



Australian Government

Department of Health

HOME CARE PACKAGES PROGRAM

Data Report 1st Quarter 2018-19

1 July – 30 September 2018

November 2018



Table of Contents

Executive Summary	3
Introduction.....	4
Overview	4
Scope of the Report.....	4
1. Eligibility and Assessment.....	5
Distribution of Home care package levels	5
Volume of Home care approvals	5
2. Home Care Service Delivery	6
Number of people in a home care package	6
Number of approved home care providers.....	8
3. National Prioritisation System	10
National Prioritisation System.....	10
Number of home care packages released	14
4. Maximum Exit Amounts	16
Glossary	17
Appendices.....	18
Appendix A – Number of people in a home care package at 30 June 2018, by ACPR ..	18
Appendix B – Number of entries to home care in the June 2018 quarter, by ACPR.....	21
Appendix C – Number of approved home care providers by ACPR.....	24
Appendix D – Number of people awaiting their approved level package at 30 September 2018, yet to be offered a lower level package, by ACPR.....	27
Appendix E – Number of home care packages released in the September 2018 quarter, by ACPR	30

Executive Summary

- At 30 June 2018, there were 91,847 people in a home care package. This represented an increase of 6,876 (8.1 per cent) since 31 March 2018 and an annual increase of 20,424 (28.6 per cent) since 30 June 2017.
- 116,843 people accessed a home care package in 2017-18, noting that a single package is able to be accessed by more than one person over the duration of a single year as people enter and exit care.
- There were 12,716 new entries to home care in the June 2018 quarter.
- At 30 September 2018, there were 896 approved home care providers with a home care service. This represents an increase of 3.1 per cent since 30 June 2018 (869).
- At 30 September 2018, there were 69,086 people waiting for their approved level package, who had not yet been offered access to a lower level package. Of these people, 91.6 per cent (63,280) had been provided with an approval to access support through the Commonwealth Home Support Program (CHSP).
- At 30 September 2018, there were 57,646 people who were waiting for a higher level home care package who had already been offered a lower level package. Of these people, 30,751 were receiving care through a lower level package, 7,798 were deciding on whether to take up a package and 19,097 had not taken up their previous offer(s) of a lower level package.
- This means that of everyone currently waiting for a home care package at their approved level, only 4.6 per cent have not been provided with the opportunity to connect to Commonwealth subsidised support while they wait for a package at their approved level.
- At 30 June 2018, 89,773 of those people who were waiting for their approved level of home care package also had an approval for a permanent place in a residential aged care facility.
- There were 26,745 approvals for a home care package in the September 2018 quarter.
- 30,150 home care packages were released during the September 2018 quarter, at an average of 2,320 per week.
- The average maximum exit amount was \$232 at 30 September 2018, a decrease of \$12 (or 4.9 per cent) since 30 June 2018.
- 42.1 per cent of providers had indicated that they will not deduct an exit amount at 30 September 2018, up from 40.8 per cent at 30 June 2018.

INTRODUCTION

OVERVIEW

The 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 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 Home Care Packages Program for the period between 1 July 2018 and 30 September 2018 (referred to as the September 2018 quarter for the remainder of the report).

This report consists of four chapters:

- Chapter 1: assessment for home care and the number of approvals.
- Chapter 2: the delivery of home care services.
- Chapter 3: the prioritisation of people in the national prioritisation system.
- Chapter 4: maximum exit amounts.

Information on the Home Care Packages Program, including eligibility, fees and recent reforms can be found at [Home Care Packages Program | Ageing and Aged Care](#).

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

SCOPE OF THE REPORT

Where possible, data is provided for the period between 1 July 2018 and 30 September 2018. Due to a lag in data availability for some indicators, particularly those dependent on receipt of provider claims by DHS, earlier time periods are reported on.

The impact of the increased investment in the 2018-19 Budget on the number of people in care is yet to be reflected in these figures as the data available for this report was for the number people who were in care at 30 June 2018. The additional investment from the 2018-19 Budget measure commenced in July 2018 and continues to roll out.

1. ELIGIBILITY AND ASSESSMENT

DISTRIBUTION OF HOME CARE PACKAGE LEVELS

- There are four levels of home care packages to help meet the different levels of care needs, which are determined by the outcome of an aged care assessment (Table 1).

Table 1: Home care package annual subsidy, by package level at 30 September 2018

Package level	Aged care services for people with:	Annual amount (\$) paid by the Australian Government up to the approximate* value of
1	Basic care needs	8,271
2	Low-level care needs	15,045
3	Intermediate care needs	33,076
4	High-level care needs	50,286

Note: The maximum Government contribution increases each year. The amount will depend on a client's income during the year.

- Following the introduction of the Increasing Choice reforms, approvals are now made at a specific package level (1, 2, 3 and 4) instead of being made in broad bands (level 1-2 or level 3-4). People with a level 1-2 or 3-4 approval (i.e. people who were approved before 27 February 2017) were automatically deemed to be approved at the highest level of their band, i.e. either at level 2 or level 4 as at 27 February 2017. This has resulted in more people waiting for a level 2 package and in particular, a level 4 package.

VOLUME OF HOME CARE APPROVALS

- There were 26,745 total home care approvals in the September 2018 quarter.

Table 2: Number of home care approvals in the September 2018 quarter, by state and territory of assessment, level and priority

State/territory	Level 1		Level 2		Level 3		Level 4		Total	Share by state/territory
	High	Medium	High	Medium	High	Medium	High	Medium		
NSW	8	618	78	3,425	306	2,991	443	1,098	8,967	33.5%
VIC	0	280	37	2,787	133	2,040	444	1,076	6,797	25.4%
QLD	1	246	45	1,731	265	1,749	539	630	5,206	19.5%
WA	0	50	10	617	62	776	252	530	2,297	8.6%
SA	0	93	1	783	23	963	65	408	2,336	8.7%
TAS	0	16	0	237	10	305	28	143	739	2.8%
ACT	0	8	0	107	1	82	26	72	296	1.1%
NT	0	0	0	28	2	28	17	32	107	0.4%
Subtotal	9	1,311	171	9,715	802	8,934	1,814	3,989	26,745	100.0%
Total	1,320		9,886		9,736		5,803		26,745	
Share by level	4.9%		37.0%		36.4%		21.7%		100.0%	

Key point:

- There were 26,745 approvals for home care in the September 2018 quarter.

