



Australian Government

Department of Health

# HOME CARE PACKAGES PROGRAM

Data Report 1st Quarter 2021-22

1 July – 30 September 2021

November 2021

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## Executive Summary

- At 30 September 2021, 204,146 people had access to a Home Care Package (HCP). This is a 4.3 per cent (8,447) increase since 30 June 2021 (195,699), and a 25.3 per cent increase (41,173) since 30 September 2020 (162,973).
- Of the 204,146 people, 186,570 were in a HCP with the remaining 17,576 people assigned a HCP and considering whether to take up their offer.
- The 186,570 people in a HCP at 30 September 2021 represented a 5.9 per cent (10,465) increase from 30 June 2021 (176,105) and a 24.5 per cent (36,751) increase since 30 September 2020 (149,819).
- In the September 2021 quarter, 19,599 people entered a HCP for the first time.
- At 30 September 2021, there were 51,662 people who were seeking a HCP at their approved level, who had not yet been offered a HCP. Of these people, 98.3 per cent (50,798) had been approved for support through the Commonwealth Home Support Programme (CHSP).
- The number of people with a level 4 approval who were seeking a HCP at their approved level, who had not yet been offered a HCP, had fallen by 22.6 per cent (1,622) from 30 September 2020 (7,183) to 30 September 2021 (5,561).
- At 30 September 2021, there were 22,481 people who were seeking a HCP at their approved level, who had already been offered a lower level HCP. Of these people, 66.3 per cent (14,897) chose to take an offered HCP, 22.6 per cent (5,077) were deciding on whether to take up their offer and 11.2 per cent (2,507) had not taken up their previous offer(s) of a lower level HCP.
- Of the 74,143 people waiting for a HCP at their approved level at 30 September 2021, 98.8 per cent (73,279) had been provided the opportunity to connect to some form of Commonwealth subsidised home care support.
- There were 34,409 approvals for a HCP in the September 2021 quarter.
- There were 46,800 HCPs released in the September 2021 quarter, at an average of 3,600 per week.
- There were 913 approved HCP providers with a home care service at 30 September 2021.

# 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 senior 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 July 2021 and 30 September 2021 (referred to as the September 2021 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 Priority System (NPS).
- Chapter 4: maximum exit amounts.

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 (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.

Data is provided for the period between 1 July 2021 and 30 September 2021 with the exception of information on:

- The subsidy amounts across each of the four HCP levels in Table 4 (shows current rates that were revised on 20 September 2021), and
- Estimated wait times in Table 15 (shows data as of 31 October 2021, in recognition that information for this indicator was available and assured at the time of publication).

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

## PROGRESS ON THE RELEASE OF THE ADDITIONAL 80,000 HOME CARE PACKAGES

In the 2021-22 Budget, the Government announced the release of an additional 80,000 HCPs (40,000 in 2021-22 and 40,000 in 2022-23) at a cost of around \$6.5 billion. Table 1 provides a breakdown of the 80,000 HCPs, by level.

Table 1: Breakdown of the additional 80,000 HCPs announced in the 2021-22 Budget

HCP level	2021-22	2022-23	Total
1	-5,000	0	-5,000
2	19,000	17,000	36,000
3	20,000	17,000	37,000
4	6,000	6,000	12,000
<b>Total</b>	<b>40,000</b>	<b>40,000</b>	<b>80,000</b>

As of 30 September 2021, 10,000 (-1,250 level 1, 4,750 level 2, 5,000 level 3 and 1,500 level 4) of the 80,000 additional HCPs had been released. This represents one-quarter of the 40,000 allocation in 2021-22.

Since the 2018-19 Budget, the Government has announced the release of an additional 163,105 HCPs at a cost of around \$11.9 billion. Table 2 provides a breakdown of each decision that has contributed to the 163,105 HCPs.

Table 2: Announcements made for additional HCPs since the 2018-19 Budget

Budget Update	Timing of announcement	HCPs	Expenditure (\$m)
2018-19 Budget	May-18	14,000	1,600.4
2018-19 MYEFO	Dec-18	10,000	287.3
2019-20 Budget	Apr-19	10,000	282.4
2019-20 MYEFO	Dec-19	10,000	496.3
2020-21 Budget	Jul-20	6,105	325.7
2020-21 Budget	Oct-20	23,000	1,620.6
2020-21 MYEFO	Dec-20	10,000	850.8
2021-22 Budget	May-21	80,000	6,480.1
<b>Total</b>		<b>163,105</b>	<b>11,943.6</b>

Table 3 provides a breakdown of the current number of allocated HCPs across the forward estimates.

Table 3: Estimated number of allocated HCPs across the forward estimates

HCP level	2021-22	2022-23	2023-24	2024-25
1	16,450	16,450	16,450	16,450
2	99,071	116,071	116,071	116,071
3	68,224	85,224	85,224	85,224
4	51,852	57,852	57,852	57,852
<b>Total</b>	<b>235,597</b>	<b>275,597</b>	<b>275,597</b>	<b>275,597</b>

# 1. ELIGIBILITY AND ASSESSMENT

## DISTRIBUTION OF HCP LEVELS

- There are four levels of HCPs to help meet senior Australians different levels of care need, which is determined by the outcome of an independent aged care assessment. Table 4 provides the rounded annual amount of Government subsidy in 2021-22.

Table 4: HCP annual subsidy, by HCP level from 1 July 2021 to 30 June 2022

HCP level	Home care services for people with:	Rounded annual subsidy amount paid by the Government
1	Basic care needs	\$9,000
2	Low-level care needs	\$16,000
3	Intermediate care needs	\$34,600
4	High-level care needs	\$52,400

Notes: The amounts in the table do not include additional supplements that a provider may be eligible for. Figures are rounded to the nearest \$100 and reflect the daily subsidy rate between 20 September 2021 and 19 March 2022 (annualised).

## VOLUME OF HCP APPROVALS

- There were 34,409 HCP approvals in the September 2021 quarter (Table 5). This was 14.6 per cent (4,388) more than the approvals in the June 2021 quarter (30,021) and 11.4 per cent (3,509) more than the approvals in the September 2020 quarter (30,900).

Table 5: Number of HCP approvals in September 2021 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	20	933	209	4,545	614	3,833	634	1,149	11,937	34.7%
VIC	1	382	82	2,929	309	2,488	1,055	1,003	8,249	24.0%
QLD	2	275	117	1,989	676	2,037	867	552	6,515	18.9%
WA	-	48	20	643	141	989	473	645	2,959	8.6%
SA	-	128	5	966	104	1,415	235	462	3,315	9.6%
TAS	-	46	-	254	10	375	25	146	856	2.5%
ACT	-	12	8	125	32	85	71	40	373	1.1%
NT	-	1	3	54	8	52	22	30	170	0.5%
Unknown	-	1	-	9	4	8	10	3	35	0.1%
Sub-total	23	1,826	444	11,514	1,898	11,282	3,392	4,030	34,409	100.0%
Total	1,849		11,958		13,180		7,422		34,409	100.0%
% by level	5.4%		34.8%		38.3%		21.6%		100.0%	

### Key point

- There were 34,409 approvals for a HCP in the September 2021 quarter.

## 2. HOME CARE SERVICE DELIVERY

### NUMBER OF PEOPLE IN A HCP

- There were 186,570 people in a HCP at 30 September 2021 (Table 6). This was an increase of 5.9 per cent (10,465) since 30 June 2021 (176,105) and a 24.5 per cent (36,751) increase since 30 September 2020 (149,819) (Chart 1).
- Of the 186,570 people, 95,110 were in a high level (level 3 or 4) HCP. This figure was 31.9 per cent (23,028) higher than 30 September 2020 (72,082).
- In addition to the 186,570 people in a HCP at 30 September 2021, a further 17,576 people were assigned a HCP and were considering whether to take up their offer.

