



Australian Government  
Department of Health

# HOME CARE PACKAGES PROGRAM

## Data Report 4<sup>th</sup> Quarter 2018-19

1 April – 30 June 2019

September 2019



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## Executive Summary

- There were 99,110 people in a home care package at 31 March 2019. This was a 6.2 per cent (5,779) increase from 31 December 2018 (93,331) and a 16.6 per cent (14,139) annual increase from 31 March 2018 (84,971).
- In the March 2019 quarter, 12,096 people entered a home care package for the first time.
- At 30 June 2019, there were 72,062 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, 95.6 per cent (68,900) 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 34.1 per cent (5,762) from 30 June 2018 (16,882) to 30 June 2019 (11,120).
- At 30 June 2019, there were 47,462 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, 56.0 per cent chose to take an offered package, 18.4 per cent were deciding on whether to take up their assigned package and 25.7 per cent 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 30 June 2019, 97.4 per cent (116,362) had been provided with the opportunity to connect to some form of Commonwealth subsidised home care support.
- There were 27,299 approvals for a home care package in the June 2019 quarter.
- There were 47,700 home care packages released in the June 2019 quarter, at an average of 3,670 per week.
- There were 929 approved home care providers with a home care service. This increased by 6.9 per cent from 869 (30 June 2018) to 929 (30 June 2019).

# 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 April 2019 and 30 June 2019 (referred to as the June 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 April 2019 and 30 June 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 31 August 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	2019-20	2020-21	2021-22	2022-23
1	11,240	11,915	13,119	13,453
2	64,630	65,192	66,133	67,161
3	30,689	31,559	33,578	35,243
4	38,353	39,501	40,607	41,297
<b>Total</b>	<b>144,912</b>	<b>148,166</b>	<b>153,438</b>	<b>157,154</b>

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



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, which up until 30 June 2019 was 17.5 per cent of the basic rate of the single Age Pension for all package levels. As part of the 2018-19 Mid-Year Economic and Fiscal Outlook's *Strengthening Aged Care – more places, lower fees, better access* measure, the Government announced a reduction in the basic daily fee, with a greater reduction for those on lower level packages.

As of 1 July 2019, the maximum basic daily fees for home care has reduced 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. The basic daily fee is added to the Government subsidy to enable additional care services to be provided.

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, as assessed by DHS. The Government subsidy to the home care provider is reduced by the income-tested care fee. There is an annual cap on income-tested care fees, which are 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.

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 older 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 at 30 June 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

Notes:

- The amounts in the table do not include additional supplements that a provider or consumer may be eligible for.
- Subsidy rates have increased since 1 July 2019 to reflect indexation increases. Refer to <https://agedcare.health.gov.au/funding/schedule-of-subsidies-and-supplements-from-1-july-2019> for information on current amounts, on a daily basis.

## VOLUME OF HOME CARE APPROVALS

- There were 27,299 home care approvals in the June 2019 quarter (Table 3).

Table 3: Number of home care approvals in the June 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	8	1,040	158	3,638	515	2,652	507	717	9,235	33.8%
VIC	2	444	46	2,787	229	2,169	586	838	7,101	26.0%
QLD	2	313	43	1,666	283	1,531	376	430	4,644	17.0%
WA	-	46	11	684	83	923	350	590	2,687	9.8%
SA	-	102	3	835	17	1,042	59	352	2,410	8.8%
TAS	-	53	-	272	13	280	30	109	757	2.8%
ACT	-	15	-	134	9	104	38	40	340	1.2%
NT	-	-	1	28	2	42	22	14	109	0.4%
Unknown	-	2	-	8	1	3	-	2	16	0.1%
Sub-total	12	2,015	262	10,052	1,152	8,746	1,968	3,092	27,299	100.0%
Total	2,027		10,314		9,898		5,060		27,299	100.0%
% by level	7.4%		37.8%		36.3%		18.5%		100.0%	

### Key point

- There were 27,299 approvals for a home care package in the June 2019 quarter.

## 2. HOME CARE SERVICE DELIVERY

### NUMBER OF PEOPLE IN A HOME CARE PACKAGE

- There were 99,110 people in a home care package at 31 March 2019 (Table 4). This was an increase of 6.2 per cent (5,779) since 31 December 2018 and an annual increase of 16.6 per cent (14,139) since 31 March 2018 (Chart 1).
- The distribution of people in a home care package across states and territories largely follows the pattern of population distribution in Australia.

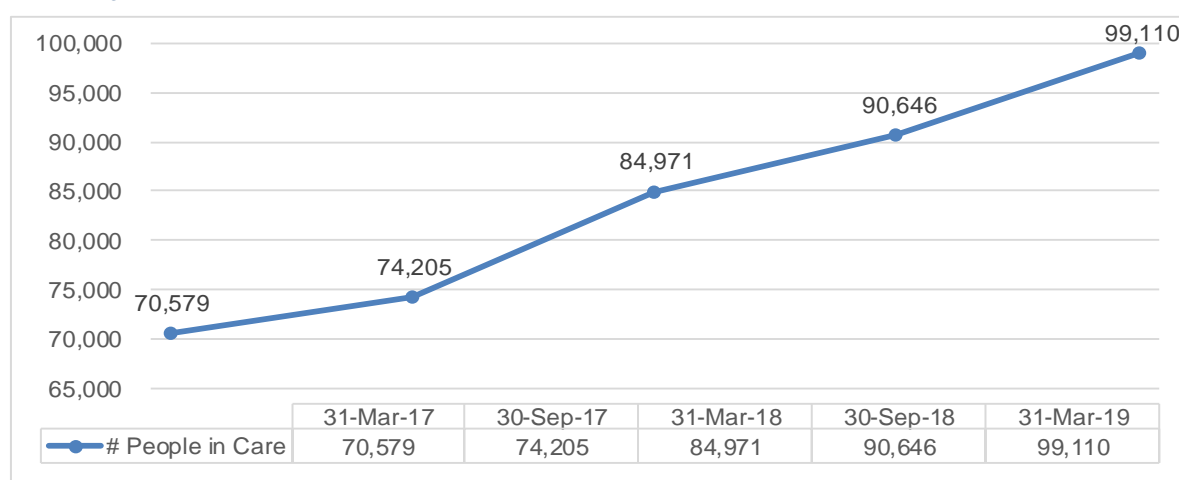
Table 4: Number of people in a home care package by level and state and territory, at 31 March 2019

