



Australian Government

Department of Health

HOME CARE PACKAGES PROGRAM

Data Report 4th Quarter 2019-20

1 April – 30 June 2020

October 2020

Table of Contents

Executive Summary	3
Introduction.....	4
Overview	4
Increased Investment	4
1. Eligibility and Assessment.....	5
Distribution of HCP levels	5
Volume of HCP approvals	5
2. Home Care Service Delivery	6
Number of people in a HCP.....	6
Number of new entries to a HCP	7
Number of approved HCP providers	8
3. National Priority System	9
National Priority System	9
Access to Commonwealth Home Support Services.....	9
People who have not yet been offered a HCP	10
People who have received an offer of an interim HCP	10
People approved for residential care.....	11
Distribution of people across states and territories	12
Wait times	12
Number of HCPs released.....	13
4. Maximum Exit Amounts	15
Glossary	16
Appendices.....	17
Appendix A – Number of people in a HCP at 30 June 2020, by ACPR.....	17
Appendix B – Number of new entries to a HCP in the June 2020 quarter, by ACPR.....	20
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.....	23
Appendix D – Number of people waiting on a HCP at their approved level at 30 June 2020, who had yet to be offered a lower level HCP, by ACPR	26
Appendix E – Number of HCPs released in the June 2020 quarter, by ACPR	29

Executive Summary

- At 30 June 2020, 155,625 people had access to a Home Care Package (HCP). This is a 2.4 per cent (3,667) increase since 31 March 2020 (151,958), and a 24.4 per cent increase (30,506) since 30 June 2019 (125,119).
- Of the 155,625 people, 142,436 were in a HCP with the remaining 13,189 people assigned a HCP and considering whether to take up the offer.
- The 142,436 people in care at 30 June 2020 represented a 4.0 per cent (5,527) increase from 31 March 2020 (136,909) and a 33.5 per cent (35,729) increase from 30 June 2019 (106,707).
- In the June 2020 quarter, 14,673 people entered a HCP for the first time.
- At 30 June 2020, there were 61,337 people who were seeking a HCP at their approved level, who had not yet been offered a HCP. Of these people, 97.6 per cent (59,877) 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, fell by 34.0 per cent (3,785) from 30 June 2019 (11,120) to 30 June 2020 (7,335).
- At 30 June 2020, there were 40,744 people who were seeking a HCP at their approved level, who had already been offered a lower level HCP. Of these people, 66.3 per cent (27,005) chose to take an offered HCP, 15.5 per cent (6,310) were deciding on whether to take up their offer and 18.2 per cent (7,429) had not taken up their previous offer(s) of a lower level HCP.
- Of all people waiting for a HCP at their approved level at 30 June 2020, around 99 per cent (100,621) had been provided with the opportunity to connect to some form of Commonwealth subsidised home care support.
- There were 29,211 approvals for a HCP in the June 2020 quarter.
- There were 39,000 HCPs released in the June 2020 quarter, at an average of 3,000 per week.
- There were 920 approved HCP providers with a home care service at 30 June 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 April 2020 and 30 June 2020 (referred to as the June 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 April 2020 and 30 June 2020 with the exception of information on estimated wait times, which shows data as of 30 September 2020, 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 [Home Care Packages Program | Ageing and Aged Care](#).

INCREASED INVESTMENT

As part of the 2020-21 Budget, the Government announced that an additional \$1.6 billion will be spent on 23,000 HCPs (5,000 at level 1, 8,000 each at level 2 and 3 and 2,000 at level 4). These HCPs will be released in 2020-21 with rollout from November 2020. Importantly, this significant investment will ensure that there is no reduction in the number of people in a HCP in future financial years.

Table 1 provides a breakdown of the current number of allocated HCPs across the forward estimates.

Table 1: Number of allocated HCPs across the forward estimates

HCP level	2020-21	2021-22	2022-23	2023-24
1	18,950	18,590	18,590	18,590
2	77,571	77,571	77,571	77,571
3	45,724	45,724	45,724	45,724
4	43,352	43,352	43,352	43,352
Total	185,597	185,597	185,597	185,597

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. On 20 March 2020, the Prime Minister, the Hon Scott Morrison MP, announced a temporary increase in home care subsidy amounts that was in place between 1 March 2020 and 31 August 2020. Table 2 provides the annual amount of Government subsidy in 2020-21, with the temporary increase factored in for two months of the year.

Table 2: HCP annual subsidy, by HCP level from 1 July 2020 to 30 June 2021

HCP level	Home care services for people with:	Annual subsidy amount paid by the Australian 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 or consumer may be eligible for. Figures are rounded to the nearest \$100.

VOLUME OF HCP APPROVALS

- There were 29,211 HCP approvals in the June 2020 quarter (Table 3). This was 7.0 per cent (1,912) more than the approvals in the June 2019 quarter (27,299).

