



Australian Government
Department of Health and Aged Care

HOME CARE PACKAGES PROGRAM

Data Report 3rd Quarter 2023-24

1 January – 31 March 2024

June 2024



Table of Contents

Executive Summary	3
Introduction.....	4
Overview	4
1. Eligibility and Assessment.....	5
Distribution of HCP levels	5
Volume of HCP approvals	5
2. Home Care Service Delivery	6
Number of people in a HCP.....	6
Number of new entries to a HCP	7
Number of approved HCP providers	8
3. National Priority System	9
National Priority System	9
People who have not yet been offered a HCP	9
People who are in an interim HCP	9
Distribution of people across states and territories	10
Wait times	11
Number of HCPs released.....	12
4. First Nations Peoples	13
Glossary	15
Appendices.....	16
Appendix A – Number of people in a HCP at 31 March 2024, by ACPR.....	16
Appendix B – Number of new entries to a HCP in the March 2024 quarter, by ACPR ...	19
Appendix C – Number of approved HCP providers that have indicated in My Aged Care that they can provide services at each of the four HCP levels, by ACPR.....	22
Appendix D – Number of people waiting on a HCP at their approved level at 31 March 2024, who are not in an interim level HCP, by ACPR.....	25
Appendix E – Number of people waiting on a HCP at their approved level at 31 March 2024, by ACPR	28
Appendix F – Number of HCPs released in the March 2024 quarter, by ACPR	31

Executive Summary

- At 31 March 2024, 284,429 people had access to a Home Care Package (HCP). This is a 6% (15,685) increase since 31 March 2023 (268,744).
- Of the 284,429 people, 273,306 were in a HCP with the remaining 11,123 people assigned a HCP and considering whether to take up their offer.
- The 273,306 people in a HCP at 31 March 2024 represented a 10% (24,349) increase since 31 March 2023 (248,957).
- In the March 2024 quarter, 17,117 people entered a HCP for the first time.
- At 31 March 2024, there were 59,751 people waiting in the National Priority System (NPS) for a HCP at their approved level. This is a 94% (28,912) increase since 31 March 2023 (30,839).
- There were 39,026 approvals for a HCP in the March 2024 quarter.
- There were 34,010 HCPs released in the March 2024 quarter, at an average of 2,616 per week.
- There were 900 approved HCP providers with a home care service at 31 March 2024.

INTRODUCTION

OVERVIEW

The Australian Government recognises that people want to remain living independently in their own homes for as long as possible. To support this, the Government subsidises packages through the Home Care Packages Program (HCPP) to provide home-based care that can improve older Australians' quality of life and help them to remain active and connected to their communities.

This report provides an update on the operation of the HCPP for the period between 1 January 2024 and 31 March 2024. The estimated wait times are shown for 31 May 2024, in recognition that information for this indicator was available and assured at the time of publication.

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 systems and records held by the Department of Health and Aged Care (the department) and Services Australia. Data was valid on the date of extraction. Data extracted on a different date may vary from that in this report.

Further information on the HCPP, including eligibility, fees and recent reforms can be found at www.health.gov.au/initiatives-and-programs/home-care-packages-program/about-the-home-care-packages-program.

1. ELIGIBILITY AND ASSESSMENT

DISTRIBUTION OF HCP LEVELS

- There are four levels of HCPs to help meet older Australians' different levels of care need, which is determined by the outcome of an independent aged care assessment. Table 1 provides the rounded annual amount of Government subsidy in 2023-24.

Table 1: HCP annual subsidy, by HCP level from 1 July 2023 to 30 June 2024

HCP level	Home care services for people with	Rounded annual subsidy amount paid by the Government
1	Basic care needs	\$10,000
2	Low-level care needs	\$18,000
3	Intermediate care needs	\$39,000
4	High-level care needs	\$60,000

Notes: The amounts in the table do not include additional supplements that a provider may be eligible for. Figures are rounded to the nearest \$1,000.

VOLUME OF HCP APPROVALS

- There were 39,026 HCP approvals in the March 2024 quarter (Table 2). This was 4% (1,502) more than the approvals in the December 2023 quarter (37,524) and 9% (3,072) more than the approvals in March 2023 quarter (35,954).

Table 2: Number of HCP approvals in March 2024 quarter, by state and territory of assessment, level and priority

State/ territory	Level 1		Level 2		Level 3		Level 4		Total	Share
	High	Medium	High	Medium	High	Medium	High	Medium		
NSW	6	528	138	3,845	513	4,691	826	1,940	12,487	32.0%
VIC	1	253	90	2,613	666	2,908	1,676	1,357	9,564	24.5%
QLD	-	203	72	2,453	806	2,458	1,368	852	8,212	21.0%
WA	1	32	15	587	227	1,157	831	657	3,507	9.0%
SA	-	77	58	973	366	1,141	532	527	3,674	9.4%
TAS	-	22	1	300	12	320	58	153	866	2.2%
ACT	-	2	5	83	26	96	138	94	444	1.1%
NT	-	-	1	52	25	90	19	33	220	0.6%
Unknown	-	-	1	6	13	17	6	9	52	0.1%
Sub-total	8	1,117	381	10,912	2,654	12,878	5,454	5,622	39,026	100.0%
Total	1,125		11,293		15,532		11,076		39,026	100.0%
Share	2.9%		28.9%		39.8%		28.4%		100.0%	

Key point

- There were 39,026 approvals for a HCP in the March 2024 quarter.

2. HOME CARE SERVICE DELIVERY

NUMBER OF PEOPLE IN A HCP

- There were 273,306 people in a HCP at 31 March 2024 (Table 3). This was an increase of 1% (3,733) since 31 December 2023 (269,573), and a 10% (24,349) increase since 31 March 2023 (248,957) (Chart 1).
- In addition to the 273,306 people in a HCP at 31 March 2024, a further 11,123 people were assigned a HCP and were considering whether to take up their offer.