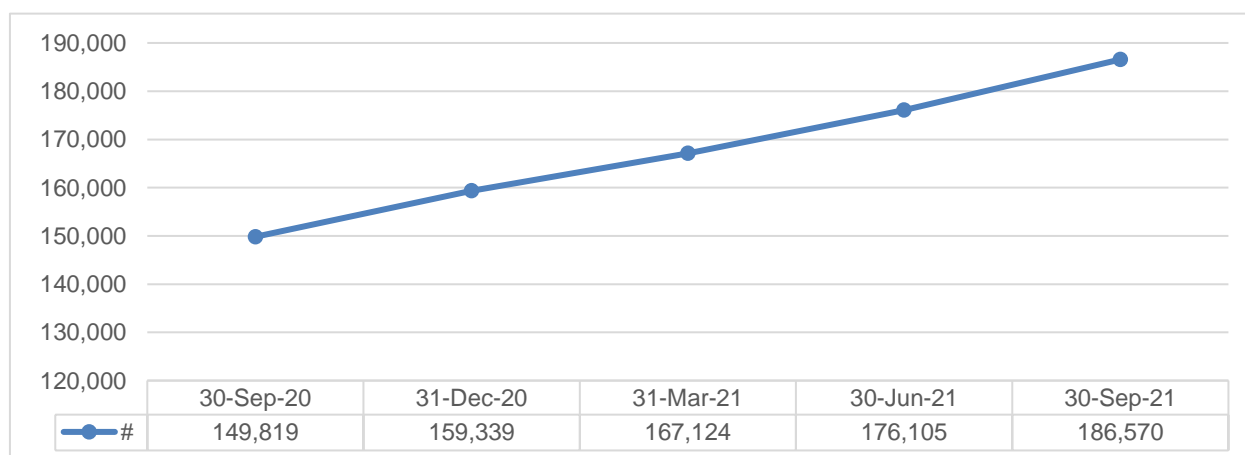
Table 6: Number of people in a HCP by level and state and territory, at 30 September 2021

State	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	7,825	27,872	17,909	11,779	65,385	35.0%
VIC	3,461	23,095	12,368	11,443	50,367	27.0%
QLD	2,504	12,855	9,917	8,463	33,739	18.1%
WA	384	3,898	4,264	6,128	14,674	7.9%
SA	891	5,481	5,027	3,698	15,097	8.1%
TAS	243	1,775	1,324	967	4,309	2.3%
ACT	60	786	504	787	2,137	1.1%
NT	13	313	218	308	852	0.5%
Unknown	-	4	-	6	10	0.0%
<b>Total</b>	<b>15,381</b>	<b>76,079</b>	<b>51,531</b>	<b>43,579</b>	<b>186,570</b>	<b>100.0%</b>
<b>Share</b>	<b>8.2%</b>	<b>40.8%</b>	<b>27.6%</b>	<b>23.4%</b>	<b>100.0%</b>	

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 30 September 2021 by Aged Care Planning Region (ACPR) can be found at Appendix A.

Chart 1: Number of people in a HCP since 30 September 2020



- Table 7 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 7: Proportion of the total number of people in a HCP at the last day of the quarter, by MMM Classification

MMM	30-Sep-20	31-Dec-20	31-Mar-21	30-Jun-21	30-Sep-21
1	64.7%	64.9%	65.1%	65.4%	<b>65.5%</b>
2	9.4%	9.3%	9.2%	9.1%	<b>9.1%</b>
3	10.2%	10.1%	10.1%	10.0%	<b>9.9%</b>
4	5.7%	5.7%	5.6%	5.6%	<b>5.6%</b>
5	8.6%	8.6%	8.6%	8.6%	<b>8.6%</b>
6	0.9%	0.9%	0.9%	0.8%	<b>0.9%</b>
7	0.5%	0.5%	0.5%	0.4%	<b>0.4%</b>
Unknown	0.0%	0.0%	0.0%	0.0%	<b>0.0%</b>

Note: Location is based on the address of the person receiving a HCP, not the address of their provider. Percentages may not add to 100 per cent due to rounding.

## NUMBER OF NEW ENTRIES TO A HCP

- There were 19,599 new entries to a HCP in the September 2021 quarter (Table 8). This is the single largest quarterly inflow of new entrants and is 6.7 per cent (1,232 people) greater than the previous largest quarter (September 2019 quarter: 18,367).

Table 8: Number of new entries to a HCP in the September 2021 quarter, by state and territory

State	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	3,266	1,314	1,278	503	<b>6,361</b>	<b>32.5%</b>
VIC	1,375	1,417	1,441	728	<b>4,961</b>	<b>25.3%</b>
QLD	1,081	908	1,141	461	<b>3,591</b>	<b>18.3%</b>
WA	213	475	653	517	<b>1,858</b>	<b>9.5%</b>
SA	463	557	779	296	<b>2,095</b>	<b>10.7%</b>
TAS	90	154	140	63	<b>447</b>	<b>2.3%</b>
ACT	33	56	66	48	<b>203</b>	<b>1.0%</b>
NT	13	26	26	18	<b>83</b>	<b>0.4%</b>
<b>Total</b>	<b>6,534</b>	<b>4,907</b>	<b>5,524</b>	<b>2,634</b>	<b>19,599</b>	<b>100.0%</b>
<b>Share</b>	<b>33.3%</b>	<b>25.0%</b>	<b>28.2%</b>	<b>13.4%</b>	<b>100.0%</b>	

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 September 2021 quarter by ACPR can be found in Appendix B.

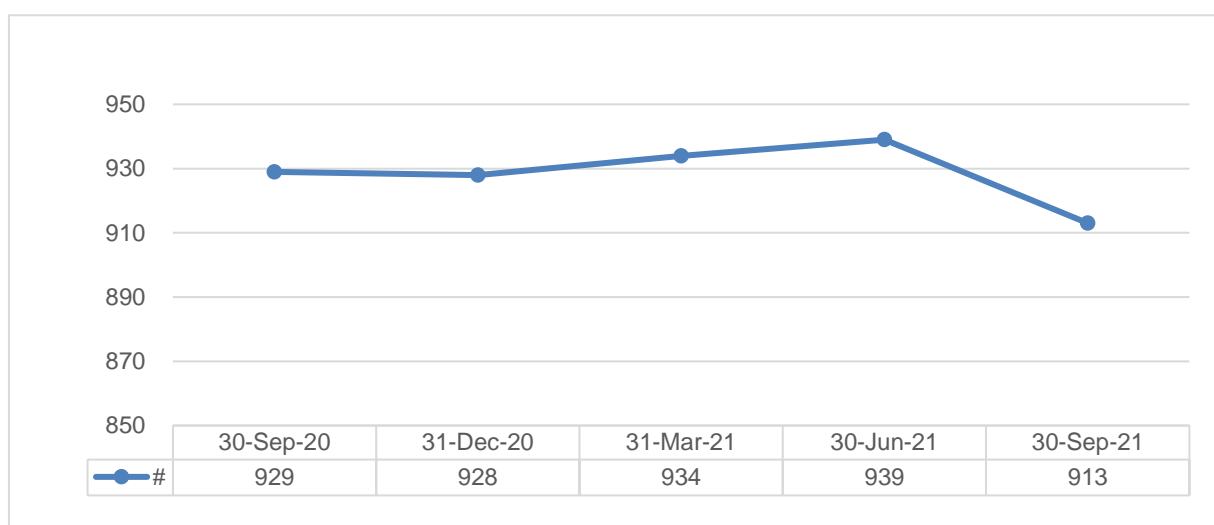


## NUMBER OF APPROVED HCP PROVIDERS

- There were 913 approved HCP providers at 30 September 2021 (Chart 2). This was a decrease of 2.8 per cent (26 providers) from 30 June 2021 (939) and a decrease of 1.7 per cent (16 providers) since 30 September 2020 (929).

Since the last set of reported figures for 30 June 2021, some providers who either currently have no care recipients or never had care recipients have deactivated their services in My Aged Care as they were not intending to provide services in the foreseeable future. This has contributed to the decrease as the number of providers with at least one care recipient increased between 30 June 2021 (839) and 30 September 2021 (841) indicating that in terms of service provision, the provider market has remained stable.

Chart 2: Number of approved providers of home care with home care services since 30 September 2020



Note: Approved provider count is based on the approval effective date and includes those providers with at least one active service provider.

- Appendix C provides the total number of approved home care 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 30 September 2021.

