



**Australian Government**

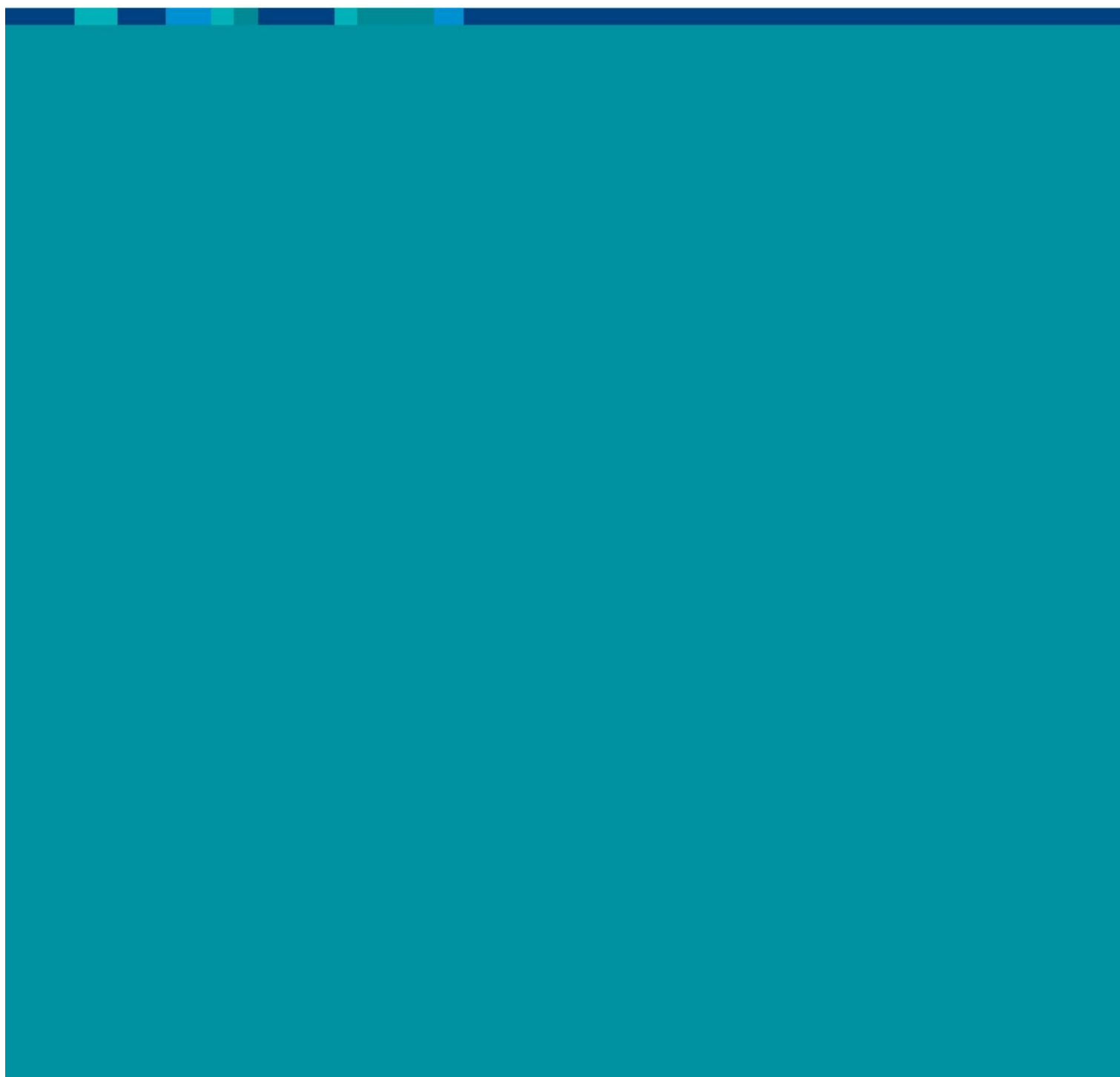
**Department of Health**

# HOME CARE PACKAGES PROGRAM

## Data Report 3<sup>rd</sup> Quarter 2019-20

1 January – 31 March 2020

July 2020



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## Executive Summary

- At 31 March 2020, 151,958 people had access to a home care package. This is a 4.6 per cent (6,638) increase since 31 December 2019 (145,320).
- Of the 151,958 people, 136,909 were in a home care package with the remaining 15,049 people assigned a package and considering whether to take up the offer.
- The 136,909 people in care at 31 March 2020 represented a 6.3 per cent (8,128) increase from 31 December 2019 (128,781) and a 38.1 per cent (37,799) annual increase from 31 March 2019 (99,110).
- In the March 2020 quarter, 15,208 people entered a home care package for the first time.
- At 31 March 2020, there were 59,071 people seeking a home care package at their approved level, who had not yet been offered access to a lower level package. Of these people, 97.3 per cent (57,474) had been provided with an approval to access support through the Commonwealth Home Support Programme (CHSP).
- The number of people with a level 4 approval who were seeking a package at their approved level, who had not yet been offered a home care package, fell by 44.3 per cent (5,878) from 31 March 2019 (13,278) to 31 March 2020 (7,400).
- At 31 March 2020, there were 44,528 people who were seeking a home care package at their approved level, who had already been offered a lower level package. Of these people, 62.4 per cent (27,776) chose to take an offered package, 17.9 per cent (7,965) were deciding on whether to take up their offer and 19.7 per cent (8,787) had not taken up their previous offer(s) of a lower level package.
- Of all people waiting for a home care package at their approved level at 31 March 2020, 98.5 per cent (102,002) had been provided with the opportunity to connect to some form of Commonwealth subsidised home care support.
- There were 28,666 approvals for a home care package in the March 2020 quarter.
- There were 39,650 home care packages released in the March 2020 quarter, at an average of 3,050 per week.
- There were 922 approved home care providers with a home care service at 31 March 2020.

