



Australian Government
Department of Health

HOME CARE PACKAGES PROGRAM

Data Report 2nd Quarter 2019-20

1 October – 31 December 2019

April 2020

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Executive Summary

- At 31 December 2019, 145,320 people had access to a home care package. This is a 7.7 per cent (10,390) increase since 30 September 2019 (134,930).
- Of the 145,320 people, 128,781 were in a home care package with the remaining 16,539 people assigned a package and considering whether to take up the offer.
- The 128,781 people in care at 31 December 2019 represented a 9.1 per cent (10,731) increase from 30 September 2019 (118,050) and a 38.0 per cent (35,450) annual increase from 31 December 2018 (93,331). The number of people in care has now doubled since 30 June 2016 (64,069).
- In the December 2019 quarter, 17,436 people entered a home care package for the first time.
- At 31 December 2019, there were 58,936 people seeking a home care package at their approved level, who had not yet been offered access to a lower level package. Of these people, 96.3 per cent (56,777) had been provided with an approval to access support through the Commonwealth Home Support Programme (CHSP).
- The number of people with a level 4 approval who were seeking a package at their approved level, who had not yet been offered a home care package, fell by 46.6 per cent (6,774) from 31 December 2018 (14,531) to 31 December 2019 (7,757).
- At 31 December 2019, there were 45,537 people who were seeking a home care package at their approved level, who had already been offered a lower level package. Of these people, 60.8 per cent (27,702) chose to take an offered package, 18.7 per cent (8,515) were deciding on whether to take up their offer and 20.5 per cent (9,320) had not taken up their previous offer(s) of a lower level package.
- Of all people waiting for a home care package at their approved level at 31 December 2019, 97.9 per cent (102,314) had been provided with the opportunity to connect to some form of Commonwealth subsidised home care support through CHSP or a HCP.
- There were 28,110 approvals for a home care package in the December 2019 quarter.
- There were 48,750 home care packages released in the December 2019 quarter, at an average of 3,750 per week.
- There were 925 approved home care providers with a home care service.

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 2019 and 31 December 2019 (referred to as the December 2019 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 systems and records held by the Department of Health (the department) and Services Australia. Data was valid on the date of extraction. Data extracted on a different date may vary from that in this report.

Data is provided for the period between 1 October 2019 and 31 December 2019 with the exception of information on estimated wait times, which shows data as of 29 February 2020, in recognition that information for this indicator was available and assured at the time of publication.

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

INCREASED INVESTMENT

On 25 November 2019, the Government announced that an additional \$496.3 million would be spent on 10,000 home care packages across 2019-20 and 2020-21. This included 3,000 level 3 and 2,500 level 4 packages in 2019-20 and 2,000 level 2, 2,000 level 3 and 500 level 4 packages in 2020-21. These packages commenced being rolled out in December 2019.

Table 1 provides a breakdown of the current number of allocated home care packages across the forward estimates, as agreed for the 2019-20 Mid-Year Economic and Fiscal Outlook.

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

Package level	2019-20	2020-21	2021-22	2022-23
1	11,240	11,915	13,119	13,453
2	64,974	67,536	67,536	67,536
3	33,689	35,689	35,689	35,689
4	40,853	41,353	41,352	41,352
Total	150,756	156,492	157,697	158,030

Note – The totals may not add up to the sum of the four package levels due to rounding.

1. ELIGIBILITY AND ASSESSMENT

DISTRIBUTION OF HOME CARE PACKAGE LEVELS

- There are four levels of home care packages to help meet senior Australian's different levels of care need (Table 2), which is determined by the outcome of an aged care assessment.

Table 2: Home care package annual subsidy, by package level from 1 July 2019 to 30 June 2020

Package level	Home care services for people with:	Annual subsidy amount paid by the Australian Government
1	Basic care needs	\$8,810
2	Low-level care needs	\$15,500
3	Intermediate care needs	\$33,731
4	High-level care needs	\$51,130

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

VOLUME OF HOME CARE APPROVALS

- There were 28,110 home care approvals in the December 2019 quarter (Table 3). This was 7.2 per cent (1,890) more than the approvals in the December 2018 quarter (26,220).

Table 3: Number of home care approvals in the December 2019 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	952	174	3,579	529	2,707	466	698	9,116	32.4%
VIC	-	511	57	3,066	266	2,407	644	869	7,820	27.8%
QLD	4	327	73	1,600	307	1,291	307	288	4,197	14.9%
WA	-	37	8	709	109	1,065	408	640	2,976	10.6%
SA	-	112	3	946	36	1,213	71	345	2,726	9.7%
TAS	-	44	2	257	23	296	33	137	792	2.8%
ACT	-	16	-	100	12	73	49	24	274	1.0%
NT	1	-	3	30	11	69	26	31	171	0.6%
Unknown	-	3	3	16	2	8	2	4	38	0.1%
Sub-total	16	2,002	323	10,303	1,295	9,129	2,006	3,036	28,110	100.0%
Total	2,018		10,626		10,424		5,042		28,110	100.0%
% by level	7.2%		37.8%		37.1%		17.9%		100.0%	

Key point

- There were 28,110 approvals for a home care package in the December 2019 quarter.

2. HOME CARE SERVICE DELIVERY

NUMBER OF PEOPLE IN A HOME CARE PACKAGE

- There were 128,781 people in a home care package at 31 December 2019 (Table 4). This was an increase of 9.1 per cent (10,731) since 30 September 2019 (118,050) and a 38.0 per cent (35,450) annual increase from 31 December 2018 (93,331) (Chart 1).
- Of the 128,781 people, 60,000 were in a high level (level 3 or 4) home care package. This figure was 37.5 per cent (16,368) higher than 31 December 2018 (43,632).
- In addition to the 128,781 people in a home care package at 31 December 2019, a further 16,539 people were assigned a home care package and were considering whether to take up their offer.

