



Australian Government

Department of Health

HOME CARE PACKAGES PROGRAM

Data Report

1 July – 30 September 2017

November 2017





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Executive Summary

- There were 31,698 approvals for home care between 1 July and 30 September 2017, bringing total approvals since the commencement of the new arrangements to 69,716.
- Overall demand for home care is increasing, with the average number of daily approvals growing by 23.9% since March 2017.
- As at 30 September 2017, there were 101,508 consumers in the queue, with 40.2% assigned an interim package.
- 32,722 home care packages were assigned to consumers between 1 July and 30 September 2017, taking the total number of packages released since the commencement of the new arrangements to 80,451.
- An additional 6,000 higher level home care packages were made available in mid-September to help address demand for level 3 and 4 package levels.
- As at 30 June 2017, there were 71,423 consumers in a home care package, an increase of 1.2% since 31 March 2017.
- There were approximately 6,900 new entries to home care between 1 April and 30 June 2017, and approximately 6,100 exits.
- The proportion of consumers in care across metropolitan, rural and remote regions remained steady to 30 June 2017 since the introduction of Increasing Choice.
- As at 30 September 2017, there were 766 approved home care providers with a home care service, an increase of 4.2% since 30 June 2017.
- The average maximum exit amount was \$279 at 30 September 2017, remaining relatively consistent over the reporting period.
- 35.9% of providers had indicated that they will not deduct an exit amount at 30 September 2017.

INTRODUCTION

OVERVIEW

This report provides an update on the operation of the Home Care Packages Program following the introduction of new arrangements for the program on 27 February 2017. It builds on the first Home Care Packages Program Data Report, which was issued in September 2017 and covered the period 27 February to 30 June 2017. It is available at <https://agedcare.health.gov.au/ageing-and-aged-care-publications-and-articles/ageing-and-aged-care-reports>.

This report consists of four chapters:

- [Chapter 1](#) covers assessment for home care and the number of approvals.
- [Chapter 2](#) covers the prioritisation of home care consumers in the national queue.
- [Chapter 3](#) covers the delivery of home care services.
- [Chapter 4](#) covers maximum exit amounts.

Information on the Home Care Packages Program, including eligibility, fees and recent reforms can be found at [Home Care Packages Program | Ageing and Aged Care](#).

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 departmental information systems and records.

SCOPE OF THE REPORT

Where possible, information for the period between 1 July and 30 September 2017 is reported on, with the exception of data related to the number of consumers in home care. This information is only available up to 30 June 2017, due to a lag in data availability. This lag is primarily due to the time provided for consumers to make choices on assigned packages and reporting allowance times for providers. Data from the previous reporting period is included where relevant to give an indication of trends over time. The department expects that future reporting on the home care system will evolve as more information becomes available, and in response to stakeholder feedback.

Existing Government reporting on home care continues through a range of publications, including:

- the [Report on the Operation of the Aged Care Act \(ROACA\)](#);
- the [Department of Health Portfolio Budget Statements \(PBS\)](#) and [Annual Report](#);
- the Productivity Commission's annual [Report on Government Services \(ROGS\)](#); and
- the Aged Care Financing Authority's (ACFA) [Report on the Funding and Financing of the Aged Care Sector](#).

1. ELIGIBILITY AND ASSESSMENT

Key points:

- There were 31,698 approvals for home care between 1 July and 30 September 2017, bringing total approvals since the commencement of the new arrangements to 69,716.
- Overall demand for home care is increasing, with the average number of approvals for home care per day growing by 23.9% since March 2017.

This section presents data on the number of approvals for home care made as an outcome of assessments conducted by Aged Care Assessment Teams (ACATs).

- There were 31,698 total home care approvals over the reporting period (Table 1):
 - The most frequent home care approval was for level 4 (39.1% or 12,405).
 - 28.7% (9,083 of 31,698) were high priority.
 - There was a strong correlation between a higher level of approval (level 3 and 4) and likelihood of the approval being a high priority. For level 4 approvals, 51.1% (6,343 of 12,405) were high priority, compared to only 4.4% of level 1 approvals (9 of 203).

Table 1: Number of home care approvals between 1 July and 30 September 2017 by level and priority

	Level 1	Level 2	Level 3	Level 4	Total
High	9	663	2,068	6,343	9,083
Medium	194	8,051	8,308	6,062	22,615
Total	203	8,714	10,376	12,405	31,698

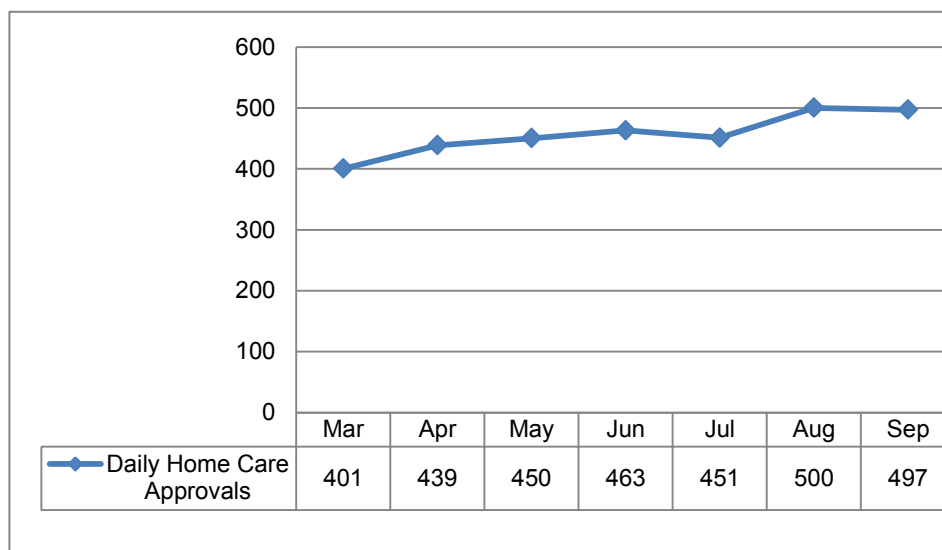
- Table 2 (over page) demonstrates there is some variation between states and territories in terms of the rate of high priority approvals.
- Whilst recognising the role of clinical assessment, needs based advice and the likelihood of variations over time, the variation has been raised with contracted assessment services. A fundamental requirement of the national prioritisation system is consistency of assessment, and that high priority approvals are applied only in exceptional circumstances. Additional support and training has been provided to ACATs to ensure a greater consistency of approach to approvals in the future. The department will monitor this closely to ensure integrity of national approach and implementation of the principles of assessment. This will allow the priority system to operate effectively and ensure genuinely high priority consumers gain rapid access to home care.

