

**RECEIVED**

- 1 MAR 2018

Parliamentary Section

MS18-000196 Version (1)

Date sent to MO: 26/02/2018

**To: Minister Wyatt****Subject: HOME CARE PACKAGES PROGRAM: DATA REPORT – 2ND QUARTER 2017****Recommendations:**

1. Approve the release of the Home Care Packages Program:  
Data Report – 2<sup>nd</sup> Quarter 2017-18 ✓  
s47F

1. Approved / Not approved

Signature: .

Date:

Comments:

Contact Officer:	Fiona Buffinton	First Assistant Secretary, In home Aged Care Division	Ph: (02) 6289 9050 Mobile: s22(1)(a)(ii)
Clearance Officer:	Margot McCarthy	Deputy Secretary, Aged Care, Sport & Population Health Group	Ph: (02) 6289 1479 Mobile: s22(1)(a)(ii)

**Report Details:**

The Report provides an update on the operation of the Home Care Packages Program for the 2<sup>nd</sup> quarter of 2017-18 (1 October 2017 to 31 December 2017). The Report, the third to be handed down since the introduction of the Increasing Choice reforms, expands on performance indicators introduced in the first two reports by increasing data visibility with new content on the following:

- the time consumers have spent post-approval in the national prioritisation queue;
- the location on a regional (Aged Care Planning Region (ACPR)) and state/territory basis of where new consumers are entering home care; and
- growth in the number of approved providers on an ACPR basis.

**Key figures in the Report:**

- The total number of consumers in care increased by 2,782 (3.9 per cent) between 30 June 2017 and 30 September 2017 from 71,423 to 74,205.
- The total number of consumers in the national prioritisation queue waiting for a package at their approved level was 104,602 at 31 December 2017, up 3.0 per cent from 30 September 2017.
- There were 806 approved home care providers at 31 December 2017, an increase of 5.2 per cent from 30 September 2017.
- The average published maximum exit amount was \$266 at 31 December 2017, a decrease of \$13 (or 4.7 per cent) since 30 September 2017.

Further figures can be found at Attachment A and within the Report (Attachment B).



As stated in MS17-002692, the Department is working towards increasing the breadth and scope of home care performance indicator reporting to meet the expectations of Government and the aged care sector. Attached to MS17-002692 was an overview of home care and assessment performance indicators and a status of current reporting. This overview has been updated at Attachment C to reflect the Department's progress with increasing the visibility of those indicators introduced in the Report for the first time, as well as inform you on potential future inclusions.

The Department expects to continue releasing the Report as a quarterly update during 2018, to provide timely and comprehensive information to the aged care sector on key home care performance indicators. Increasing transparency on Home Care Packages Program data, whilst strongly desired by the sector, also highlights specific sensitivities in relation to program performance. These include:

- Inequity in relation to the National Prioritisation Queue – As a result of a high percentage of high priority approvals by ACATs in Queensland, a greater proportion of high level packages are released to Queensland than the population size suggests. In turn, Queensland is experiencing a greater increase in the number of consumers in care relative to all other states and territories. Between 30 June 2017 and 30 September 2017, Queensland experienced an 8.2 per cent increase whilst the next highest was 4.4 per cent.
- Low package take-up – The department significantly increased the volume of packages it released in the December 2017 quarter relative to the previous quarters in recognition of lower than expected take-up of packages in the initial months post-27 February 2017. Stakeholders may conclude that low take-up is a result of insufficient supports services in place to assist consumers take-up their package once assigned within the allotted 56/84 day period.
- An increasing proportion of the queue are either in, or assigned, an interim level package – This suggests a mismatch in supply and demand of packages by each level, particularly among high level packages (level 3 and 4). It may also be an indicator that too many approvals for level 3 and 4 packages have been given.

**Timing:** Following your agreement, the Department will make the report available on the Australian Institute of Health and Welfare's GEN web page which will be linked from the Department's website.

**Community awareness:** N/A.

**Rural and Regional Considerations:** N/A.

**Consultations:** N/A.

**Attachments:**

- Summary and analysis – Home Care Packages Program: Data Report – 2<sup>nd</sup> Quarter 2017-18
- Report – Home Care Packages Program: Data Report – 2<sup>nd</sup> Quarter 2017-18
- Overview of home care and assessment performance indicators in respect to public reporting



## Attachment A

## Summary and analysis – Home Care Packages Program: Data Report – 2nd Quarter 2017-18

Chapter	Summary and analysis
1. Eligibility and assessment	<ul style="list-style-type: none"> <li>Over the quarter, there were <b>31,207 home care approvals</b>.</li> <li>The most frequent approval was for level 4 (36.7 per cent).</li> <li>Less than 1 per cent of approvals were for level 1.</li> <li>Around a quarter (24.7 per cent) of all approvals were for high priority. Although a slight fall was experienced relative to the previous quarter (28.7 per cent), the figure is above the desired proportion.</li> <li>At level 4, 46.3 per cent of approvals were for high priority.</li> <li>The volume of approvals was high in the quarter, relative to the number of assessments that were completed, particularly for level 3 and 4. This has had a flow-on impact on the number of consumers on the queue.</li> <li>The Department is actively working with Aged Care Assessment Teams to ensure greater consistency in the assessment approach across jurisdictions, which is a fundamental requirement of the National Prioritisation System. The Department has also reiterated that the expectation is only around 15 per cent of approvals at each level should be high priority.</li> </ul>
2. National Prioritisation System	<ul style="list-style-type: none"> <li>As of 31 December 2017, there were <b>104,602 consumers on the national prioritisation queue</b>.               <ul style="list-style-type: none"> <li>This figure was 3.0 per cent greater than the 30 September 2017 figure.</li> <li>54.4 per cent of the consumers queued were waiting on a level 4 package.</li> </ul> </li> <li>45.8 per cent of those consumers queued were either in, or assigned, an interim home care package at 31 December 2017. This was up from 13.6 per cent greater than the 30 September 2017 figure.</li> <li>Over the December quarter, <b>over 50,300 home care packages were assigned</b>. This was an increase of 17,578 (or 53.7 per cent) from the number assigned in the September quarter. This is attributed to an adjustment in the release of packages in response to initial data that showed a lower than expected take-up of packages.               <ul style="list-style-type: none"> <li>44.0 per cent (22,135) of packages released went to either level 3 or 4, with the additional 6,000 packages made available by the Government forming part of this.</li> </ul> </li> <li>By the end of the December 2017 quarter, the additional 6,000 packages had been released.</li> <li>The Department is continuing to monitor and adjust the release schedule constantly using available information as the system matures.</li> </ul>

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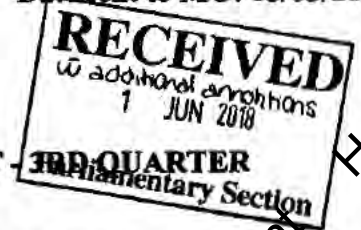
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Chapter	Summary and analysis
3. Service delivery	<ul style="list-style-type: none"> <li>Between 30 June 2017 and 30 September 2017, the total <b>number of consumers in home care grew by 3.9 per cent from 71,423 to 74,205.</b> <ul style="list-style-type: none"> <li>After an initial fall in the number of consumers in care with providers filling their places prior to the introduction of the Increasing Choice reforms, there has been a gradual increase in each of the six months between 31 March 2017 and 30 September 2017.</li> </ul> </li> <li>There were around 11,200 new entries to care over the period, and 8,400 exits.</li> <li>The number of consumers in care across remoteness classifications remained stable to 30 September 2017.</li> <li>There were <b>806 approved home care providers</b> as at 31 December 2017. This was an <b>increase of 5.2 per cent</b> from 30 September 2017 and an annual increase of 52.9 per cent since 31 December 2016.</li> <li><b>At least two or more approved providers</b> indicated that they could offer home care services across all four levels within each Aged Care Planning Region (ACPR).</li> <li>All but one ACPR had a net increase in the number of approved providers offering home care services between 27 February 2017 and 31 December 2017.</li> </ul>
4. Maximum exit amounts	<ul style="list-style-type: none"> <li>At 31 December 2017:           <ul style="list-style-type: none"> <li><b>37.7 per cent</b> of all providers did not publish an amount greater than \$0. This was up from 35.9 per cent at 30 September 2017.</li> <li>The average published maximum exit amount was <b>\$266</b>, a <b>fall of \$13</b> (or 4.7 per cent) from 30 September 2017 (\$279).</li> <li>The highest exit amount was <b>\$5,000</b>.</li> <li>The most common published amount other than \$0 was <b>\$500</b>.</li> </ul> </li> <li>The average maximum exit amount has continued to fall with a fall of \$24 (8.3 per cent) between 31 March 2017 and 31 December 2017.</li> </ul>

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To: Minister Wyatt

Subject: HOME CARE PACKAGES PROGRAM: DATA REPORT - 3RD QUARTER 2017-18

Critical Date: 18 May 2018. Your approval by this date will allow for the Data Report (the Report) to be released publicly prior to the department's appearance at the 2018-19 Senate Budget Estimates hearing.