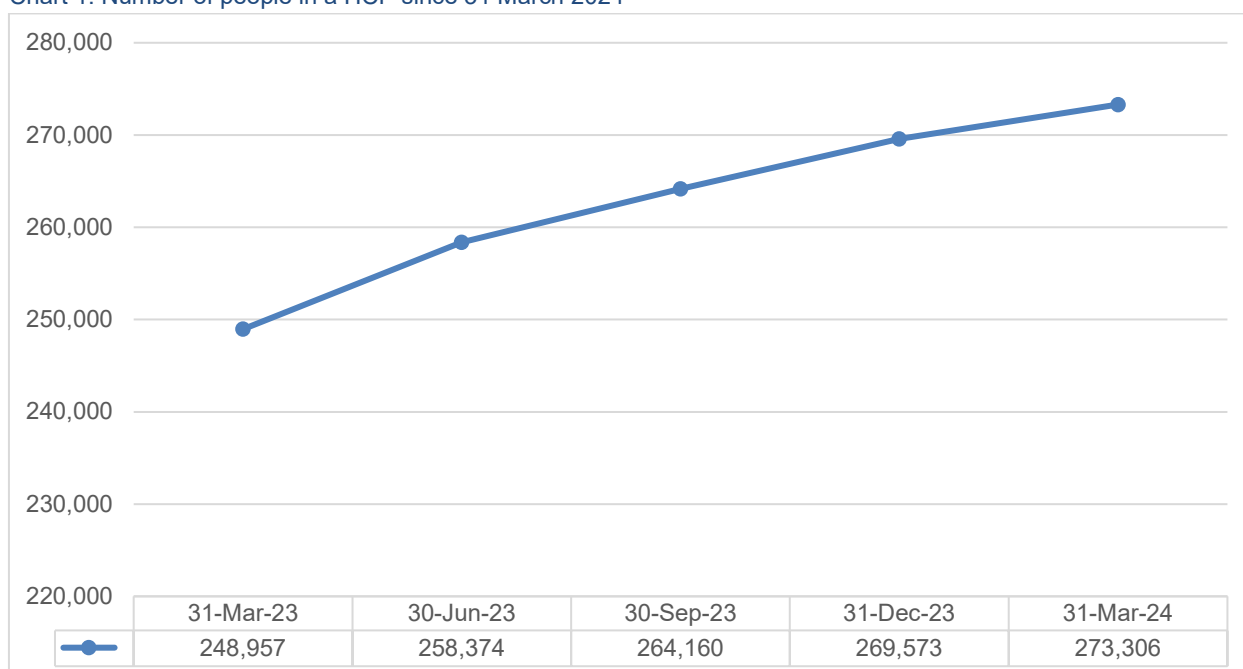
Table 3: Number of people in a HCP by level and state and territory, at 31 March 2024

State	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	7,465	41,076	28,405	13,822	90,768	33.2%
VIC	3,617	32,398	22,073	16,508	74,596	27.3%
QLD	2,393	20,821	17,655	11,421	52,290	19.1%
WA	308	5,084	7,418	8,043	20,853	7.6%
SA	894	9,010	9,484	5,190	24,578	9.0%
TAS	273	2,536	2,241	1,063	6,113	2.2%
ACT	28	894	865	1,085	2,872	1.1%
NT	7	426	477	323	1,233	0.5%
Unknown	-	2	-	1	3	0.0%
Total	14,985	112,247	88,618	57,456	273,306	100.0%
Share by Level	5.5%	41.1%	32.4%	21.0%	100.0%	

Note: Location is based on the address of the person receiving a HCP, not the address of their provider.

- Data on the number of people in a HCP at 31 March 2024 by Aged Care Planning Region (ACPR) can be found at Appendix A.

Chart 1: Number of people in a HCP since 31 March 2024



- Table 4 provides a breakdown of the proportion of people in a HCP according to the Modified Monash Model (MMM) classifications – with 1 classified as major metropolitan regions, ranging to 7 which is classified as the most remote regions.

Table 4: Proportion of the total number of people in a HCP at the last day of the quarter, by MMM Classification

MMM	31-Mar-23	30-Jun-23	30-Sep-23	31-Dec-23	31-Mar-24
1	66.0%	66.5%	66.5%	66.5%	66.5%
2	9.3%	9.1%	9.1%	9.1%	9.0%
3	9.5%	9.5%	9.5%	9.5%	9.4%
4	5.3%	5.6%	5.6%	5.6%	5.6%
5	8.6%	8.0%	8.1%	8.1%	8.2%
6	0.9%	0.8%	0.8%	0.4%	0.9%
7	0.4%	0.4%	0.4%	0.0%	0.4%
Unknown	0.0%	0.0%	0.0%	0.0%	0.0%

Note: Location is based on the address of the person receiving a HCP, not the address of their provider.

NUMBER OF NEW ENTRIES TO A HCP

- There were 17,117 new entries to a HCP in the March 2024 quarter (Table 5).

Table 5: Number of new entries to a HCP in the March 2024 quarter, by state and territory

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	505	2,696	1,633	502	5,336	31.2%
VIC	243	1,929	1,269	842	4,283	25.0%
QLD	183	1,519	1,166	702	3,570	20.9%
WA	26	371	562	504	1,463	8.5%
SA	65	674	691	334	1,764	10.3%
TAS	26	205	113	46	390	2.3%
ACT	-	64	55	72	191	1.1%
NT	5	36	69	10	120	0.7%
Unknown	-	-	-	-	-	0.0%
Total	1,053	7,494	5,558	3,012	17,117	100.0%
Share	6.2%	43.8%	32.5%	17.6%	100.0%	

