



Australian Government

Department of Health

HOME CARE PACKAGES PROGRAM

Data Report 4th Quarter 2020-21

1 April – 30 June 2021

October 2021

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Executive Summary

- At 30 June 2021, 195,699 people had access to a Home Care Package (HCP). This is a 6.7 per cent (12,323) increase since 31 March 2021 (183,376), and a 25.8 per cent increase (40,074) since 30 June 2020 (155,625).
- Of the 195,699 people, 176,105 were in a HCP with the remaining 19,594 people assigned a HCP and considering whether to take up their offer.
- The 176,105 people in a HCP at 30 June 2021 represented a 5.4 per cent (8,981) increase from 31 March 2021 (167,124) and a 23.6 per cent (33,669) increase since 30 June 2020 (142,436).
- In the June 2021 quarter, 17,807 people entered a HCP for the first time.
- At 30 June 2021, there were 53,203 people who were seeking a HCP at their approved level, who had not yet been offered a HCP. Of these people, 98.2 per cent (52,255) 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 21.9 per cent (1,610) from 30 June 2020 (7,335) to 30 June 2021 (5,725).
- At 30 June 2021, there were 26,394 people who were seeking a HCP at their approved level, who had already been offered a lower level HCP. Of these people, 67.9 per cent (17,927) chose to take an offered HCP, 18.5 per cent (4,880) were deciding on whether to take up their offer and 13.6 per cent (3,587) had not taken up their previous offer(s) of a lower level HCP.
- Of the 79,597 people waiting for a HCP at their approved level at 30 June 2021, 98.8 per cent (78,649) had been provided the opportunity to connect to some form of Commonwealth subsidised home care support.
- There were 30,021 approvals for a HCP in the June 2021 quarter.
- There were 46,800 HCPs released in the June 2021 quarter, at an average of 3,600 per week.
- There were 939 approved HCP providers with a home care service at 30 June 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 April 2021 and 30 June 2021 (referred to as the June 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 April 2021 and 30 June 2021 with the exception of information on:

- The subsidy amounts across each of the four HCP levels in Table 4 (shows amounts for 2021-22 to align with current rates), and
- Estimated wait times in Table 15 (shows data as of 30 September 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>.

INCREASED INVESTMENT

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
Total	40,000	40,000	80,000

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
Total		163,105	11,943.6

Table 3 provides a breakdown of the current estimated 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
Total	235,597	275,597	275,597	275,597

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 30,021 HCP approvals in the June 2021 quarter (Table 5). This was 10.7 per cent (2,890) higher than the approvals in the March 2021 quarter (27,131).

Table 5: Number of HCP approvals in the June 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	12	847	180	3,627	500	2,978	502	830	9,476	31.6%
VIC	2	398	64	2,748	323	2,132	823	901	7,391	24.6%
QLD	1	290	96	1,889	575	1,879	706	500	5,936	19.8%
WA	-	53	15	626	142	964	457	595	2,852	9.5%
SA	-	119	1	976	120	1,246	240	349	3,051	10.2%
TAS	-	30	-	249	6	332	34	113	764	2.5%
ACT	-	11	5	119	28	80	74	50	367	1.2%
NT	-	1	4	45	14	52	18	25	159	0.5%
Unknown	-	1	-	10	1	6	5	2	25	0.1%
Sub-total	15	1,750	365	10,289	1,709	9,669	2,859	3,365	30,021	100.0%
Total	1,765		10,654		11,378		6,224		30,021	100.0%
% by level	5.9%		35.5%		37.9%		20.7%		100.0%	

Key point

- There were 30,021 approvals for a HCP in the June 2021 quarter.

2. HOME CARE SERVICE DELIVERY

NUMBER OF PEOPLE IN A HCP

- There were 176,105 people in a HCP at 30 June 2021 (Table 6). This was an increase of 5.4 per cent (8,891) since 31 March 2021 (167,124) and a 23.6 per cent (33,669) increase since 30 June 2020 (142,436) (Chart 1).
- Of the 176,105 people, 87,680 were in a high level (level 3 or 4) HCP. This figure was 30.5 per cent (20,504) higher than 30 June 2020 (67,176).
- In addition to the 176,105 people, a further 19,594 people were assigned a HCP and were considering whether to take up their offer.

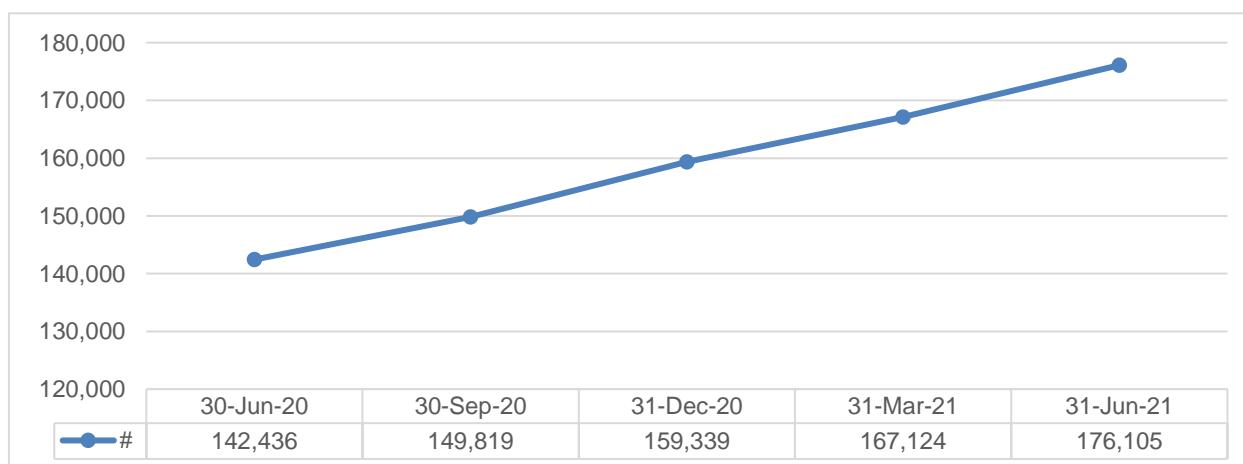
Table 6: Number of people in a HCP by level and state and territory, at 30 June 2021