Recommendations:

1. Approve the release of the Home Care Packages Program: Data Report – 3<sup>rd</sup> Quarter 2017-18

S47F

1. Approved / Not approved

Signature:

Date: 6/5/2018

Comments:

Please discuss with me how we better present and explain the data to reflect the impact of the transition from Low & High Care Packages to the Home Care Packages as it currently prevents impact of guaranteed level 4 for High Care packages

Contact Officer:	Fiona Buffinon	First Assistant Secretary, In home Aged Care Division	Ph: (02) 6289 9050 Mobile: s22(1)(a)(ii)
Clearance Officer:	Catherine Rule	First Assistant Secretary, Aged Care Reform Taskforce Division	Ph: (02) 6289 6885 Mobile: s22(1)(a)(ii)

Report Details:

The Report provides an update on the operations of the Home Care Packages Program for the third quarter of 2017-18 (1 January 2018 to 31 March 2018).

Key figures in the Report include:

- The total number of people in a home care package increased by 3,713 (5.0 per cent) between 30 September 2017 and 31 December 2017 from 74,205 to 77,918.
- The total number of people in the national prioritisation queue waiting for a package at their approved level was 108,463 at 31 March 2017, up 3,861 (3.7 per cent) from 31 December 2017 (104,602).
- There were 853 approved home care providers at 31 March 2018, an increase of 47 (5.8 per cent) from 31 December 2017 (806).
- The average published maximum exit amount was \$250, down \$16 (6.0 per cent) from 31 December 2017 (\$266).

In relation to the department's focus on assessment during this period, early signs show some improvement in key indicators. Further figures can be found at Attachment A and within the Report (Attachment B).

The department expects to continue releasing the Report as a quarterly update during 2018, to provide timely information to the aged care sector on key home care performance indicators.

UNCLASSIFIED

**Timing:** Following your approval, the department will make the streamline report available on the Australian Institute of Health and Welfare's GEN website which will be linked to the department's website.

**Community Awareness:** N/A.

**Impact on Rural and Regional Australians:** N/A.

**Consultations:** N/A.

**Attachments:**

- A. Summary and analysis – Home Care Packages Program: Data Report – 3rd Quarter 2017-18
- B. Home Care Packages Program: Data Report – 3<sup>rd</sup> Quarter 2017-18

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- 7 MAY 2018

Parliamentary Section

To: Minister Wyatt

Subject: HOME CARE PACKAGES PROGRAM: DATA REPORT - 3RD QUARTER  
2017-18

Critical Date: 18 May 2018. Your approval by this date will allow for the Data Report (the Report) to be released publicly prior to the department's appearance at the 2018-19 Senate Budget Estimates hearing.

Recommendations:

1. Approve the release of the Home Care Packages Program: Data Report – 3<sup>rd</sup> Quarter 2017-18

s47F

1. Approved / ~~Not approved~~

Signature: ....

Date: 6/5/2018

Comments:

Contact Officer:	Fiona Buffinton	First Assistant Secretary, In home Aged Care Division	Ph: (02) 6289 9050 Mobile: s22(1)(a)(ii)
Clearance Officer:	Catherine Rule	First Assistant Secretary, Aged Care Reform Taskforce Division	Ph: (02) 6289 6885 Mobile: s22(1)(a)(ii)

Report Details:

The Report provides an update on the operations of the Home Care Packages Program for the third quarter of 2017-18 (1 January 2018 to 31 March 2018).

Key figures in the Report include:

- The total number of people in a home care package increased by 3,713 (5.0 per cent) between 30 September 2017 and 31 December 2017 from 74,205 to 77,918.
- The total number of people in the national prioritisation queue waiting for a package at their approved level was 108,463 at 31 March 2017, up 3,861 (3.7 per cent) from 31 December 2017 (104,602).
- There were 853 approved home care providers at 31 March 2018, an increase of 47 (5.8 per cent) from 31 December 2017 (806).
- The average published maximum exit amount was \$250, down \$16 (6.0 per cent) from 31 December 2017 (\$266).

In relation to the department's focus on assessment during this period, early signs show some improvement in key indicators. Further figures can be found at [Attachment A](#) and within the Report ([Attachment B](#)).

The department expects to continue releasing the Report as a quarterly update during 2018, to provide timely information to the aged care sector on key home care performance indicators.

UNCLASSIFIED

**Timing:** Following your approval, the department will make the streamline report available on the Australian Institute of Health and Welfare's GEN website which will be linked to the department's website.

**Community Awareness:** N/A.

**Impact on Rural and Regional Australians:** N/A.

**Consultations:** N/A.

**Attachments:**

- A. Summary and analysis – Home Care Packages Program: Data Report – 3rd Quarter 2017-18
- B. Home Care Packages Program: Data Report – 3<sup>rd</sup> Quarter 2017-18

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15 AUG 2018

Parliamentary Section

To: Minister Wyatt

Subject: HOME CARE PACKAGES PROGRAM: DATA REPORT - 3RD QUARTER  
2017-18 - UPDATED 10 JULY 2018

Critical Date: N/A

<b>Recommendation:</b>			
1. Approve the release of the Home Care Packages Program: Data Report – 3 <sup>rd</sup> Quarter 2017-18		1. Approved / <del>Not approved</del>	
Signature: Comments:		Date: 15/8/2018	
Contact Officer:	Rachel Goddard	A/g First Assistant Secretary, In home Aged Care Division	Ph: (02) 6289 9681 Mobile: s22(1)(a)(ii)
Clearance Officer:	Dr Lisa Studdert	A/g Deputy Secretary, Aged Care, Sport and Population Health	Ph: (02) 62891479 Mobile: s22(1)(a)(ii)

The Report provides an update on the operations of the Home Care Packages Program for the third quarter of 2017-18 (1 January 2018 to 31 March 2018).

The Report includes additional information outlining:

- the four levels of home care packages to support consumer needs;
- impact of policy choices as part of the transition to increasing choice measure in 2017; and
- support for consumers on the National Prioritisation Queue.

Key figures in the Report include:

- The total number of people in a home care package increased by 3,713 (5.0 per cent) between 30 September 2017 and 31 December 2017 from 74,205 to 77,918.
- The total number of people in the national prioritisation queue waiting for a package at their approved level was 108,463 at 31 March 2018, up 3,861 (3.7 per cent) from 31 December 2017 (104,602).
- There were 853 approved home care providers at 31 March 2018, an increase of 47 (5.8 per cent) from 31 December 2017 (806).
- The average published maximum exit amount was \$250, down \$16 (6.0 per cent) from 31 December 2017 (\$266).

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In relation to the department's focus on assessment during this period, early signs show some improvement in key indicators. Further figures can be found at Attachment A and within the Report (Attachment B).

The department expects to continue releasing the Report as a quarterly update during 2018, to provide timely information to the aged care sector and public on key home care performance indicators.

**Timing:** Following your approval, the department will make the streamline report available on the Australian Institute of Health and Welfare's GEN website which will be linked to the department's website.

**Community Awareness:** N/A.

**Impact on Rural and Regional Australians:** N/A.

**Consultations:** N/A.

**Attachments:**

- A. Summary and analysis – Home Care Packages Program: Data Report – 3rd Quarter 2017-18
- B. Home Care Packages Program: Data Report – 3<sup>rd</sup> Quarter 2017-18

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To: Minister Wyatt

Subject: HOME CARE PACKAGES PROGRAM: DATA REPORT – 4TH QUARTER  
2017-18

Critical Date: 24 September 2018 to enable timely publishing of the report.

**Recommendations:**

1. Approve the release of the Home Care Packages Program: Data  
Report – 4<sup>th</sup> Quarter 2017-18

s47F

1. Approved / ~~Not approved~~

Signature: ...

Date: 12/9/2018

Comments:

*Media release after four corners.*

Contact Officer:	Fiona Buffinton	First Assistant Secretary, In Home Aged Care Division	Ph: (02) 6289 9050 Mobile: s22(1)(a)(ii)
Clearance Officer:	Dr Margot McCarthy	Deputy Secretary, Aged Care, Sport and Population Health Group	Ph: (02) 6289 1479 Mobile: s22(1)(a)(ii)

**Report Details:** The Report provides an update on the operations of the Home Care Packages Program for the fourth quarter of 2017-18 (1 April 2018 to 30 June 2018).