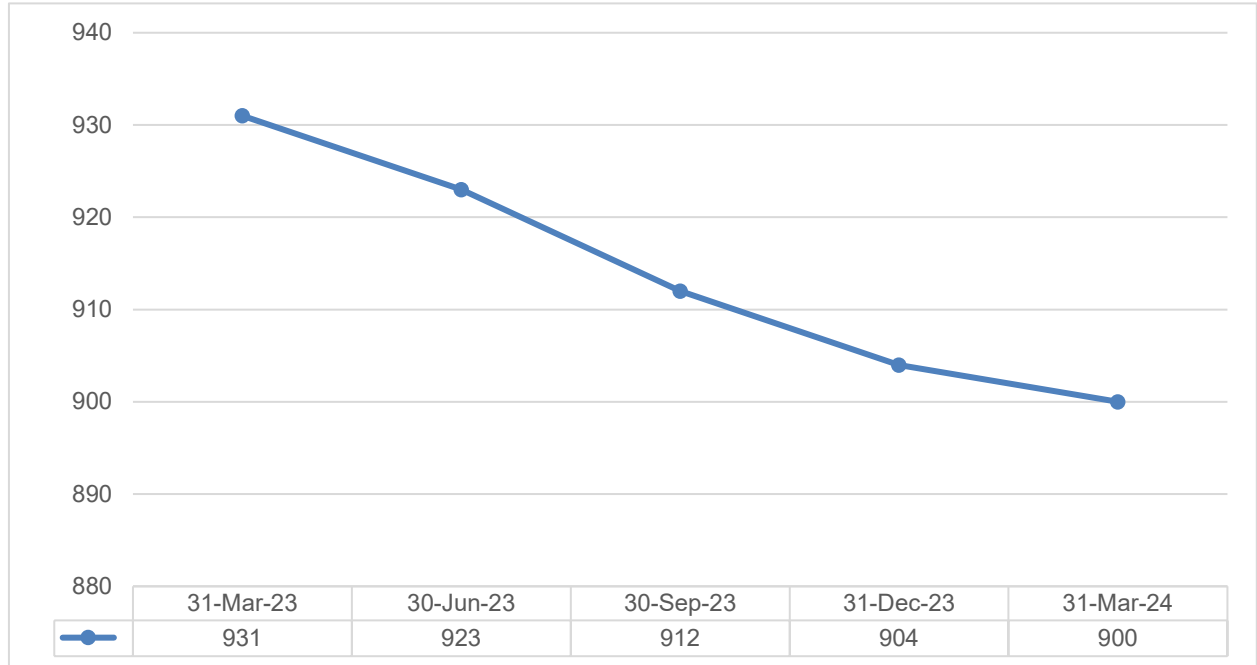
Note: Location is based on the address of the person entering a HCP, not the address of their provider.

- Further information on the number of new entries in the March 2024 quarter by ACPR can be found in Appendix B.

NUMBER OF APPROVED HCP PROVIDERS

- There were 900 approved HCP providers at 31 March 2024 (Chart 2). This was a decrease of 0.4% (4 providers) from 31 December 2023 (904 providers) and a decrease of 3% (31 providers) since 31 March 2023 (931 providers).

Chart 2: Number of approved providers of home care with home care services since 31 March 2024



Note: Includes providers with at least one active service.

- Appendix C provides the total number of approved HCP providers in each ACPR that had indicated in My Aged Care that they had operational capacity to provide services across all four HCP levels in that ACPR at 31 March 2024.

Key points

- There were 273,306 people receiving care in a HCP at 31 March 2024.
- There were 17,117 new entries to a HCP in the March 2024 quarter.
- There were 900 approved HCP providers at 31 March 2024.

3. NATIONAL PRIORITY SYSTEM

NATIONAL PRIORITY SYSTEM

- The NPS allows for a nationally consistent and equitable process for assigning HCPs based on people’s individual needs and circumstances, regardless of where they live. A person’s wait time is dependent only on their date of approval and priority for service.
- Independent and qualified Aged Care Assessment Teams (ACATs) assess a person’s needs and, when making an approval for care, can approve a person for a HCP, residential care, respite care, transitional care, and Commonwealth Home Support Programme (CHSP), depending on the person’s circumstances. Therefore, based on care needs and choice, not everyone with a HCP approval and placed in the NPS will enter home care.
- There were 59,751 people in the NPS who were waiting on a HCP at their approved level at 31 March 2024. Of these people, 59,200 (99%) are in an interim level HCP and/or approved for CHSP services.

PEOPLE WHO HAVE NOT YET BEEN OFFERED A HCP

- At 31 March 2024, there were 44,658 people who were seeking a HCP at their approved level, who are not in an interim HCP (Table 6).

Table 6: Number and percentage of people who had not yet been offered a HCP, who had been approved to access CHSP, by level of approval at 31 March 2024

Approved level	Number of people in the NPS <u>who have never been offered an interim HCP</u>	Number of people in the NPS <u>who have never been offered an interim HCP with CHSP approval</u>	Percentage of people in the NPS <u>without an interim HCP with CHSP approval</u>
Level 1	108	107	99.1%
Level 2	13,425	13,248	98.7%
Level 3	25,015	24,776	99.0%
Level 4	6,110	5,976	97.8%
Total	44,658	44,107	98.8%

PEOPLE WHO ARE IN AN INTERIM HCP

- At 31 March 2024, there were 14,497 people who are in an interim HCP while they wait for a HCP at their approved level (Table 7).

Table 7: Number of people who had been offered a HCP while they wait for their approved level, by response category and level of approval at 31 March 2024

Approved level	Number of people in an interim HCP	Number of people offered an interim HCP, who had <u>not yet accepted</u> their offer	Number of people offered an interim HCP that <u>did not</u> take up their offer
Level 1	0	0	0
Level 2	603	19	12
Level 3	8,056	115	228
Level 4	5,838	106	116
Total	14,497	240	356

DISTRIBUTION OF PEOPLE ACROSS STATES AND TERRITORIES

- Table 8 shows the state and territory distribution of people who had not been offered a HCP at 31 March 2024.