Table 2: Number of home care approvals by jurisdiction, level and priority

State/ Territory	Level 1		Level 2		Level 3		Level 4		Total
	High	Medium	High	Medium	High	Medium	High	Medium	
NSW	7	62	283	2,580	1,023	2,938	2,234	1,752	10,879
VIC	1	51	74	2,452	202	1,647	1,082	1,177	6,686
QLD	1	49	244	1,531	576	1,668	1,622	1,050	6,741
WA	0	10	31	562	139	541	774	641	2,698
SA	0	13	23	524	93	1,072	416	1,078	3,219
TAS	0	5	5	245	21	323	101	216	916
ACT	0	3	3	119	9	87	72	111	404
NT	0	1	0	38	5	32	42	37	155
National	9	194	663	8,051	2,068	8,308	6,343	6,062	31,698

- An upwards trend in the average daily number of approvals continued over the July-September reporting period, reflecting strong demand for home care packages into the future (Chart 1).
- Between March and September there was a 23.9% increase in the average number of approvals each day, from 401 to 497. This is well above historical population growth in the over 70s category, which has averaged 3% annually over the past five years. Potential drivers of growth in the number of approvals include an increase in promotional activities within the home care market coinciding with the Increasing Choice reforms.

Chart 1: Average number of home care approvals between 27 February and 30 September 2017 for working days in month.



Note: Last 2 days of February have been included in average working days for March. Excludes national public holidays.

2. PRIORITISATION QUEUE

Key points

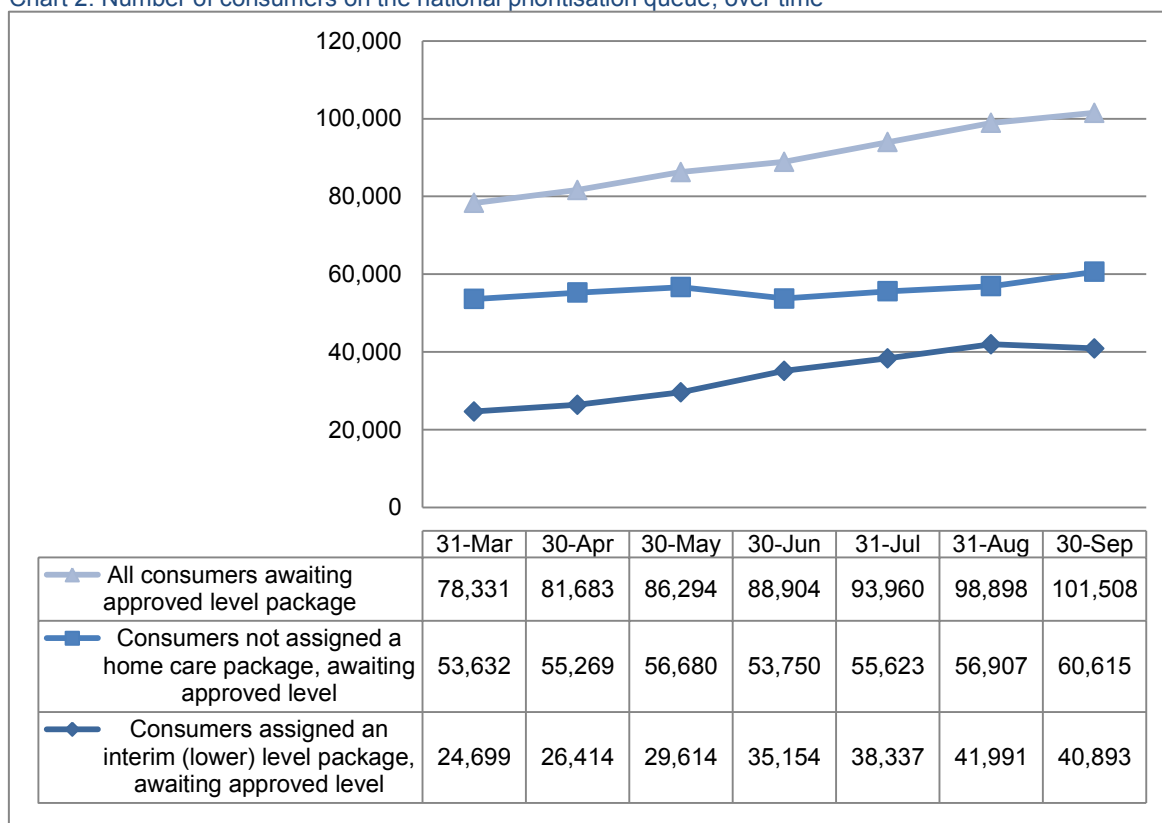
- As at 30 September 2017, there were 101,508 consumers in the national prioritisation queue, with 40.2% assigned an interim package.
- 32,722 home care packages were assigned to consumers between 1 July and 30 September 2017, taking the total number of packages released since the commencement of the new arrangements to 80,451.
- An additional 6,000 higher level home care packages were made available in mid-September to help address demand for level 3 and 4 package levels.

NUMBER OF CONSUMERS ON THE NATIONAL PRIORITISATION QUEUE

This section presents data on the number of consumers who are seeking a home care package at their approved level on the national prioritisation queue (the queue).

- As at 30 September 2017, there were 101,508 consumers queued for home care. This number represents an increase of 14.2% (12,402) since 30 June 2017 (Chart 2).
- 40.2% (40,894) of queued consumers were assigned an interim package while waiting to receive a package at their approved level. This rate remained relatively steady from 30 June 2017, when 39.5% of consumers on the queue were assigned an interim package.
- The queue continued to grow overall in the July-September reporting period. This was driven by two main factors:
 - The upwards trend in the average daily number of approvals over the July-September reporting period, suggesting strong demand for home care packages into the future (Chart 1 in previous section).
 - High demand for level 3 and 4 packages, leading to consumers approved for these levels remaining on the queue, either with an interim package or waiting for their approved level of package without an interim package.

