



Australian Government

Department of Health

# HOME CARE PACKAGES PROGRAM

Data Report 2<sup>nd</sup> Quarter 2020-21

1 October – 31 December 2020

March 2021

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## Executive Summary

- At 31 December 2020, 173,495 people had access to a Home Care Package (HCP). This is a 6.5 per cent (10,522) increase since 30 September 2020 (162,973), and a 19.4 per cent increase (28,175) since 31 December 2019 (145,320).
- Of the 173,495 people, 159,339 were in a HCP with the remaining 14,156 people assigned a HCP and considering whether to take up their offer.
- The 159,339 people in a HCP at 31 December 2020 represented a 6.4 per cent (9,520) increase from 30 September 2020 (149,819) and a 23.7 per cent (30,558) increase since 31 December 2019 (128,781).
- In the December 2020 quarter, 16,974 people entered a HCP for the first time.
- At 31 December 2020, there were 60,456 people who were seeking a HCP at their approved level, who had not yet been offered a HCP. Of these people, 97.8 per cent (59,132) had been approved for support through the Commonwealth Home Support Programme (CHSP).
- The number of people with a level 4 approval who were seeking a HCP at their approved level, who had not yet been offered a HCP, had fallen by 9.2 per cent (715) from 31 December 2019 (7,757) to 31 December 2020 (7,042).
- At 31 December 2020, there were 36,403 people who were seeking a HCP at their approved level, who had already been offered a lower level HCP. Of these people, 67.5 per cent (24,594) chose to take an offered HCP, 17.3 per cent (6,284) were deciding on whether to take up their offer and 15.2 per cent (5,525) had not taken up their previous offer(s) of a lower level HCP.
- Of the 96,859 people waiting for a HCP at their approved level at 31 December 2020, 98.6 per cent (95,535) had been provided the opportunity to connect to some form of Commonwealth subsidised home care support.
- There were 28,706 approvals for a HCP in the December 2020 quarter.
- There were 44,200 HCPs released in the December 2020 quarter, at an average of 3,400 per week.
- There were 928 approved HCP providers with a home care service at 31 December 2020.

# INTRODUCTION

## OVERVIEW

The Australian Government recognises that people want to remain living independently in their own homes for as long as possible. To support this, the Government subsidises packages through the Home Care Packages Program (HCPP) to provide home-based care that can improve senior Australians' quality of life and help them to remain active and connected to their communities.

This report provides an update on the operation of the HCPP for the period between 1 October 2020 and 31 December 2020 (referred to as the December 2020 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 Priority System (NPS).
- Chapter 4: maximum exit amounts.

A Glossary is also provided at the end of the report explaining specific terminology and abbreviations used throughout the report.

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

Data is provided for the period between 1 October 2020 and 31 December 2020 with the exception of information on estimated wait times, which shows data as of 28 February 2021, in recognition that information for this indicator was available and assured at the time of publication.

Further information on the HCPP, including eligibility, fees and recent reforms can be found at <https://www.health.gov.au/initiatives-and-programs/home-care-packages-program/about-the-home-care-packages-program>.

## INCREASED INVESTMENT

Since the 2018-19 Budget, the Government has announced the release of an additional 83,105 HCPs at a cost of around \$5.5 billion. Table 1 provides a breakdown of each decision that has contributed to the 83,105 HCPs.

Table 1: Announcements made for additional HCPs since the 2018-19 Budget

Budget Update	Timing of announcement	HCPs	Expenditure (\$m)
2018-19 Budget	May-18	14,000	1,600.4
2018-19 MYEFO	Dec-18	10,000	287.3
2019-20 Budget	Apr-19	10,000	282.4
2019-20 MYEFO	Dec-19	10,000	496.3
2020-21 Budget	Jul-20	6,105	325.7
2020-21 Budget	Oct-20	23,000	1,620.6
2020-21 MYEFO	Dec-20	10,000	850.8
<b>Total</b>		<b>83,105</b>	<b>5,463.5</b>

Table 2 provides a breakdown of the current number of allocated HCPs across the forward estimates.

Table 2: Number of allocated HCPs across the forward estimates

HCP level	2020-21	2021-22	2022-23	2023-24
1	21,450	21,450	21,450	21,450
2	80,071	80,071	80,071	80,071
3	48,224	48,224	48,224	48,224
4	45,852	45,852	45,852	45,852
<b>Total</b>	<b>195,597</b>	<b>195,597</b>	<b>195,597</b>	<b>195,597</b>

# 1. ELIGIBILITY AND ASSESSMENT

## DISTRIBUTION OF HCP LEVELS

- There are four levels of HCPs to help meet senior Australians different levels of care need, which is determined by the outcome of an independent aged care assessment. Table 3 provides the rounded annual amount of Government subsidy in 2020-21.

Table 3: HCP annual subsidy, by HCP level from 1 July 2020 to 30 June 2021

HCP level	Home care services for people with:	Rounded annual subsidy amount paid by the Government
1	Basic care needs	\$8,900
2	Low-level care needs	\$15,700
3	Intermediate care needs	\$34,200
4	High-level care needs	\$51,900

Notes: The amounts in the table do not include additional supplements that a provider may be eligible for. Figures are rounded to the nearest \$100.

## VOLUME OF HCP APPROVALS

- There were 28,706 HCP approvals in the December 2020 quarter (Table 4). This was 7.4 per cent (2,284) less than the approvals in the September 2020 quarter (30,990).

Table 4: Number of HCP approvals in December 2020 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	16	849	180	3,739	509	2,813	400	754	9,260	32.3%
VIC	1	481	79	2,806	318	2,125	842	824	7,476	26.0%
QLD	-	219	68	1,508	467	1,492	539	361	4,654	16.2%
WA	-	43	27	803	159	1,041	451	590	3,114	10.8%
SA	-	136	-	830	49	1,314	133	405	2,867	10.0%
TAS	-	25	1	231	19	312	32	118	738	2.6%
ACT	-	9	-	116	17	121	57	63	383	1.3%
NT	-	-	4	54	17	60	26	20	181	0.6%
Unknown	-	3	2	9	1	6	4	8	33	0.1%
<b>Sub-total</b>	<b>17</b>	<b>1,765</b>	<b>361</b>	<b>10,096</b>	<b>1,556</b>	<b>9,284</b>	<b>2,484</b>	<b>3,143</b>	<b>28,706</b>	<b>100.0%</b>
<b>Total</b>	<b>1,782</b>	<b>10,457</b>	<b>10,840</b>	<b>5,627</b>	<b>28,706</b>	<b>100.0%</b>				
<b>% by level</b>	<b>6.2%</b>	<b>36.4%</b>	<b>37.8%</b>	<b>19.6%</b>	<b>100.0%</b>					

### Key point

- There were 28,706 approvals for a HCP in the December 2020 quarter.