# 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 January 2020 and 31 March 2020 (referred to as the March 2020 quarter for the remainder of the report).

This report consists of four chapters:

- Chapter 1: assessment for home care and the number of approvals.
- Chapter 2: the delivery of home care services.
- Chapter 3: the prioritisation of people in the National Prioritisation System (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 January 2020 and 31 March 2020 with the exception of information on estimated wait times, which shows data as of 30 June 2020, 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 [Home Care Packages Program | Ageing and Aged Care](#).

## INCREASED INVESTMENT

On 8 July 2020, the Government announced that an additional \$325.7 million would be spent on 6,105 home care packages (2,035 at level 1, 2 and 3) in 2020-21. These packages commenced being rolled out in July 2020.

Table 1 provides a breakdown of the current number of allocated home care packages across the forward estimates.

Table 1: Number of allocated home care packages across the forward estimates

Package level	2019-20	2020-21	2021-22	2022-23	2023-24
1	11,240	13,950	15,155	15,488	15,488
2	64,974	69,571	69,571	69,571	69,999
3	33,689	37,724	37,724	37,724	37,724
4	40,853	41,353	41,352	41,352	41,983
<b>Total</b>	<b>150,756</b>	<b>162,597</b>	<b>163,802</b>	<b>164,135</b>	<b>165,194</b>

Note – The totals may not add up to the sum of the four package levels due to rounding.

## 1. ELIGIBILITY AND ASSESSMENT

### DISTRIBUTION OF HOME CARE PACKAGE LEVELS

- There are four levels of home care packages to help meet senior Australian's different levels of care need, which is determined by the outcome of an aged care assessment. On 20 March 2020, the Prime Minister, the Hon Scott Morrison MP, announced a temporary increase in home care subsidy amounts that will be in place between 1 March 2020 and 31 August 2020. Table 2 provides the annual amount of Government subsidy in 2019-20, with the temporary increase factored in for four months of the year.

Table 2: Home care package annual subsidy, by package level from 1 July 2019 to 30 June 2020

Package level	Home care services for people with:	Annual subsidy amount paid by the Australian Government
1	Basic care needs	\$8,845
2	Low-level care needs	\$15,562
3	Intermediate care needs	\$33,866
4	High-level care needs	\$51,335

Note: The amounts in the table do not include additional supplements that a provider or consumer may be eligible for.

### VOLUME OF HOME CARE APPROVALS

- There were 28,666 home care approvals in the March 2020 quarter (Table 3). This was 8.2 per cent (2,180) more than the approvals in the March 2019 quarter (26,486).

Table 3: Number of home care approvals in the March 2020 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	13	991	191	3,759	555	2,878	522	754	9,663	33.7%
VIC	0	465	54	2,994	243	2,261	620	865	7,502	26.2%
QLD	2	307	54	1,654	360	1,360	422	319	4,478	15.6%
WA	0	36	6	675	113	956	494	705	2,985	10.4%
SA	0	124	9	947	41	1,208	106	375	2,810	9.8%
TAS	0	47	4	250	23	279	36	98	737	2.6%
ACT	0	7	2	114	11	73	56	45	308	1.1%
NT	0	0	4	34	7	37	35	39	156	0.5%
Unknown	0	1	1	7	1	12	0	5	27	0.1%
Sub-total	15	1,978	325	10,434	1,354	9,064	2,291	3,205	28,666	100.0%
Total	1,993	10,759	10,418	5,496	28,666	100.0%				
Share	7.0%	37.5%	36.3%	19.2%	100.0%					

#### Key point

- There were 28,666 approvals for a home care package in the March 2020 quarter.

## 2. HOME CARE SERVICE DELIVERY

### NUMBER OF PEOPLE IN A HOME CARE PACKAGE

- There were 136,909 people in a home care package at 31 March 2020 (Table 4). This was an increase of 6.3 per cent (8,128) since 31 December 2019 (128,781) and a 38.1 per cent (37,799) annual increase from 31 March 2019 (99,110) (Chart 1).
- Of the 136,909 people, 63,809 were in a high level (level 3 or 4) home care package. This figure was 40.3 per cent (18,342) higher than 31 March 2019 (45,467).
- In addition to the 136,909 people in a home care package at 31 March 2020, a further 15,049 people were assigned a home care package and were considering whether to take up their offer.

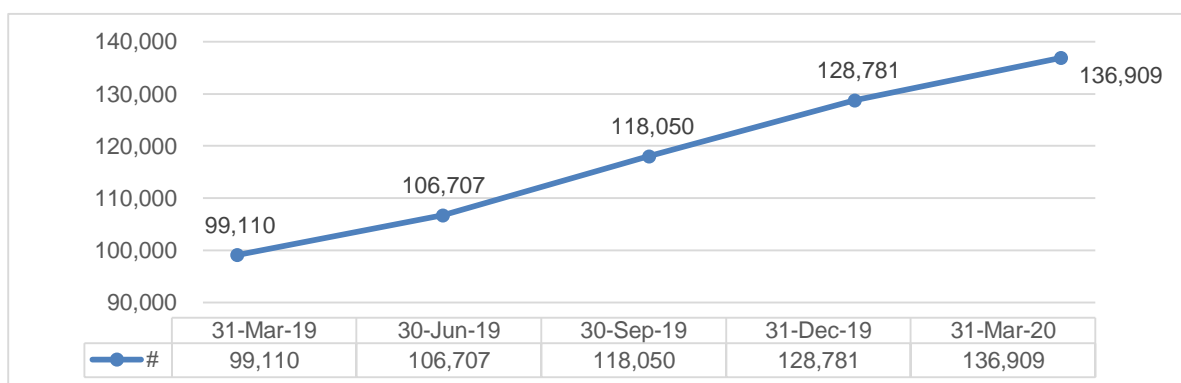
Table 4: Number of people in a home care package by level and state and territory, at 31 March 2020

State	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	6,722	20,600	9,790	11,106	48,218	35.2%
VIC	3,230	17,745	6,549	8,278	35,802	26.2%
QLD	2,563	10,663	5,601	7,629	26,456	19.3%
WA	414	3,486	2,196	4,666	10,762	7.9%
SA	860	3,858	2,147	3,125	9,990	7.3%
TAS	345	1,489	686	804	3,324	2.4%
ACT	79	694	257	636	1,666	1.2%
NT	7	332	117	212	668	0.5%
Unknown	1	12	3	7	23	0.0%
<b>Total</b>	<b>14,221</b>	<b>58,879</b>	<b>27,346</b>	<b>36,463</b>	<b>136,909</b>	<b>100.0%</b>
<b>Share</b>	<b>10.4%</b>	<b>43.0%</b>	<b>20.0%</b>	<b>26.6%</b>	<b>100.0%</b>	

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

- Data on the number of people in care at 31 March 2020 by Aged Care Planning Region (ACPR) can be found at Appendix A.

Chart 1: Number of people in a home care package since 31 March 2019



## NUMBER OF NEW ENTRIES TO HOME CARE

- There were 15,208 new entries to home care in the March 2020 quarter (Table 5).

Table 5: Number of new entries to home care in the March 2020 quarter, by state and territory

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	2,753	1,969	633	220	5,575	36.7%
VIC	1,349	1,821	604	196	3,970	26.1%
QLD	936	1,283	428	145	2,792	18.4%
WA	161	528	333	165	1,187	7.8%
SA	340	525	149	76	1,090	7.2%
TAS	134	148	53	17	352	2.3%
ACT	36	113	32	18	199	1.3%
NT	0	22	12	9	43	0.3%
Unknown	0	0	0	0	0	0.0%
<b>Total</b>	<b>5,709</b>	<b>6,409</b>	<b>2,244</b>	<b>846</b>	<b>15,208</b>	<b>100.0%</b>
<b>Share</b>	<b>37.5%</b>	<b>42.1%</b>	<b>14.8%</b>	<b>5.6%</b>	<b>100.0%</b>	

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

- Further information on the number of new entries in the March 2020 quarter by ACPR can be found in Appendix B.
- Table 6 provides a breakdown of the proportion of the total number of people in a home care package 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 6: Proportion of the total number of people in a home care package at the last day of the quarter, by MMM Classification

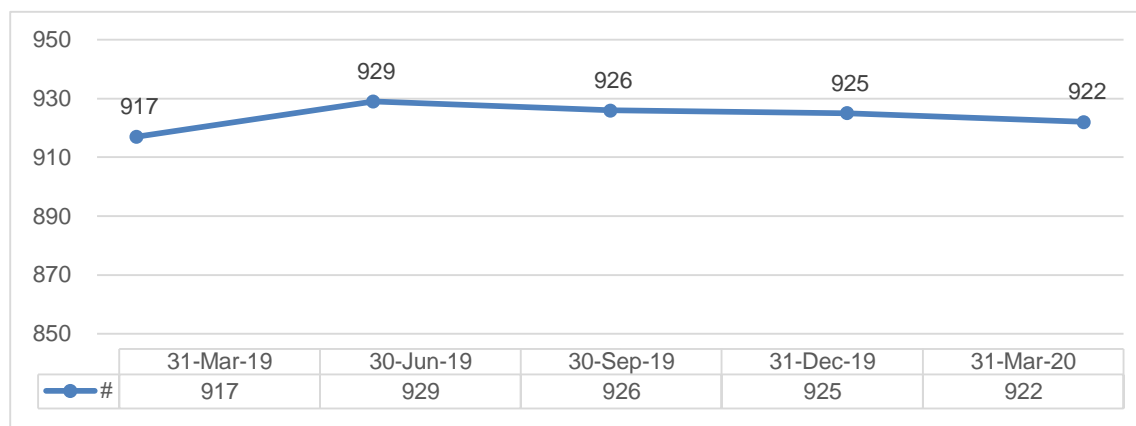
MMM	31-Mar-19	30-Jun-19	30-Sep-19	31-Dec-19	31-Mar-20
1	64.0%	64.0%	64.1%	64.2%	64.6%
2	9.7%	9.6%	9.7%	9.7%	9.6%
3	10.4%	10.5%	10.4%	10.3%	10.2%
4	5.8%	5.8%	5.8%	5.8%	5.8%
5	8.6%	8.6%	8.6%	8.6%	8.5%
6	0.9%	0.9%	0.9%	0.9%	0.9%
7	0.6%	0.6%	0.6%	0.5%	0.5%
Unknown	0.1%	0.0%	0.0%	0.0%	0.0%

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

## NUMBER OF APPROVED HOME CARE PROVIDERS

- There were 922 approved home care providers at 31 March 2020 (Chart 2). This was a decrease of 0.3 per cent (three providers) from 31 December 2019 (925) and an annual increase of 0.5 per cent (five providers) since 31 March 2019 (917).

Chart 2: Number of approved providers of home care with home care services since 31 March 2019



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

- Appendix C provides the total number of approved home care providers in each ACPR that had indicated in My Aged Care that they had operational capacity to provide services across all four package levels in that region at 31 March 2020.

### Key points

- There were 136,909 people in a home care package at 31 March 2020. This represented a 6.3 per cent (8,128) increase from 31 December 2019 (128,781) and a 38.1 per cent (37,799) annual increase from 31 March 2019 (99,110).
- There were 15,208 new entries to home care in the March 2020 quarter.
- There were 922 approved home care providers with a home care service at 31 March 2020, a decrease of 0.3 per cent (3 providers) since 31 December 2019 (925) and an increase of 0.5 per cent (5 providers) since 31 March 2019 (917).



## 3. NATIONAL PRIORITISATION SYSTEM

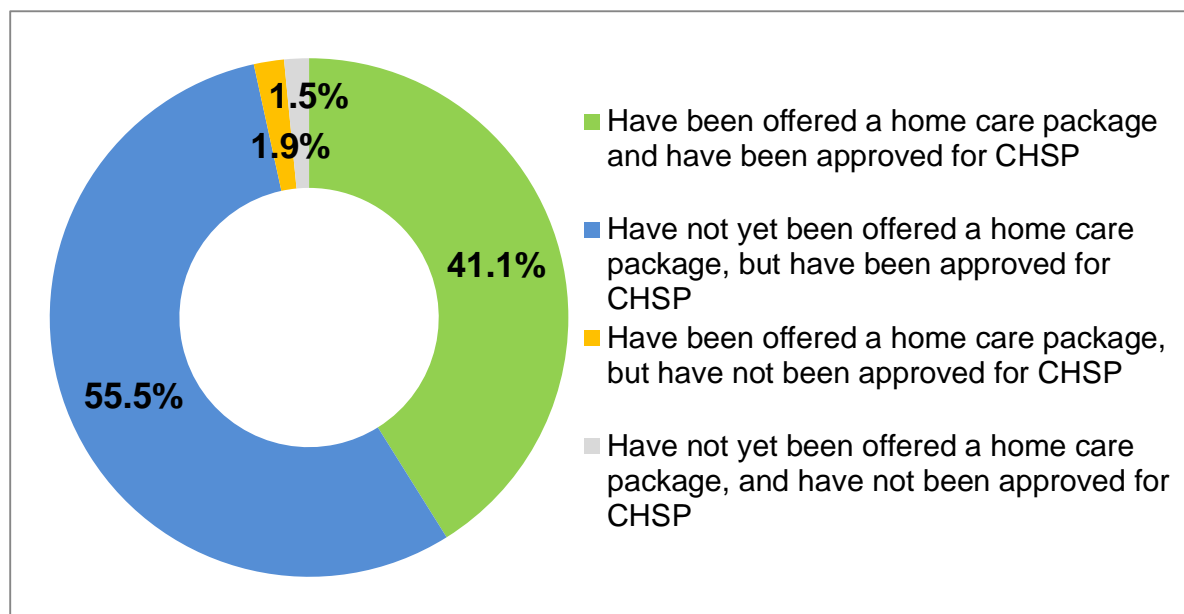
### NATIONAL PRIORITISATION SYSTEM

- The NPS allows for a nationally consistent and equitable process for assigning home care packages based on people's individual needs and circumstances, regardless of where they live. A person's wait time is dependent only on their date of approval and priority for service.
- The NPS should be considered as more than a single queue. For example, the NPS includes people who have accepted a lower level home care package that allows them to connect with home care services early, as well as others that have not accepted a lower level package. It also includes people that have approvals for other care types such as residential care and CHSP who may not choose to take up their package.
- Packages are released on a weekly basis to all four package levels, across high and medium priorities to connect people to care as well as upgrade people in interim packages.
- Aged Care Assessment Teams (ACATs) assess a person's needs and, when making an approval for care, can approve a person for home care packages, 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 home care approval will enter home care. The strong 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 home care package 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 home care package.
- Of the people in the NPS who were waiting on a home care package at their approved level at 31 March 2020, 96.6 per cent 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 home care package when their budget has been expended or where additional short-term episodic care is required. Diagram 1 shows that 98.5 per cent of people in the NPS at 31 March 2020 had been offered an interim level home care package and/or approved for CHSP services.