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	8,750	25,914	15,883	11,565	62,112	35.3%
VIC	3,993	21,552	11,108	10,982	47,635	27.0%
QLD	2,811	12,131	8,774	8,179	31,895	18.1%
WA	494	3,673	3,720	5,844	13,731	7.8%
SA	1,003	4,965	4,290	3,506	13,764	7.8%
TAS	264	1,697	1,196	925	4,082	2.3%
ACT	73	759	442	781	2,055	1.2%
NT	14	292	184	275	765	0.4%
Unknown	3	37	6	20	66	0.0%
Total	17,405	71,020	45,603	42,077	176,105	100.0%
Share	9.9%	40.3%	25.9%	23.9%	100.0%	

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

- Data on the number of people in a HCP at 30 June 2021 by Aged Care Planning Region (ACPR) can be found at Appendix A.

Chart 1: Number of people in a HCP since 30 June 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-Jun-20	30-Sep-20	31-Dec-20	31-Mar-21	30-Jun-21
1	64.6%	64.7%	64.9%	65.1%	65.4%
2	9.5%	9.4%	9.3%	9.2%	9.1%
3	10.2%	10.2%	10.1%	10.1%	10.0%
4	5.7%	5.7%	5.7%	5.6%	5.6%
5	8.5%	8.6%	8.6%	8.6%	8.6%
6	0.9%	0.9%	0.9%	0.9%	0.8%
7	0.5%	0.5%	0.5%	0.5%	0.4%
Unknown	0.0%	0.0%	0.0%	0.0%	0.0%

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

NUMBER OF NEW ENTRIES TO A HCP

- There were 17,807 new entries to a HCP in the June 2021 quarter (Table 8).

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

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	3,270	1,405	986	324	5,985	33.6%
VIC	1,472	1,505	1,238	571	4,786	26.9%
QLD	1,051	934	686	280	2,951	16.6%
WA	239	517	541	380	1,677	9.4%
SA	442	507	623	192	1,764	9.9%
TAS	70	113	140	44	367	2.1%
ACT	21	85	47	46	199	1.1%
NT	9	27	32	10	78	0.4%
Unknown	-	-	-	-	0	0.0%
Total	6,574	5,093	4,293	1,847	17,807	100.0%
Share	36.9%	28.6%	24.1%	10.4%	100.0%	

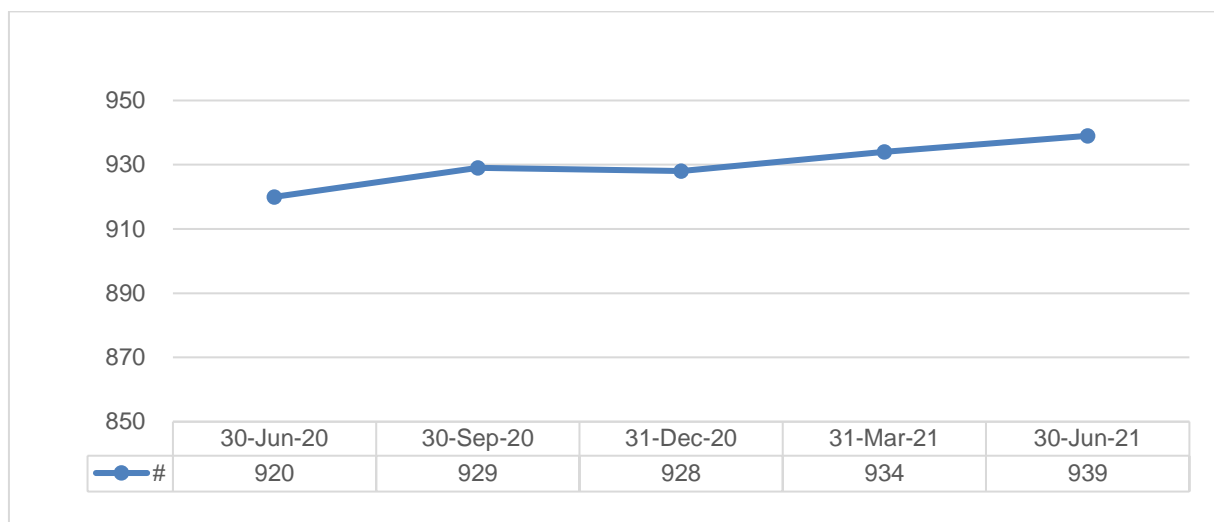
Note: Location is based on the address of the person entering a HCP, not the address of their provider.

- Further information on the number of new entries in the June 2021 quarter by ACPR can be found in Appendix B.

NUMBER OF APPROVED HCP PROVIDERS

- There were 939 approved HCP providers at 30 June 2021 (Chart 2). This was an increase of 0.5 per cent (five providers) from 31 March 2021 (934) and an increase of 2.1 per cent (19 providers) since 30 June 2020 (920).