2. HOME CARE SERVICE DELIVERY

NUMBER OF PEOPLE IN A HOME CARE PACKAGE

- 116,843 people accessed a home care package during 2017-18, noting that a single package is able to be accessed by more than one person over the duration of a single year as people enter and exit care. In 2017-18, approximately 1.3 people accessed each available package throughout that year.
- There were 91,847 people in a home care package at 30 June 2018 (Table 3). This represents an increase of 8.1 per cent (or 6,876 people) over the June 2018 quarter (Chart 1).
- The annual growth of people in care between 30 June 2017 (71,423) and 30 June 2018 (91,847) was 20,424 people or 28.6 per cent.

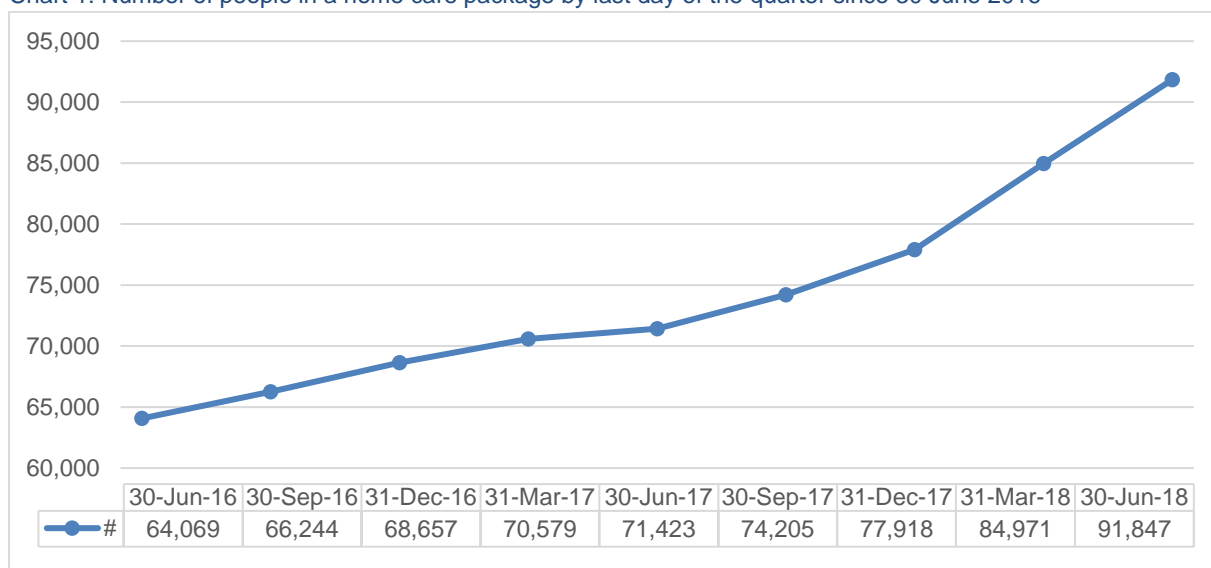
Table 3: Number of people in a home care package by level and state and territory, at 30 June 2018

State	Level 1	Level 2	Level 3	Level 4	Total	Share by state/territory
NSW	1,883	17,330	4,593	6,868	30,674	33.4%
VIC	1,238	14,916	2,184	4,867	23,205	25.3%
QLD	928	9,430	2,769	5,077	18,204	19.8%
WA	291	3,447	1,343	2,998	8,079	8.8%
SA	355	3,637	1,214	1,667	6,873	7.5%
TAS	94	1,389	261	575	2,319	2.5%
ACT	39	742	220	528	1,529	1.7%
NT	6	450	66	158	680	0.7%
Unknown	7	155	43	79	284	0.3%
Total	4,841	51,496	12,693	22,817	91,847	100.0%
Share by Level	5.3%	56.1%	13.8%	24.8%	100.0%	

Note: Location is based on the address of the person, not the address of their provider. This differs from data provided in the *Report on the Operation of the Aged Care Act 1997 (ROACA)*, which is based on the location of the provider.

- Data on the number of people in care at 30 June 2018 by ACPR can be found at [Appendix A](#).

Chart 1: Number of people in a home care package by last day of the quarter since 30 June 2016



- There were 12,716 new entries to home care in the June 2018 quarter (Table 4).
- Further information on the number of new entries by Aged Care Planning Region (ACPR) can be found in Appendix B.

Table 4: Number of new entries to home care in the June 2018 quarter, by state and territory

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share by state/territory
NSW	1,820	2,335	331	123	4,609	36.2%
VIC	1,215	1,646	140	76	3,077	24.2%
QLD	915	1,351	206	114	2,586	20.3%
WA	277	564	116	41	998	7.8%
SA	360	527	76	21	984	7.7%
TAS	95	141	17	5	258	2.0%
ACT	38	88	14	7	147	1.2%
NT	5	20	1	1	27	0.2%
Unknown	4	19	3	4	30	0.2%
National	4,729	6,691	904	392	12,716	100.0%
Share by level	37.2%	52.6%	7.1%	3.1%	100.0%	

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

- Table 5 shows a breakdown of the proportion of total people in care 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 5: Proportion of the total number of people in home care by MMM Classification, by last day of the quarter