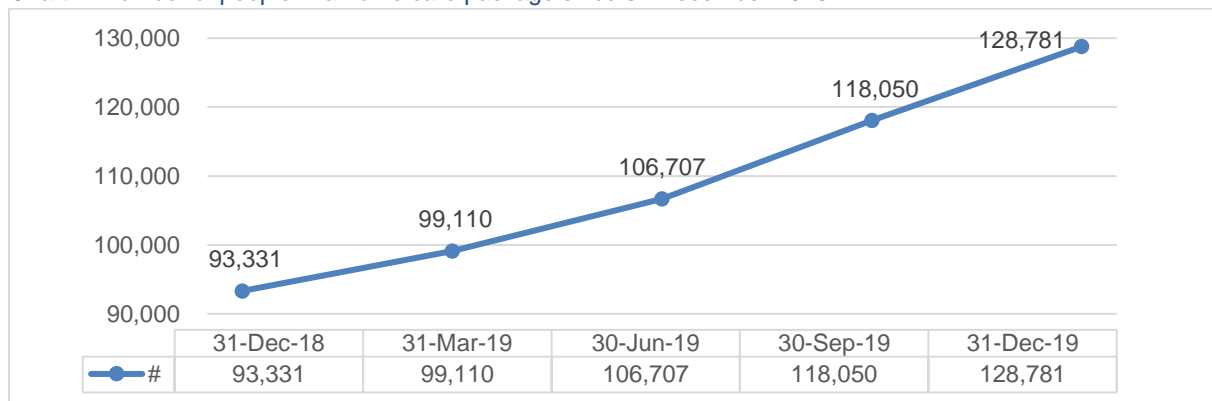
Table 4: Number of people in a home care package by level and state and territory, at 31 December 2019

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	5,059	20,269	9,084	10,676	45,088	35.0%
VIC	2,374	17,359	5,944	7,610	33,287	25.8%
QLD	2,096	10,579	5,180	7,389	25,244	19.6%
WA	347	3,464	2,028	4,428	10,267	8.0%
SA	721	3,652	2,214	2,856	9,443	7.3%
TAS	284	1,467	635	763	3,149	2.4%
ACT	58	648	269	604	1,579	1.2%
NT	7	383	96	206	692	0.5%
Unknown	1	13	3	15	32	0.0%
Total	10,947	57,834	25,453	34,547	128,781	100.0%
Share	8.5%	44.9%	19.8%	26.8%	100.0%	

Note: Location is based on the address of the person receiving a home care package, not the address of their provider.

- Data on the number of people in care at 31 December 2019 by Aged Care Planning Region (ACPR) can be found at Appendix A.

Chart 1: Number of people in a home care package since 31 December 2018



NUMBER OF NEW ENTRIES

- There were 17,436 new entries to home care in the December 2019 quarter (Table 5).
- Further information on the number of new entries in the December 2019 quarter by ACPR can be found in Appendix B.

Table 5: Number of new entries to home care in the December 2019 quarter, by state and territory

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	2,542	2,729	605	264	6,140	35.2%
VIC	1,155	2,562	616	201	4,534	26.0%
QLD	987	1,828	421	209	3,445	19.8%
WA	191	744	299	147	1,381	7.9%
SA	353	627	153	87	1,220	7.0%
TAS	158	222	56	16	452	2.6%
ACT	40	112	22	26	200	1.1%
NT	4	36	14	9	63	0.4%
Unknown	1	-	-	-	1	0.0%
Total	5,431	8,860	2,186	959	17,436	100.0%
Share	31.1%	50.8%	12.5%	5.5%	100.0%	

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

- Table 6 provides a breakdown of the proportion of the total number of people in a home care package according to the Modified Monash Model (MMM) classifications – with 1 classified as major metropolitan regions, ranging to 7 which is classified as the most remote regions.

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

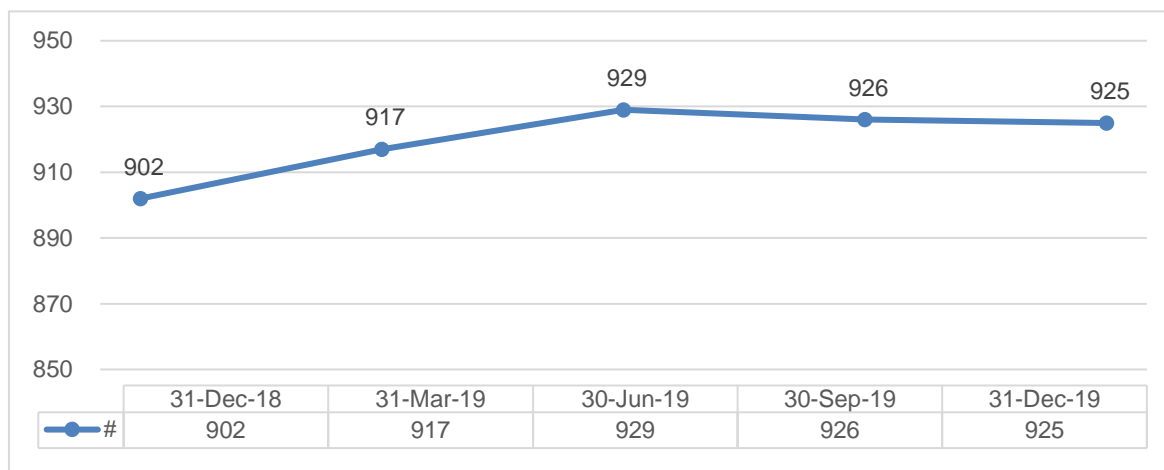
MMM	31-Dec-18	31-Mar-19	30-Jun-19	30-Sep-19	31-Dec-19
1	64.0%	64.0%	64.0%	64.1%	64.2%
2	9.8%	9.7%	9.6%	9.7%	9.7%
3	10.4%	10.4%	10.5%	10.4%	10.3%
4	5.7%	5.8%	5.8%	5.8%	5.8%
5	8.6%	8.6%	8.6%	8.6%	8.6%
6	0.9%	0.9%	0.9%	0.9%	0.9%
7	0.6%	0.6%	0.6%	0.6%	0.5%
Unknown	0.1%	0.1%	0.0%	0.0%	0.0%

