



Australian Government

Department of Health

# HOME CARE PACKAGES PROGRAM

## Data Report 1<sup>st</sup> Quarter 2019-20

1 July – 30 September 2019

December 2019

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## Executive Summary

- At 30 September 2019, 134,930 people had access to a home care package. This is a 7.8 per cent (9,811) increase since 30 June 2019 (125,119).
- Of the 134,930 people, 118,050 were in a home care package with the remaining 16,880 people assigned a package and considering whether to take up the offer.
- The 118,050 people in care at 30 September 2019 represented a 10.6 per cent (11,343) increase from 30 June 2019 (106,707) and a 30.2 per cent (27,404) annual increase from 30 September 2018 (90,646).
- In the September 2019 quarter, 18,367 people entered a home care package for the first time. This is the highest quarterly inflow of people into care since the commencement of the Increasing Choice reforms in 2017.
- At 30 September 2019, there were 62,942 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, 96.1 per cent (60,495) 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 43.7 per cent (7,065) from 30 September 2018 (16,170) to 30 September 2019 (9,105).
- At 30 September 2019, there were 49,295 people who were seeking a home care package at their approved level, who had already been offered a lower level package. Of these people, 57.2 per cent (28,206) chose to take an offered package, 19.1 per cent (9,391) were deciding on whether to take up their offer and 23.7 per cent (11,698) 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 September 2019, 97.8 per cent (109,790) had been provided with the opportunity to connect to some form of Commonwealth subsidised home care support through CHSP or a HCP.
- There were 28,638 approvals for a home care package in the September 2019 quarter.
- There were 48,100 home care packages released in the September 2019 quarter, at an average of 3,700 per week.
- There were 926 approved home care providers with a home care service. This decreased by 0.3 per cent (three providers) since 30 June 2019 (929).

# 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 July 2019 and 30 September 2019 (referred to as the September 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.

Data is provided for the period between 1 July 2019 and 30 September 2019 with the exception of information on estimated wait times, which shows data as of 30 November 2019, in recognition that information for this indicator was available and assured at the time of publication.

## CHANGE IN REPORTING METHOD

In previous reports, there has been a three month lag in the data showing the number of people in care and the number of new entrants, to account for receipt of provider claims by DHS. This was to enable claims information to be confirmed and ensure greater accuracy of data. An alternative indicator that the department uses to monitor the HCPP on a real time basis is how many people are in a committed package in the My Aged Care System at a point in time. Over time, the department has been monitoring this indicator against the delayed claims data and has found that variations for any point in time are usually within one per cent.

In recognition of the desire of the sector for more timely data on people in care and following testing of the accuracy of the committed count indicator, this report will use the number of people in a committed package as a proxy for people in care at 30 September 2019. Future reports will continue to use this indicator.

In addition to providing data on the number of people in a home care package at 30 September 2019, the report also includes 30 June 2019 counts to enable comparative analysis over time.

## 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.

The net impact of these changes is that around 44,000 additional packages at a cost of around \$2.7 billion have been allocated to the program over the forward estimates since July 2018. Table 1 provides a breakdown of the current number of allocated home care packages across the forward estimates.

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

Package level	2019-20	2020-21	2021-22	2022-23
1	11,240	11,915	13,119	13,453
2	64,630	67,192	67,192	67,193
3	33,689	35,689	35,689	35,689
4	40,853	41,353	41,352	41,352
<b>Total</b>	<b>150,412</b>	<b>156,148</b>	<b>157,353</b>	<b>157,686</b>

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

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 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 28,638 home care approvals in the September 2019 quarter (Table 3). This was 7.1 per cent (1,893) more than the approvals in the September 2018 quarter (26,745).

Table 3: Number of home care approvals in the September 2019 quarter, by state and territory of assessment, level and priority

State/territory	Level 1		Level 2		Level 3		Level 4		Total	Share
	High	Medium	High	Medium	High	Medium	High	Medium		
NSW	21	1,053	209	3,701	561	2,837	597	724	9,703	33.9%
VIC	-	493	36	3,054	282	2,455	669	830	7,819	27.3%
QLD	2	347	46	1,511	329	1,410	383	372	4,400	15.4%
WA	-	43	11	730	94	945	382	636	2,841	9.9%
SA	-	107	1	862	29	1,232	65	384	2,680	9.4%
TAS	-	41	1	216	18	283	40	114	713	2.5%
ACT	-	13	1	130	12	105	28	58	347	1.2%
NT	-	-	-	32	7	45	19	32	135	0.5%
Sub-total	23	2,097	305	10,236	1,332	9,312	2,183	3,150	28,638	100.0%
Total	2,120		10,541		10,644		5,333		28,638	100.0%
Share	7.4%		36.8%		37.2%		18.6%		100.0%	

### Key point

- There were 28,638 approvals for a home care package in the September 2019 quarter.

## 2. HOME CARE SERVICE DELIVERY

### NUMBER OF PEOPLE IN A HOME CARE PACKAGE

- There were 118,050 people in a home care package at 30 September 2019 (Table 4). This was an increase of 10.6 per cent (11,343) since 30 June 2019 (106,707) and a 30.2 per cent (27,404) annual increase from 30 September 2018 (90,646) (Chart 1).
- Of the 118,050 people, 55,446 were in a high level (level 3 or 4) home care package. This figure was 38.6 per cent (15,450) higher than 30 September 2018 (39,996).
- In addition to the 118,050 people in a home care package at 30 September 2019, a further 16,880 people were assigned a home care package and were considering within whether to take up their offer.
- The distribution of people in a home care package across states and territories largely follows the pattern of population distribution in Australia.

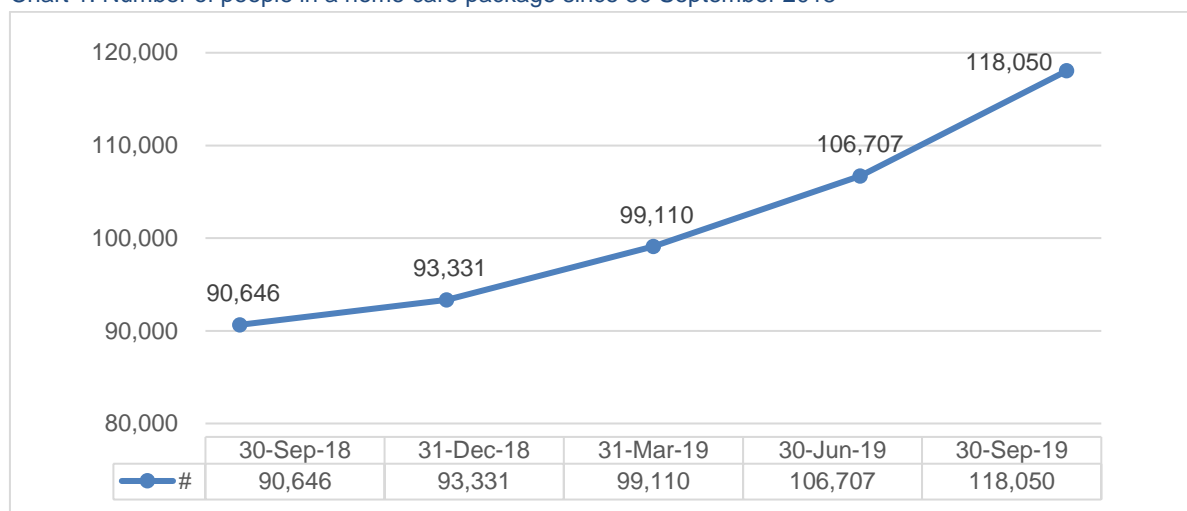
Table 4: Number of people in a home care package by level and state and territory, at 30 September 2019