Chart 2: Number of consumers on the national prioritisation queue, over time



- Consumers waiting for higher level 3 and 4 packages totalled 77.3% of the queue at 30 September (Table 4).
 - Demand for level 4 packages represented 59.2% of the total queue, down from 63.6% at 30 June 2017.
- Growth on the queue continues to be strongest at level 3, as the transition to four distinct approval categories on 27 February 2017 flows through the system. Prior to this date, consumers were approved in broad-banded categories at either level 1-2 or level 3-4.
- In acknowledgement of the demand for higher level packages, the Government announced on 14 September 2017 that a total 6,000 packages at levels 3 and 4 would be made available to consumers. As at the end of the reporting period, the department had commenced releasing these through the system, with the remainder to be released by the end of November in the subsequent period. These packages have been released through the system in line with the release methodology, which was adjusted on a weekly basis during the period.

Table 3: Total number of consumers on the national prioritisation queue, by level of approval and state and territory of residence as at 30 September 2017

State/Territory	Level 1	Level 2	Level 3	Level 4	Grand Total
NSW	71	7,342	6,874	20,246	34,533
VIC	54	7,257	3,610	10,642	21,563
QLD	44	3,806	3,662	11,794	19,306
WA	11	1,362	1,351	7,184	9,908
SA	12	1,543	2,033	7,786	11,374
TAS	3	577	516	1,295	2,391
ACT	3	341	217	1,067	1,628
NT	1	105	67	262	435
National	201	22,424	18,434	60,449	101,508

Note: National total may include incomplete records requiring further address information.

WAIT TIMES

- On 14 September 2017, expected wait times to receive a home care package were made available to home care consumers through the My Aged Care Contact Centre or Client Portal.
- All consumers approved for a home care package, and seeking services on the queue, can access their individual expected wait times to receive their first package, and their approved package level. Wait times vary depending on the consumer's individual circumstances, including how long they have been waiting for care and their priority for home care.

NUMBER OF HOME CARE PACKAGES RELEASED

Home care packages are not released on a one-for-one basis. The department models the number of packages to release at each level and priority in accordance with a number of parameters including:

- The number of pre-existing packages in the system at each level.
 - The turn-over of packages as consumers exit care. The department uses modelling to anticipate exits from care, and re-releases these packages back into the system accordingly.
 - How many consumers will utilise a home care package and how quickly they will enter into care. Not all consumers will take up their assigned home care package. This is accounted for in the number of packages released to ensure maximum reach. For example, some consumers automatically placed on the queue in the transition to the new arrangements for home care may already have appropriate care arrangements in place, but are yet to opt-out of the queue.
- The department released 32,722 home care packages to consumers over the July-September reporting period (Table 4).

Table 4: Home care packages released to consumers between July and September 2017 by level and priority.

Month	Level 1		Level 2		Level 3		Level 4		Total
	Med	High	Med	High	Med	High	Med	High	
July	1,339	23	4,896	1,513	510	204	643	324	9,452
August	1,694	5	7,337	1,262	893	318	999	462	12,970
September	818	2	4,794	851	734	951	1,380	770	10,300
Subtotal	3,851	30	17,027	3,626	2,137	1,473	3,022	1,556	32,722
Total	3,881		20,653		3,610		4,578		

- The department no longer decides the number of packages that will be delivered in each jurisdiction. The assignment of packages across states and territories reflects how many consumers reached the top of the queue from each jurisdiction over the reporting period.

Table 5: Number of packages assigned to consumers residing in each state and territory by month

State/territory	July	August	September	Total
NSW	3,615	4,726	3,709	12,050
VIC	1,539	2,308	2,055	5,902
QLD	2,054	2,775	2,300	7,129
WA	910	1,294	915	3,119
SA	913	1,222	827	2,962
TAS	149	227	211	587
ACT	161	241	140	542
NT	38	55	35	128
National	9,452	12,970	10,300	32,722

Note: Totals may include incomplete records requiring further address information.

- Over the July-September reporting period, 28.2% (9,233) of packages were assigned as upgrades to consumers who had previously been assigned a lower level home care package. These consumers either:
 - were already in care with a provider at a lower level, and were automatically upgraded to the higher level (3,854 of packages assigned as upgrades); or
 - had not yet commenced care with a provider at the lower level package.

Table 6: Number assigned to consumers not previously accessing home care, and number assigned as upgrades

Month	Assigned to consumers not previously accessing home care	Assigned as package upgrades	Total
July	7,166	2,286	9,452
August	9,384	3,586	12,970
September	6,939	3,361	10,300
Total	23,489	9,233	32,722

- Over the reporting period at least 1.9% of packages assigned to consumers were assigned to those identifying as Aboriginal and Torres Strait Islander. A further 22.8% were assigned to consumers who met the criteria for being considered Culturally and Linguistically Diverse based on the Australian Bureau of Statistics' country of birth definition.

Table 7: Percentage of packages assigned to Aboriginal and Torres Strait Islander or Culturally and Linguistically Diverse consumers

	Percentage packages assigned
Aboriginal and Torres Strait Islanders	1.9%
Culturally and Linguistically Diverse	22.8%

NUMBER OF PACKAGES ASSIGNED BY AGED CARE PLANNING REGION

- Totals for each Aged Care Planning Region (ACPR) will not match state totals, as not all consumers assigned a package could be mapped to an ACPR.

Table 8: Number of packages assigned by level in each Aged Care Planning Region between 1 July 2017 and 30 September 2017.

State/territory	Level 1	Level 2	Level 3	Level 4
NSW				
Central Coast	65	423	46	42
Central West	26	184	16	13
Far North Coast	72	358	39	28
Hunter	122	671	101	94
Illawarra	61	331	33	25
Inner West	52	333	40	43
Mid North Coast	83	506	69	92
Nepean	29	139	≤10	12
New England	27	151	22	16
Northern Sydney	133	830	54	63
Orana Far West	59	178	13	15
Riverina/Murray	102	413	49	32
South East Sydney	104	477	63	70
South West Sydney	113	453	33	43
Southern Highlands	71	296	36	33
Western Sydney	46	394	32	39
Total across levels	12,050			
VIC				
Barwon-South Western	68	285	34	46
Eastern Metro	171	618	35	45
Gippsland	68	225	31	33
Grampians	46	179	22	12

