



# 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 2022, more than 3,100 aged care providers in Australia delivered care through almost 9,300 services. At 30 June 2022 (or during the 2021–22 financial year for home support):

**Table 1: Services and places in aged care, Australia, 30 June 2022.**

Care type	Services	Places
Residential care	2,671	219,965
Home care	2,427	N.A
Home support	3,760*	N.A
Transition care and short-term restorative care	209	6,774
Other flexible care	227	4,993

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 2022 (or during the 2021–22 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).

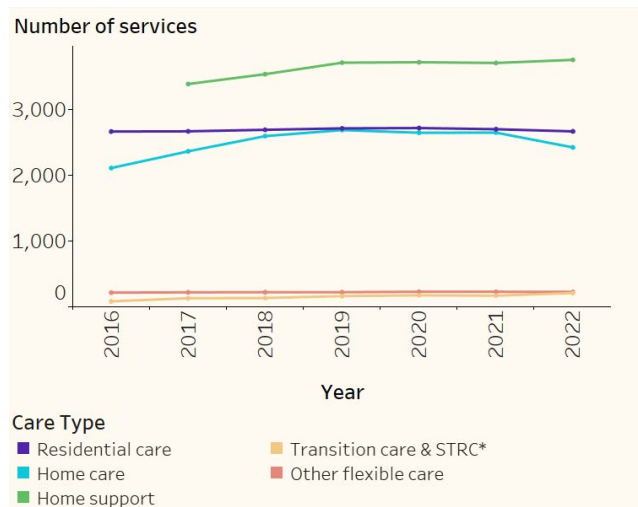
Compared across jurisdictions, the highest proportion of private and government-run residential aged care services was found within Victoria (43% and 21%, respectively). The highest proportions of not-for-profit-run residential aged care services were in the Northern Territory (92%), the Australian Capital Territory (89%) and Tasmania (83%).

## Services and places over time

At 30 June 2022 (or during the 2021–22 financial year for home support):

- The number of residential, transition and flexible aged care places had increased by approximately 11% over the 5 years since 30 June 2016—from 209,626 to 231,732 places.
- The number of home care services had increased by 2.5% over the 5 years since 30 June 2017 – 2,367 to 2,427 services.
- The number of home support services had increased by 11% over the 5 years since 2016–2017 –from 3,392 to 3,760 services (Figure 1).

**Figure 1: Number of service in aged care, 2016 to 2022**



Source: Report on the Operation of the Aged Care Act 2022, Aged Care Service List 2022

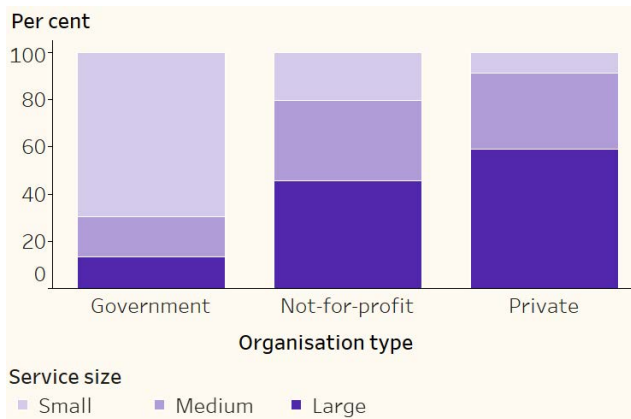
\*Short-term Restorative Care

## 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 2022, close to 3 in 5 (59%) residential aged care places operated by private organisations were in services that were large (101 or more operational places), compared with 46% 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 2022.**



Notes: Small = 60 or fewer operational places, Medium = 61–100 operational places and Large = 101 or more operational places.



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## Service location and remoteness

At 30 June 2022 (or during the 2021–22 financial year for home support) mainstream aged care services were concentrated in more densely populated areas. For example, more than 3 in 5 (62%) 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 4% 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/Providers,-services-and-places-in-aged-care>>

#### Report on the operation of the Aged Care Act 1997:

Department of Health 2022. 2021–22 Report on the operation of the Aged Care Act 1997. Available at: <<https://www.gen-agedcaredata.gov.au/resources/reports-and-publications/2022/November/2021%e2%80%9322-Report-on-the-Operation-of-the-Aged-Care-Act-1997>>

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# Information and data on aged care in Australia

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