Key figures in the Quarterly Report include:

- The total number of people in a home care package increased by 7,053 (9.1 per cent) between 31 December 2017 and 31 March 2018 from 77,918 to 84,971.
- The total number of people in the national prioritisation queue waiting for a package at their approved level was 121,487 at 30 June 2018, up 13,024 (12 per cent) from 31 March 2018 (108,463).
- It is estimated that around 75 per cent of all people queued are receiving some form of Commonwealth subsidised home care support; either through a lower level home care package or Commonwealth Home Support Programme services.
- At 30 June 2018, 40,345 (70.5 per cent) of people on the queue for a level 4 package were either in, or assigned, a lower level home care package, providing them with Commonwealth subsidised home care services.
- There were 869 approved home care providers at 30 June 2018, an increase of 16 (1.8 per cent) from 31 March 2018 (853).

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- The average published maximum exit amount (inclusive of amounts of \$0 and null) was \$244, a fall of \$6 (or 2.4 per cent) from 31 March 2018 (\$250).

In relation to the Department's focus on assessment during this period, early signs show some improvement in key indicators. Further figures can be found at [Attachment A](#) and within the Report ([Attachment B](#)).

12 months to 30 June 2018:

- The total number of people in the national prioritisation queue waiting for a package at their approved level was 121,487 at 30 June 2018, up 32,583 (36.6 per cent) from 30 June 2017 (88,904).
- The total number of approved home care providers increased by 134 (18.2 per cent) from 30 June 2017 (735) to 30 June 2018 (869).
- The average published maximum exit amount (inclusive of amounts of \$0 and null) fell by \$36 (12.9 per cent) in 2017-18, from \$280 at 30 June 2017 to \$244 at 30 June 2018.
- For the nine months of the financial year to 31 March 2018 (which represents the most recent available data) the total number of people in a home care package increased by 13,548 (19 per cent), from 71,423 at 30 June 2017 to 84,971 at 31 March 2018.

**Timing:** Following your approval, the Department will make the report available on the Australian Institute of Health and Welfare's GEN website which will be linked to the Department's website.

**Community Awareness:** N/A

**Impact on Rural and Regional Australians:** N/A

**Consultations:** N/A

**Attachments:**

- A. Summary and analysis – Home Care Packages Program: Data Report – 4<sup>th</sup> Quarter 2017-18
- B. Home Care Packages Program: Data Report – 4<sup>th</sup> Quarter 2017-18



## Attachment A

Summary and analysis – Home Care Packages Program: Data Report – 4<sup>th</sup> Quarter 2017-18

Chapter	Summary and analysis
1. Eligibility and assessment	<ul style="list-style-type: none"> <li>Over the quarter, there were <b>29,225 home care approvals</b>.</li> <li>The Department is actively working with Aged Care Assessment Teams to ensure greater consistency in the assessment approach across jurisdictions, which is a fundamental requirement of the National Prioritisation System.</li> <li>For the second quarter following engagement with the jurisdictions there are more approvals at levels 2 and 3 in the quarter than level 4 and there are now more level 3 approvals than level 4 approvals for 2017-18. This is the second quarter where level 3 approvals have been higher than level 4 approvals.</li> <li>The percentage of level 4 approvals that were for a high priority for service was 33.5 per cent, compared to 43.1 per cent for the previous quarter.</li> </ul>
2. Service delivery	<ul style="list-style-type: none"> <li>Between 31 December 2017 and 31 March 2018, the total <b>number of people in a home care package</b> grew by <b>7,053 (9.1 per cent) from 77,918 to 84,971</b>.</li> <li>There were around 12,400 new entries to a home care package over the quarter and 30,281 in the financial year to 31 March 2018.</li> <li>The number of people in a home care package across remoteness classifications has remained relatively stable since the introduction of the Increasing Choice reforms.</li> <li>There were <b>869 approved home care providers</b> at 30 June 2018. This was an increase of 16 (1.9 per cent) from 31 March 2018 (853).</li> </ul>
3. National Prioritisation System	<ul style="list-style-type: none"> <li>As of 30 June 2018, there were <b>121,418 people on the National Prioritisation Queue</b>. <ul style="list-style-type: none"> <li>This figure is 12 per cent greater than the 31 March 2018 figure.</li> <li>78.4 per cent of the people queued were waiting on either a level 3 or 4 package compared with 81.7 per cent at 31 March 2018.</li> </ul> </li> <li>53.3 per cent of those people queued were either in, or assigned, an interim home care package at 31 March 2018 compared with 50.5 per cent in the last quarter.</li> <li>Around 75 per cent of all people queued are receiving some form of Commonwealth subsidised home care support; either through a lower level home care package or Commonwealth Home Support Programme services.</li> <li>At 30 June 2018, 40,345 (70.5 per cent) of people on the queue for a level 4 package were either in, or assigned, a lower level home care package, providing them with Commonwealth subsidised home care services.</li> </ul>

Chapter	Summary and analysis
	<ul style="list-style-type: none"> <li>Over the June 2018 quarter, 23,808 home care packages were assigned (or around 1,830 each week for the period) and a total of 148,672 packages in 2017-18 (or around 2,850 packages per week).</li> <li>The Department is continuing to monitor and adjust the release schedule based on available budget and consumer behaviour.</li> </ul>
4. Maximum exit amounts	<ul style="list-style-type: none"> <li>At 30 June 2018:               <ul style="list-style-type: none"> <li><b>40.8 per cent</b> of providers have indicated that they would not deduct an exit amount, up slightly from <b>40.4 per cent</b> at 31 March 2018.</li> <li>The average published maximum exit amount (inclusive of amounts of \$0 and null) was <b>\$244</b>, a <b>fall of \$6</b> (or 2.4 per cent) from 31 March 2018 (\$250).</li> <li>Only 11 providers (or 1.3 per cent of providers) had published an exit amount of \$1,000 or more.</li> </ul> </li> </ul>

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**From:** [Buffinton, Fiona](#)  
**To:** s47F  
**Cc:** [Minister Wyatt DLO](#)  
**Subject:** Home Care Packages Data Report [SEC=UNCLASSIFIED]  
**Date:** Friday, 4 May 2018 3:46:12 PM  
**Attachments:** [MS18-000605.docx](#)  
[Attachment B - Home Care Quarterly Data Report - 3rd quarter 2017-18.docx](#)  
**Importance:** High

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Hi s47F

As discussed, attached is a copy of the 3<sup>rd</sup> Quarter Home Care Packages Data Report which is currently with the office (MS18-000605).

Cheers

Fiona

**Fiona Buffinton**  
**First Assistant Secretary**  
**In Home Aged Care Division**  
Department of Health

**P:** 02 6289 9050 | **M:** s22(1)(a)(ii) | **E:** [fiona.buffinton@health.gov.au](mailto:fiona.buffinton@health.gov.au)

I acknowledge the traditional custodians of the lands and waters where we live and work, and pay my respects to elders past, present and future.

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To: Minister Wyatt

Subject: HOME CARE PACKAGES PROGRAM: DATA REPORT - 3RD QUARTER  
2017-18

Critical Date: 18 May 2018. Your approval by this date will allow for the Data Report (the Report) to be released publicly prior to the department's appearance at the 2018-19 Senate Budget Estimates hearing.

nt of Health

<b>Recommendations:</b>			
1. Approve the release of the Home Care Packages Program: Data Report – 3 <sup>rd</sup> Quarter 2017-18		1. Approved / Not approved	
Signature: .....		Date: / /	
Comments:			
Contact Officer:	Fiona Buffinton	First Assistant Secretary, In home Aged Care Division	Ph: (02) 6289 9050 Mobile: s22(1)(a)(ii)
Clearance Officer:	Catherine Rule	First Assistant Secretary, Aged Care Reform Taskforce Division	Ph: (02) 6289 6885 Mobile: s22(1)(a)(ii)

#### Report Details:

The Report provides an update on the operations of the Home Care Packages Program for the third quarter of 2017-18 (1 January 2018 to 31 March 2018).

Key figures in the Report include:

- The total number of people in a home care package increased by 3,713 (5.0 per cent) between 30 September 2017 and 31 December 2017 from 74,205 to 77,918.
- The total number of people in the national prioritisation queue waiting for a package at their approved level was 108,463 at 31 March 2017, up 3,861 (3.7 per cent) from 31 December 2017 (104,602).
- There were 853 approved home care providers at 31 March 2018, an increase of 47 (5.8 per cent) from 31 December 2017 (806).
- The average published maximum exit amount was \$250, down \$16 (6.0 per cent) from 31 December 2017 (\$266).

