



Australian Government
Department of Health

HOME CARE PACKAGES PROGRAM

Data Report 2nd Quarter 2021-22

1 October – 31 December 2021

February 2022

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Executive Summary

- At 31 December 2021, 217,724 people had access to a Home Care Package (HCP). This is a 6.7 per cent (13,578) increase since 30 September 2021 (204,146), and a 25.5 per cent increase (44,229) since 31 December 2020 (173,495).
- Of the 217,724 people, 198,109 were in a HCP with the remaining 19,615 people assigned a HCP and considering whether to take up their offer.
- The 198,109 people in a HCP at 31 December 2021 represented a 6.2 per cent (11,539) increase from 30 September 2021 (186,570) and a 24.3 per cent (38,770) increase since 31 December 2020 (159,339).
- In the December 2021 quarter, 21,592 people entered a HCP for the first time.
- At 31 December 2021, there were 44,650 people who were seeking a HCP at their approved level, who had not yet been offered a HCP. Of these people, 98.4 per cent (43,942) had been approved for support through the Commonwealth Home Support Programme (CHSP).
- At 31 December 2021, there were 23,779 people who were seeking a HCP at their approved level, who had already been offered a lower level HCP. Of these people, 63.3 per cent (15,041) chose to take an offered HCP, 28.1 per cent (6,682) were deciding on whether to take up their offer and 8.6 per cent (2,056) had not taken up their previous offer(s) of a lower level HCP.
- Of the 68,429 people waiting for a HCP at their approved level at 31 December 2021, 99.0 per cent (67,721) had been provided the opportunity to connect to some form of Commonwealth subsidised home care support.
- There were 32,853 approvals for a HCP in the December 2021 quarter.
- There were 50,400 HCPs released in the December 2021 quarter, at an average of around 3,900 per week.
- There were 911 approved HCP providers with a home care service at 31 December 2021.

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 2021 and 31 December 2021 (referred to as the December 2021 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), and
- 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.

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

In the 2021-22 Budget, the Government announced the release of an additional 80,000 HCPs (40,000 in 2021-22 and 40,000 in 2022-23) at a cost of around \$6.5 billion. Table 1 provides a breakdown of the 80,000 HCPs, by level.

Table 1: Breakdown of the additional 80,000 HCPs announced in the 2021-22 Budget

HCP level	2021-22	2022-23	Total
1	-5,000	0	-5,000
2	19,000	17,000	36,000
3	20,000	17,000	37,000
4	6,000	6,000	12,000
Total	40,000	40,000	80,000

As of 31 December 2021, 20,000 (-2,500 level 1, 9,500 level 2, 10,000 level 3 and 3,000 level 4) of the 80,000 additional HCPs had been released.

Since the 2018-19 Budget, the Government has announced the release of an additional 163,105 HCPs at a cost of around \$11.9 billion. Table 2 provides a breakdown of each decision that has contributed to the 163,105 HCPs.

Table 2: 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
2021-22 Budget	May-21	80,000	6,480.1
Total		163,105	11,943.6

Table 3 provides a breakdown of the current number of allocated HCPs across the forward estimates.

Table 3: Number of allocated HCPs across the forward estimates

HCP level	2021-22	2022-23	2023-24	2024-25
1	16,450	16,450	16,450	16,450
2	99,071	116,071	116,071	116,071
3	68,224	85,224	85,224	85,224
4	51,852	57,852	57,852	57,852
Total	235,597	275,597	275,597	275,597

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 4 provides the rounded annual amount of Government subsidy in 2020-21.

Table 4: HCP annual subsidy, by HCP level from 1 July 2021 to 30 June 2022

HCP level	Home care services for people with:	Rounded annual subsidy amount paid by the Government
1	Basic care needs	\$9,000
2	Low-level care needs	\$16,000
3	Intermediate care needs	\$34,600
4	High-level care needs	\$52,400

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 and reflect the daily subsidy rate between 20 September 2021 and 19 March 2022 (annualised).

VOLUME OF HCP APPROVALS

- There were 32,853 HCP approvals in the December 2021 quarter (Table 5). This was 14.4 per cent (4,147) more than the approvals in the December 2020 quarter (28,706).

Table 5: Number of HCP approvals in the December 2021 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	8	733	178	3,586	561	3,256	577	1,038	9,937	30.2%
VIC	-	434	70	2,816	337	2,399	1,056	1,105	8,217	25.0%
QLD	1	277	90	2,184	625	2,265	916	642	7,000	21.3%
WA	1	59	20	680	122	1,105	552	708	3,247	9.9%
SA	-	110	6	797	86	1,370	270	493	3,132	9.5%
TAS	-	24	-	198	11	333	21	170	757	2.3%
ACT	-	5	6	100	44	75	86	26	342	1.0%
NT	-	-	1	55	6	77	20	29	188	0.6%
Unknown	-	1	-	13	3	10	-	6	33	0.1%
Sub-total	10	1,643	371	10,429	1,795	10,890	3,498	4,217	32,853	100.0%
Total	1,653		10,800		12,685		7,715		32,853	100.0%
% by level	5.0%		32.9%		38.6%		23.5%		100.0%	

Key point

- There were 32,853 approvals for a HCP in the December 2021 quarter.

2. HOME CARE SERVICE DELIVERY

NUMBER OF PEOPLE IN A HCP

- There were 198,109 people in a HCP at 31 December 2021 (Table 6). This was an increase of 6.2 per cent (11,539) since 30 September 2021 (186,570) and a 24.3 per cent (38,770) increase since 31 December 2020 (159,339) (Chart 1).
- Of the 198,109 people, 101,552 were in a high level (level 3 or 4) HCP. This figure was 31.2 per cent (24,179) higher than 31 December 2020 (77,373).
- In addition to the 198,109 people in a HCP at 31 December 2021, a further 19,615 people were assigned a HCP and were considering whether to take up their offer.