Table 3: Number of HCP approvals in the June 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	871	235	3,753	641	3,165	625	849	10,155	34.8%
VIC	2	375	62	2,508	310	1,980	721	731	6,689	22.9%
QLD	1	279	75	1,728	514	1,642	591	375	5,205	17.8%
WA	-	51	15	669	134	966	548	641	3,024	10.4%
SA	-	86	1	921	70	1,357	153	421	3,009	10.3%
TAS	-	20	3	250	10	251	41	107	682	2.3%
ACT	-	2	1	100	22	63	79	31	298	1.0%
NT	-	-	3	39	10	27	33	23	135	0.5%
Unknown	-	2	1	3	3	3	1	1	14	0.0%
Sub-total	19	1,686	396	9,971	1,714	9,454	2,792	3,179	29,211	100.0%
Total	1,705		10,367		11,168		5,971		29,211	100.0%
% by level	5.8%		35.5%		38.2%		20.4%		100.0%	

Key point

- There were 29,211 approvals for a HCP in the June 2020 quarter.

2. HOME CARE SERVICE DELIVERY

NUMBER OF PEOPLE IN A HCP

- There were 142,436 people in a HCP at 30 June 2020 (Table 4). This was an increase of 4.0 per cent (5,527) since 31 March 2020 (136,909) and a 33.5 per cent (35,729) increase from 30 June 2019 (106,707) (Chart 1).
- Of the 142,436 people, 67,176 were in a high level (level 3 or 4) HCP. This figure was 33.1 per cent (16,719) higher than 30 June 2019 (50,457).
- In addition to the 142,436 people in a HCP at 30 June 2020, a further 13,189 people were assigned a HCP and were considering whether to take up their offer.

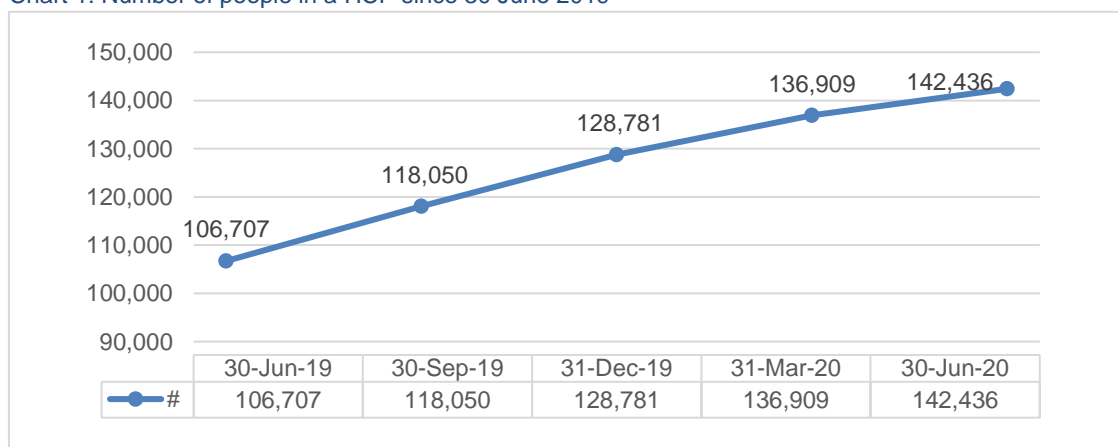
Table 4: Number of people in a HCP by level and state and territory, at 30 June 2020

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	7,807	20,797	10,590	11,324	50,518	35.5%
VIC	3,888	17,685	6,838	9,048	37,459	26.3%
QLD	2,773	10,637	6,096	7,658	27,164	19.1%
WA	465	3,354	2,340	4,836	10,995	7.7%
SA	1,013	3,917	2,281	3,249	10,460	7.3%
TAS	371	1,456	771	843	3,441	2.4%
ACT	94	684	298	662	1,738	1.2%
NT	6	300	119	213	638	0.4%
Unknown	1	12	3	7	23	0.0%
Total	16,418	58,842	29,336	37,840	142,436	100.0%
Share	11.5%	41.3%	20.6%	26.6%	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 30 June 2020 by Aged Care Planning Region (ACPR) can be found at Appendix A.

Chart 1: Number of people in a HCP since 30 June 2019



- Table 5 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 5: Proportion of the total number of people in a HCP at the last day of the quarter, by MMM Classification

MMM	30-Jun-19	30-Sep-19	31-Dec-19	31-Mar-20	30-Jun-20
1	64.0%	64.1%	64.2%	64.6%	64.6%
2	9.6%	9.7%	9.7%	9.6%	9.5%
3	10.5%	10.4%	10.3%	10.2%	10.2%
4	5.8%	5.8%	5.8%	5.8%	5.7%
5	8.6%	8.6%	8.6%	8.5%	8.5%
6	0.9%	0.9%	0.9%	0.9%	0.9%
7	0.6%	0.6%	0.5%	0.5%	0.5%
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. Percentages may not add to 100 per cent due to rounding.

NUMBER OF NEW ENTRIES TO A HCP

- There were 14,673 new entries to a HCP in the June 2020 quarter (Table 6).

Table 6: Number of new entries to a HCP in the June 2020 quarter, by state and territory

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	2,790	1,832	679	215	5,516	37.6%
VIC	1,352	1,439	664	256	3,711	25.3%
QLD	879	1,001	460	164	2,504	17.1%
WA	170	451	391	175	1,187	8.1%
SA	429	473	178	92	1,172	8.0%
TAS	125	141	47	22	335	2.3%
ACT	37	96	40	26	199	1.4%
NT	3	17	26	2	48	0.3%
Unknown	-	-	-	1	1	0.0%
Total	5,785	5,450	2,485	953	14,673	100.0%
Share	39.4%	37.1%	16.9%	6.5%	100.0%	

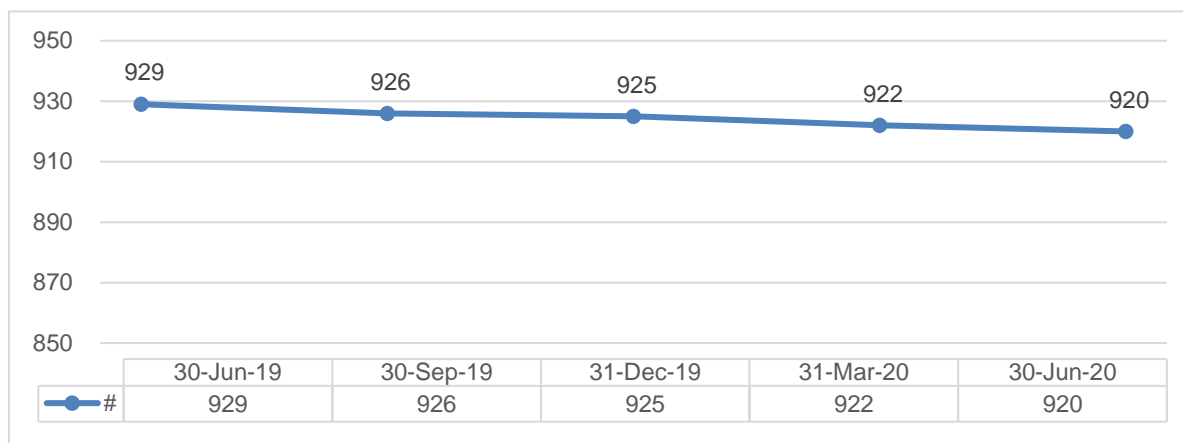
Note: Location is based on the address of the person entering a HCP, not the address of their provider.

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

NUMBER OF APPROVED HCP PROVIDERS

- There were 920 approved HCP providers at 30 June 2020 (Chart 2). This was a decrease of 0.2 per cent (two providers) from 31 March 2020 (922) and a decrease of 1.0 per cent (nine providers) since 30 June 2019 (929).

Chart 2: Number of approved providers of home care with home care services since 30 June 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 region at 30 June 2020.

Key points

- There were 142,436 people in a HCP at 30 June 2020. This was an increase of 4.0 per cent (5,527) since 31 March 2020 (136,909) and a 33.5 per cent (35,729) increase from 30 June 2019 (106,707).
- There were 14,673 new entries to a HCP in the June 2020 quarter.
- There were 920 approved home care providers at 30 June 2020 (Chart 2). This was a decrease of 0.2 per cent (2 providers) from 31 March 2020 (922) and an increase of 1.0 per cent (9 providers) since 30 June 2019 (929).

3. NATIONAL PRIORITY SYSTEM

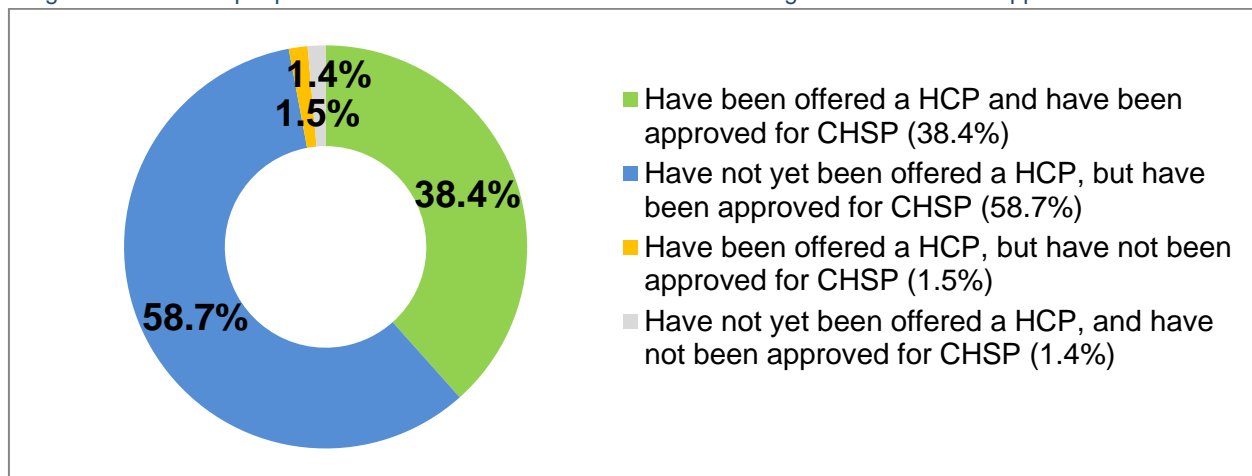
NATIONAL PRIORITY SYSTEM

- 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 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.
- 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.
- 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 people in the NPS who were waiting on a HCP at their approved level at 30 June 2020, 97.1 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 HCP when their budget has been expended or where additional short-term episodic care is required. Diagram 1 shows that 98.6 per cent of people in the NPS at 30 June 2020 had been offered an interim level HCP and/or approved for CHSP services.