## 2. HOME CARE SERVICE DELIVERY

### NUMBER OF PEOPLE IN A HCP

- There were 159,339 people in a HCP at 31 December 2020 (Table 5). This was an increase of 6.4 per cent (9,520) since 30 September 2020 (149,819) and a 23.7 per cent (30,558) increase since 31 December 2019 (128,781) (Chart 1).
- Of the 159,339 people, 77,373 were in a high level (level 3 or 4) HCP. This figure was 29.0 per cent (17,373) higher than 31 December 2019 (60,000).
- In addition to the 159,339 people in a HCP at 31 December 2020, a further 14,156 people were assigned a HCP and were considering whether to take up their offer.

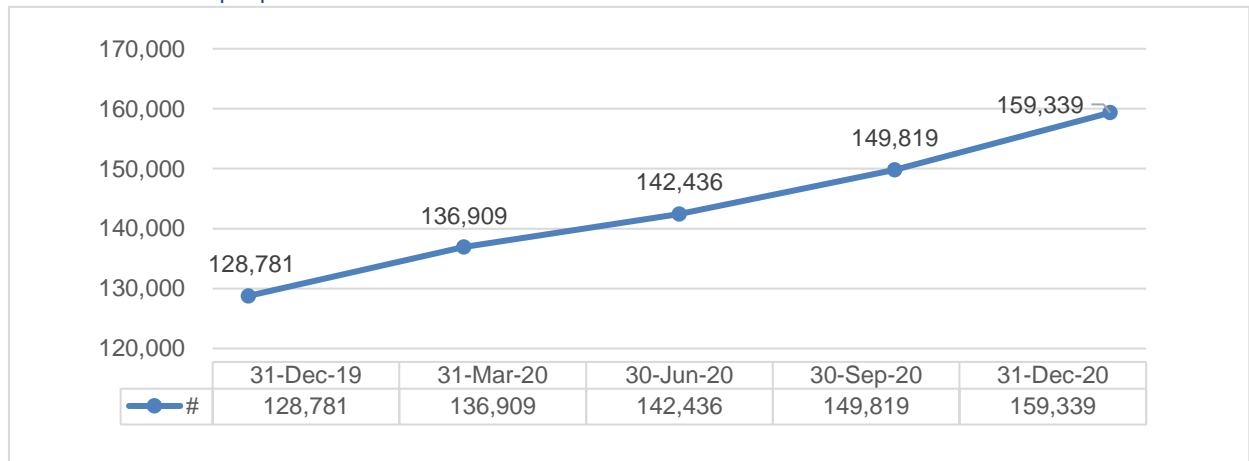
Table 5: Number of people in a HCP by level and state and territory, at 31 December 2020

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	9,222	22,921	13,101	11,652	56,896	35.7%
VIC	4,070	19,104	8,867	10,177	42,218	26.5%
QLD	3,136	11,230	7,449	7,918	29,733	18.7%
WA	501	3,463	2,891	5,394	12,249	7.7%
SA	1,132	4,165	3,157	3,380	11,834	7.4%
TAS	391	1,481	973	944	3,789	2.4%
ACT	105	719	369	707	1,900	1.2%
NT	5	314	139	246	704	0.4%
Unknown	1	6	1	8	16	0.0%
<b>Total</b>	<b>18,563</b>	<b>63,403</b>	<b>36,947</b>	<b>40,426</b>	<b>159,339</b>	<b>100.0%</b>
<b>Share</b>	<b>11.7%</b>	<b>39.8%</b>	<b>23.2%</b>	<b>25.4%</b>	<b>100.0%</b>	

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

- Data on the number of people in a HCP at 31 December 2020 by Aged Care Planning Region (ACPR) can be found at Appendix A.

Chart 1: Number of people in a HCP since 31 December 2019



- Table 6 provides a breakdown of the proportion of the total number of people in a HCP 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 HCP at the last day of the quarter, by MMM Classification

MMM	31-Dec-19	31-Mar-20	30-Jun-20	30-Sep-20	31-Dec-20
1	64.2%	64.6%	64.6%	64.7%	<b>64.9%</b>
2	9.7%	9.6%	9.5%	9.4%	<b>9.3%</b>
3	10.3%	10.2%	10.2%	10.2%	<b>10.1%</b>
4	5.8%	5.8%	5.7%	5.7%	<b>5.7%</b>
5	8.6%	8.5%	8.5%	8.6%	<b>8.6%</b>
6	0.9%	0.9%	0.9%	0.9%	<b>0.9%</b>
7	0.5%	0.5%	0.5%	0.5%	<b>0.5%</b>
Unknown	0.0%	0.0%	0.0%	0.0%	<b>0.0%</b>

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

## NUMBER OF NEW ENTRIES TO A HCP

- There were 16,974 new entries to a HCP in the December 2020 quarter (Table 7).

Table 7: Number of new entries to a HCP in the December 2020 quarter, by state and territory

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	3,497	1,999	565	226	<b>6,287</b>	<b>37.0%</b>
VIC	1,301	1,937	641	390	<b>4,269</b>	<b>25.2%</b>
QLD	1,102	1,261	381	159	<b>2,903</b>	<b>17.1%</b>
WA	201	756	345	234	<b>1,536</b>	<b>9.0%</b>
SA	365	603	265	114	<b>1,347</b>	<b>7.9%</b>
TAS	116	152	58	34	<b>360</b>	<b>2.1%</b>
ACT	44	104	38	24	<b>210</b>	<b>1.2%</b>
NT	4	30	20	8	<b>62</b>	<b>0.4%</b>
<b>Total</b>	<b>6,630</b>	<b>6,842</b>	<b>2,313</b>	<b>1,189</b>	<b>16,974</b>	<b>100.0%</b>
<b>Share</b>	<b>39.1%</b>	<b>40.3%</b>	<b>13.6%</b>	<b>7.0%</b>	<b>100.0%</b>	

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

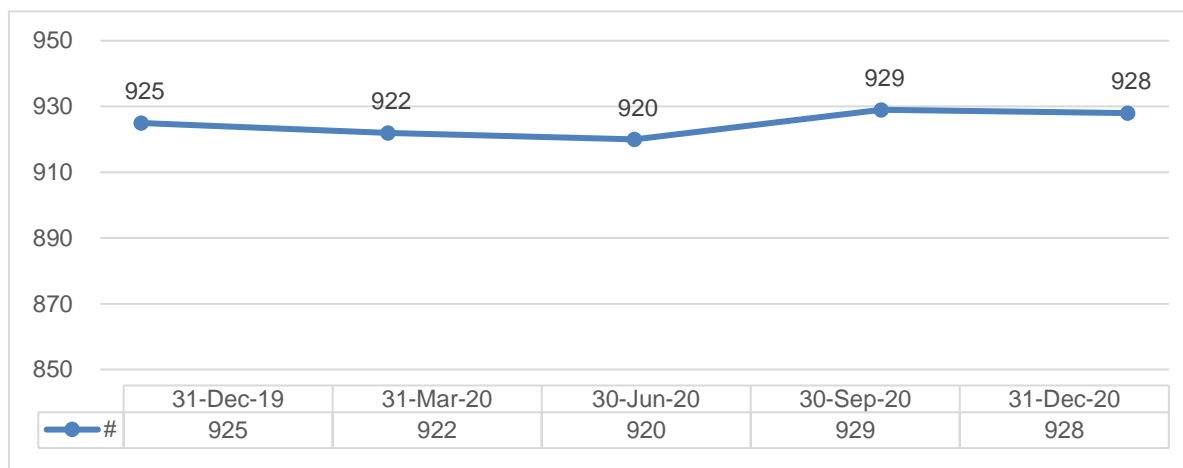
- Further information on the number of new entries in the December 2020 quarter by ACPR can be found in Appendix B.