In relation to the department's focus on assessment during this period, early signs show some improvement in key indicators. Further figures can be found at Attachment A and within the Report (Attachment B).

The department expects to continue releasing the Report as a quarterly update during 2018, to provide timely information to the aged care sector on key home care performance indicators.



**Timing:** Following your approval, the department will make the streamline report available on the Australian Institute of Health and Welfare's GEN website which will be linked to the department's website.

**Community Awareness:** N/A.

**Impact on Rural and Regional Australians:** N/A.

**Consultations:** N/A.

**Attachments:**

- A. Summary and analysis – Home Care Packages Program: Data Report – 3rd Quarter 2017-18
- B. Home Care Packages Program: Data Report – 3<sup>rd</sup> Quarter 2017-18

This document was released under the Freedom of Information Act 1982 by the Department of Health

## Attachment A

## Summary and analysis – Home Care Packages Program: Data Report – 3rd Quarter 2017-18

Chapter	Summary and analysis
1. Eligibility and assessment	<ul style="list-style-type: none"> <li>Over the quarter, there were <b>31,240 home care approvals</b>.</li> <li>The department is actively working with Aged Care Assessment Teams to ensure greater consistency in the assessment approach across jurisdictions, which is a fundamental requirement of the National Prioritisation System.</li> <li>For the first time, there were more approvals in the quarter for level 3 than level 4.</li> <li>The percentage of level 4 approvals that were for a high priority for service was 43.1 per cent, compared to 51.1% for the previous quarter.</li> </ul>
2. National Prioritisation System	<ul style="list-style-type: none"> <li>As of 31 March 2018, there were <b>108,463 people on the National Prioritisation Queue</b>. <ul style="list-style-type: none"> <li>This figure was 3.7 per cent greater than the 31 December 2017 figure.</li> <li>81.7 per cent of the people queued were waiting on either a level 3 or 4 package.</li> </ul> </li> <li>50.5 per cent of those people queued were either in, or assigned, an interim home care package at 31 March 2018.</li> <li>Over the March 2018 quarter, 41,993 home care packages were assigned (or around 3,300 each week).</li> <li>The department is continuing to monitor and adjust the release schedule.</li> </ul>
3. Service delivery	<ul style="list-style-type: none"> <li>Between 30 September 2017 and 31 December 2017, the total <b>number of people in a home care package grew by 3,713 (5.0 per cent) from 74,205 to 77,918</b>.</li> <li>There were around 9,100 new entries to a home care package over the period.</li> <li>The number of people in a home care package across remoteness classifications has remained stable since the introduction of the Increasing Choice reforms.</li> <li>There were <b>853 approved home care providers</b> as at 31 March 2018. This was an <b>increase of 47 providers (5.8 per cent)</b> from 31 December 2017 (806).</li> </ul>
4. Maximum exit amounts	<ul style="list-style-type: none"> <li>At 31 March 2018: <ul style="list-style-type: none"> <li><b>40.4 per cent</b> of all providers did not publish an amount greater than \$0. This was up from 37.9 per cent at 30 September 2017.</li> <li>The average published maximum exit amount (inclusive of amounts of \$0 and null) was <b>\$250</b>, a <b>fall of \$16</b> (or 6.0 per cent) from 31 December 2017 (\$266).</li> <li>Only 12 providers (or 1.4 per cent of providers) had published an amount of \$1,000 or more.</li> </ul> </li> </ul>





Australian Government  
Department of Health

# HOME CARE PACKAGES PROGRAM

## Data Report 3<sup>rd</sup> Quarter 2017-18

1 January – 31 March 2018

May 2018

This document was released under the Freedom of Information Act 1982 by the Department of Health

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## Executive Summary

- At 31 December 2017, there were 77,918 people in a home care package. This represented an increase of 5.0 per cent since 30 September 2017 and an annual increase of 13.5 per cent since 31 December 2016.
- There were around 9,100 new entries to home care in the December 2017 quarter.
- 41,993 home care packages were released in the March 2018 quarter.
- There were 31,240 approvals for a home care package in the March 2018 quarter.
- At 31 March 2018, there were 108,463 people in the National Prioritisation Queue (the queue), with around half (50.5 per cent) of them either in, or assigned, an interim level home care package.
- At 31 March 2018, there were 853 approved home care providers with a home care service. This represents an increase of 5.8 per cent since 31 December 2017.
- The average maximum exit amount was \$250 at 31 March 2018, a decrease of \$16 (or 6.0 per cent) since 31 December 2017.
- 40.4 per cent of providers had indicated that they will not deduct an exit amount at 31 March 2018, up from 37.7 per cent at 31 December 2017.

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# INTRODUCTION

## OVERVIEW

This report provides an update on the operation of the Home Care Packages Program for the period between 1 January 2018 and 31 March 2018 (referred to as the March 2018 quarter for the remainder of the report).

This report consists of four chapters:

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

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

A Glossary is also provided at the end of the report explaining specific terminology and abbreviations used throughout the report.

Data in this report was collected from information systems and records held by the department and the Department of Human Services. Data was valid on the date of extraction.

## SCOPE OF THE REPORT

Where possible, data is provided for the period between 1 January 2018 and 31 March 2018. Due to a lag in data availability for some indicators, particularly those dependent on receipt of provider claims, earlier time periods are reported on, which represent the most up-to-date data available at the time of publication. Data extracted at a later date may differ.



# 1. ELIGIBILITY AND ASSESSMENT

## Key point:

- There were 31,240 approvals for home care in the March 2018 quarter.

## HOME CARE APPROVALS IN THE MARCH 2018 QUARTER

- There were 31,240 total home care approvals in the March 2018 quarter (Table 1):
- The department is working with the assessment workforce to achieve consistency of assessment across Australia including that high priority at each level is approved only in line with the *Aged Care Act 1997* and assessment guidelines to ensure that people with a high priority get linked with care as quickly as possible.

Table 1: Number of home care approvals in the March 2018 quarter, by state and territory of assessment, level and priority

State/ territory	Level 1		Level 2		Level 3		Level 4		Total	Share by state/territory
	High	Medium	High	Medium	High	Medium	High	Medium		
NSW	1	37	193	2,608	866	3,389	1,714	1,713	10,521	33.7%
VIC	0	51	78	2,616	263	2,106	1,167	1,506	7,787	24.9%
QLD	0	50	125	1,532	563	1,749	1,185	987	6,191	19.8%
WA	0	8	3	647	57	836	288	797	2,636	8.4%
SA	0	8	3	566	41	1,097	166	897	2,778	8.9%
TAS	0	0	3	159	26	230	126	190	734	2.3%
ACT	0	0	2	93	12	101	83	72	363	1.2%
NT	0	0	1	56	4	35	20	114	230	0.7%
Subtotal	1	154	408	8,277	1,832	9,543	4,749	6,276	31,240	
Total	155		8,685		11,375		11,025		31,240	100.0%

## 2. NATIONAL PRIORITISATION SYSTEM

### Key points

- At 31 March 2018, there were 108,463 people in the queue, with 50.5 per cent either in, or assigned, an interim level home care package.
- The queue for home care packages has continued to grow.
- 41,993 home care packages were released during the March 2018 quarter.

### NATIONAL PRIORITISATION QUEUE

- At 31 March 2018 there were 108,463 people queued for a home care package at their approved level (Table 2):
  - This figure is 3.7 per cent (3,861) greater than the 31 December 2017 figure.
  - 30.6 per cent (or 33,091) had an approval dating back more than 12 months. Of these people, only 1,147 were either not in, or not assigned, an interim package.
  - Around half (50.5 per cent) of the people on the queue, were either in, or assigned, an interim level home care package (Table 3).
  - Of the 56,607 people queued for a level 4 package, 74.1 per cent (41,951) were either in, or assigned, an interim level home care package (Table 3).