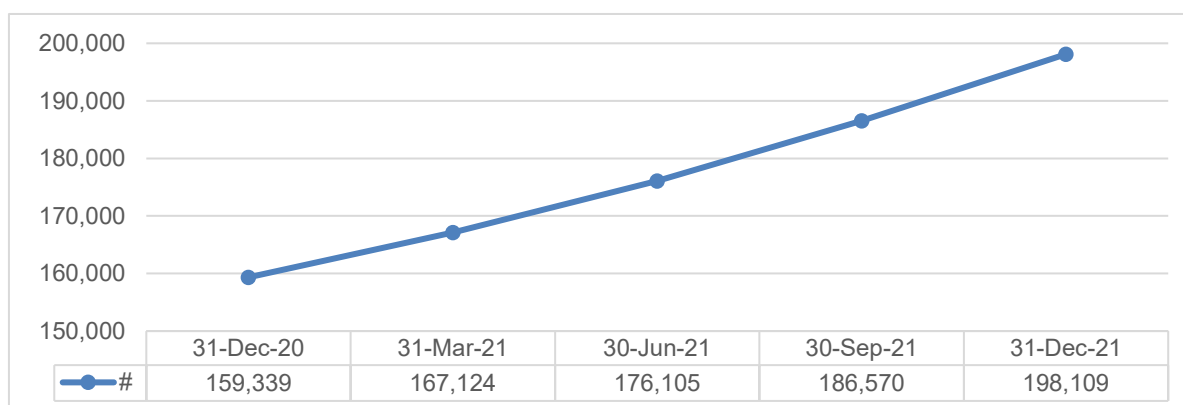
Table 6: Number of people in a HCP by level and state and territory, at 31 December 2021

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	8,424	29,657	19,450	11,882	69,413	35.0%
VIC	3,672	24,106	13,562	11,945	53,285	26.9%
QLD	2,873	13,288	10,853	8,757	35,771	18.1%
WA	375	4,059	4,801	6,334	15,569	7.9%
SA	926	5,883	5,727	3,791	16,327	8.2%
TAS	318	1,805	1,502	971	4,596	2.3%
ACT	54	795	571	825	2,245	1.1%
NT	6	312	247	329	894	0.5%
Unknown	0	4	0	5	9	0.0%
Total	16,648	79,909	56,713	44,839	198,109	100.0%
Share	8.4%	40.3%	28.6%	22.6%	100.0%	

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 2021 by Aged Care Planning Region (ACPR) can be found at Appendix A.

Chart 1: Number of people in a HCP since 31 December 2020



- Table 7 provides a breakdown of the proportion 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 7: Proportion of the total number of people in a HCP at the last day of the quarter, by MMM Classification

MMM	31-Dec-20	31-Mar-21	30-Jun-21	30-Sep-21	31-Dec-21
1	64.9%	65.1%	65.4%	65.5%	65.5%
2	9.3%	9.2%	9.1%	9.1%	9.1%
3	10.1%	10.1%	10.0%	9.9%	9.9%
4	5.7%	5.6%	5.6%	5.6%	5.5%
5	8.6%	8.6%	8.6%	8.6%	8.7%
6	0.9%	0.9%	0.8%	0.9%	0.9%
7	0.5%	0.5%	0.4%	0.4%	0.4%
Unknown	0.0%	0.0%	0.0%	0.0%	0.0%

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

NUMBER OF NEW ENTRIES TO A HCP

- There were 21,592 new entries to a HCP in the December 2021 quarter (Table 8). This is the single largest quarterly inflow of new entrants and is 10.2 per cent (1,993 people) greater than the previous largest quarter (September 2021 quarter: 19,599).

Table 8: Number of new entries to a HCP in the December 2021 quarter, by state and territory

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	4,299	1,254	1,311	461	7,325	33.9%
VIC	1,622	1,404	1,463	775	5,264	24.4%
QLD	1,667	769	1,132	551	4,119	19.1%
WA	263	445	726	487	1,921	8.9%
SA	555	467	802	262	2,086	9.7%
TAS	160	120	195	58	533	2.5%
ACT	36	62	86	72	256	1.2%
NT	6	34	33	15	88	0.4%
Unknown	-	-	-	-	-	
Total	8,608	4,555	5,748	2,681	21,592	100.0%
Share	39.9%	21.1%	26.6%	12.4%	100.0%	

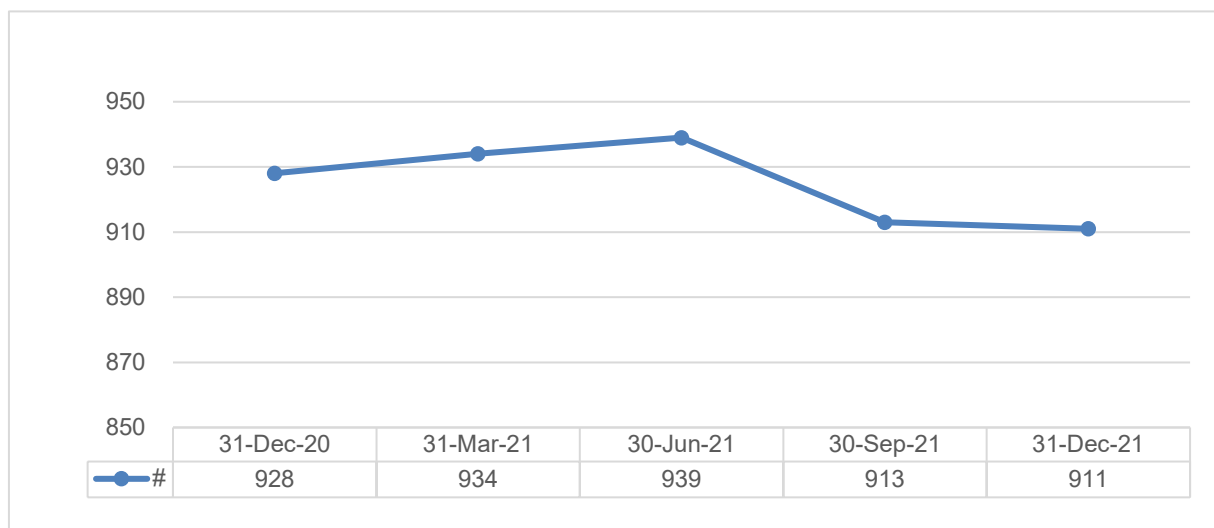
Note: Location is based on the address of the person entering a HCP, not the address of their provider.