Diagram 1: Status of people in the NPS at 31 March 2020 who were waiting for a home care package at their approved level



## PEOPLE WHO HAVE NOT YET BEEN OFFERED A HOME CARE PACKAGE

- At 31 March 2020, there were 59,071 people who were seeking a home care package at their approved level, who had not yet been offered a home care package (Table 7). Of these people, 97.3 per cent (57,474) had been provided with an approval to access CHSP.
- The number of people with a level 4 approval who were seeking a package at their approved level, who had not yet been offered a home care package, has fallen by 44.3 per cent (5,878) from 31 March 2019 (13,278) to 31 March 2020 (7,400).

Table 7: Number and percentage of people who have not yet been offered a home care package, who had been approved to access CHSP, by level of approval at 31 March 2020

Approved level	Number of people in the NPS <u>who have never been offered</u> an interim home care package	Number of people in the NPS <u>who have never been offered</u> an interim home care package <u>with</u> CHSP approval	Percentage of people in the NPS <u>who have never been offered</u> an interim home care package <u>with</u> CHSP approval
Level 1	3,363	3,196	95.0%
Level 2	25,018	24,393	97.5%
Level 3	23,290	22,817	98.0%
Level 4	7,400	7,068	95.5%
<b>Total</b>	<b>59,071</b>	<b>57,474</b>	<b>97.3%</b>

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

- At 31 March 2020, there were 44,528 people who had been offered an interim home care package while they wait for a package at their approved level.
- Those offered an interim package fell into three response categories (Table 8):
  - those who accepted their offer and were receiving care (27,776)
  - those who have not yet accepted their offer but whose offer was still open (i.e. within 56/84 days of offer) (7,965), and
  - those who did not take up their previous offer(s) (8,787).

Table 8: Number of people who had been offered a package while they wait for their approved level, by response category and level of approval at 31 March 2020

Approved level	Number of people in an interim home care package	Number of people offered an interim home care package, who had <u>not yet accepted</u> their offer	Number of people offered an interim home care package that <u>did not</u> take up their offer
Level 2	7,628	3,846	3,858
Level 3	12,315	2,598	3,297
Level 4	7,833	1,521	1,632
<b>Total</b>	<b>27,776</b>	<b>7,965</b>	<b>8,787</b>

- Of the 8,787 people who had not taken up their previous offer(s) of a package, 96.7 per cent (8,495) had been provided with an approval to access CHSP (Table 9).

Table 9: Number and percentage of people who did not take up an offer of a lower level package, who have been provided approval to access CHSP, by level of approval at 31 March 2020

Approved level	Number of people who <u>did not</u> take up an offer of an interim home care package	Number of people who <u>did not</u> take up an offer of an interim home care package, that have a CHSP approval	Percentage of people who <u>did not</u> take up an offer of an interim home care package, that have a CHSP approval
Level 2	3,858	3,759	97.4%
Level 3	3,297	3,222	97.7%
Level 4	1,632	1,514	92.8%
<b>Total</b>	<b>8,787</b>	<b>8,495</b>	<b>96.7%</b>

## PEOPLE APPROVED FOR RESIDENTIAL CARE

- Many people have approvals for both home and residential aged care, and some will choose to take up a residential care place instead of a home care package. At 31 March 2020, 65.9 per cent (68,227) of people in the NPS had dual approvals, having been approved for a permanent place in a residential aged care facility, reflecting their complex care needs, and also seeking a home care package at their approved level (Table 10).

Table 10: Number and percentage of people waiting for a home care package at their approved level who were also approved for permanent residential care, by level of approval at 31 March 2020

Approved level	Number of people waiting for a package at their approved level who also have an approval for permanent residential care	Number of people waiting for a package at their approved level	Percentage of people waiting for a package at their approved level who also have an approval for permanent residential care
Level 1	1,011	3,363	30.1%
Level 2	21,040	40,350	52.1%
Level 3	30,399	41,500	73.3%
Level 4	15,777	18,386	85.8%
<b>Total</b>	<b>68,227</b>	<b>103,599</b>	<b>65.9%</b>

- Not everyone currently waiting for a package will enter home care. Due to their needs, many people have approvals for both home and residential aged care, and will choose to take up a residential place instead of home care. In addition, some people have appropriate care in place and are not currently actively seeking care.

## DISTRIBUTION OF PEOPLE ACROSS STATES AND TERRITORIES

- Table 11 shows the state and territory distribution of people who have not been offered a home care package.