Diagram 1: Status of people in the NPS at 30 June 2020 who were waiting for a HCP at their approved level



PEOPLE WHO HAVE NOT YET BEEN OFFERED A HCP

- At 30 June 2020, there were 61,337 people who were seeking a HCP at their approved level, who had not yet been offered a HCP (Table 7). Of these people, 97.6 per cent (59,877) had been provided with an approval to access 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, has fallen by 34.0 per cent (3,785) from 30 June 2019 (11,120) to 30 June 2020 (7,335).

Table 7: 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 30 June 2020

Approved level	Number of people in the NPS <u>who have never been offered an interim HCP</u>	Number of people in the NPS <u>who have never been offered an interim HCP with CHSP approval</u>	Percentage of people in the NPS <u>without an interim HCP with CHSP approval</u>
Level 1	3,515	3,333	94.8%
Level 2	26,477	25,888	97.8%
Level 3	24,010	23,591	98.3%
Level 4	7,335	7,065	96.3%
Total	61,337	59,877	97.6%

PEOPLE WHO HAVE RECEIVED AN OFFER OF AN INTERIM HCP

- At 30 June 2020, there were 40,744 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 8):
 - those who accepted their offer and were receiving care (27,005)
 - those who had not yet accepted their offer but whose offer was still open (i.e. within 56/84 days of offer) (6,310), and
 - those who did not take up their previous offer(s) (7,429).

Table 8: Number of people who had been offered a HCP while they wait for their approved level, by response category and level of approval at 30 June 2020

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	8,734	2,125	4,136
Level 3	11,888	2,736	2,587
Level 4	6,383	1,449	706
Total	27,005	6,310	7,429

- Of the 7,429 people who had not taken up their previous offer(s) of a HCP, 97.2 per cent (7,221) 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 HCP, who have been provided approval to access CHSP, by level of approval at 30 June 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	4,136	4,010	97.0%
Level 3	2,587	2,535	98.0%
Level 4	706	676	95.8%
Total	7,429	7,221	97.2%

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 30 June 2020, 64.6 per cent (65,904) 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 HCP at their approved level (Table 10).

Table 10: 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 30 June 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	1,014	3,515	28.8%
Level 2	21,401	41,472	51.6%
Level 3	29,914	41,221	72.6%
Level 4	13,575	15,873	85.5%
Total	65,904	102,081	64.6%

- Not everyone currently waiting for a HCP will enter home care. Due to their needs, many people have approvals for both home and residential aged care, and will choose to take up a residential place instead of home care. In addition, some people have appropriate care in place and are not currently actively seeking care.

DISTRIBUTION OF PEOPLE ACROSS STATES AND TERRITORIES

- Table 11 shows the state and territory distribution of people who have not been offered a HCP as at 30 June 2020.

Table 11: 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 30 June 2020

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	1,780	8,445	6,031	1,402	17,658	28.8%
VIC	812	8,175	6,938	2,324	18,249	29.8%
QLD	564	4,297	3,644	734	9,239	15.1%
WA	77	2,039	2,774	1,534	6,424	10.5%
SA	200	2,430	3,445	873	6,948	11.3%
TAS	67	662	778	269	1,776	2.9%
ACT	12	293	255	122	682	1.1%
NT	-	121	128	66	315	0.5%
Unknown	3	15	17	11	46	0.1%
Total	3,515	26,477	24,010	7,335	61,337	100.0%
Share	5.7%	43.2%	39.1%	12.0%	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 30 June 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 30 September 2020, for a person with a medium priority approval joining the NPS for a HCP by level, are provided in Table 12.
- 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 12: Estimated wait time for people entering the NPS on 30 September 2020, 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	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 39,000 HCPs during the June 2020 quarter (Table 13), at an average of 3,000 per week.

Table 13: Number of HCPs released in the June 2020 quarter, by state and territory and level

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	3,474	5,033	3,295	1,649	13,451	34.5%
VIC	1,768	3,567	2,630	1,925	9,890	25.4%
QLD	1,151	2,607	2,001	969	6,728	17.3%
WA	324	1,187	1,159	942	3,612	9.3%
SA	675	1,316	951	612	3,554	9.1%
TAS	172	371	291	152	986	2.5%
ACT	74	260	160	92	586	1.5%
NT	4	47	56	54	161	0.4%
Unknown	8	12	7	5	32	0.1%
Total	7,650	14,400	10,550	6,400	39,000	100.0%
Share	19.6%	36.9%	27.1%	16.4%	100.0%	

- Of the HCPs released in the June 2020 quarter:
 - 29.9 per cent (11,647) were offered as upgrades to people already in a lower level interim HCP.
 - 70.1 per cent (27,353) of HCPs were offered to people who were not in an interim level HCP (Table 14). This included 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 14: HCPs released to people in the June 2020 quarter, by level and type of release