- Further information on the number of new entries in the December 2021 quarter by ACPR can be found in Appendix B.

NUMBER OF APPROVED HCP PROVIDERS

- There were 911 approved HCP providers at 31 December 2021 (Chart 2). This was a decrease of 0.2 per cent (two providers) from 30 September 2021 (913) and a decrease of 1.8 per cent (17 providers) since 31 December 2020 (928).

Chart 2: Number of approved providers of home care with home care services since 31 December 2020



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 2021.

Key points

- There were 198,109 people in a HCP at 31 December 2021. This was an increase of 24.3 per cent (38,770) increase since 31 December 2020 (159,339).
- There were 21,592 new entries to a HCP in the December 2021 quarter.
- There were 911 approved HCP providers at 31 December 2021. This was a decrease of 1.8 per cent (17 providers) since 31 December 2020 (928).

3. NATIONAL PRIORITY SYSTEM

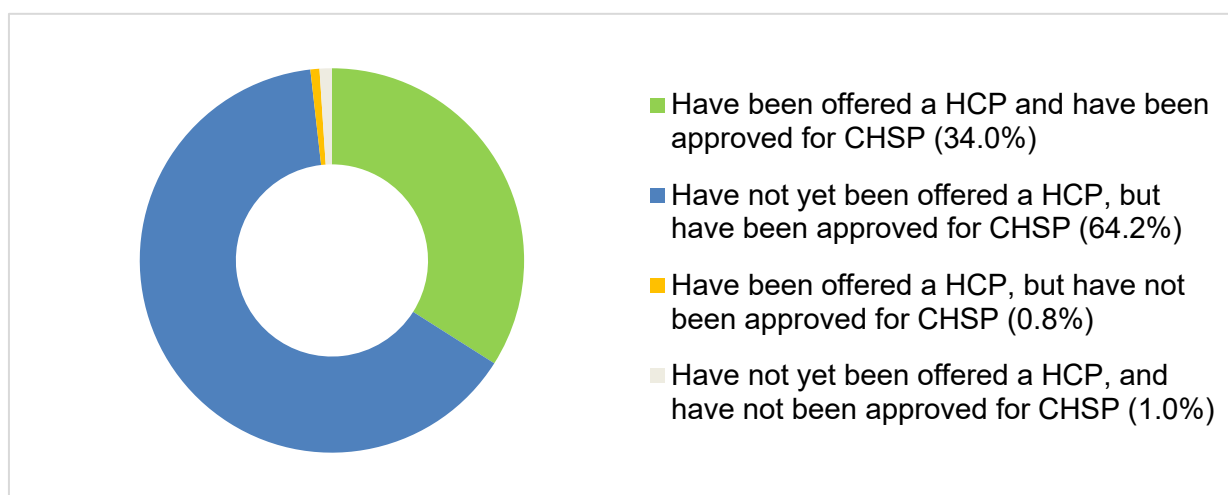
NATIONAL PRIORITY SYSTEM

- 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 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.
- 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 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 68,429 people in the NPS who were waiting on a HCP at their approved level at 31 December 2021, 98.2 per cent (67,200) 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 99.0 per cent (67,721) of people in the NPS at 31 December 2021 had been offered an interim level HCP and/or approved for CHSP services.

Diagram 1: Status of people in the NPS at 31 December 2021 who were waiting for a HCP at their approved level



PEOPLE WHO HAVE NOT YET BEEN OFFERED A HCP

- At 31 December 2021, there were 44,650 people who were seeking a HCP at their approved level, who had not yet been offered a HCP (Table 9). Of these people, 98.4 per cent (43,942) 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 33.1 per cent (2,334) from 31 December 2020 (7,042) to 31 December 2021 (4,708).

Table 9: 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 2021

Approved level	Number of people in the NPS who have never been offered an interim HCP	Number of people in the NPS who have never been offered an interim HCP with CHSP approval	Percentage of people in the NPS who have never been offered an interim HCP with CHSP approval
Level 1	2,304	2,214	96.1%
Level 2	18,887	18,605	98.5%
Level 3	18,751	18,538	98.9%
Level 4	4,708	4,585	97.4%
Total	44,650	43,942	98.4%

PEOPLE WHO HAVE RECEIVED AN OFFER OF AN INTERIM HCP

- At 31 December 2021, there were 23,779 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 10):
 - those who accepted their offer and were receiving care (15,041)
 - those who had not yet accepted their offer but whose offer was still open (i.e. within 56/84 days of offer) (6,682), and
 - those who did not take up their previous offer(s) (2,056).

Table 10: 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 2021

Approved level	Number of people in an interim HCP	Number of people offered an interim HCP, who had <u>not yet accepted</u> their offer	Number of people offered an interim HCP that <u>did not</u> take up their offer
Level 2	4,580	4,271	1,154
Level 3	6,667	1,553	768
Level 4	3,794	858	134
Total	15,041	6,682	2,056

- Of the 2,056 people who had not taken up their previous offer(s) of a HCP, 98.3 per cent (2,021) had been approved for CHSP (Table 11).

