



Australian Government  
Department of Health

# HOME CARE PACKAGES PROGRAM

## Data Report 3<sup>rd</sup> Quarter 2018-19

1 January – 31 March 2019

June 2019



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## Executive Summary

- At 31 December 2018, there were 93,331 people in a home care package. This represents an annual increase of 15,413 people (19.8 per cent) since 31 December 2017 (77,918) and a quarterly increase of 2,685 people (3.0 per cent) since 30 September 2018 (90,646).
- There were 43,632 people in a high level (level 3 and 4) home care package at 31 December 2018, which was 3,636 (9.1 per cent) more than 30 September 2018 (39,996).
- There were 10,610 new care recipients entering home care in the December 2018 quarter.
- At 31 March 2019, there were 75,739 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, 94.9 per cent (71,885) had been provided with an approval to access support through the Commonwealth Home Support Program (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 21.7 per cent (3,685) from 30 June 2018 (16,963) to 31 March 2019 (13,278) due to increased investment.
- At 31 March 2019, there were 53,299 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, 30,283 chose to take an offered package, 6,355 were deciding on whether to take up a package and 16,661 had not taken up their previous offer(s) of a lower level package.
- As at 31 March 2019, 97.0 per cent of people who were waiting for a home care package at their approved level had been provided with the opportunity to connect to other Commonwealth subsidised aged care support.
- 94,156 (73.0 per cent) of people in the National Prioritisation System (NPS) 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 26,486 approvals for a home care package in the March 2019 quarter, an increase of 266 compared to the December 2018 quarter.
- 31,200 home care packages were released during the March 2019 quarter, at an average of 2,400 per week.
- At 31 March 2019, there were 917 approved home care providers with a home care service. This represents an increase of 15 providers (1.7 per cent) since 31 December 2018 (902).

# 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 January 2019 and 31 March 2019 (referred to as the March 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 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 January 2019 and 31 March 2019. 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 30 April 2019 in recognition that information for this indicator was available at the time of publication.

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	2022-23
1	6,038	11,240	11,915	13,119	13,453
2	53,452	64,630	65,192	66,133	67,161
3	28,189	30,689	31,559	33,578	35,243
4	36,353	38,353	39,501	40,607	41,297
Total	124,032	144,912	148,166	153,438	157,154



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 March 2019

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 26,486 home care approvals in the March 2019 quarter (Table 3).

Table 3: Number of home care approvals in the March 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	17	902	176	3,535	406	2,754	470	733	8,993	34.0%
VIC	3	381	34	2,657	174	2,117	440	805	6,611	25.0%
QLD	1	370	37	1,699	233	1,509	285	448	4,582	17.3%
WA	-	37	4	598	73	837	264	561	2,374	9.0%
SA	-	103	-	871	26	1,203	100	376	2,679	10.1%
TAS	-	31	-	227	7	317	49	150	781	2.9%
ACT	-	7	-	123	4	119	30	61	344	1.3%
NT	-	-	-	20	3	29	18	28	98	0.4%
Unknown	-	2	-	13	-	5	2	2	24	0.1%
Subtotal	21	1,833	251	9,743	926	8,890	1,658	3,164	26,486	100.0%
Total	1,854		9,994		9,816		4,822		26,486	
Share by level	7.0%		37.7%		37.1%		18.2%		100.0%	

### Key point:

- There were 26,486 approvals for a home care package in the March 2019 quarter.

## 2. HOME CARE SERVICE DELIVERY

### NUMBER OF PEOPLE IN A HOME CARE PACKAGE

- There were 93,331 people in a home care package at 31 December 2018 (Table 4). This represents an annual increase of 15,413 people (19.8 per cent) since 31 December 2017 (Chart 1).
- There were 43,632 people in a high level (level 3 and 4) home care package at 31 December 2018, which was 3,636 (9.1 per cent) more than 30 September 2018 (39,996).

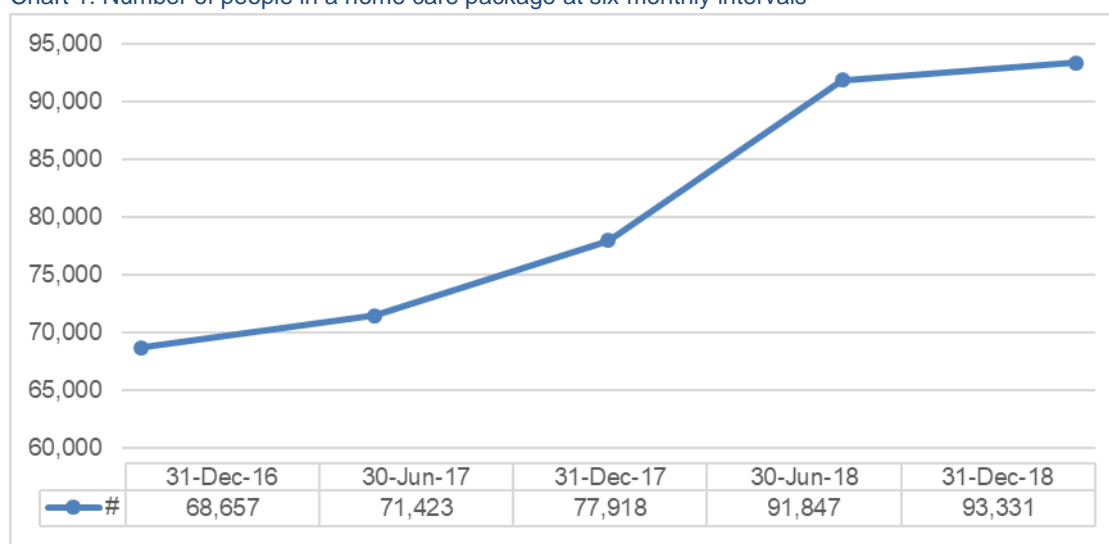
Table 4: Number of people in a home care package by level and state and territory, at 31 December 2018