Table 8: Number of people waiting on a HCP at their approved level without an interim HCP, by state and territory of residence and level of approval at 31 March 2024

State	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	46	4,650	8,547	1,788	15,031	33.7%
VIC	28	3,224	5,807	1,653	10,712	24.0%
QLD	22	3,037	4,505	842	8,406	18.8%
WA	2	705	2,546	892	4,145	9.3%
SA	9	1,229	2,526	648	4,412	9.9%
TAS	-	394	635	132	1,161	2.6%
ACT	-	109	237	122	468	1.0%
NT	1	68	181	27	277	0.6%
Unknown	-	9	31	6	46	0.1%
Total	108	13,425	25,015	6,110	44,658	100.0%
Share	0.2%	30.1%	56.0%	13.7%	100.0%	

Note: A person with an approval at multiple levels is only counted once - at their highest active approved level.

- The number of people waiting on a HCP at 31 March 2024, without an interim HCP, by ACPR, is found in Appendix D.
- Table 9 shows the state and territory distribution of people who are waiting on a HCP at their approved level as at 31 March 2024 and includes people represented in Table 8.

Table 9: Number of people waiting on a HCP at their approved level by state and territory of residence and level of approval at 31 March 2024

State	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	46	4,979	12,049	4,093	21,167	35.4%
VIC	28	3,394	7,641	2,946	14,009	23.4%
QLD	22	3,138	6,166	1,865	11,191	18.7%
WA	2	714	3,105	1,596	5,417	9.1%
SA	9	1,247	3,068	1,085	5,409	9.1%
TAS	-	399	820	306	1,525	2.6%
ACT	-	111	299	211	621	1.0%
NT	1	68	230	61	360	0.6%
Unknown	-	0	52	-	52	0.1%
Total	108	14,050	33,430	12,163	59,751	100.0%
Share by Level	0.2%	23.5%	55.9%	20.4%	100.0%	

- The number of people waiting on a HCP at their approved level at 31 March 2024, by ACPR, is found in Appendix E.

WAIT TIMES

- All people approved for a HCP, and seeking services, can access their individual expected wait time to receive their first HCP, and their approved HCP in time bands.
- A person's place in the NPS is solely based on date of approval and priority for care. Estimated wait times at 31 May 2024, for a person with a medium priority approval joining the NPS for a HCP by level, are provided in Table 10.

Table 10: Estimated wait time for people entering the NPS on 31 May 2024 by HCP level

HCP level	Time to approved HCP
Level 1	Less than 1 month
Level 2	3-6 months
Level 3	9-12 months
Level 4	6-9 months

NUMBER OF HCPS RELEASED

- The department released 34,010 HCPs during the March 2024 quarter (Table 11), at an average of 2,616 per week.

Table 11: Number of HCPs released in the March 2024 quarter, by state and territory and level

State	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	959	4,753	3,469	1,311	10,492	30.8%
VIC	477	3,199	2,764	2,236	8,676	25.5%
QLD	357	2,434	2,359	1,737	6,887	20.2%
WA	59	750	1,164	1,131	3,104	9.1%
SA	147	1,114	1,367	716	3,344	9.8%
TAS	52	358	255	87	752	2.2%
ACT	8	162	116	194	480	1.4%
NT	2	79	106	39	226	0.7%
Unknown	1	21	18	9	49	0.1%
Total	2,062	12,870	11,618	7,460	34,010	100.0%
Share	6.1%	37.8%	34.2%	21.9%	100.0%	

- Of the HCPs released in the March 2024 quarter, 14% (4,715) were offered as upgrades to people already in an interim HCP. The other 86% (29,295) were offered to people who were not in an interim level HCP (Table 12).

Table 12: HCPs released to people in the March 2024 quarter, by level and type of release

Release type	Level 1	Level 2	Level 3	Level 4	Total
New packages	2,062	12,514	9,531	5,188	29,295
Upgrades	0	356	2,087	2,272	4,715
Total	2,062	12,870	11,618	7,460	34,010
% released that were new	100.0%	97.2%	82.0%	69.5%	86.1%

Information on the number of HCPs released by ACPR and level for the March 2024 quarter can be found at Appendix F.

Key points

- At 31 March 2024, there were 59,751 people who were waiting for a HCP at their approved level.
- 34,010 HCPs were released during the March 2024 quarter.

4. FIRST NATIONS PEOPLES

- For the purpose of this report, First Nations peoples include those people who have identified in My Aged Care as being Aboriginal and/or Torres Strait Islander.
- The number of First Nations peoples receiving a HCP or waiting for a HCP is proportionately less for their population size relative to the rest of the population. This is attributed to First Nations peoples accessing alternative programs such as the National Aboriginal and Torres Strait Islander Flexible Aged Care Program and Multi-Purpose Services for in-home care support. In addition, indigenous status for many people is not recorded in My Aged Care.
- There were 8,636 First Nations peoples in a HCP at 31 March 2024 (Table 14). This was an increase of 11% (844) since 31 March 2023 (7,792). The 8,636 people accounted for 3% of the 273,306 people in a HCP (Table 3).

Table 14: Number of First Nations peoples in a HCP by level and state and territory at 31 March 2024

State	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	232	1,665	1,217	596	3,710	43.0%
VIC	32	516	256	219	1,023	11.8%
QLD	49	725	649	428	1,851	21.4%
WA	2	114	195	223	534	6.2%
SA	32	282	236	145	695	8.0%
TAS	17	98	110	42	267	3.1%
ACT	1	24	25	19	69	0.8%
NT	2	208	185	92	487	5.6%
Unknown	-	-	-	-	0	0.0%
Total	367	3,632	2,873	1,764	8,636	100.0%
Share by Level	4.2%	42.1%	33.3%	20.4%	100.0%	

Note: The 8,636 First Nations people are a subset of the 273,306 people in a HCP recorded for all of Australia.