State/territory	Level 1	Level 2	Level 3	Level 4
Hume	39	177	33	15
Loddon-Mallee	21	110	11	11
Northern Metro	102	444	57	85
Southern Metro	174	610	57	74
Western Metro	61	310	29	65
Total across levels	5,902			
QLD				
Brisbane North	79	375	28	38
Brisbane South	75	463	46	58
Cabool	106	333	20	33
Central West	≤10	≤10	≤10	≤10
Darling Downs	53	301	41	42
Far North	27	171	12	20
Fitzroy	29	220	31	44
Logan River Valley	25	185	32	42
Mackay	≤10	41	≤10	≤10
North West	≤10	≤10	≤10	≤10
Northern	29	218	40	47
South Coast	42	304	41	77
South West	≤10	16	≤10	≤10
Sunshine Coast	92	536	74	70
West Moreton	15	119	≤10	12
Wide Bay	42	243	21	28
Total across levels	7,129			
WA				
Goldfields	≤10	12	≤10	≤10
Great Southern	≤10	42	≤10	12
Kimberley	≤10	11	≤10	≤10
Metropolitan East	36	201	16	28
Metropolitan North	47	406	37	58
Metropolitan South East	45	334	34	42
Metropolitan South West	48	422	49	80
Mid West	≤10	31	≤10	≤10
Pilbara	≤10	≤10	≤10	≤10
South West	≤10	105	21	14
Wheatbelt	≤10	51	≤10	≤10
Total across levels	3,119			
SA				
Eyre Peninsula	≤10	55	≤10	≤10
Flinders & Far North	≤10	20	≤10	≤10

State/territory	Level 1	Level 2	Level 3	Level 4
Hills, Mallee & Southern	36	205	22	23
Metropolitan East	21	212	31	33
Metropolitan North	26	197	25	≤10
Metropolitan South	32	321	29	31
Metropolitan West	≤10	206	36	40
Mid North	≤10	40	≤10	≤10
Riverland	13	63	≤10	≤10
South East	25	97	≤10	≤10
Yorke, Lower North & Barossa	22	153	18	≤10
Total across levels	2,962			
TAS				
North Western	15	79	≤10	14
Northern	21	91	≤10	≤10
Southern	20	114	20	31
Total across levels	587			
ACT				
ACT	51	295	28	30
Total across levels	542			
NT				
Alice Springs	≤10	18	≤10	≤10
Barkly	≤10	≤10	≤10	≤10
Darwin	≤10	23	≤10	≤10
East Arnhem	≤10	≤10	≤10	≤10
Katherine	≤10	≤10	≤10	≤10
Total across levels	128			
NATIONAL	Level 1	Level 2	Level 3	Level 4
	3,881	20,653	3,610	4,578
TOTAL	32,722			

Note: Totals may include incomplete records requiring further address information.

3. SERVICE DELIVERY

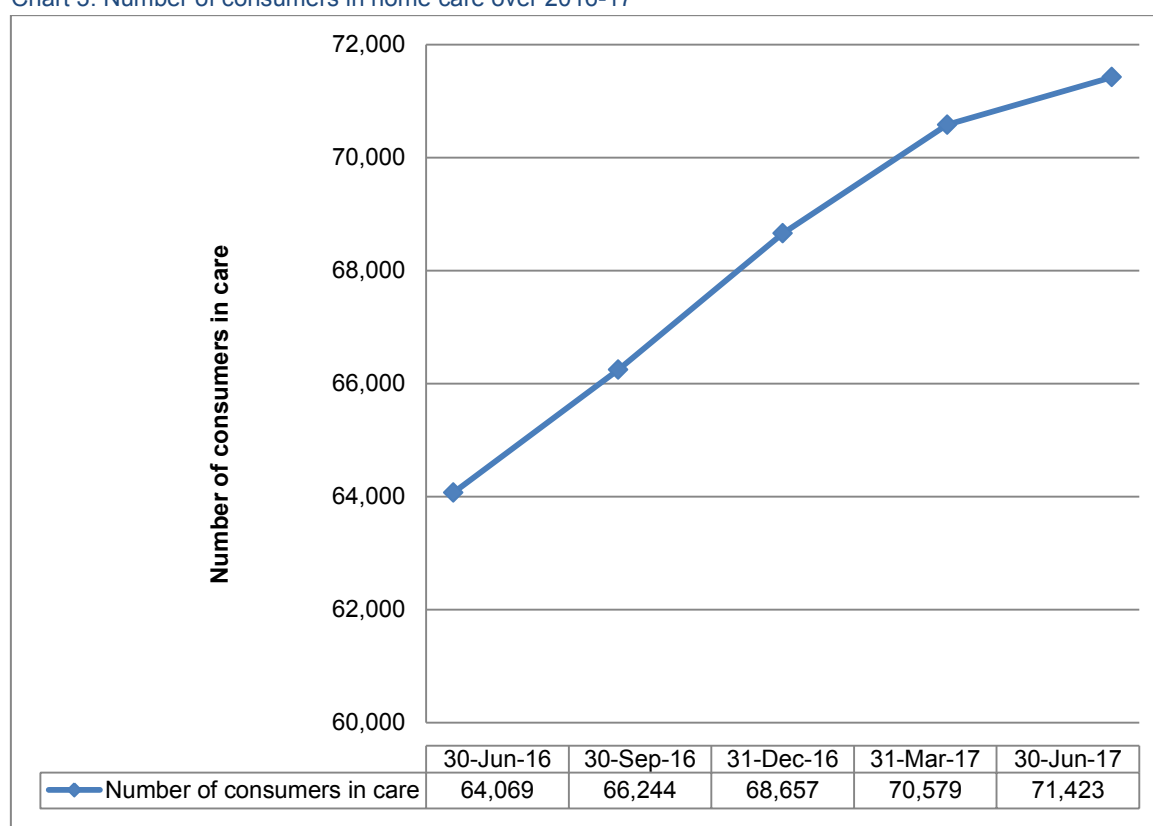
Key points

- As at 30 June 2017, there were 71,423 consumers in a home care package, an increase of 1.2% since 31 March 2017.
- There were approximately 6,900 new entries to home care between 1 April and 30 June 2017 and 6,100 exits.
- The proportion of consumers in care across metropolitan, rural and remote regions remained steady to 30 June 2017 since the introduction of Increasing Choice.
- As at 30 September 2017, there were 766 approved home care providers with a home care service, an increase of 4.2% since the previous reporting period.