State	Level 1	Level 2	Level 3	Level 4	Total	Share by state/territory
NSW	2,680	16,320	6,599	8,404	34,003	34.3%
VIC	1,391	14,236	3,644	5,702	24,973	25.2%
QLD	1,114	8,642	4,009	6,142	19,907	20.1%
WA	316	2,875	1,859	3,393	8,443	8.5%
SA	369	3,185	1,598	2,126	7,278	7.3%
TAS	102	1,338	344	672	2,456	2.5%
ACT	32	605	249	472	1,358	1.4%
NT	5	402	66	160	633	0.6%
Unknown	0	31	9	19	59	0.1%
<b>Total</b>	<b>6,009</b>	<b>47,634</b>	<b>18,377</b>	<b>27,090</b>	<b>99,110</b>	<b>100.0%</b>
<b>Share by Level</b>	<b>6.1%</b>	<b>48.1%</b>	<b>18.5%</b>	<b>27.3%</b>	<b>100.0%</b>	

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 March 2019 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 since the commencement of the Increasing Choice reforms



- There were 12,096 new entries to home care in the March 2019 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 March 2019 quarter, by state and territory

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share by state/territory
NSW	1,358	2,468	534	252	<b>4,612</b>	<b>38.1%</b>
VIC	600	1,646	403	124	<b>2,773</b>	<b>22.9%</b>
QLD	495	1,394	327	206	<b>2,422</b>	<b>20.0%</b>
WA	142	496	177	113	<b>928</b>	<b>7.7%</b>
SA	152	561	139	77	<b>929</b>	<b>7.7%</b>
TAS	42	186	27	23	<b>278</b>	<b>2.3%</b>
ACT	11	83	19	10	<b>123</b>	<b>1.0%</b>
NT	2	17	4	1	<b>24</b>	<b>0.2%</b>
Unknown	1	5	1	-	<b>7</b>	<b>0.1%</b>
<b>Total</b>	<b>2,803</b>	<b>6,856</b>	<b>1,631</b>	<b>806</b>	<b>12,096</b>	<b>100.0%</b>
<b>Share by level</b>	<b>23.2%</b>	<b>56.7%</b>	<b>13.5%</b>	<b>6.7%</b>	<b>100.0%</b>	

Note: Location is based on the address of the person, 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	30-Jun- 18	30-Sep- 18	31-Dec-18	31-Mar-19
1	64.2%	64.0%	64.0%	<b>64.0%</b>
2	9.7%	9.8%	9.8%	<b>9.7%</b>
3	10.2%	10.3%	10.4%	<b>10.4%</b>
4	5.6%	5.6%	5.7%	<b>5.8%</b>
5	8.5%	8.7%	8.6%	<b>8.6%</b>
6	0.9%	0.9%	0.9%	<b>0.9%</b>
7	0.6%	0.6%	0.6%	<b>0.6%</b>
Unknown	0.2%	0.1%	0.1%	<b>0.1%</b>

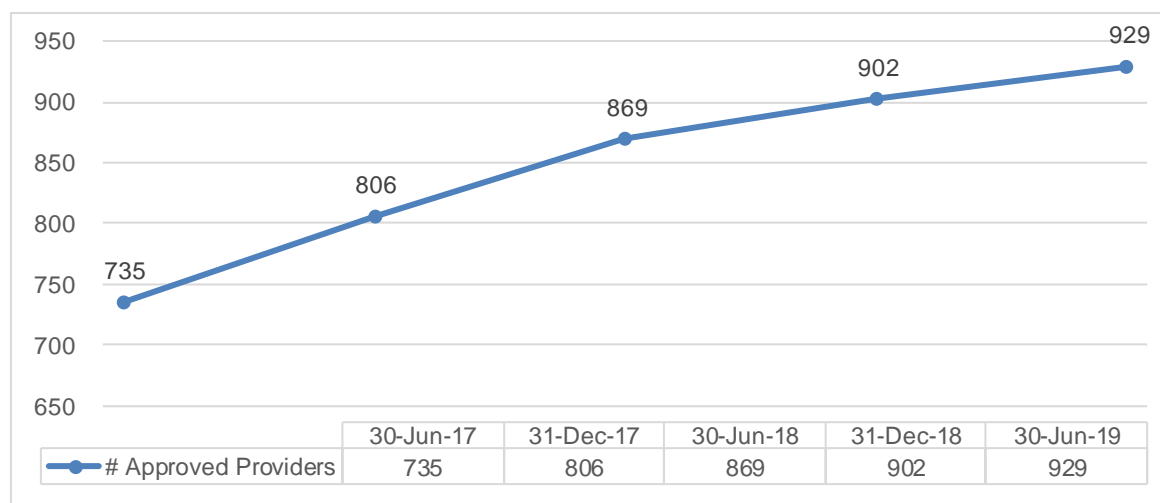
Note: Location is based on the address of the person receiving a home care package, not the address of their provider.