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



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

- 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 June 2021.

Key points

- There were 176,105 people in a HCP at 30 June 2021 (Table 6). This was an increase of 23.6 per cent (33,669) increase since 30 June 2020 (142,436).
- There were 17,807 new entries to a HCP in the June 2021 quarter.
- There were 939 approved HCP providers at 30 June 2021. This was an increase an increase of 2.1 per cent (19 providers) since 30 June 2020 (920).

3. NATIONAL PRIORITY SYSTEM

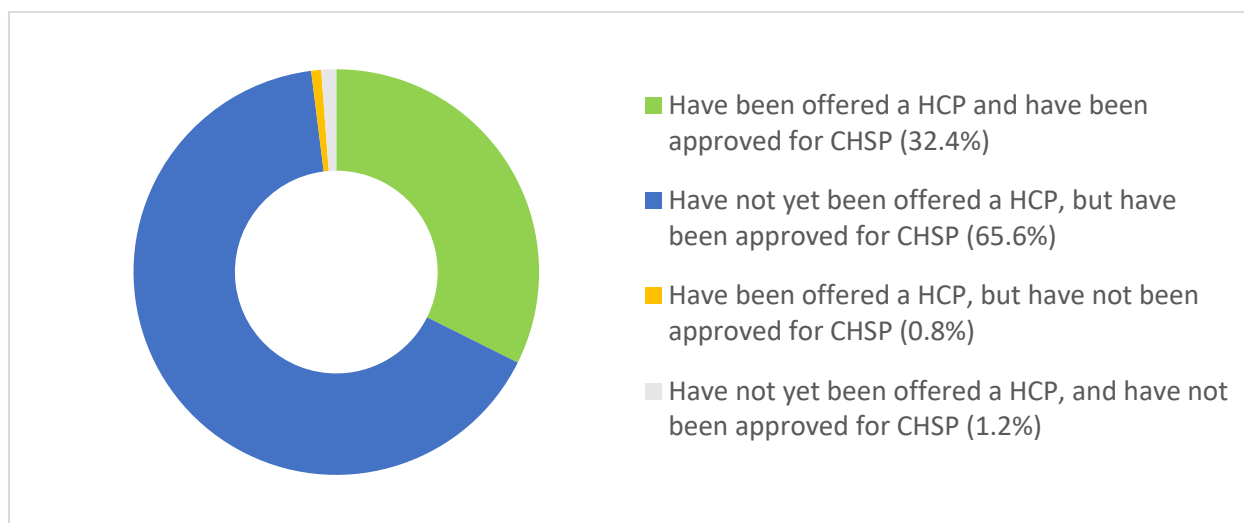
NATIONAL PRIORITY SYSTEM

- 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 79,597 people in the NPS who were waiting on a HCP at their approved level at 30 June 2021, 98.8 per cent (78,649) 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 (78,649) of people in the NPS at 30 June 2021 had been offered an interim level HCP and/or approved for CHSP services.

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



PEOPLE WHO HAVE NOT YET BEEN OFFERED A HCP

- At 30 June 2021, there were 53,203 people who were seeking a HCP at their approved level, who had not yet been offered a HCP (Table 9). Of these people, 98.2 per cent (52,255) 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 21.9 per cent (1,610) from 30 June 2020 (7,335) to 30 June 2021 (5,725).

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 June 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	3,121	3,003	96.2%
Level 2	22,367	21,982	98.3%
Level 3	21,990	21,710	98.7%
Level 4	5,725	5,560	97.1%
Total	53,203	52,255	98.2%

PEOPLE WHO HAVE RECEIVED AN OFFER OF AN INTERIM HCP

- At 30 June 2021, there were 26,394 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 (17,927)
 - those who had not yet accepted their offer but whose offer was still open (i.e. within 56/84 days of offer) (4,880), and
 - those who did not take up their previous offer(s) (3,587).

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 June 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	6,548	3,318	2,136
Level 3	7,965	1,317	1,253
Level 4	3,414	245	198
Total	17,927	4,880	3,587

The 17,927 people form part of the 176,105 people in a HCP in Table 6.

- Of the 3,587 people who had not taken up their previous offer(s) of a HCP, 97.7 per cent (3,506) 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 June 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	2,136	2,083	97.5%
Level 3	1,253	1,228	98.0%
Level 4	198	195	98.5%
Total	3,587	3,506	97.7%

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 June 2021, 60.5 per cent (48,141) 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 June 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	912	3,121	29.2%
Level 2	16,638	34,369	48.4%
Level 3	22,695	32,525	69.8%
Level 4	7,896	9,582	82.4%
Total	48,141	79,597	60.5%

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 June 2021.