## NUMBER OF APPROVED HCP PROVIDERS

- There were 928 approved HCP providers at 31 December 2020 (Chart 2). This was a decrease of 0.1 per cent (one provider) from 30 September 2020 (929) and an increase of 0.3 per cent (three providers) since 31 December 2019 (925).

Chart 2: Number of approved providers of home care with home care services since 31 December 2019



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 had indicated in My Aged Care that they had operational capacity to provide services across all four HCP levels in that ACPR at 31 December 2020.

### Key points

- There were 159,339 people in a HCP at 31 December 2020. This was an increase of 6.4 per cent (9,520) since 30 September 2020 (149,819) and a 23.7 per cent (30,558) increase since 31 December 2019 (128,781).
- There were 16,974 new entries to a HCP in the December 2020 quarter.
- There were 928 approved HCP providers at 31 December 2020. This was a decrease of 0.1 per cent (one provider) from 30 September 2020 (929) and an increase of 0.3 per cent (three providers) since 31 December 2019 (925).

## 3. NATIONAL PRIORITY SYSTEM

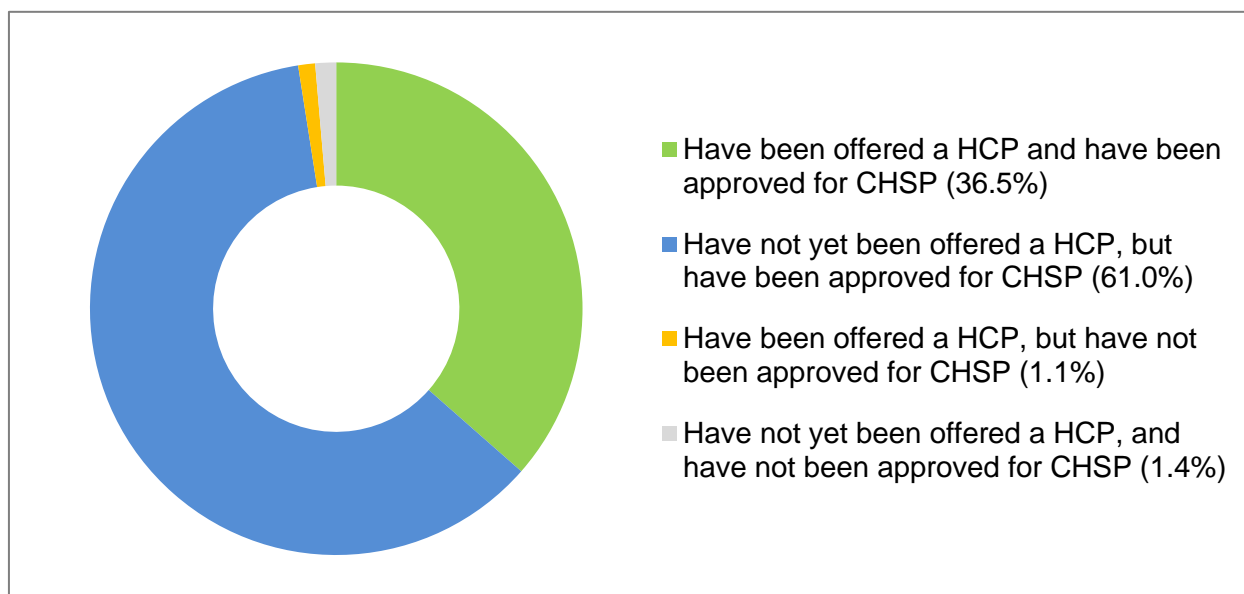
### NATIONAL PRIORITY SYSTEM

- The NPS allows for a nationally consistent and equitable process for assigning HCPs 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 is refreshed each night to accommodate changes made and ensure the release of HCPs is up-to-date. HCPs are released on a weekly basis to all four levels, across high and medium priorities to connect people to care as well as upgrade people in interim HCPs.
- The NPS should be considered as more than a single queue. For example, the NPS includes people who have accepted a lower level HCP that allows them to connect with home care services early, as well as others who have not accepted a lower level HCP. 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 HCP.
- Independent and qualified Aged Care Assessment Teams (ACATs) assess a person's needs and, when making an approval for care, can approve a person for a HCP, 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 HCP approval will enter home care. The strong majority of people assessed by ACATs are approved for permanent residential care, reflecting their complex care needs.

### ACCESS TO COMMONWEALTH HOME SUPPORT SERVICES

- In addition to receiving an approval for a HCP 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 HCP.
- Of the 96,859 people in the NPS who were waiting on a HCP at their approved level at 31 December 2020, 97.5 per cent (94,460) 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 HCP when their budget has been expended or where additional short-term episodic care is required. Diagram 1 shows that 98.6 per cent (95,535) of people in the NPS at 31 December 2020 had been offered an interim level HCP and/or approved for CHSP services.

Diagram 1: Status of people in the NPS at 31 December 2020 who were waiting for a HCP at their approved level



## PEOPLE WHO HAVE NOT YET BEEN OFFERED A HCP

- At 31 December 2020, there were 60,456 people who were seeking a HCP at their approved level, who had not yet been offered a HCP (Table 8). Of these people, 97.8 per cent (59,132) had been approved for CHSP.
- The number of people with a level 4 approval who were seeking a HCP at their approved level, who had not yet been offered a HCP, fell by 9.2 per cent (715) from 31 December 2019 (7,757) to 31 December 2020 (7,042).