Table 2: Number of people on the national prioritisation queue, by state and territory of residence and level of approval as at 31 March 2018

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share by state/territory
NSW	132	6,115	11,588	17,988	35,823	33.0%
VIC	126	6,209	6,742	10,801	23,878	22.0%
QLD	124	3,571	6,199	10,519	20,413	18.8%
WA	13	1,299	2,433	6,281	10,026	9.2%
SA	20	1,337	3,488	6,965	11,810	10.9%
TAS	4	408	812	1,243	2,467	2.3%
ACT	8	200	342	930	1,480	1.4%
NT	1	52	67	167	287	0.3%
Unknown	4	186	376	1,713	2,279	2.1%
National	432	19,377	32,047	56,607	108,463	100.0%
Share by level	0.4%	17.9%	29.5%	52.2%	100.0%	

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



Table 3: Percentage of those people queued, who are either in, or assigned, an interim home care package as at 31 March 2017, by level

	Level 1	Level 2	Level 3	Level 4	Total
Total people queued	432	19,377	32,047	56,607	108,463
Those queued who are in, or assigned, an interim package	N/A	13	12,857	41,951	54,821
Percentage of those queued who are in, or assigned, an interim package	N/A	0.1%	40.1%	74.1%	50.5%

- The number of people in the queue at 31 March 2018, by ACPR, who were not either in, or assigned, an interim level package is provided in Table A in the Appendix.

## WAIT TIMES

- All people approved for a home care package, and seeking services on the queue, can access their individual expected wait time to receive their first package, and their approved package level. Wait time varies depending on the person's individual circumstances, including how long they have been waiting for care and their priority for home care. Estimated wait times for a person joining the medium queue for a package by level is provided in Table 4. People approved for a higher level package have the option of receiving an interim package to commence receipt of care as early as possible.

Table 4: Estimated maximum wait time for those people entering the queue on 31 March 2018, by package level

Package level	First package assignment	Time to first package	Time to approved package
Level 1	Level 1	3-6 months	3-6 months
Level 2	Level 1	3-6 months	6-9 months
Level 3	Level 1	3-6 months	12+ months
Level 4	Level 2	6-9 months	12+ months

## NUMBER OF HOME CARE PACKAGES RELEASED

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

- The department released 41,993 home care packages (or around 3,300 each week) to people over the March 2018 quarter (Table 5).
- Over the March 2018 quarter (Table 6):
  - 82.2 per cent (34,518) of packages were released to people who had not been assigned a package;
  - 17.8 per cent (7,475) of packages were released as upgrades to people who had previously been assigned a lower level home care package;
  - 2.3 per cent (981) were released to people identifying as Aboriginal and Torres Strait Islander.

Table 5: Number of home care packages released in the March 2018 quarter, residing in each state and territory, by level and priority

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	194	8,903	4,414	995	14,505	34.5%
VIC	152	5,942	1,710	573	8,377	19.9%
QLD	78	4,647	2,772	726	8,223	19.6%
WA	24	1,991	1,431	328	3,774	9.0%
SA	75	2,787	1,468	233	4,563	10.9%
TAS	17	595	222	68	902	2.1%
ACT	9	412	277	58	756	1.8%
NT	0	63	44	6	113	0.3%
Unknown	13	253	461	53	780	1.9%
<b>Total</b>	<b>561</b>	<b>25,593</b>	<b>12,799</b>	<b>3,040</b>	<b>41,993</b>	<b>100.0%</b>

Table 6: Home care packages released to people in the March 2018 quarter, by level and type of release

	Level 1	Level 2	Level 3	Level 4	Total
New packages	561	24,573	8,280	1,065	34,518
Upgrades	0	1,020	4,519	1,935	7,475
<b>Total</b>	<b>561</b>	<b>25,593</b>	<b>12,799</b>	<b>3,040</b>	<b>41,993</b>

- Information on the number of packages released by ACPR and level for the March 2018 quarter can be found at Table B in the [Appendix](#).



### 3. SERVICE DELIVERY

#### Key points

- At 31 December 2017, there were 77,918 people in a home care package. This was an increase of 5.0 per cent (3,713 people) since 30 September 2017.
- There were around 9,100 new entries to home care in the December 2017 quarter.
- At 31 March 2018, there were 853 approved home care providers with a home care service, an increase of 5.8 per cent since 31 December 2017.

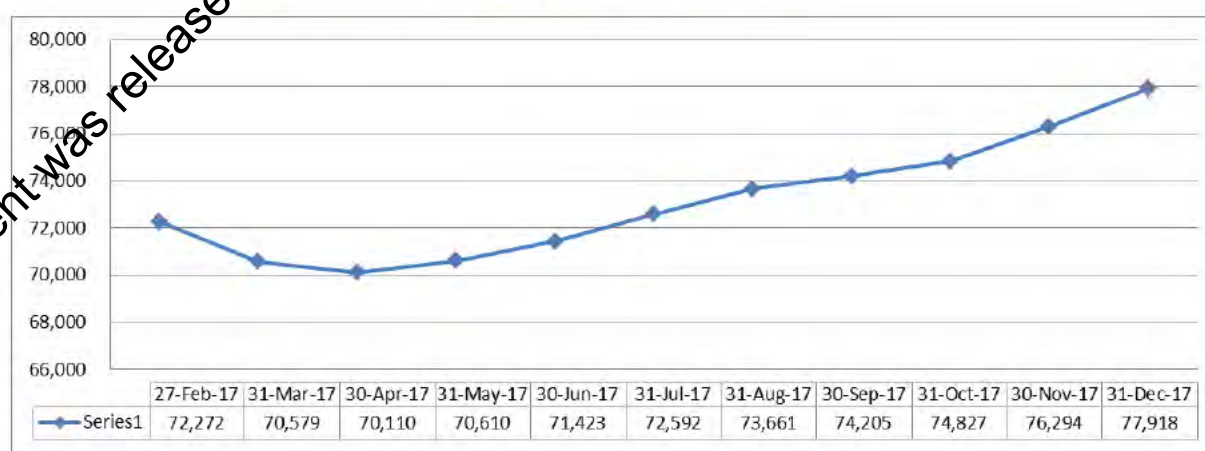
#### NUMBER OF PEOPLE IN A HOME CARE PACKAGE

- There were 77,918 people in a home care package at 31 December 2017 (Table 7). This represents an increase of 5.0 per cent (or 3,713 people) over the December 2017 quarter (Chart 1).
- Of those people in care, around two-thirds (66.1 per cent) were female.
- Between 30 June 2017 and 30 September 2017, all but a few of the ACPRs had experienced a net increase in the number of people in care between 30 September 2017 and 31 December 2017 (refer to Table C in the [Appendix](#)).

Table 7: Number of people in a home care package by level and state and territory, at 31 December 2017

	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	Unknown	Total
Total	25,655	19,462	11,451	7,258	5,885	2,023	1,435	701	48	77,918
Share by jurisdiction	32.9%	25.0%	14.7%	9.3%	7.6%	2.6%	1.8%	0.9%	0.1%	100.0%

Chart 1: Number of people in a home care package by last day of the month



- There were around 9,100 new entries to home care over the December 2017 quarter. Further information on the number of new entries by ACPR can be found in Table D in the [Appendix](#).

Table 8: Number of new entries to home care in the December 2017 quarter, by state and territory

Package Level	NSW	VIC	QLD	WA	SA	TAS	ACT	NT	UNKNOWN	Total	Share by level
1	54	32	19	13	11	4	0	0	6	139	1.5%
2	2,078	1,218	1,360	534	388	153	72	6	339	6,138	67.3%
3	375	194	298	113	78	28	9	5	54	1,154	12.6%
4	472	358	417	20	90	36	10	5	10	1,668	18.3%
<b>Total</b>	<b>2,979</b>	<b>1,802</b>	<b>2,094</b>	<b>880</b>	<b>567</b>	<b>221</b>	<b>91</b>	<b>16</b>	<b>481</b>	<b>9,131</b>	<b>100.0%</b>
<b>Share by state/territory</b>	<b>32.6%</b>	<b>19.7%</b>	<b>22.9%</b>	<b>9.6%</b>	<b>6.2%</b>	<b>2.4%</b>	<b>1.0%</b>	<b>0.2%</b>	<b>5.3%</b>	<b>100.0%</b>	

- Analysis of the proportion of people in care across metropolitan, regional and remoteness classifications shows the proportions across all areas have remained relatively stable since the introduction of Increasing Choice.
- Table 9 shows a breakdown of the proportion of total people in care according to the Modified Monash Model (MMM) classifications – with 1 classifying major metropolitan regions, ranging to 7 which classifies the most remote regions.