Note: Location is based on the address of the person receiving a home care package, not the address of their provider. Percentages may not add to 100 per cent due to rounding.

NUMBER OF APPROVED HOME CARE PROVIDERS

- There were 925 approved home care providers at 31 December 2019 (Chart 2). This was a decrease of 0.1 per cent (one provider) from 30 September 2019 (926) and an annual increase of 2.5 per cent (23 providers) since 31 December 2018 (902).

Chart 2: Number of approved providers of home care with home care services since 31 December 2018



Note: Approved provider count is based on the approval effective date and includes those providers with at least one active service provider.

- 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 2019.

Key points

- There were 128,781 people in a home care package at 31 December 2019 (Table 4). This was an increase of 9.1 per cent (10,731) since 30 September 2019 (118,050) and a 38.0 per cent (35,450) annual increase from 31 December 2018 (93,331).
- There were 17,436 new entries to home care in the December 2019 quarter.
- There were 925 approved home care providers with a home care service at 31 December 2019, a decrease of 0.1 per cent (1 provider) since 30 September 2019 (926) and an increase of 2.5 per cent (23 providers) since 31 December 2018 (902).

3. NATIONAL PRIORITISATION SYSTEM

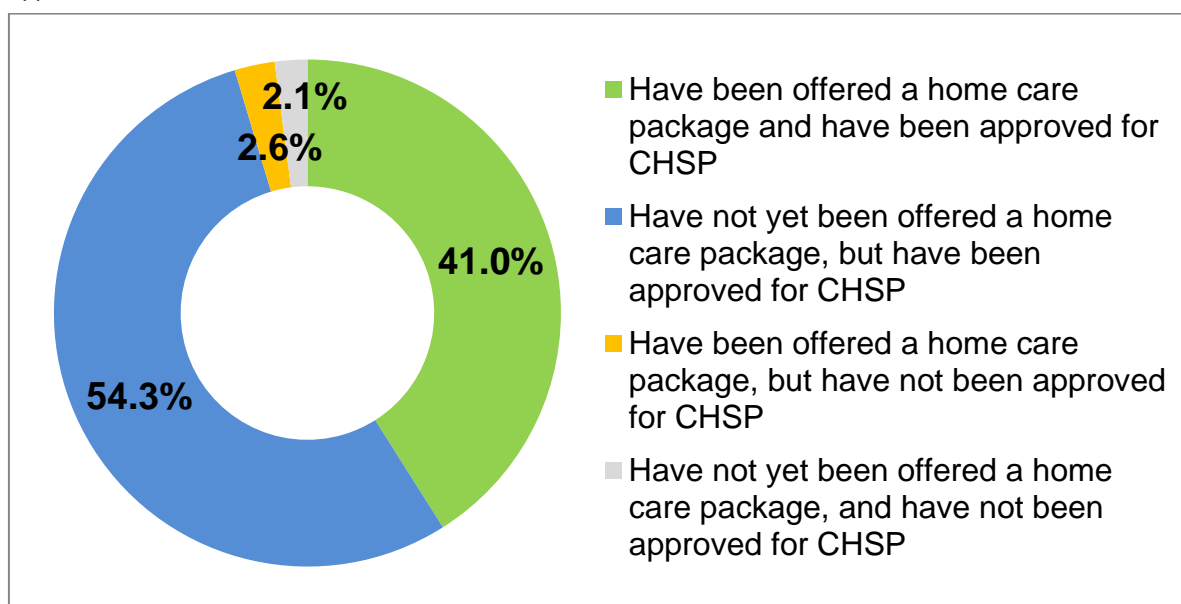
NATIONAL PRIORITISATION SYSTEM

- The 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. A person's wait time is dependent only on their date of approval and priority for service.
- 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 who may not choose to take up their package.
- Packages are released on a weekly basis to all four package levels, across high and medium priorities to connect people to care as well as upgrade people in interim packages.
- Aged Care Assessment Teams assess a person's needs and, when making an approval for care, can approve a person for home care packages, residential care, respite care, transitional care, and CHSP, depending on the person's circumstances. Therefore, based on care needs and choice, not everyone with a home care approval will enter home care. The strong majority of people assessed by ACATs are approved for permanent residential care, reflecting their complex care needs.

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 also 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.
- Of the people in the NPS who were waiting on a home care package at their approved level at 31 December 2019, 95.4 per cent had 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 97.9 per cent of people in the NPS at 31 December 2019 had been offered an interim level home care package and/or approved for CHSP services.