Release type	Level 1	Level 2	Level 3	Level 4	Total
New packages	7,650	11,509	5,498	2,696	27,353
Upgrades	-	2,891	5,052	3,704	11,647
Total	7,650	14,400	10,550	6,400	39,000
% released that were new	100.0%	79.9%	52.1%	42.1%	70.1%

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

Key points

- At 30 June 2020, there were 61,337 people who were seeking a HCP at their approved level, who had not been offered a HCP. Of these people, 97.6 per cent (59,877) had been provided with an approval to access CHSP.
- At 30 June 2020, there were 40,744 people who had been offered an interim HCP while they wait for a HCP at their approved level.
- 39,000 HCPs were released during the June 2020 quarter, with 70.1 per cent (27,353) being offered to people who were not in an interim HCP.

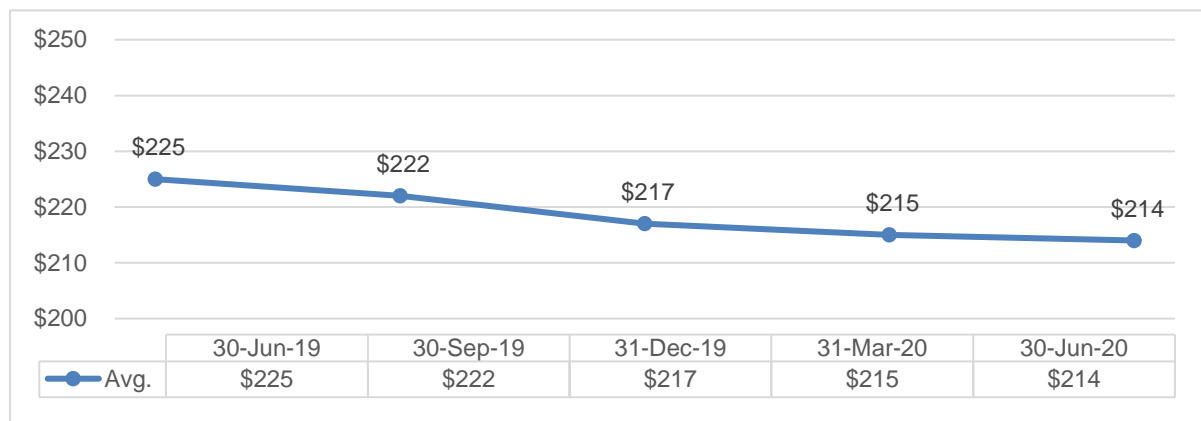
4. MAXIMUM EXIT AMOUNTS

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 30 June 2020 was \$214 (inclusive of amounts of \$0 and where no amount was provided) (Chart 3). This average had decreased by 0.5 per cent (\$1) since 31 March 2020 (\$215) and decreased by 4.9 per cent (\$11) since 30 June 2019 (\$225).

Chart 3: Average maximum exit amount published by HCP providers since 30 June 2019



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

- 42.5 per cent of approved HCP providers had indicated that they would not deduct an exit amount at 30 June 2020, down from 42.6 per cent at 31 March 2020.
- Eight providers published a maximum exit amount of \$1,000 or more at 30 June 2020 (Table 15).

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

	30-Jun-19	30-Sep-19	31-Dec-19	31-Mar-20	30-Jun-20
(A) No. of providers with a published maximum exit amount of more than \$1,000	4	3	2	2	2
(B) No. of providers with a published maximum exit amount of \$1,000	5	4	6	6	6
Combined (A)+(B)	9	7	8	8	8

Key points:

- At 30 June 2020, the average published maximum exit amount was \$214.
- At 30 June 2020, 42.5 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 on the department's website .
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 home care packages based on peoples' needs and circumstances.
The department	The Department of Health.

Appendices

Appendix A – Number of people in a HCP at 30 June 2020, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	307	1,213	796	530	2,846
Central West	113	475	219	226	1,033
Far North Coast	710	1,595	631	653	3,589
Hunter	818	2,097	1,229	1,614	5,758
Illawarra	581	1,411	611	641	3,244
Inner West	532	1,345	594	697	3,168
Mid North Coast	708	1,890	1,101	1,118	4,817
Nepean	152	673	271	213	1,309
New England	56	470	232	251	1,009
Northern Sydney	794	1,954	974	1,203	4,925
Orana Far West	265	574	245	203	1,287
Riverina/Murray	521	1,358	640	564	3,083
South East Sydney	669	1,836	1,040	1,053	4,598
South West Sydney	883	1,773	739	777	4,172
Southern Highlands	194	835	314	449	1,792
Western Sydney	504	1,298	954	1,132	3,888
Total	7,807	20,797	10,590	11,324	50,518
VIC					
Barwon-South Western	231	1,364	562	710	2,867
Eastern Metro	1,168	3,852	1,280	1,538	7,838
Gippsland	605	1,304	470	619	2,998
Grampians	125	888	222	267	1,502
Hume	137	989	434	453	2,013
Loddon-Mallee	184	1,003	369	564	2,120
Northern Metro	576	2,402	1,183	1,496	5,657
Southern Metro	625	3,802	1,377	2,083	7,887
Western Metro	237	2,081	941	1,318	4,577
Total	3,888	17,685	6,838	9,048	37,459