State	Level 1	Level 2	Level 3	Level 4	Total	Share by state/territory
NSW	1,931	15,200	6,529	7,945	31,605	33.9%
VIC	1,089	13,677	3,411	5,330	23,507	25.2%
QLD	884	8,132	3,980	5,851	18,847	20.2%
WA	276	2,809	1,764	3,334	8,183	8.8%
SA	326	2,934	1,538	2,010	6,808	7.3%
TAS	86	1,268	325	647	2,326	2.5%
ACT	37	593	263	439	1,332	1.4%
NT	2	414	73	166	655	0.7%
Unknown	-	41	7	20	68	0.1%
<b>Total</b>	<b>4,631</b>	<b>45,068</b>	<b>17,890</b>	<b>25,742</b>	<b>93,331</b>	<b>100.0%</b>
<b>Share by Level</b>	<b>5.0%</b>	<b>48.3%</b>	<b>19.2%</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.

- Data on the number of people in care at 31 December 2018 by Aged Care Planning Region (ACPR) can be found at Appendix A.

Chart 1: Number of people in a home care package at six-monthly intervals



- There were 10,610 new entries to home care in the December 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 December 2018 quarter, by state and territory

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share by state/territory
NSW	405	1,861	946	415	<b>3,627</b>	<b>34.2%</b>
VIC	160	1,477	665	316	<b>2,618</b>	<b>24.7%</b>
QLD	174	1,153	644	375	<b>2,346</b>	<b>22.1%</b>
WA	40	401	301	168	<b>910</b>	<b>8.6%</b>
SA	48	347	182	122	<b>699</b>	<b>6.6%</b>
TAS	13	135	51	34	<b>233</b>	<b>2.2%</b>
ACT	3	75	40	21	<b>139</b>	<b>1.3%</b>
NT	-	21	7	9	<b>37</b>	<b>0.3%</b>
Unknown	-	-	-	1	<b>1</b>	<b>0.0%</b>
National	<b>843</b>	<b>5,470</b>	<b>2,836</b>	<b>1,461</b>	<b>10,610</b>	<b>100.0%</b>
Share by level	<b>7.9%</b>	<b>51.6%</b>	<b>26.7%</b>	<b>13.8%</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	31-Dec-17	31-Mar-18	30-Jun- 18	30-Sep- 18	31-Dec-18
1	64.0%	63.8%	64.2%	64.0%	<b>64.0%</b>
2	9.6%	9.7%	9.7%	9.8%	<b>9.8%</b>
3	9.9%	10.0%	10.2%	10.3%	<b>10.4%</b>
4	5.2%	5.4%	5.6%	5.6%	<b>5.7%</b>
5	8.1%	8.3%	8.5%	8.7%	<b>8.6%</b>
6	0.9%	0.8%	0.9%	0.9%	<b>0.9%</b>
7	0.7%	0.6%	0.6%	0.6%	<b>0.6%</b>
Unknown	1.5%	1.5%	0.2%	0.1%	<b>0.1%</b>

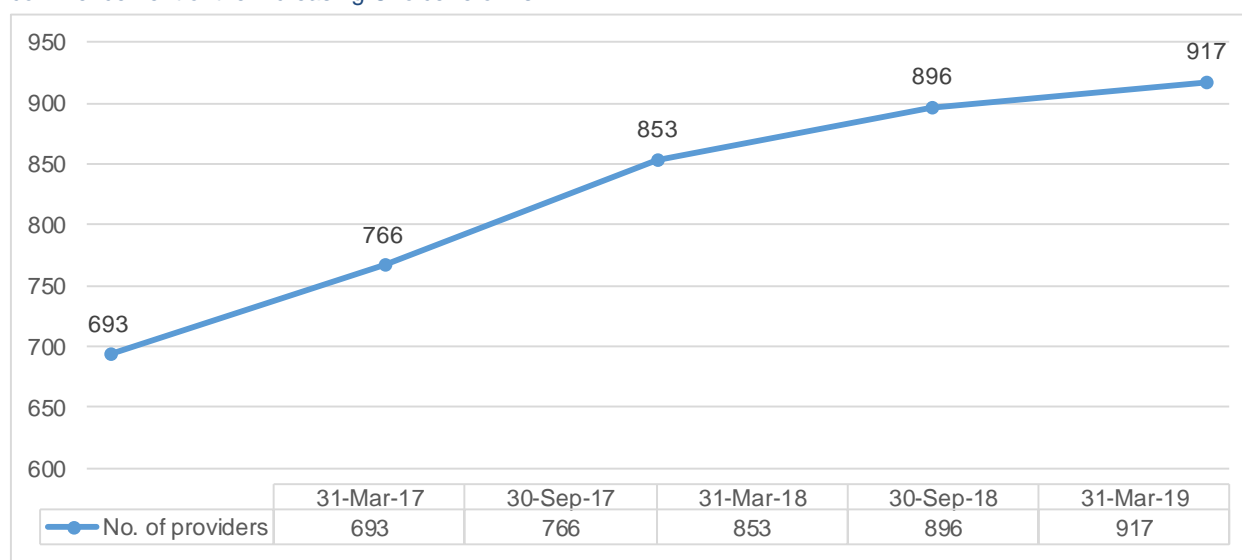
Note: Location is based on the address of the person, not the address of their provider.