- There were 1,353 First Nations peoples at 31 March 2024 who were waiting for a HCP at their approved level (Table 15). This was an increase of 121% (741) since 31 March 2023 (612). The 1,353 people accounted for 2% of the 59,751 people waiting for a HCP at their approved level (Table 9).

Table 15: Number of First Nations peoples waiting on a HCP at their approved level by state and territory of residence and level of approval at 31 March 2024

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	1	126	316	77	520	38.4%
VIC	-	16	54	24	94	6.9%
QLD	-	93	187	43	323	23.9%
WA	-	10	81	30	121	8.9%
SA	-	25	57	18	100	7.4%
TAS	-	8	30	11	49	3.6%
ACT	-	2	5	2	9	0.7%
NT	-	17	72	16	105	7.8%
Unknown	-	4	23	5	32	2.4%
Total	1	301	825	226	1,353	100.0%
Share by Level	0.1%	22.2%	61.0%	16.7%	100.0%	

Note: The 1,353 First Nations people are a subset of the 59,751 people in the NPS recorded for all of Australia.

Glossary

Term	Definition
Aged Care Assessment Teams (ACAT)	ACATs are independent state and territory managed 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 Planning Region (ACPR)	The areas marked out in the ACPR maps, which can be found at https://www.health.gov.au/resources/collections/2018-aged-care-planning-region-maps .
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)	Entry-level support at home – Ongoing or short-term care and support services including help with housework, personal care, meals and food preparation, transport, shopping, allied health, social support, and planned respite.
Home Care Packages Program	A program that supports senior Australians with complex needs to remain living at home through a coordinated package of care and services to meet the individual needs of people.
Interim HCP	A HCP at a lower level than a person's approved level, through which they are able to access some home care services while waiting for a higher level HCP.
My Aged Care	The main entry point to the aged care system in Australia.
National Priority System	The nationally consistent process for allocating HCPs based on peoples' needs and circumstances.
The department	The Department of Health and Aged Care.

Appendices

Appendix A – Number of people in a HCP at 31 March 2024, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	384	2,576	1,734	708	5,402
Central West	86	767	569	310	1,732
Far North Coast	597	3,165	1,833	865	6,460
Hunter	866	3,446	2,080	1,491	7,883
Illawarra	387	2,096	1,628	682	4,793
Inner West	211	2,303	2,048	1,011	5,573
Mid North Coast	664	3,505	2,806	1,452	8,427
Nepean	139	1,274	1,037	450	2,900
New England	126	777	542	257	1,702
Northern Sydney	736	3,629	2,509	1,468	8,342
Orana Far West	247	995	552	250	2,044
Riverina/Murray	484	2,144	1,161	505	4,294
South East Sydney	509	4,058	3,037	1,321	8,925
South West Sydney	1,164	4,678	2,836	1,165	9,843
Southern Highlands	142	1,833	1,060	488	3,523
Western Sydney	723	3,830	2,973	1,399	8,925
Total	7,465	41,076	28,405	13,822	90,768
VIC					
Barwon-South Western	124	2,537	1,884	1,598	6,143
Eastern Metro	1,527	7,808	4,058	3,333	16,726
Gippsland	456	2,610	1,780	1,203	6,049
Grampians	88	1,504	862	534	2,988
Hume	269	1,385	578	291	2,523
Loddon-Mallee	193	1,647	990	737	3,567
Northern Metro	487	5,019	3,611	2,964	12,081
Southern Metro	379	6,233	5,223	3,833	15,668
Western Metro	94	3,655	3,087	2,015	8,851
Total	3,617	32,398	22,073	16,508	74,596

QLD					
Brisbane North	123	1,451	1,338	896	3,808
Brisbane South	310	2,328	2,233	1,330	6,201
Cabool	245	2,154	1,869	1,039	5,307
Central West	3	36	20	10	69
Darling Downs	369	1,847	1,182	606	4,004
Far North	74	1,859	1,060	413	3,406
Fitzroy	69	1,132	1,351	455	3,007
Logan River Valley	107	1,157	1,024	700	2,988
Mackay	21	294	182	77	574
North West	4	80	43	21	148
Northern	59	1,002	1,106	731	2,898
South Coast	178	1,627	1,330	1,049	4,184
South West	20	100	35	15	170
Sunshine Coast	183	2,865	2,990	3,072	9,110
West Moreton	232	788	451	238	1,709
Wide Bay	396	2,101	1,441	769	4,707
Total	2,393	20,821	17,655	11,421	52,290
WA					
Goldfields	1	54	83	62	200
Great Southern	7	102	289	310	708
Kimberley	1	71	40	32	144
Metro East	21	650	1,092	1,202	2,965
Metro North	147	1,617	1,789	1,487	5,040
Metro South East	72	845	1,095	1,412	3,424
Metro South West	42	1,194	1,839	2,156	5,231
Mid West	2	59	93	128	282
Pilbara	1	15	34	21	71
South West	5	192	459	692	1,348
Wheatbelt	9	285	605	541	1,440
Total	308	5,084	7,418	8,043	20,853

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	150	577	240	60	1,027
Flinders & Far North	37	173	91	18	319
Hills, Mallee & Southern	133	1,221	851	471	2,676
Metro East	22	1,006	1,416	681	3,125
Metro North	365	2,378	1,979	927	5,649
Metro South	15	990	2,035	1,728	4,768
Metro West	49	1,228	1,833	854	3,964
Mid North	19	199	108	24	350
Riverland	16	266	276	170	728
South East	45	373	189	50	657
Yorke, Lower North & Barossa	43	599	466	207	1,315
Total	894	9,010	9,484	5,190	24,578
TAS					
North Western	87	640	553	253	1,533
Northern	72	616	559	296	1,543
Southern	114	1,280	1,129	514	3,037
Total	273	2,536	2,241	1,063	6,113
ACT					
Total	28	894	865	1,085	2,872
NT					
Alice Springs	4	104	104	47	259
Barkly	1	7	7	1	16
Darwin	2	200	291	233	726
East Arnhem	-	79	46	25	150
Katherine	-	36	29	17	82
Total	7	426	477	323	1,233
UNKNOWN ACPR					
Total	-	2	-	1	3
NATIONAL					
Total	14,985	112,247	88,618	57,456	273,306

Note: Location is based on the address of the person receiving a HCP, not the address of their provider.

