



# Providers, services and places in aged care

Australia's aged care system provides care and support to people in a variety of settings. This factsheet 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 2020, more than 3,300 aged care providers in Australia delivered care through 9,500 services. The number of places in residential aged care and flexible care programs, including both permanent and respite residential care, transition and short-term restorative care, and other flexible care programs such as multi-purpose services, was in excess of 227,000 (Table 1).

	Residential care	Home care	Home support	Transition care and short-term restorative care	Other flexible care
Providers 	845	920	1,452	65	70
Services 	2,722	2,650	3,724*	175	229
Places 	217,145	N.A	N.A	5,421	4,968

Source: Report on the Operation of the Aged Care Act 2021, Aged Care Service List 2020  
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: Home support is measured over 2019–20.  
GEN-agedcaredata.gov.au

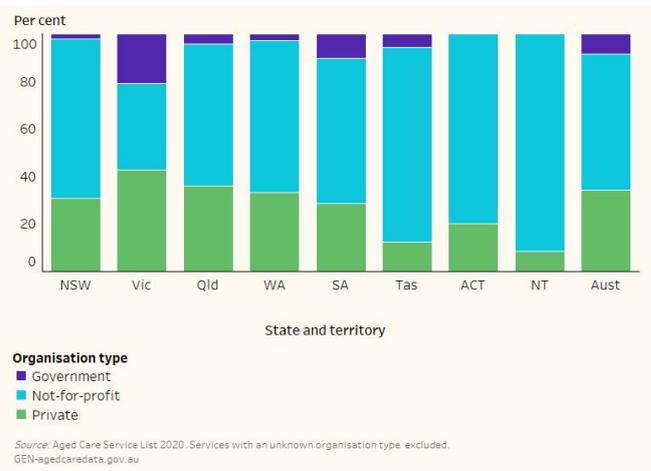
**Table 1:** Services and places in aged care, Australia, 30 June 2020

## 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.

Across the 2019–20 financial year for home support, and at 30 June 2020 for other aged care service types, not-for-profit organisations operated the majority of aged care services across Australia, followed by private organisations and government organisations.

Victoria had the highest proportion of private (43%) and government-run (21%) residential aged care services. The Northern Territory (92%), Tasmania (82%) and the Australian Capital Territory (80%) had the highest proportion of not-for-profit-run residential aged care services (Figure 1).

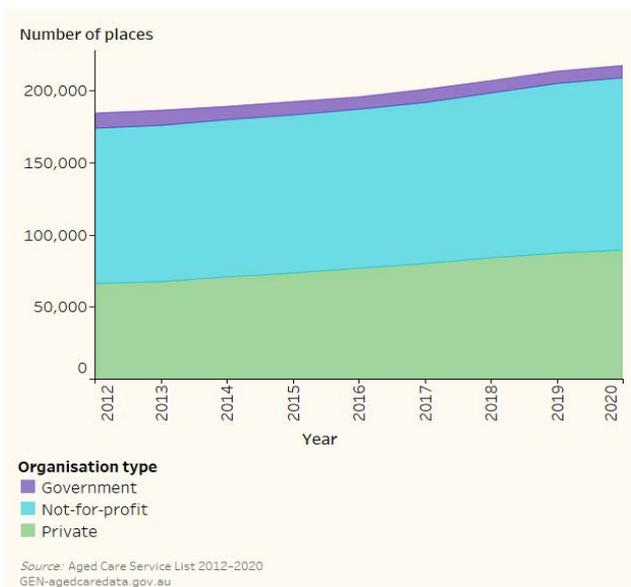


**Figure 1:** Residential aged care services by organisation type and state and territory, 30 June 2020

## Services, places and management of aged care over time

Highly populated states and territories have larger numbers of aged care places, as a specific number of aged care places are subsidised for every 1,000 people in the target population (that is, all people aged 65 years and over and Aboriginal and Torres Strait Islander Australians aged 50–64 years).

Between 30 June 2012 and 30 June 2020, privately run residential aged care services grew the most, with the number of places they were funded to deliver increasing by 35% (from 66,335 to 89,439 places) (Figure 2).

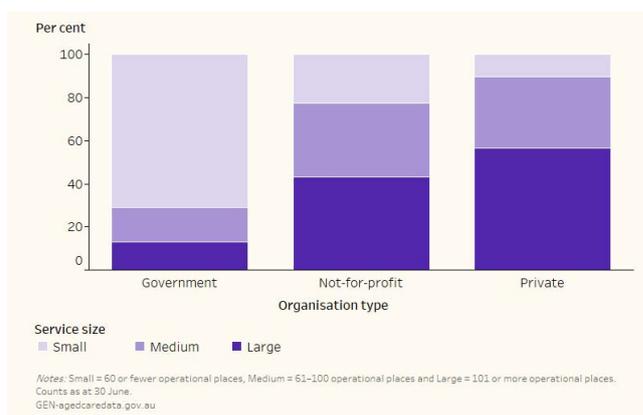


**Figure 2:** Number of places in residential aged care by organisation type, 2012–2020

## 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 2020, more than half (57%) of residential places operated by private organisations were in services that were large (101 or more operational places), compared with 43% of places operated by not-for-profit organisations, and 13% of places operated by government organisations (Figure 3).



**Figure 3:** Places in residential aged care by organisation type and service size, 30 June 2020

## Service location and remoteness

Across the 2019–20 financial year for home support, and at 30 June 2020 for other aged care service types, mainstream aged care services were concentrated in more densely populated areas. For example, almost two-thirds (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 (45%) 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 to just 4% located in metropolitan areas.

## Where can I find out more?

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

Department of Health 2020. 2019–20 Report on the operation of the Aged Care Act 1997. Accessed Available at: <https://www.gen-agedcaredata.gov.au/resources/reports-and-publications/2020/november/2019%E2%80%9320-report-on-the-operation-of-the-aged-care-a>

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