## 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 917 approved home care providers at 31 March 2019 (Chart 2). This was an increase of 15 providers (1.7 per cent) from 31 December 2018 (902) and an increase of 64 providers (7.5 per cent) since 31 March 2018 (853).

Chart 2: Number of approved providers of home care with home care services at six-monthly intervals 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 March 2019.

### Key points

- At 31 December 2018, there were 93,331 people in a home care package. This was an increase of 2,685 people (3.0 per cent) since 30 September 2018 (90,646), and an annual increase of 15,413 people (19.8 per cent) since 31 December 2017.
- There were 43,632 people in a high level (level 3 and 4) home care package at 31 December 2018, which was 3,636 (9.1 per cent) more than 30 September 2018 (39,996).
- There were 10,610 new entries to home care in the December 2018 quarter.
- At 31 March 2019, there were 917 approved home care providers with a home care service, an increase of 15 providers (1.7 per cent) since 31 December 2018.

### 3. NATIONAL PRIORITISATION SYSTEM

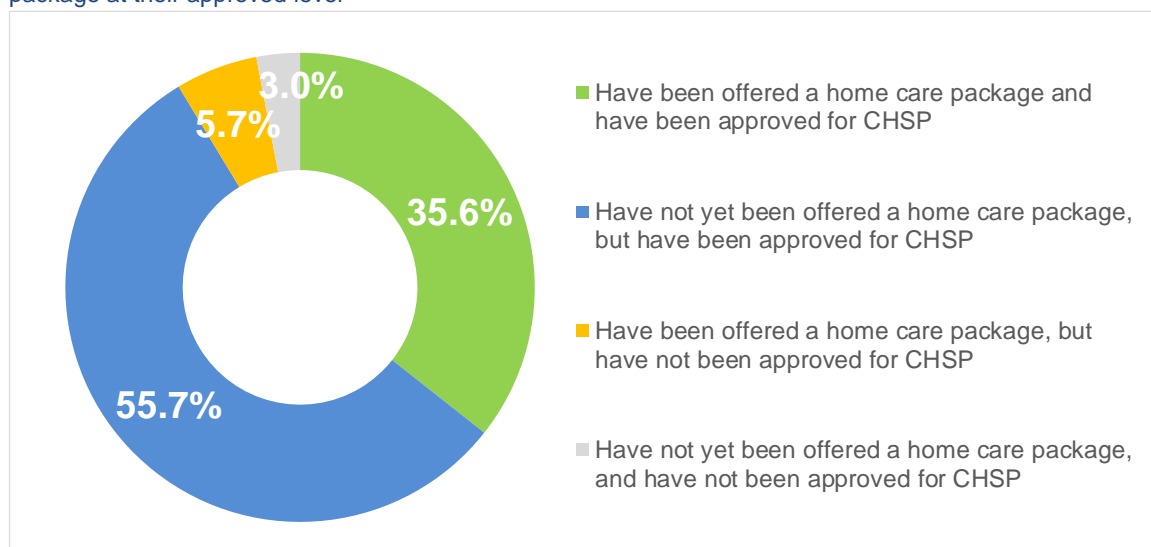
#### NATIONAL PRIORITISATION SYSTEM

- 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.
- Over 90 per cent of people on the NPS at 31 March 2019 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 97.0 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 March 2018 who are waiting for a home care package at their approved level



## PEOPLE WITHOUT A HOME CARE PACKAGE

- At 31 March 2019, there were 75,739 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, 94.9 per cent (71,885) 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 21.7 per cent (3,685) from 30 June 2018 (16,963) to 31 March 2019 (13,278).

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 March 2019

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	3,383	3,125	92.4%
Level 2	30,947	29,443	95.1%
Level 3	28,131	27,093	96.3%
Level 4	13,278	12,224	92.1%
<b>Total</b>	<b>75,739</b>	<b>71,885</b>	<b>94.9%</b>

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

- At 31 March 2019, there were 53,299 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 (30,283);
  - those who have not yet accepted their offer but whose offer was still open (i.e. within 56 days of offer) (6,355); and
  - those who did not take up their offer (16,661).