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

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	1,544	7,169	5,193	1,056	14,962	28.1%
VIC	739	6,518	5,902	1,850	15,009	28.2%
QLD	481	3,784	3,765	749	8,779	16.5%
WA	82	1,678	2,575	1,069	5,404	10.2%
SA	212	2,236	3,297	641	6,386	12.0%
TAS	45	560	823	190	1,618	3.0%
ACT	16	268	275	121	680	1.3%
NT	1	135	143	42	321	0.6%
Unknown	1	19	17	7	44	0.1%
Total	3,121	22,367	21,990	5,725	53,203	100.0%
Share	5.9%	42.0%	41.3%	10.8%	100.0%	

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

- The number of people waiting on a HCP at 30 June 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 June 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 June 2021

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	1,544	12,545	9,954	2,320	26,363	33.1%
VIC	739	9,493	7,562	2,692	20,486	25.7%
QLD	481	5,637	5,642	1,373	13,133	16.5%
WA	82	2,254	3,391	1,646	7,373	9.3%
SA	212	3,129	4,331	970	8,642	10.9%
TAS	45	737	1,074	314	2,170	2.7%
ACT	16	388	360	178	942	1.2%
NT	1	154	186	76	417	0.5%
Unknown	1	32	25	13	71	0.1%
Total	3,121	34,369	32,525	9,582	79,597	100.0%
Share	3.9%	43.2%	40.9%	12.0%	100.0%	

- The number of people waiting on a HCP at their approved level at 30 June 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 their date of approval and priority for care. Estimated wait times at 30 September 2021, for a person with a medium priority approval joining the NPS for a HCP by level, are provided in Table 15.
- 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 strong majority of people have access to Commonwealth subsidised care in their home.

Table 15: Estimated wait time for people entering the NPS on 30 September 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	9-12 months
Level 3	Level 1	3-6 months	9-12 months
Level 4	Level 4	9-12 months	9-12 months

NUMBER OF HCPS RELEASED

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

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

State	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	5,255	5,532	3,881	1,642	16,310	34.9%
VIC	2,504	4,013	2,888	2,010	11,415	24.4%
QLD	1,721	2,709	2,407	1,492	8,329	17.8%
WA	560	1,111	1,248	1,365	4,284	9.2%
SA	1,010	1,409	1,508	727	4,654	9.9%
TAS	158	369	262	144	933	2.0%
ACT	95	239	137	179	650	1.4%
NT	13	58	61	50	182	0.4%
Unknown	9	10	8	16	43	0.1%
Total	11,325	15,450	12,400	7,625	46,800	100.0%
Share by Level	24.2%	33.0%	26.5%	16.3%	100.0%	

- Of the HCPs released in the June 2021 quarter:
 - 28.4 per cent (13,310) were offered as upgrades to people already in an interim HCP.
 - 71.6 per cent (33,490) 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 June 2021 quarter, by level and type of release

Release type	Level 1	Level 2	Level 3	Level 4	Total
New packages	11,325	9,820	7,978	4,367	33,490
Upgrades	-	5,630	4,422	3,258	13,310
Total	11,325	15,450	12,400	7,625	46,800
% released that were new	100.0%	63.6%	64.3%	57.3%	71.6%

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

Key points

- At 30 June 2021, there were 53,203 people who were seeking a HCP at their approved level, who had not been offered a HCP. Of these people, 98.2 per cent (52,255) had been provided with an approval to access CHSP.
- At 30 June 2021, there were 26,394 people who had been offered an interim HCP while they wait for a HCP at their approved level.
- 46,800 HCPs were released during the June 2021 quarter, with 71.6 per cent (33,490) being offered to people who were not in an interim HCP.

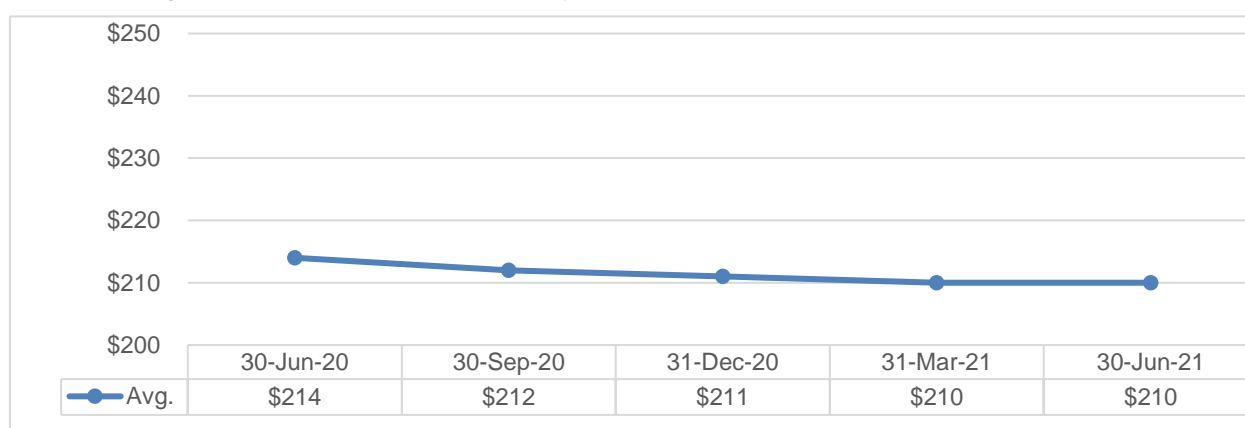
4. MAXIMUM EXIT AMOUNTS

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 June 2021 was \$210 (inclusive of amounts of \$0 and where no amount was provided) (Chart 3). This amount has remained unchanged since 31 March 2021 and decreased by 1.9 per cent (\$4) since 30 June 2020 (\$214).

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



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

- 45.6 per cent of approved HCP providers had indicated that they would not deduct an exit amount at 30 June 2021, up from 43.8 per cent at 31 March 2021.
- Eight providers published a maximum exit amount of \$1,000 or more at 30 June 2021 (Table 18).

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

	30-Jun-20	30-Sep-20	31-Dec-20	31-Mar-21	30-Jun-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 June 2021, the average published maximum exit amount was \$210.
- At 30 June 2021, 45.6 per cent of all approved HCP providers indicated that they would not deduct an exit amount.