Appendix B – Number of new entries to a HCP in the March 2024 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	34	240	103	24	401
Central West	5	66	49	16	136
Far North Coast	65	171	97	23	356
Hunter	44	209	124	76	453
Illawarra	18	103	126	25	272
Inner West	8	103	128	45	284
Mid North Coast	58	285	172	68	583
Nepean	9	97	68	18	192
New England	10	63	32	19	124
Northern Sydney	45	211	139	55	450
Orana Far West	18	88	54	14	174
Riverina/Murray	32	97	38	13	180
South East Sydney	18	291	194	40	543
South West Sydney	69	293	145	26	533
Southern Highlands	10	146	62	11	229
Western Sydney	62	233	102	29	426
Total	505	2,696	1,633	502	5,336
VIC					
Barwon-South Western	10	151	115	90	366
Eastern Metro	106	546	277	191	1,120
Gippsland	11	125	101	71	308
Grampians	6	102	63	29	200
Hume	32	62	26	4	124
Loddon-Mallee	13	80	35	24	152
Northern Metro	38	311	213	126	688
Southern Metro	22	314	276	246	858
Western Metro	5	238	163	61	467
Total	243	1,929	1,269	842	4,283

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	5	135	103	56	299
Brisbane South	22	207	134	66	429
Cabool	16	149	131	84	380
Central West	-	11	3	-	14
Darling Downs	30	120	53	8	211
Far North	4	195	104	23	326
Fitzroy	4	52	100	36	192
Logan River Valley	6	84	54	29	173
Mackay	2	19	13	6	40
North West	1	5	3	1	10
Northern	1	40	72	28	141
South Coast	4	98	69	25	196
South West	3	10	1	-	14
Sunshine Coast	20	217	195	278	710
West Moreton	34	68	26	13	141
Wide Bay	31	109	105	49	294
Total	183	1,519	1,166	702	3,570
WA					
Goldfields	-	4	9	4	17
Great Southern	2	5	21	20	48
Kimberley	-	-	1	1	2
Metro East	2	57	95	64	218
Metro North	9	104	118	76	307
Metro South East	9	66	58	94	227
Metro South West	2	80	137	146	365
Mid West	1	1	9	14	25
Pilbara	-	1	2	1	4
South West	-	18	48	53	119
Wheatbelt	1	35	64	31	131
Total	26	371	562	504	1,463

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	13	44	16	2	75
Flinders & Far North	2	26	5	-	33
Hills, Mallee & Southern	6	46	47	29	128
Metro East	1	86	111	44	242
Metro North	28	192	137	46	403
Metro South	-	64	167	111	342
Metro West	4	110	143	74	331
Mid North	-	9	7	1	17
Riverland	1	13	24	17	55
South East	3	29	7	2	41
Yorke, Lower North & Barossa	7	55	27	8	97
Total	65	674	691	334	1,764
TAS					
North Western	3	44	27	20	94
Northern	11	35	33	15	94
Southern	12	126	53	11	202
Total	26	205	113	46	390
ACT					
Total	-	64	55	72	191
NT					
Alice Springs	3	10	33	4	50
Barkly	-	-	3	-	3
Darwin	2	15	24	3	44
East Arnhem	-	6	3	2	11
Katherine	-	5	6	1	12
Total	5	36	69	10	120
UNKNOWN ACPR					
Total	-	-	-	-	-
NATIONAL					
Total	1,053	7,494	5,558	3,012	17,117

Note: Location is based on the address of the person who entered into a HCP during the March 2024 quarter.

Appendix C – Number of approved HCP providers that have indicated in My Aged Care that they can provide services at each of the four HCP levels, by ACPR

State/territory	30-Sep-23	31-Dec-23	31-Mar-24
NSW			
Central Coast	31	31	31
Central West	22	22	22
Far North Coast	43	43	44
Hunter	65	67	67
Illawarra	42	41	41
Inner West	46	46	48
Mid North Coast	56	57	58
Nepean	17	17	18
New England	28	28	28
Northern Sydney	48	49	50
Orana Far West	21	21	21
Riverina/Murray	41	41	41
South East Sydney	67	67	70
South West Sydney	62	62	63
Southern Highlands	30	30	30
Western Sydney	68	70	69
VIC			
Barwon-South Western	39	39	39
Eastern Metro	71	71	73
Gippsland	28	28	28
Grampians	30	31	31
Hume	36	36	36
Loddon-Mallee	21	22	22
Northern Metro	54	54	56
Southern Metro	75	75	76
Western Metro	68	72	72

State/territory	30-Sep-23	31-Dec-23	31-Mar-24
QLD			
Brisbane North	51	52	52
Brisbane South	65	67	68
Cabool	26	26	26
Central West	10	10	10
Darling Downs	35	35	35
Far North	25	25	25
Fitzroy	27	27	27
Logan River Valley	37	37	37
Mackay	19	19	19
North West	7	7	7
Northern	26	26	26
South Coast	39	39	39
South West	4	4	4
Sunshine Coast	44	44	44
West Moreton	25	25	25
Wide Bay	27	27	28
WA			
Goldfields	9	9	9
Great Southern	9	9	9
Kimberley	8	8	8
Metro East	40	42	43
Metro North	38	39	40
Metro South East	28	29	29
Metro South West	22	22	23
Mid West	6	7	7
Pilbara	8	8	8
South West	15	16	17
Wheatbelt	10	11	11