Table 11: Number of people waiting on a package at their approved level who have not been offered a lower level package, by state and territory of residence and level of approval at 31 March 2020

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	1,615	7,829	5,747	1,417	<b>16,608</b>	<b>28.1%</b>
VIC	854	8,081	7,078	2,469	<b>18,482</b>	<b>31.3%</b>
QLD	548	3,928	3,413	731	<b>8,620</b>	<b>14.6%</b>
WA	56	1,885	2,626	1,453	<b>6,020</b>	<b>10.2%</b>
SA	193	2,242	3,218	807	<b>6,460</b>	<b>10.9%</b>
TAS	76	612	762	291	<b>1,741</b>	<b>2.9%</b>
ACT	18	309	294	139	<b>760</b>	<b>1.3%</b>
NT	0	105	134	83	<b>322</b>	<b>0.5%</b>
Unknown	3	27	18	10	<b>58</b>	<b>0.1%</b>
<b>Total</b>	<b>3,363</b>	<b>25,018</b>	<b>23,290</b>	<b>7,400</b>	<b>59,071</b>	<b>100.0%</b>
<b>Share</b>	<b>5.7%</b>	<b>42.4%</b>	<b>39.4%</b>	<b>12.5%</b>	<b>100.0%</b>	

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

- The number of people waiting on a home care package at 31 March 2020 who had not been offered a lower level home care package, by ACPR is found in Appendix D.

## WAIT TIMES

- All people approved for a home care package, and seeking services, can access their individual expected wait time to receive their first package, and their approved package in time bands.
- A person's place in the NPS is solely based on date of approval and priority for care. Estimated wait times at 30 June 2020, for a person with a medium priority approval joining the NPS for a package by level, are provided in Table 12.
- People approved for a higher level package have the option of taking up a lower level package 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 12: Estimated wait time for people entering the NPS on 30 June 2020, by package level

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

## NUMBER OF HOME CARE PACKAGES RELEASED

- The department released 39,650 home care packages during the March 2020 quarter (Table 13), at an average of 3,050 per week.

Table 13: Number of home care packages released in the March 2020 quarter, by state and territory and level

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	5,141	4,171	3,052	1,801	<b>14,165</b>	<b>35.7%</b>
VIC	2,598	3,088	2,571	1,628	<b>9,885</b>	<b>24.9%</b>
QLD	1,646	2,319	1,969	1,168	<b>7,102</b>	<b>17.9%</b>
WA	411	1,073	1,105	855	<b>3,444</b>	<b>8.7%</b>
SA	860	1,070	724	781	<b>3,435</b>	<b>8.7%</b>
TAS	245	292	248	131	<b>916</b>	<b>2.3%</b>
ACT	92	194	115	144	<b>545</b>	<b>1.4%</b>
NT	4	34	58	36	<b>132</b>	<b>0.3%</b>
Unknown	3	9	8	6	<b>26</b>	<b>0.1%</b>
<b>Total</b>	<b>11,000</b>	<b>12,250</b>	<b>9,850</b>	<b>6,550</b>	<b>39,650</b>	<b>100.0%</b>
<b>Share</b>	<b>27.7%</b>	<b>30.9%</b>	<b>24.8%</b>	<b>16.5%</b>	<b>100.0%</b>	

- Of the packages released in the March 2020 quarter:
  - 24.4 per cent (9,670) were offered as upgrades to people who had previously been offered and accepted a lower level interim package.
  - 75.6 per cent (29,980) of packages were offered to people who were not in an interim level home care package (Table 14). This included people who were previously offered a package and did not take up the offer, as well as people who were offered a package for the first time.

Table 14: Home care packages released to people in the March 2020 quarter, by level and type of release

Release type	Level 1	Level 2	Level 3	Level 4	Total
New packages	11,000	10,292	5,531	3,157	<b>29,980</b>
Upgrades	0	1,958	4,319	3,393	<b>9,670</b>
<b>Total</b>	<b>11,000</b>	<b>12,250</b>	<b>9,850</b>	<b>6,550</b>	<b>39,650</b>
% released that were new	<b>100.0%</b>	<b>84.0%</b>	<b>56.2%</b>	<b>48.2%</b>	<b>75.6%</b>

- Information on the number of packages released by ACPR and level for the March 2020 quarter can be found at Appendix E.

### Key points

- At 31 March 2020, there were 59,071 people who were seeking a home care package at their approved level, who had not yet been offered a home care package (Table 7). Of these people, 97.3 per cent (57,474) had been provided with an approval to access CHSP.
- At 31 March 2020, there were 44,528 people who had been offered an interim home care package while they wait for a package at their approved level.
- 39,650 home care packages were released during the March 2020 quarter, with 75.6 per cent (29,980) being offered to people who were not in an interim package.