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	4,687	18,322	8,101	10,156	41,266	35.0%
VIC	2,205	15,822	5,072	6,973	30,072	25.5%
QLD	1,937	9,418	4,787	7,146	23,288	19.7%
WA	353	3,210	1,876	4,167	9,606	8.1%
SA	726	3,268	2,154	2,609	8,757	7.4%
TAS	233	1,372	523	750	2,878	2.4%
ACT	49	598	262	572	1,481	1.3%
NT	4	384	86	194	668	0.6%
Unknown	-	16	3	15	34	0.0%
<b>Total</b>	<b>10,194</b>	<b>52,410</b>	<b>22,864</b>	<b>32,582</b>	<b>118,050</b>	<b>100.0%</b>
<b>Share</b>	<b>8.6%</b>	<b>44.4%</b>	<b>19.4%</b>	<b>27.6%</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 30 September 2019 and 30 June 2019 by Aged Care Planning Region (ACPR) can be found at Appendix A1 and A2 respectively.

Chart 1: Number of people in a home care package since 30 September 2018



- There were 18,367 new entries to home care in the September 2019 quarter (Table 5). This is the largest quarterly inflow of people into home care since the commencement of the Increasing Choice reforms.
- Further information on the number of new entries in the September 2019 and 30 June 2019 quarters by ACPR can be found in Appendix B1 and B2 respectively.

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

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	2,535	3,069	845	360	6,809	37.1%
VIC	1,143	2,554	657	207	4,561	24.8%
QLD	1,025	1,710	482	262	3,479	18.9%
WA	180	747	321	174	1,422	7.7%
SA	414	684	230	98	1,426	7.8%
TAS	124	214	61	18	417	2.3%
ACT	21	105	47	16	189	1.0%
NT	3	38	15	8	64	0.3%
<b>Total</b>	<b>5,445</b>	<b>9,121</b>	<b>2,658</b>	<b>1,143</b>	<b>18,367</b>	<b>100.0%</b>
<b>Share</b>	<b>29.6%</b>	<b>49.7%</b>	<b>14.5%</b>	<b>6.2%</b>	<b>100.0%</b>	

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. The data shows that proportions have remained stable over the past 12 months.



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

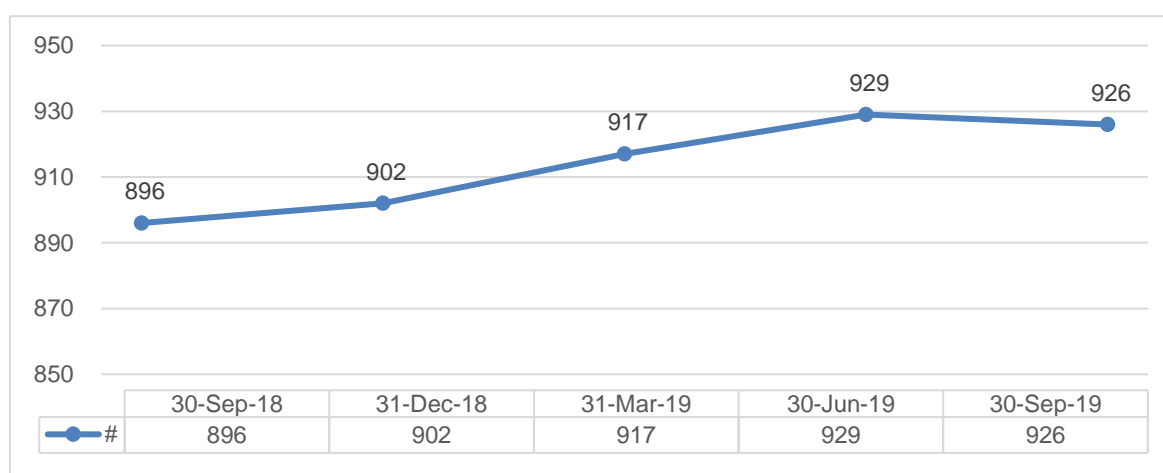
MMM	30-Sep-18	31-Dec-18	31-Mar-19	30-Jun-19	30-Sep-19
1	64.0%	64.0%	64.0%	64.0%	<b>64.1%</b>
2	9.8%	9.8%	9.7%	9.6%	<b>9.7%</b>
3	10.3%	10.4%	10.4%	10.5%	<b>10.4%</b>
4	5.6%	5.7%	5.8%	5.8%	<b>5.8%</b>
5	8.7%	8.6%	8.6%	8.6%	<b>8.6%</b>
6	0.9%	0.9%	0.9%	0.9%	<b>0.9%</b>
7	0.6%	0.6%	0.6%	0.6%	<b>0.6%</b>
Unknown	0.1%	0.1%	0.1%	0.0%	<b>0.0%</b>

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 926 approved home care providers at 30 September 2019 (Chart 2). This was a decrease of 0.3 per cent (three providers) from 30 June 2019 (929) and an annual increase of 3.3 per cent (30 providers) since 30 September 2018 (896).

Chart 2: Number of approved providers of home care with home care services since 30 September 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 30 September 2019.

### Key points

- There were 118,050 people in a home care package at 30 September 2019, a 10.6 per cent (11,343) increase from 30 June 2019 (106,707) and a 30.2 per cent (27,404) annual increase from 30 September 2018 (90,646).
- There were 18,367 new entries to home care in the September 2019 quarter.
- There were 926 approved home care providers with a home care service at 30 September 2019, a decrease of 0.3 per cent (three providers) since 30 June 2019 (929) and an increase of 3.3 per cent (30 providers) since 30 September 2018 (896).