NUMBER OF CONSUMERS IN HOME CARE

- There were 71,423 consumers in home care as at 30 June 2017. Growth in the number of consumers in home care slowed slightly over the March-June quarter (Chart 3) to 1.2%.
- This comprises approximately 6,900 new entries to home care over the period, and 6,100 exits from care.

Chart 3: Number of consumers in home care over 2016-17



- Analysis of the proportion of consumers in care across metropolitan, regional and remoteness classifications shows the proportions across all areas have remained relatively stable since the introduction of Increasing Choice.
- Table 9 shows a breakdown of the proportion of total consumers in care according to the Modified Monash Model classifications – with 1 describing major metropolitan regions and 7 describing the most remote regions.

Table 9: Proportion of total number of people in home care by MMMs: before and after Increasing Choice commenced.

MMM	Proportion of total in care as at 31 Dec	Proportion of total in care as at 31 March	Proportion of total in care as at 30 June
1	65.4%	65.3%	64.8%
2	9.2%	9.2%	9.4%
3	9.4%	9.5%	9.6%
4	5.2%	5.2%	5.1%
5	7.5%	7.5%	7.8%
6	0.9%	1.0%	1.0%
7	0.7%	0.7%	0.7%

NUMBER OF CONSUMERS IN CARE ACROSS AGED CARE PLANNING REGIONS

Table 10: Number of consumers in home care as at 31 March 2017 by level and ACPR

State/territory	Level 1	Level 2	Level 3	Level 4
NSW				
Central Coast	28	1,008	149	304
Central West	16	464	56	125
Far North Coast	33	894	113	238
Hunter	59	1,667	200	440
Illawarra	28	1,038	127	305
Inner West	51	1,027	139	300
Mid North Coast	31	1,157	175	321
Nepean	11	556	75	152
New England	≤10	462	87	140
Northern Sydney	31	1,819	233	504
Orana Far West	≤10	376	53	110
Riverina/Murray	22	720	94	188
South East Sydney	53	1,590	225	462

State/territory	Level 1	Level 2	Level 3	Level 4
South West Sydney	36	1,330	184	460
Southern Highlands	26	578	71	164
Western Sydney	19	1,256	211	441
Total	452	16,050	2,199	4,686
VIC				
Barwon-South Western	26	1,066	138	277
Eastern Metro	63	2,437	365	733
Gippsland	27	780	104	222
Grampians	19	563	78	171
Hume	20	757	102	202
Loddon-Mallee	17	830	99	240
Northern Metro	44	1,696	242	487
Southern Metro	90	2,921	360	817
Western Metro	41	1,512	216	421
Total	350	12,689	1,724	3,627
QLD				
Brisbane North	14	756	112	266
Brisbane South	15	1,152	169	384
Cabool	4	736	113	260
Central West	≤10	14	≤10	≤10
Darling Downs	25	620	85	223
Far North	≤10	438	72	159
Fitzroy	18	416	61	138
Logan River Valley	≤10	525	82	201
Mackay	≤10	176	26	79
North West	≤10	64	≤10	13
Northern	≤10	430	60	184
South Coast	11	1,010	133	378
South West	≤10	71	≤10	15
Sunshine Coast	32	1,143	155	429
West Moreton	≤10	373	32	156
Wide Bay	27	691	116	230
Total	173	8,709	1,239	3,147
WA				
Goldfields	≤10	35	≤10	28
Great Southern	≤10	106	22	87
Kimberley	≤10	83	≤10	25
Metropolitan East	≤10	531	107	366
Metropolitan North	13	833	184	668

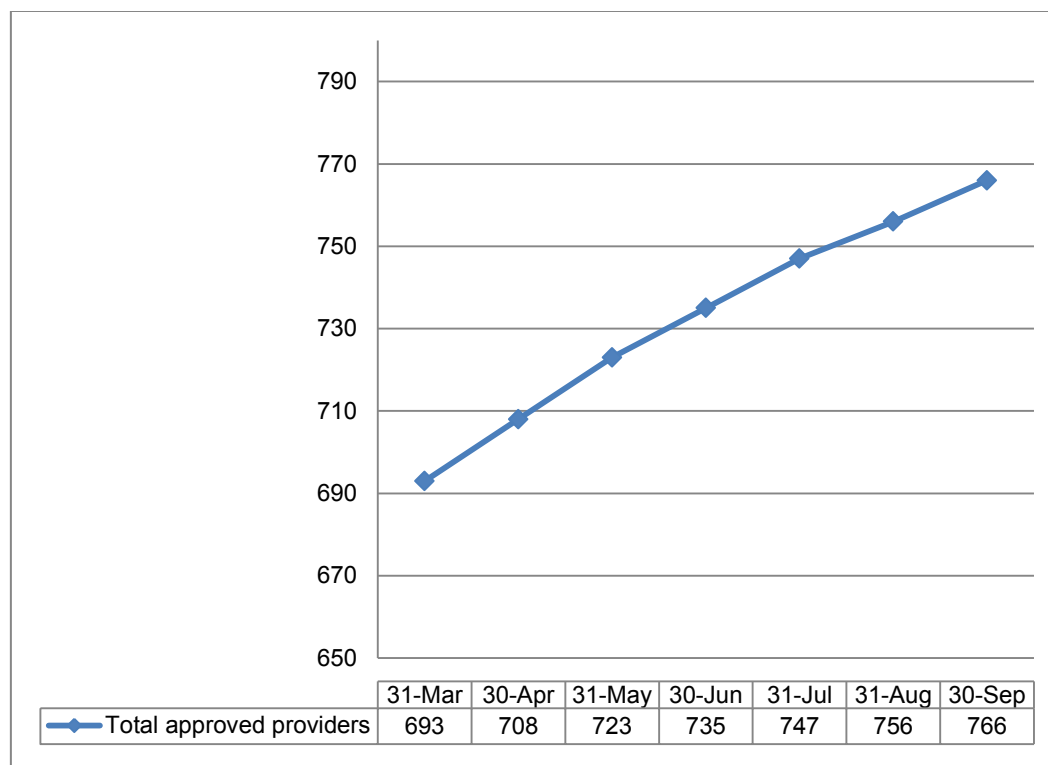
State/territory	Level 1	Level 2	Level 3	Level 4
Metropolitan South East	≤10	538	111	374
Metropolitan South West	≤10	690	162	605
Mid West	≤10	115	17	76
Pilbara	≤10	39	≤10	19
South West	≤10	215	25	199
Wheatbelt	≤10	114	28	98
Total	27	3,350	691	2,593
SA				
Eyre Peninsula	≤10	139	30	43
Flinders & Far North	≤10	72	≤10	≤10
Hills, Mallee & Southern	21	463	68	131
Metropolitan East	≤10	479	70	136
Metropolitan North	≤10	555	101	224
Metropolitan South	17	828	102	226
Metropolitan West	25	570	72	128
Mid North	≤10	71	13	22
Riverland	≤10	129	16	39
South East	≤10	172	28	42
Yorke, Lower North & Barossa	≤10	314	34	87
Total	85	3,817	546	1,095
TAS				
North Western	≤10	275	42	82
Northern	12	359	60	109
Southern	28	626	88	185
Total	49	1,265	191	382
ACT				
ACT	24	773	116	486
Total	24	773	116	486
NT				
Alice Springs	≤10	134	≤10	13
Barkly	≤10	30	≤10	≤10
Darwin	≤10	164	17	100
East Arnhem	≤10	64	≤10	≤10
Katherine	≤10	44	≤10	≤10
Total	≤10	548	29	150
NATIONAL	Level 1	Level 2	Level 3	Level 4
Total	1,166	47,242	6,742	16,177