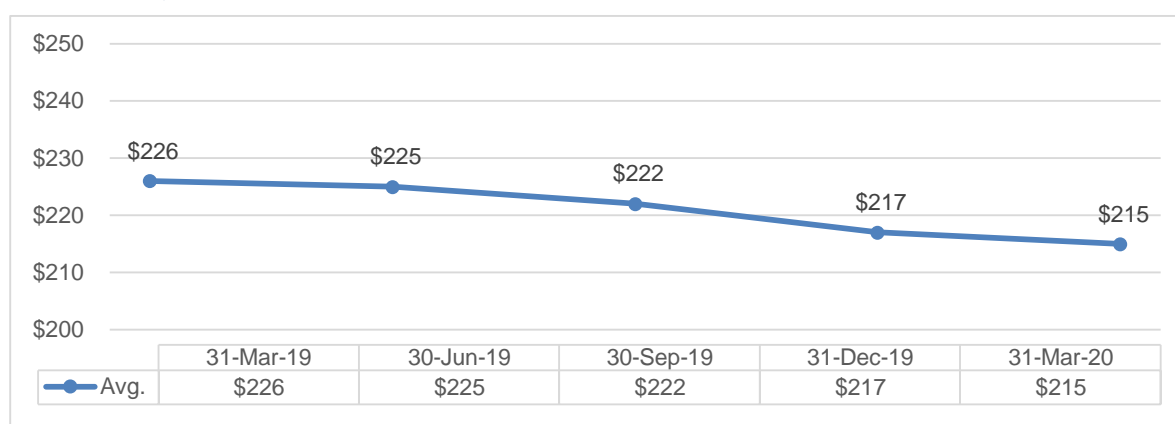
## 4. MAXIMUM EXIT AMOUNTS

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

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

- The average published maximum exit amount of all providers at 31 March 2020 was \$215 (inclusive of amounts of \$0 and where no amount was provided) (Chart 3). This average had decreased by 0.9 per cent (\$2) since 31 December 2019 (\$217) and decreased by 4.9 per cent (\$11) since 31 March 2019 (\$226).

Chart 3: Average maximum exit amount published by home care providers since 31 March 2019



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

- 42.6 per cent of approved home care providers had indicated that they would not deduct an exit amount at 31 March 2020, up from 42.3 per cent at 31 December 2019.
- Eight providers published a maximum exit amount of \$1,000 or more at 31 March 2020 (Table 15).

Table 15: Number of approved home care providers with a published maximum exit amount of \$1,000 or more

	31-Mar-19	30-Jun-19	30-Sep-19	31-Dec-19	31-Mar-20
(A) No. of providers with a published maximum exit amount of more than \$1,000	4	4	3	2	2
(B) No. of providers with a published maximum exit amount of \$1,000	6	5	4	6	6
Combined (A)+(B)	10	9	7	8	8

### Key points:

- At 31 March 2020, the average published maximum exit amount was \$215.
- At 31 March 2020, 42.6 per cent of all approved home care providers indicated that they would not deduct an exit amount.

## Glossary

Term	Definition
<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>Commonwealth Home Support Programme (CHSP)</b>	Entry-level support at home – Ongoing or short-term care and support services including help with housework, personal care, meals and food preparation, transport, shopping, allied health, social support and planned respite.
<b>Home Care Packages Program</b>	A program that supports senior Australians with complex needs to remain living at home through a coordinated package of care and services to meet the individual needs of people.
<b>Interim 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 for a higher level package.
<b>My Aged Care</b>	The main entry point to the aged care system in Australia.
<b>National Prioritisation System</b>	The nationally consistent process for allocating home care packages based on peoples' needs and circumstances.
<b>The department</b>	The Department of Health.