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	168	799	600	702	2,269
Brisbane South	303	1,106	813	1,092	3,314
Cabool	303	924	570	713	2,510
Central West	2	7	2	12	23
Darling Downs	295	896	319	702	2,212
Far North	102	594	254	295	1,245
Fitzroy	11	771	728	399	1,909
Logan River Valley	235	633	436	618	1,922
Mackay	49	225	52	83	409
North West	5	54	24	27	110
Northern	104	499	309	603	1,515
South Coast	385	1,063	594	811	2,853
South West	11	55	23	35	124
Sunshine Coast	287	1,733	841	957	3,818
West Moreton	169	354	109	210	842
Wide Bay	344	924	422	399	2,089
Total	2,773	10,637	6,096	7,658	27,164
WA					
Goldfields	5	30	26	31	92
Great Southern	21	70	73	190	354
Kimberley	6	61	41	28	136
Metro East	54	497	311	576	1,438
Metro North	208	1,108	530	1,094	2,940
Metro South East	71	583	345	787	1,786
Metro South West	52	594	622	1,328	2,596
Mid West	-	58	30	94	182
Pilbara	1	18	11	15	45
South West	26	202	191	431	850
Wheatbelt	21	133	160	262	576
Total	465	3,354	2,340	4,836	10,995

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	76	199	101	106	482
Flinders & Far North	11	47	31	33	122
Hills, Mallee & Southern	193	708	250	306	1,457
Metro East	66	402	288	505	1,261
Metro North	335	631	511	657	2,134
Metro South	80	763	467	656	1,966
Metro West	98	465	354	612	1,529
Mid North	22	83	26	42	173
Riverland	15	143	66	78	302
South East	66	218	60	75	419
Yorke, Lower North & Barossa	51	258	127	179	615
Total	1,013	3,917	2,281	3,249	10,460
TAS					
North Western	115	316	151	183	765
Northern	88	444	206	247	985
Southern	168	696	414	413	1,691
Total	371	1,456	771	843	3,441
ACT					
Total	94	684	298	662	1,738
NT					
Alice Springs	-	89	18	42	149
Barkly	-	6	-	1	7
Darwin	2	102	85	149	338
East Arnhem	4	61	6	13	84
Katherine	-	42	10	8	60
Total	6	300	119	213	638
UNKNOWN ACPR					
Total	1	12	3	7	23
NATIONAL					
Total	16,418	58,842	29,336	37,840	142,436

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 June 2020 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	130	161	46	3	340
Central West	40	41	11	3	95
Far North Coast	247	136	19	17	419
Hunter	257	199	60	32	548
Illawarra	172	94	27	12	305
Inner West	257	111	34	21	423
Mid North Coast	242	184	122	21	569
Nepean	52	57	19	3	131
New England	26	45	19	5	95
Northern Sydney	268	128	55	26	477
Orana Far West	88	30	17	4	139
Riverina/Murray	200	64	29	11	304
South East Sydney	243	198	79	20	540
South West Sydney	308	129	43	12	492
Southern Highlands	68	82	17	7	174
Western Sydney	192	173	82	18	465
Total	2,790	1,832	679	215	5,516
VIC					
Barwon-South Western	64	112	30	20	226
Eastern Metro	371	296	120	38	825
Gippsland	215	81	37	6	339
Grampians	39	47	14	6	106
Hume	49	67	22	9	147
Loddon-Mallee	71	77	31	15	194
Northern Metro	218	200	117	58	593
Southern Metro	245	331	166	70	812
Western Metro	80	228	127	34	469
Total	1,352	1,439	664	256	3,711

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	47	81	69	12	209
Brisbane South	101	113	78	23	315
Cabool	98	83	47	17	245
Central West	-	-	1	-	1
Darling Downs	82	79	24	20	205
Far North	29	53	18	8	108
Fitzroy	7	117	42	8	174
Logan River Valley	72	47	24	12	155
Mackay	17	17	2	2	38
North West	2	2	7	-	11
Northern	34	74	35	25	168
South Coast	115	52	24	16	207
South West	3	3	4	2	12
Sunshine Coast	103	183	55	13	354
West Moreton	66	15	6	4	91
Wide Bay	103	82	24	2	211
Total	879	1,001	460	164	2,504
WA					
Goldfields	3	4	3	-	10
Great Southern	9	13	11	6	39
Kimberley	1	11	3	-	15
Metro East	17	72	45	26	160
Metro North	66	123	67	22	278
Metro South East	37	63	63	31	194
Metro South West	17	89	126	64	296
Mid West	-	7	7	2	16
Pilbara	-	2	3	1	6
South West	11	38	25	11	85
Wheatbelt	9	29	38	12	88
Total	170	451	391	175	1,187