Table 9: Proportion of total number of people in home care by MMMs, by last day of a quarter

MMM	31-Mar-17	30-Jun-17	30-Sep-17	31-Dec-17
1	65.3%	64.8%	64.4%	<b>64.0%</b>
2	9.2%	9.4%	9.5%	<b>9.6%</b>
3	9.5%	9.6%	9.8%	<b>9.9%</b>
4	5.2%	5.1%	5.2%	<b>5.2%</b>
5	7.5%	7.8%	8.1%	<b>8.1%</b>
6	1.0%	1.0%	0.9%	<b>0.9%</b>
7	0.7%	0.7%	0.7%	<b>0.7%</b>
<b>Unknown</b>	<b>1.6%</b>	<b>1.6%</b>	<b>1.4%</b>	<b>1.5%</b>

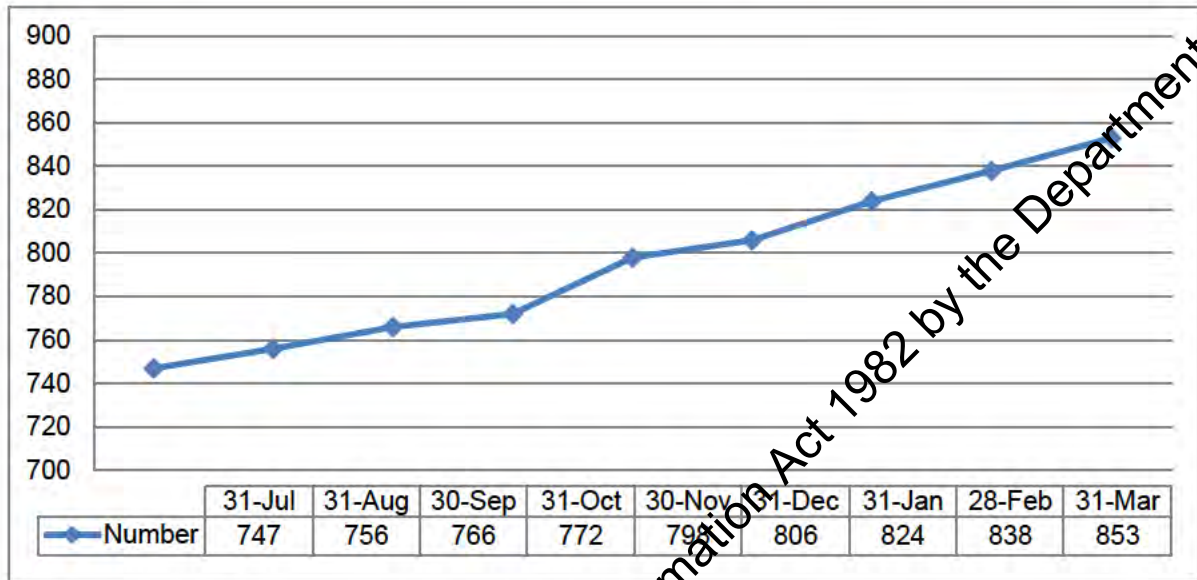
Note: Location of a person is based on their address.



## NUMBER OF APPROVED HOME CARE PROVIDERS

- There were 853 approved home care providers at 31 March 2018 (Chart 2). This was an increase of 5.8 per cent from 31 December 2017.

Chart 2: Number of approved providers of home care with home care services, by last day of the month (2017-18)



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

- Table E in the [Appendix](#) provides a full list of the count of approved home care providers in each ACPR that provides services across all four package levels in that region at 31 March 2018.



## 4. MAXIMUM EXIT AMOUNTS

### Key points:

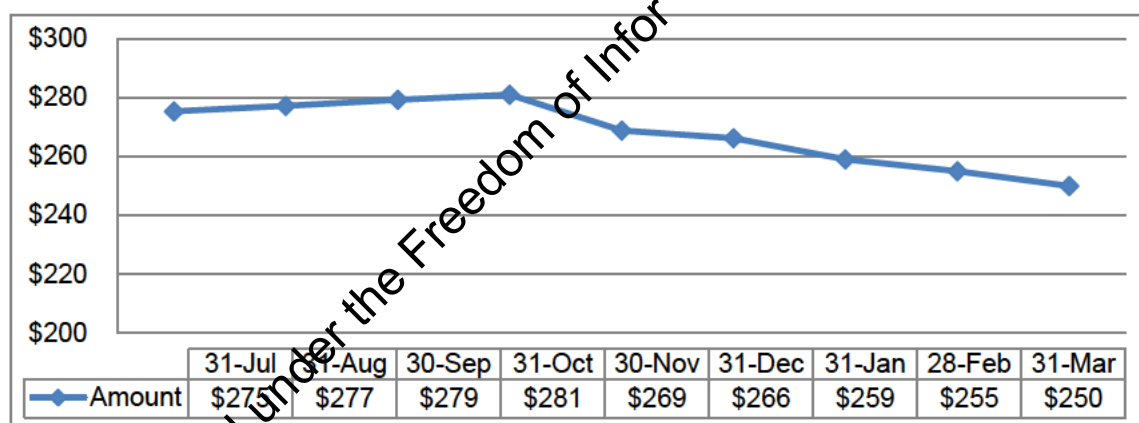
- At 31 March 2018, the average published maximum exit amount was \$250.
- At 31 March 2018, 40.4 per cent of all approved providers indicated that they would not deduct an exit amount.

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

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

The average published maximum exit amount of all providers at 31 March 2018 was \$250 (inclusive of amounts of \$0 and where no amount is provided) (Chart 3) and had dropped by \$16 (or 6.0 per cent) over the March 2018 quarter.

Chart 3: Average maximum exit amount published by home care providers as at the last day of the month (2017-18)



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

- 40.4 per cent of providers had indicated that they would not deduct an exit amount, up from 37.7 per cent at 30 September 2017.
- The number of providers publishing a maximum exit amount of more than \$1,000 at 31 March 2018 was 12. This figure has fallen since 31 December 2017 (Table 10).

Table 10: Number of approved providers with a maximum exit amount of \$1,000 or more

	30-Jun-17	30-Sep-17	31-Dec-17	31-Mar-18
(A) Number of providers with a published max. exit amount of more than \$1,000	6	5	4	5
(B) Number of providers with a published max. exit amount of \$1,000	9	10	11	7
Combined (A)+(B)	15	15	15	12

## Glossary

Term	Definition
<b>Aged Care Act 1997</b>	The primary legislation governing the provision of aged care services.
<b>Aged Care Assessment Teams (ACAT)</b>	ACATs are teams of medical and allied health professionals who assess the physical, psychological, medical, restorative, cultural and social needs of older people and help them and their carers to access appropriate levels of support.
<b>Aged Care Planning Region (ACPR)</b>	The areas marked out in the ACPR maps which can be found on the <a href="#">department's website</a> .
<b>Approved provider</b>	An organisation that has been approved to provide home care under the <i>Aged Care Act 1997</i> .
<b>The department</b>	Means the Department of Health.
<b>Exit amount</b>	An amount that can be deducted by a home care provider from a person's unspent home care package amount if the person leaves their care.
<b>Home Care Packages Program</b>	A program that supports older Australians with complex needs to remain living at home through a coordinated package of care and services to meet the individual needs of people.
<b>Interim package</b>	A package at a lower level than a person's approved level, through which they are able to access some home care services while waiting in the queue for a higher level package.
<b>My Aged Care</b>	The main entry point to the aged care system in Australia.
<b>National Prioritisation Queue (the queue)</b>	The order in which people have been placed for a home care package assignment, according to the time and date of their approval for home care and their priority (medium or high).
<b>National Prioritisation System</b>	The nationally consistent process for allocating home care packages based on peoples' needs and circumstances.
<b>Notified home care service</b>	An approved provider that has notified the department of the home care service through which it will provide care and is eligible for home care subsidy under section 46-1 of the <i>Aged Care Act 1997</i> .

## Appendix

Table A – Number of people in the National Prioritisation Queue at 31 March 2018, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	10	253	280	120	663
Central West	1	154	117	67	339
Far North Coast	0	383	388	285	1,056
Hunter	14	345	480	495	1,334
Illawarra	3	336	452	258	1,049
Inner West	5	320	329	162	816
Mid North Coast	15	363	342	83	903
Nepean	3	209	139	53	404
New England	0	131	147	81	359
Northern Sydney	7	695	868	574	2,134
Orana Far West	28	181	127	51	387
Riverina/Murray	11	413	412	197	1,033
South East Sydney	2	94	595	285	1,376
South West Sydney	8	484	457	181	1,130
Southern Highlands	2	218	181	172	573
Western Sydney	6	208	356	238	802
Total across levels	127	6,057	6,579	4,026	16,789
<b>VIC</b>					
Barwon-South Western	16	342	363	165	886
Eastern Metro	28	1,203	742	556	2,529
Gippsland	8	353	224	155	740
Grampians	4	137	61	24	226
Hume	8	365	177	101	651
Loddon-Mallee	4	301	242	169	716
Northern Metro	12	787	688	602	2,089
Southern Metro	21	1,228	648	887	2,784
Western Metro	5	548	403	340	1,296
Total across levels	124	6,201	4,287	3,698	14,310



State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	9	401	346	220	976
Brisbane South	3	337	333	290	963
Cabool	6	318	314	244	882
Central West	0	9	2	2	13
Darling Downs	20	259	244	211	734
Far North	0	130	61	62	253
Fitzroy	0	122	283	42	447
Logan River Valley	1	149	172	173	495
Mackay	0	82	50	37	169
North West	0	13	16	5	34
Northern	1	75	111	13	323
South Coast	17	319	514	314	1,164
South West	1	16	14	10	41
Sunshine Coast	14	531	33	272	1,154
West Moreton	21	105	94	73	293
Wide Bay	6	134	158	125	423
Total across levels	122	3,529	3,629	2,633	9,913
<b>WA</b>					
Goldfields	0	2	8	6	16
Great Southern	0	10	28	34	72
Kimberley	0	1	2	0	3
Metro East	0	21	27	15	63
Metro North	1	81	62	72	216
Metro South East	2	120	105	117	344
Metro South West	0	82	101	119	302
Mid West	0	37	63	85	185
Pilbara	0	4	4	5	13
South West	0	13	19	26	58
Wheatbelt	0	8	9	19	36
Total across levels	13	1,279	1,478	1,649	4,419

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	4	55	64	21	144
Flinders & Far North	0	2	2	3	7
Hills, Mallee & Southern	3	199	174	62	438
Metro East	0	92	239	353	684
Metro North	2	153	469	365	989
Metro South	1	269	426	306	1,002
Metro West	3	81	220	310	614
Mid North	0	28	52	17	97
Riverland	0	37	65	25	127
South East	5	91	69	23	188
Yorke, Lower North & Barossa	0	135	211	15	517
Total across levels	20	1,305	2,267	1,895	5,487
<b>TAS</b>					
North Western	1	77	64	66	232
Northern	0	110	134	157	401
Southern	3	190	248	190	631
Total across levels	4	377	516	447	1,375
<b>ACT</b>					
Total across Levels	7	203	189	210	609
<b>NT</b>					
Alice Springs	1	13	5	2	21
Barkly	0	2	0	1	3
Darwin	0	27	27	29	83
East Arnhem	0	0	0	0	0
Katherine	0	3	2	3	8
Total across levels	2	83	42	53	180
<b>UNKNOWN</b>					
Total across levels	1	77	63	42	184
<b>NATION</b>	<b>432</b>	<b>19,364</b>	<b>19,190</b>	<b>14,656</b>	<b>53,642</b>

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



Table B – Number of home care packages released in the March 2018 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	11	610	267	48	936
Central West	11	205	101	24	341
Far North Coast	11	641	230	66	948
Hunter	11	855	605	166	1,637
Illawarra	8	497	203	60	768
Inner West	12	548	267	37	864
Mid North Coast	15	794	438	114	1,361
Nepean	5	257	59	18	339
New England	0	192	92	4	308
Northern Sydney	17	1,066	702	93	1,878
Orana Far West	17	262	78	16	373
Riverina/Murray	35	661	26	63	1,010
South East Sydney	12	777	341	87	1,217
South West Sydney	24	645	266	44	979
Southern Highlands	0	189	188	47	614
Western Sydney	4	514	326	88	932
Total across levels					14,505
<b>VIC</b>					
Barwon-South Western	14	449	154	43	660
Eastern Metro	38	1,240	351	95	1,724
Gippsland	34	425	155	42	656
Grampians	8	331	49	15	403
Hume	11	398	163	36	608
Loddon-Mallee	9	353	57	31	450
Northern Metro	17	938	264	100	1,319
Southern Metro	20	1,308	363	126	1,817
Western Metro	1	500	154	85	740
Total across levels					8,377



State/territory	Level 1	Level 2	Level 3	Level 4	Total
QLD					
Brisbane North	7	485	303	71	866
Brisbane South	0	594	318	120	1,032
Cabool	5	314	290	53	662
Central West	0	5	1	3	9
Darling Downs	18	433	289	49	789
Far North	6	263	106	28	403
Fitzroy	6	413	209	44	672
Logan River Valley	4	309	189	49	551
Mackay	1	113	34	11	159
North West	1	21	11	3	36
Northern	7	230	204	71	511
South Coast	10	593	295	58	956
South West	0	20	20	5	45
Sunshine Coast	6	504	301	88	898
West Moreton	5	141	68	25	239
Wide Bay	2	209	135	49	395
Total across levels					8,223
WA					
Goldfields	0	15	14	1	30
Great Southern	0	41	77	19	137
Kimberley	0	22	17	1	40
Metro East	7	251	165	29	452
Metro North	7	574	316	68	965
Metro South East	2	269	265	53	589
Metro South West	4	523	385	94	1,006
Mid West	1	37	26	4	68
Pilbara	1	4	10	1	16
South West	1	159	100	39	299
Wheatbelt	1	96	56	19	172
Total across levels					3,774

State/territory	Level 1	Level 2	Level 3	Level 4	Total
SA					
Eyre Peninsula	8	88	39	11	146
Flinders & Far North	0	11	15	3	29
Hills, Mallee & Southern	10	284	116	27	437
Metro East	2	372	262	32	668
Metro North	15	491	236	32	774
Metro South	8	604	324	43	979
Metro West	5	440	265	45	755
Mid North	4	67	38	8	117
Riverland	5	106	38	8	157
South East	10	138	42	7	197
Yorke, Lower North & Barossa	8	186	93		304
Total across levels					4,563
TAS					
North Western	8	127	44	15	195
Northern	0	171	56	22	249
Southern	9	297	121	31	458
Total across levels					902
ACT					
Total across levels					756
NT					
Alice Springs	0	14	8	0	22
Barkly	0	1	2	0	3
Darwin	0	43	33	6	82
East Arnhem	0	0	0	0	0
Katherine	0	5	1	0	6
Total across levels					113
UNKNOWN					
Total across levels					780
NATION	561	25,593	12,799	3,040	41,993

Note: Totals for each ACPR will not match state totals, as not all people assigned a package could be mapped to an ACPR.



Table C – Number of people in a home care package at  
31 December 2017, by ACPR

State/territory	Female	Male	Other	Total	Net gain from 30 Sep 2017
<b>NSW</b>					
Central Coast	1,186	559	0	1,745	162
Central West	469	248	1	718	26
Far North Coast	956	498	1	1,455	85
Hunter	1,803	905	3	2,711	178
Illawarra	1,047	511	2	1,560	
Inner West	1,081	462	1	1,544	5
Mid North Coast	1,403	756	5	2,164	236
Nepean	571	221	1	793	16
New England	452	261	0	713	-7
Northern Sydney	1,943	806	3	2,752	106
Orana Far West	409	208	0	617	44
Riverina/Murray	881	440	2	1,323	142
South East Sydney	1,599	741	1	2,341	-3
South West Sydney	1,448	643	0	2,091	58
Southern Highlands	661	306	0	967	62
Western Sydney	1,353	649	3	2,005	65
<b>Total</b>	<b>17,348</b>	<b>8,284</b>	<b>23</b>	<b>25,655</b>	<b>1,246</b>
<b>VIC</b>					
Barwon-South Western	1,119	549	0	1,668	77
Eastern Metro	2,535	1,205	0	3,740	104
Gippsland	838	455	2	1,295	106
Grampians	552	318	0	870	22
Hume	722	437	0	1,159	35
Loddon-Mallee	748	402	0	1,150	-13
Northern Metro	1,747	931	1	2,679	148
Southern Metro	2,824	1,462	1	4,287	125
Western Metro	1,522	882	1	2,405	117
<b>Total</b>	<b>12,719</b>	<b>6,738</b>	<b>5</b>	<b>19,462</b>	<b>730</b>



State/territory	Female	Male	Other	Total	Net gain from 30 Sep 2017
<b>QLD</b>					
Brisbane North	927	451	2	1,380	83
Brisbane South	1,334	678	3	2,015	163
Cabool	798	481	2	1,281	77
Central West	14	7	0	21	2
Darling Downs	748	420	1	1,169	108
Far North	460	270	1	731	43
Fitzroy	523	318	0	841	74
Logan River Valley	594	380	0	974	82
Mackay	175	101	0	276	-9
North West	48	28	0	76	2
Northern	510	291	1	802	39
South Coast	1,059	561	1	1,621	30
South West	54	31	0	85	1
Sunshine Coast	1,435	824	3	2,262	279
West Moreton	382	206	0	588	12
Wide Bay	777	406	0	1,183	80
<b>Total</b>	<b>9,925</b>	<b>5,512</b>	<b>14</b>	<b>15,451</b>	<b>1,092</b>
<b>WA</b>					
Goldfields	445	23	0	67	-1
Great Southern	30	89	0	229	20
Kimberley	73	44	0	117	8
Metro East	680	372	1	1,053	21
Metro North	1,250	577	0	1,827	93
Metro South East	753	428	0	1,181	79
Metro South West	1,095	577	0	1,672	132
Mid West	105	73	0	178	-19
Pilbara	33	24	0	57	-5
South West	329	178	0	507	20
Wheatbelt	153	107	0	260	11
<b>Total</b>	<b>4,719</b>	<b>2,538</b>	<b>1</b>	<b>7,258</b>	<b>359</b>