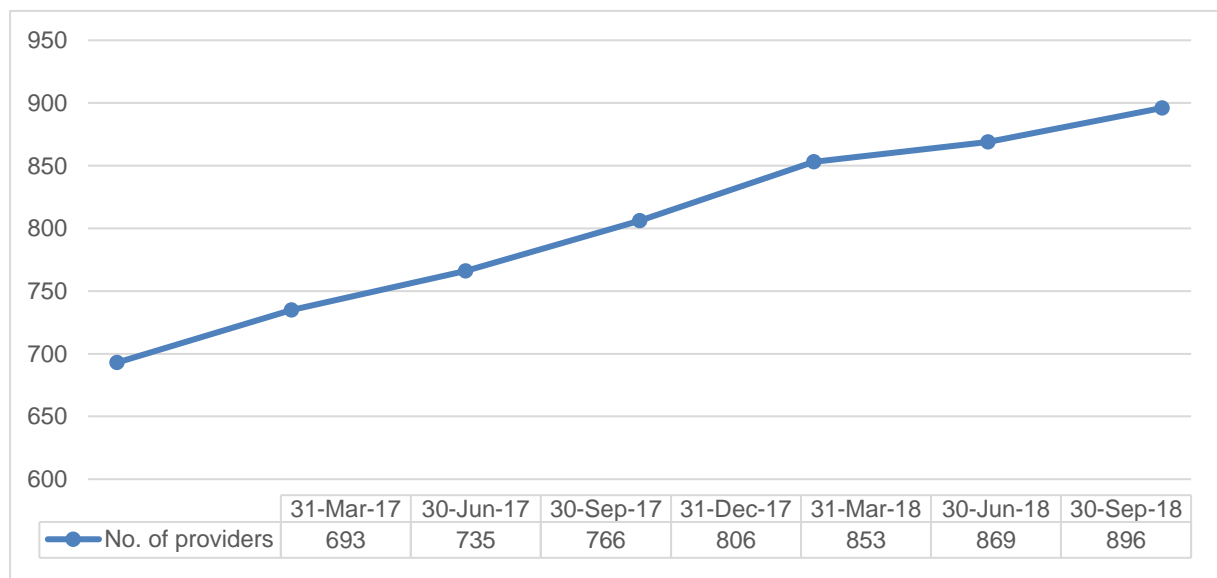
MMM	30-Jun-17	30-Sep-17	31-Dec-17	31-Mar-18	30-Jun-18
1	64.8%	64.4%	64.0%	63.8%	64.2%
2	9.4%	9.5%	9.6%	9.7%	9.7%
3	9.6%	9.8%	9.9%	10.0%	10.2%
4	5.1%	5.2%	5.2%	5.4%	5.6%
5	7.8%	8.1%	8.1%	8.3%	8.5%
6	1.0%	0.9%	0.9%	0.8%	0.9%
7	0.7%	0.7%	0.7%	0.6%	0.6%
Unknown	1.6%	1.4%	1.5%	1.5%	0.2%

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

NUMBER OF APPROVED HOME CARE PROVIDERS

- There continues to be growth in the number of home care providers in the market, allowing for increasing choice for senior Australians.
- There were 896 approved home care providers at 30 September 2018 (Chart 2). This was an increase of 3.1 per cent from 30 June 2018 (869) and an increase of 130 (or 17.0 per cent) since 30 September 2017 (766).

Chart 2: Number of approved providers of home care with home care services, by last day of the quarter since the commencement of the Increasing Choice reforms



Note: Approved provider count is based on the approval effective date.

- Appendix C provides a full list of the count of approved home care providers in each ACPR that provides services across all four package levels in that region at 30 September 2018.

Key points

- At 30 June 2018, there were 91,847 people in a home care package. This was an increase of 8.1 per cent (6,876 people) since 31 March 2018 and an increase of 28.6 per cent (20,424) since 30 June 2017.
- 116,843 people accessed a home care package during 2017-18.
- There were 12,716 new entries to home care in the June 2018 quarter.
- At 30 September 2018, there were 896 approved home care providers with a home care service, an increase of 3.1 per cent since 30 June 2018.

3. NATIONAL PRIORITISATION SYSTEM

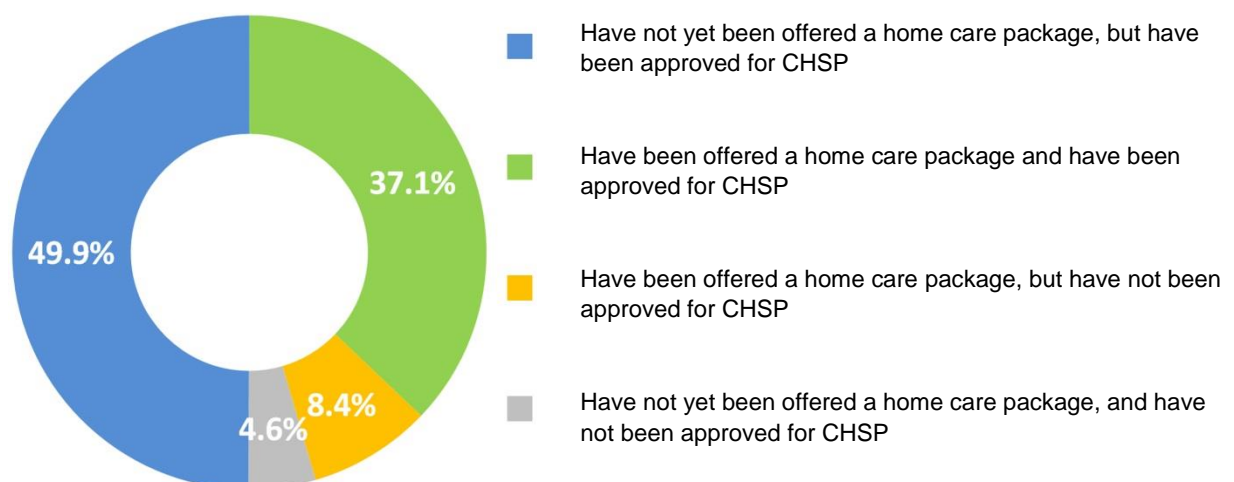
NATIONAL PRIORITISATION SYSTEM

- The national prioritisation system allows for a nationally consistent and equitable process for assigning home care packages based on people’s individual needs and circumstances, regardless of where they live.
- The national prioritisation system is complex and should be considered as more than a single queue. For example, the national prioritisation system includes people who have accepted a lower level home care package that allows them to connect with home care services early, as well as others that have not accepted a lower level package. It also includes people that have approvals for other care types such as CHSP and residential care.
- Changes have been made as part of this report to better reflect the range of factors that influence home care, in order to provide a more accurate representation of the national prioritisation system and peoples access to care.