## NUMBER OF APPROVED HOME CARE PROVIDERS

- There were 929 approved home care providers at 30 June 2019 (Chart 2). This was an increase of 1.3 per cent from 31 March 2019 (917) and an increase of 6.9 per cent since 30 June 2018 (869).

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 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 30 June 2019.

### Key points

- There were 99,110 people in a home care package at 31 March 2019. This was a 6.2 per cent (5,779) increase from 31 December 2018 (93,331) and a 16.6 per cent (14,139) annual increase from 31 March 2018 (84,971).
- There were 12,096 new entries to home care in the March 2019 quarter.
- There were 929 approved home care providers with a home care service at 30 June 2019, an increase of 1.3 per cent (12 providers) since 31 March 2019 (917) and an increase of 6.9 per cent (60 providers) since 30 June 2018 (869).

### 3. NATIONAL PRIORITISATION SYSTEM

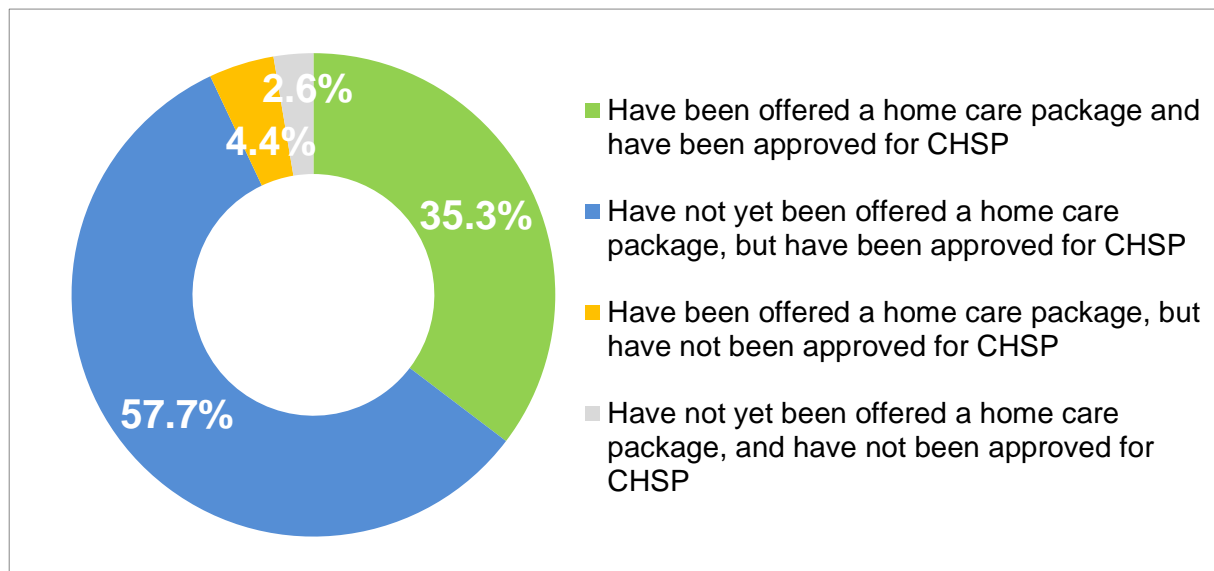
#### NATIONAL PRIORITISATION SYSTEM

- 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 93 per cent of people on the NPS at 30 June 2019, who were waiting on a home care package at their approved level, 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 97.4 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 30 June 2019 who were waiting for a home care package at their approved level



## PEOPLE WITHOUT A HOME CARE PACKAGE

- At 30 June 2019, there were 72,062 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, 95.6 per cent (68,900) 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 34.1 per cent (5,762) from 30 June 2018 (16,882) to 30 June 2019 (11,120).

Table 7: Number and percentage of people without a home care package, who had been approved to access CHSP, by level of approval at 30 June 2019

Approved level	Number of people in the NPS who have never <u>been offered</u> an interim home care package	Number of people in the NPS <u>who have never been offered</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	3,656	3,408	93.2%
Level 2	30,242	28,959	95.8%
Level 3	27,044	26,205	96.9%
Level 4	11,120	10,328	92.9%
<b>Total</b>	<b>72,062</b>	<b>68,900</b>	<b>95.6%</b>

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

- At 30 June 2019, there were 47,462 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 (26,571)
  - those who have not yet accepted their offer but whose offer was still open (i.e. within 56/84 days of offer) (8,715), and
  - those who did not take up their previous offer(s) (12,176).