### Key points

- There were 186,570 people in a HCP at 30 September 2021. This was an increase of 5.9 per cent (10,465) since 30 June 2021 (176,105) and a 24.5 per cent (36,751) increase since 30 September 2020 (149,819).
- There were 19,599 new entries to a HCP in the September 2021 quarter.
- There were 913 approved HCP providers at 30 September 2021. This was a decrease of 2.8 per cent (26 providers) from 30 June 2021 (939) and a decrease of 1.7 per cent (16 providers) since 30 September 2020 (929).

## 3. NATIONAL PRIORITY SYSTEM

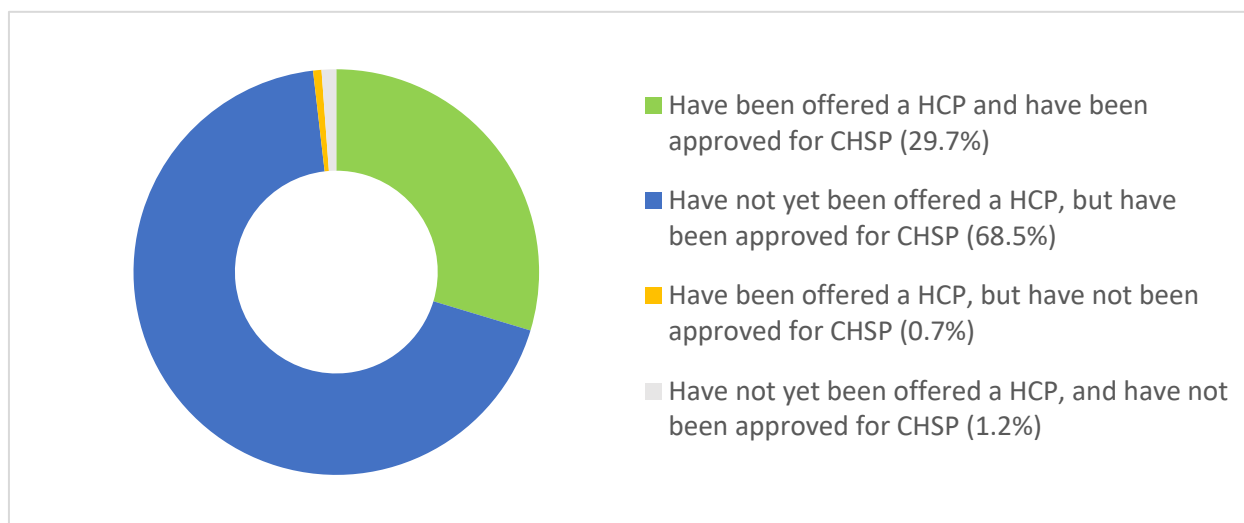
### NATIONAL PRIORITY SYSTEM

- 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. The NPS is refreshed each night to ensure the release of HCPs is up-to-date. HCPs are released on a weekly basis to all four levels, across high and medium priorities.
- The NPS should be considered as more than a single queue. For example, the NPS includes people who have accepted a lower level HCP that allows them to connect with home care services early, as well as others who have not accepted a lower level HCP. It also includes people that have approvals for other care types such as residential care and CHSP who may not choose to take up their HCP.
- 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 CHSP, depending on the person's circumstances. Therefore, based on care needs and choice, not everyone with a HCP approval will enter home care. The majority of people assessed by ACATs are approved for permanent residential care, reflecting their complex care needs.

### ACCESS TO COMMONWEALTH HOME SUPPORT SERVICES

- In addition to receiving an approval for a HCP as an outcome of their assessment, most people are also 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 HCP.
- Of the 74,143 people in the NPS who were waiting on a HCP at their approved level at 30 September 2021, 98.2 per cent (72,783) had been approved for access to services through the CHSP. Additionally, people retain the option of accessing some specific CHSP services after they are offered a level 1 or 2 HCP when their budget has been expended or where additional short-term episodic care is required. Diagram 1 shows that 98.8 per cent (73,279) of people in the NPS at 30 September 2021 had been offered an interim level HCP and/or approved for CHSP services.

Diagram 1: Status of people in the NPS at 30 September 2021 who were waiting for a HCP at their approved level



## PEOPLE WHO HAVE NOT YET BEEN OFFERED A HCP

- At 30 September 2021, there were 51,662 people who were seeking a HCP at their approved level, who had not yet been offered a HCP (Table 9). Of these people, 98.3 per cent (50,798) had been approved for CHSP.
- The number of people with a level 4 approval who were seeking a HCP at their approved level, who had not yet been offered a HCP, fell by 22.6 per cent (1,622) from 30 September 2020 (7,183) to 30 September 2021 (5,561).

Table 9: 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 30 September 2021

Approved level	Number of people in the NPS who have never been offered an interim HCP	Number of people in the NPS who have never been offered an interim HCP with CHSP approval	Percentage of people in the NPS without an interim HCP with CHSP approval
Level 1	3,047	2,922	95.9%
Level 2	22,227	21,883	98.5%
Level 3	20,827	20,580	98.8%
Level 4	5,561	5,413	97.3%
<b>Total</b>	<b>51,662</b>	<b>50,798</b>	<b>98.3%</b>

## PEOPLE WHO HAVE RECEIVED AN OFFER OF AN INTERIM HCP

- At 30 September 2021, there were 22,481 people who had been offered an interim HCP while they wait for a HCP at their approved level.
- Those offered an interim HCP fell into three response categories (Table 10):
  - those who accepted their offer and were receiving care (14,897)
  - those who had not yet accepted their offer but whose offer was still open (i.e. within 56/84 days of offer) (5,077), and
  - those who did not take up their previous offer(s) (2,507).

Table 10: Number of people who had been offered a HCP while they wait for their approved level, by response category and level of approval at 30 September 2021

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 2	4,522	3,491	1,348
Level 3	6,713	1,332	974
Level 4	3,662	254	185
<b>Total</b>	<b>14,897</b>	<b>5,077</b>	<b>2,507</b>

Note – The 14,897 people form part of the 186,570 people in a HCP in Table 6.

- Of the 2,507 people who had not taken up their previous offer(s) of a HCP, 98.2 per cent (2,461) had been approved for CHSP (Table 11).

Table 11: Number and percentage of people who did not take up an offer of a lower level HCP, who have been provided approval to access CHSP, by level of approval at 30 September 2021

Approved level	Number of people who <u>did not</u> take up an offer of an interim HCP	Number of people who <u>did not</u> take up an offer of an interim HCP, that have a CHSP approval	Percentage of people who <u>did not</u> take up an offer of an interim HCP, that have a CHSP approval
Level 2	1,348	1,320	97.9%
Level 3	974	958	98.4%
Level 4	185	183	98.9%
<b>Total</b>	<b>2,507</b>	<b>2,461</b>	<b>98.2%</b>

## PEOPLE APPROVED FOR RESIDENTIAL CARE

- Many people have approvals for both home and residential aged care, and some will choose to take up a residential care place instead of a HCP. At 30 September 2021, 60.3 per cent (44,693) of people in the NPS had dual approvals, having been approved for a permanent place in a residential aged care facility (Table 12).

Table 12: Number and percentage of people waiting for a HCP at their approved level who were also approved for permanent residential care, by level of approval at 30 September 2021

Approved level	Number of people waiting for a HCP at their approved level who also have an approval for permanent residential care	Number of people waiting for a HCP at their approved level	Percentage of people waiting for a HCP at their approved level who also have an approval for permanent residential care
Level 1	890	3,047	29.2%
Level 2	15,240	31,588	48.3%
Level 3	20,620	29,846	69.1%
Level 4	7,943	9,662	82.2%
<b>Total</b>	<b>44,693</b>	<b>74,143</b>	<b>60.3%</b>

## DISTRIBUTION OF PEOPLE ACROSS STATES AND TERRITORIES

- Table 13 shows the state and territory distribution of people who have not been offered a HCP as at 30 September 2021.