Glossary

Term	Definition
Aged Care Assessment Teams (ACAT)	ACATs are independent, state and territory managed teams of medical and allied health professionals who assess the physical, psychological, medical, restorative, cultural and social needs of older people and help them and their carers to access appropriate levels of support.
Aged Care Planning Region (ACPR)	The areas marked out in the ACPR maps, which can be found at https://www.health.gov.au/resources/collections/2018-aged-care-planning-region-maps .
Approved provider	An organisation that has been approved to provide home care under the <i>Aged Care Act 1997</i> .
Commonwealth Home Support 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.
Home Care Packages Program	A program that supports senior Australians with complex needs to remain living at home through a coordinated package of care and services to meet the individual needs of people.
Interim HCP	A HCP at a lower level than a person's approved level, through which they are able to access some home care services while waiting for a higher-level HCP.
My Aged Care	The main entry point to the aged care system in Australia.
National Priority System	The nationally consistent process for allocating HCPs based on peoples' needs and circumstances.
The department	The Department of Health.

Appendices

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

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	358	1,473	1,048	488	3,367
Central West	90	511	309	222	1,132
Far North Coast	637	2,067	1,018	665	4,387
Hunter	944	2,726	1,545	1,494	6,709
Illawarra	587	1,691	928	607	3,813
Inner West	517	1,690	1,157	865	4,229
Mid North Coast	787	2,283	1,691	1,241	6,002
Nepean	152	757	407	260	1,576
New England	146	573	336	239	1,294
Northern Sydney	940	2,448	1,346	1,188	5,922
Orana Far West	257	659	315	176	1,407
Riverina/Murray	526	1,629	943	593	3,691
South East Sydney	799	2,315	1,641	1,109	5,864
South West Sydney	1,106	2,347	1,292	857	5,602
Southern Highlands	231	1,024	495	424	2,174
Western Sydney	673	1,721	1,412	1,137	4,943
Total	8,750	25,914	15,883	11,565	62,112
VIC					
Barwon-South Western	239	1,557	833	821	3,450
Eastern Metro	1,510	4,941	2,027	1,897	10,375
Gippsland	514	1,803	962	784	4,063
Grampians	106	1,039	370	339	1,854
Hume	171	1,104	494	391	2,160
Loddon-Mallee	159	1,142	579	636	2,516
Northern Metro	511	3,041	1,841	1,767	7,160
Southern Metro	539	4,486	2,452	2,663	10,140
Western Metro	244	2,439	1,550	1,684	5,917
Total	3,993	21,552	11,108	10,982	47,635

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	139	909	826	801	2,675
Brisbane South	305	1,326	1,164	1,121	3,916
Cabool	317	1,078	928	770	3,093
Central West	7	16	4	9	36
Darling Downs	380	1,055	581	701	2,717
Far North	94	699	396	291	1,480
Fitzroy	116	748	1,003	385	2,252
Logan River Valley	179	780	617	601	2,177
Mackay	42	249	68	62	421
North West	7	50	36	27	120
Northern	97	527	506	723	1,853
South Coast	346	1,239	770	857	3,212
South West	13	63	22	34	132
Sunshine Coast	293	1,903	1,095	1,178	4,469
West Moreton	158	394	177	195	924
Wide Bay	318	1,095	581	424	2,418
Total	2,811	12,131	8,774	8,179	31,895
WA					
Goldfields	10	32	32	33	107
Great Southern	8	73	133	243	457
Kimberley	2	82	33	29	146
Metro East	40	493	499	677	1,709
Metro North	208	1,205	955	1,214	3,582
Metro South East	93	618	518	1,021	2,250
Metro South West	99	781	954	1,656	3,490
Mid West	1	54	57	105	217
Pilbara	-	15	17	20	52
South West	16	187	265	481	949
Wheatbelt	17	133	257	365	772
Total	494	3,673	3,720	5,844	13,731

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	51	307	147	93	598
Flinders & Far North	13	69	56	25	163
Hills, Mallee & Southern	252	871	444	319	1,886
Metro East	65	458	646	612	1,781
Metro North	343	965	854	661	2,823
Metro South	35	863	850	747	2,495
Metro West	64	541	789	700	2,094
Mid North	39	120	61	40	260
Riverland	13	203	118	76	410
South East	65	247	105	63	480
Yorke, Lower North & Barossa	63	321	220	170	774
Total	1,003	4,965	4,290	3,506	13,764
TAS					
North Western	105	388	239	239	971
Northern	63	495	293	269	1,120
Southern	96	814	664	417	1,991
Total	264	1,697	1,196	925	4,082
ACT					
Total	73	759	442	781	2,055
NT					
Alice Springs	2	75	21	47	145
Barkly	-	5	1	2	8
Darwin	4	123	141	195	463
East Arnhem	6	56	7	20	89
Katherine	2	33	14	11	60
Total	14	292	184	275	765
UNKNOWN ACPR					
Total	3	37	6	20	66
NATIONAL					
Total	17,405	71,020	45,603	42,077	176,105