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	34	14	14	1	63
Flinders & Far North	9	3	6	1	19
Hills, Mallee & Southern	79	48	8	4	139
Metro East	23	75	28	21	147
Metro North	152	88	49	20	309
Metro South	26	87	33	11	157
Metro West	38	84	24	20	166
Mid North	13	12	-	2	27
Riverland	9	10	5	4	28
South East	23	27	3	3	56
Yorke, Lower North & Barossa	23	25	8	5	61
Total	429	473	178	92	1,172
TAS					
North Western	50	25	6	5	86
Northern	22	38	13	9	82
Southern	53	78	28	8	167
Total	125	141	47	22	335
ACT					
Total	37	96	40	26	199
NT					
Alice Springs	-	5	1	1	7
Barkly	-	1	-	-	1
Darwin	1	7	21	1	30
East Arnhem	2	2	-	-	4
Katherine	-	2	4	-	6
Total	3	17	26	2	48
UNKNOWN					
Total	-	-	-	1	1
NATIONAL					
Total	5,785	5,450	2,485	953	14,673

Note: Location is based on the address of the person who entered into a HCP during the June 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	30-Jun-19	31-Mar-20	30-Jun-20
NSW			
Central Coast	23	24	25
Central West	20	21	21
Far North Coast	34	35	35
Hunter	56	59	60
Illawarra	40	39	39
Inner West	35	38	40
Mid North Coast	46	48	49
Nepean	15	14	14
New England	21	23	23
Northern Sydney	44	43	44
Orana Far West	21	22	22
Riverina/Murray	33	35	36
South East Sydney	56	57	57
South West Sydney	47	53	54
Southern Highlands	25	28	28
Western Sydney	55	55	53
VIC			
Barwon-South Western	28	30	30
Eastern Metro	54	60	61
Gippsland	21	23	23
Grampians	20	20	21
Hume	29	30	30
Loddon-Mallee	16	17	17
Northern Metro	39	39	39
Southern Metro	65	67	67
Western Metro	54	58	57

State/territory	30-Jun-19	31-Mar-20	30-Jun-20
QLD			
Brisbane North	45	45	46
Brisbane South	50	55	56
Cabool	20	22	22
Central West	9	9	9
Darling Downs	31	32	32
Far North	21	23	23
Fitzroy	24	25	25
Logan River Valley	27	27	28
Mackay	17	17	17
North West	7	7	7
Northern	21	23	24
South Coast	34	35	35
South West	3	3	3
Sunshine Coast	42	42	42
West Moreton	23	24	24
Wide Bay	21	22	22
WA			
Goldfields	9	9	9
Great Southern	6	6	6
Kimberley	8	8	8
Metro East	29	31	32
Metro North	32	33	34
Metro South East	24	23	24
Metro South West	19	20	20
Mid West	6	6	6
Pilbara	8	8	8
South West	13	14	14
Wheatbelt	7	8	8

State/territory	30-Jun-19	31-Mar-20	30-Jun-20
SA			
Eyre Peninsula	4	5	5
Flinders & Far North	9	10	10
Hills, Mallee & Southern	11	12	12
Metro East	39	40	43
Metro North	15	16	16
Metro South	15	14	14
Metro West	24	23	22
Mid North	3	3	3
Riverland	2	3	3
South East	4	5	5
Yorke, Lower North & Barossa	8	9	9
TAS			
North Western	12	13	13
Northern	14	14	14
Southern	33	34	34
ACT			
ACT	34	36	37
NT			
Alice Springs	14	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 30 June 2020, 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	97	551	421	36	1,105
Central West	22	206	161	29	418
Far North Coast	101	632	274	46	1,053
Hunter	228	769	515	100	1,612
Illawarra	140	495	289	52	976
Inner West	84	493	444	246	1,267
Mid North Coast	140	652	471	107	1,370
Nepean	28	312	269	39	648
New England	36	276	186	25	523
Northern Sydney	176	857	613	161	1,807
Orana Far West	72	194	98	23	387
Riverina/Murray	134	489	268	84	975
South East Sydney	125	863	744	218	1,950
South West Sydney	267	785	481	103	1,636
Southern Highlands	44	347	211	32	634
Western Sydney	86	524	586	101	1,297
Total	1,780	8,445	6,031	1,402	17,658
VIC					
Barwon-South Western	26	683	529	133	1,371
Eastern Metro	451	1,756	1,118	481	3,806
Gippsland	50	442	740	242	1,474
Grampians	15	505	363	71	954
Hume	69	375	140	11	595
Loddon-Mallee	19	377	370	173	939
Northern Metro	68	1,185	938	250	2,441
Southern Metro	72	1,898	2,001	625	4,596
Western Metro	42	954	739	338	2,073
Total	812	8,175	6,938	2,324	18,249

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	27	400	457	110	994
Brisbane South	64	607	458	60	1,189
Cabool	58	398	413	112	981
Central West	7	16	8	1	32
Darling Downs	92	301	330	103	826
Far North	18	314	140	15	487
Fitzroy	11	228	393	12	644
Logan River Valley	28	260	186	39	513
Mackay	17	72	50	5	144
North West	1	16	15	-	32
Northern	30	257	242	74	603
South Coast	38	311	221	56	626
South West	8	26	14	1	49
Sunshine Coast	49	715	483	99	1,346
West Moreton	34	89	53	13	189
Wide Bay	82	287	181	34	584
Total	564	4,297	3,644	734	9,239
WA					
Goldfields	1	21	29	23	74
Great Southern	-	57	108	87	252
Kimberley	1	24	13	9	47
Metro East	2	257	398	190	847
Metro North	32	673	682	314	1,701
Metro South East	19	309	428	297	1,053
Metro South West	20	539	746	421	1,726
Mid West	-	27	75	29	131
Pilbara	-	2	13	2	17
South West	2	74	146	93	315
Wheatbelt	-	56	136	69	261
Total	77	2,039	2,774	1,534	6,424