Notes: 1. For privacy reasons, where a consumer count is less than or equal to ten, it is represented as ≤10.
2. Location of a home care consumer is based on the address of the consumer.
3. Totals do not add as they include incomplete records requiring further address information.

NUMBER OF APPROVED HOME CARE PROVIDERS

- There were 766 approved home care providers as at 30 September 2017. This is an increase of 4.2% from 30 June 2017 (Chart 4).

Chart 4: Number of approved providers of home care with home care services, by month



Note: Approved provider count is based on the approval effective date.

APPROVED PROVIDERS AND POTENTIAL CONSUMERS BY AGED CARE PLANNING REGION

Table 11: Count of providers and potential consumers by ACPR as at 30 September 2017

State/ territory	Level 1		Level 2		Level 3		Level 4	
	App. Provs.	Con's on queue	App. Provs.	Con's on queue	App. Provs.	Con's on queue	App. Provs.	Con's on queue
NSW								
Central Coast	20	≤10	20	346	20	292	20	315
Central West	17	≤10	18	180	17	92	17	151
Far North Coast	28	≤10	28	511	28	252	28	406
Hunter	47	≤10	47	408	46	327	46	822
Illawarra	31	≤10	31	346	31	284	31	321

State/ territory	Level 1		Level 2		Level 3		Level 4	
	App. Provs.	Con's on queue	App. Provs.	Con's on queue	App. Provs.	Con's on queue	App. Provs.	Con's on queue
Inner West	31	≤10	32	382	31	244	30	321
Mid North Coast	38	≤10	38	441	38	302	38	425
Nepean	8	≤10	8	233	8	102	8	109
New England	18	≤10	18	185	18	86	18	162
Northern Sydney	32	≤10	32	715	31	603	31	950
Orana Far West	18	21	19	209	18	120	18	148
Riverina/ Murray	29	≤10	30	551	29	315	29	374
South East Sydney	43	≤10	45	581	43	452	43	445
South West Sydney	36	≤10	37	556	37	313	36	445
Southern Highlands	22	≤10	23	270	22	123	22	335
Western Sydney	44	≤10	44	213	43	252	43	423
Total		69		7,244		4,850		7,531
VIC								
Barwon-South Western	25	≤10	25	342	25	225	25	220
Eastern Metro	42	≤10	42	1,370	42	546	42	751
Gippsland	17	≤10	17	407	17	197	17	307
Grampians	16	≤10	16	437	16	98	16	97
Hume	25	≤10	25	316	25	153	25	259
Loddon-Mallee	11	≤10	11	253	11	139	11	163
Northern Metro	30	13	30	908	30	477	30	673
Southern Metro	53	≤10	53	1,486	53	379	53	906
Western Metro	38	≤10	38	512	38	239	38	448

State/ territory	Level 1		Level 2		Level 3		Level 4	
	App. Provs.	Con's on queue	App. Provs.	Con's on queue	App. Provs.	Con's on queue	App. Provs.	Con's on queue
Total		55		7,151		2,931		4,751
QLD								
Brisbane North	36	≤10	35	421	35	285	35	426
Brisbane South	42	≤10	42	410	42	250	42	490
Cabool	19	≤10	20	289	20	166	20	360
Central West	8	≤10	9	≤10	8	≤10	8	≤10
Darling Downs	22	11	22	270	23	211	23	410
Far North	19	≤10	20	136	19	61	19	108
Fitzroy	18	≤10	18	146	18	189	18	167
Logan River Valley	22	≤10	22	161	22	162	22	255
Mackay	10	≤10	10	120	9	44	9	65
North West	7	≤10	7	20	8	12	8	≤10
Northern	17	≤10	17	87	16	84	16	211
South Coast	25	≤10	25	306	25	372	25	503
South West	3	≤10	4	23	3	11	3	16
Sunshine Coast	35	≤10	35	474	35	157	35	433
West Moreton	18	≤10	18	112	18	80	18	127
Wide Bay	18	≤10	18	131	18	103	18	219
Total		44		3,753		2,597		4,665
WA								
Goldfields	8	≤10	8	≤10	8	≤10	8	≤10
Great Southern	4	≤10	4	≤10	4	12	4	32
Kimberley	7	≤10	7	≤10	7	≤10	7	≤10
Metro East	26	≤10	27	57	27	26	27	74
Metro North	26	≤10	26	67	26	58	26	167

State/ territory	Level 1		Level 2		Level 3		Level 4	
	App. Provs.	Con's on queue	App. Provs.	Con's on queue	App. Provs.	Con's on queue	App. Provs.	Con's on queue
Metro South East	16	≤10	16	97	16	93	16	167
Metro South West	14	≤10	14	54	14	85	14	177
Mid West	5	≤10	5	≤10	5	≤10	5	≤10
Pilbara	8	≤10	8	≤10	8	≤10	8	≤10
South West	13	≤10	13	17	13	11	13	64
Wheatbelt	6	≤10	6	9	6	9	6	24
Total		11		1,328		978		2,853
SA								
Eyre Peninsula	4	≤10	4	51	4	41	4	50
Flinders & Far North	9	≤10	9	≤10	9	≤10	9	≤10
Hills, Mallee & Southern	11	≤10	11	216	11	158	11	190
Metro East	25	≤10	25	140	25	169	25	508
Metro North	14	≤10	14	193	14	307	14	657
Metro South	13	≤10	13	280	13	344	13	607
Metro West	17	≤10	17	102	17	175	17	505
Mid North	3	≤10	3	27	3	40	3	64
Riverland	2	≤10	2	60	2	67	2	69
South East	4	≤10	4	119	4	69	4	49
Yorke, Lower North & Barossa	8	≤10	8	100	8	77	8	166
Total		12		1,483		1,710		3,468
TAS								
North Western	11	≤10	12	105	12	68	12	84
Northern	13	≤10	13	180	13	127	13	207
Southern	26	≤10	26	220	26	205	26	223

