25	27	<b>29</b>
Far North	19	21	<b>21</b>
Fitzroy	19	21	<b>21</b>
Logan River Valley	22	24	<b>25</b>
Mackay	9	14	<b>15</b>
North West	7	7	<b>7</b>
Northern	17	21	<b>22</b>
South Coast	28	32	<b>34</b>
South West	3	3	<b>3</b>
Sunshine Coast	37	40	<b>40</b>
West Moreton	18	21	<b>22</b>
Wide Bay	18	19	<b>20</b>
<b>WA</b>			
Goldfields	8	8	<b>8</b>
Great Southern	4	6	<b>6</b>
Kimberley	7	8	<b>8</b>
Metro East	24	28	<b>27</b>
Metro North	25	29	<b>30</b>
Metro South East	16	21	<b>22</b>
Metro South West	15	18	<b>19</b>
Mid West	5	5	<b>6</b>
Pilbara	8	8	<b>8</b>
South West	13	13	<b>13</b>
Wheatbelt	6	7	<b>7</b>

State/territory	31-Dec-17	30-Sep-18	31-Dec-18
<b>SA</b>			
Eyre Peninsula	4	4	4
Flinders & Far North	9	9	9
Hills, Mallee & Southern	11	11	11
Metro East	28	37	37
Metro North	15	15	15
Metro South	14	13	14
Metro West	17	24	24
Mid North	3	3	3
Riverland	2	2	2
South East	4	4	4
Yorke, Lower North & Barossa	8	8	8
<b>TAS</b>			
North Western	11	13	12
Northern	14	15	14
Southern	28	30	32
<b>ACT</b>			
ACT	25	32	33
<b>NT</b>			
Alice Springs	14	14	14
Barkly	12	13	13
Darwin	15	15	15
East Arnhem	7	7	7
Katherine	12	12	12

Notes: Only providers that have indicated in My Aged Care that they can provide services at each of the four levels are included in the figures. Totals per state/territory aren't shown as providers can operate in multiple ACPRs and states/territories.

Appendix D – Number of people awaiting a home care package at their approved level at 31 December 2018, who have yet to be offered a lower level package, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	16	537	611	122	<b>1,286</b>
Central West	38	244	194	67	<b>543</b>
Far North Coast	136	759	489	248	<b>1,632</b>
Hunter	121	928	850	563	<b>2,462</b>
Illawarra	141	746	579	203	<b>1,669</b>
Inner West	21	476	560	259	<b>1,316</b>
Mid North Coast	135	742	584	167	<b>1,628</b>
Nepean	24	357	236	52	<b>669</b>
New England	8	271	210	85	<b>574</b>
Northern Sydney	188	1,130	1,005	517	<b>2,840</b>
Orana Far West	36	215	150	53	<b>454</b>
Riverina/Murray	59	527	600	264	<b>1,450</b>
South East Sydney	94	937	996	395	<b>2,422</b>
South West Sydney	114	678	569	209	<b>1,570</b>
Southern Highlands	19	393	301	122	<b>835</b>
Western Sydney	28	470	722	273	<b>1,493</b>
<b>Total</b>	<b>1,178</b>	<b>9,410</b>	<b>8,656</b>	<b>3,599</b>	<b>22,843</b>
<b>VIC</b>					
Barwon-South Western	74	783	614	231	<b>1,702</b>
Eastern Metro	160	2,186	1,320	789	<b>4,455</b>
Gippsland	52	508	469	213	<b>1,242</b>
Grampians	42	634	274	95	<b>1,045</b>
Hume	30	515	497	127	<b>1,169</b>
Loddon-Mallee	36	482	363	264	<b>1,145</b>
Northern Metro	126	1,396	1,039	668	<b>3,229</b>
Southern Metro	51	2,040	1,536	1,267	<b>4,894</b>
Western Metro	46	994	793	505	<b>2,338</b>
<b>Total</b>	<b>617</b>	<b>9,538</b>	<b>6,905</b>	<b>4,159</b>	<b>21,219</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	6	503	514	214	<b>1,237</b>
Brisbane South	95	664	641	286	<b>1,686</b>
Cabool	26	460	468	250	<b>1,204</b>
Central West	3	12	6	2	<b>23</b>
Darling Downs	69	377	320	161	<b>927</b>
Far North	33	359	129	67	<b>588</b>
Fitzroy	1	423	738	65	<b>1,227</b>
Logan River Valley	53	297	316	153	<b>819</b>
Mackay	16	138	66	24	<b>244</b>
North West	2	16	24	3	<b>45</b>
Northern	6	140	245	267	<b>658</b>
South Coast	84	482	528	308	<b>1,402</b>
South West	4	39	27	19	<b>89</b>
Sunshine Coast	39	844	701	354	<b>1,938</b>
West Moreton	46	112	72	52	<b>282</b>
Wide Bay	61	458	315	106	<b>940</b>
<b>Total</b>	<b>544</b>	<b>5,324</b>	<b>5,110</b>	<b>2,331</b>	<b>13,309</b>
<b>WA</b>					
Goldfields	-	14	25	14	<b>53</b>
Great Southern	-	30	98	75	<b>203</b>
Kimberley	-	28	25	7	<b>60</b>
Metro East	7	283	369	219	<b>878</b>
Metro North	32	740	604	490	<b>1,866</b>
Metro South East	19	429	359	329	<b>1,136</b>
Metro South West	10	297	632	456	<b>1,395</b>
Mid West	-	34	78	29	<b>141</b>
Pilbara	-	9	6	2	<b>17</b>
South West	8	86	175	211	<b>480</b>
Wheatbelt	2	51	87	79	<b>219</b>
<b>Total</b>	<b>78</b>	<b>2,001</b>	<b>2,458</b>	<b>1,911</b>	<b>6,448</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	23	123	91	29	<b>266</b>
Flinders & Far North	3	20	36	13	<b>72</b>
Hills, Mallee & Southern	24	285	205	54	<b>568</b>
Metro East	6	176	549	427	<b>1,158</b>
Metro North	41	405	782	404	<b>1,632</b>
Metro South	26	521	555	247	<b>1,349</b>
Metro West	10	166	493	406	<b>1,075</b>
Mid North	4	39	67	17	<b>127</b>
Riverland	1	87	87	27	<b>202</b>
South East	21	74	51	11	<b>157</b>
Yorke, Lower North & Barossa	18	162	144	87	<b>411</b>
<b>Total</b>	<b>177</b>	<b>2,058</b>	<b>3,060</b>	<b>1,722</b>	<b>7,017</b>
<b>TAS</b>					
North Western	6	118	162	106	<b>392</b>
Northern	22	190	224	159	<b>595</b>
Southern	12	312	460	227	<b>1,011</b>
<b>Total</b>	<b>40</b>	<b>620</b>	<b>846</b>	<b>492</b>	<b>1,998</b>
<b>ACT</b>					
<b>Total</b>	<b>11</b>	<b>319</b>	<b>267</b>	<b>224</b>	<b>821</b>
<b>NT</b>					
Alice Springs	-	22	11	4	<b>37</b>
Barkly	-	3	1	1	<b>5</b>
Darwin	-	55	55	66	<b>176</b>
East Arnhem	-	2	1	-	<b>3</b>
Katherine	-	7	3	5	<b>15</b>
<b>Total</b>	<b>-</b>	<b>89</b>	<b>71</b>	<b>76</b>	<b>236</b>
<b>UNKNOWN ACPR</b>					
<b>Total</b>	<b>4</b>	<b>33</b>	<b>33</b>	<b>17</b>	<b>87</b>
<b>NATIONAL</b>					
<b>Total</b>	<b>2,649</b>	<b>29,392</b>	<b>27,406</b>	<b>14,531</b>	<b>73,978</b>

Note: Data is based on a person's suburb. As some suburbs cross ACPR boundaries, and in some instances state boundaries, a small number of people may be apportioned to a neighbouring jurisdiction.