ACCESS TO COMMONWEALTH HOME SUPPORT SERVICES

- Over 85 per cent of people currently awaiting their approved level package have the option of accessing services through the CHSP.
- In addition to receiving an approval for a home care package as an outcome of their assessment, most people are provided with approval to access CHSP to assist with specific care needs identified during the assessment. Assessors provide these approvals to ensure people have options to address care needs, whilst awaiting their approved home care package.
- Additionally, people retain the option of using some specific CHSP services after they are offered a lower level home care package. This is highlighted in Diagram 1, which highlights that 95.4 per cent of people have been offered a home care package or approved for CHSP services as part of the national prioritisation system.

Diagram 1: Status of people in the National Prioritisation System at 30 September 2018 who are awaiting their approved home care package



PEOPLE WITHOUT AN INTERIM PACKAGE

- At 30 September 2018, there were 69,086 people who were waiting for their approved level package, but who had not yet been offered a home care package (Table 6).
- Of these people, 91.6 per cent (63,280) had been provided with an approval to access CHSP.

Table 6: Number and percentage of people without an interim package, who had been approved to access CHSP, by level of approval at 30 September 2018

Approved Level	Number <u>without</u> Interim Home Care Package	Number <u>without</u> Interim Home Care Package <u>with</u> CHSP approval	Percentage <u>without</u> Interim Home Care Package <u>with</u> CHSP approval
Level 1	1,465	1,299	88.7%
Level 2	25,147	22,974	91.4%
Level 3	26,304	24,621	93.6%
Level 4	16,170	14,386	89.0%
Total	69,086	63,280	91.6%

PEOPLE WHO HAVE RECEIVED AN OFFER OF AN INTERIM PACKAGE

- At 30 September 2018, there were 57,646 people who had been offered an interim home care package while they wait for a package at their approved level (Table 7).
- Those offered an interim package fall into three response categories:
 - those who accepted their offer;
 - those who have not yet accepted their offer but whose offer is still open (i.e. within 56 days of offer); and
 - those who did not take up their offer.

Table 7: Number of people who have been offered a package while they wait for their approved level, by response category and level of approval at 30 September 2018

Approved Level	Number in an Interim Home Care	Number offered, <u>not yet accepted</u> offer of an Interim Home Care Package	Number that <u>did not</u> take up offer of an Interim Home Care Package
Level 2	3,834	221	4,063
Level 3	9,448	786	5,399
Level 4	17,469	6,791	9,635
Total	30,751	7,798	19,097

- 19,097 people at 30 September 2018 had received an offer of an interim package, but had not taken up their offer (Tables 7 and 8).
- Of these people, 80.4 per cent (15,351) had been provided with an approval to access CHSP (Table 8).

Table 8: Number and percentage of people who did not take up an offer of a lower level package, who have been provided approval to access CHSP, by level of approval at 30 September 2018

Approved Level	Number <u>did not</u> take up offer of Interim Home Care Package	Number <u>did not</u> take up offer of Interim Home Care Package, <u>with</u> CHSP approval	Percentage <u>did not</u> take up offer of Interim Home Care Package, <u>with</u> CHSP approval
Level 2	4,063	3,667	90.3%
Level 3	5,399	4,784	88.6%
Level 4	9,635	6,900	71.6%
Total	19,097	15,351	80.4%

PEOPLE APPROVED FOR RESIDENTIAL CARE

- ACATs assess a person's broader needs and, when making an approval for care, they can approve people for home care packages, CHSP and residential care. Therefore, based on need and choice, not everyone with a home care approval will enter home care.
- Many people have approvals for both home and residential aged care, and some will choose to take up a residential place instead of a home care package. At 30 June 2018, 89,773 people had dual approvals, having been approved for a permanent place in a residential aged care facility and also currently waiting for a home care package at their approved level (Table 9).

Table 9: Number of people awaiting a home care package at their approved level who are also approved for permanent residential care, by level of approval at 30 September 2018

Approved Level	Number waiting for an approved level package <u>with</u> Residential Care Approval
Level 1	433
Level 2	18,943
Level 3	30,453
Level 4	39,944
Total	89,773

DISTRIBUTION OF PEOPLE ACROSS STATES

- The distribution of people without an interim level package across states and territories largely follows the pattern of population distribution across Australia.

Table 10: Number of people awaiting their approved level who have not been offered a lower level package, by state and territory of residence and level of approval at 30 September 2018

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share by state/territory
NSW	690	7,873	8,549	4,153	21,265	30.8%
VIC	316	8,379	6,485	4,399	19,579	28.3%
QLD	280	4,595	4,946	2,724	12,545	18.2%
WA	59	1,760	2,250	1,962	6,031	8.7%
SA	91	1,539	2,818	2,037	6,485	9.4%
TAS	17	552	785	504	1,858	2.7%
ACT	5	241	254	235	735	1.1%
NT	-	79	70	70	219	0.3%
Unknown	7	129	147	86	369	0.5%
National	1,465	25,147	26,304	16,170	69,086	100.0%
Share by level	2.1%	36.4%	38.1%	23.4%	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 without an interim level package at 30 September 2018, by ACPR, who were not either in, or offered, an interim level package is provided in Appendix D.

WAIT TIMES

- All people approved for a home care package, and seeking services, can access their individual expected wait time to receive their first package, and their approved package level.
- Wait time varies depending on the person's individual circumstances, including how long they have been waiting for care and their priority for home care. Estimated maximum wait times for a person with a medium priority approval joining the system for a package by level are provided in Table 11.
- People approved for a higher level package have the option of receiving a lower level package to commence receipt of care as early as possible. They also have the option to access CHSP services, ensuring that the strong majority of people have access to subsidised care while they await their approved level package.

Table 11: Estimated maximum wait time for people entering on 30 September 2018, by package level

Package level	First package assignment	Time to first package	Time to approved package
Level 1	Level 1	3-6 months	3-6 months
Level 2	Level 1	3-6 months	12+ months
Level 3	Level 1	3-6 months	12+ months
Level 4	Level 2	12+ months	12+ months

NUMBER OF HOME CARE PACKAGES RELEASED

This section presents data on the volume of packages released during the September 2018 quarter.