Table 11: 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 2021

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	1,154	1,133	98.2%
Level 3	768	756	98.4%
Level 4	134	132	98.5%
Total	2,056	2,021	98.3%

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 2021, 60.9 per cent (41,653) of people in the NPS had dual approvals, having been approved for a permanent place in a residential aged care facility (Table 12).

Table 12: 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 2021

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	621	2,304	27.0%
Level 2	13,934	28,892	48.2%
Level 3	19,238	27,739	69.4%
Level 4	7,860	9,494	82.8%
Total	41,653	68,429	60.9%

DISTRIBUTION OF PEOPLE ACROSS STATES AND TERRITORIES

- Table 13 shows the state and territory distribution of people who have not been offered a HCP as at 31 December 2021.

Table 13: 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 2021

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	1,067	5,860	4,643	834	12,404	27.8%
VIC	568	5,632	4,893	1,526	12,619	28.3%
QLD	386	3,634	3,602	659	8,281	18.5%
WA	78	1,307	1,979	826	4,190	9.4%
SA	151	1,722	2,701	619	5,193	11.6%
TAS	42	427	641	157	1,267	2.8%
ACT	10	172	164	55	401	0.9%
NT	1	115	114	28	258	0.6%
Unknown	1	18	14	4	37	0.1%
Total	2,304	18,887	18,751	4,708	44,650	100.0%
Share	5.2%	42.3%	42.0%	10.5%	100.0%	

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

- The number of people waiting on a HCP at 31 December 2021, who had not been offered a lower level HCP, by ACPR, is found in Appendix D.
- Table 14 shows the state and territory distribution of people who are waiting on a HCP at their approved level as at 31 December 2021 and includes people represented in Table 13.

Table 14: Number of people waiting on a HCP at their approved level by state and territory of residence and level of approval at 31 December 2021

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	1,067	10,446	8,783	2,427	22,723	33.2%
VIC	568	7,774	6,287	2,572	17,201	25.1%
QLD	386	5,454	5,423	1,475	12,738	18.6%
WA	78	1,703	2,590	1,488	5,859	8.6%
SA	151	2,454	3,391	1,053	7,049	10.3%
TAS	42	613	871	302	1,828	2.7%
ACT	10	291	223	108	632	0.9%
NT	1	128	151	61	341	0.5%
Unknown	1	29	20	8	58	0.1%
Total	2,304	28,892	27,739	9,494	68,429	100.0%
Share	3.4%	42.2%	40.5%	13.9%	100.0%	

- The number of people waiting on a HCP at their approved level at 31 December 2021, by ACPR, is found in Appendix E.

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 31 December 2021, for a person with a medium priority approval joining the NPS for a HCP by level, are provided in Table 15.

Table 15: Estimated wait time for people entering the NPS on 31 December 2021 by HCP level

HCP level	First HCP assignment	Time to first HCP	Time to approved HCP
Level 1	Level 1	3-6 months	3-6 months
Level 2	Level 1	3-6 months	6-9 months
Level 3	Level 1	3-6 months	6-9 months
Level 4	Level 4	6-9 months	6-9 months

NUMBER OF HCPS RELEASED

- The department released 50,400 HCPs during the December 2021 quarter (Table 16), at an average of around 3,900 per week.

Table 16: Number of HCPs released in the December 2021 quarter, by state and territory and level

State	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	7,056	5,210	4,196	1,448	17,910	35.5%
VIC	2,772	3,820	3,519	2,001	12,112	24.0%
QLD	2,709	2,406	2,657	1,411	9,183	18.2%
WA	576	1,031	1,555	1,115	4,277	8.5%
SA	1,095	1,274	1,734	582	4,685	9.3%
TAS	268	289	408	120	1,085	2.2%
ACT	120	196	206	159	681	1.4%
NT	17	78	95	59	249	0.5%
Unknown	17	36	60	105	218	0.4%
Total	14,630	14,340	14,430	7,000	50,400	100.0%
Share	29.0%	28.5%	28.6%	13.9%	100.0%	

Of the HCPs released in the December 2021 quarter:

- 24.1 per cent (12,128) were offered as upgrades to people already in an interim HCP.
- 75.9 per cent (38,272) of HCPs were offered to people who were not in an interim level HCP (Table 17). 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 17: HCPs released to people in the December 2021 quarter, by level and type of release

Release type	Level 1	Level 2	Level 3	Level 4	Total
New packages	14,630	8,844	10,278	4,520	38,272
Upgrades	-	5,496	4,152	2,480	12,128
Total	14,630	14,340	14,430	7,000	50,400
% released that were new	100.0%	61.7%	71.2%	64.6%	75.9%

Information on the number of HCPs released by ACPR and level for the December 2021 quarter can be found at Appendix F.

Key points

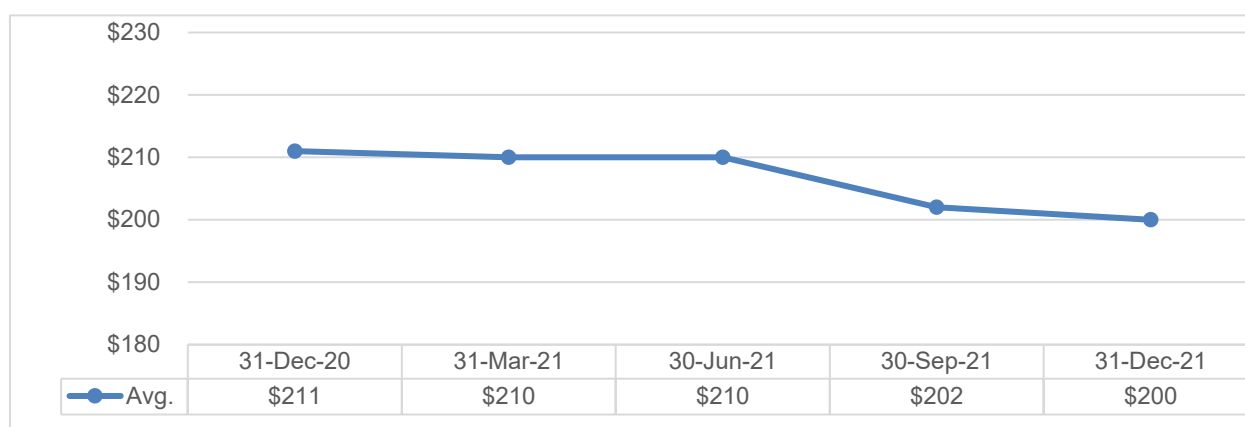
- At 31 December 2021, there were 68,429 people who were seeking a HCP at their approved level. Of the 68,429 people, 44,650 had never been offered an interim level HCP.
- 50,400 HCPs were released during the December 2021 quarter, with 75.9 per cent (38,272) being offered to people who were not in an 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 2021 was \$200 (inclusive of amounts of \$0 and where no amount was provided) (Chart 3). This average had decreased by 1.0 per cent (\$2) since 30 September 2021 (\$202) and decreased by 5.2 per cent (\$11) since 31 December 2020 (\$211).

Chart 3: Average maximum exit amount published by HCP providers since 31 December 2020



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

- 46.8 per cent of approved HCP providers had indicated that they would not deduct an exit amount at 31 December 2021, up from 46.1 per cent at 30 September 2021.
- Eight providers published a maximum exit amount of \$1,000 or more at 31 December 2021 (Table 18).

Table 18: Number of approved HCP providers with a published maximum exit amount of \$1,000 or more

	31-Dec-20	31-Mar-21	30-Jun-21	30-Sep-21	31-Dec-21
(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 2021, the average published maximum exit amount was \$200.
- At 31 December 2021, 46.8 per cent of all approved HCP providers indicated that they would not deduct an exit amount.

Glossary

Term	Definition
Aged Care Assessment Teams (ACAT)	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.
Aged Care Planning Region (ACPR)	The areas marked out in the ACPR maps, which can be found at https://www.health.gov.au/resources/collections/2018-aged-care-planning-region-maps .
Approved provider	An organisation that has been approved to provide home care under the <i>Aged Care Act 1997</i> .
Commonwealth Home Support Programme (CHSP)	Entry-level support at home – Ongoing or short-term care and support services including help with housework, personal care, meals and food preparation, transport, shopping, allied health, social support and planned respite.
Home Care Packages Program	A program that supports senior Australians with complex needs to remain living at home through a coordinated package of care and services to meet the individual needs of people.
Interim HCP	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.
My Aged Care	The main entry point to the aged care system in Australia.
National Priority System	The nationally consistent process for allocating HCPs based on peoples' needs and circumstances.
The department	The Department of Health.

Appendices

Appendix A – Number of people in a HCP at 31 December 2021, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	363	1,648	1,213	549	3,773
Central West	107	545	358	217	1,227
Far North Coast	606	2,255	1,232	730	4,823
Hunter	981	3,076	1,765	1,447	7,269
Illawarra	570	1,921	1,057	570	4,118
Inner West	368	1,818	1,519	890	4,595
Mid North Coast	755	2,577	2,024	1,320	6,676
Nepean	185	833	560	323	1,901
New England	157	641	428	232	1,458
Northern Sydney	819	2,832	1,710	1,246	6,607
Orana Far West	287	713	371	185	1,556
Riverina/Murray	548	1,851	1,073	562	4,034
South East Sydney	741	2,789	2,013	1,150	6,693
South West Sydney	1,041	2,814	1,735	903	6,493
Southern Highlands	203	1,243	596	398	2,440
Western Sydney	693	2,101	1,796	1,160	5,750
Total	8,424	29,657	19,450	11,882	69,413
VIC					
Barwon-South Western	212	1,746	1,038	930	3,926
Eastern Metro	1,476	5,610	2,422	2,092	11,600
Gippsland	395	2,106	1,252	896	4,649
Grampians	76	1,113	487	345	2,021
Hume	172	1,146	500	379	2,197
Loddon-Mallee	205	1,251	686	655	2,797
Northern Metro	554	3,427	2,026	2,018	8,025
Southern Metro	435	4,956	3,220	2,846	11,457
Western Metro	147	2,751	1,931	1,784	6,613
Total	3,672	24,106	13,562	11,945	53,285

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	163	986	1,013	858	3,020
Brisbane South	294	1,424	1,334	1,133	4,185
Cabool	349	1,275	1,181	835	3,640
Central West	5	18	8	9	40
Darling Downs	370	1,185	748	722	3,025
Far North	109	857	562	296	1,824
Fitzroy	153	838	1,090	374	2,455
Logan River Valley	162	826	716	617	2,321
Mackay	36	239	99	74	448
North West	3	53	40	25	121
Northern	87	615	644	753	2,099
South Coast	322	1,290	939	935	3,486
South West	18	66	27	31	142
Sunshine Coast	240	2,002	1,480	1,408	5,130
West Moreton	181	424	222	208	1,035
Wide Bay	381	1,190	750	479	2,800
Total	2,873	13,288	10,853	8,757	35,771
WA					
Goldfields	3	49	47	44	143
Great Southern	6	82	155	253	496
Kimberley	2	93	42	32	169
Metro East	28	492	667	774	1,961
Metro North	175	1,312	1,252	1,250	3,989
Metro South East	71	668	698	1,129	2,566
Metro South West	54	936	1,217	1,802	4,009
Mid West	-	54	64	96	214
Pilbara	-	14	21	24	59
South West	8	194	294	508	1,004
Wheatbelt	28	165	344	422	959
Total	375	4,059	4,801	6,334	15,569

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	75	365	179	89	708
Flinders & Far North	27	81	80	23	211
Hills, Mallee & Southern	214	1,004	569	332	2,119
Metro East	32	557	867	632	2,088
Metro North	342	1,263	1,125	681	3,411
Metro South	40	862	1,164	923	2,989
Metro West	38	669	1,084	756	2,547
Mid North	34	166	92	39	331
Riverland	15	238	150	82	485
South East	56	274	142	65	537
Yorke, Lower North & Barossa	53	404	275	169	901
Total	926	5,883	5,727	3,791	16,327
TAS					
North Western	137	447	317	230	1,131
Northern	72	524	362	287	1,245
Southern	109	834	823	454	2,220
Total	318	1,805	1,502	971	4,596
ACT					
Total	54	795	571	825	2,245
NT					
Alice Springs	-	92	35	53	180
Barkly	-	6	2	3	11
Darwin	5	130	180	228	543
East Arnhem	1	51	16	32	100
Katherine	-	33	14	13	60
Total	6	312	247	329	894
UNKNOWN ACPR					
Total	-	4	-	5	9
NATIONAL					
Total	16,648	79,909	56,713	44,839	198,109

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 2021 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	179	106	120	21	426
Central West	62	20	30	6	118
Far North Coast	302	97	69	25	493
Hunter	356	133	112	33	634
Illawarra	259	71	68	15	413
Inner West	257	41	62	40	400
Mid North Coast	320	103	177	59	659
Nepean	137	47	58	28	270
New England	97	25	31	10	163
Northern Sydney	374	150	142	64	730
Orana Far West	91	30	22	3	146
Riverina/Murray	240	56	33	7	336
South East Sydney	483	122	131	45	781
South West Sydney	550	90	106	41	787
Southern Highlands	138	91	34	6	269
Western Sydney	454	72	116	58	700
Total	4,299	1,254	1,311	461	7,325
VIC					
Barwon-South Western	135	125	138	72	470
Eastern Metro	430	241	225	129	1,025
Gippsland	193	59	150	94	496
Grampians	24	86	72	21	203
Hume	66	52	21	7	146
Loddon-Mallee	104	73	71	36	284
Northern Metro	315	251	175	128	869
Southern Metro	255	294	399	187	1,135
Western Metro	100	223	212	101	636
Total	1,622	1,404	1,463	775	5,264

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	119	71	116	39	345
Brisbane South	155	72	111	39	377
Cabool	223	64	116	59	462
Central West	1	1	-	-	2
Darling Downs	196	39	51	34	320
Far North	69	92	91	12	264
Fitzroy	139	37	57	12	245
Logan River Valley	91	27	69	27	214
Mackay	5	16	14	4	39
North West	-	2	4	1	7
Northern	22	69	94	56	241
South Coast	180	59	70	60	369
South West	7	3	4	-	14
Sunshine Coast	162	149	200	164	675
West Moreton	108	18	13	11	150
Wide Bay	190	50	122	33	395
Total	1,667	769	1,132	551	4,119
WA					
Goldfields	5	5	13	5	28
Great Southern	8	9	23	17	57
Kimberley	2	14	5	-	21
Metro East	28	58	104	50	240
Metro North	114	124	160	58	456
Metro South East	30	68	110	99	307
Metro South West	41	126	209	158	534
Mid West	-	5	3	4	12
Pilbara	-	2	4	2	8
South West	5	18	45	50	118
Wheatbelt	30	16	50	44	140
Total	263	445	726	487	1,921

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	39	27	28	1	95
Flinders & Far North	15	5	12	-	32
Hills, Mallee & Southern	120	46	36	9	211
Metro East	18	61	130	36	245
Metro North	189	94	150	29	462
Metro South	28	60	177	121	386
Metro West	15	82	207	46	350
Mid North	32	9	6	1	48
Riverland	19	17	13	4	53
South East	24	26	9	4	63
Yorke, Lower North & Barossa	56	40	34	11	141
Total	555	467	802	262	2,086
TAS					
North Western	78	25	35	9	147
Northern	24	51	41	17	133
Southern	58	44	119	32	253
Total	160	120	195	58	533
ACT					
Total	36	62	86	72	256
NT					
Alice Springs	-	9	-	1	10
Barkly	-	-	-	-	-
Darwin	6	21	30	12	69
East Arnhem	-	2	1	1	4
Katherine	-	2	2	1	5
Total	6	34	33	15	88
UNKNOWN					
Total	-	-	-	-	-
NATIONAL					
Total	8,608	4,555	5,748	2,681	21,592

Note: Location is based on the address of the person who entered into a HCP during the December 2021 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-20	30-Sep-21	31-Dec-21
NSW			
Central Coast	27	26	27
Central West	20	20	20
Far North Coast	38	41	41
Hunter	63	62	63
Illawarra	39	39	39
Inner West	40	43	44
Mid North Coast	50	53	52
Nepean	14	14	15
New England	23	24	26
Northern Sydney	43	46	46
Orana Far West	21	21	21
Riverina/Murray	37	38	39
South East Sydney	59	60	62
South West Sydney	55	58	58
Southern Highlands	28	28	28
Western Sydney	54	55	55
VIC			
Barwon-South Western	32	35	35
Eastern Metro	61	65	67
Gippsland	23	25	25
Grampians	24	26	26
Hume	30	31	33
Loddon-Mallee	19	21	21
Northern Metro	42	46	46
Southern Metro	68	70	70
Western Metro	57	62	61

State/territory	31-Dec-20	30-Sep-21	31-Dec-21
QLD			
Brisbane North	48	51	50
Brisbane South	57	58	59
Cabool	26	27	27
Central West	9	10	10
Darling Downs	33	33	32
Far North	23	23	23
Fitzroy	25	25	26
Logan River Valley	30	31	33
Mackay	17	17	17
North West	7	7	7
Northern	24	25	25
South Coast	36	38	39
South West	3	4	4
Sunshine Coast	43	44	44
West Moreton	23	24	24
Wide Bay	22	24	24
WA			
Goldfields	9	9	9
Great Southern	6	6	6
Kimberley	8	8	8
Metro East	32	32	32
Metro North	35	36	36
Metro South East	24	26	26
Metro South West	22	22	22
Mid West	6	6	6
Pilbara	8	8	8
South West	14	14	14
Wheatbelt	9	9	9