Diagram 1: Status of people in the NPS at 31 December 2019 who were waiting for a home care package at their approved level



PEOPLE WHO HAVE NOT YET BEEN OFFERED A HOME CARE PACKAGE

- At 31 December 2019, there were 58,936 people who were seeking a home care package at their approved level, who had not yet been offered a home care package (Table 7). Of these people, 96.3 per cent (56,777) had been provided with an approval to access CHSP.
- The number of people with a level 4 approval who were seeking a package at their approved level, who had not yet been offered a home care package, has fallen by 46.6 per cent (6,774) from 31 December 2018 (14,531) to 31 December 2019 (7,757).

Table 7: Number and percentage of people who have not yet been offered a home care package, who had been approved to access CHSP, by level of approval at 31 December 2019

Approved level	Number of people in the NPS <u>who have never been offered an interim home care package</u>	Number of people in the NPS <u>who have never been offered an interim home care package with CHSP approval</u>	Percentage of people in the NPS <u>without an interim home care package with CHSP approval</u>
Level 1	3,646	3,425	93.9%
Level 2	25,023	24,149	96.5%
Level 3	22,510	21,907	97.3%
Level 4	7,757	7,296	94.1%
Total	58,936	56,777	96.3%

PEOPLE WHO HAVE RECEIVED AN OFFER OF AN INTERIM PACKAGE

- At 31 December 2019, there were 45,537 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 and were receiving care (27,702)
 - those who have not yet accepted their offer but whose offer was still open (i.e. within 56/84 days of offer) (8,515), and
 - those who did not take up their previous offer(s) (9,320).

Table 8: Number of people who had been offered a package while they wait for their approved level, by response category and level of approval at 31 December 2019

Approved level	Number of people in an interim home care package	Number of people offered an interim home care package, who had <u>not yet accepted</u> their offer	Number of people offered an interim home care package that <u>did not take up</u> their offer
Level 2	5,905	2,935	3,378
Level 3	12,353	3,724	3,166
Level 4	9,444	1,856	2,776
Total	27,702	8,515	9,320

- Of the 9,320 people who had not taken up their previous offer(s) of a package, 94.1 per cent (8,766) 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 2019

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	3,378	3,267	96.7%
Level 3	3,166	3,072	97.0%
Level 4	2,776	2,427	87.4%
Total	9,320	8,766	94.1%

PEOPLE APPROVED FOR RESIDENTIAL 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 2019, 66.8 per cent (69,737) of people in the NPS had dual approvals, having been approved for a permanent place in a residential aged care facility, reflecting their complex care needs, and also seeking a home care package at their approved level (Table 10).

Table 10: Number and percentage of people waiting for a home care package at their approved level who were also approved for permanent residential care, by level of approval at 31 December 2019

Approved level	Number of people waiting for a package at their approved level who also have an approval for permanent residential care	Number of people waiting for a package at their approved level	Percentage of people waiting for a package at their approved level who also have an approval for permanent residential care
Level 1	1,071	3,646	29.4%
Level 2	19,223	37,241	51.6%
Level 3	30,610	41,753	73.3%
Level 4	18,833	21,833	86.3%
Total	69,737	104,473	66.8%

- Not everyone currently waiting for a package will enter home care. Due to their needs, many people have approvals for both home and residential aged care, and will choose to take up a residential place instead of home care. In addition, some people have appropriate care in place and are not currently actively seeking care.

DISTRIBUTION OF PEOPLE ACROSS STATES AND TERRITORIES

- Table 11 shows the state and territory distribution of people who have not been offered a home care package.

Table 11: Number of people waiting on a package at 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 2019

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	1,767	8,183	5,798	1,553	17,301	29.4%
VIC	932	8,017	6,723	2,639	18,311	31.1%
QLD	610	3,876	3,415	839	8,740	14.8%
WA	61	1,809	2,459	1,398	5,727	9.7%
SA	175	2,118	2,969	777	6,039	10.2%
TAS	75	580	724	327	1,706	2.9%
ACT	23	322	280	142	767	1.3%
NT	-	93	132	72	297	0.5%
Unknown	3	25	10	10	48	0.1%
Total	3,646	25,023	22,510	7,757	58,936	100.0%
Share	6.2%	42.5%	38.2%	13.2%	100.0%	

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

- The number of people waiting on a home care package at 31 December 2019 who had not been offered a lower level home care package, by ACPR is found 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 in time bands.

- A person's place in the NPS is solely based on date of approval and priority for care. Estimated wait times at 29 February 2020, for a person with a medium priority approval joining the NPS for a package by level, are provided in Table 12.
- People approved for a higher level package have the option of taking up a lower level package to connect to 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 Commonwealth subsidised care in their home.

Table 12: Estimated wait time for people entering the NPS on 29 February 2020, 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 48,750 home care packages during the December 2019 quarter (Table 13), at an average of 3,750 per week.

Table 13: Number of home care packages released in the December 2019 quarter, by state and territory and level

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	4,453	6,932	3,480	2,357	17,222	35.3%
VIC	2,123	5,558	2,781	1,547	12,009	24.6%
QLD	1,624	3,958	1,906	1,305	8,793	18.0%
WA	429	1,656	1,151	1,039	4,275	8.8%
SA	744	1,825	953	887	4,409	9.0%
TAS	255	538	257	140	1,190	2.4%
ACT	105	319	111	121	656	1.3%
NT	7	61	51	46	165	0.3%
Unknown	10	13	5	3	31	0.1%
Total	9,750	20,860	10,695	7,445	48,750	100.0%
Share	20.0%	42.8%	21.9%	15.3%	100.0%	

- Of the packages released in the December 2019 quarter:
 - 25.3 per cent (12,311) were offered as upgrades to people who had previously been offered and accepted a lower level interim package.
 - 74.7 per cent (36,439) of packages were offered to people who were not 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 2019 quarter, by level and type of release

Release type	Level 1	Level 2	Level 3	Level 4	Total
New packages	9,750	16,793	5,773	4,123	36,439
Upgrades	-	4,067	4,922	3,322	12,311
Total	9,750	20,860	10,695	7,445	48,750
% released that were new	100.0%	80.5%	54.0%	55.4%	74.7%

- Information on the number of packages released by ACPR and level for the December 2019 quarter can be found at Appendix E.