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 30 June 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</u> take up their offer
Level 2	5,149	3,183	3,128
Level 3	9,552	2,857	2,442
Level 4	11,870	2,675	6,606
<b>Total</b>	<b>26,571</b>	<b>8,715</b>	<b>12,176</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 30 June 2019, this Report only records the number of people in a home care package at 31 March 2019 (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 12,176 people who had not taken up their previous offer(s) of a package, 84.3 per cent 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 30 June 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	3,128	2,954	94.4%
Level 3	2,442	2,315	94.8%
Level 4	6,606	4,994	75.6%
<b>Total</b>	<b>12,176</b>	<b>10,263</b>	<b>84.3%</b>

## PEOPLE APPROVED FOR RESIDENTIAL CARE

- Aged Care Assessment Teams assess a person's needs and, when making an approval for care, 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 30 June 2019, 69.9 per cent (83,557) of people in the NPS had dual approvals, having been approved for a permanent place in a residential aged care facility 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 30 June 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	1,000	3,656	27.4%
Level 2	22,727	41,702	54.5%
Level 3	31,582	41,895	75.4%
Level 4	28,248	32,271	87.5%
<b>Total</b>	<b>83,557</b>	<b>119,524</b>	<b>69.9%</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 AND TERRITORIES

- The distribution of people who have never been offered a home care package across states and territories largely follows the pattern of population distribution in Australia (Table 11).

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 30 June 2019

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share by state/territory
NSW	1,783	9,779	7,755	2,529	21,846	30.3%
VIC	848	9,646	7,386	3,411	21,291	29.5%
QLD	664	5,299	4,785	1,583	12,331	17.1%
WA	71	2,051	2,593	1,718	6,433	8.9%
SA	187	2,235	3,177	1,167	6,766	9.4%
TAS	80	714	874	447	2,115	2.9%
ACT	19	405	352	180	956	1.3%
NT	-	91	107	80	278	0.4%
Unknown	4	22	15	5	46	0.1%
<b>Total</b>	<b>3,656</b>	<b>30,242</b>	<b>27,044</b>	<b>11,120</b>	<b>72,062</b>	<b>100.0%</b>
<b>Share by level</b>	<b>5.1%</b>	<b>42.0%</b>	<b>37.5%</b>	<b>15.4%</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 waiting on a home care package at 30 June 2019 who have 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.
- A person's place in the NPS is solely based on date of approval and priority for care. Estimated wait times at 31 August 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 in their home while they await a package at their approved level.

Table 12: Estimated wait time for people entering on 31 August 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 47,700 home care packages during the June 2019 quarter (Table 13), at an average of 3,670 per week.

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

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	3,959	4,792	4,931	3,266	<b>16,948</b>	<b>35.5%</b>
VIC	1,864	3,591	3,297	1,996	<b>10,748</b>	<b>22.5%</b>
QLD	1,720	2,532	2,903	2,079	<b>9,234</b>	<b>19.4%</b>
WA	482	1,202	1,318	1,221	<b>4,223</b>	<b>8.9%</b>
SA	879	1,289	1,636	858	<b>4,662</b>	<b>9.8%</b>
TAS	220	239	353	178	<b>990</b>	<b>2.1%</b>
ACT	70	200	238	192	<b>700</b>	<b>1.5%</b>
NT	4	48	66	52	<b>170</b>	<b>0.4%</b>
Unknown	2	7	8	8	<b>25</b>	<b>0.1%</b>
<b>Total</b>	<b>9,200</b>	<b>13,900</b>	<b>14,750</b>	<b>9,850</b>	<b>47,700</b>	<b>100.0%</b>

- Of the packages released in the June 2019 quarter:
  - 25.5 per cent (12,145) were offered as upgrades to people who had previously been offered and accepted a lower level interim package.
  - 74.5 per cent (35,555) 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 June 2019 quarter, by level and type of release

Release type	Level 1	Level 2	Level 3	Level 4	Total
New packages	9,200	12,687	8,636	5,032	<b>35,555</b>
Upgrades	0	1,213	6,114	4,818	<b>12,145</b>
<b>Total</b>	<b>9,200</b>	<b>13,900</b>	<b>14,750</b>	<b>9,850</b>	<b>47,700</b>
% released that were new	<b>100.0%</b>	<b>91.3%</b>	<b>58.6%</b>	<b>51.1%</b>	<b>74.5%</b>

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

### Key points

- At 30 June 2019, there were 72,062 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, 95.6 per cent had been provided with an approval to access CHSP.
- At 30 June 2019, there were 47,462 people who had been offered an interim home care package while they wait for a package at their approved level.
- 47,700 home care packages were released during the June 2019 quarter, with 74.5 per cent being offered to people who were not in an interim package.

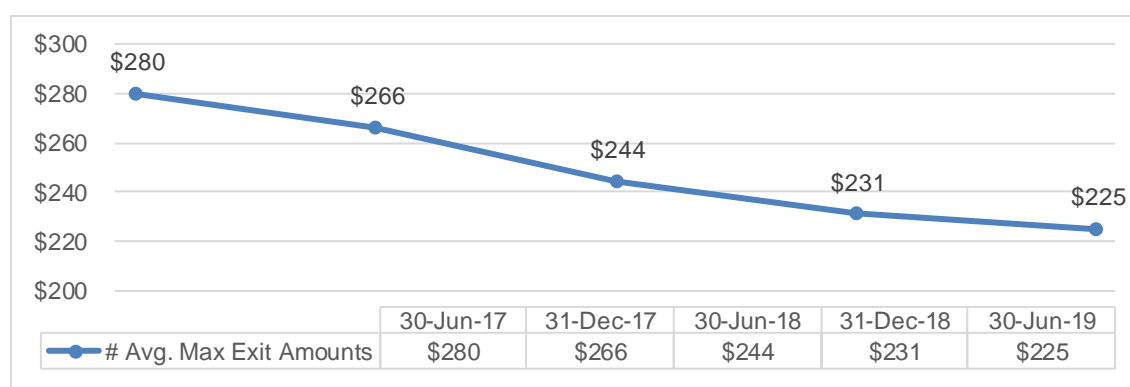
## 4. MAXIMUM EXIT AMOUNTS

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 30 June 2019 was \$225 (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 31 March 2019 (\$226) and decreased by \$19 (or 7.8 per cent) since 30 June 2018 (\$244).