State/territory	31-Dec-20	30-Sep-21	31-Dec-21
SA			
Eyre Peninsula	6	6	6
Flinders & Far North	10	10	10
Hills, Mallee & Southern	12	13	13
Metro East	43	44	44
Metro North	16	17	17
Metro South	13	13	13
Metro West	23	25	25
Mid North	3	3	3
Riverland	3	3	3
South East	5	5	5
Yorke, Lower North & Barossa	9	9	9
TAS			
North Western	13	14	14
Northern	15	15	15
Southern	34	35	35
ACT			
ACT	38	41	41
NT			
Alice Springs	15	15	15
Barkly	13	13	13
Darwin	15	16	16
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 2021, who had yet to be offered a lower level HCP, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	54	386	249	24	713
Central West	16	127	118	7	268
Far North Coast	54	520	266	43	883
Hunter	134	470	303	43	950
Illawarra	43	298	272	27	640
Inner West	23	230	315	125	693
Mid North Coast	111	422	268	19	820
Nepean	12	233	290	37	572
New England	37	98	96	18	249
Northern Sydney	121	558	505	147	1,331
Orana Far West	29	130	77	3	239
Riverina/Murray	67	250	160	22	499
South East Sydney	71	643	558	94	1,366
South West Sydney	165	574	353	92	1,184
Southern Highlands	24	368	224	10	626
Western Sydney	106	553	589	123	1,371
Total	1,067	5,860	4,643	834	12,404
VIC					
Barwon-South Western	22	580	517	182	1,301
Eastern Metro	260	1,169	718	248	2,395
Gippsland	69	203	307	141	720
Grampians	18	349	270	70	707
Hume	60	207	111	22	400
Loddon-Mallee	23	287	237	89	636
Northern Metro	60	1,121	719	193	2,093
Southern Metro	45	1,153	1,574	449	3,221
Western Metro	11	563	440	132	1,146
Total	568	5,632	4,893	1,526	12,619

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	34	371	396	72	873
Brisbane South	56	423	409	41	929
Cabool	64	487	423	53	1,027
Central West	1	14	9	1	25
Darling Downs	31	228	225	70	554
Far North	13	387	201	8	609
Fitzroy	19	136	149	14	318
Logan River Valley	23	145	219	50	437
Mackay	-	83	66	7	156
North West	1	15	12	1	29
Northern	15	239	239	30	523
South Coast	22	245	341	138	746
South West	1	16	8	2	27
Sunshine Coast	11	500	513	126	1,150
West Moreton	24	70	71	17	182
Wide Bay	71	275	321	29	696
Total	386	3,634	3,602	659	8,281
WA					
Goldfields	-	21	20	2	43
Great Southern	3	26	85	37	151
Kimberley	-	21	21	3	45
Metro East	7	200	389	146	742
Metro North	39	426	451	154	1,070
Metro South East	18	215	331	172	736
Metro South West	7	240	429	172	848
Mid West	-	33	46	28	107
Pilbara	-	5	6	5	16
South West	2	57	111	60	230
Wheatbelt	2	63	90	47	202
Total	78	1,307	1,979	826	4,190

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	22	81	93	5	201
Flinders & Far North	5	20	30	1	56
Hills, Mallee & Southern	29	148	167	55	399
Metro East	4	206	383	59	652
Metro North	61	482	564	88	1,195
Metro South	2	291	718	289	1,300
Metro West	7	246	457	73	783
Mid North	6	33	30	2	71
Riverland	1	24	56	22	103
South East	12	62	42	2	118
Yorke, Lower North & Barossa	2	129	161	23	315
Total	151	1,722	2,701	619	5,193
TAS					
North Western	10	92	123	16	241
Northern	15	123	136	50	324
Southern	17	212	382	91	702
Total	42	427	641	157	1,267
ACT					
Total	10	172	164	55	401
NT					
Alice Springs	-	30	19	4	53
Barkly	-	2	-	-	2
Darwin	1	63	79	20	163
East Arnhem	-	14	9	2	25
Katherine	-	6	7	2	15
Total	1	115	114	28	258
UNKNOWN ACPR					
Total	1	18	14	4	37
NATIONAL					
Total	2,304	18,887	18,751	4,708	44,650

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

Appendix E – Number of people waiting on a HCP at their approved level at 31 December 2021, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	54	611	453	112	1,230
Central West	16	206	190	29	441
Far North Coast	54	846	603	191	1,694
Hunter	134	780	584	162	1,660
Illawarra	43	571	527	119	1,260
Inner West	23	445	658	209	1,335
Mid North Coast	111	762	550	104	1,527
Nepean	12	389	435	88	924
New England	37	199	175	33	444
Northern Sydney	121	1,105	938	404	2,568
Orana Far West	29	230	134	27	420
Riverina/Murray	67	484	387	86	1,024
South East Sydney	71	1,187	1,026	270	2,554
South West Sydney	165	1,059	792	234	2,250
Southern Highlands	24	581	410	85	1,100
Western Sydney	106	991	921	274	2,292
Total	1,067	10,446	8,783	2,427	22,723
VIC					
Barwon-South Western	22	749	637	275	1,683
Eastern Metro	260	1,742	1,027	470	3,499
Gippsland	69	397	451	231	1,148
Grampians	18	384	349	125	876
Hume	60	300	152	48	560
Loddon-Mallee	23	411	303	171	908
Northern Metro	60	1,604	940	356	2,960
Southern Metro	45	1,472	1,847	686	4,050
Western Metro	11	715	581	210	1,517
Total	568	7,774	6,287	2,572	17,201