Table 8: Number and percentage of people who had not yet been offered a HCP, who had been approved to access CHSP, by level of approval at 31 December 2020

Approved level	Number of people in the NPS who have <u>never been offered an interim HCP</u>	Number of people in the NPS who have <u>never been offered an interim HCP with CHSP approval</u>	Percentage of people in the NPS who have <u>never been offered an interim HCP with CHSP approval</u>
Level 1	3,384	3,222	95.2%
Level 2	26,115	25,565	97.9%
Level 3	23,915	23,522	98.4%
Level 4	7,042	6,823	96.9%
<b>Total</b>	<b>60,456</b>	<b>59,132</b>	<b>97.8%</b>

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

- At 31 December 2020, there were 36,403 people who had been offered an interim HCP while they wait for a HCP at their approved level.
- Those offered an interim HCP fell into three response categories (Table 9):
  - those who accepted their offer and were receiving care (24,594)
  - those who had not yet accepted their offer but whose offer was still open (i.e. within 56/84 days of offer) (6,284), and
  - those who did not take up their previous offer(s) (5,525).

Table 9: Number of people who had been offered a HCP while they wait for their approved level, by response category and level of approval at 31 December 2020

Approved level	Number of people in an interim HCP*	Number of people offered an interim HCP, who had not yet accepted their offer	Number of people offered an interim HCP that <u>did not</u> take up their offer(s)
Level 2	9,155	3,090	3,450
Level 3	10,368	2,527	1,663
Level 4	5,071	667	412
<b>Total</b>	<b>24,594</b>	<b>6,284</b>	<b>5,525</b>

- Of the 5,525 people who had not taken up their previous offer(s) of a HCP, 97.7 per cent (5,396) had been approved for CHSP (Table 10).

Table 10: Number and percentage of people who did not take up an offer of a lower level HCP, who have been provided approval to access CHSP, by level of approval at 31 December 2020

Approved level	Number of people who <u>did not</u> take up an offer of an interim HCP	Number of people who <u>did not</u> take up an offer of an interim HCP, that have a CHSP approval	Percentage of people who <u>did not</u> take up an offer of an interim HCP, that have a CHSP approval
Level 2	3,450	3,361	97.4%
Level 3	1,663	1,631	98.1%
Level 4	412	404	98.1%
<b>Total</b>	<b>5,525</b>	<b>5,396</b>	<b>97.7%</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 HCP. At 31 December 2020, 61.0 per cent (59,073) of people in the NPS had dual approvals, having been approved for a permanent place in a residential aged care facility (Table 11).

Table 11: Number and percentage of people waiting for a HCP at their approved level who were also approved for permanent residential care, by level of approval at 31 December 2020

Approved level	Number of people waiting for a HCP at their approved level who also have an approval for permanent residential care	Number of people waiting for a HCP at their approved level	Percentage of people waiting for a HCP at their approved level who also have an approval for permanent residential care
Level 1	895	3,384	26.4%
Level 2	20,485	41,810	49.0%
Level 3	26,824	38,473	69.7%
Level 4	10,869	13,192	82.4%
<b>Total</b>	<b>59,073</b>	<b>96,859</b>	<b>61.0%</b>

## DISTRIBUTION OF PEOPLE ACROSS STATES AND TERRITORIES

- Table 12 shows the state and territory distribution of people who have not been offered a HCP as at 31 December 2020.

Table 12: Number of people waiting on a HCP at their approved level who had not been offered a lower level HCP, by state and territory of residence and level of approval at 31 December 2020

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	1,701	8,131	5,668	1,241	16,741	27.7%
VIC	889	8,114	6,650	2,271	17,924	29.6%
QLD	427	3,989	3,594	733	8,743	14.5%
WA	70	2,151	2,956	1,473	6,650	11.0%
SA	224	2,625	3,805	851	7,505	12.4%
TAS	50	662	799	271	1,782	2.9%
ACT	18	261	282	131	692	1.1%
NT	-	140	138	59	337	0.6%
Unknown	5	42	23	12	82	0.1%
<b>Total</b>	<b>3,384</b>	<b>26,115</b>	<b>23,915</b>	<b>7,042</b>	<b>60,456</b>	<b>100.0%</b>
<b>Share</b>	<b>5.6%</b>	<b>43.2%</b>	<b>39.6%</b>	<b>11.6%</b>	<b>100.0%</b>	

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

- The number of people waiting on a HCP at 31 December 2020, who had not been offered a lower level HCP, by ACPR, is found in Appendix D.

## WAIT TIMES

- All people approved for a HCP, and seeking services, can access their individual expected wait time to receive their first HCP, and their approved HCP 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 28 February 2021, for a person with a medium priority approval joining the NPS for a HCP by level, are provided in Table 13.
- People approved for a higher level HCP have the option of taking up a lower level HCP 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 13: Estimated wait time for people entering the NPS on 28 February 2021, by HCP 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 HCPS RELEASED

- The department released 44,200 HCPs during the December 2020 quarter (Table 14), at an average of 3,400 per week.

Table 14: Number of HCPs released in the December 2020 quarter, by state and territory and level

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	5,661	5,566	3,142	1,166	15,535	35.1%
VIC	2,362	4,788	2,918	1,478	11,546	26.1%
QLD	1,905	2,725	1,830	833	7,293	16.5%
WA	492	1,520	1,107	905	4,024	9.1%
SA	782	1,672	1,166	419	4,039	9.1%
TAS	191	408	282	128	1,009	2.3%
ACT	91	234	130	102	557	1.3%
NT	10	68	50	41	169	0.4%
Unknown	6	14	5	3	28	0.1%
<b>Total</b>	<b>11,500</b>	<b>16,995</b>	<b>10,630</b>	<b>5,075</b>	<b>44,200</b>	<b>100.0%</b>
<b>Share</b>	<b>26.0%</b>	<b>38.5%</b>	<b>24.0%</b>	<b>11.5%</b>	<b>100.0%</b>	

- Of the HCPs released in the December 2020 quarter:
  - 28.7 per cent (12,672) were offered as upgrades to people already in an interim HCP.
  - 71.3 per cent (31,528) of HCPs were offered to people who were not in an interim level HCP (Table 15). This includes people who were previously offered a HCP and did not take up the offer, as well as people who were offered a HCP for the first time.

Table 15: HCPs released to people in the December 2020 quarter, by level and type of release

Release type	Level 1	Level 2	Level 3	Level 4	Total
New packages	11,500	12,817	4,820	2,391	31,528
Upgrades	-	4,178	5,810	2,684	12,672
<b>Total</b>	<b>11,500</b>	<b>16,995</b>	<b>10,630</b>	<b>5,075</b>	<b>44,200</b>
<b>% released that were new</b>	<b>100.0%</b>	<b>75.4%</b>	<b>45.3%</b>	<b>47.1%</b>	<b>71.3%</b>

- Information on the number of HCPs released by ACPR and level for the December 2020 quarter can be found at Appendix E.

### Key points

- At 31 December 2020, there were 60,456 people who were seeking a HCP at their approved level, who had not been offered a HCP. Of these people, 97.8 per cent (59,132) had been provided with an approval to access CHSP.
- At 31 December 2020, there were 36,403 people who had been offered an interim HCP while they wait for a HCP at their approved level.
- 44,200 HCPs were released during the December 2020 quarter, with 71.3 per cent (31,528) being offered to people who were not in an interim HCP.

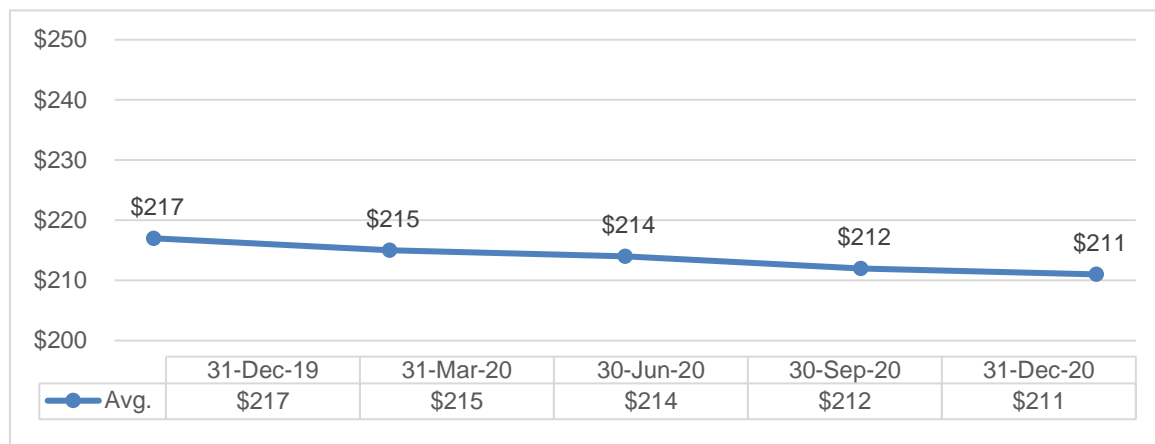
## 4. MAXIMUM EXIT AMOUNTS

An exit amount is an amount that can be deducted by a HCP provider from a person's unspent HCP amount if the person leaves their care. This may happen if the person decides to change their HCP provider or when they leave their HCP altogether.

The maximum exit amount represents the highest dollar value the provider can include in a person's home care agreement and must be published on the My Aged Care website.

- The average published maximum exit amount of all providers at 31 December 2020 was \$211 (inclusive of amounts of \$0 and where no amount was provided) (Chart 3). This average had decreased by 0.5 per cent (\$1) since 30 September 2020 (\$212) and decreased by 2.8 per cent (\$6) since 31 December 2019 (\$217).

Chart 3: Average maximum exit amount published by HCP providers since 31 December 2019



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

- 43.5 per cent of approved HCP providers had indicated that they would not deduct an exit amount at 31 December 2020, up from 43.3 per cent at 30 September 2020.
- Eight providers published a maximum exit amount of \$1,000 or more at 31 December 2020 (Table 16).

Table 16: Number of approved HCP providers with a published maximum exit amount of \$1,000 or more

	31-Dec-19	31-Mar-20	30-Jun-20	30-Sep-20	31-Dec-20
(A) No. of providers with a published maximum exit amount of more than \$1,000	2	2	2	2	2
(B) No. of providers with a published maximum exit amount of \$1,000	6	6	6	6	6
Combined (A)+(B)	8	8	8	8	8

### Key points:

- At 31 December 2020, the average published maximum exit amount was \$211.
- At 31 December 2020, 43.5 per cent of all approved HCP providers indicated that they would not deduct an exit amount.

## Glossary

Term	Definition
<b>Aged Care Assessment Teams (ACAT)</b>	ACATs are independent, state and territory managed 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 at <a href="https://www.health.gov.au/resources/collections/2018-aged-care-planning-region-maps">https://www.health.gov.au/resources/collections/2018-aged-care-planning-region-maps</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 HCP</b>	A HCP 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 HCP.
<b>My Aged Care</b>	The main entry point to the aged care system in Australia.
<b>National Priority System</b>	The nationally consistent process for allocating HCPs based on peoples' needs and circumstances.
<b>The department</b>	The Department of Health.



## Appendices

### Appendix A – Number of people in a HCP at 31 December 2020, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	366	1,328	939	515	<b>3,148</b>
Central West	101	506	267	237	<b>1,111</b>
Far North Coast	745	1,861	845	653	<b>4,104</b>
Hunter	916	2,405	1,395	1,594	<b>6,310</b>
Illawarra	619	1,497	794	643	<b>3,553</b>
Inner West	670	1,438	823	812	<b>3,743</b>
Mid North Coast	787	2,085	1,387	1,187	<b>5,446</b>
Nepean	199	699	326	217	<b>1,441</b>
New England	133	498	279	243	<b>1,153</b>
Northern Sydney	1,026	2,144	1,000	1,205	<b>5,375</b>
Orana Far West	283	619	302	192	<b>1,396</b>
Riverina/Murray	641	1,461	789	575	<b>3,466</b>
South East Sydney	789	2,066	1,331	1,110	<b>5,296</b>
South West Sydney	1,106	1,949	1,071	821	<b>4,947</b>
Southern Highlands	209	918	410	443	<b>1,980</b>
Western Sydney	632	1,447	1,143	1,205	<b>4,427</b>
<b>Total</b>	<b>9,222</b>	<b>22,921</b>	<b>13,101</b>	<b>11,652</b>	<b>56,896</b>
<b>VIC</b>					
Barwon-South Western	232	1,416	704	764	<b>3,116</b>
Eastern Metro	1,363	4,266	1,643	1,784	<b>9,056</b>
Gippsland	514	1,532	724	695	<b>3,465</b>
Grampians	137	931	286	299	<b>1,653</b>
Hume	171	1,045	480	422	<b>2,118</b>
Loddon-Mallee	182	1,017	464	618	<b>2,281</b>
Northern Metro	588	2,676	1,489	1,637	<b>6,390</b>
Southern Metro	660	4,029	1,840	2,448	<b>8,977</b>
Western Metro	223	2,192	1,237	1,510	<b>5,162</b>
<b>Total</b>	<b>4,070</b>	<b>19,104</b>	<b>8,867</b>	<b>10,177</b>	<b>42,218</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	161	861	691	769	2,482
Brisbane South	343	1,207	950	1,096	3,596
Cabool	318	1,009	728	785	2,840
Central West	5	11	6	11	33
Darling Downs	416	954	425	707	2,502
Far North	91	673	338	293	1,395
Fitzroy	79	736	912	391	2,118
Logan River Valley	238	677	522	612	2,049
Mackay	62	229	46	79	416
North West	8	44	28	29	109
Northern	97	510	429	648	1,684
South Coast	379	1,162	691	812	3,044
South West	13	60	22	35	130
Sunshine Coast	373	1,730	993	1,044	4,140
West Moreton	183	369	137	202	891
Wide Bay	370	998	531	405	2,304
<b>Total</b>	<b>3,136</b>	<b>11,230</b>	<b>7,449</b>	<b>7,918</b>	<b>29,733</b>
<b>WA</b>					
Goldfields	7	26	31	36	100
Great Southern	18	65	105	222	410
Kimberley	1	70	39	29	139
Metro East	44	480	395	638	1,557
Metro North	238	1,151	722	1,185	3,296
Metro South East	75	600	385	900	1,960
Metro South West	88	660	769	1,492	3,009
Mid West	-	59	38	97	194
Pilbara	-	18	8	20	46
South West	11	202	215	462	890
Wheatbelt	19	132	184	313	648
<b>Total</b>	<b>501</b>	<b>3,463</b>	<b>2,891</b>	<b>5,394</b>	<b>12,249</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	76	248	111	98	533
Flinders & Far North	16	62	47	27	152
Hills, Mallee & Southern	230	749	327	326	1,632
Metro East	69	388	442	557	1,456
Metro North	401	708	685	662	2,456
Metro South	47	826	605	670	2,148
Metro West	88	433	557	673	1,751
Mid North	37	96	44	43	220
Riverland	12	163	93	78	346
South East	80	224	76	68	448
Yorke, Lower North & Barossa	76	268	170	178	692
<b>Total</b>	<b>1,132</b>	<b>4,165</b>	<b>3,157</b>	<b>3,380</b>	<b>11,834</b>
<b>TAS</b>					
North Western	160	317	189	226	892
Northern	80	446	251	286	1,063
Southern	151	718	533	432	1,834
<b>Total</b>	<b>391</b>	<b>1,481</b>	<b>973</b>	<b>944</b>	<b>3,789</b>
<b>ACT</b>					
<b>Total</b>	<b>105</b>	<b>719</b>	<b>369</b>	<b>707</b>	<b>1,900</b>
<b>NT</b>					
Alice Springs	-	96	21	45	162
Barkly	-	6	1	2	9
Darwin	2	114	96	174	386
East Arnhem	2	63	8	14	87
Katherine	1	35	13	11	60
<b>Total</b>	<b>5</b>	<b>314</b>	<b>139</b>	<b>246</b>	<b>704</b>
<b>UNKNOWN ACPR</b>					
<b>Total</b>	<b>1</b>	<b>6</b>	<b>1</b>	<b>8</b>	<b>16</b>
<b>NATIONAL</b>					
<b>Total</b>	<b>18,563</b>	<b>63,403</b>	<b>36,947</b>	<b>40,426</b>	<b>159,339</b>

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

Appendix B – Number of new entries to a HCP in the December 2020 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	123	138	57	9	<b>327</b>
Central West	26	55	9	6	<b>96</b>
Far North Coast	278	136	33	8	<b>455</b>
Hunter	304	265	55	32	<b>656</b>
Illawarra	207	105	35	5	<b>352</b>
Inner West	314	113	30	24	<b>481</b>
Mid North Coast	259	237	73	18	<b>587</b>
Nepean	98	55	18	3	<b>174</b>
New England	63	59	20	3	<b>145</b>
Northern Sydney	312	142	35	29	<b>518</b>
Orana Far West	79	50	8	2	<b>139</b>
Riverina/Murray	265	92	22	13	<b>392</b>
South East Sydney	360	210	54	32	<b>656</b>
South West Sydney	460	131	40	14	<b>645</b>
Southern Highlands	66	74	29	8	<b>177</b>
Western Sydney	283	137	47	20	<b>487</b>
<b>Total</b>	<b>3,497</b>	<b>1,999</b>	<b>565</b>	<b>226</b>	<b>6,287</b>
<b>VIC</b>					
Barwon-South Western	76	166	56	21	<b>319</b>
Eastern Metro	434	368	116	85	<b>1,003</b>
Gippsland	121	162	55	20	<b>358</b>
Grampians	38	82	25	17	<b>162</b>
Hume	55	80	21	11	<b>167</b>
Loddon-Mallee	65	84	34	27	<b>210</b>
Northern Metro	181	329	105	36	<b>651</b>
Southern Metro	246	414	151	107	<b>918</b>
Western Metro	85	252	78	66	<b>481</b>
<b>Total</b>	<b>1,301</b>	<b>1,937</b>	<b>641</b>	<b>390</b>	<b>4,269</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	73	112	38	23	246
Brisbane South	106	171	57	12	346
Cabool	144	158	46	22	370
Central West	2	2	-	-	4
Darling Downs	158	101	20	12	291
Far North	26	87	21	4	138
Fitzroy	41	108	45	5	199
Logan River Valley	82	72	20	4	178
Mackay	22	15	3	2	42
North West	2	3	-	-	5
Northern	26	92	35	23	176
South Coast	111	84	26	21	242
South West	7	3	-	3	13
Sunshine Coast	162	168	47	15	392
West Moreton	59	19	2	8	88
Wide Bay	81	66	21	5	173
<b>Total</b>	<b>1,102</b>	<b>1,261</b>	<b>381</b>	<b>159</b>	<b>2,903</b>
<b>WA</b>					
Goldfields	2	3	5	3	13
Great Southern	8	21	16	12	57
Kimberley	1	4	2	1	8
Metro East	16	100	46	27	189
Metro North	90	221	71	42	424
Metro South East	22	104	61	39	226
Metro South West	55	206	103	71	435
Mid West	-	13	2	4	19
Pilbara	-	2	1	-	3
South West	3	50	15	20	88
Wheatbelt	4	32	23	15	74
<b>Total</b>	<b>201</b>	<b>756</b>	<b>345</b>	<b>234</b>	<b>1,536</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	18	29	3	2	52
Flinders & Far North	6	7	4	-	17
Hills, Mallee & Southern	86	68	11	10	175
Metro East	21	59	53	28	161
Metro North	123	88	43	23	277
Metro South	9	147	59	18	233
Metro West	31	113	61	23	228
Mid North	14	11	3	1	29
Riverland	8	32	10	2	52
South East	29	14	3	-	46
Yorke, Lower North & Barossa	20	35	15	7	77
<b>Total</b>	<b>365</b>	<b>603</b>	<b>265</b>	<b>114</b>	<b>1,347</b>
<b>TAS</b>					
North Western	56	39	8	10	113
Northern	14	39	15	9	77
Southern	46	74	35	15	170
<b>Total</b>	<b>116</b>	<b>152</b>	<b>58</b>	<b>34</b>	<b>360</b>
<b>ACT</b>					
<b>Total</b>	<b>44</b>	<b>104</b>	<b>38</b>	<b>24</b>	<b>210</b>
<b>NT</b>					
Alice Springs	-	3	1	-	4
Barkly	-	-	-	-	-
Darwin	2	20	18	8	48
East Arnhem	1	5	-	-	6
Katherine	1	2	1	-	4
<b>Total</b>	<b>4</b>	<b>30</b>	<b>20</b>	<b>8</b>	<b>62</b>
<b>UNKNOWN</b>					
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>NATIONAL</b>					
<b>Total</b>	<b>6,630</b>	<b>6,842</b>	<b>2,313</b>	<b>1,189</b>	<b>16,974</b>

Note: Location is based on the address of the person who entered into a HCP during the December 2020 quarter.