Key points

- At 31 December 2019, there were 58,936 people who were waiting for a package at their approved level who had not yet been offered a lower level home care package. Of these people, 96.3 per cent had been provided with an approval to access CHSP.
- At 31 December 2019, there were 45,537 people who had been offered an interim home care package while they wait for a package at their approved level.
- 48,750 home care packages were released during the December 2019 quarter, with 74.7 per cent (36,439) being offered to people who were not in an interim package.

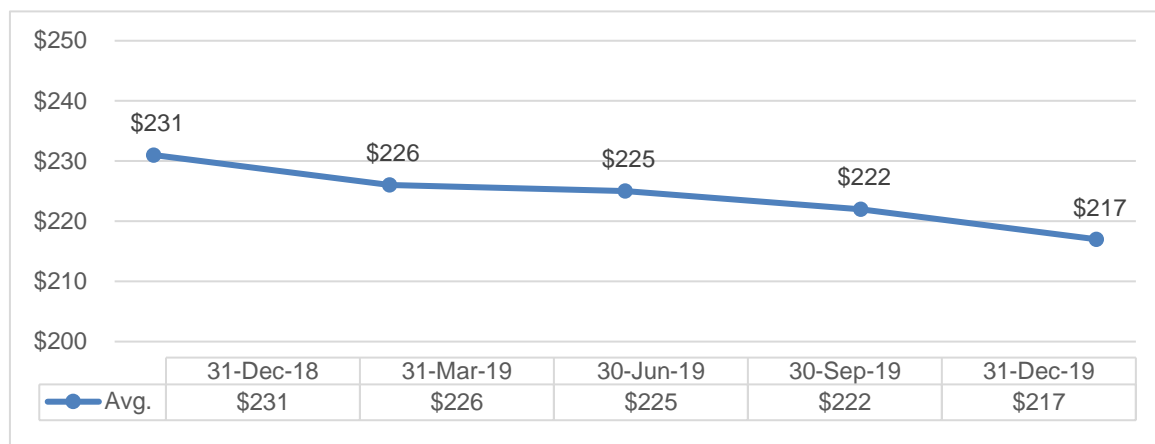
4. MAXIMUM EXIT AMOUNTS

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 2019 was \$ 217 (inclusive of amounts of \$0 and where no amount was provided) (Chart 3). This average had decreased by 2.3 per cent (\$5) since 30 September 2019 (\$222) and decreased by 6.1 per cent (\$14) since 31 December 2018 (\$231).

Chart 3: Average maximum exit amount published by home care providers since 31 December 2018



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

- 42.3 per cent of approved home care providers had indicated that they would not deduct an exit amount at 31 December 2019, up from 41.4 per cent at 30 September 2019.
- Eight providers published a maximum exit amount of \$1,000 or more at 31 December 2019 (Table 15).

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

	31-Dec-18	31-Mar-19	30-Jun-19	30-Sep-19	31-Dec-19
(A) No. of providers with a published maximum exit amount of more than \$1,000	4	4	4	3	2
(B) No. of providers with a published maximum exit amount of \$1,000	6	6	5	4	6
Combined (A)+(B)	10	10	9	7	8

Key points:

- At 31 December 2019, the average published maximum exit amount was \$217.
- At 31 December 2019, 42.3 per cent of all approved home care providers indicated that they would not deduct an exit amount.

Glossary

Term	Definition
Aged Care Assessment Teams (ACAT)	ACATs are teams of medical and allied health professionals who assess the physical, psychological, medical, restorative, cultural and social needs of older people and help them and their carers to access appropriate levels of support.
Aged Care Planning Region (ACPR)	The areas marked out in the ACPR maps which can be found on the department's website .
Approved provider	An organisation that has been approved to provide home care under the <i>Aged Care Act 1997</i> .
Commonwealth Home Support Programme (CHSP)	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.
Home Care Packages Program	A program that supports senior Australians with complex needs to remain living at home through a coordinated package of care and services to meet the individual needs of people.
Interim package	A package at a lower level than a person's approved level, through which they are able to access some home care services while waiting for a higher level package.
My Aged Care	The main entry point to the aged care system in Australia.
National Prioritisation System	The nationally consistent process for allocating home care packages based on peoples' needs and circumstances.
The department	The Department of Health.