- The department released 30,150 home care packages during the September 2018 quarter (Table 12), at an average of 2,320 per week.

Table 12: Number of home care packages released in the September 2018 quarter, by state and territory and level

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	548	2,043	5,973	2,377	10,941	36.3%
VIC	206	967	2,773	1,178	5,124	17.0%
QLD	227	1,380	3,556	1,602	6,765	22.5%
WA	105	541	1,828	872	3,346	11.1%
SA	99	351	1,675	689	2,814	9.3%
TAS	16	77	289	174	556	1.8%
ACT	11	91	251	106	459	1.5%
NT	2	21	49	43	115	0.4%
Unknown	1	3	17	9	30	0.0%
Total	1,215	5,474	16,411	7,050	30,150	100.0%

- Of people who were offered a package in the September 2018 quarter:
 - 27.4 per cent (8,257) of packages were released as upgrades to people who had previously been offered and accepted a lower level interim package.
 - 72.6 per cent (21,893) of packages were offered to people who were not yet in care and were entering care for the first time (Table 13). This included people who were previously offered a package and did not take up the offer, as well as people who were offered a package for the first time.

Table 13: Home care packages released to people in the September 2018 quarter, by level and type of release

	Level 1	Level 2	Level 3	Level 4	Total
New packages	1,215	5,401	11,689	3,588	21,893
Upgrades	0	74	4,721	3,462	8,257
Total	1,215	5,475	16,410	7,050	30,150
% that were new	100.0%	98.6%	71.2%	50.9%	72.6%

- Information on the number of packages released by ACPR and level for the September 2018 quarter can be found at Appendix E.

Key points

- At 30 September 2018, there were 69,086 people who were awaiting their approved level package who had not yet been offered a lower level home care package. Of these people, 91.6 per cent (63,280) had been provided with an approval to access CHSP.
- At 30 September 2018, there were 57,646 people who had been offered an interim home care package while they wait for a package at their approved level.
- 30,150 home care packages were released during the September 2018 quarter with 21,893 (72.6 per cent) being offered to people who were not yet in an interim package.

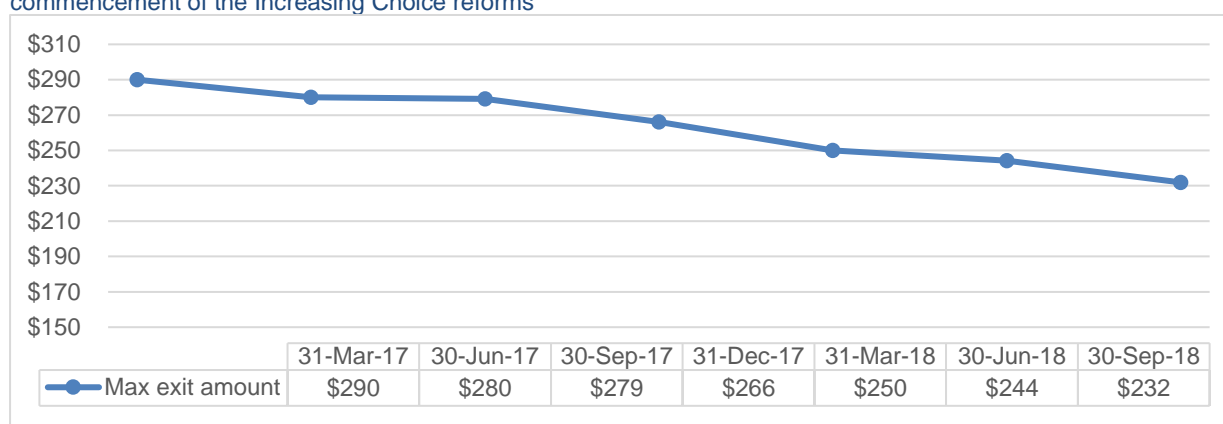
4. MAXIMUM EXIT AMOUNTS

An exit amount is an amount that can be deducted, by a home care provider from a person's unspent home care package amount if the person leaves their care. This may happen if the person decides to change their home care provider or when they leave home care altogether.

The maximum exit amount represents the highest dollar value the provider can include in a person's home care agreement and must be published on the My Aged Care website.

- The average published maximum exit amount of all providers at 30 September 2018 was \$232 (inclusive of amounts of \$0 and where no amount is provided) (Chart 3) and had dropped by \$12 (or 4.9 per cent) over the September 2018 quarter and dropped by \$47 (or 16.9 per cent) since 30 September 2017.

Chart 3: Average maximum exit amount published by home care providers as at the last day of the quarter since the commencement of the Increasing Choice reforms



Note: All approved providers, irrespective of whether or not they publish an amount, are included in determining the average.

- 42.1 per cent of providers had indicated that they would not deduct an exit amount, up from 40.8 per cent at 30 June 2018.
- The number of providers publishing a maximum exit amount of more than \$1,000 at 30 September 2018 was 11 (Table 14).

Table 14: Number of approved providers with a maximum exit amount of \$1,000 or more

	30-Jun-17	30-Sep-17	31-Dec-17	31-Mar-18	30-Jun-18	30-Sep-18
(A) No. of providers with a published max. exit amount of more than \$1,000	6	5	4	5	5	5
(B) No. of providers with a published max. exit amount of \$1,000	9	10	11	7	6	6
Combined (A)+(B)	15	15	15	12	11	11

Key points:

- At 30 September 2018, the average published maximum exit amount was \$232.
- At 30 September 2018, 42.1 per cent of all approved providers indicated that they would not deduct an exit amount.

Glossary

Term	Definition
Aged Care Assessment Teams (ACAT)	ACATs are 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 on the department's website .
Approved provider	An organisation that has been approved to provide home care under the <i>Aged Care Act 1997</i> .
Commonwealth Home Support Programme (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.
Exit amount	An amount that can be deducted by a home care provider from a person's unspent home care package amount if the person leaves their care.
Home Care Packages Program	A program that supports older 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 package	A package 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 package.
Minimum Package Threshold (MPT)	The minimum package level a person has indicated they will accept in the Home Care Packages Program
My Aged Care	The main entry point to the aged care system in Australia.
National Prioritisation System	The nationally consistent process for allocating home care packages based on peoples' needs and circumstances.
Notified home care service	An approved provider that has notified the department of the home care service through which it will provide care and is eligible for home care subsidy under section 46-1 of the <i>Aged Care Act 1997</i> .
The department	Means the Department of Health.