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

State/territory	31-Dec-19	30-Sep-20	31-Dec-20
<b>NSW</b>			
Central Coast	24	26	<b>27</b>
Central West	21	21	<b>20</b>
Far North Coast	35	37	<b>38</b>
Hunter	59	62	<b>63</b>
Illawarra	39	39	<b>39</b>
Inner West	37	40	<b>40</b>
Mid North Coast	48	50	<b>50</b>
Nepean	14	14	<b>14</b>
New England	23	23	<b>23</b>
Northern Sydney	43	44	<b>43</b>
Orana Far West	22	22	<b>21</b>
Riverina/Murray	34	37	<b>37</b>
South East Sydney	57	57	<b>59</b>
South West Sydney	52	55	<b>55</b>
Southern Highlands	26	28	<b>28</b>
Western Sydney	56	55	<b>54</b>
<b>VIC</b>			
Barwon-South Western	30	31	<b>32</b>
Eastern Metro	58	60	<b>61</b>
Gippsland	23	23	<b>23</b>
Grampians	20	24	<b>24</b>
Hume	29	30	<b>30</b>
Loddon-Mallee	17	19	<b>19</b>
Northern Metro	37	40	<b>42</b>
Southern Metro	65	67	<b>68</b>
Western Metro	57	57	<b>57</b>

State/territory	31-Dec-19	30-Sep-20	31-Dec-20
<b>QLD</b>			
Brisbane North	45	46	48
Brisbane South	56	56	57
Cabool	23	23	26
Central West	9	9	9
Darling Downs	31	33	33
Far North	23	23	23
Fitzroy	25	25	25
Logan River Valley	27	28	30
Mackay	17	17	17
North West	7	7	7
Northern	21	24	24
South Coast	35	35	36
South West	3	3	3
Sunshine Coast	42	42	43
West Moreton	24	23	23
Wide Bay	22	22	22
<b>WA</b>			
Goldfields	9	9	9
Great Southern	6	6	6
Kimberley	8	8	8
Metro East	30	32	32
Metro North	33	34	35
Metro South East	24	24	24
Metro South West	20	20	22
Mid West	6	6	6
Pilbara	8	8	8
South West	14	14	14
Wheatbelt	8	8	9



State/territory	31-Dec-19	30-Sep-20	31-Dec-20
<b>SA</b>			
Eyre Peninsula	5	5	6
Flinders & Far North	10	10	10
Hills, Mallee & Southern	12	12	12
Metro East	40	44	43
Metro North	15	16	16
Metro South	14	14	13
Metro West	23	22	23
Mid North	3	3	3
Riverland	3	3	3
South East	5	5	5
Yorke, Lower North & Barossa	9	9	9
<b>TAS</b>			
North Western	13	13	13
Northern	14	15	15
Southern	34	34	34
<b>ACT</b>			
ACT	34	38	38
<b>NT</b>			
Alice Springs	15	15	15
Barkly	13	13	13
Darwin	15	15	15
East Arnhem	7	7	7
Katherine	12	12	12

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

Appendix D – Number of people waiting on a HCP at their approved level at 31 December 2020, who had yet to be offered a lower level HCP, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	86	568	370	33	<b>1,057</b>
Central West	12	150	109	8	<b>279</b>
Far North Coast	69	541	302	41	<b>953</b>
Hunter	215	732	434	73	<b>1,454</b>
Illawarra	104	491	251	29	<b>875</b>
Inner West	56	389	453	217	<b>1,115</b>
Mid North Coast	190	620	456	77	<b>1,343</b>
Nepean	28	213	264	54	<b>559</b>
New England	40	198	180	32	<b>450</b>
Northern Sydney	216	938	587	192	<b>1,933</b>
Orana Far West	65	157	78	11	<b>311</b>
Riverina/Murray	123	407	252	54	<b>836</b>
South East Sydney	169	943	642	172	<b>1,926</b>
South West Sydney	181	735	489	113	<b>1,518</b>
Southern Highlands	36	464	184	15	<b>699</b>
Western Sydney	111	585	617	120	<b>1,433</b>
<b>Total</b>	<b>1,701</b>	<b>8,131</b>	<b>5,668</b>	<b>1,241</b>	<b>16,741</b>
<b>VIC</b>					
Barwon-South Western	23	685	547	158	<b>1,413</b>
Eastern Metro	465	1,788	1,053	437	<b>3,743</b>
Gippsland	97	504	691	302	<b>1,594</b>
Grampians	14	478	378	87	<b>957</b>
Hume	25	327	125	13	<b>490</b>
Loddon-Mallee	58	398	323	143	<b>922</b>
Northern Metro	105	1,131	770	284	<b>2,290</b>
Southern Metro	77	1,741	1,999	570	<b>4,387</b>
Western Metro	25	1,062	764	277	<b>2,128</b>
<b>Total</b>	<b>889</b>	<b>8,114</b>	<b>6,650</b>	<b>2,271</b>	<b>17,924</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	35	380	452	98	965
Brisbane South	60	517	390	57	1,024
Cabool	67	383	380	91	921
Central West	3	14	10	2	29
Darling Downs	36	258	266	113	673
Far North	13	364	189	12	578
Fitzroy	24	176	257	7	464
Logan River Valley	20	186	186	36	428
Mackay	10	62	46	3	121
North West	1	24	14	1	40
Northern	24	247	248	80	599
South Coast	35	279	271	72	657
South West	4	17	17	5	43
Sunshine Coast	33	749	580	103	1,465
West Moreton	29	103	70	16	218
Wide Bay	33	230	218	37	518
<b>Total</b>	<b>427</b>	<b>3,989</b>	<b>3,594</b>	<b>733</b>	<b>8,743</b>
<b>WA</b>					
Goldfields	-	36	26	23	85
Great Southern	1	44	92	59	196
Kimberley	-	39	17	4	60
Metro East	3	259	465	206	933
Metro North	20	681	700	303	1,704
Metro South East	29	331	445	314	1,119
Metro South West	14	555	796	358	1,723
Mid West	1	31	75	26	133
Pilbara	-	2	15	1	18
South West	2	89	160	98	349
Wheatbelt	-	84	165	81	330
<b>Total</b>	<b>70</b>	<b>2,151</b>	<b>2,956</b>	<b>1,473</b>	<b>6,650</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	20	130	139	11	300
Flinders & Far North	10	38	55	10	113
Hills, Mallee & Southern	57	288	239	46	630
Metro East	13	349	695	177	1,234
Metro North	69	568	628	131	1,396
Metro South	2	432	841	222	1,497
Metro West	10	356	844	201	1,411
Mid North	7	60	45	9	121
Riverland	9	124	95	17	245
South East	18	82	60	2	162
Yorke, Lower North & Barossa	9	198	164	25	396
<b>Total</b>	<b>224</b>	<b>2,625</b>	<b>3,805</b>	<b>851</b>	<b>7,505</b>
<b>TAS</b>					
North Western	22	165	149	65	401
Northern	13	222	187	75	497
Southern	15	275	463	131	884
<b>Total</b>	<b>50</b>	<b>662</b>	<b>799</b>	<b>271</b>	<b>1,782</b>
<b>ACT</b>					
<b>Total</b>	<b>18</b>	<b>261</b>	<b>282</b>	<b>131</b>	<b>692</b>
<b>NT</b>					
Alice Springs	-	26	14	2	42
Barkly	-	-	3	-	3
Darwin	-	98	105	47	250
East Arnhem	-	6	2	1	9
Katherine	-	10	14	9	33
<b>Total</b>	<b>-</b>	<b>140</b>	<b>138</b>	<b>59</b>	<b>337</b>
<b>UNKNOWN ACPR</b>					
<b>Total</b>	<b>5</b>	<b>42</b>	<b>23</b>	<b>12</b>	<b>82</b>
<b>NATIONAL</b>					
<b>Total</b>	<b>3,384</b>	<b>26,115</b>	<b>23,915</b>	<b>7,042</b>	<b>60,456</b>