State/territory	Female	Male	Other	Total	Net gain from 30 Sep 2017
<b>SA</b>					
Eyre Peninsula	157	64	1	222	4
Flinders & Far North	57	33	0	90	-1
Hills, Mallee & Southern	521	270	1	792	57
Metro East	506	206	3	715	6
Metro North	591	314	3	908	33
Metro South	875	407	5	1,287	78
Metro West	566	252	3	821	
Mid North	73	34	1	108	2
Riverland	134	68	0	102	8
South East	185	73	0	258	4
Yorke, Lower North & Barossa	290	149	2	441	-10
<b>Total</b>	<b>3,989</b>	<b>1,877</b>	<b>19</b>	<b>5,885</b>	<b>165</b>
<b>TAS</b>					
North Western	298	148	0	446	29
Northern	397	180	1	578	42
Southern	694	290	1	985	42
<b>Total</b>	<b>1,399</b>	<b>618</b>	<b>2</b>	<b>2,023</b>	<b>115</b>
<b>ACT</b>					
<b>Total</b>	<b>950</b>	<b>481</b>	<b>4</b>	<b>1,435</b>	<b>26</b>
<b>NT</b>					
Alice Springs	106	44	0	150	-3
Barkly	16	15	0	31	0
Darwin	177	105	0	282	-3
East Arnhem	41	20	0	61	-1
Katherine	30	17	0	47	-5
<b>Total</b>	<b>448</b>	<b>253</b>	<b>0</b>	<b>701</b>	<b>-15</b>
<b>NATIONAL</b>	<b>51,527</b>	<b>26,323</b>	<b>68</b>	<b>77,918</b>	<b>3,713</b>

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



**Table D – Number of entries to home care in the December 2017 quarter, by ACPR**

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	6	207	44	47	304
Central West	2	61	13	11	87
Far North Coast	3	129	24	23	179
Hunter	3	249	49	69	370
Illawarra	1	113	26	22	162
Inner West	1	92	13	16	122
Mid North Coast	6	255	39	55	355
Nepean	1	33	5	10	49
New England	1	44	12	7	64
Northern Sydney	0	186	36	56	278
Orana Far West	9	63	10	13	95
Riverina/Murray	11	166	25	23	225
South East Sydney	1	132	25	38	196
South West Sydney	6	131	14	17	168
Southern Highlands	3	92	16	30	141
Western Sydney	0	125	24	35	184
Total across levels	54	2,078	375	472	2,979
<b>VIC</b>					
Barwon-South Western	3	116	22	33	174
Eastern Metro	9	236	20	40	305
Gippsland	8	124	15	19	166
Grampians	1	60	9	13	83
Hume	3	64	21	15	103
Loddon-Mallee	0	50	6	16	72
Northern Metro	4	176	35	83	298
Southern Metro	2	242	40	84	368
Western Metro	2	150	26	55	233
Total across levels	32	1,218	194	358	1,802



State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	5	107	25	35	172
Brisbane South	0	193	52	73	318
Cabool	2	120	30	23	175
Central West	0	0	0	0	0
Darling Downs	5	119	16	24	164
Far North	0	73	12	16	101
Fitzroy	0	93	12	26	131
Logan River Valley	1	90	19	41	151
Mackay	0	10	3	6	19
North West	0	2	1	0	3
Northern	0	59	14	28	101
South Coast	0	104	20	32	156
South West	0	3	0	0	3
Sunshine Coast	1	261		72	386
West Moreton	1	42	7	4	54
Wide Bay	4	84	35	37	160
Total across levels	19	1,370	298	417	2,094
<b>WA</b>					
Goldfields	0	3	2	0	5
Great Southern	0	12	3	15	30
Kimberley	0	5	1	0	6
Metro East	5	57	6	26	94
Metro North	4	144	27	37	212
Metro South East	1	98	26	48	173
Metro South West	3	145	36	68	252
Mid West	0	3	0	1	4
Pilbara	0	0	0	0	0
South West	0	41	7	17	65
Wheatbelt	0	26	5	8	39
Total across levels	13	534	113	220	880

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	1	21	2	1	25
Flinders & Far North	0	1	1	2	4
Hills, Mallee & Southern	4	76	6	8	94
Metro East	0	33	6	8	47
Metro North	1	58	21	20	100
Metro South	0	86	25	34	145
Metro West	1	35	7	6	49
Mid North	0	8	1	1	10
Riverland	1	18	2	4	25
South East	2	23	4	1	30
Yorke, Lower North & Barossa	1	29	3		38
Total across levels	11	388	78	90	567
<b>TAS</b>					
North Western	1	46		3	53
Northern	2	49	7	14	72
Southern	1	58	18	19	96
Total across levels	4	113	28	36	221
<b>ACT</b>					
Total across levels	0	72	9	10	91
<b>NT</b>					
Alice Springs	0	2	0	1	3
Barkly	0	0	0	0	0
Darwin	0	4	4	4	12
East Arnhem	0	0	0	0	0
Katherine	0	0	1	0	1
Total across levels	0	6	5	5	16
<b>UNKNOWN</b>					
Total across levels	6	339	54	60	481
<b>NATION</b>	<b>139</b>	<b>6,148</b>	<b>1,154</b>	<b>1,668</b>	<b>9,131</b>

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



**Table E – Number and growth of approved home care providers, by ACPR**

State/territory	31-Mar-17	31-Dec-17	31-Mar-18
<b>NSW</b>			
Central Coast	16	21	21
Central West	17	18	19
Far North Coast	24	29	32
Hunter	35	48	50
Illawarra	26	34	34
Inner West	22	31	30
Mid North Coast	33	39	42
Nepean	7	8	10
New England	15	19	19
Northern Sydney	23	37	37
Orana Far West	16	19	20
Riverina/Murray	24	30	31
South East Sydney	33	45	48
South West Sydney	27	36	39
Southern Highlands	21	24	24
Western Sydney	29	44	47
<b>VIC</b>			
Barwon-South Western	22	25	26
Eastern Metro	34	45	48
Gippsland	16	18	19
Grampians	15	16	16
Hume	23	25	26
Loddon-Mallee	9	11	11
Northern Metro	26	32	34
Southern Metro	41	56	57
Western Metro	29	42	43



State/territory	31-Mar-17	31-Dec-17	31-Mar-18
<b>QLD</b>			
Brisbane North	27	37	39
Brisbane South	30	43	47
Cabool	19	20	21
Central West	8	8	8
Darling Downs	19	25	25
Far North	16	19	19
Fitzroy	18	19	19
Logan River Valley	21	22	25
Mackay	8	9	11
North West	8	7	7
Northern	15	17	19
South Coast	19	28	32
South West	3	3	3
Sunshine Coast	28	37	38
West Moreton	15	18	21
Wide Bay	17	18	18
<b>WA</b>			
Goldfields	7	8	8
Great Southern	2	4	4
Kimberley		7	7
Metro East	21	24	25
Metro North	20	25	26
Metro South East	16	16	17
Metro South West	9	15	15
Mid West	4	5	5
Pilbara	7	8	8
South West	9	13	13
Wheatbelt	6	6	6
<b>SA</b>			
Eyre Peninsula	3	4	4
Finders & Far North	8	9	9
Hills, Mallee & Southern	9	11	11
Metro East	19	28	32
Metro North	11	15	15
Metro South	13	14	14
Metro West	16	17	18
Mid North	3	3	3
Riverland	2	2	2
South East	3	4	4
Yorke, Lower North & Barossa	7	8	8

State/territory	31-Mar-17	31-Dec-17	31-Mar-18
<b>TAS</b>			
North Western	9	11	13
Northern	11	14	15
Southern	24	28	28
<b>ACT</b>			
ACT	17	25	27
<b>NT</b>			
Alice Springs	11	14	14
Barkly	11	12	13
Darwin	12	15	15
East Arnhem	6	7	7
Katherine	10	12	12

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

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