Who uses aged care services?

In 2017–18, almost 800,000 people used entry-level home support services from the Commonwealth Home Support Program (CHSP) and in Western Australia the Home and Community Care (HACC) program. This makes up 65% of aged care users over the year (Figure 1).

More than 1 in 5 (23%) people using aged care during 2017–18 used residential aged care (Figure 1). Home care users represented 10% of all people using aged care during the year, and transition care 2% (Figure 1).

People using aged care

The rest of this factsheet presents data on people using mainstream aged care (residential care, home care, and transition care) on 30 June 2018.

More people are using aged care services

The number of people using residential care, home care, and transition care has increased over the last decade (Figure 2).

Home care has seen the most growth, increasing by 116% between 2008 and 2018, while the number of people using residential aged care increased by 16% (Figure 2).

Women outnumber men in aged care

Women in Australia have a longer life expectancy than men and so are more likely to need aged care support. Accordingly, 2 in 3 people using residential care and home care services were women.

A larger proportion of men using residential care and home care were in younger age groups compared with women (Figure 3).
Indigenous people are underrepresented in residential aged care

Aboriginal and Torres Strait Islander people make up 3% of Australia’s population, yet less than 1% of people using mainstream residential aged care identified as Indigenous. In home care, 4% of people identified as Indigenous, and in home support 3%.

Indigenous people are more likely to use aged care services earlier in life than their non-Indigenous counterparts. A higher proportion of Indigenous people using residential care are in younger age groups, compared with non-Indigenous people (Figure 4).

The National Aboriginal and Torres Strait Islander Aged Care Program also provides services, but data on people using those services are not available.

Does the use of residential care differ by location?

70% of people using residential aged care services are in the Major cities of Australia—where most aged care services are located.

People in Remote and Very remote areas are more likely to use residential aged care for respite than people in Major cities (5.6% compared with 2.9%) (Figure 5).

Where can I find out more?

Report on the operation of the Aged Care Act 1997: