Overview of the Australian aged care system

1. 1.5 million consumers of aged care
2. $23.6 billion in Australian Government expenditure

Informed access to aged care

2. Over 4.2 million visits to the My Aged Care website and 1.5 million calls answered
3. 17 RAS organisations and 80 ACATs delivered assessment services

Home support

3. 1,432 funded CHSP organisations
4. 825,383 CHSP clients across 2020–21

Home care

4. 939 operational home care providers
5. 176,105 home care consumers at 30 June

Respite care

5. 586 funded CHSP organisations and 2,613 residential aged care homes delivered respite care
6. 46,527 CHSP respite clients and 67,775 residential respite clients across 2020–21


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ROACA summary

Residential care

2020–21

6 830 operational residential aged care providers

183,894 permanent residents at 30 June

Flexible care

7 10,442 operational flexible care places across five programs

23,802 people received transition care and 6,227 received short-term restorative care

Support for people with special needs

8 $17.5 million in hardship supplements

Aged care workforce and sector support

9 Over 370,000 in the aged care workforce

Quality and regulation

10 Aged care regulatory functions transferred to the Aged Care Quality and Safety Commission

Service Compliance Rating for residential aged care services introduced