Appendices

Appendix A – Number of people in a home care package at 31 December 2019, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	150	1,203	678	542	2,573
Central West	109	459	187	237	992
Far North Coast	536	1,453	616	554	3,159
Hunter	544	1,998	1,149	1,549	5,240
Illawarra	445	1,360	589	598	2,992
Inner West	266	1,363	471	613	2,713
Mid North Coast	492	1,817	856	1,059	4,224
Nepean	105	673	209	200	1,187
New England	42	482	204	243	971
Northern Sydney	487	1,956	965	1,125	4,533
Orana Far West	198	545	204	197	1,144
Riverina/Murray	317	1,456	510	521	2,804
South East Sydney	417	1,715	856	952	3,940
South West Sydney	579	1,709	600	745	3,633
Southern Highlands	107	807	279	450	1,643
Western Sydney	265	1,273	711	1,091	3,340
Total	5,059	20,269	9,084	10,676	45,088
VIC					
Barwon-South Western	195	1,308	519	637	2,659
Eastern Metro	694	3,717	1,048	1,341	6,800
Gippsland	336	1,254	364	568	2,522
Grampians	104	893	205	248	1,450
Hume	85	1,047	397	416	1,945
Loddon-Mallee	132	978	333	473	1,916
Northern Metro	363	2,312	1,116	1,208	4,999
Southern Metro	309	3,818	1,196	1,641	6,964
Western Metro	156	2,032	766	1,078	4,032
Total	2,374	17,359	5,944	7,610	33,287

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	94	859	449	684	2,086
Brisbane South	210	1,134	714	1,025	3,083
Cabool	166	978	481	691	2,316
Central West	2	11	3	9	25
Darling Downs	239	850	318	683	2,090
Far North	89	592	208	304	1,193
Fitzroy	5	775	534	416	1,730
Logan River Valley	213	606	397	572	1,788
Mackay	45	217	49	98	409
North West	5	57	18	26	106
Northern	64	492	255	565	1,376
South Coast	292	1,063	608	765	2,728
South West	16	55	17	31	119
Sunshine Coast	269	1,650	664	906	3,489
West Moreton	133	375	129	203	840
Wide Bay	254	865	336	411	1,866
Total	2,096	10,579	5,180	7,389	25,244
WA					
Goldfields	7	29	23	31	90
Great Southern	11	67	64	183	325
Kimberley	4	58	23	37	122
Metro East	39	523	245	521	1,328
Metro North	137	1,069	508	1,053	2,767
Metro South East	51	626	317	697	1,691
Metro South West	29	675	530	1,159	2,393
Mid West	-	65	16	101	182
Pilbara	5	20	3	25	53
South West	35	206	188	386	815
Wheatbelt	29	126	111	235	501
Total	347	3,464	2,028	4,428	10,267

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	54	188	92	101	435
Flinders & Far North	8	50	24	36	118
Hills, Mallee & Southern	130	672	241	306	1,349
Metro East	56	405	277	396	1,134
Metro North	187	531	515	556	1,789
Metro South	76	716	472	633	1,897
Metro West	86	444	338	460	1,328
Mid North	14	71	26	40	151
Riverland	8	141	47	83	279
South East	61	188	58	79	386
Yorke, Lower North & Barossa	41	246	124	166	577
Total	721	3,652	2,214	2,856	9,443
TAS					
North Western	66	350	108	181	705
Northern	80	454	164	225	923
Southern	138	663	363	357	1,521
Total	284	1,467	635	763	3,149
ACT					
Total	58	648	269	604	1,579
NT					
Alice Springs	2	135	15	47	199
Barkly	-	22	1	7	30
Darwin	-	129	62	129	320
East Arnhem	4	52	9	15	80
Katherine	1	45	9	8	63
Total	7	383	96	206	692
UNKNOWN ACPR					
Total	1	13	3	15	32
NATIONAL					
Total	10,947	57,834	25,453	34,547	128,781

Note: Location is based on the address of the person receiving a home care package, not the address of their provider.

Appendix B – Number of new entries to home care in the December 2019 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	75	202	36	12	325
Central West	46	54	11	8	119
Far North Coast	276	131	17	9	433
Hunter	280	374	95	36	785
Illawarra	202	132	36	9	379
Inner West	147	169	28	18	362
Mid North Coast	203	234	80	32	549
Nepean	56	97	13	3	169
New England	19	71	12	2	104
Northern Sydney	254	234	71	44	603
Orana Far West	80	45	10	4	139
Riverina/Murray	155	172	27	7	361
South East Sydney	223	263	61	23	570
South West Sydney	324	188	37	20	569
Southern Highlands	63	116	28	14	221
Western Sydney	139	247	43	23	452
Total	2,542	2,729	605	264	6,140
VIC					
Barwon-South Western	81	178	49	9	317
Eastern Metro	368	513	99	42	1,022
Gippsland	185	137	40	13	375
Grampians	41	90	17	5	153
Hume	42	146	22	6	216
Loddon-Mallee	51	126	41	10	228
Northern Metro	149	383	121	39	692
Southern Metro	160	643	132	51	986
Western Metro	78	346	95	26	545
Total	1,155	2,562	616	201	4,534

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	64	167	40	13	284
Brisbane South	88	220	55	15	378
Cabool	109	182	42	28	361
Central West	-	1	-	2	3
Darling Downs	82	107	20	26	235
Far North	44	80	27	5	156
Fitzroy	2	259	49	14	324
Logan River Valley	99	63	17	16	195
Mackay	20	30	9	1	60
North West	-	5	4	1	10
Northern	44	95	44	27	210
South Coast	141	119	32	26	318
South West	6	13	1	-	20
Sunshine Coast	107	300	59	20	486
West Moreton	59	39	3	7	108
Wide Bay	122	148	19	8	297
Total	987	1,828	421	209	3,445
WA					
Goldfields	4	6	3	3	16
Great Southern	9	14	14	7	44
Kimberley	2	8	5	-	15
Metro East	23	94	26	16	159
Metro North	77	212	60	28	377
Metro South East	31	127	54	29	241
Metro South West	18	178	97	42	335
Mid West	-	14	5	4	23
Pilbara	2	2	-	-	4
South West	14	57	20	9	100
Wheatbelt	11	32	15	9	67
Total	191	744	299	147	1,381

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	24	39	7	2	72
Flinders & Far North	6	9	4	-	19
Hills, Mallee & Southern	50	52	13	8	123
Metro East	30	106	27	12	175
Metro North	112	107	32	16	267
Metro South	30	126	30	18	204
Metro West	37	106	25	17	185
Mid North	8	14	1	1	24
Riverland	2	23	1	1	27
South East	31	21	4	4	60
Yorke, Lower North & Barossa	23	24	9	8	64
Total	353	627	153	87	1,220
TAS					
North Western	37	53	5	4	99
Northern	33	42	10	3	88
Southern	88	127	41	9	265
Total	158	222	56	16	452
ACT					
Total	40	112	22	26	200
NT					
Alice Springs	-	12	1	1	14
Barkly	-	2	1	-	3
Darwin	-	16	8	6	30
East Arnhem	4	3	2	-	9
Katherine	-	3	2	2	7
Total	4	36	14	9	63
UNKNOWN					
Total	1	-	-	-	1
NATIONAL					
Total	5,431	8,860	2,186	959	17,436

Note: Location is based on the address of the person who entered into home care during the December 2019 quarter.

Appendix C – Number of approved home care providers that have indicated in My Aged Care that they can provide services at each of the four package levels, by ACPR

State/territory	31-Dec-18	30-Sep-19	31-Dec-19
NSW			
Central Coast	22	23	24
Central West	20	21	21
Far North Coast	33	35	35
Hunter	55	58	59
Illawarra	36	40	39
Inner West	33	36	37
Mid North Coast	45	46	48
Nepean	12	14	14
New England	19	23	23
Northern Sydney	39	44	43
Orana Far West	20	22	22
Riverina/Murray	31	34	34
South East Sydney	52	56	57
South West Sydney	42	51	52
Southern Highlands	25	26	26
Western Sydney	51	56	56
VIC			
Barwon-South Western	27	30	30
Eastern Metro	53	57	58
Gippsland	20	23	23
Grampians	19	20	20
Hume	28	29	29
Loddon-Mallee	13	17	17
Northern Metro	37	38	37
Southern Metro	60	65	65
Western Metro	52	54	57

State/territory	31-Dec-18	30-Sep-19	31-Dec-19
QLD			
Brisbane North	43	44	45
Brisbane South	51	53	56
Cabool	20	22	23
Central West	8	9	9
Darling Downs	29	31	31
Far North	21	21	23
Fitzroy	21	25	25
Logan River Valley	25	27	27
Mackay	15	17	17
North West	7	7	7
Northern	22	21	21
South Coast	34	35	35
South West	3	3	3
Sunshine Coast	40	42	42
West Moreton	22	24	24
Wide Bay	20	22	22
WA			
Goldfields	8	9	9
Great Southern	6	6	6
Kimberley	8	8	8
Metro East	27	29	30
Metro North	30	32	33
Metro South East	22	24	24
Metro South West	19	19	20
Mid West	6	6	6
Pilbara	8	8	8
South West	13	14	14
Wheatbelt	7	8	8

State/territory	31-Dec-18	30-Sep-19	31-Dec-19
SA			
Eyre Peninsula	4	5	5
Flinders & Far North	9	10	10
Hills, Mallee & Southern	11	12	12
Metro East	37	40	40
Metro North	15	15	15
Metro South	14	14	14
Metro West	24	24	23
Mid North	3	3	3
Riverland	2	3	3
South East	4	5	5
Yorke, Lower North & Barossa	8	9	9
TAS			
North Western	12	13	13
Northern	14	14	14
Southern	32	34	34
ACT			
ACT	33	34	34
NT			
Alice Springs	14	15	15
Barkly	13	13	13
Darwin	15	15	15
East Arnhem	7	7	7
Katherine	12	12	12

Note: Totals per state/territory aren't shown as providers can operate in multiple ACPRs and states/territories.

Appendix D – Number of people waiting on a home care package at their approved level at 31 December 2019, who had yet to be offered a lower level package, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	80	655	465	48	1,248
Central West	19	239	184	36	478
Far North Coast	99	613	319	56	1,087
Hunter	221	837	472	185	1,715
Illawarra	152	467	274	63	956
Inner West	61	492	471	248	1,272
Mid North Coast	160	652	500	109	1,421
Nepean	12	253	220	35	520
New England	12	231	139	31	413
Northern Sydney	254	783	444	110	1,591
Orana Far West	80	233	149	29	491
Riverina/Murray	90	385	328	96	899
South East Sydney	118	866	778	249	2,011
South West Sydney	222	640	379	98	1,339
Southern Highlands	88	315	196	58	657
Western Sydney	99	522	480	102	1,203
Total	1,767	8,183	5,798	1,553	17,301
VIC					
Barwon-South Western	32	661	501	127	1,321
Eastern Metro	449	1,702	1,160	496	3,807
Gippsland	117	584	704	247	1,652
Grampians	26	473	309	65	873
Hume	62	352	148	34	596
Loddon-Mallee	22	422	380	179	1,003
Northern Metro	106	1,171	984	309	2,570
Southern Metro	106	1,829	1,790	764	4,489
Western Metro	12	823	747	418	2,000
Total	932	8,017	6,723	2,639	18,311