Table 13: Number of people waiting on a HCP at their approved level who had not been offered a HCP, by state and territory of residence and level of approval at 30 September 2021

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	1,519	7,423	5,303	1,025	15,270	29.6%
VIC	662	6,398	5,501	1,824	14,385	27.8%
QLD	476	3,888	3,713	765	8,842	17.1%
WA	89	1,453	2,188	1,009	4,739	9.2%
SA	216	2,136	2,996	620	5,968	11.6%
TAS	62	551	769	177	1,559	3.0%
ACT	20	237	226	99	582	1.1%
NT	1	121	118	33	273	0.5%
Unknown	2	20	13	9	44	0.1%
<b>Total</b>	<b>3,047</b>	<b>22,227</b>	<b>20,827</b>	<b>5,561</b>	<b>51,662</b>	<b>100.0%</b>
<b>Share</b>	<b>5.9%</b>	<b>43.0%</b>	<b>40.3%</b>	<b>10.8%</b>	<b>100.0%</b>	

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 30 September 2021, who had not been offered a HCP, by ACPR, is found in Appendix D.
- Table 14 shows the state and territory distribution of people who are waiting on a HCP at their approved level as at 30 September 2021 and includes people represented in Table 13.

Table 14: Number of people waiting on a HCP at their approved level by state and territory of residence and level of approval at 30 September 2021

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	1,519	11,754	9,392	2,477	25,142	33.9%
VIC	662	8,436	6,953	2,668	18,719	25.2%
QLD	476	5,413	5,378	1,457	12,724	17.2%
WA	89	1,906	2,858	1,564	6,417	8.7%
SA	216	2,863	3,803	959	7,841	10.6%
TAS	62	690	988	287	2,027	2.7%
ACT	20	359	296	156	831	1.1%
NT	1	142	161	78	382	0.5%
Unknown	2	25	17	16	60	0.1%
<b>Total</b>	<b>3,047</b>	<b>31,588</b>	<b>29,846</b>	<b>9,662</b>	<b>74,143</b>	<b>100.0%</b>
<b>Share</b>	<b>4.1%</b>	<b>42.6%</b>	<b>40.3%</b>	<b>13.0%</b>	<b>100.0%</b>	

- The number of people waiting on a HCP at their approved level at 30 September 2021, 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 October 2021, for a person with a medium priority approval joining the NPS for a HCP by level, are provided in Table 15. The estimated wait time for a level 2, 3 and 4 has dropped to 6-9 months from the previous 9-12 months.
- People approved for a higher level HCP have the option of taking up a lower level HCP to connect to care as early as possible. They may also have the option to access CHSP services, ensuring that the majority of people in the NPS have access to Commonwealth subsidised care in their home.

Table 15: Estimated wait time for people entering the NPS on 31 October 2021, by HCP level

HCP level	First HCP assignment	Time to first HCP	Time to approved HCP
Level 1	Level 1	3-6 months	3-6 months
Level 2	Level 1	3-6 months	6-9 months
Level 3	Level 1	3-6 months	6-9 months
Level 4	Level 4	6-9 months	6-9 months

## NUMBER OF HCPS RELEASED

- The department released 46,800 HCPs during the September 2021 quarter (Table 16), at an average of 3,600 per week.

Table 16: Number of HCPs released in the September 2021 quarter, by state and territory and level

State	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	5,114	5,722	4,373	1,401	16,610	35.5%
VIC	2,109	4,316	3,145	1,775	11,345	24.2%
QLD	1,799	2,622	2,627	1,199	8,247	17.6%
WA	481	1,159	1,495	980	4,115	8.8%
SA	817	1,433	1,809	589	4,648	9.9%
TAS	149	318	377	135	979	2.1%
ACT	103	197	172	124	596	1.3%
NT	19	77	77	43	216	0.5%
Unknown	4	16	15	9	44	0.1%
<b>Total</b>	<b>10,595</b>	<b>15,860</b>	<b>14,090</b>	<b>6,255</b>	<b>46,800</b>	<b>100.0%</b>
<b>Share</b>	<b>22.6%</b>	<b>33.9%</b>	<b>30.1%</b>	<b>13.4%</b>	<b>100.0%</b>	

Of the HCPs released in the September 2021 quarter:

- 27.6 per cent (12,909) were offered as upgrades to people already in an interim HCP.
- 72.4 per cent (33,891) of HCPs were offered to people who were not in an interim level HCP (Table 17). This includes people who were previously offered a HCP and did not take up the offer, as well as people who were offered a HCP for the first time.

Table 17: HCPs released to people in the September 2021 quarter, by level and type of release

Release type	Level 1	Level 2	Level 3	Level 4	Total
New packages	10,595	9,614	9,621	4,061	33,891
Upgrades	-	6,246	4,469	2,194	12,909
<b>Total</b>	<b>10,595</b>	<b>15,860</b>	<b>14,090</b>	<b>6,255</b>	<b>46,800</b>
<b>% released that were new</b>	<b>100.0%</b>	<b>60.6%</b>	<b>68.3%</b>	<b>64.9%</b>	<b>72.4%</b>

Information on the number of HCPs released by ACPR and level for the September 2021 quarter can be found at Appendix F.

### Key points

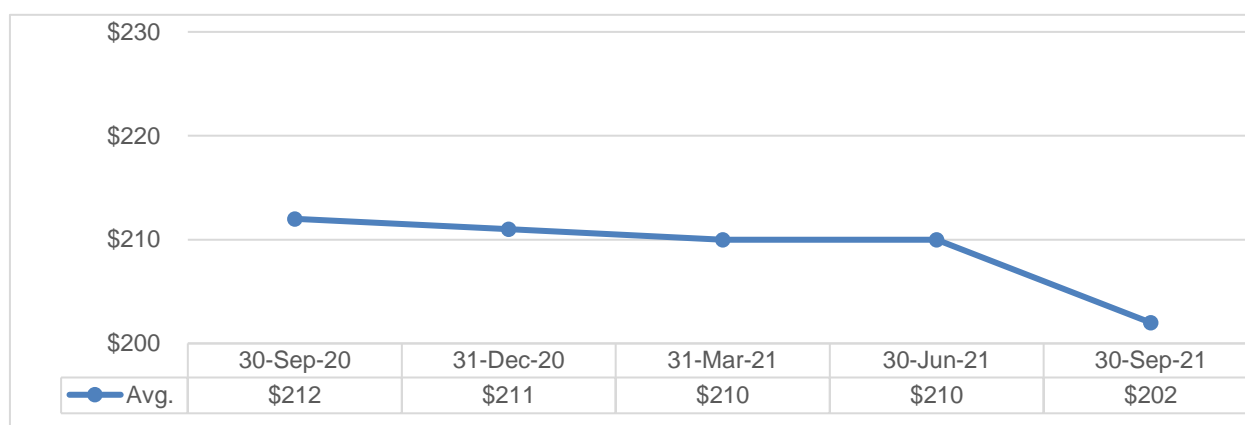
- At 30 September 2021, there were 74,143 people who were seeking a HCP at their approved level. Of the 74,143 people, 51,662 had never been offered an interim level HCP.
- 46,800 HCPs were released during the September 2021 quarter, with 72.4 per cent (33,891) being offered to people who were not in an interim HCP.

## 4. MAXIMUM EXIT AMOUNTS

An exit amount is an amount that can be deducted by a HCP provider from a person's unspent HCP amount if the person leaves their care. This may happen if the person decides to change their HCP provider or when they leave their HCP 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 2021 was \$202 (inclusive of amounts of \$0 and where no amount was provided) (Chart 3). This amount had decreased by 3.8 per cent (\$8) since 30 June 2021 (\$210) and decreased by 4.7 per cent (\$10) since 30 September 2020 (\$212). The decrease is largely attributed to the drop in approved providers (refer to page 9) as many of the providers who deactivated their services had maximum exit amounts greater than the previous average so their removal also dropped the average amount at 30 September 2021.

Chart 3: Average maximum exit amount published by HCP providers since 30 September 2020



Note: All approved providers, irrespective of whether they publish an amount, are included in determining the average.

- 46.1 per cent of approved HCP providers had indicated that they would not deduct an exit amount at 30 September 2021, up from 45.6 per cent at 30 June 2021.
- Eight providers published a maximum exit amount of \$1,000 or more at 30 September 2021 (Table 18).