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.

- 41.6 per cent of approved home care providers had indicated that they would not deduct an exit amount at 30 June 2019, down from 42.3 per cent at 31 March 2019.
- Nine providers published a maximum exit amount of \$1,000 or more at 30 June 2019 (Table 15).

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

	30-Jun-18	30-Sep-18	31-Dec-18	31-Mar-19	30-Jun-19
(A) No. of providers with a published maximum exit amount of more than \$1,000	5	5	4	4	4
(B) No. of providers with a published maximum exit amount of \$1,000	6	6	6	6	5
Combined (A)+(B)	11	11	10	10	9

### Key points:

- At 30 June 2019, the average published maximum exit amount was \$225.
- At 30 June 2019, 41.6 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 March 2019, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	125	960	578	469	<b>2,132</b>
Central West	73	405	157	196	<b>831</b>
Far North Coast	256	1,187	298	466	<b>2,207</b>
Hunter	210	1,522	869	1,168	<b>3,769</b>
Illawarra	241	1,092	373	458	<b>2,164</b>
Inner West	150	1,121	278	486	<b>2,035</b>
Mid North Coast	286	1,429	701	860	<b>3,276</b>
Nepean	53	549	147	179	<b>928</b>
New England	19	417	165	207	<b>808</b>
Northern Sydney	168	1,753	655	840	<b>3,416</b>
Orana Far West	164	407	153	174	<b>898</b>
Riverina/Murray	243	1,112	354	377	<b>2,086</b>
South East Sydney	192	1,411	514	762	<b>2,879</b>
South West Sydney	369	1,324	433	570	<b>2,696</b>
Southern Highlands	66	584	283	380	<b>1,313</b>
Western Sydney	65	1,047	641	812	<b>2,565</b>
<b>Total</b>	<b>2,680</b>	<b>16,320</b>	<b>6,599</b>	<b>8,404</b>	<b>34,003</b>
<b>VIC</b>					
Barwon-South Western	128	1,098	246	516	<b>1,988</b>
Eastern Metro	322	2,931	769	935	<b>4,957</b>
Gippsland	222	914	327	429	<b>1,892</b>
Grampians	67	735	144	199	<b>1,145</b>
Hume	78	886	277	315	<b>1,556</b>
Loddon-Mallee	51	879	166	386	<b>1,482</b>
Northern Metro	181	1,935	556	905	<b>3,577</b>
Southern Metro	248	3,113	758	1,229	<b>5,348</b>
Western Metro	94	1,745	401	788	<b>3,028</b>
<b>Total</b>	<b>1,391</b>	<b>14,236</b>	<b>3,644</b>	<b>5,702</b>	<b>24,973</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	71	768	379	544	1,762
Brisbane South	57	920	584	864	2,425
Cabool	125	781	365	535	1,806
Central West	1	12	1	6	20
Darling Downs	163	673	291	522	1,649
Far North	28	446	220	260	954
Fitzroy	5	585	308	311	1,209
Logan River Valley	96	502	285	483	1,366
Mackay	18	176	45	90	329
North West	7	57	8	14	86
Northern	26	417	216	423	1,082
South Coast	176	957	394	655	2,182
South West	2	48	5	27	82
Sunshine Coast	178	1,284	528	823	2,813
West Moreton	82	367	78	200	727
Wide Bay	79	649	302	385	1,415
<b>Total</b>	<b>1,114</b>	<b>8,642</b>	<b>4,009</b>	<b>6,142</b>	<b>19,907</b>
<b>WA</b>					
Goldfields	7	28	13	27	75
Great Southern	5	60	87	132	284
Kimberley	4	54	26	33	117
Metro East	50	450	193	442	1,135
Metro North	115	829	448	826	2,218
Metro South East	32	508	283	526	1,349
Metro South West	26	588	504	883	2,001
Mid West	7	64	32	68	171
Pilbara	-	22	10	12	44
South West	43	173	161	288	665
Wheatbelt	27	99	102	156	384
<b>Total</b>	<b>316</b>	<b>2,875</b>	<b>1,859</b>	<b>3,393</b>	<b>8,443</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	24	146	51	74	295
Flinders & Far North	-	49	14	28	91
Hills, Mallee & Southern	110	537	186	233	1,066
Metro East	33	359	216	283	891
Metro North	48	438	360	366	1,212
Metro South	61	668	343	488	1,560
Metro West	38	423	214	346	1,021
Mid North	7	51	36	30	124
Riverland	5	104	48	73	230
South East	22	181	45	67	315
Yorke, Lower North & Barossa	21	229	85	138	473
Total	369	3,185	1,598	2,126	7,278
<b>TAS</b>					
North Western	43	302	84	153	582
Northern	28	385	106	182	701
Southern	31	651	154	337	1,173
Total	102	1,338	344	672	2,456
<b>ACT</b>					
Total	32	605	249	472	1,358
<b>NT</b>					
Alice Springs	2	148	14	27	191
Barkly	-	20	2	5	27
Darwin	1	134	39	112	286
East Arnhem	1	60	7	10	78
Katherine	1	40	4	6	51
Total	5	402	66	160	633
<b>UNKNOWN ACPR</b>					
Total	0	31	9	19	59
<b>NATIONAL</b>					
Total	6,009	47,634	18,377	27,090	99,110