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	9	120	103	7	239
Flinders & Far North	3	27	52	5	87
Hills, Mallee & Southern	50	291	223	58	622
Metro East	14	231	657	227	1,129
Metro North	76	509	517	131	1,233
Metro South	6	515	847	144	1,512
Metro West	13	251	688	230	1,182
Mid North	3	49	41	9	102
Riverland	4	150	119	27	300
South East	14	91	62	2	169
Yorke, Lower North & Barossa	8	196	136	33	373
Total	200	2,430	3,445	873	6,948
TAS					
North Western	18	135	145	76	374
Northern	21	206	165	77	469
Southern	28	321	468	116	933
Total	67	662	778	269	1,776
ACT					
Total	12	293	255	122	682
NT					
Alice Springs	-	23	16	3	42
Barkly	-	-	4	1	5
Darwin	-	87	91	50	228
East Arnhem	-	4	1	1	6
Katherine	-	7	16	11	34
Total	-	121	128	66	315
UNKNOWN ACPR					
Total	3	15	17	11	46
NATIONAL					
Total	3,515	26,477	24,010	7,335	61,337

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

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

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	151	313	209	52	725
Central West	45	113	59	26	243
Far North Coast	263	409	181	120	973
Hunter	335	486	303	204	1,328
Illawarra	236	320	150	92	798
Inner West	305	316	253	130	1,004
Mid North Coast	256	428	328	130	1,142
Nepean	67	165	89	27	348
New England	35	124	67	34	260
Northern Sydney	443	438	295	221	1,397
Orana Far West	84	137	76	17	314
Riverina/Murray	255	244	209	112	820
South East Sydney	327	547	381	184	1,439
South West Sydney	356	421	226	114	1,117
Southern Highlands	110	172	102	38	422
Western Sydney	206	400	367	148	1,121
Total	3,474	5,033	3,295	1,649	13,451
VIC					
Barwon-South Western	105	253	159	125	642
Eastern Metro	543	816	585	306	2,250
Gippsland	218	261	149	87	715
Grampians	61	159	74	45	339
Hume	83	121	105	55	364
Loddon-Mallee	80	165	127	111	483
Northern Metro	264	513	377	338	1,492
Southern Metro	318	797	702	585	2,402
Western Metro	96	482	352	273	1,203
Total	1,768	3,567	2,630	1,925	9,890

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	70	249	247	105	671
Brisbane South	126	319	276	132	853
Cabool	138	227	197	88	650
Central West	4	6	3	1	14
Darling Downs	140	218	104	69	531
Far North	41	136	78	29	284
Fitzroy	17	215	187	29	448
Logan River Valley	83	156	105	70	414
Mackay	27	50	14	8	99
North West	4	12	17	2	35
Northern	39	147	137	109	432
South Coast	149	222	136	112	619
South West	6	16	10	6	38
Sunshine Coast	109	368	326	140	943
West Moreton	92	70	38	27	227
Wide Bay	106	196	126	42	470
Total	1,151	2,607	2,001	969	6,728
WA					
Goldfields	8	8	11	7	34
Great Southern	15	41	34	35	125
Kimberley	7	24	14	3	48
Metro East	32	154	150	94	430
Metro North	139	338	254	198	929
Metro South East	49	163	173	190	575
Metro South West	39	259	317	271	886
Mid West	1	12	22	8	43
Pilbara	3	7	10	2	22
South West	12	100	97	75	284
Wheatbelt	19	81	77	59	236
Total	324	1,187	1,159	942	3,612

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	34	41	33	18	126
Flinders & Far North	11	13	15	4	43
Hills, Mallee & Southern	94	129	63	33	319
Metro East	67	203	155	137	562
Metro North	236	285	237	153	911
Metro South	28	207	147	71	453
Metro West	65	222	203	142	632
Mid North	24	29	16	5	74
Riverland	13	56	22	12	103
South East	44	54	20	6	124
Yorke, Lower North & Barossa	59	77	40	31	207
Total	675	1,316	951	612	3,554
TAS					
North Western	75	74	88	31	268
Northern	27	92	82	38	239
Southern	70	205	121	83	479
Total	172	371	291	152	986
ACT					
Total	74	260	160	92	586
NT					
Alice Springs	-	19	7	8	34
Barkly	-	3	1	-	4
Darwin	1	17	41	42	101
East Arnhem	3	2	1	2	8
Katherine	-	6	6	2	14
Total	4	47	56	54	161
UNKNOWN					
Total	8	12	7	5	32
NATIONAL					
Total	7,650	14,400	10,550	6,400	39,000

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