Table 18: Number of approved HCP providers with a published maximum exit amount of \$1,000 or more

	30-Sep-20	31-Dec-20	31-Mar-21	30-Jun-21	30-Sep-21
(A) No. of providers with a published maximum exit amount of more than \$1,000	2	2	2	2	2
(B) No. of providers with a published maximum exit amount of \$1,000	6	6	6	6	6
Combined (A)+(B)	8	8	8	8	8

### Key points:

- At 30 September 2021, the average published maximum exit amount was \$202.
- At 30 September 2021, 46.1 per cent of all approved HCP providers indicated that they would not deduct an exit amount.



## Glossary

Term	Definition
<b>Aged Care Assessment Teams (ACAT)</b>	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.
<b>Aged Care Planning Region (ACPR)</b>	The areas marked out in the ACPR maps, which can be found at <a href="https://www.health.gov.au/resources/collections/2018-aged-care-planning-region-maps">https://www.health.gov.au/resources/collections/2018-aged-care-planning-region-maps</a> .
<b>Approved provider</b>	An organisation that has been approved to provide home care under the <i>Aged Care Act 1997</i> .
<b>Commonwealth Home Support Programme (CHSP)</b>	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.
<b>Home Care Packages Program</b>	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.
<b>Interim HCP</b>	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.
<b>My Aged Care</b>	The main entry point to the aged care system in Australia.
<b>National Priority System</b>	The nationally consistent process for allocating HCPs based on peoples' needs and circumstances.
<b>The department</b>	The Department of Health.

## Appendices

### Appendix A – Number of people in a HCP at 30 September 2021, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	317	1,598	1,132	513	<b>3,560</b>
Central West	92	533	341	223	<b>1,189</b>
Far North Coast	566	2,157	1,128	703	<b>4,554</b>
Hunter	1,001	2,864	1,676	1,466	<b>7,007</b>
Illawarra	551	1,827	971	594	<b>3,943</b>
Inner West	363	1,755	1,369	907	<b>4,394</b>
Mid North Coast	717	2,458	1,893	1,256	<b>6,324</b>
Nepean	151	793	494	283	<b>1,721</b>
New England	134	620	389	237	<b>1,380</b>
Northern Sydney	805	2,624	1,555	1,229	<b>6,213</b>
Orana Far West	252	700	340	183	<b>1,475</b>
Riverina/Murray	524	1,734	1,049	592	<b>3,899</b>
South East Sydney	645	2,577	1,840	1,142	<b>6,204</b>
South West Sydney	958	2,570	1,536	890	<b>5,954</b>
Southern Highlands	182	1,154	548	409	<b>2,293</b>
Western Sydney	567	1,908	1,648	1,152	<b>5,275</b>
<b>Total</b>	<b>7,825</b>	<b>27,872</b>	<b>17,909</b>	<b>11,779</b>	<b>65,385</b>
<b>VIC</b>					
Barwon-South Western	187	1,671	914	846	<b>3,618</b>
Eastern Metro	1,412	5,411	2,201	1,987	<b>11,011</b>
Gippsland	380	2,017	1,107	829	<b>4,333</b>
Grampians	84	1,075	434	338	<b>1,931</b>
Hume	149	1,136	510	387	<b>2,182</b>
Loddon-Mallee	184	1,190	612	641	<b>2,627</b>
Northern Metro	447	3,223	1,939	1,913	<b>7,522</b>
Southern Metro	452	4,765	2,885	2,741	<b>10,843</b>
Western Metro	166	2,607	1,766	1,761	<b>6,300</b>
<b>Total</b>	<b>3,461</b>	<b>23,095</b>	<b>12,368</b>	<b>11,443</b>	<b>50,367</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	101	967	944	837	<b>2,849</b>
Brisbane South	273	1,409	1,252	1,139	<b>4,073</b>
Cabool	282	1,182	1,088	804	<b>3,356</b>
Central West	6	18	8	10	<b>42</b>
Darling Downs	334	1,125	683	711	<b>2,853</b>
Far North	96	789	470	293	<b>1,648</b>
Fitzroy	116	789	1,066	380	<b>2,351</b>
Logan River Valley	140	838	664	611	<b>2,253</b>
Mackay	45	242	79	69	<b>435</b>
North West	5	54	38	27	<b>124</b>
Northern	97	577	569	745	<b>1,988</b>
South Coast	277	1,296	869	890	<b>3,332</b>
South West	13	67	25	36	<b>141</b>
Sunshine Coast	266	1,948	1,313	1,253	<b>4,780</b>
West Moreton	139	414	205	206	<b>964</b>
Wide Bay	314	1,140	644	452	<b>2,550</b>
<b>Total</b>	<b>2,504</b>	<b>12,855</b>	<b>9,917</b>	<b>8,463</b>	<b>33,739</b>
<b>WA</b>					
Goldfields	10	41	38	36	<b>125</b>
Great Southern	5	82	145	253	<b>485</b>
Kimberley	1	84	38	34	<b>157</b>
Metro East	26	479	576	738	<b>1,819</b>
Metro North	171	1,280	1,109	1,239	<b>3,799</b>
Metro South East	79	655	618	1,081	<b>2,433</b>
Metro South West	60	869	1,081	1,732	<b>3,742</b>
Mid West	-	54	64	103	<b>221</b>
Pilbara	-	15	18	22	<b>55</b>
South West	12	194	268	495	<b>969</b>
Wheatbelt	20	145	309	395	<b>869</b>
<b>Total</b>	<b>384</b>	<b>3,898</b>	<b>4,264</b>	<b>6,128</b>	<b>14,674</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	52	347	159	97	<b>655</b>
Flinders & Far North	22	71	71	23	<b>187</b>
Hills, Mallee & Southern	198	948	521	331	<b>1,998</b>
Metro East	24	527	772	639	<b>1,962</b>
Metro North	337	1,114	982	687	<b>3,120</b>
Metro South	33	879	1,025	829	<b>2,766</b>
Metro West	46	614	932	738	<b>2,330</b>
Mid North	41	152	72	41	<b>306</b>
Riverland	17	217	138	79	<b>451</b>
South East	64	266	115	61	<b>506</b>
Yorke, Lower North & Barossa	57	346	240	173	<b>816</b>
<b>Total</b>	<b>891</b>	<b>5,481</b>	<b>5,027</b>	<b>3,698</b>	<b>15,097</b>
<b>TAS</b>					
North Western	89	433	279	242	<b>1,043</b>
Northern	58	516	322	289	<b>1,185</b>
Southern	96	826	723	436	<b>2,081</b>
<b>Total</b>	<b>243</b>	<b>1,775</b>	<b>1,324</b>	<b>967</b>	<b>4,309</b>
<b>ACT</b>					
<b>Total</b>	<b>60</b>	<b>786</b>	<b>504</b>	<b>787</b>	<b>2,137</b>
<b>NT</b>					
Alice Springs	4	88	31	52	<b>175</b>
Barkly	-	6	2	3	<b>11</b>
Darwin	5	132	161	212	<b>510</b>
East Arnhem	4	51	11	30	<b>96</b>
Katherine	-	36	13	11	<b>60</b>
<b>Total</b>	<b>13</b>	<b>313</b>	<b>218</b>	<b>308</b>	<b>852</b>
<b>UNKNOWN ACPR</b>					
<b>Total</b>	<b>-</b>	<b>4</b>	<b>-</b>	<b>6</b>	<b>10</b>
<b>NATIONAL</b>					
<b>Total</b>	<b>15,381</b>	<b>76,079</b>	<b>51,531</b>	<b>43,579</b>	<b>186,570</b>