Appendices

Appendix A – Number of people in a home care package at 30 June 2018, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	118	1,182	393	395	2,088
Central West	78	466	104	177	825
Far North Coast	103	1,110	251	354	1,818
Hunter	168	1,680	568	828	3,244
Illawarra	87	1,132	234	390	1,843
Inner West	120	1,069	243	404	1,836
Mid North Coast	170	1,480	486	694	2,830
Nepean	52	605	87	166	910
New England	7	481	146	173	807
Northern Sydney	105	1,811	506	732	3,154
Orana Far West	119	464	106	131	820
Riverina/Murray	228	1,081	238	294	1,841
South East Sydney	123	1,512	349	649	2,633
South West Sydney	295	1,394	299	516	2,504
Southern Highlands	47	644	198	281	1,170
Western Sydney	63	1,219	385	684	2,351
Total across levels	1,883	17,330	4,593	6,868	30,674
VIC					
Barwon-South Western	114	1,223	196	418	1,951
Eastern Metro	264	3,009	409	879	4,561
Gippsland	179	968	206	341	1,694
Grampians	62	737	87	192	1,078
Hume	99	913	160	270	1,442
Loddon-Mallee	59	923	82	297	1,361
Northern Metro	205	1,989	327	739	3,260
Southern Metro	194	3,411	451	1,031	5,087
Western Metro	62	1,743	266	700	2,771
Total across levels	1,238	14,916	2,184	4,867	23,205

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	47	820	260	477	1,604
Brisbane South	29	1,148	371	708	2,256
Cabool	105	782	251	401	1,539
Central West	0	9	1	4	14
Darling Downs	127	718	229	421	1,495
Far North	33	546	121	198	898
Fitzroy	23	583	217	230	1,053
Logan River Valley	46	552	212	403	1,213
Mackay	8	179	47	87	321
North West	6	57	5	17	85
Northern	32	442	156	318	948
South Coast	144	1,048	253	559	2,004
South West	3	56	6	18	83
Sunshine Coast	186	1,370	375	714	2,645
West Moreton	93	347	65	182	687
Wide Bay	46	773	200	340	1,359
Total across levels	928	9,430	2,769	5,077	18,204
WA					
Goldfields	11	25	6	28	70
Great Southern	6	81	54	114	255
Kimberley	1	71	23	22	117
Metro East	37	522	152	422	1,133
Metro North	102	959	301	766	2,128
Metro South East	23	567	228	464	1,282
Metro South West	26	768	377	747	1,918
Mid West	6	83	26	67	182
Pilbara	0	26	9	17	52
South West	46	234	92	242	614
Wheatbelt	33	111	75	109	328
Total across levels	291	3,447	1,343	2,998	8,079

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	20	122	44	65	251
Flinders & Far North	1	47	14	26	88
Hills, Mallee & Southern	95	556	126	209	986
Metro East	22	446	164	208	840
Metro North	36	573	183	296	1,088
Metro South	75	764	304	388	1,531
Metro West	44	490	210	219	963
Mid North	9	60	32	26	127
Riverland	6	119	36	61	222
South East	15	190	35	50	290
Yorke, Lower North & Barossa	32	270	66	119	487
Total across levels	355	3,637	1,214	1,667	6,873
TAS					
North Western	48	317	58	117	540
Northern	4	424	64	160	652
Southern	42	648	139	298	1,127
Total across levels	94	1,389	261	575	2,319
ACT					
Total across levels	39	742	220	528	1,529
NT					
Alice Springs	4	165	16	23	208
Barkly	1	31	1	5	38
Darwin	0	153	45	115	313
East Arnhem	1	56	3	7	67
Katherine	0	45	1	8	54
Total across levels	6	450	66	158	680
UNKNOWN ACPR					
Total Unknown across levels	7	155	43	79	284
NATIONAL					
Total across levels	4,841	51,496	12,693	22,817	91,847

Note: Data is based on the client's suburb. As some suburbs cross ACPR boundaries, and in some instances state boundaries, a small number of people may be apportioned to a neighbouring jurisdiction.

Appendix B – Number of entries to home care in the June 2018 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	112	140	12	2	266
Central West	68	38	12	2	120
Far North Coast	105	183	18	9	315
Hunter	159	247	42	20	468
Illawarra	92	151	12	4	259
Inner West	111	120	22	6	259
Mid North Coast	169	251	54	22	496
Nepean	51	66	4	0	121
New England	8	47	7	0	62
Northern Sydney	106	240	38	8	392
Orana Far West	109	67	6	1	183
Riverina/Murray	224	158	25	7	414
South East Sydney	110	212	25	17	364
South West Sydney	282	147	13	9	451
Southern Highlands	47	106	19	6	178
Western Sydney	67	162	22	10	261
Total across levels	1,820	2,335	331	123	4,609
VIC					
Barwon-South Western	112	144	16	4	276
Eastern Metro	274	336	19	19	648
Gippsland	169	130	12	8	319
Grampians	65	80	8	1	154
Hume	91	119	9	5	224
Loddon-Mallee	56	90	5	4	155
Northern Metro	197	244	31	11	483
Southern Metro	190	348	26	14	578
Western Metro	61	155	14	10	240
Total across levels	1,215	1,646	140	76	3,077