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 March 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</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	3,742	1,804	2,717
Level 3	10,962	2,500	3,824
Level 4	15,579	2,051	10,120
<b>Total</b>	<b>30,283</b>	<b>6,355</b>	<b>16,661</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 March 2019, this Report only records the number of people in a home care package at 31 December 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 16,661 people who had not taken up their previous offer(s) of a package, 81.3 per cent (13,552) 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 March 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	2,717	2,532	93.2%
Level 3	3,824	3,538	92.5%
Level 4	10,120	7,482	73.9%
<b>Total</b>	<b>16,661</b>	<b>13,552</b>	<b>81.3%</b>

## PEOPLE APPROVED FOR RESIDENTIAL CARE

- Aged Care Assessment Teams assess a person's 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 person's 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 March 2019, there were 94,156 (73.0 per cent) people in the NPS who had dual approvals, having been approved for a permanent place in a residential aged care facility and also currently seeking 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	988
Level 2	22,125
Level 3	34,895
Level 4	36,148
<b>Total</b>	<b>94,156</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 March 2019

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share by state/territory
NSW	1,535	9,973	8,542	3,184	23,234	30.7%
VIC	773	9,881	7,415	3,944	22,013	29.1%
QLD	709	5,587	4,992	1,976	13,264	17.5%
WA	71	2,053	2,554	1,901	6,579	8.7%
SA	215	2,307	3,278	1,481	7,281	9.6%
TAS	63	665	918	496	2,142	2.8%
ACT	15	373	331	203	922	1.2%
NT	-	88	85	87	260	0.3%
Unknown	2	20	16	6	44	0.1%
National	3,383	30,947	28,131	13,278	75,739	100.0%
Share by level	4.5%	40.9%	37.1%	17.5%	100.00%	

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 March 2019, 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.
- A person's place in the NPS is solely based on date of approval and priority for care. Estimated wait times at 31 March 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 31 March 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 31,200 home care packages during the March 2019 quarter (Table 13), at an average of 2,400 per week.

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

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	2,529	4,817	2,238	1,718	<b>11,302</b>	36.2%
VIC	1,203	3,092	1,500	1,059	<b>6,854</b>	22.0%
QLD	991	2,752	1,452	1,133	<b>6,328</b>	20.3%
WA	395	1,041	793	544	<b>2,773</b>	8.9%
SA	436	1,259	627	427	<b>2,749</b>	8.8%
TAS	99	295	147	89	<b>630</b>	2.0%
ACT	39	209	106	87	<b>439</b>	1.4%
NT	7	50	16	17	<b>90</b>	0.3%
Unknown	1	15	11	6	<b>33</b>	0.1%
<b>Total</b>	<b>5,700</b>	<b>13,530</b>	<b>6,890</b>	<b>5,080</b>	<b>31,200</b>	<b>100.0%</b>

- Of the packages released in the March 2019 quarter:
  - 20.8 per cent (6,497) were offered as upgrades to people who had previously been offered and accepted a lower level interim package.
  - 79.2 per cent (24,703) 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 March 2019 quarter, by level and type of release

	Level 1	Level 2	Level 3	Level 4	Total
<b>New packages</b>	5,700	12,404	4,204	2,395	<b>24,703</b>
<b>Upgrades</b>	0	1,126	2,686	2,685	<b>6,497</b>
<b>Total</b>	<b>5,700</b>	<b>13,530</b>	<b>6,890</b>	<b>5,080</b>	<b>31,200</b>
<b>% released that were new</b>	<b>100.0%</b>	<b>91.7%</b>	<b>61.0%</b>	<b>47.1%</b>	<b>79.2%</b>

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

### Key points

- At 31 March 2019, there were 75,739 people who were awaiting their approved level package who had not yet been offered a lower level home care package. Of these people, 94.9 per cent (71,885) had been provided with an approval to access CHSP.
- At 31 March 2019, there were 53,299 people who had been offered an interim home care package while they wait for a package at their approved level.
- 31,200 home care packages were released during the March 2018 quarter with 24,703 (79.2 per cent) being offered to people who were not yet in an interim package.

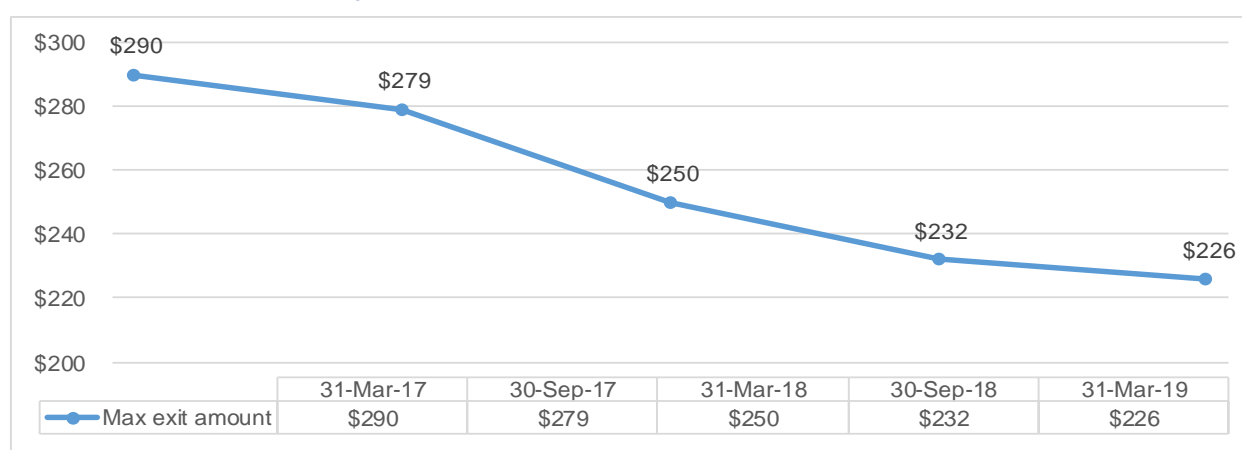
## 4. MAXIMUM EXIT AMOUNTS

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 March 2019 was \$226 (inclusive of amounts of \$0 and where no amount was provided) (Chart 3). This average had decreased by \$5 (or 2.2 per cent) since 31 December 2018 (\$231) and decreased by \$24 (or 9.6 per cent) since 31 March 2018 (\$250).

Chart 3: Average maximum exit amount published by home care providers at six-monthly intervals 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.

- 42.3 per cent of approved home care providers had indicated that they would not deduct an exit amount, up from 41.7 per cent at 31 December 2018.
- The number of providers publishing a maximum exit amount of \$1,000 or more at 31 March 2019 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	31-Mar-19
(A) No. of providers with a published maximum exit amount of more than \$1,000	4	5	5	5	4	4
(B) No. of providers with a published maximum exit amount of \$1,000	11	7	6	6	6	6
Combined (A)+(B)	15	12	11	11	10	10

### Key points:

- At 31 March 2019, the average published maximum exit amount was \$226.
- At 31 March 2019, 42.3 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 31 December 2018, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	108	927	586	447	<b>2,068</b>
Central West	64	387	171	188	<b>810</b>
Far North Coast	156	1,069	317	434	<b>1,976</b>
Hunter	145	1,364	878	1,067	<b>3,454</b>
Illawarra	119	1,016	384	415	<b>1,934</b>
Inner West	121	1,020	277	462	<b>1,880</b>
Mid North Coast	202	1,325	703	811	<b>3,041</b>
Nepean	42	521	133	174	<b>870</b>
New England	9	408	163	209	<b>789</b>
Northern Sydney	121	1,553	644	831	<b>3,149</b>
Orana Far West	138	400	143	161	<b>842</b>
Riverina/Murray	205	1,039	337	359	<b>1,940</b>
South East Sydney	114	1,330	482	712	<b>2,638</b>
South West Sydney	284	1,258	421	557	<b>2,520</b>
Southern Highlands	52	538	290	359	<b>1,239</b>
Western Sydney	51	1,045	600	759	<b>2,455</b>
<b>Total</b>	<b>1,931</b>	<b>15,200</b>	<b>6,529</b>	<b>7,945</b>	<b>31,605</b>
<b>VIC</b>					
Barwon-South Western	107	1,075	252	475	<b>1,909</b>
Eastern Metro	216	2,823	678	893	<b>4,610</b>
Gippsland	188	902	290	404	<b>1,784</b>
Grampians	52	681	139	182	<b>1,054</b>
Hume	76	831	253	305	<b>1,465</b>
Loddon-Mallee	43	831	168	340	<b>1,382</b>
Northern Metro	162	1,835	522	853	<b>3,372</b>
Southern Metro	182	3,056	732	1,129	<b>5,099</b>
Western Metro	63	1,643	377	749	<b>2,832</b>
<b>Total</b>	<b>1,089</b>	<b>13,677</b>	<b>3,411</b>	<b>5,330</b>	<b>23,507</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	55	698	380	516	1,649
Brisbane South	42	905	557	822	2,326
Cabool	103	716	382	488	1,689
Central West	-	13	-	6	19
Darling Downs	116	640	285	485	1,526
Far North	24	454	222	229	929
Fitzroy	2	516	295	301	1,114
Logan River Valley	63	456	287	484	1,290
Mackay	6	167	50	87	310
North West	5	59	6	14	84
Northern	27	394	216	386	1,023
South Coast	151	864	373	646	2,034
South West	4	42	8	23	77
Sunshine Coast	168	1,218	541	794	2,721
West Moreton	74	340	79	198	691
Wide Bay	44	650	299	372	1,365
<b>Total</b>	<b>884</b>	<b>8,132</b>	<b>3,980</b>	<b>5,851</b>	<b>18,847</b>
<b>WA</b>					
Goldfields	9	28	11	30	78
Great Southern	4	68	79	135	286
Kimberley	-	58	30	31	119
Metro East	42	452	178	432	1,104
Metro North	107	776	446	802	2,131
Metro South East	21	486	262	538	1,307
Metro South West	17	604	481	870	1,972
Mid West	5	55	36	73	169
Pilbara	-	25	8	12	45
South West	44	161	151	261	617
Wheatbelt	27	96	82	150	355
<b>Total</b>	<b>276</b>	<b>2,809</b>	<b>1,764</b>	<b>3,334</b>	<b>8,183</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	18	117	49	70	254
Flinders & Far North	-	39	16	29	84
Hills, Mallee & Southern	95	485	187	226	993
Metro East	26	328	211	258	823
Metro North	33	420	313	344	1,110
Metro South	66	621	322	466	1,475
Metro West	31	391	215	319	956
Mid North	10	50	35	32	127
Riverland	4	102	55	69	230
South East	20	171	49	63	303
Yorke, Lower North & Barossa	23	210	86	134	453
<b>Total</b>	<b>326</b>	<b>2,934</b>	<b>1,538</b>	<b>2,010</b>	<b>6,808</b>
<b>TAS</b>					
North Western	36	291	82	136	545
Northern	10	379	87	182	658
Southern	40	598	156	329	1,123
<b>Total</b>	<b>86</b>	<b>1,268</b>	<b>325</b>	<b>647</b>	<b>2,326</b>
<b>ACT</b>					
<b>Total</b>	<b>37</b>	<b>593</b>	<b>263</b>	<b>439</b>	<b>1,332</b>
<b>NT</b>					
Alice Springs	-	147	16	30	193
Barkly	-	20	4	6	30
Darwin	-	139	43	116	298
East Arnhem	1	61	8	6	76
Katherine	1	47	2	8	58
<b>Total</b>	<b>2</b>	<b>414</b>	<b>73</b>	<b>166</b>	<b>655</b>
<b>UNKNOWN ACPR</b>					
<b>Total</b>	<b>-</b>	<b>41</b>	<b>7</b>	<b>20</b>	<b>68</b>
<b>NATIONAL</b>					
<b>Total</b>	<b>4,631</b>	<b>45,068</b>	<b>17,890</b>	<b>25,742</b>	<b>93,331</b>

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

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	16	105	78	22	221
Central West	6	30	30	9	75
Far North Coast	76	146	29	24	275
Hunter	27	226	153	48	454
Illawarra	36	146	53	20	255
Inner West	13	101	24	18	156
Mid North Coast	61	208	96	48	413
Nepean	7	37	19	7	70
New England	3	30	16	2	51
Northern Sydney	21	164	100	63	348
Orana Far West	14	35	19	8	76
Riverina/Murray	29	129	30	21	209
South East Sydney	23	157	104	30	314
South West Sydney	51	116	52	29	248
Southern Highlands	11	71	49	20	151
Western Sydney	11	160	94	46	311
<b>Total</b>	<b>405</b>	<b>1,861</b>	<b>946</b>	<b>415</b>	<b>3,627</b>
<b>VIC</b>					
Barwon-South Western	8	204	56	62	330
Eastern Metro	38	287	121	38	484
Gippsland	16	82	54	19	171
Grampians	9	120	21	20	170
Hume	8	85	45	13	151
Loddon-Mallee	6	70	36	9	121
Northern Metro	24	186	130	57	397
Southern Metro	39	261	135	63	498
Western Metro	12	182	67	35	296
<b>Total</b>	<b>160</b>	<b>1,477</b>	<b>665</b>	<b>316</b>	<b>2,618</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	18	114	63	32	227
Brisbane South	14	175	91	49	329
Cabool	19	125	63	29	236
Central West	-	2	-	1	3
Darling Downs	24	58	47	34	163
Far North	3	59	51	12	125
Fitzroy	1	79	52	32	164
Logan River Valley	20	79	40	22	161
Mackay	-	19	8	7	34
North West	-	5	-	1	6
Northern	1	65	41	34	141
South Coast	34	89	57	44	224
South West	1	1	1	3	6
Sunshine Coast	21	180	69	43	313
West Moreton	10	38	11	12	71
Wide Bay	8	65	50	20	143
<b>Total</b>	<b>174</b>	<b>1,153</b>	<b>644</b>	<b>375</b>	<b>2,346</b>
<b>WA</b>					
Goldfields	-	4	-	-	4
Great Southern	1	14	17	7	39
Kimberley	-	2	4	3	9
Metro East	5	52	21	21	99
Metro North	15	104	71	42	232
Metro South East	6	70	45	30	151
Metro South West	3	96	94	41	234
Mid West	-	2	6	4	12
Pilbara	-	4	-	3	7
South West	5	31	27	11	74
Wheatbelt	5	22	16	6	49
<b>Total</b>	<b>40</b>	<b>401</b>	<b>301</b>	<b>168</b>	<b>910</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	1	11	3	2	17
Flinders & Far North	-	3	-	1	4
Hills, Mallee & Southern	18	44	18	8	88
Metro East	5	36	31	27	99
Metro North	5	66	43	26	140
Metro South	12	81	40	19	152
Metro West	2	55	25	24	106
Mid North	-	3	2	3	8
Riverland	1	7	8	3	19
South East	2	18	4	2	26
Yorke, Lower North & Barossa	2	23	8	7	40
Total	48	347	182	122	699
<b>TAS</b>					
North Western	4	25	13	11	53
Northern	4	37	13	7	61
Southern	5	73	25	16	119
Total across levels	13	135	51	34	233
<b>ACT</b>					
Total	3	75	40	21	139
<b>NT</b>					
Alice Springs	-	7	2	2	11
Barkly	-	-	-	1	1
Darwin	-	12	4	6	22
East Arnhem	-	1	1	-	2
Katherine	-	1	-	-	1
Total	-	21	7	9	37
<b>UNKNOWN ACPR</b>					
Total	-	-	-	1	1
<b>NATIONAL</b>					
Total	843	5,470	2,836	1,461	10,610

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

State/territory	31-Mar-18	31-Dec-18	31-Mar-19
<b>NSW</b>			
Central Coast	21	22	<b>22</b>
Central West	19	20	<b>20</b>
Far North Coast	32	33	<b>34</b>
Hunter	50	55	<b>55</b>
Illawarra	34	36	<b>37</b>
Inner West	30	33	<b>33</b>
Mid North Coast	42	45	<b>45</b>
Nepean	10	12	<b>12</b>
New England	19	19	<b>20</b>
Northern Sydney	37	39	<b>42</b>
Orana Far West	20	20	<b>20</b>
Riverina/Murray	31	31	<b>31</b>
South East Sydney	48	52	<b>52</b>
South West Sydney	39	42	<b>42</b>
Southern Highlands	24	25	<b>25</b>
Western Sydney	47	51	<b>51</b>
<b>VIC</b>			
Barwon-South Western	26	27	<b>28</b>
Eastern Metro	48	53	<b>53</b>
Gippsland	19	20	<b>20</b>
Grampians	16	19	<b>20</b>
Hume	26	28	<b>29</b>
Loddon-Mallee	11	13	<b>14</b>
Northern Metro	34	37	<b>38</b>
Southern Metro	57	60	<b>63</b>
Western Metro	43	52	<b>53</b>