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 September 2021 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	142	116	103	22	<b>383</b>
Central West	40	25	35	9	<b>109</b>
Far North Coast	220	110	59	19	<b>408</b>
Hunter	370	113	116	34	<b>633</b>
Illawarra	200	85	47	18	<b>350</b>
Inner West	205	53	45	59	<b>362</b>
Mid North Coast	261	135	181	60	<b>637</b>
Nepean	87	56	73	26	<b>242</b>
New England	78	33	43	14	<b>168</b>
Northern Sydney	284	121	134	61	<b>600</b>
Orana Far West	52	24	23	7	<b>106</b>
Riverina/Murray	243	57	52	19	<b>371</b>
South East Sydney	319	125	104	58	<b>606</b>
South West Sydney	385	87	105	36	<b>613</b>
Southern Highlands	89	106	38	5	<b>238</b>
Western Sydney	291	68	120	56	<b>535</b>
<b>Total</b>	<b>3,266</b>	<b>1,314</b>	<b>1,278</b>	<b>503</b>	<b>6,361</b>
<b>VIC</b>					
Barwon-South Western	88	133	112	51	<b>384</b>
Eastern Metro	436	310	211	122	<b>1,079</b>
Gippsland	159	67	148	63	<b>437</b>
Grampians	29	72	69	16	<b>186</b>
Hume	38	49	26	9	<b>122</b>
Loddon-Mallee	87	71	62	34	<b>254</b>
Northern Metro	189	191	160	156	<b>696</b>
Southern Metro	247	321	429	188	<b>1,185</b>
Western Metro	102	203	224	89	<b>618</b>
<b>Total</b>	<b>1,375</b>	<b>1,417</b>	<b>1,441</b>	<b>728</b>	<b>4,961</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	43	92	153	68	<b>356</b>
Brisbane South	97	108	127	39	<b>371</b>
Cabool	141	102	139	60	<b>442</b>
Central West	-	-	2	1	<b>3</b>
Darling Downs	130	53	61	38	<b>282</b>
Far North	58	91	68	12	<b>229</b>
Fitzroy	101	28	67	11	<b>207</b>
Logan River Valley	53	58	55	22	<b>188</b>
Mackay	17	12	10	1	<b>40</b>
North West	2	4	4	2	<b>12</b>
Northern	36	70	82	43	<b>231</b>
South Coast	106	64	80	49	<b>299</b>
South West	2	7	4	1	<b>14</b>
Sunshine Coast	136	159	190	85	<b>570</b>
West Moreton	56	18	13	7	<b>94</b>
Wide Bay	103	42	86	22	<b>253</b>
<b>Total</b>	<b>1,081</b>	<b>908</b>	<b>1,141</b>	<b>461</b>	<b>3,591</b>
<b>WA</b>					
Goldfields	9	4	4	6	<b>23</b>
Great Southern	5	11	22	21	<b>59</b>
Kimberley	2	8	4	3	<b>17</b>
Metro East	18	56	87	66	<b>227</b>
Metro North	84	147	151	73	<b>455</b>
Metro South East	32	81	110	102	<b>325</b>
Metro South West	40	125	176	164	<b>505</b>
Mid West	-	5	11	3	<b>19</b>
Pilbara	-	-	1	1	<b>2</b>
South West	8	16	35	40	<b>99</b>
Wheatbelt	15	22	52	38	<b>127</b>
<b>Total</b>	<b>213</b>	<b>475</b>	<b>653</b>	<b>517</b>	<b>1,858</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	28	31	22	2	<b>83</b>
Flinders & Far North	11	8	12	1	<b>32</b>
Hills, Mallee & Southern	103	46	39	19	<b>207</b>
Metro East	9	76	146	54	<b>285</b>
Metro North	173	116	108	55	<b>452</b>
Metro South	11	108	205	82	<b>406</b>
Metro West	20	88	188	71	<b>367</b>
Mid North	31	13	6	2	<b>52</b>
Riverland	14	25	23	2	<b>64</b>
South East	30	16	7	-	<b>53</b>
Yorke, Lower North & Barossa	33	30	23	8	<b>94</b>
<b>Total</b>	<b>463</b>	<b>557</b>	<b>779</b>	<b>296</b>	<b>2,095</b>
<b>TAS</b>					
North Western	41	36	19	21	<b>117</b>
Northern	13	55	29	22	<b>119</b>
Southern	36	63	92	20	<b>211</b>
<b>Total</b>	<b>90</b>	<b>154</b>	<b>140</b>	<b>63</b>	<b>447</b>
<b>ACT</b>					
<b>Total</b>	<b>33</b>	<b>56</b>	<b>66</b>	<b>48</b>	<b>203</b>
<b>NT</b>					
Alice Springs	3	4	6	2	<b>15</b>
Barkly	-	1	-	-	<b>1</b>
Darwin	4	18	19	14	<b>55</b>
East Arnhem	6	1	1	2	<b>10</b>
Katherine	-	2	-	-	<b>2</b>
<b>Total</b>	<b>13</b>	<b>26</b>	<b>26</b>	<b>18</b>	<b>83</b>
<b>UNKNOWN</b>					
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>NATIONAL</b>					
<b>Total</b>	<b>6,534</b>	<b>4,907</b>	<b>5,524</b>	<b>2,634</b>	<b>19,599</b>

Note: Location is based on the address of the person who entered into a HCP during the September 2021 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-20	30-Jun-21	30-Sep-21
<b>NSW</b>			
Central Coast	26	26	<b>26</b>
Central West	21	20	<b>20</b>
Far North Coast	37	39	<b>41</b>
Hunter	62	62	<b>62</b>
Illawarra	39	38	<b>39</b>
Inner West	40	42	<b>43</b>
Mid North Coast	50	52	<b>53</b>
Nepean	14	14	<b>14</b>
New England	23	23	<b>24</b>
Northern Sydney	44	47	<b>46</b>
Orana Far West	22	21	<b>21</b>
Riverina/Murray	37	37	<b>38</b>
South East Sydney	57	59	<b>60</b>
South West Sydney	55	58	<b>58</b>
Southern Highlands	28	27	<b>28</b>
Western Sydney	55	54	<b>55</b>
<b>VIC</b>			
Barwon-South Western	31	36	<b>35</b>
Eastern Metro	60	62	<b>65</b>
Gippsland	23	23	<b>25</b>
Grampians	24	26	<b>26</b>
Hume	30	30	<b>31</b>
Loddon-Mallee	19	19	<b>21</b>
Northern Metro	40	47	<b>46</b>
Southern Metro	67	69	<b>70</b>
Western Metro	57	60	<b>62</b>



State/territory	30-Sep-20	30-Jun-21	30-Sep-21
<b>QLD</b>			
Brisbane North	46	49	51
Brisbane South	56	59	58
Cabool	23	27	27
Central West	9	10	10
Darling Downs	33	33	33
Far North	23	23	23
Fitzroy	25	25	25
Logan River Valley	28	30	31
Mackay	17	17	17
North West	7	7	7
Northern	24	25	25
South Coast	35	36	38
South West	3	4	4
Sunshine Coast	42	44	44
West Moreton	23	24	24
Wide Bay	22	24	24
<b>WA</b>			
Goldfields	9	9	9
Great Southern	6	6	6
Kimberley	8	8	8
Metro East	32	32	32
Metro North	34	36	36
Metro South East	24	26	26
Metro South West	21	22	22
Mid West	6	6	6
Pilbara	8	8	8
South West	14	14	14
Wheatbelt	9	9	9

State/territory	30-Sep-20	30-Jun-21	30-Sep-21
<b>SA</b>			
Eyre Peninsula	5	6	<b>6</b>
Flinders & Far North	10	10	<b>10</b>
Hills, Mallee & Southern	12	12	<b>13</b>
Metro East	44	44	<b>44</b>
Metro North	16	17	<b>17</b>
Metro South	14	13	<b>13</b>
Metro West	22	23	<b>25</b>
Mid North	3	3	<b>3</b>
Riverland	3	3	<b>3</b>
South East	5	5	<b>5</b>
Yorke, Lower North & Barossa	9	9	<b>9</b>
<b>TAS</b>			
North Western	13	13	<b>14</b>
Northern	15	15	<b>15</b>
Southern	34	34	<b>35</b>
<b>ACT</b>			
ACT	38	40	<b>41</b>
<b>NT</b>			
Alice Springs	15	15	<b>15</b>
Barkly	13	13	<b>13</b>
Darwin	15	16	<b>16</b>
East Arnhem	7	7	<b>7</b>
Katherine	12	12	<b>12</b>