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	23	316	385	104	828
Brisbane South	72	488	424	71	1,055
Cabool	46	371	333	124	874
Central West	4	11	5	-	20
Darling Downs	43	207	249	99	598
Far North	24	272	133	18	447
Fitzroy	9	242	447	20	718
Logan River Valley	38	216	156	36	446
Mackay	9	81	35	8	133
North West	1	9	11	4	25
Northern	29	231	288	120	668
South Coast	97	291	219	61	668
South West	4	21	14	1	40
Sunshine Coast	57	643	445	118	1,263
West Moreton	46	113	42	12	213
Wide Bay	108	364	229	43	744
Total	610	3,876	3,415	839	8,740
WA					
Goldfields	-	20	27	12	59
Great Southern	3	65	95	72	235
Kimberley	1	31	21	13	66
Metro East	6	223	375	158	762
Metro North	33	633	653	301	1,620
Metro South East	14	286	345	275	920
Metro South West	2	389	609	374	1,374
Mid West	-	35	72	39	146
Pilbara	-	7	11	1	19
South West	1	70	133	92	296
Wheatbelt	1	50	118	61	230
Total	61	1,809	2,459	1,398	5,727

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	11	94	68	10	183
Flinders & Far North	5	22	40	1	68
Hills, Mallee & Southern	37	260	187	41	525
Metro East	4	176	582	213	975
Metro North	80	497	559	130	1,266
Metro South	5	454	614	92	1,165
Metro West	5	201	602	226	1,034
Mid North	4	39	57	8	108
Riverland	-	122	91	24	237
South East	10	78	53	2	143
Yorke, Lower North & Barossa	14	175	116	30	335
Total	175	2,118	2,969	777	6,039
TAS					
North Western	35	102	136	112	385
Northern	11	155	154	91	411
Southern	29	323	434	124	910
Total	75	580	724	327	1,706
ACT					
Total	23	322	280	142	767
NT					
Alice Springs	-	23	15	3	41
Barkly	-	3	3	2	8
Darwin	-	57	97	56	210
East Arnhem	-	7	-	1	8
Katherine	-	3	17	10	30
Total	-	93	132	72	297
UNKNOWN ACPR					
Total	3	25	10	10	48
NATIONAL					
Total	3,646	25,023	22,510	7,757	58,936

Note: Location is based on the address of the person waiting to be offered a home care package at any level.

Appendix E – Number of home care packages released in the December 2019 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	139	377	184	109	809
Central West	57	151	58	52	318
Far North Coast	399	491	207	108	1,205
Hunter	446	835	518	327	2,126
Illawarra	376	447	222	117	1,162
Inner West	268	468	202	156	1,094
Mid North Coast	327	549	312	219	1,407
Nepean	99	198	58	40	395
New England	35	135	76	46	292
Northern Sydney	551	702	424	298	1,975
Orana Far West	129	160	70	63	422
Riverina/Murray	294	445	201	154	1,094
South East Sydney	460	695	389	217	1,761
South West Sydney	483	532	240	171	1,426
Southern Highlands	131	250	75	113	569
Western Sydney	259	497	244	167	1,167
Total	4,453	6,932	3,480	2,357	17,222
VIC					
Barwon-South Western	133	408	251	113	905
Eastern Metro	710	1,294	430	268	2,702
Gippsland	308	343	163	110	924
Grampians	75	266	73	60	474
Hume	74	268	174	88	604
Loddon-Mallee	84	275	141	98	598
Northern Metro	291	860	496	267	1,914
Southern Metro	316	1,200	628	351	2,495
Western Metro	132	644	425	192	1,393
Total	2,123	5,558	2,781	1,547	12,009

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	140	350	175	142	807
Brisbane South	159	484	265	173	1,081
Cabool	195	340	191	122	848
Central West	2	5	2	3	12
Darling Downs	156	298	118	156	728
Far North	89	232	70	59	450
Fitzroy	3	347	214	85	649
Logan River Valley	147	227	117	91	582
Mackay	28	44	23	16	111
North West	5	24	8	6	43
Northern	64	159	147	101	471
South Coast	248	341	203	142	934
South West	11	27	7	5	50
Sunshine Coast	133	655	242	110	1,140
West Moreton	80	107	33	38	258
Wide Bay	164	318	91	56	629
Total	1,624	3,958	1,906	1,305	8,793
WA					
Goldfields	9	17	12	11	49
Great Southern	15	30	43	40	128
Kimberley	17	29	7	7	60
Metro East	64	242	126	103	535
Metro North	162	514	270	245	1,191
Metro South East	70	245	179	165	659
Metro South West	46	363	298	290	997
Mid West	1	39	21	32	93
Pilbara	4	6	5	4	19
South West	18	106	110	78	312
Wheatbelt	23	65	80	64	232
Total	429	1,656	1,151	1,039	4,275

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	34	65	30	23	152
Flinders & Far North	13	12	11	8	44
Hills, Mallee & Southern	117	191	85	87	480
Metro East	58	266	184	130	638
Metro North	239	395	218	208	1,060
Metro South	63	342	137	162	704
Metro West	72	272	157	144	645
Mid North	23	43	12	17	95
Riverland	11	73	30	19	133
South East	62	60	31	27	180
Yorke, Lower North & Barossa	52	106	58	62	278
Total	744	1,825	953	887	4,409
TAS					
North Western	75	141	39	33	288
Northern	50	156	57	44	307
Southern	130	241	161	63	595
Total	255	538	257	140	1,190
ACT					
Total	105	319	111	121	656
NT					
Alice Springs	1	18	4	13	36
Barkly	-	3	1	4	8
Darwin	2	33	35	24	94
East Arnhem	4	5	4	4	17
Katherine	-	2	7	1	10
Total	7	61	51	46	165
UNKNOWN ACPR					
Total	10	13	5	3	31
NATIONAL					
Total	9,750	20,860	10,695	7,445	48,750

Note: Location is based on the address of the person who was assigned the home care package.