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 entries to home care in the March 2019 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	48	116	35	7	206
Central West	28	27	17	5	77
Far North Coast	160	203	11	8	382
Hunter	117	344	83	53	597
Illawarra	158	173	32	12	375
Inner West	61	177	26	11	275
Mid North Coast	160	206	59	28	453
Nepean	21	58	13	1	93
New England	16	52	8	5	81
Northern Sydney	98	317	57	25	497
Orana Far West	59	42	11	6	118
Riverina/Murray	117	144	28	15	304
South East Sydney	99	223	65	22	409
South West Sydney	161	145	16	6	328
Southern Highlands	27	75	21	15	138
Western Sydney	28	166	52	33	279
<b>Total</b>	<b>1,358</b>	<b>2,468</b>	<b>534</b>	<b>252</b>	<b>4,612</b>
<b>VIC</b>					
Barwon-South Western	52	98	22	14	186
Eastern Metro	174	339	82	11	606
Gippsland	68	81	36	5	190
Grampians	34	94	14	3	145
Hume	21	104	39	3	167
Loddon-Mallee	26	104	21	9	160
Northern Metro	63	246	66	33	408
Southern Metro	112	344	77	22	555
Western Metro	50	236	46	24	356
<b>Total</b>	<b>600</b>	<b>1,646</b>	<b>403</b>	<b>124</b>	<b>2,773</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	34	163	27	21	245
Brisbane South	32	179	57	28	296
Cabool	56	127	33	18	234
Central West	1	-	-	-	1
Darling Downs	72	102	28	23	225
Far North	15	50	11	5	81
Fitzroy	4	133	20	13	170
Logan River Valley	50	110	14	18	192
Mackay	15	25	2	3	45
North West	2	5	1	1	9
Northern	11	65	28	23	127
South Coast	74	149	32	24	279
South West	-	5	-	3	8
Sunshine Coast	57	181	45	13	296
West Moreton	31	36	3	7	77
Wide Bay	41	64	26	6	137
<b>Total</b>	<b>495</b>	<b>1,394</b>	<b>327</b>	<b>206</b>	<b>2,422</b>
<b>WA</b>					
Goldfields	1	4	2	-	7
Great Southern	2	10	13	7	32
Kimberley	4	5	-	-	9
Metro East	22	62	19	11	114
Metro North	46	133	38	28	245
Metro South East	18	85	25	14	142
Metro South West	17	121	45	31	214
Mid West	3	10	1	1	15
Pilbara	-	2	-	1	3
South West	17	43	21	14	95
Wheatbelt	12	21	13	6	52
<b>Total</b>	<b>142</b>	<b>496</b>	<b>177</b>	<b>113</b>	<b>928</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	9	39	8	3	59
Flinders & Far North	-	12	1	-	13
Hills, Mallee & Southern	43	78	11	6	138
Metro East	14	66	20	18	118
Metro North	28	101	28	11	168
Metro South	23	125	25	12	185
Metro West	18	71	25	14	128
Mid North	-	4	5	-	9
Riverland	2	11	2	2	17
South East	8	20	5	2	35
Yorke, Lower North & Barossa	7	34	9	9	59
Total	152	561	139	77	929
<b>TAS</b>					
North Western	12	39	5	7	63
Northern	20	60	10	6	96
Southern	10	87	12	10	119
Total across levels	42	186	27	23	278
<b>ACT</b>					
Total	11	83	19	10	123
<b>NT</b>					
Alice Springs	1	6	-	-	7
Barkly	-	1	-	-	1
Darwin	-	9	3	1	13
East Arnhem	1	1	-	-	2
Katherine	-	-	1	-	1
Total	2	17	4	1	24
<b>UNKNOWN ACPR</b>					
Total	1	5	1	-	7
<b>NATIONAL</b>					
Total	2,803	6,856	1,631	806	12,096

Note: Location is based on the address of the person who entered into home care during the March 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 levels, by ACPR

State/territory	30-Jun-18	31-Mar-19	30-Jun-19
<b>NSW</b>			
Central Coast	21	22	<b>23</b>
Central West	19	20	<b>20</b>
Far North Coast	32	34	<b>34</b>
Hunter	52	55	<b>56</b>
Illawarra	36	37	<b>40</b>
Inner West	31	33	<b>35</b>
Mid North Coast	42	45	<b>46</b>
Nepean	10	12	<b>15</b>
New England	19	20	<b>21</b>
Northern Sydney	37	42	<b>44</b>
Orana Far West	20	20	<b>21</b>
Riverina/Murray	31	31	<b>33</b>
South East Sydney	49	52	<b>56</b>
South West Sydney	40	42	<b>47</b>
Southern Highlands	24	25	<b>25</b>
Western Sydney	48	51	<b>55</b>
<b>VIC</b>			
Barwon-South Western	27	28	<b>28</b>
Eastern Metro	50	53	<b>54</b>
Gippsland	20	20	<b>21</b>
Grampians	18	20	<b>20</b>
Hume	27	29	<b>29</b>
Loddon-Mallee	12	14	<b>16</b>
Northern Metro	33	38	<b>39</b>
Southern Metro	57	63	<b>65</b>
Western Metro	42	53	<b>54</b>