Note: Location is based on the address of the person waiting to be assigned a HCP.

## Appendix E – Number of HCPs released in the December 2020 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	180	338	218	57	<b>793</b>
Central West	49	115	64	23	<b>251</b>
Far North Coast	385	425	203	62	<b>1,075</b>
Hunter	407	555	254	98	<b>1,314</b>
Illawarra	364	302	174	60	<b>900</b>
Inner West	509	506	272	141	<b>1,428</b>
Mid North Coast	397	456	318	145	<b>1,316</b>
Nepean	161	145	113	31	<b>450</b>
New England	131	102	53	24	<b>310</b>
Northern Sydney	656	518	236	96	<b>1,506</b>
Orana Far West	119	138	77	13	<b>347</b>
Riverina/Murray	378	346	175	60	<b>959</b>
South East Sydney	646	624	357	129	<b>1,756</b>
South West Sydney	721	429	311	96	<b>1,557</b>
Southern Highlands	164	175	88	31	<b>458</b>
Western Sydney	394	392	229	100	<b>1,115</b>
<b>Total</b>	<b>5,661</b>	<b>5,566</b>	<b>3,142</b>	<b>1,166</b>	<b>15,535</b>
<b>VIC</b>					
Barwon-South Western	130	325	227	105	<b>787</b>
Eastern Metro	877	945	515	278	<b>2,615</b>
Gippsland	176	508	304	130	<b>1,118</b>
Grampians	51	223	119	51	<b>444</b>
Hume	121	155	78	16	<b>370</b>
Loddon-Mallee	96	236	145	86	<b>563</b>
Northern Metro	327	775	452	201	<b>1,755</b>
Southern Metro	430	1,061	740	395	<b>2,626</b>
Western Metro	154	560	338	216	<b>1,268</b>
<b>Total</b>	<b>2,362</b>	<b>4,788</b>	<b>2,918</b>	<b>1,478</b>	<b>11,546</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	136	274	181	105	696
Brisbane South	204	354	192	84	834
Cabool	237	288	229	123	877
Central West	3	3	3	2	11
Darling Downs	269	222	143	61	695
Far North	72	170	89	32	363
Fitzroy	87	187	198	36	508
Logan River Valley	127	178	124	34	463
Mackay	40	40	11	6	97
North West	9	16	8	3	36
Northern	43	162	140	84	429
South Coast	231	268	146	62	707
South West	17	12	7	3	39
Sunshine Coast	215	329	236	145	925
West Moreton	90	57	19	21	187
Wide Bay	125	165	104	32	426
<b>Total</b>	<b>1,905</b>	<b>2,725</b>	<b>1,830</b>	<b>833</b>	<b>7,293</b>
<b>WA</b>					
Goldfields	12	16	10	11	49
Great Southern	11	61	57	51	180
Kimberley	12	10	9	6	37
Metro East	44	206	132	101	483
Metro North	194	410	289	168	1,061
Metro South East	50	212	162	161	585
Metro South West	130	399	297	269	1,095
Mid West	1	20	19	16	56
Pilbara	2	12	7	2	23
South West	13	98	66	65	242
Wheatbelt	23	76	59	55	213
<b>Total</b>	<b>492</b>	<b>1,520</b>	<b>1,107</b>	<b>905</b>	<b>4,024</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	49	61	25	5	140
Flinders & Far North	17	19	18	-	54
Hills, Mallee & Southern	159	189	111	37	496
Metro East	43	242	216	101	602
Metro North	214	326	188	62	790
Metro South	31	323	230	80	664
Metro West	49	274	248	99	670
Mid North	33	30	22	4	89
Riverland	35	78	42	8	163
South East	66	39	13	3	121
Yorke, Lower North & Barossa	86	91	53	20	250
<b>Total</b>	<b>782</b>	<b>1,672</b>	<b>1,166</b>	<b>419</b>	<b>4,039</b>
<b>TAS</b>					
North Western	84	103	64	36	287
Northern	26	105	63	43	237
Southern	81	200	155	49	485
<b>Total</b>	<b>191</b>	<b>408</b>	<b>282</b>	<b>128</b>	<b>1,009</b>
<b>ACT</b>					
<b>Total</b>	<b>91</b>	<b>234</b>	<b>130</b>	<b>102</b>	<b>557</b>
<b>NT</b>					
Alice Springs	5	14	7	5	31
Barkly	-	1	2	-	3
Darwin	2	41	36	30	109
East Arnhem	-	4	1	2	7
Katherine	3	8	4	4	19
<b>Total</b>	<b>10</b>	<b>68</b>	<b>50</b>	<b>41</b>	<b>169</b>
<b>UNKNOWN</b>					
<b>Total</b>	<b>6</b>	<b>14</b>	<b>5</b>	<b>3</b>	<b>28</b>
<b>NATIONAL</b>					
<b>Total</b>	<b>11,500</b>	<b>16,995</b>	<b>10,630</b>	<b>5,075</b>	<b>44,200</b>

Note: Location is based on the address of the person who was assigned the HCP.