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

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	45	211	164	82	<b>502</b>
Central West	26	105	82	21	<b>234</b>
Far North Coast	143	396	136	65	<b>740</b>
Hunter	66	524	460	204	<b>1,254</b>
Illawarra	102	314	239	60	<b>715</b>
Inner West	49	328	161	76	<b>614</b>
Mid North Coast	126	368	322	121	<b>937</b>
Nepean	15	115	68	19	<b>217</b>
New England	5	80	81	23	<b>189</b>
Northern Sydney	98	603	376	188	<b>1,265</b>
Orana Far West	43	122	88	34	<b>287</b>
Riverina/Murray	79	317	193	60	<b>649</b>
South East Sydney	63	400	315	104	<b>882</b>
South West Sydney	131	336	208	70	<b>745</b>
Southern Highlands	32	161	183	64	<b>440</b>
Western Sydney	19	335	307	117	<b>778</b>
<b>Total</b>	<b>1,042</b>	<b>4,715</b>	<b>3,383</b>	<b>1,308</b>	<b>10,448</b>
<b>VIC</b>					
Barwon-South Western	38	229	115	65	<b>447</b>
Eastern Metro	103	697	398	100	<b>1,298</b>
Gippsland	44	176	146	51	<b>417</b>
Grampians	27	192	82	25	<b>326</b>
Hume	24	168	163	38	<b>393</b>
Loddon-Mallee	14	195	111	45	<b>365</b>
Northern Metro	37	523	344	128	<b>1,032</b>
Southern Metro	98	703	457	133	<b>1,391</b>
Western Metro	26	374	220	74	<b>694</b>
<b>Total</b>	<b>411</b>	<b>3,257</b>	<b>2,036</b>	<b>659</b>	<b>6,363</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	44	330	162	93	<b>629</b>
Brisbane South	18	373	288	126	<b>805</b>
Cabool	60	255	147	80	<b>542</b>
Central West	-	4	1	-	<b>5</b>
Darling Downs	73	224	135	76	<b>508</b>
Far North	18	104	132	36	<b>290</b>
Fitzroy	3	233	145	55	<b>436</b>
Logan River Valley	38	189	127	58	<b>412</b>
Mackay	8	52	20	9	<b>89</b>
North West	4	18	7	1	<b>30</b>
Northern	6	125	122	73	<b>326</b>
South Coast	104	325	195	94	<b>718</b>
South West	3	15	3	5	<b>26</b>
Sunshine Coast	37	362	208	99	<b>706</b>
West Moreton	30	121	40	22	<b>213</b>
Wide Bay	20	104	125	52	<b>301</b>
<b>Total</b>	<b>466</b>	<b>2,834</b>	<b>1,857</b>	<b>879</b>	<b>6,036</b>
<b>WA</b>					
Goldfields	4	12	6	3	<b>25</b>
Great Southern	3	22	28	18	<b>71</b>
Kimberley	-	15	9	3	<b>27</b>
Metro East	28	158	97	50	<b>333</b>
Metro North	68	310	224	96	<b>698</b>
Metro South East	17	186	114	72	<b>389</b>
Metro South West	13	235	237	143	<b>628</b>
Mid West	4	15	24	4	<b>47</b>
Pilbara	1	8	1	3	<b>13</b>
South West	23	82	98	35	<b>238</b>
Wheatbelt	12	66	51	22	<b>151</b>
<b>Total</b>	<b>173</b>	<b>1,109</b>	<b>889</b>	<b>449</b>	<b>2,620</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	5	67	18	8	<b>98</b>
Flinders & Far North	-	16	5	2	<b>23</b>
Hills, Mallee & Southern	38	143	93	28	<b>302</b>
Metro East	14	158	142	74	<b>388</b>
Metro North	20	235	201	82	<b>538</b>
Metro South	23	236	136	90	<b>485</b>
Metro West	15	196	174	90	<b>475</b>
Mid North	4	28	22	6	<b>60</b>
Riverland	2	36	23	8	<b>69</b>
South East	12	61	36	8	<b>117</b>
Yorke, Lower North & Barossa	13	110	59	23	<b>205</b>
<b>Total</b>	<b>146</b>	<b>1,286</b>	<b>909</b>	<b>419</b>	<b>2,760</b>
<b>TAS</b>					
North Western	7	71	47	18	<b>143</b>
Northern	18	79	46	20	<b>163</b>
Southern	16	176	83	43	<b>318</b>
<b>Total</b>	<b>41</b>	<b>326</b>	<b>176</b>	<b>81</b>	<b>624</b>
<b>ACT</b>					
<b>Total</b>	<b>15</b>	<b>195</b>	<b>132</b>	<b>51</b>	<b>393</b>
<b>NT</b>					
Alice Springs	-	20	6	6	<b>32</b>
Barkly	-	2	2	-	<b>4</b>
Darwin	-	24	17	13	<b>54</b>
East Arnhem	-	2	2	-	<b>4</b>
Katherine	-	6	2	-	<b>8</b>
<b>Total</b>	<b>-</b>	<b>54</b>	<b>29</b>	<b>19</b>	<b>102</b>
<b>UNKNOWN ACPR</b>					
<b>Total</b>	<b>6</b>	<b>24</b>	<b>14</b>	<b>10</b>	<b>54</b>
<b>NATIONAL</b>					
<b>Total</b>	<b>2,300</b>	<b>13,800</b>	<b>9,425</b>	<b>3,875</b>	<b>29,400</b>

Note: Data is based on a person's suburb. As some suburbs cross ACPR boundaries, and in some instances state boundaries, a small number of people may be apportioned to a neighbouring jurisdiction.