State/territory	30-Sep-23	31-Dec-23	31-Mar-24
SA			
Eyre Peninsula	6	6	6
Flinders & Far North	10	10	10
Hills, Mallee & Southern	12	12	12
Metro East	48	48	49
Metro North	18	17	18
Metro South	13	13	13
Metro West	26	26	26
Mid North	3	3	3
Riverland	3	3	3
South East	5	5	5
Yorke, Lower North & Barossa	9	9	9
TAS			
North Western	14	13	13
Northern	15	15	15
Southern	35	36	37
ACT			
ACT	41	41	41
NT			
Alice Springs	15	15	15
Barkly	13	13	13
Darwin	16	16	16
East Arnhem	7	7	7
Katherine	12	12	12

Note: Totals per state/territory aren't shown as providers can operate in multiple ACPRs and states/territories.

Appendix D – Number of people waiting on a HCP at their approved level at 31 March 2024, who are not in an interim level HCP, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	4	347	353	44	748
Central West	-	149	305	36	490
Far North Coast	7	366	430	93	896
Hunter	4	337	583	155	1,079
Illawarra	1	158	638	85	882
Inner West	1	211	573	191	976
Mid North Coast	11	413	593	50	1,067
Nepean	1	147	274	43	465
New England	3	117	249	44	413
Northern Sydney	1	404	815	309	1,529
Orana Far West	1	174	264	14	453
Riverina/Murray	3	175	278	21	477
South East Sydney	-	547	1,329	281	2,157
South West Sydney	4	462	888	185	1,539
Southern Highlands	2	234	327	50	613
Western Sydney	3	409	648	187	1,247
Total	46	4,650	8,547	1,788	15,031
VIC					
Barwon-South Western	1	221	559	202	983
Eastern Metro	13	890	1,175	367	2,445
Gippsland	2	159	402	79	642
Grampians	1	101	301	101	504
Hume	3	147	118	3	271
Loddon-Mallee	2	167	245	143	557
Northern Metro	2	563	1,043	259	1,867
Southern Metro	3	550	1,452	397	2,402
Western Metro	1	426	512	102	1,041
Total	28	3,224	5,807	1,653	10,712

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	-	280	448	59	787
Brisbane South	1	410	604	64	1,079
Cabool	4	288	505	67	864
Central West	-	9	9	1	19
Darling Downs	4	169	213	22	408
Far North	1	359	289	18	667
Fitzroy	-	134	226	34	394
Logan River Valley	1	129	272	92	494
Mackay	-	72	82	8	162
North West	-	12	8	2	22
Northern	-	56	164	36	256
South Coast	-	215	459	198	872
South West	-	18	8	2	28
Sunshine Coast	1	457	774	172	1,404
West Moreton	5	131	160	29	325
Wide Bay	5	298	284	38	625
Total	22	3,037	4,505	842	8,406
WA					
Goldfields	-	15	41	3	59
Great Southern	-	21	107	41	169
Kimberley	-	11	30	4	45
Metro East	-	101	427	144	672
Metro North	1	291	726	191	1,209
Metro South East	-	101	335	163	599
Metro South West	1	84	475	183	743
Mid West	-	11	58	45	114
Pilbara	-	4	13	-	17
South West	-	26	220	98	344
Wheatbelt	-	40	114	20	174
Total	2	705	2,546	892	4,145

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	2	97	73	5	177
Flinders & Far North	-	28	31	-	59
Hills, Mallee & Southern	1	88	261	110	460
Metro East	1	167	290	47	505
Metro North	3	304	551	116	974
Metro South	-	165	649	238	1,052
Metro West	-	179	351	42	572
Mid North	-	16	30	6	52
Riverland	-	13	63	20	96
South East	1	72	72	10	155
Yorke, Lower North & Barossa	1	100	155	54	310
Total	9	1,229	2,526	648	4,412
TAS					
North Western	-	74	189	52	315
Northern	-	81	120	27	228
Southern	-	239	326	53	618
Total	-	394	635	132	1,161
ACT					
Total	-	109	237	122	468
NT					
Alice Springs	-	14	26	3	43
Barkly	-	4	5	-	9
Darwin	1	41	122	16	180
East Arnhem	-	2	9	1	12
Katherine	-	7	19	7	33
Total	1	68	181	27	277
UNKNOWN ACPR					
Total	-	9	31	6	46
NATIONAL					
Total	108	13,425	25,015	6,110	44,658

Note: Location is based on the address of the person waiting to be assigned a HCP.

Appendix E – Number of people waiting on a HCP at their approved level at 31 March 2024, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	4	364	609	182	1,159
Central West	-	153	410	90	653
Far North Coast	7	408	810	322	1,547
Hunter	4	355	754	297	1,410
Illawarra	1	164	810	186	1,161
Inner West	1	220	744	349	1,314
Mid North Coast	11	451	875	198	1,535
Nepean	1	156	354	98	609
New England	3	122	314	74	513
Northern Sydney	1	428	1,134	632	2,195
Orana Far West	1	191	385	64	641
Riverina/Murray	3	207	453	110	773
South East Sydney	-	568	1,684	526	2,778
South West Sydney	4	522	1,311	385	2,222
Southern Highlands	2	240	506	185	933
Western Sydney	3	430	896	395	1,724
Total	46	4,979	12,049	4,093	21,167
VIC					
Barwon-South Western	1	225	683	315	1,224
Eastern Metro	13	961	1,637	758	3,369
Gippsland	2	179	523	152	856
Grampians	1	103	397	157	658
Hume	3	162	210	18	393
Loddon-Mallee	2	177	322	201	702
Northern Metro	2	591	1,376	444	2,413
Southern Metro	3	565	1,780	704	3,052
Western Metro	1	431	713	197	1,342
Total	28	3,394	7,641	2,946	14,009