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 30 September 2021, who had yet to be offered a lower level HCP, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	65	496	323	26	<b>910</b>
Central West	23	157	118	6	<b>304</b>
Far North Coast	77	570	266	66	<b>979</b>
Hunter	158	528	368	42	<b>1,096</b>
Illawarra	69	404	310	43	<b>826</b>
Inner West	37	297	421	141	<b>896</b>
Mid North Coast	115	537	335	47	<b>1,034</b>
Nepean	24	298	324	53	<b>699</b>
New England	39	165	138	22	<b>364</b>
Northern Sydney	251	828	584	193	<b>1,856</b>
Orana Far West	61	181	72	10	<b>324</b>
Riverina/Murray	106	316	215	24	<b>661</b>
South East Sydney	103	801	560	119	<b>1,583</b>
South West Sydney	200	676	414	93	<b>1,383</b>
Southern Highlands	31	487	213	5	<b>736</b>
Western Sydney	160	682	642	135	<b>1,619</b>
<b>Total</b>	<b>1,519</b>	<b>7,423</b>	<b>5,303</b>	<b>1,025</b>	<b>15,270</b>
<b>VIC</b>					
Barwon-South Western	29	625	536	167	<b>1,357</b>
Eastern Metro	243	1,223	792	296	<b>2,554</b>
Gippsland	96	249	395	214	<b>954</b>
Grampians	14	351	290	76	<b>731</b>
Hume	60	237	93	24	<b>414</b>
Loddon-Mallee	40	358	290	121	<b>809</b>
Northern Metro	108	1,402	847	239	<b>2,596</b>
Southern Metro	58	1,288	1,715	519	<b>3,580</b>
Western Metro	14	665	543	168	<b>1,390</b>
<b>Total</b>	<b>662</b>	<b>6,398</b>	<b>5,501</b>	<b>1,824</b>	<b>14,385</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	31	341	356	44	<b>772</b>
Brisbane South	60	457	371	50	<b>938</b>
Cabool	75	435	334	56	<b>900</b>
Central West	3	12	7	2	<b>24</b>
Darling Downs	47	244	283	82	<b>656</b>
Far North	19	430	250	14	<b>713</b>
Fitzroy	35	162	196	15	<b>408</b>
Logan River Valley	18	187	191	47	<b>443</b>
Mackay	-	59	48	10	<b>117</b>
North West	-	8	15	1	<b>24</b>
Northern	16	232	252	46	<b>546</b>
South Coast	41	290	361	168	<b>860</b>
South West	5	24	17	3	<b>49</b>
Sunshine Coast	17	591	571	166	<b>1,345</b>
West Moreton	41	106	83	24	<b>254</b>
Wide Bay	68	310	378	37	<b>793</b>
<b>Total</b>	<b>476</b>	<b>3,888</b>	<b>3,713</b>	<b>765</b>	<b>8,842</b>
<b>WA</b>					
Goldfields	-	23	21	5	<b>49</b>
Great Southern	-	23	83	29	<b>135</b>
Kimberley	1	25	19	4	<b>49</b>
Metro East	3	218	406	196	<b>823</b>
Metro North	39	461	536	209	<b>1,245</b>
Metro South East	31	227	335	193	<b>786</b>
Metro South West	9	302	508	223	<b>1,042</b>
Mid West	-	45	43	22	<b>110</b>
Pilbara	1	2	5	4	<b>12</b>
South West	2	54	114	70	<b>240</b>
Wheatbelt	3	73	118	54	<b>248</b>
<b>Total</b>	<b>89</b>	<b>1,453</b>	<b>2,188</b>	<b>1,009</b>	<b>4,739</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	32	125	116	5	278
Flinders & Far North	10	41	50	-	101
Hills, Mallee & Southern	42	196	176	34	448
Metro East	5	236	426	78	745
Metro North	84	589	598	92	1,363
Metro South	5	358	788	262	1,413
Metro West	5	295	531	90	921
Mid North	4	45	54	7	110
Riverland	2	23	52	29	106
South East	22	73	43	4	142
Yorke, Lower North & Barossa	5	155	162	19	341
<b>Total</b>	<b>216</b>	<b>2,136</b>	<b>2,996</b>	<b>620</b>	<b>5,968</b>
<b>TAS</b>					
North Western	26	141	168	20	355
Northern	19	160	155	60	394
Southern	17	250	446	97	810
<b>Total</b>	<b>62</b>	<b>551</b>	<b>769</b>	<b>177</b>	<b>1,559</b>
<b>ACT</b>					
<b>Total</b>	<b>20</b>	<b>237</b>	<b>226</b>	<b>99</b>	<b>582</b>
<b>NT</b>					
Alice Springs	-	29	12	5	46
Barkly	-	2	-	-	2
Darwin	1	80	92	25	198
East Arnhem	-	4	4	2	10
Katherine	-	6	10	1	17
<b>Total</b>	<b>1</b>	<b>121</b>	<b>118</b>	<b>33</b>	<b>273</b>
<b>UNKNOWN ACPR</b>					
<b>Total</b>	<b>2</b>	<b>20</b>	<b>13</b>	<b>9</b>	<b>44</b>
<b>NATIONAL</b>					
<b>Total</b>	<b>3,047</b>	<b>22,227</b>	<b>20,827</b>	<b>5,561</b>	<b>51,662</b>