### 3. NATIONAL PRIORITISATION SYSTEM

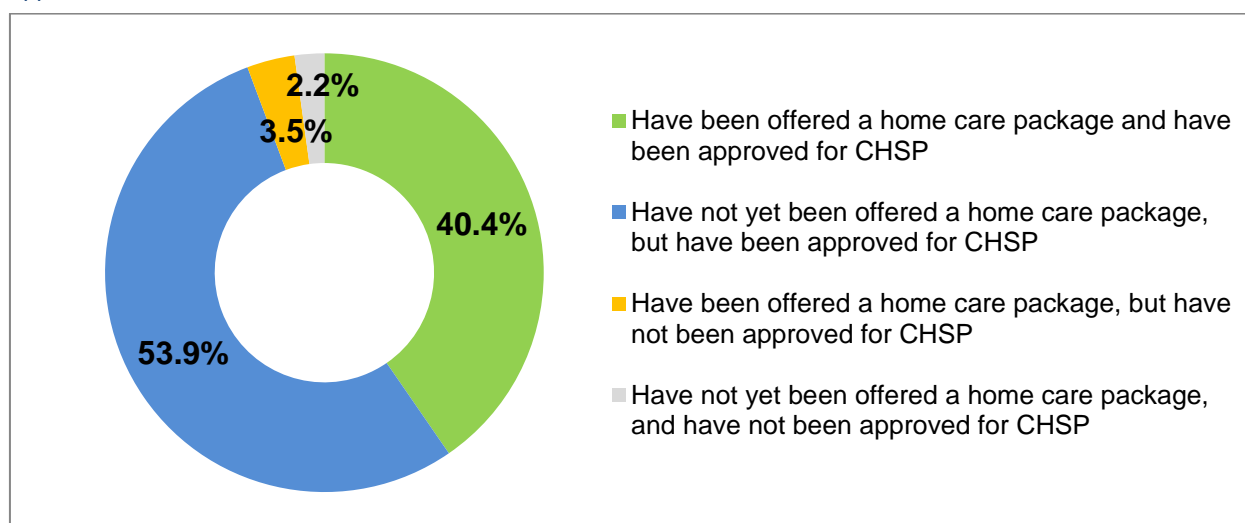
#### NATIONAL PRIORITISATION SYSTEM

- 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 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 on the NPS who were waiting on a home care package at their approved level at 30 September 2019, 94.3 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 97.8 per cent of people in the NPS at 30 September 2019 had been offered a home care package and/or approved for CHSP services.

Diagram 1: Status of people in the NPS at 30 September 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 30 September 2019, there were 62,942 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, 96.1 per cent (60,495) 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 43.7 per cent (7,065) from 30 September 2018 (16,170) to 30 September 2019 (9,105).

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 30 September 2019

Approved level	Number of people in the NPS <u>who have not been offered</u> an interim home care package	Number of people in the NPS <u>who have not 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	3,673	3,444	93.8%
Level 2	26,312	25,339	96.3%
Level 3	23,852	23,174	97.2%
Level 4	9,105	8,538	93.8%
Total	62,942	60,495	96.1%

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

- At 30 September 2019, there were 49,295 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 (28,206)
  - those who have not yet accepted their offer but whose offer was still open (i.e. within 56/84 days of offer) (9,391), and
  - those who did not take up their previous offer(s) (11,698).

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 September 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	5,975	3,086	3,699
Level 3	11,402	4,265	2,995
Level 4	10,829	2,040	5,004
<b>Total</b>	<b>28,206</b>	<b>9,391</b>	<b>11,698</b>

- Of the 11,698 people who had not taken up their previous offer(s) of a package, 89.6 per cent (10,476) 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 September 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	3,699	3,567	96.4%
Level 3	2,995	2,868	95.8%
Level 4	5,004	4,041	80.8%
<b>Total</b>	<b>11,698</b>	<b>10,476</b>	<b>89.6%</b>

## 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 30 September 2019, 68.3 per cent (76,617) 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 30 September 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	1,083	3,673	29.5%
Level 2	20,527	39,072	52.5%
Level 3	31,594	42,514	74.3%
Level 4	23,413	26,978	86.8%
<b>Total</b>	<b>76,617</b>	<b>112,237</b>	<b>68.3%</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 not 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 September 2019

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	1,841	8,536	6,425	1,962	18,764	29.8%
VIC	868	8,429	6,967	2,928	19,192	30.5%
QLD	610	4,364	3,926	1,150	10,050	16.0%
WA	73	1,841	2,400	1,518	5,832	9.3%
SA	173	2,039	2,934	927	6,073	9.6%
TAS	88	617	756	360	1,821	2.9%
ACT	19	379	338	168	904	1.4%
NT	-	89	94	84	267	0.4%
Unknown	1	18	12	8	39	0.1%
<b>Total</b>	<b>3,673</b>	<b>26,312</b>	<b>23,852</b>	<b>9,105</b>	<b>62,942</b>	<b>100.0%</b>
<b>Share</b>	<b>5.8%</b>	<b>41.8%</b>	<b>37.9%</b>	<b>14.5%</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 September 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 30 November 2019, 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 30 November 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 48,100 home care packages during the September 2019 quarter (Table 13), at an average of 3,700 per week.

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

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	4,501	7,843	2,647	2,324	17,315	36.0%
VIC	2,108	6,109	1,961	1,218	11,396	23.7%
QLD	1,763	4,284	1,470	1,356	8,873	18.4%
WA	448	2,031	839	986	4,304	8.9%
SA	954	1,893	796	732	4,375	9.1%
TAS	246	500	176	126	1,048	2.2%
ACT	73	296	90	150	609	1.3%
NT	3	89	27	31	150	0.3%
Unknown	4	15	4	7	30	0.1%
<b>Total</b>	<b>10,100</b>	<b>23,060</b>	<b>8,010</b>	<b>6,930</b>	<b>48,100</b>	<b>100.0%</b>
<b>Share</b>	<b>21.0%</b>	<b>47.9%</b>	<b>16.7%</b>	<b>14.4%</b>	<b>100.0%</b>	

- Of the packages released in the September 2019 quarter:
  - 19.1 per cent (9,200) were offered as upgrades to people who had previously been offered and accepted a lower level interim package.
  - 80.9 per cent (38,900) 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 September 2019 quarter, by level and type of release

Release type	Level 1	Level 2	Level 3	Level 4	Total
New packages	10,100	20,074	4,631	4,095	38,900
Upgrades	0	2,986	3,379	2,835	9,200
<b>Total</b>	<b>10,100</b>	<b>23,060</b>	<b>8,010</b>	<b>6,930</b>	<b>48,100</b>
<b>% released that were new</b>	<b>100.0%</b>	<b>87.1%</b>	<b>57.8%</b>	<b>59.1%</b>	<b>80.9%</b>

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



### Key points

- At 30 September 2019, there were 62,942 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, 96.1 per cent had been provided with an approval to access CHSP.
- At 30 September 2019, there were 49,295 people who had been offered an interim home care package while they wait for a package at their approved level.
- 48,100 home care packages were released during the September 2019 quarter, with 80.9 per cent (38,900) being offered to people who were not in an interim package.