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 June 2021 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	129	110	76	11	326
Central West	24	25	20	5	74
Far North Coast	219	111	49	15	394
Hunter	282	125	89	26	522
Illawarra	192	85	40	10	327
Inner West	226	75	57	30	388
Mid North Coast	294	185	124	42	645
Nepean	74	47	45	14	180
New England	79	35	30	6	150
Northern Sydney	307	149	103	47	606
Orana Far West	63	33	13	4	113
Riverina/Murray	195	67	38	17	317
South East Sydney	378	108	122	37	645
South West Sydney	387	108	43	23	561
Southern Highlands	91	65	50	12	218
Western Sydney	330	77	87	25	519
Total	3,270	1,405	986	324	5,985
VIC					
Barwon-South Western	102	129	92	39	362
Eastern Metro	463	285	193	102	1,043
Gippsland	222	67	132	52	473
Grampians	41	75	56	15	187
Hume	44	67	27	5	143
Loddon-Mallee	62	63	66	35	226
Northern Metro	194	220	183	83	680
Southern Metro	230	385	348	147	1,110
Western Metro	114	214	141	93	562
Total	1,472	1,505	1,238	571	4,786

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	75	94	97	31	297
Brisbane South	102	153	96	27	378
Cabool	142	100	93	24	359
Central West	2	3	-	-	5
Darling Downs	123	53	39	18	233
Far North	41	63	39	11	154
Fitzroy	71	37	56	9	173
Logan River Valley	63	56	35	12	166
Mackay	9	4	10	3	26
North West	2	1	-	1	4
Northern	31	57	43	47	178
South Coast	120	81	38	27	266
South West	3	4	1	2	10
Sunshine Coast	126	168	87	53	434
West Moreton	55	17	10	3	85
Wide Bay	86	42	42	12	182
Total	1,051	934	686	280	2,951
WA					
Goldfields	2	5	3	1	11
Great Southern	4	10	20	15	49
Kimberley	-	7	1	1	9
Metro East	22	50	69	38	179
Metro North	83	151	129	55	418
Metro South East	45	78	77	83	283
Metro South West	61	149	153	129	492
Mid West	-	6	11	4	21
Pilbara	1	1	4	1	7
South West	11	32	38	25	106
Wheatbelt	10	28	36	28	102
Total	239	517	541	380	1,677

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	18	23	18	4	63
Flinders & Far North	7	3	6	2	18
Hills, Mallee & Southern	118	39	40	12	209
Metro East	36	79	109	36	260
Metro North	139	79	117	28	363
Metro South	6	114	151	49	320
Metro West	25	90	126	47	288
Mid North	25	4	3	2	34
Riverland	7	22	9	2	40
South East	23	13	10	1	47
Yorke, Lower North & Barossa	38	41	34	9	122
Total	442	507	623	192	1,764
TAS					
North Western	31	20	22	16	89
Northern	13	42	43	9	107
Southern	26	51	75	19	171
Total	70	113	140	44	367
ACT					
Total	21	85	47	46	199
NT					
Alice Springs	1	1	3	2	7
Barkly	-	-	-	-	-
Darwin	4	24	26	6	60
East Arnhem	2	2	1	2	7
Katherine	2	-	2	-	4
Total	9	27	32	10	78
UNKNOWN					
Total	-	-	-	-	-
NATIONAL					
Total	6,574	5,093	4,293	1,847	17,807

Note: Location is based on the address of the person who entered into a HCP during the June 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-Jun-20	31-Mar-21	30-Jun-21
NSW			
Central Coast	25	26	26
Central West	21	20	20
Far North Coast	35	39	39
Hunter	60	62	62
Illawarra	39	39	38
Inner West	40	42	42
Mid North Coast	49	51	52
Nepean	14	14	14
New England	23	23	23
Northern Sydney	44	46	47
Orana Far West	22	21	21
Riverina/Murray	36	37	37
South East Sydney	57	59	59
South West Sydney	54	58	58
Southern Highlands	28	28	27
Western Sydney	53	54	54
VIC			
Barwon-South Western	30	33	36
Eastern Metro	61	61	62
Gippsland	23	23	23
Grampians	21	24	26
Hume	30	30	30
Loddon-Mallee	17	19	19
Northern Metro	39	47	47
Southern Metro	67	68	69
Western Metro	57	58	60

State/territory	30-Jun-20	31-Mar-21	30-Jun-21
QLD			
Brisbane North	46	49	49
Brisbane South	56	58	59
Cabool	22	27	27
Central West	9	9	10
Darling Downs	32	33	33
Far North	23	23	23
Fitzroy	25	25	25
Logan River Valley	28	30	30
Mackay	17	17	17
North West	7	7	7
Northern	24	25	25
South Coast	35	36	36
South West	3	3	4
Sunshine Coast	42	43	44
West Moreton	24	23	24
Wide Bay	22	23	24
WA			
Goldfields	9	9	9
Great Southern	6	6	6
Kimberley	8	8	8
Metro East	32	31	32
Metro North	34	36	36
Metro South East	24	25	26
Metro South West	20	22	22
Mid West	6	6	6
Pilbara	8	8	8
South West	14	14	14
Wheatbelt	8	9	9

State/territory	30-Jun-20	31-Mar-21	30-Jun-21
SA			
Eyre Peninsula	5	6	6
Flinders & Far North	10	10	10
Hills, Mallee & Southern	12	12	12
Metro East	43	44	44
Metro North	16	17	17
Metro South	14	13	13
Metro West	22	23	23
Mid North	3	3	3
Riverland	3	3	3
South East	5	5	5
Yorke, Lower North & Barossa	9	9	9
TAS			
North Western	13	13	13
Northern	14	15	15
Southern	34	34	34
ACT			
ACT	37	39	40
NT			
Alice Springs	15	15	15
Barkly	13	13	13
Darwin	15	16	16
East Arnhem	7	7	7
Katherine	12	12	12