State/territory	30-Jun-18	31-Mar-19	30-Jun-19
<b>QLD</b>			
Brisbane North	40	44	<b>45</b>
Brisbane South	50	50	<b>50</b>
Cabool	20	20	<b>20</b>
Central West	8	9	<b>9</b>
Darling Downs	27	30	<b>31</b>
Far North	20	21	<b>21</b>
Fitzroy	19	22	<b>24</b>
Logan River Valley	24	26	<b>27</b>
Mackay	12	16	<b>17</b>
North West	7	7	<b>7</b>
Northern	20	22	<b>21</b>
South Coast	32	34	<b>34</b>
South West	3	3	<b>3</b>
Sunshine Coast	39	42	<b>42</b>
West Moreton	22	22	<b>23</b>
Wide Bay	19	21	<b>21</b>
<b>WA</b>			
Goldfields	8	8	<b>9</b>
Great Southern	5	6	<b>6</b>
Kimberley	7	8	<b>8</b>
Metro East	26	27	<b>29</b>
Metro North	27	31	<b>32</b>
Metro South East	19	22	<b>24</b>
Metro South West	17	19	<b>19</b>
Mid West	5	6	<b>6</b>
Pilbara	8	8	<b>8</b>
South West	13	13	<b>13</b>
Wheatbelt	6	7	<b>7</b>



State/territory	30-Jun-18	31-Mar-19	30-Jun-19
<b>SA</b>			
Eyre Peninsula	4	4	4
Flinders & Far North	9	9	9
Hills, Mallee & Southern	11	11	11
Metro East	36	39	39
Metro North	15	15	15
Metro South	13	14	15
Metro West	22	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	30	33	33
<b>ACT</b>			
ACT	29	33	34
<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

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 30 June 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	54	706	619	76	1,455
Central West	27	316	197	48	588
Far North Coast	139	729	442	133	1,443
Hunter	224	1,047	731	378	2,380
Illawarra	148	678	434	125	1,385
Inner West	28	474	568	273	1,343
Mid North Coast	158	734	605	134	1,631
Nepean	34	362	221	36	653
New England	7	270	154	46	477
Northern Sydney	397	1,006	612	261	2,276
Orana Far West	82	256	161	34	533
Riverina/Murray	73	461	451	187	1,172
South East Sydney	143	1,021	1,009	337	2,510
South West Sydney	133	778	546	173	1,630
Southern Highlands	47	387	319	99	852
Western Sydney	89	554	686	189	1,518
<b>Total</b>	<b>1,783</b>	<b>9,779</b>	<b>7,755</b>	<b>2,529</b>	<b>21,846</b>
<b>VIC</b>					
Barwon-South Western	47	778	611	174	1,610
Eastern Metro	387	2,295	1,402	665	4,749
Gippsland	79	579	606	221	1,485
Grampians	32	522	298	85	937
Hume	41	469	367	71	948
Loddon-Mallee	54	472	395	199	1,120
Northern Metro	105	1,384	1,036	448	2,973
Southern Metro	81	2,221	1,856	1,075	5,233
Western Metro	22	926	815	473	2,236
<b>Total</b>	<b>848</b>	<b>9,646</b>	<b>7,386</b>	<b>3,411</b>	<b>21,291</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	33	480	459	170	<b>1,142</b>
Brisbane South	88	624	580	183	<b>1,475</b>
Cabool	38	460	454	180	<b>1,132</b>
Central West	3	16	7	1	<b>27</b>
Darling Downs	82	295	280	114	<b>771</b>
Far North	26	341	168	36	<b>571</b>
Fitzroy	1	428	696	32	<b>1,157</b>
Logan River Valley	41	290	266	73	<b>670</b>
Mackay	16	124	51	12	<b>203</b>
North West	-	15	22	4	<b>41</b>
Northern	41	216	304	234	<b>795</b>
South Coast	88	462	372	173	<b>1,095</b>
South West	6	41	21	8	<b>76</b>
Sunshine Coast	62	856	700	258	<b>1,876</b>
West Moreton	42	99	50	25	<b>216</b>
Wide Bay	97	552	355	80	<b>1,084</b>
<b>Total</b>	<b>664</b>	<b>5,299</b>	<b>4,785</b>	<b>1,583</b>	<b>12,331</b>
<b>WA</b>					
Goldfields	-	13	22	11	<b>46</b>
Great Southern	2	44	100	94	<b>240</b>
Kimberley	1	39	27	10	<b>77</b>
Metro East	6	283	390	192	<b>871</b>
Metro North	39	774	674	424	<b>1,911</b>
Metro South East	14	395	328	317	<b>1,054</b>
Metro South West	4	320	672	430	<b>1,426</b>
Mid West	-	45	94	27	<b>166</b>
Pilbara	-	8	8	-	<b>16</b>
South West	3	83	161	128	<b>375</b>
Wheatbelt	2	47	117	85	<b>251</b>
<b>Total</b>	<b>71</b>	<b>2,051</b>	<b>2,593</b>	<b>1,718</b>	<b>6,433</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	12	121	73	15	221
Flinders & Far North	5	24	40	4	73
Hills, Mallee & Southern	39	260	197	48	544
Metro East	8	209	620	304	1,141
Metro North	47	444	749	241	1,481
Metro South	18	525	568	125	1,236
Metro West	13	221	598	342	1,174
Mid North	3	64	65	12	144
Riverland	1	89	81	29	200
South East	31	101	51	2	185
Yorke, Lower North & Barossa	10	177	135	45	367
<b>Total</b>	<b>187</b>	<b>2,235</b>	<b>3,177</b>	<b>1,167</b>	<b>6,766</b>
<b>TAS</b>					
North Western	27	113	161	132	433
Northern	9	137	189	132	467
Southern	44	464	524	183	1,215
<b>Total</b>	<b>80</b>	<b>714</b>	<b>874</b>	<b>447</b>	<b>2,115</b>
<b>ACT</b>					
<b>Total</b>	<b>19</b>	<b>405</b>	<b>352</b>	<b>180</b>	<b>956</b>
<b>NT</b>					
Alice Springs	-	24	16	3	43
Barkly	-	3	4	2	9
Darwin	-	51	79	70	200
East Arnhem	-	6	1	1	8
Katherine	-	7	7	4	18
<b>Total</b>	<b>-</b>	<b>91</b>	<b>107</b>	<b>80</b>	<b>278</b>
<b>UNKNOWN ACPR</b>					
<b>Total</b>	<b>4</b>	<b>22</b>	<b>15</b>	<b>5</b>	<b>46</b>
<b>NATIONAL</b>					
<b>Total</b>	<b>3,656</b>	<b>30,242</b>	<b>27,044</b>	<b>11,120</b>	<b>72,062</b>

