

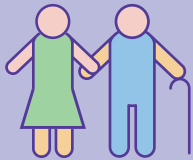


# ROACA summary

2019–20

## Overview of the Australian aged care system

1



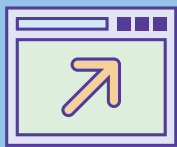
**1.3 million** consumers of aged care



**\$21.2 billion** in Australian Government expenditure

## Informed access to aged care

2



**4.0 million visits** to the My Aged Care website and **1.4 million calls answered**



**17** RAS organisations and **80** ACATs delivered assessment services

## Home support

3



**1,452** funded CHSP organisations



**839,373** CHSP clients across 2019–20

## Home care

4



**920** operational home care providers



**142,436** home care consumers at 30 June

## Respite care

5



**662** funded CHSP organisations and **2,605** residential aged care homes delivered respite care



**50,999** CHSP respite clients and **66,873** residential respite clients across 2019–20

Source: 2019–20 Report on the Operation of the Aged Care Act 1997



# ROACA summary

2019–20

## Residential care

6



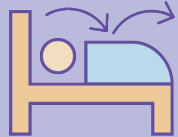
**845** operational residential aged care providers



**183,989** permanent residents at 30 June

## Flexible care

7



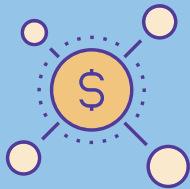
**10,389** operational flexible care places across five programs.



**24,775** people received transition care and **4,528** received short-term restorative care

## Support for people with special needs

8



**\$8.5 million** in hardship supplements

## Aged care workforce and sector support

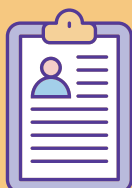
9



**Over 366,000** in the aged care workforce

## Quality and regulation

10



**127** applications to provide aged care were received



**16** Notices of Decision to Impose Sanctions were issued