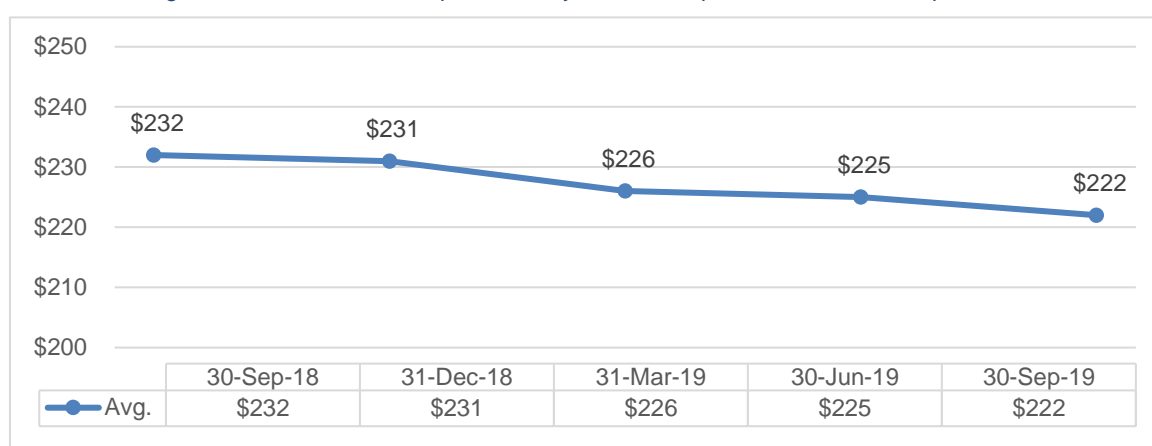
## 4. MAXIMUM EXIT AMOUNTS

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 September 2019 was \$222 (inclusive of amounts of \$0 and where no amount was provided) (Chart 3). This average had decreased by 1.3 per cent (\$3) since 30 June 2019 (\$225) and decreased by 4.3 per cent (\$10) since 30 September 2018 (\$232).

Chart 3: Average maximum exit amount published by home care providers since 30 September 2018



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

- 41.4 per cent of approved home care providers had indicated that they would not deduct an exit amount at 30 September 2019, stable from 41.6 per cent at 30 June 2019.
- Seven providers published a maximum exit amount of \$1,000 or more at 30 September 2019. This count has been gradually trending down over time (Table 15).

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

	30-Sep-18	31-Dec-18	31-Mar-19	30-Jun-19	30-Sep-19
(A) No. of providers with a published maximum exit amount of more than \$1,000	5	4	4	4	3
(B) No. of providers with a published maximum exit amount of \$1,000	6	6	6	5	4
Combined (A)+(B)	11	10	10	9	7

### Key points:

- At 30 September 2019, the average published maximum exit amount was \$222.
- At 30 September 2019, 41.4 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 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.
<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 A1 – Number of people in a home care package at 30 September 2019, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	138	1,108	604	529	<b>2,379</b>
Central West	109	430	164	228	<b>931</b>
Far North Coast	502	1,312	535	524	<b>2,873</b>
Hunter	530	1,764	1,013	1,470	<b>4,777</b>
Illawarra	452	1,208	522	582	<b>2,764</b>
Inner West	245	1,236	408	570	<b>2,459</b>
Mid North Coast	462	1,639	780	989	<b>3,870</b>
Nepean	95	593	196	201	<b>1,085</b>
New England	47	441	191	247	<b>926</b>
Northern Sydney	410	1,864	860	1,053	<b>4,187</b>
Orana Far West	189	496	194	174	<b>1,053</b>
Riverina/Murray	343	1,303	442	483	<b>2,571</b>
South East Sydney	376	1,559	735	916	<b>3,586</b>
South West Sydney	470	1,537	526	691	<b>3,224</b>
Southern Highlands	82	708	289	436	<b>1,515</b>
Western Sydney	237	1,124	642	1,063	<b>3,066</b>
<b>Total</b>	<b>4,687</b>	<b>18,322</b>	<b>8,101</b>	<b>10,156</b>	<b>41,266</b>
<b>VIC</b>					
Barwon-South Western	209	1,244	427	604	<b>2,484</b>
Eastern Metro	584	3,265	946	1,232	<b>6,027</b>
Gippsland	274	1,126	339	526	<b>2,265</b>
Grampians	138	814	208	222	<b>1,382</b>
Hume	82	986	353	389	<b>1,810</b>
Loddon-Mallee	146	889	284	443	<b>1,762</b>
Northern Metro	352	2,110	936	1,063	<b>4,461</b>
Southern Metro	275	3,496	987	1,509	<b>6,267</b>
Western Metro	145	1,892	592	985	<b>3,614</b>
<b>Total</b>	<b>2,205</b>	<b>15,822</b>	<b>5,072</b>	<b>6,973</b>	<b>30,072</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	64	778	442	662	<b>1,946</b>
Brisbane South	215	996	672	1,000	<b>2,883</b>
Cabool	123	879	445	649	<b>2,096</b>
Central West	2	12	2	7	<b>23</b>
Darling Downs	246	758	358	627	<b>1,989</b>
Far North	104	499	199	300	<b>1,102</b>
Fitzroy	3	649	453	397	<b>1,502</b>
Logan River Valley	215	543	372	538	<b>1,668</b>
Mackay	33	195	47	97	<b>372</b>
North West	11	50	17	21	<b>99</b>
Northern	42	468	201	537	<b>1,248</b>
South Coast	256	1,013	567	744	<b>2,580</b>
South West	14	42	17	28	<b>101</b>
Sunshine Coast	276	1,463	548	922	<b>3,209</b>
West Moreton	123	344	129	200	<b>796</b>
Wide Bay	210	729	318	417	<b>1,674</b>
<b>Total</b>	<b>1,937</b>	<b>9,418</b>	<b>4,787</b>	<b>7,146</b>	<b>23,288</b>
<b>WA</b>					
Goldfields	7	27	24	24	<b>82</b>
Great Southern	3	73	59	163	<b>298</b>
Kimberley	9	44	27	39	<b>119</b>
Metro East	49	479	223	514	<b>1,265</b>
Metro North	128	1,000	479	985	<b>2,592</b>
Metro South East	43	578	268	662	<b>1,551</b>
Metro South West	37	616	498	1,082	<b>2,233</b>
Mid West	2	64	21	87	<b>174</b>
Pilbara	3	19	5	24	<b>51</b>
South West	38	201	165	376	<b>780</b>
Wheatbelt	34	109	107	211	<b>461</b>
<b>Total</b>	<b>353</b>	<b>3,210</b>	<b>1,876</b>	<b>4,167</b>	<b>9,606</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	48	159	85	98	390
Flinders & Far North	7	46	20	37	110
Hills, Mallee & Southern	163	610	241	268	1,282
Metro East	52	364	248	370	1,034
Metro North	162	471	502	481	1,616
Metro South	93	634	492	590	1,809
Metro West	94	387	309	419	1,209
Mid North	14	57	32	36	139
Riverland	20	113	46	84	263
South East	47	172	58	74	351
Yorke, Lower North & Barossa	26	255	121	152	554
<b>Total</b>	<b>726</b>	<b>3,268</b>	<b>2,154</b>	<b>2,609</b>	<b>8,757</b>
<b>TAS</b>					
North Western	60	311	108	172	651
Northern	89	432	144	222	887
Southern	84	629	271	356	1,340
<b>Total</b>	<b>233</b>	<b>1,372</b>	<b>523</b>	<b>750</b>	<b>2,878</b>
<b>ACT</b>					
<b>Total</b>	<b>49</b>	<b>598</b>	<b>262</b>	<b>572</b>	<b>1,481</b>
<b>NT</b>					
Alice Springs	2	133	19	44	198
Barkly	-	22	1	5	28
Darwin	1	130	53	123	307
East Arnhem	-	53	9	14	76
Katherine	1	46	4	8	59
<b>Total</b>	<b>4</b>	<b>384</b>	<b>86</b>	<b>194</b>	<b>668</b>
<b>UNKNOWN ACPR</b>					
<b>Total</b>	<b>-</b>	<b>16</b>	<b>3</b>	<b>15</b>	<b>34</b>
<b>NATIONAL</b>					
<b>Total</b>	<b>10,194</b>	<b>52,410</b>	<b>22,864</b>	<b>32,582</b>	<b>118,050</b>