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 30 September 2021, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	65	684	528	117	<b>1,394</b>
Central West	23	222	177	26	<b>448</b>
Far North Coast	77	852	598	193	<b>1,720</b>
Hunter	158	969	640	178	<b>1,945</b>
Illawarra	69	690	548	125	<b>1,432</b>
Inner West	37	490	754	209	<b>1,490</b>
Mid North Coast	115	850	620	158	<b>1,743</b>
Nepean	24	437	468	111	<b>1,040</b>
New England	39	258	219	33	<b>549</b>
Northern Sydney	251	1,339	1,038	417	<b>3,045</b>
Orana Far West	61	263	142	26	<b>492</b>
Riverina/Murray	106	575	412	88	<b>1,181</b>
South East Sydney	103	1,300	1,031	275	<b>2,709</b>
South West Sydney	200	1,151	867	204	<b>2,422</b>
Southern Highlands	31	642	400	61	<b>1,134</b>
Western Sydney	160	1,032	950	256	<b>2,398</b>
<b>Total</b>	<b>1,519</b>	<b>11,754</b>	<b>9,392</b>	<b>2,477</b>	<b>25,142</b>
<b>VIC</b>					
Barwon-South Western	29	808	680	241	<b>1,758</b>
Eastern Metro	243	1,762	1,108	482	<b>3,595</b>
Gippsland	96	471	523	276	<b>1,366</b>
Grampians	14	402	357	103	<b>876</b>
Hume	60	317	131	48	<b>556</b>
Loddon-Mallee	40	489	370	171	<b>1,070</b>
Northern Metro	108	1,718	1,063	406	<b>3,295</b>
Southern Metro	58	1,642	2,033	704	<b>4,437</b>
Western Metro	14	827	688	237	<b>1,766</b>
<b>Total</b>	<b>662</b>	<b>8,436</b>	<b>6,953</b>	<b>2,668</b>	<b>18,719</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	31	432	467	98	<b>1,028</b>
Brisbane South	60	633	538	118	<b>1,349</b>
Cabool	75	629	486	112	<b>1,302</b>
Central West	3	13	11	4	<b>31</b>
Darling Downs	47	400	471	153	<b>1,071</b>
Far North	19	520	306	35	<b>880</b>
Fitzroy	35	267	327	32	<b>661</b>
Logan River Valley	18	252	306	93	<b>669</b>
Mackay	-	80	71	12	<b>163</b>
North West	-	15	18	4	<b>37</b>
Northern	16	266	308	72	<b>662</b>
South Coast	41	443	590	269	<b>1,343</b>
South West	5	32	22	5	<b>64</b>
Sunshine Coast	17	799	798	330	<b>1,944</b>
West Moreton	41	172	168	46	<b>427</b>
Wide Bay	68	460	491	74	<b>1,093</b>
<b>Total</b>	<b>476</b>	<b>5,413</b>	<b>5,378</b>	<b>1,457</b>	<b>12,724</b>
<b>WA</b>					
Goldfields	-	38	35	9	<b>82</b>
Great Southern	-	36	95	45	<b>176</b>
Kimberley	1	43	32	15	<b>91</b>
Metro East	3	272	500	305	<b>1,080</b>
Metro North	39	656	839	362	<b>1,896</b>
Metro South East	31	285	409	302	<b>1,027</b>
Metro South West	9	355	608	313	<b>1,285</b>
Mid West	-	45	53	29	<b>127</b>
Pilbara	1	3	10	6	<b>20</b>
South West	2	69	134	103	<b>308</b>
Wheatbelt	3	104	143	75	<b>325</b>
<b>Total</b>	<b>89</b>	<b>1,906</b>	<b>2,858</b>	<b>1,564</b>	<b>6,417</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	32	155	141	10	<b>338</b>
Flinders & Far North	10	69	59	3	<b>141</b>
Hills, Mallee & Southern	42	327	311	78	<b>758</b>
Metro East	5	258	490	123	<b>876</b>
Metro North	84	847	788	168	<b>1,887</b>
Metro South	5	384	893	361	<b>1,643</b>
Metro West	5	329	613	130	<b>1,077</b>
Mid North	4	77	98	9	<b>188</b>
Riverland	2	56	84	37	<b>179</b>
South East	22	116	104	9	<b>251</b>
Yorke, Lower North & Barossa	5	245	222	31	<b>503</b>
<b>Total</b>	<b>216</b>	<b>2,863</b>	<b>3,803</b>	<b>959</b>	<b>7,841</b>
<b>TAS</b>					
North Western	26	193	226	36	<b>481</b>
Northern	19	173	213	86	<b>491</b>
Southern	17	324	549	165	<b>1,055</b>
<b>Total</b>	<b>62</b>	<b>690</b>	<b>988</b>	<b>287</b>	<b>2,027</b>
<b>ACT</b>					
<b>Total</b>	<b>20</b>	<b>359</b>	<b>296</b>	<b>156</b>	<b>831</b>
<b>NT</b>					
Alice Springs	-	35	18	10	<b>63</b>
Barkly	-	2	-	1	<b>3</b>
Darwin	1	90	121	57	<b>269</b>
East Arnhem	-	9	8	6	<b>23</b>
Katherine	-	6	14	4	<b>24</b>
<b>Total</b>	<b>1</b>	<b>142</b>	<b>161</b>	<b>78</b>	<b>382</b>
<b>UNKNOWN ACPR</b>					
<b>Total</b>	<b>2</b>	<b>25</b>	<b>17</b>	<b>16</b>	<b>60</b>
<b>NATIONAL</b>					
<b>Total</b>	<b>3,047</b>	<b>31,588</b>	<b>29,846</b>	<b>9,662</b>	<b>74,143</b>

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



## Appendix F – Number of HCPs released in the September 2021 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	202	357	259	85	<b>903</b>
Central West	69	81	75	21	<b>246</b>
Far North Coast	316	404	289	104	<b>1,113</b>
Hunter	501	474	282	99	<b>1,356</b>
Illawarra	338	304	162	53	<b>857</b>
Inner West	301	294	406	141	<b>1,142</b>
Mid North Coast	345	476	474	168	<b>1,463</b>
Nepean	171	164	159	64	<b>558</b>
New England	107	123	111	34	<b>375</b>
Northern Sydney	612	731	459	170	<b>1,972</b>
Orana Far West	94	108	72	16	<b>290</b>
Riverina/Murray	322	294	202	44	<b>862</b>
South East Sydney	610	671	452	138	<b>1,871</b>
South West Sydney	510	524	442	116	<b>1,592</b>
Southern Highlands	156	311	120	24	<b>611</b>
Western Sydney	460	406	409	124	<b>1,399</b>
<b>Total</b>	<b>5,114</b>	<b>5,722</b>	<b>4,373</b>	<b>1,401</b>	<b>16,610</b>
<b>VIC</b>					
Barwon-South Western	163	334	278	163	<b>938</b>
Eastern Metro	702	1,072	528	282	<b>2,584</b>
Gippsland	196	377	327	167	<b>1,067</b>
Grampians	49	186	150	71	<b>456</b>
Hume	96	144	65	21	<b>326</b>
Loddon-Mallee	133	199	132	77	<b>541</b>
Northern Metro	295	618	396	355	<b>1,664</b>
Southern Metro	323	842	827	385	<b>2,377</b>
Western Metro	152	544	442	254	<b>1,392</b>
<b>Total</b>	<b>2,109</b>	<b>4,316</b>	<b>3,145</b>	<b>1,775</b>	<b>11,345</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	106	245	285	130	<b>766</b>
Brisbane South	173	283	255	107	<b>818</b>
Cabool	206	279	331	136	<b>952</b>
Central West	2	5	4	2	<b>13</b>
Darling Downs	224	219	193	102	<b>738</b>
Far North	80	214	174	32	<b>500</b>
Fitzroy	152	135	167	35	<b>489</b>
Logan River Valley	94	130	160	77	<b>461</b>
Mackay	16	34	27	5	<b>82</b>
North West	5	15	10	2	<b>32</b>
Northern	34	148	174	112	<b>468</b>
South Coast	228	244	211	106	<b>789</b>
South West	12	10	16	6	<b>44</b>
Sunshine Coast	209	409	378	244	<b>1,240</b>
West Moreton	99	87	59	30	<b>275</b>
Wide Bay	159	165	183	73	<b>580</b>
<b>Total</b>	<b>1,799</b>	<b>2,622</b>	<b>2,627</b>	<b>1,199</b>	<b>8,247</b>
<b>WA</b>					
Goldfields	16	21	18	11	<b>66</b>
Great Southern	17	20	35	31	<b>103</b>
Kimberley	17	28	15	5	<b>65</b>
Metro East	59	149	226	131	<b>565</b>
Metro North	222	386	409	167	<b>1,184</b>
Metro South East	51	168	215	182	<b>616</b>
Metro South West	53	273	388	285	<b>999</b>
Mid West	-	15	25	6	<b>46</b>
Pilbara	2	3	5	3	<b>13</b>
South West	12	44	56	87	<b>199</b>
Wheatbelt	32	52	103	72	<b>259</b>
<b>Total</b>	<b>481</b>	<b>1,159</b>	<b>1,495</b>	<b>980</b>	<b>4,115</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	58	72	58	6	194
Flinders & Far North	29	20	28	2	79
Hills, Mallee & Southern	152	190	145	31	518
Metro East	20	192	293	88	593
Metro North	249	335	323	88	995
Metro South	36	160	354	217	767
Metro West	31	175	418	124	748
Mid North	45	46	19	2	112
Riverland	41	48	35	8	132
South East	56	60	40	4	160
Yorke, Lower North & Barossa	100	135	96	19	350
<b>Total</b>	<b>817</b>	<b>1,433</b>	<b>1,809</b>	<b>589</b>	<b>4,648</b>
<b>TAS</b>					
North Western	57	110	87	29	283
Northern	27	96	84	43	250
Southern	65	112	206	63	446
<b>Total</b>	<b>149</b>	<b>318</b>	<b>377</b>	<b>135</b>	<b>979</b>
<b>ACT</b>					
<b>Total</b>	<b>103</b>	<b>197</b>	<b>172</b>	<b>124</b>	<b>596</b>
<b>NT</b>					
Alice Springs	4	19	10	5	38
Barkly	-	1	-	-	1
Darwin	10	48	61	33	152
East Arnhem	5	3	5	2	15
Katherine	-	6	1	3	10
<b>Total</b>	<b>19</b>	<b>77</b>	<b>77</b>	<b>43</b>	<b>216</b>
<b>UNKNOWN ACPR</b>					
<b>Total</b>	<b>4</b>	<b>16</b>	<b>15</b>	<b>9</b>	<b>44</b>
<b>NATIONAL</b>					
<b>Total</b>	<b>10,595</b>	<b>15,860</b>	<b>14,090</b>	<b>6,255</b>	<b>46,800</b>

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