Australian Government
Australian Institute of Health and Welfare

GEN AGED CARE DATA

Fact sheet **2020–21**

Providers, services and places in aged care

Australia's aged care system provides care and support to people in a variety of settings. This fact sheet presents highlights from the GEN topic Providers, services and places in aged care.

Providers, services and places in aged care

A provider (or organisation) manages an aged care service. Providers may operate a number of different services, sometimes across different care programs. A service is a care facility that provides aged care, such as residential care, or an outlet that provides home support.

At 30 June 2021, more than 3,300 aged care providers in Australia delivered care through almost 9,500 services. At 30 June 2021 (or during the 2020–21 financial year for home support):

Table 1: Services and places in aged care, Australia, 30 June 2021.

Care type	Services	Places
Residential care	2,704	219,105
Home care	2,652	N.A
Home support	3,713*	N.A
Transition care and short-term restorative care	170	5,421
Other flexible care	229	5,021

Source: Report on the Operation of the Aged Care Act 2021, Aged Care Service List 2021.
Notes: Counts of home care services differ slightly from those reported in the Aged Care Data Snapshot and Aged Care Service List. Estimates presented here have been calculated without reference to aged care services claims data. *Number of outlets.

Management of aged care services

Aged care services are operated by not-for-profit (religious, charitable and community), government, or private organisations. In most cases, the Australian Government contributes towards the cost of care.

At 30 June 2021 (or during the 2020–21 financial year for home support) not-for-profit organisations operated the majority of aged care services across Australia (57% of residential aged care, 68% of home care, and 69% of home support).

Compared across jurisdictions, the highest proportion of private and government-run residential aged care services was found within Victoria (42% and 21%, respectively). The highest proportions of not-for-profit-run residential aged care services were in the Northern Territory (92%), the Australian Capital Territory (88%) and Tasmania (83%).

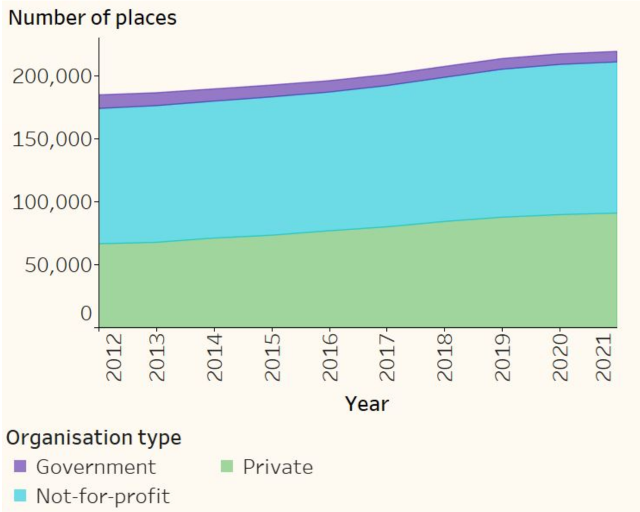
Services, places and management of aged care over time

At 30 June 2021 (or during the 2020–21 financial year for home support):

- The number of residential, transition and flexible aged care places had increased by approximately 12% over the 5 years since 30 June 2016—from 204,288 to 229,547 places.
- The number of home support services had increased by 9.4% over the 4 years since 30 June 2017.
- The number of home care services had increased by 26% over the 5 years since 30 June 2016.

Between 30 June 2012 and 30 June 2021 for residential aged care, privately run services grew the most, with the number of places they were funded to manage increasing by 37% (from 66,335 to 90,692 places) (Figure 1).

Figure 1: Number of places in residential aged care by organisation type, 2012–2021



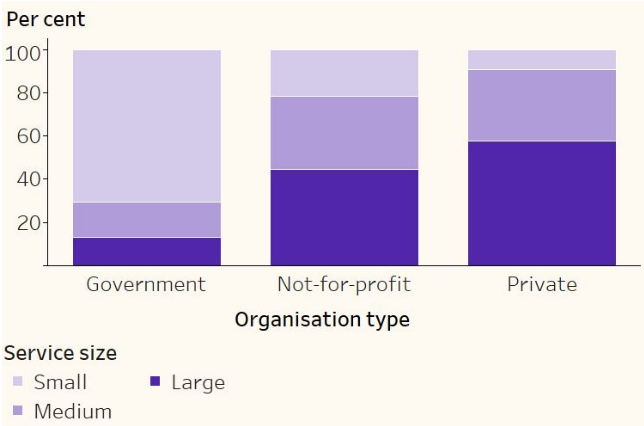
Source: Aged Care Service List 2012–2021

Size of residential aged care services

Privately run residential aged care services are more commonly larger services, while government-run services tend to be smaller services.

At 30 June 2021, close to three in five (58%) residential aged care places operated by private organisations were in services that were large (101 or more operational places), compared with 45% of places operated by not-for-profit organisations, and 13% of places operated by government organisations (Figure 2).

Figure 2: Places in residential aged care by organisation type and service size, 30 June 2021.



Notes: Small = 60 or fewer operational places, Medium = 61–100 operational places and Large = 101 or more operational places. Counts as at 30 June.

Service location and remoteness

At 30 June 2021 (or during the 2020–21 financial year for home support) mainstream aged care services were concentrated in more densely populated areas. For example, almost two-thirds (63%) of residential aged care services were located in metropolitan areas, compared with 21% located in rural, remote or very remote areas.

In contrast, almost half (46%) of other flexible care services, which includes the National Aboriginal and Torres Strait Islander Flexible Aged Care Program, were located in remote and very remote areas, compared with just 3.9% located in metropolitan areas.

COVID-19 and aged care provision

Australia has faced significant challenges during the COVID-19 pandemic. COVID-19 can be more serious for people who are vulnerable, including older Australians. This heightened risk prompted a specific response in the aged care sector.

COVID-19 affected health in many ways and this necessitated changes in the delivery of aged care services. Residential aged care services were required to lockdown and restrict visitors. For people in residential care 'emergency leave' was available to be taken and up to eight weeks of home support was provided. Older people living in the community were encouraged to seek health care remotely through telehealth services.

Where can I find out more?

GEN Topic: Providers, services and places in aged care
<https://www.gen-agedcaredata.gov.au/Topics/Services-and-places-in-aged-care>

Report on the operation of the *Aged Care Act 1997*:
Department of Health 2021. 2020–21 Report on the operation of the Aged Care Act 1997. Accessed. Available at: <https://www.gen-agedcaredata.gov.au/Resources/Reports-and-publications/2021/November/2020%E2%80%9321-Report-on-the-Operation-of-the-Aged-Care-A>

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Information and data on aged care in Australia

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