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

Appendix D – Number of people waiting on a HCP at their approved level at 30 June 2021, who had yet to be offered a lower level HCP, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	81	496	345	24	946
Central West	29	131	102	10	272
Far North Coast	69	509	252	53	883
Hunter	202	609	387	44	1,242
Illawarra	88	436	289	37	850
Inner West	35	259	351	163	808
Mid North Coast	112	545	383	55	1,095
Nepean	31	276	307	53	667
New England	37	162	155	23	377
Northern Sydney	206	830	573	188	1,797
Orana Far West	59	177	76	10	322
Riverina/Murray	120	351	207	34	712
South East Sydney	131	805	590	136	1,662
South West Sydney	161	602	456	104	1,323
Southern Highlands	31	440	189	7	667
Western Sydney	152	541	531	115	1,339
Total	1,544	7,169	5,193	1,056	14,962
VIC					
Barwon-South Western	31	642	569	156	1,398
Eastern Metro	305	1,255	878	324	2,762
Gippsland	90	271	531	233	1,125
Grampians	14	362	303	94	773
Hume	57	235	94	22	408
Loddon-Mallee	58	406	325	130	919
Northern Metro	110	1,274	782	238	2,404
Southern Metro	57	1,331	1,794	479	3,661
Western Metro	17	742	626	174	1,559
Total	739	6,518	5,902	1,850	15,009

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	22	319	418	58	817
Brisbane South	46	420	358	41	865
Cabool	65	379	352	61	857
Central West	-	9	10	3	22
Darling Downs	51	239	260	98	648
Far North	22	397	251	11	681
Fitzroy	41	148	210	12	411
Logan River Valley	11	172	179	44	406
Mackay	6	51	32	9	98
North West	-	14	18	1	33
Northern	20	238	257	60	575
South Coast	52	301	355	139	847
South West	3	22	25	4	54
Sunshine Coast	45	690	623	138	1,496
West Moreton	33	97	76	33	239
Wide Bay	64	288	341	37	730
Total	481	3,784	3,765	749	8,779
WA					
Goldfields	-	27	24	13	64
Great Southern	-	34	87	34	155
Kimberley	1	32	26	4	63
Metro East	5	253	451	200	909
Metro North	36	526	637	237	1,436
Metro South East	29	257	365	203	854
Metro South West	6	361	654	223	1,244
Mid West	-	39	52	20	111
Pilbara	-	2	8	1	11
South West	2	70	119	82	273
Wheatbelt	3	77	152	52	284
Total	82	1,678	2,575	1,069	5,404

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	42	135	142	9	328
Flinders & Far North	15	55	60	4	134
Hills, Mallee & Southern	29	199	168	28	424
Metro East	6	285	523	98	912
Metro North	74	576	574	101	1,325
Metro South	2	300	777	227	1,306
Metro West	4	326	744	132	1,206
Mid North	2	47	49	5	103
Riverland	4	45	54	15	118
South East	29	78	49	2	158
Yorke, Lower North & Barossa	5	190	157	20	372
Total	212	2,236	3,297	641	6,386
TAS					
North Western	19	140	166	30	355
Northern	15	180	181	53	429
Southern	11	240	476	107	834
Total	45	560	823	190	1,618
ACT					
Total	16	268	275	121	680
NT					
Alice Springs	-	34	18	7	59
Barkly	-	-	-	-	-
Darwin	1	85	112	31	229
East Arnhem	-	5	4	1	10
Katherine	-	11	9	3	23
Total	1	135	143	42	321
UNKNOWN ACPR					
Total	1	19	17	7	44
NATIONAL					
Total	3,121	22,367	21,990	5,725	53,203

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 June 2021, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	81	736	561	101	1,479
Central West	29	201	152	22	404
Far North Coast	69	872	614	167	1,722
Hunter	202	1,073	665	147	2,087
Illawarra	88	762	490	89	1,429
Inner West	35	536	874	246	1,691
Mid North Coast	112	935	708	146	1,901
Nepean	31	411	459	94	995
New England	37	278	255	42	612
Northern Sydney	206	1,525	1,110	390	3,231
Orana Far West	59	277	147	25	508
Riverina/Murray	120	648	468	86	1,322
South East Sydney	131	1,455	1,136	288	3,010
South West Sydney	161	1,198	997	211	2,567
Southern Highlands	31	663	381	46	1,121
Western Sydney	152	975	937	220	2,284
Total	1,544	12,545	9,954	2,320	26,363
VIC					
Barwon-South Western	31	870	715	227	1,843
Eastern Metro	305	2,083	1,254	499	4,141
Gippsland	90	683	696	328	1,797
Grampians	14	435	376	114	939
Hume	57	328	144	36	565
Loddon-Mallee	58	543	394	176	1,171
Northern Metro	110	1,672	1,006	403	3,191
Southern Metro	57	1,868	2,182	659	4,766
Western Metro	17	1,011	795	250	2,073
Total	739	9,493	7,562	2,692	20,486