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

## Appendix A2 – Number of people in a home care package at 30 June 2019, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	144	938	588	514	<b>2,184</b>
Central West	93	387	165	214	<b>859</b>
Far North Coast	415	1,206	406	501	<b>2,528</b>
Hunter	382	1,584	887	1,351	<b>4,204</b>
Illawarra	367	1,083	436	532	<b>2,418</b>
Inner West	195	1,115	351	527	<b>2,188</b>
Mid North Coast	403	1,428	734	953	<b>3,518</b>
Nepean	79	547	169	200	<b>995</b>
New England	38	413	179	232	<b>862</b>
Northern Sydney	286	1,735	738	953	<b>3,712</b>
Orana Far West	197	420	166	181	<b>964</b>
Riverina/Murray	328	1,143	396	417	<b>2,284</b>
South East Sydney	293	1,377	642	850	<b>3,162</b>
South West Sydney	467	1,318	492	627	<b>2,904</b>
Southern Highlands	78	641	257	414	<b>1,390</b>
Western Sydney	136	1,044	596	984	<b>2,760</b>
<b>Total</b>	<b>3,901</b>	<b>16,379</b>	<b>7,202</b>	<b>9,450</b>	<b>36,932</b>
<b>VIC</b>					
Barwon-South Western	170	1,123	322	568	<b>2,183</b>
Eastern Metro	465	2,957	818	1,145	<b>5,385</b>
Gippsland	268	960	311	507	<b>2,046</b>
Grampians	106	774	154	210	<b>1,244</b>
Hume	88	906	311	358	<b>1,663</b>
Loddon-Mallee	88	861	214	430	<b>1,593</b>
Northern Metro	247	2,035	668	1,027	<b>3,977</b>
Southern Metro	300	3,162	795	1,414	<b>5,671</b>
Western Metro	130	1,767	477	901	<b>3,275</b>
<b>Total</b>	<b>1,862</b>	<b>14,545</b>	<b>4,070</b>	<b>6,560</b>	<b>27,037</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	86	726	418	608	1,838
Brisbane South	139	906	620	970	2,635
Cabool	138	796	398	590	1,922
Central West	1	15	1	6	23
Darling Downs	211	634	344	569	1,758
Far North	58	474	188	283	1,003
Fitzroy	7	564	398	340	1,309
Logan River Valley	164	472	343	516	1,495
Mackay	26	175	47	94	342
North West	11	53	15	21	100
Northern	35	434	197	497	1,163
South Coast	222	952	481	703	2,358
South West	10	43	9	29	91
Sunshine Coast	233	1,325	502	903	2,963
West Moreton	113	325	123	204	765
Wide Bay	150	623	314	405	1,492
<b>Total</b>	<b>1,604</b>	<b>8,517</b>	<b>4,398</b>	<b>6,738</b>	<b>21,257</b>
<b>WA</b>					
Goldfields	9	25	17	26	77
Great Southern	4	54	57	153	268
Kimberley	6	46	28	36	116
Metro East	56	464	196	479	1,195
Metro North	149	851	472	883	2,355
Metro South East	50	517	283	588	1,438
Metro South West	36	586	511	946	2,079
Mid West	5	66	26	77	174
Pilbara	-	21	6	18	45
South West	46	181	157	343	727
Wheatbelt	29	93	97	183	402
<b>Total</b>	<b>390</b>	<b>2,904</b>	<b>1,850</b>	<b>3,732</b>	<b>8,876</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	34	144	60	85	323
Flinders & Far North	4	44	17	34	99
Hills, Mallee & Southern	143	562	216	252	1,173
Metro East	39	342	225	326	932
Metro North	105	425	456	412	1,398
Metro South	75	638	417	538	1,668
Metro West	59	378	278	374	1,089
Mid North	8	59	30	34	131
Riverland	14	110	41	80	245
South East	33	171	51	70	325
Yorke, Lower North & Barossa	24	234	105	139	502
Total	538	3,107	1,896	2,344	7,885
<b>TAS</b>					
North Western	50	309	96	165	620
Northern	69	392	131	207	799
Southern	51	616	217	350	1,234
Total	170	1,317	444	722	2,653
<b>ACT</b>					
Total	47	561	247	524	1,379
<b>NT</b>					
Alice Springs	1	140	16	33	190
Barkly	1	21	2	5	29
Darwin	1	121	44	119	285
East Arnhem	1	55	7	13	76
Katherine	-	41	6	6	53
Total	4	378	75	176	633
<b>UNKNOWN ACPR</b>					
Total	-	26	11	18	55
<b>NATIONAL</b>					
Total	8,516	47,734	20,193	30,264	106,707