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 June 2019 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	87	196	202	161	<b>646</b>
Central West	109	99	89	71	<b>368</b>
Far North Coast	397	390	362	126	<b>1,275</b>
Hunter	417	547	588	515	<b>2,067</b>
Illawarra	408	344	349	183	<b>1,284</b>
Inner West	210	309	327	179	<b>1,025</b>
Mid North Coast	341	351	369	296	<b>1,357</b>
Nepean	90	127	114	59	<b>390</b>
New England	39	101	99	75	<b>314</b>
Northern Sydney	480	600	694	399	<b>2,173</b>
Orana Far West	135	118	93	51	<b>397</b>
Riverina/Murray	302	365	274	163	<b>1,104</b>
South East Sydney	330	436	522	288	<b>1,576</b>
South West Sydney	348	334	366	208	<b>1,256</b>
Southern Highlands	82	173	129	131	<b>515</b>
Western Sydney	184	302	354	361	<b>1,201</b>
<b>Total</b>	<b>3,959</b>	<b>4,792</b>	<b>4,931</b>	<b>3,266</b>	<b>16,948</b>
<b>VIC</b>					
Barwon-South Western	186	307	283	118	<b>894</b>
Eastern Metro	457	702	638	424	<b>2,221</b>
Gippsland	211	217	173	171	<b>772</b>
Grampians	140	204	107	51	<b>502</b>
Hume	80	215	165	106	<b>566</b>
Loddon-Mallee	109	157	235	93	<b>594</b>
Northern Metro	326	594	610	311	<b>1,841</b>
Southern Metro	225	795	657	469	<b>2,146</b>
Western Metro	130	400	429	253	<b>1,212</b>
<b>Total</b>	<b>1,864</b>	<b>3,591</b>	<b>3,297</b>	<b>1,996</b>	<b>10,748</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	65	271	321	209	866
Brisbane South	215	265	394	298	1,172
Cabool	124	261	295	210	890
Central West	4	2	1	1	8
Darling Downs	223	221	274	189	907
Far North	140	103	78	102	423
Fitzroy	5	210	292	129	636
Logan River Valley	186	163	207	132	688
Mackay	30	40	28	13	111
North West	14	14	14	7	49
Northern	38	130	142	194	504
South Coast	244	338	354	195	1,131
South West	15	11	17	9	52
Sunshine Coast	185	342	247	265	1,039
West Moreton	89	62	107	30	288
Wide Bay	143	99	132	96	470
<b>Total</b>	<b>1,720</b>	<b>2,532</b>	<b>2,903</b>	<b>2,079</b>	<b>9,234</b>
<b>WA</b>					
Goldfields	11	20	13	11	55
Great Southern	7	32	50	55	144
Kimberley	9	12	17	9	47
Metro East	79	161	156	147	543
Metro North	168	360	302	240	1,070
Metro South East	54	182	192	217	645
Metro South West	68	237	351	307	963
Mid West	3	21	9	27	60
Pilbara	3	2	3	8	16
South West	44	117	134	119	414
Wheatbelt	36	58	91	81	266
<b>Total</b>	<b>482</b>	<b>1,202</b>	<b>1,318</b>	<b>1,221</b>	<b>4,223</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	50	60	79	40	229
Flinders & Far North	12	15	22	9	58
Hills, Mallee & Southern	147	161	131	64	503
Metro East	88	158	229	152	627
Metro North	203	253	360	166	982
Metro South	119	228	343	187	877
Metro West	93	166	271	131	661
Mid North	23	21	30	19	93
Riverland	31	41	37	22	131
South East	48	59	40	17	164
Yorke, Lower North & Barossa	65	127	94	51	337
Total	879	1,289	1,636	858	4,662
<b>TAS</b>					
North Western	64	61	69	46	240
Northern	95	62	91	51	299
Southern	61	116	193	81	451
Total	220	239	353	178	990
<b>ACT</b>					
Total	70	200	238	192	700
<b>NT</b>					
Alice Springs	3	9	16	10	38
Barkly	-	1	1	-	2
Darwin	1	28	35	37	101
East Arnhem	-	2	7	3	12
Katherine	-	8	7	2	17
Total	4	48	66	52	170
<b>UNKNOWN ACPR</b>					
Total	2	7	8	8	25
<b>NATIONAL</b>					
Total	9,200	13,900	14,750	9,850	47,700

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