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	59	131	22	15	227
Brisbane South	26	159	21	13	219
Cabool	100	95	14	7	216
Central West	0	0	0	0	0
Darling Downs	115	127	27	5	274
Far North	34	80	7	4	125
Fitzroy	22	117	15	9	163
Logan River Valley	42	79	19	14	154
Mackay	10	34	9	1	54
North West	6	4	0	0	10
Northern	35	70	16	20	141
South Coast	141	166	17	6	330
South West	3	7	2	2	14
Sunshine Coast	193	153	20	11	377
West Moreton	91	29	1	4	125
Wide Bay	38	100	16	3	157
Total across levels	915	1,351	206	114	2,586
WA					
Goldfields	11	8	1	0	20
Great Southern	6	9	6	2	23
Kimberley	1	5	1	0	7
Metro East	31	73	13	4	121
Metro North	99	153	18	5	275
Metro South East	21	81	18	8	128
Metro South West	25	152	45	14	236
Mid West	6	4	2	0	12
Pilbara	0	1	0	0	1
South West	45	57	9	5	116
Wheatbelt	32	21	3	3	59
Total across levels	277	564	116	41	998

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	19	19	3	0	41
Flinders & Far North	1	0	1	1	3
Hills, Mallee & Southern	98	60	4	1	163
Metro East	21	73	15	3	112
Metro North	43	98	14	5	160
Metro South	74	105	15	0	194
Metro West	44	93	18	2	157
Mid North	9	14	2	0	25
Riverland	6	11	0	6	23
South East	14	22	2	2	40
Yorke, Lower North & Barossa	31	32	2	1	66
Total across levels	360	527	76	21	984
TAS					
North Western	50	28	3	2	83
Northern	4	48	6	1	59
Southern	41	65	8	2	116
Total across levels	95	141	17	5	258
ACT					
Total across levels	38	88	14	7	147
NT					
Alice Springs	4	6	0	0	10
Barkly	0	1	0	0	1
Darwin	0	12	1	1	14
East Arnhem	1	0	0	0	1
Katherine	0	1	0	0	1
Total across levels	5	20	1	1	27
UNKNOWN ACPR					
Total Unknown across levels	4	19	3	4	30
NATIONAL					
Total across levels	4,729	6,691	904	392	12,716

Note: Data is based on the client's suburb. As some suburbs cross ACPR boundaries, and in some instances state boundaries, a small number of people may be apportioned to a neighbouring jurisdiction.

Appendix C – Number of approved home care providers by ACPR

State/territory	30-Sep-17	30-Jun-18	30-Sep-18
NSW			
Central Coast	20	21	21
Central West	17	19	19
Far North Coast	28	32	32
Hunter	46	52	53
Illawarra	31	36	36
Inner West	30	31	32
Mid North Coast	38	42	44
Nepean	8	10	11
New England	18	19	19
Northern Sydney	31	37	38
Orana Far West	18	20	20
Riverina/Murray	29	31	30
South East Sydney	43	49	50
South West Sydney	36	40	42
Southern Highlands	22	24	24
Western Sydney	43	48	51
VIC			
Barwon-South Western	25	27	27
Eastern Metro	42	50	53
Gippsland	17	20	20
Grampians	16	18	18
Hume	25	27	27
Loddon-Mallee	11	12	12
Northern Metro	30	33	35
Southern Metro	53	57	57
Western Metro	38	42	44

State/territory	30-Sep-17	30-Jun-18	30-Sep-18
QLD			
Brisbane North	35	40	43
Brisbane South	42	50	49
Cabool	19	20	20
Central West	8	8	8
Darling Downs	22	27	27
Far North	19	20	21
Fitzroy	18	19	21
Logan River Valley	22	24	24
Mackay	9	12	14
North West	7	7	7
Northern	16	20	21
South Coast	25	32	32
South West	3	3	3
Sunshine Coast	35	39	40
West Moreton	18	22	21
Wide Bay	18	19	19
WA			
Goldfields	8	8	8
Great Southern	4	5	6
Kimberley	7	7	8
Metro East	26	26	28
Metro North	26	27	29
Metro South East	16	19	21
Metro South West	14	17	18
Mid West	5	5	5
Pilbara	8	8	8
South West	13	13	13
Wheatbelt	6	6	7

State/territory	30-Sep-17	30-Jun-18	30-Sep-18
SA			
Eyre Peninsula	4	4	4
Flinders & Far North	9	9	9
Hills, Mallee & Southern	11	11	11
Metro East	25	36	37
Metro North	14	15	15
Metro South	13	13	13
Metro West	17	22	24
Mid North	3	3	3
Riverland	2	2	2
South East	4	4	4
Yorke, Lower North & Barossa	8	8	8
TAS			
North Western	11	13	13
Northern	13	15	15
Southern	26	30	30
ACT			
ACT	24	29	32
NT			
Alice Springs	14	14	14
Barkly	12	13	13
Darwin	15	15	15
East Arnhem	7	7	7
Katherine	11	12	12

Note: Only providers that have indicated in My Aged Care that they can provide services at each of the four levels are included in the counts.

Appendix D – Number of people awaiting their approved level package at 30 September 2018, yet to be offered a lower level package, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	16	451	585	126	1,178
Central West	15	176	177	66	434
Far North Coast	77	698	528	316	1,619
Hunter	64	740	856	610	2,270
Illawarra	80	597	613	273	1563
Inner West	17	372	494	270	1153
Mid North Coast	86	629	544	184	1,443
Nepean	16	294	239	65	614
New England	4	239	218	114	575
Northern Sydney	114	947	1,081	639	2,781
Orana Far West	19	165	149	63	396
Riverina/Murray	27	420	620	291	1,358
South East Sydney	61	819	965	410	2,255
South West Sydney	65	547	528	241	1,381
Southern Highlands	14	365	273	159	811
Western Sydney	15	414	679	326	1,434
Total across levels	690	7,873	8,549	4,153	21,265
VIC					
Barwon-South Western	36	638	628	242	1,544
Eastern Metro	70	1,896	1,242	819	4,027
Gippsland	19	397	435	244	1,095
Grampians	25	577	252	101	955
Hume	14	462	500	157	1,133
Loddon-Mallee	7	435	358	297	1,097
Northern Metro	67	1,154	1,053	744	3,018
Southern Metro	47	1,863	1,265	1,308	4,483
Western Metro	31	957	752	487	2,227
Total across levels	316	8,379	6,485	4,399	19,579