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



Appendix B1 – Number of new entries to home care in the September 2019 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	72	224	45	14	<b>355</b>
Central West	63	58	17	8	<b>146</b>
Far North Coast	245	230	50	13	<b>538</b>
Hunter	300	415	109	66	<b>890</b>
Illawarra	237	198	80	11	<b>526</b>
Inner West	161	192	34	23	<b>410</b>
Mid North Coast	238	237	74	35	<b>584</b>
Nepean	54	87	18	5	<b>164</b>
New England	22	66	20	7	<b>115</b>
Northern Sydney	234	329	108	38	<b>709</b>
Orana Far West	95	49	17	3	<b>164</b>
Riverina/Murray	184	191	41	17	<b>433</b>
South East Sydney	200	280	79	43	<b>602</b>
South West Sydney	243	198	52	25	<b>518</b>
Southern Highlands	44	96	30	14	<b>184</b>
Western Sydney	143	219	71	38	<b>471</b>
<b>Total</b>	<b>2,535</b>	<b>3,069</b>	<b>845</b>	<b>360</b>	<b>6,809</b>
<b>VIC</b>					
Barwon-South Western	110	256	53	16	<b>435</b>
Eastern Metro	306	477	108	32	<b>923</b>
Gippsland	133	145	45	11	<b>334</b>
Grampians	68	103	30	3	<b>204</b>
Hume	38	165	26	6	<b>235</b>
Loddon-Mallee	84	133	44	7	<b>268</b>
Northern Metro	199	363	145	46	<b>753</b>
Southern Metro	134	579	131	47	<b>891</b>
Western Metro	71	333	75	39	<b>518</b>
<b>Total</b>	<b>1,143</b>	<b>2,554</b>	<b>657</b>	<b>207</b>	<b>4,561</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	26	142	55	24	247
Brisbane South	112	213	79	32	436
Cabool	70	175	63	24	332
Central West	1	-	-	-	1
Darling Downs	127	138	39	27	331
Far North	63	64	10	11	148
Fitzroy	1	205	45	27	278
Logan River Valley	119	104	29	9	261
Mackay	13	43	2	2	60
North West	6	2	4	-	12
Northern	20	93	25	36	174
South Coast	137	151	38	26	352
South West	8	6	5	-	19
Sunshine Coast	148	224	54	25	451
West Moreton	61	25	5	4	95
Wide Bay	113	125	29	15	282
<b>Total</b>	<b>1,025</b>	<b>1,710</b>	<b>482</b>	<b>262</b>	<b>3,479</b>
<b>WA</b>					
Goldfields	3	5	4	-	12
Great Southern	-	33	18	9	60
Kimberley	4	6	-	1	11
Metro East	24	84	40	20	168
Metro North	59	233	63	31	386
Metro South East	19	134	44	33	230
Metro South West	21	152	103	49	325
Mid West	3	7	2	2	14
Pilbara	3	2	1	1	7
South West	21	58	27	15	121
Wheatbelt	23	33	19	13	88
<b>Total</b>	<b>180</b>	<b>747</b>	<b>321</b>	<b>174</b>	<b>1,422</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	25	32	11	5	73
Flinders & Far North	3	11	2	2	18
Hills, Mallee & Southern	85	88	11	8	192
Metro East	36	85	31	21	173
Metro North	90	162	61	20	333
Metro South	56	120	52	17	245
Metro West	53	96	37	14	200
Mid North	9	6	4	-	19
Riverland	10	17	5	2	34
South East	27	17	3	-	47
Yorke, Lower North & Barossa	20	50	13	9	92
<b>Total</b>	<b>414</b>	<b>684</b>	<b>230</b>	<b>98</b>	<b>1,426</b>
<b>TAS</b>					
North Western	33	37	11	9	90
Northern	43	69	20	4	136
Southern	48	108	30	5	191
<b>Total</b>	<b>124</b>	<b>214</b>	<b>61</b>	<b>18</b>	<b>417</b>
<b>ACT</b>					
<b>Total</b>	<b>21</b>	<b>105</b>	<b>47</b>	<b>16</b>	<b>189</b>
<b>NT</b>					
Alice Springs	2	4	4	-	10
Barkly	-	-	-	-	-
Darwin	-	27	11	6	44
East Arnhem	-	-	-	1	1
Katherine	1	7	-	1	9
<b>Total</b>	<b>3</b>	<b>38</b>	<b>15</b>	<b>8</b>	<b>64</b>
<b>NATIONAL</b>					
<b>Total</b>	<b>5,445</b>	<b>9,121</b>	<b>2,658</b>	<b>1,143</b>	<b>18,367</b>

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

Appendix B2 – Number of new entries to home care in the June 2019 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	51	95	45	19	<b>210</b>
Central West	40	34	14	6	<b>94</b>
Far North Coast	215	195	49	11	<b>470</b>
Hunter	220	308	101	54	<b>683</b>
Illawarra	180	150	50	19	<b>399</b>
Inner West	77	128	23	22	<b>250</b>
Mid North Coast	173	179	74	50	<b>476</b>
Nepean	39	58	16	3	<b>116</b>
New England	25	54	17	4	<b>100</b>
Northern Sydney	151	252	67	33	<b>503</b>
Orana Far West	65	47	18	10	<b>140</b>
Riverina/Murray	146	148	30	13	<b>337</b>
South East Sydney	149	216	78	39	<b>482</b>
South West Sydney	177	142	42	10	<b>371</b>
Southern Highlands	30	85	18	20	<b>153</b>
Western Sydney	90	131	62	41	<b>324</b>
<b>Total</b>	<b>1,828</b>	<b>2,222</b>	<b>704</b>	<b>354</b>	<b>5,108</b>
<b>VIC</b>					
Barwon-South Western	74	165	40	20	<b>299</b>
Eastern Metro	208	327	92	31	<b>658</b>
Gippsland	117	88	37	17	<b>259</b>
Grampians	55	104	11	3	<b>173</b>
Hume	39	100	30	12	<b>181</b>
Loddon-Mallee	49	88	34	17	<b>188</b>
Northern Metro	133	293	104	45	<b>575</b>
Southern Metro	109	365	106	40	<b>620</b>
Western Metro	60	218	102	31	<b>411</b>
<b>Total</b>	<b>844</b>	<b>1,748</b>	<b>556</b>	<b>216</b>	<b>3,364</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	33	115	53	23	224
Brisbane South	96	155	88	31	370
Cabool	52	146	38	19	255
Central West	-	2	-	-	2
Darling Downs	79	87	26	29	221
Far North	39	61	14	11	125
Fitzroy	2	113	42	16	173
Logan River Valley	84	84	23	17	208
Mackay	11	14	6	3	34
North West	3	3	2	1	9
Northern	17	77	37	24	155
South Coast	87	137	52	22	298
South West	8	4	-	3	15
Sunshine Coast	105	176	55	21	357
West Moreton	49	26	9	5	89
Wide Bay	73	57	31	10	171
<b>Total</b>	<b>738</b>	<b>1,257</b>	<b>476</b>	<b>235</b>	<b>2,706</b>
<b>WA</b>					
Goldfields	4	11	5	-	20
Great Southern	1	7	9	2	19
Kimberley	2	3	2	-	7
Metro East	21	66	21	24	132
Metro North	53	152	50	18	273
Metro South East	24	88	50	27	189
Metro South West	15	118	78	31	242
Mid West	-	4	1	5	10
Pilbara	-	-	-	2	2
South West	15	44	26	12	97
Wheatbelt	13	21	8	4	46
<b>Total</b>	<b>148</b>	<b>514</b>	<b>250</b>	<b>125</b>	<b>1,037</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	20	29	4	1	54
Flinders & Far North	4	4	3	1	12
Hills, Mallee & Southern	64	75	20	5	164
Metro East	14	61	20	13	108
Metro North	66	104	53	18	241
Metro South	41	121	40	12	214
Metro West	35	69	22	15	141
Mid North	5	8	-	-	13
Riverland	9	15	4	1	29
South East	14	16	3	3	36
Yorke, Lower North & Barossa	7	37	8	1	53
<b>Total</b>	<b>279</b>	<b>539</b>	<b>177</b>	<b>70</b>	<b>1,065</b>
<b>TAS</b>					
North Western	23	33	7	7	70
Northern	44	43	27	6	120
Southern	32	80	27	14	153
<b>Total</b>	<b>99</b>	<b>156</b>	<b>61</b>	<b>27</b>	<b>343</b>
<b>ACT</b>					
<b>Total</b>	<b>24</b>	<b>81</b>	<b>23</b>	<b>26</b>	<b>154</b>
<b>NT</b>					
Alice Springs	-	4	2	2	8
Barkly	-	1	-	-	1
Darwin	-	9	7	5	21
Katherine	-	1	-	-	1
<b>Total</b>	<b>-</b>	<b>15</b>	<b>9</b>	<b>7</b>	<b>31</b>
<b>NATIONAL</b>					
<b>Total</b>	<b>3,960</b>	<b>6,532</b>	<b>2,256</b>	<b>1,060</b>	<b>13,808</b>