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	34	527	539	147	1,247
Brisbane South	56	621	574	110	1,361
Cabool	64	716	618	131	1,529
Central West	1	17	12	2	32
Darling Downs	31	406	475	149	1,061
Far North	13	514	263	34	824
Fitzroy	19	251	312	47	629
Logan River Valley	23	257	332	104	716
Mackay	-	88	78	11	177
North West	1	17	17	4	39
Northern	15	274	292	58	639
South Coast	22	444	589	258	1,313
South West	1	31	13	3	48
Sunshine Coast	11	661	680	313	1,665
West Moreton	24	157	162	39	382
Wide Bay	71	473	467	65	1,076
Total	386	5,454	5,423	1,475	12,738
WA					
Goldfields	-	32	29	9	70
Great Southern	3	31	95	64	193
Kimberley	-	32	30	14	76
Metro East	7	242	476	294	1,019
Metro North	39	615	736	331	1,721
Metro South East	18	253	391	279	941
Metro South West	7	292	524	271	1,094
Mid West	-	36	53	43	132
Pilbara	-	8	14	5	27
South West	2	66	132	108	308
Wheatbelt	2	96	110	70	278
Total	78	1,703	2,590	1,488	5,859

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	22	138	116	10	286
Flinders & Far North	5	47	37	3	92
Hills, Mallee & Southern	29	290	297	101	717
Metro East	4	229	437	119	789
Metro North	61	756	725	182	1,724
Metro South	2	343	811	429	1,585
Metro West	7	268	525	127	927
Mid North	6	62	64	4	136
Riverland	1	32	87	33	153
South East	12	98	84	7	201
Yorke, Lower North & Barossa	2	191	208	38	439
Total	151	2,454	3,391	1,053	7,049
TAS					
North Western	10	170	198	32	410
Northern	15	151	194	79	439
Southern	17	292	479	191	979
Total	42	613	871	302	1,828
ACT					
Total	10	291	223	108	632
NT					
Alice Springs	-	30	25	9	64
Barkly	-	2	-	1	3
Darwin	1	75	103	43	222
East Arnhem	-	15	12	4	31
Katherine	-	6	11	4	21
Total	1	128	151	61	341
UNKNOWN ACPR					
Total	1	29	20	8	58
NATIONAL					
Total	2,304	28,892	27,739	9,494	68,429

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

Appendix F – Number of HCPs released in the December 2021 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	297	304	275	107	983
Central West	103	75	59	22	259
Far North Coast	469	344	275	119	1,207
Hunter	476	538	332	125	1,471
Illawarra	410	324	193	43	970
Inner West	489	250	330	84	1,153
Mid North Coast	463	384	381	210	1,438
Nepean	235	164	185	88	672
New England	152	105	105	24	386
Northern Sydney	853	604	442	177	2,076
Orana Far West	145	97	78	12	332
Riverina/Murray	398	300	161	47	906
South East Sydney	849	575	465	141	2,030
South West Sydney	766	498	402	102	1,768
Southern Highlands	271	288	144	20	723
Western Sydney	680	360	369	127	1,536
Total	7,056	5,210	4,196	1,448	17,910
VIC					
Barwon-South Western	190	339	306	186	1,021
Eastern Metro	802	824	640	381	2,647
Gippsland	291	256	297	148	992
Grampians	45	182	166	46	439
Hume	129	144	59	28	360
Loddon-Mallee	170	215	195	94	674
Northern Metro	579	663	493	384	2,119
Southern Metro	411	763	950	505	2,629
Western Metro	155	434	413	229	1,231
Total	2,772	3,820	3,519	2,001	12,112

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	209	165	212	130	716
Brisbane South	255	253	250	121	879
Cabool	319	239	243	119	920
Central West	6	7	4	2	19
Darling Downs	338	198	194	71	801
Far North	148	247	202	50	647
Fitzroy	247	119	149	34	549
Logan River Valley	163	92	168	83	506
Mackay	5	48	31	16	100
North West	4	16	9	2	31
Northern	37	147	185	114	483
South Coast	354	202	262	170	988
South West	17	12	11	5	45
Sunshine Coast	180	420	460	398	1,458
West Moreton	153	64	74	24	315
Wide Bay	274	177	203	72	726
Total	2,709	2,406	2,657	1,411	9,183
WA					
Goldfields	14	20	18	13	65
Great Southern	10	23	52	48	133
Kimberley	14	31	17	8	70
Metro East	53	146	264	146	609
Metro North	277	350	440	182	1,249
Metro South East	68	144	221	199	632
Metro South West	71	209	330	318	928
Mid West	4	15	23	7	49
Pilbara	4	2	6	3	15
South West	16	37	85	105	243
Wheatbelt	45	54	99	86	284
Total	576	1,031	1,555	1,115	4,277

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	85	55	59	3	202
Flinders & Far North	32	33	32	1	98
Hills, Mallee & Southern	219	143	133	37	532
Metro East	26	123	273	91	513
Metro North	402	338	325	86	1,151
Metro South	65	147	380	218	810
Metro West	25	168	313	102	608
Mid North	63	32	39	5	139
Riverland	26	53	41	15	135
South East	65	51	50	6	172
Yorke, Lower North & Barossa	87	131	89	18	325
Total	1,095	1,274	1,734	582	4,685
TAS					
North Western	137	73	82	20	312
Northern	40	76	85	36	237
Southern	91	140	241	64	536
Total	268	289	408	120	1,085
ACT					
Total	120	196	206	159	681
NT					
Alice Springs	-	21	13	9	43
Barkly	-	-	-	-	-
Darwin	13	47	71	42	173
East Arnhem	1	5	4	3	13
Katherine	3	5	7	5	20
Total	17	78	95	59	249
UNKNOWN ACPR					
Total	17	36	60	105	218
NATIONAL					
Total	14,630	14,340	14,430	7,000	50,400

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