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	22	460	536	114	1,132
Brisbane South	46	631	531	95	1,303
Cabool	65	603	543	110	1,321
Central West	-	10	12	4	26
Darling Downs	51	441	476	177	1,145
Far North	22	519	325	28	894
Fitzroy	41	276	346	19	682
Logan River Valley	11	261	309	92	673
Mackay	6	80	58	11	155
North West	-	23	25	3	51
Northern	20	293	318	83	714
South Coast	52	483	601	239	1,375
South West	3	28	33	7	71
Sunshine Coast	45	927	919	270	2,161
West Moreton	33	174	158	50	415
Wide Bay	64	428	452	71	1,015
Total	481	5,637	5,642	1,373	13,133
WA					
Goldfields	-	48	37	17	102
Great Southern	-	44	104	46	194
Kimberley	1	51	38	11	101
Metro East	5	310	587	313	1,215
Metro North	36	759	982	420	2,197
Metro South East	29	341	455	312	1,137
Metro South West	6	464	789	313	1,572
Mid West	-	41	61	25	127
Pilbara	-	4	9	1	14
South West	2	87	146	116	351
Wheatbelt	3	105	183	72	363
Total	82	2,254	3,391	1,646	7,373

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	42	169	168	13	392
Flinders & Far North	15	70	76	6	167
Hills, Mallee & Southern	29	376	344	57	806
Metro East	6	346	619	151	1,122
Metro North	74	880	843	165	1,962
Metro South	2	324	912	335	1,573
Metro West	4	378	837	174	1,393
Mid North	2	95	89	8	194
Riverland	4	75	83	22	184
South East	29	129	117	7	282
Yorke, Lower North & Barossa	5	287	243	32	567
Total	212	3,129	4,331	970	8,642
TAS					
North Western	19	226	251	45	541
Northern	15	204	237	92	548
Southern	11	307	586	177	1,081
Total	45	737	1,074	314	2,170
ACT					
Total	16	388	360	178	942
NT					
Alice Springs	-	37	25	8	70
Barkly	-	-	-	-	-
Darwin	1	95	141	58	295
East Arnhem	-	9	9	5	23
Katherine	-	13	11	5	29
Total	1	154	186	76	417
UNKNOWN ACPR					
Total	1	32	25	13	71
NATIONAL					
Total	3,121	34,369	32,525	9,582	79,597

Note: Location is based on the address of the person waiting for a HCP at their approved level.

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

State/territory	Level 1	Level 2	Level 3	Level 4	Total
NSW					
Central Coast	179	291	231	71	772
Central West	51	76	67	15	209
Far North Coast	308	433	213	102	1,056
Hunter	464	421	275	131	1,291
Illawarra	306	375	174	74	929
Inner West	405	369	310	140	1,224
Mid North Coast	403	488	424	226	1,541
Nepean	132	170	149	75	526
New England	139	124	115	37	415
Northern Sydney	636	614	454	205	1,909
Orana Far West	79	109	56	22	266
Riverina/Murray	314	304	176	77	871
South East Sydney	657	570	428	172	1,827
South West Sydney	586	566	369	141	1,662
Southern Highlands	160	250	111	28	549
Western Sydney	436	372	329	126	1,263
Total	5,255	5,532	3,881	1,642	16,310
VIC					
Barwon-South Western	159	282	191	158	790
Eastern Metro	845	1,030	466	346	2,687
Gippsland	315	242	229	159	945
Grampians	61	176	117	57	411
Hume	61	171	69	26	327
Loddon-Mallee	134	154	112	108	508
Northern Metro	318	605	439	352	1,714
Southern Metro	440	907	845	512	2,704
Western Metro	171	446	420	292	1,329
Total	2,504	4,013	2,888	2,010	11,415

State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	113	257	290	160	820
Brisbane South	163	335	365	195	1,058
Cabool	227	320	290	148	985
Central West	3	5	1	1	10
Darling Downs	214	228	182	89	713
Far North	81	182	134	62	459
Fitzroy	164	106	152	38	460
Logan River Valley	95	161	140	87	483
Mackay	29	45	24	6	104
North West	7	12	9	2	30
Northern	63	133	147	143	486
South Coast	175	260	181	145	761
South West	4	17	6	2	29
Sunshine Coast	184	405	308	312	1,209
West Moreton	82	75	51	25	233
Wide Bay	117	168	127	77	489
Total	1,721	2,709	2,407	1,492	8,329
WA					
Goldfields	21	15	18	13	67
Great Southern	10	30	35	53	128
Kimberley	17	21	6	5	49
Metro East	48	125	157	136	466
Metro North	222	335	301	204	1,062
Metro South East	91	165	187	260	703
Metro South West	99	302	313	447	1,161
Mid West	-	7	19	10	36
Pilbara	-	7	8	3	18
South West	18	54	86	99	257
Wheatbelt	34	50	118	135	337
Total	560	1,111	1,248	1,365	4,284

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	40	79	45	8	172
Flinders & Far North	25	17	18	2	62
Hills, Mallee & Southern	199	200	119	50	568
Metro East	57	158	271	145	631
Metro North	366	269	245	119	999
Metro South	22	221	342	215	800
Metro West	61	182	303	151	697
Mid North	57	33	16	5	111
Riverland	37	73	42	11	163
South East	64	66	30	4	164
Yorke, Lower North & Barossa	82	111	77	17	287
Total	1,010	1,409	1,508	727	4,654
TAS					
North Western	83	88	61	42	274
Northern	15	102	62	48	227
Southern	60	179	139	54	432
Total	158	369	262	144	933
ACT					
Total	95	239	137	179	650
NT					
Alice Springs	1	6	11	13	31
Barkly	-	1	3	1	5
Darwin	9	44	43	30	126
East Arnhem	1	2	1	3	7
Katherine	2	5	3	3	13
Total	13	58	61	50	182
UNKNOWN					
Total	9	10	8	16	43
NATIONAL					
Total	11,325	15,450	12,400	7,625	46,800

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