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	-	289	604	172	1,065
Brisbane South	1	430	820	207	1,458
Cabool	4	300	717	166	1,187
Central West	-	9	10	1	20
Darling Downs	4	178	295	59	536
Far North	1	364	440	69	874
Fitzroy	-	139	322	65	526
Logan River Valley	1	132	362	169	664
Mackay	-	73	115	30	218
North West	-	12	19	5	36
Northern	-	57	211	71	339
South Coast	-	222	577	375	1,174
South West	-	18	15	2	35
Sunshine Coast	1	466	993	301	1,761
West Moreton	5	142	253	68	468
Wide Bay	5	307	413	105	830
Total	22	3,138	6,166	1,865	11,191
WA					
Goldfields	-	15	47	16	78
Great Southern	-	21	114	62	197
Kimberley	-	11	39	7	57
Metro East	-	101	487	265	853
Metro North	1	297	1,002	436	1,736
Metro South East	-	102	407	269	778
Metro South West	1	86	574	314	975
Mid West	-	11	63	53	127
Pilbara	-	4	15	-	19
South West	-	26	231	143	400
Wheatbelt	-	40	126	31	197
Total	2	714	3,105	1,596	5,417

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	2	98	98	9	207
Flinders & Far North	-	28	40	1	69
Hills, Mallee & Southern	1	90	331	169	591
Metro East	1	167	363	92	623
Metro North	3	315	713	254	1,285
Metro South	-	165	708	336	1,209
Metro West	-	180	420	92	692
Mid North	-	17	34	7	58
Riverland	-	14	73	31	118
South East	1	72	105	22	200
Yorke, Lower North & Barossa	1	101	183	72	357
Total	9	1,247	3,068	1,085	5,409
TAS					
North Western	-	75	208	97	380
Northern	-	82	167	64	313
Southern	-	242	445	145	832
Total	-	399	820	306	1,525
ACT					
Total	-	111	299	211	621
NT					
Alice Springs	-	14	38	9	61
Barkly	-	4	5	-	9
Darwin	1	41	150	41	233
East Arnhem	-	2	15	2	19
Katherine	-	7	22	9	38
Total	1	68	230	61	360
UNKNOWN ACPR					
Total	-	9	36	7	52
NATIONAL					
Total	108	14,059	33,414	12,170	59,751

Note: Location is based on the address of the person waiting to be assigned a HCP.

Appendix F – Number of HCPs released in the March 2024 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	53	377	243	113	786
Central West	8	133	121	49	311
Far North Coast	100	369	218	74	761
Hunter	80	305	236	205	826
Illawarra	35	183	226	79	523
Inner West	23	201	226	89	539
Mid North Coast	110	444	329	182	1,065
Nepean	19	167	131	55	372
New England	18	94	72	36	220
Northern Sydney	132	525	333	129	1,119
Orana Far West	28	162	122	34	346
Riverina/Murray	67	181	97	30	375
South East Sydney	55	556	425	94	1,130
South West Sydney	106	426	317	64	913
Southern Highlands	15	286	135	23	459
Western Sydney	110	344	238	55	747
Total	959	4,753	3,469	1,311	10,492
VIC					
Barwon-South Western	17	241	265	229	752
Eastern Metro	218	932	620	471	2,241
Gippsland	22	190	202	172	586
Grampians	6	148	113	64	331
Hume	62	122	72	10	266
Loddon-Mallee	16	145	74	88	323
Northern Metro	81	507	465	376	1,429
Southern Metro	44	545	590	635	1,814
Western Metro	11	369	363	191	934
Total	477	3,199	2,764	2,236	8,676

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	11	208	207	158	584
Brisbane South	38	301	299	159	797
Cabool	30	233	259	172	694
Central West	4	12	6	2	24
Darling Downs	65	201	95	22	383
Far North	9	323	221	61	614
Fitzroy	6	95	181	118	400
Logan River Valley	19	105	110	62	296
Mackay	5	32	30	16	83
North West	5	10	6	4	25
Northern	6	67	112	87	272
South Coast	18	193	143	50	404
South West	6	19	1	-	26
Sunshine Coast	28	318	427	653	1,426
West Moreton	53	101	50	34	238
Wide Bay	54	216	212	139	621
Total	357	2,434	2,359	1,737	6,887
WA					
Goldfields	2	11	15	10	38
Great Southern	5	20	46	43	114
Kimberley	2	14	15	7	38
Metro East	3	112	181	166	462
Metro North	28	214	268	183	693
Metro South East	11	135	157	190	493
Metro South West	4	139	254	286	683
Mid West	1	13	21	40	75
Pilbara	1	8	5	2	16
South West	-	22	84	107	213
Wheatbelt	2	62	118	97	279
Total	59	750	1,164	1,131	3,104

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	38	95	36	10	179
Flinders & Far North	4	30	17	4	55
Hills, Mallee & Southern	12	98	98	65	273
Metro East	4	159	249	137	549
Metro North	49	242	275	126	692
Metro South	4	111	270	156	541
Metro West	5	182	296	161	644
Mid North	4	24	11	1	40
Riverland	2	27	35	40	104
South East	8	48	23	2	81
Yorke, Lower North & Barossa	17	98	57	14	186
Total	147	1,114	1,367	716	3,344
TAS					
North Western	6	69	54	28	157
Northern	18	76	60	29	183
Southern	28	213	141	30	412
Total	52	358	255	87	752
ACT					
Total	8	162	116	194	480
NT					
Alice Springs	2	19	33	7	61
Barkly	-	1	3	4	8
Darwin	-	45	53	23	121
East Arnhem	-	7	4	2	13
Katherine	-	7	13	3	23
Total	2	79	106	39	226
UNKNOWN ACPR					
Total	1	21	18	9	49
NATIONAL					
Total	2,062	12,870	11,618	7,460	34,010

Note: Location is based on the address of the person who was assigned the HCP.