Note: Location is based on the address of the person who entered into home care at 30 June 2019.

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	30-Sep-18	30-Jun-19	30-Sep-19
<b>NSW</b>			
Central Coast	21	23	23
Central West	19	20	21
Far North Coast	32	34	35
Hunter	53	56	58
Illawarra	36	40	40
Inner West	32	35	36
Mid North Coast	44	46	46
Nepean	11	15	14
New England	19	21	23
Northern Sydney	38	44	44
Orana Far West	20	21	22
Riverina/Murray	30	33	34
South East Sydney	50	56	56
South West Sydney	42	47	51
Southern Highlands	24	25	26
Western Sydney	51	55	56
<b>VIC</b>			
Barwon-South Western	27	28	30
Eastern Metro	53	54	57
Gippsland	20	21	23
Grampians	18	20	20
Hume	27	29	29
Loddon-Mallee	12	16	17
Northern Metro	35	39	38
Southern Metro	57	65	65
Western Metro	44	54	54

State/territory	30-Sep-18	30-Jun-19	30-Sep-19
<b>QLD</b>			
Brisbane North	43	45	44
Brisbane South	49	50	53
Cabool	20	20	22
Central West	8	9	9
Darling Downs	27	31	31
Far North	21	21	21
Fitzroy	21	24	25
Logan River Valley	24	27	27
Mackay	14	17	17
North West	7	7	7
Northern	21	21	21
South Coast	32	34	35
South West	3	3	3
Sunshine Coast	40	42	42
West Moreton	21	23	24
Wide Bay	19	21	22
<b>WA</b>			
Goldfields	8	9	9
Great Southern	6	6	6
Kimberley	8	8	8
Metro East	28	29	29
Metro North	29	32	32
Metro South East	21	24	24
Metro South West	18	19	19
Mid West	5	6	6
Pilbara	8	8	8
South West	13	13	14
Wheatbelt	7	7	8



State/territory	30-Sep-18	30-Jun-19	30-Sep-19
<b>SA</b>			
Eyre Peninsula	4	4	5
Flinders & Far North	9	9	10
Hills, Mallee & Southern	11	11	12
Metro East	37	39	40
Metro North	15	15	15
Metro South	13	15	14
Metro West	24	24	24
Mid North	3	3	3
Riverland	2	2	3
South East	4	4	5
Yorke, Lower North & Barossa	8	8	9
<b>TAS</b>			
North Western	13	12	13
Northern	15	14	14
Southern	30	33	34
<b>ACT</b>			
ACT	32	34	34
<b>NT</b>			
Alice Springs	14	14	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 30 September 2019, who had 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	59	665	555	54	<b>1,333</b>
Central West	21	256	198	41	<b>516</b>
Far North Coast	113	693	361	83	<b>1,250</b>
Hunter	206	906	573	286	<b>1,971</b>
Illawarra	165	529	303	87	<b>1,084</b>
Inner West	50	460	486	272	<b>1,268</b>
Mid North Coast	179	669	550	118	<b>1,516</b>
Nepean	25	290	211	42	<b>568</b>
New England	9	240	129	30	<b>408</b>
Northern Sydney	354	774	447	164	<b>1,739</b>
Orana Far West	83	231	154	28	<b>496</b>
Riverina/Murray	69	401	338	135	<b>943</b>
South East Sydney	133	892	843	288	<b>2,156</b>
South West Sydney	163	691	458	122	<b>1,434</b>
Southern Highlands	81	340	237	80	<b>738</b>
Western Sydney	131	499	582	132	<b>1,344</b>
<b>Total</b>	<b>1,841</b>	<b>8,536</b>	<b>6,425</b>	<b>1,962</b>	<b>18,764</b>
<b>VIC</b>					
Barwon-South Western	38	652	506	118	<b>1,314</b>
Eastern Metro	431	1,926	1,297	574	<b>4,228</b>
Gippsland	90	627	630	246	<b>1,593</b>
Grampians	29	436	299	72	<b>836</b>
Hume	42	378	224	58	<b>702</b>
Loddon-Mallee	25	392	390	190	<b>997</b>
Northern Metro	108	1,240	1,006	358	<b>2,712</b>
Southern Metro	91	1,941	1,858	889	<b>4,779</b>
Western Metro	14	837	757	423	<b>2,031</b>
<b>Total</b>	<b>868</b>	<b>8,429</b>	<b>6,967</b>	<b>2,928</b>	<b>19,192</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	36	401	415	124	976
Brisbane South	71	496	463	98	1,128
Cabool	41	440	393	166	1,040
Central West	1	10	7	-	18
Darling Downs	49	202	233	100	584
Far North	21	289	153	34	497
Fitzroy	-	308	536	29	873
Logan River Valley	34	222	195	43	494
Mackay	11	80	44	11	146
North West	1	11	19	4	35
Northern	36	224	297	183	740
South Coast	99	365	257	100	821
South West	9	24	17	4	54
Sunshine Coast	56	742	582	180	1,560
West Moreton	46	91	28	15	180
Wide Bay	99	459	287	59	904
<b>Total</b>	<b>610</b>	<b>4,364</b>	<b>3,926</b>	<b>1,150</b>	<b>10,050</b>
<b>WA</b>					
Goldfields	-	11	24	9	44
Great Southern	1	57	83	77	218
Kimberley	3	33	25	12	73
Metro East	7	260	356	181	804
Metro North	43	673	646	333	1,695
Metro South East	13	313	327	292	945
Metro South West	2	345	620	413	1,380
Mid West	-	45	85	30	160
Pilbara	-	7	9	-	16
South West	2	61	132	106	301
Wheatbelt	2	36	93	65	196
<b>Total</b>	<b>73</b>	<b>1,841</b>	<b>2,400</b>	<b>1,518</b>	<b>5,832</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	7	98	63	12	180
Flinders & Far North	5	23	34	4	66
Hills, Mallee & Southern	47	246	180	40	513
Metro East	2	160	541	243	946
Metro North	68	433	559	167	1,227
Metro South	9	480	625	110	1,224
Metro West	8	197	598	276	1,079
Mid North	1	40	60	13	114
Riverland	1	111	92	24	228
South East	18	87	53	2	160
Yorke, Lower North & Barossa	7	164	129	36	336
Total	173	2,039	2,934	927	6,073
<b>TAS</b>					
North Western	35	97	147	110	389
Northern	10	119	157	122	408
Southern	43	401	452	128	1,024
Total	88	617	756	360	1,821
<b>ACT</b>					
Total	19	379	338	168	904
<b>NT</b>					
Alice Springs	-	21	10	4	35
Barkly	-	4	4	1	9
Darwin	-	51	69	68	188
East Arnhem	-	9	-	4	13
Katherine	-	4	11	7	22
Total	-	89	94	84	267
<b>UNKNOWN ACPR</b>					
Total	1	18	12	8	39
<b>NATIONAL</b>					
Total	3,673	26,312	23,852	9,105	62,942

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 September 2019 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	115	468	139	112	<b>834</b>
Central West	101	155	37	57	<b>350</b>
Far North Coast	386	482	193	94	<b>1,155</b>
Hunter	533	900	367	323	<b>2,123</b>
Illawarra	402	497	204	123	<b>1,226</b>
Inner West	292	522	135	142	<b>1,091</b>
Mid North Coast	338	626	226	217	<b>1,407</b>
Nepean	98	207	63	46	<b>414</b>
New England	36	153	56	56	<b>301</b>
Northern Sydney	558	857	325	311	<b>2,051</b>
Orana Far West	179	196	57	42	<b>474</b>
Riverina/Murray	293	549	166	150	<b>1,158</b>
South East Sydney	423	813	241	190	<b>1,667</b>
South West Sydney	409	639	170	197	<b>1,415</b>
Southern Highlands	96	275	80	75	<b>526</b>
Western Sydney	242	504	188	189	<b>1,123</b>
<b>Total</b>	<b>4,501</b>	<b>7,843</b>	<b>2,647</b>	<b>2,324</b>	<b>17,315</b>
<b>VIC</b>					
Barwon-South Western	163	554	178	80	<b>975</b>
Eastern Metro	600	1,267	323	238	<b>2,428</b>
Gippsland	244	406	97	84	<b>831</b>
Grampians	119	249	80	35	<b>483</b>
Hume	97	413	120	77	<b>707</b>
Loddon-Mallee	151	264	98	58	<b>571</b>
Northern Metro	331	857	414	209	<b>1,811</b>
Southern Metro	283	1,410	408	270	<b>2,371</b>
Western Metro	120	689	243	167	<b>1,219</b>
<b>Total</b>	<b>2,108</b>	<b>6,109</b>	<b>1,961</b>	<b>1,218</b>	<b>11,396</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	73	377	147	137	734
Brisbane South	195	505	197	156	1,053
Cabool	98	408	147	154	807
Central West	5	9	3	1	18
Darling Downs	211	357	113	138	819
Far North	102	164	52	57	375
Fitzroy	6	505	152	100	763
Logan River Valley	183	254	91	82	610
Mackay	23	92	16	10	141
North West	10	13	6	-	29
Northern	54	192	88	126	460
South Coast	278	479	198	151	1,106
South West	19	30	14	8	71
Sunshine Coast	222	533	162	139	1,056
West Moreton	112	119	29	30	290
Wide Bay	172	247	55	67	541
<b>Total</b>	<b>1,763</b>	<b>4,284</b>	<b>1,470</b>	<b>1,356</b>	<b>8,873</b>
<b>WA</b>					
Goldfields	8	19	13	5	45
Great Southern	7	68	32	33	140
Kimberley	12	19	12	7	50
Metro East	58	271	100	98	527
Metro North	166	610	189	217	1,182
Metro South East	53	317	120	183	673
Metro South West	47	401	235	274	957
Mid West	1	38	10	23	72
Pilbara	5	7	5	4	21
South West	48	184	73	94	399
Wheatbelt	43	97	50	48	238
<b>Total</b>	<b>448</b>	<b>2,031</b>	<b>839</b>	<b>986</b>	<b>4,304</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	45	89	28	13	175
Flinders & Far North	12	20	13	9	54
Hills, Mallee & Southern	136	217	75	66	494
Metro East	111	320	109	120	660
Metro North	256	381	181	171	989
Metro South	96	301	159	132	688
Metro West	119	250	122	121	612
Mid North	30	39	15	17	101
Riverland	13	59	19	14	105
South East	85	65	22	22	194
Yorke, Lower North & Barossa	51	152	53	47	303
Total	954	1,893	796	732	4,375
<b>TAS</b>					
North Western	56	105	31	29	221
Northern	58	130	43	39	270
Southern	132	265	102	58	557
Total	246	500	176	126	1,048
<b>ACT</b>					
Total	73	296	90	150	609
<b>NT</b>					
Alice Springs	2	24	6	10	42
Barkly	-	2	1	2	5
Darwin	-	51	19	15	85
East Arnhem	-	2	-	1	3
Katherine	1	10	1	3	15
Total	3	89	27	31	150
<b>UNKNOWN ACPR</b>					
Total	4	15	4	7	30
<b>NATIONAL</b>					
Total	10,100	23,060	8,010	6,930	48,100

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