State/ territory	Level 1		Level 2		Level 3		Level 4	
	App. Provs.	Con's on queue	App. Provs.	Con's on queue	App. Provs.	Con's on queue	App. Provs.	Con's on queue
Total		≤10		505		400		514
ACT								
ACT	24	≤10	24	306	24	164	24	366
Total		≤10		306		164		366
NT								
Alice Springs	14	≤10	14	13	14	≤10	14	≤10
Barkly	12	≤10	12	≤10	12	≤10	12	≤10
Darwin	15	≤10	15	27	15	19	15	52
East Arnhem	7	≤10	7	≤10	7	≤10	7	≤10
Katherine	11	≤10	11	≤10	11	≤10	11	≤10
Total		≤10		106		36		81
NATIONAL								
Total		198		22,043		13,762		24,420

- Notes:
1. For privacy reasons, where a count of potential consumers is less than or equal to ten, it is represented as ≤10.
 2. A potential consumer can only be counted once in the tables at their highest active approved level.
 3. Totals do not add as they include incomplete records requiring further address information.
 4. An AP can be represented in the counts of more than one ACPR, as they're not limited to where they offer services.

4. MAXIMUM EXIT AMOUNTS

Key points:

- At 30 September 2017, the average maximum exit amount was \$279, remaining relatively consistent over the reporting period.
- 35.9% of providers had indicated that they will not deduct an exit amount at 30 September 2017.

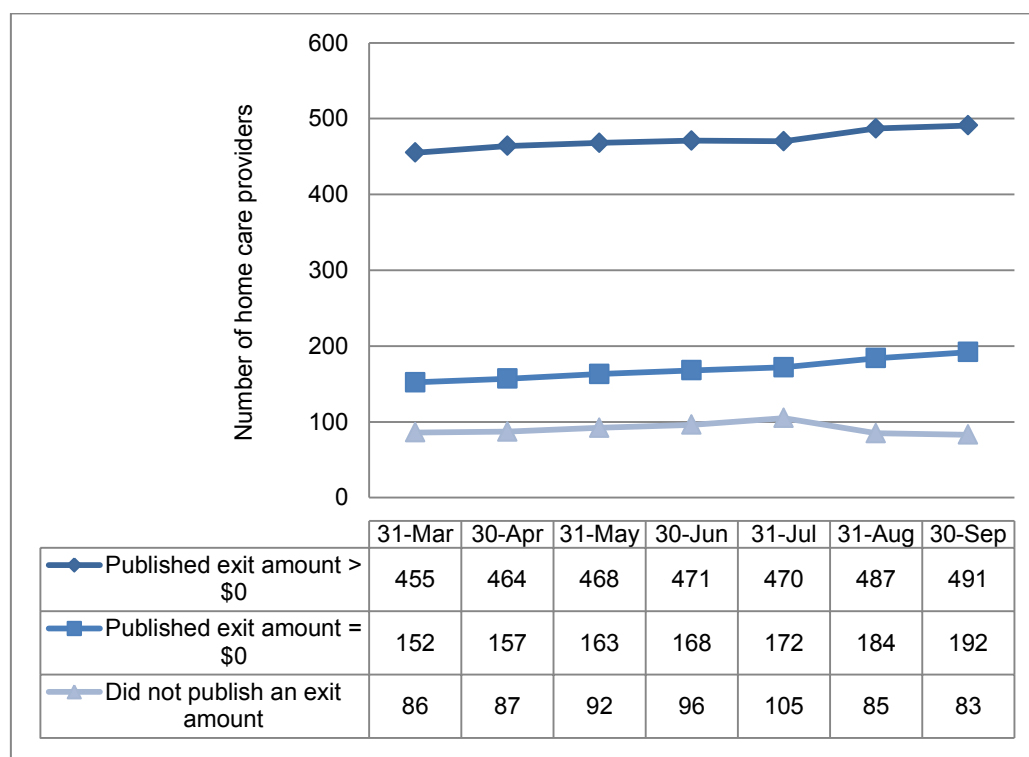
An exit amount is an amount that can be deducted by a home care provider from a consumer's unspent home care package amount if the consumer leaves their care. This may happen if the consumer decides to change to another home care provider or when the consumer leaves home care. It is intended to allow providers to recover administrative costs.

The maximum exit amount represents the highest dollar value the provider can include in a consumer's home care agreement, and must be published on My Aged Care. Providers may choose to publish a maximum exit amount of zero, or may not publish an amount at all, in which case, they effectively have a maximum exit amount of zero and cannot deduct an amount.

The following data describes the maximum exit amounts providers have published.