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	6	540	494	247	1,287
Brisbane South	39	607	631	348	1,625
Cabool	6	443	478	305	1,232
Central West	1	12	5	4	22
Darling Downs	39	314	317	214	884
Far North	9	278	129	88	504
Fitzroy	0	374	739	81	1,194
Logan River Valley	18	239	337	202	796
Mackay	15	141	65	32	253
North West	1	8	18	5	32
Northern	1	121	209	255	586
South Coast	62	398	584	367	1,411
South West	1	30	24	18	73
Sunshine Coast	23	655	586	352	1,616
West Moreton	25	102	77	73	277
Wide Bay	34	333	253	133	753
Total across levels	280	4,595	4,946	2,724	12,545
WA					
Goldfields	0	11	14	14	39
Great Southern	0	29	96	73	198
Kimberley	0	23	23	8	54
Metro East	4	271	365	242	882
Metro North	20	607	541	497	1,665
Metro South East	15	412	364	337	1,128
Metro South West	5	255	581	473	1,314
Mid West	0	31	54	24	109
Pilbara	0	6	2	5	13
South West	14	76	150	207	447
Wheatbelt	1	39	60	82	182
Total across levels	59	1760	2,250	1,962	6,031

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	18	103	95	42	258
Flinders & Far North	2	22	40	18	82
Hills, Mallee & Southern	21	208	222	72	523
Metro East	3	141	473	495	1,112
Metro North	15	294	690	466	1,465
Metro South	8	375	521	308	1,212
Metro West	3	118	425	449	995
Mid North	0	32	64	27	123
Riverland	1	66	80	30	177
South East	12	50	57	20	139
Yorke, Lower North & Barossa	8	130	151	110	399
Total across levels	91	1,539	2,818	2,037	6,485
TAS					
North Western	2	92	126	93	313
Northern	11	183	209	167	570
Southern	4	277	450	244	975
Total across levels	17	552	785	504	1,858
ACT					
Total across levels	5	241	254	235	735
NT					
Alice Springs	0	17	6	4	27
Barkly	0	2	0	1	3
Darwin	0	49	57	59	165
East Arnhem	0	1	0	0	1
Katherine	0	10	7	6	23
Total across levels	0	79	70	70	219
UNKNOWN ACPR					
Total Unknown across levels	7	129	147	86	369
NATIONAL					
Total across levels	1,465	25,147	26,304	16,170	69,086

Note: Totals may not add as they include incomplete records requiring further address information.

Appendix E – Number of home care packages released in the September 2018 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	22	131	525	141	819
Central West	11	46	207	61	325
Far North Coast	83	116	262	132	593
Hunter	41	244	930	404	1,619
Illawarra	57	169	333	120	679
Inner West	26	139	307	136	608
Mid North Coast	63	230	527	244	1,064
Nepean	8	38	102	45	193
New England	7	35	131	82	255
Northern Sydney	47	192	732	256	1,227
Orana Far West	24	37	153	55	269
Riverina/Murray	34	128	320	118	600
South East Sydney	35	159	414	180	788
South West Sydney	58	101	329	114	602
Southern Highlands	15	95	264	102	476
Western Sydney	17	183	437	187	824
Total across levels	548	2,043	5,973	2,377	10,941
VIC					
Barwon-South Western	15	71	223	118	427
Eastern Metro	56	210	532	170	968
Gippsland	17	73	239	109	438
Grampians	20	49	111	40	220
Hume	15	60	181	73	329
Loddon-Mallee	9	33	152	51	245
Northern Metro	24	129	460	209	822
Southern Metro	37	224	596	244	1,101
Western Metro	13	118	279	164	574
Total across levels	206	967	2,773	1,178	5,124

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	20	124	342	126	612
Brisbane South	13	231	536	263	1,043
Cabool	24	112	337	148	621
Central West	0	1	1	2	4
Darling Downs	40	74	280	112	506
Far North	8	120	179	64	371
Fitzroy	2	123	250	121	496
Logan River Valley	15	74	253	144	486
Mackay	3	27	37	26	93
North West	1	3	4	4	12
Northern	7	69	204	128	408
South Coast	39	91	374	137	641
South West	3	5	21	11	40
Sunshine Coast	23	226	447	187	883
West Moreton	21	23	82	35	161
Wide Bay	8	77	209	94	388
Total across levels	227	1,380	3,556	1,602	6,765
WA					
Goldfields	3	3	17	6	29
Great Southern	2	14	63	39	118
Kimberley	0	4	14	8	26
Metro East	20	74	220	115	429
Metro North	30	115	420	165	730
Metro South East	22	83	312	135	552
Metro South West	13	133	501	243	890
Mid West	3	7	38	31	79
Pilbara	0	2	4	2	8
South West	10	64	164	71	309
Wheatbelt	2	42	75	57	176
Total across levels	105	541	1,828	872	3,346

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	1	15	34	16	66
Flinders & Far North	0	5	24	10	39
Hills, Mallee & Southern	20	52	170	63	305
Metro East	7	38	242	119	406
Metro North	15	53	372	99	539
Metro South	19	65	350	157	591
Metro West	7	43	221	133	404
Mid North	3	9	43	15	70
Riverland	3	10	55	21	89
South East	11	25	56	20	112
Yorke, Lower North & Barossa	13	36	108	36	193
Total across levels	99	351	1,675	689	2,814
TAS					
North Western	7	25	63	42	137
Northern	7	29	82	44	162
Southern	2	23	144	88	257
Total across levels	16	77	289	174	556
ACT					
Total across levels	11	91	251	106	459
NT					
Alice Springs	1	6	11	7	25
Barkly	0	0	2	1	3
Darwin	0	12	27	27	66
East Arnhem	0	1	2	2	5
Flinders & Far North	0	1	2	5	8
Katherine	1	1	5	1	8
Total across levels	2	21	49	43	115
UNKNOWN ACPR					
Total Unknown across levels	1	3	17	9	30
NATIONAL					
Total across levels	1,215	5,474	16,411	7,050	30,150

Note: Data is based on the client's suburb. As some suburbs cross ACPR boundaries, and in some instances state boundaries, a small number of people may be apportioned to a neighbouring jurisdiction.