State/territory	31-Mar-18	31-Dec-18	31-Mar-19
<b>QLD</b>			
Brisbane North	39	43	44
Brisbane South	47	51	50
Cabool	21	20	20
Central West	8	8	9
Darling Downs	25	29	30
Far North	19	21	21
Fitzroy	19	21	22
Logan River Valley	25	25	26
Mackay	11	15	16
North West	7	7	7
Northern	19	22	22
South Coast	32	34	34
South West	3	3	3
Sunshine Coast	38	40	42
West Moreton	21	22	22
Wide Bay	18	20	21
<b>WA</b>			
Goldfields	8	8	8
Great Southern	4	6	6
Kimberley	7	8	8
Metro East	25	27	27
Metro North	26	30	31
Metro South East	17	22	22
Metro South West	15	19	19
Mid West	5	6	6
Pilbara	8	8	8
South West	13	13	13
Wheatbelt	6	7	7



State/territory	31-Mar-18	31-Dec-18	31-Mar-19
<b>SA</b>			
Eyre Peninsula	4	4	4
Flinders & Far North	9	9	9
Hills, Mallee & Southern	11	11	11
Metro East	32	37	39
Metro North	15	15	15
Metro South	14	14	14
Metro West	18	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	13	12	12
Northern	15	14	14
Southern	28	32	33
<b>ACT</b>			
ACT	27	33	33
<b>NT</b>			
Alice Springs	14	14	14
Barkly	13	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 March 2019, 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	34	650	644	95	<b>1,423</b>
Central West	47	308	209	57	<b>621</b>
Far North Coast	155	760	476	212	<b>1,603</b>
Hunter	195	1,051	822	484	<b>2,552</b>
Illawarra	138	743	563	187	<b>1,631</b>
Inner West	19	458	594	269	<b>1,340</b>
Mid North Coast	143	766	614	162	<b>1,685</b>
Nepean	33	380	230	43	<b>686</b>
New England	7	268	196	67	<b>538</b>
Northern Sydney	305	1,147	801	424	<b>2,677</b>
Orana Far West	65	261	164	47	<b>537</b>
Riverina/Murray	78	515	544	237	<b>1,374</b>
South East Sydney	114	986	1,042	373	<b>2,515</b>
South West Sydney	122	723	561	179	<b>1,585</b>
Southern Highlands	24	407	340	105	<b>876</b>
Western Sydney	56	550	742	243	<b>1,591</b>
<b>Total</b>	<b>1,535</b>	<b>9,973</b>	<b>8,542</b>	<b>3,184</b>	<b>23,234</b>
<b>VIC</b>					
Barwon-South Western	74	813	625	198	<b>1,710</b>
Eastern Metro	252	2,284	1,404	759	<b>4,699</b>
Gippsland	73	545	533	195	<b>1,346</b>
Grampians	42	616	297	91	<b>1,046</b>
Hume	41	504	446	94	<b>1,085</b>
Loddon-Mallee	53	512	404	253	<b>1,222</b>
Northern Metro	139	1,462	1,094	610	<b>3,305</b>
Southern Metro	66	2,156	1,777	1,221	<b>5,220</b>
Western Metro	33	989	835	523	<b>2,380</b>
<b>Total</b>	<b>773</b>	<b>9,881</b>	<b>7,415</b>	<b>3,944</b>	<b>22,013</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	14	464	460	189	1,127
Brisbane South	117	695	617	228	1,657
Cabool	29	462	446	201	1,138
Central West	6	14	6	2	28
Darling Downs	90	359	303	128	880
Far North	41	381	141	57	620
Fitzroy	2	434	734	51	1,221
Logan River Valley	59	335	290	104	788
Mackay	9	130	76	24	239
North West	2	22	25	4	53
Northern	27	169	282	260	738
South Coast	86	507	449	241	1,283
South West	5	43	22	15	85
Sunshine Coast	75	925	737	333	2,070
West Moreton	50	111	62	41	264
Wide Bay	97	536	342	98	1,073
<b>Total</b>	<b>709</b>	<b>5,587</b>	<b>4,992</b>	<b>1,976</b>	<b>13,264</b>
<b>WA</b>					
Goldfields	-	13	29	11	53
Great Southern	-	38	98	74	210
Kimberley	-	32	27	10	69
Metro East	5	281	390	211	887
Metro North	35	797	633	485	1,950
Metro South East	16	408	343	334	1,101
Metro South West	8	298	655	476	1,437
Mid West	-	38	87	30	155
Pilbara	-	7	5	2	14
South West	6	88	179	186	459
Wheatbelt	1	53	108	82	244
<b>Total</b>	<b>71</b>	<b>2,053</b>	<b>2,554</b>	<b>1,901</b>	<b>6,579</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	20	136	75	23	254
Flinders & Far North	6	27	41	10	84
Hills, Mallee & Southern	24	308	204	56	592
Metro East	12	210	612	369	1,203
Metro North	48	438	840	344	1,670
Metro South	32	542	574	180	1,328
Metro West	12	218	586	391	1,207
Mid North	5	57	66	15	143
Riverland	-	95	84	22	201
South East	33	91	54	7	185
Yorke, Lower North & Barossa	23	185	142	64	414
Total	215	2,307	3,278	1,481	7,281
<b>TAS</b>					
North Western	15	113	172	115	415
Northern	22	165	224	164	575
Southern	26	387	522	217	1,152
Total	63	665	918	496	2,142
<b>ACT</b>					
Total	15	373	331	203	922
<b>NT</b>					
Alice Springs	-	20	14	5	39
Barkly	-	3	2	1	6
Darwin	-	54	62	72	188
East Arnhem	-	1	1	2	4
Katherine	-	10	6	7	23
Total	-	88	85	87	260
<b>UNKNOWN ACPR</b>					
Total	2	20	16	6	44
<b>NATIONAL</b>					
Total	3,383	30,947	28,131	13,278	75,739

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

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	72	209	156	94	531
Central West	42	80	46	37	205
Far North Coast	238	359	108	97	802
Hunter	260	570	318	298	1,446
Illawarra	263	312	132	104	811
Inner West	154	341	112	95	702
Mid North Coast	246	385	213	185	1,029
Nepean	57	104	49	22	232
New England	29	114	51	27	221
Northern Sydney	241	660	212	149	1,262
Orana Far West	107	112	59	33	311
Riverina/Murray	210	351	106	72	739
South East Sydney	229	435	222	158	1,044
South West Sydney	267	337	139	85	828
Southern Highlands	47	163	86	86	382
Western Sydney	67	285	229	176	757
<b>Total</b>	<b>2,529</b>	<b>4,817</b>	<b>2,238</b>	<b>1,718</b>	<b>11,302</b>
<b>VIC</b>					
Barwon-South Western	132	260	96	91	579
Eastern Metro	318	656	335	164	1,473
Gippsland	110	185	134	71	500
Grampians	70	180	38	28	316
Hume	68	184	84	55	391
Loddon-Mallee	53	160	72	79	364
Northern Metro	170	503	221	189	1,083
Southern Metro	188	626	351	241	1,406
Western Metro	94	338	169	141	742
<b>Total</b>	<b>1,203</b>	<b>3,092</b>	<b>1,500</b>	<b>1,059</b>	<b>6,854</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	66	281	161	102	<b>610</b>
Brisbane South	111	352	240	155	<b>858</b>
Cabool	68	261	122	115	<b>566</b>
Central West	2	4	-	-	<b>6</b>
Darling Downs	127	221	83	110	<b>541</b>
Far North	44	132	90	59	<b>325</b>
Fitzroy	5	225	123	49	<b>402</b>
Logan River Valley	100	164	93	80	<b>437</b>
Mackay	26	48	16	15	<b>105</b>
North West	1	11	5	3	<b>20</b>
Northern	12	134	89	112	<b>347</b>
South Coast	144	357	145	105	<b>751</b>
South West	11	20	4	6	<b>41</b>
Sunshine Coast	140	365	178	157	<b>840</b>
West Moreton	73	69	25	18	<b>185</b>
Wide Bay	61	108	78	47	<b>294</b>
<b>Total</b>	<b>991</b>	<b>2,752</b>	<b>1,452</b>	<b>1,133</b>	<b>6,328</b>
<b>WA</b>					
Goldfields	9	15	6	2	<b>32</b>
Great Southern	5	23	31	23	<b>82</b>
Kimberley	9	12	9	8	<b>38</b>
Metro East	65	134	79	68	<b>346</b>
Metro North	120	297	167	133	<b>717</b>
Metro South East	65	162	119	63	<b>409</b>
Metro South West	55	221	233	141	<b>650</b>
Mid West	3	17	4	8	<b>32</b>
Pilbara	4	5	4	4	<b>17</b>
South West	33	104	78	68	<b>283</b>
Wheatbelt	27	51	63	26	<b>167</b>
<b>Total</b>	<b>395</b>	<b>1,041</b>	<b>793</b>	<b>544</b>	<b>2,773</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	18	65	13	19	115
Flinders & Far North	2	10	-	3	15
Hills, Mallee & Southern	87	153	43	33	316
Metro East	35	155	96	82	368
Metro North	100	226	160	70	556
Metro South	70	265	139	87	561
Metro West	43	146	100	70	359
Mid North	6	28	14	7	55
Riverland	15	44	16	10	85
South East	39	53	12	23	127
Yorke, Lower North & Barossa	21	114	34	23	192
Total	436	1,259	627	427	2,749
<b>TAS</b>					
North Western	22	79	30	26	157
Northern	47	74	62	20	203
Southern	30	142	55	43	270
Total	99	295	147	89	630
<b>ACT</b>					
Total	39	209	106	87	439
<b>NT</b>					
Alice Springs	6	23	4	6	39
Barkly	-	2	-	2	4
Darwin	-	22	10	8	40
East Arnhem	1	1	1	1	4
Katherine	-	2	1	-	3
Total	7	50	16	17	90
<b>UNKNOWN ACPR</b>					
Total	1	15	11	6	33
<b>NATIONAL</b>					
Total	5,700	13,530	6,890	5,080	31,200