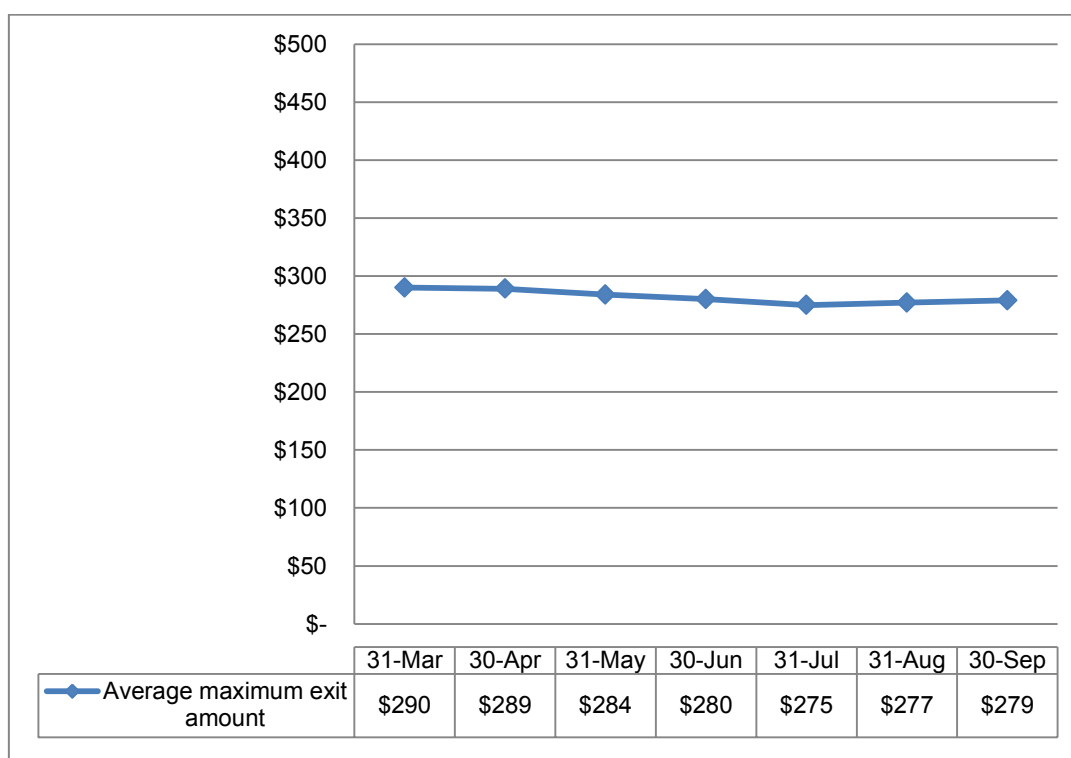
- Around two-thirds of providers (491) had published a maximum exit amount of more than zero as at 30 September, with this remaining relatively stable since 27 February 2017.

Chart 5: Maximum exit amount behaviour of home care providers



- The average maximum exit amount of all providers has remained relatively stable over the current reporting period and was \$279 at 30 September 2017 (Chart 6).

Chart 6: Average maximum exit amounts for home care providers



- The number of providers publishing a maximum exit amount of \$1,000 or more (15) remained the same between 30 June and 30 September 2017 (Table 12).
- The highest published maximum exit amount has remained at \$5,000 since 27 February 2017. Only one provider publishes this amount.
- As at 30 September 2017, the most common published amount other than zero was \$500.

Table 12: Number of approved providers with a maximum exit amount of \$1,000 or more

	27-Feb-17	30-Jun-17	30-Sep-17
No. of providers with a published maximum exit amount of more than \$1,000	9	6	5
No. of providers with a published maximum exit amount of \$1,000	9	9	10
Combined	18	15	15

Glossary

Term	Definition
<i>Aged Care Act 1997</i>	The primary legislation governing the provision of aged care services.
Aged Care Assessment Teams (ACAT)	ACATs are teams of medical and allied health professionals who assess the physical, psychological, medical, restorative, cultural and social needs of older people and help them and their carers to access appropriate levels of support.
Aged Care Financing Authority (ACFA)	ACFA provides independent advice to the Government on funding and financing issues, informed by consultation with consumers, and the aged care and finance sectors.
Aged Care Planning Region (ACPR)	The areas marked out in the ACPR maps which can be found on the department's website .
Aged Care provision ratio	A specified national provision level of 125 residential, home, and restorative care places for every 1,000 people aged 70 years or over, to be achieved by 2021-22.
Annual Report	A report that provides Members of Parliament, Senators and the public with a detailed description of the department's activities during each financial year. It reports against planning outcomes and performance targets identified in the department's Portfolio Budget Statements and Portfolio Additional Estimates Statements.
Approved provider	An organisation that has been approved to provide home care under the <i>Aged Care Act 1997</i> .
Commonwealth Home Support Program (CHSP)	A program which provides entry-level support services designed to help older people stay in their homes.
Consumer	Refers to both existing and prospective recipients of home care services, and their informal carers and nominated representatives.
The department	Means the Department of Health. The department has responsibility for administering the <i>Aged Care Act 1997</i> and has responsibility for administering the Home Care Packages Program and approval of approved providers of home care under the <i>Aged Care Act 1997</i> .
Exit amount	An amount that can be deducted by a home care provider from a consumer's unspent home care package amount if the consumer leaves their care.
Home care agreement	A contract made between the home care consumer and approved provider. It has the same meaning given in the <i>Aged Care Act 1997</i> .
Home Care Packages Program	A program that supports older Australians with complex needs to remain living at home through a coordinated package of care and services to meet the individual needs of consumers.

Term	Definition
Increasing Choice in Home Care	A package of home care reforms that commenced on 27 February 2017 to improve the way that home care services are delivered to older Australians.
Interim package	A package at a lower level than a consumer's approved level, through which they are able to access some home care services while waiting on the queue for a higher level package to become available.
My Aged Care	The main entry point to the aged care system in Australia. My Aged Care aims to make it easier for people to access information and services on ageing and aged care.
National Disability Insurance Scheme (NDIS)	A government-funded program to support a better life for Australians with a significant and permanent disability, and their family and carers.
National prioritisation queue (the queue)	The order in which consumers have been placed for a home care package assignment, according to the time and date of their approval for home care and their priority (either medium or high).
National prioritisation system (the system)	The nationally consistent process for allocating home care packages based on consumers' needs and circumstances.
Notified home care service	An approved provider that has notified the department of the home care service through which it will provide care and is eligible for home care subsidy under section 46-1 of the <i>Aged Care Act 1997</i> .
Portfolio Budget Statement	A statement that informs Senators and Members of Parliament of the proposed allocation of resources to Government outcomes by entities within the Health portfolio.
Report on Government Services	A report that provides information on the equity, effectiveness and efficiency of government services in Australia.
Report on the Funding and Financing of the Aged Care Sector	A report that examines the structure and operation of the Australian aged care sector and its key characteristics; early observations on the impacts of recent reforms; funding and financial performance of the sector based on a data within a financial year; and the emerging opportunities and challenges for the sector.
Report on the Operation of the <i>Aged Care Act 1997</i> (ROACA)	A report that describes the operation of the Act during a financial year and includes additional information to aid an understanding of the aged care programs and policies.
Unspent home care amount	The unspent amount remaining in a person's home care package when they cease care with a provider, as defined in the <i>Aged Care Act 1997</i> .