## Appendices

### Appendix A – Number of people in a home care package at 31 March 2020, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	227	1,209	753	552	<b>2,741</b>
Central West	112	481	201	236	<b>1,030</b>
Far North Coast	666	1,520	600	613	<b>3,399</b>
Hunter	745	2,038	1,201	1,612	<b>5,596</b>
Illawarra	542	1,397	598	637	<b>3,174</b>
Inner West	387	1,361	525	660	<b>2,933</b>
Mid North Coast	621	1,852	976	1,096	<b>4,545</b>
Nepean	147	647	249	201	<b>1,244</b>
New England	45	472	228	250	<b>995</b>
Northern Sydney	644	1,982	943	1,184	<b>4,753</b>
Orana Far West	240	559	219	200	<b>1,218</b>
Riverina/Murray	425	1,422	582	533	<b>2,962</b>
South East Sydney	595	1,792	940	998	<b>4,325</b>
South West Sydney	760	1,728	673	757	<b>3,918</b>
Southern Highlands	156	833	291	461	<b>1,741</b>
Western Sydney	410	1,307	811	1,116	<b>3,644</b>
<b>Total</b>	<b>6,722</b>	<b>20,600</b>	<b>9,790</b>	<b>11,106</b>	<b>48,218</b>
<b>VIC</b>					
Barwon-South Western	227	1,360	568	666	<b>2,821</b>
Eastern Metro	976	3,861	1,123	1,433	<b>7,393</b>
Gippsland	489	1,280	426	593	<b>2,788</b>
Grampians	114	910	215	257	<b>1,496</b>
Hume	121	997	439	437	<b>1,994</b>
Loddon-Mallee	160	991	354	523	<b>2,028</b>
Northern Metro	461	2,390	1,180	1,356	<b>5,387</b>
Southern Metro	483	3,919	1,344	1,819	<b>7,565</b>
Western Metro	199	2,037	900	1,194	<b>4,330</b>
<b>Total</b>	<b>3,230</b>	<b>17,745</b>	<b>6,549</b>	<b>8,278</b>	<b>35,802</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	163	845	516	704	<b>2,228</b>
Brisbane South	251	1,118	763	1,085	<b>3,217</b>
Cabool	262	963	514	715	<b>2,454</b>
Central West	2	11	2	11	<b>26</b>
Darling Downs	285	842	313	708	<b>2,148</b>
Far North	99	601	225	298	<b>1,223</b>
Fitzroy	7	762	646	411	<b>1,826</b>
Logan River Valley	242	610	426	609	<b>1,887</b>
Mackay	51	200	53	98	<b>402</b>
North West	4	60	11	29	<b>104</b>
Northern	93	486	293	587	<b>1,459</b>
South Coast	363	1,070	600	802	<b>2,835</b>
South West	15	55	22	32	<b>124</b>
Sunshine Coast	255	1,778	737	911	<b>3,681</b>
West Moreton	142	361	111	217	<b>831</b>
Wide Bay	329	901	369	412	<b>2,011</b>
<b>Total</b>	<b>2,563</b>	<b>10,663</b>	<b>5,601</b>	<b>7,629</b>	<b>26,456</b>
<b>WA</b>					
Goldfields	6	34	24	32	<b>96</b>
Great Southern	18	70	77	190	<b>355</b>
Kimberley	6	62	31	35	<b>134</b>
Metro East	50	525	270	553	<b>1,398</b>
Metro North	183	1,113	520	1,091	<b>2,907</b>
Metro South East	52	615	360	740	<b>1,767</b>
Metro South West	44	656	572	1,251	<b>2,523</b>
Mid West	0	64	21	100	<b>185</b>
Pilbara	4	20	5	18	<b>47</b>
South West	26	208	189	407	<b>830</b>
Wheatbelt	25	119	127	249	<b>520</b>
<b>Total</b>	<b>414</b>	<b>3,486</b>	<b>2,196</b>	<b>4,666</b>	<b>10,762</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	62	195	81	112	<b>450</b>
Flinders & Far North	8	51	23	33	<b>115</b>
Hills, Mallee & Southern	160	698	242	318	<b>1,418</b>
Metro East	60	401	291	452	<b>1,204</b>
Metro North	255	611	489	606	<b>1,961</b>
Metro South	83	749	443	671	<b>1,946</b>
Metro West	95	480	317	558	<b>1,450</b>
Mid North	15	76	22	44	<b>157</b>
Riverland	12	145	57	80	<b>294</b>
South East	65	196	59	81	<b>401</b>
Yorke, Lower North & Barossa	45	256	123	170	<b>594</b>
<b>Total</b>	<b>860</b>	<b>3,858</b>	<b>2,147</b>	<b>3,125</b>	<b>9,990</b>
<b>TAS</b>					
North Western	83	354	112	182	<b>731</b>
Northern	88	451	187	239	<b>965</b>
Southern	174	684	387	383	<b>1,628</b>
<b>Total</b>	<b>345</b>	<b>1,489</b>	<b>686</b>	<b>804</b>	<b>3,324</b>
<b>ACT</b>					
<b>Total</b>	<b>79</b>	<b>694</b>	<b>257</b>	<b>636</b>	<b>1,666</b>
<b>NT</b>					
Alice Springs	1	109	18	43	<b>171</b>
Barkly	0	11	1	7	<b>19</b>
Darwin	1	112	82	140	<b>335</b>
East Arnhem	4	57	8	14	<b>83</b>
Katherine	1	43	8	8	<b>60</b>
<b>Total</b>	<b>7</b>	<b>332</b>	<b>117</b>	<b>212</b>	<b>668</b>
<b>UNKNOWN ACPR</b>					
<b>Total</b>	<b>1</b>	<b>12</b>	<b>3</b>	<b>7</b>	<b>23</b>
<b>NATIONAL</b>					
<b>Total</b>	<b>14,221</b>	<b>58,879</b>	<b>27,346</b>	<b>36,463</b>	<b>136,909</b>

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

## Appendix B – Number of new entries to home care in the March 2020 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	110	155	38	9	<b>312</b>
Central West	30	47	5	4	<b>86</b>
Far North Coast	252	135	27	10	<b>424</b>
Hunter	300	220	88	23	<b>631</b>
Illawarra	204	107	35	16	<b>362</b>
Inner West	190	110	27	13	<b>340</b>
Mid North Coast	248	188	95	21	<b>552</b>
Nepean	66	55	19	5	<b>145</b>
New England	17	43	18	4	<b>82</b>
Northern Sydney	246	184	52	23	<b>505</b>
Orana Far West	79	36	11	2	<b>128</b>
Riverina/Murray	179	96	25	14	<b>314</b>
South East Sydney	270	217	68	32	<b>587</b>
South West Sydney	279	135	31	14	<b>459</b>
Southern Highlands	70	89	19	10	<b>188</b>
Western Sydney	213	152	75	20	<b>460</b>
<b>Total</b>	<b>2,753</b>	<b>1,969</b>	<b>633</b>	<b>220</b>	<b>5,575</b>
<b>VIC</b>					
Barwon-South Western	84	153	41	18	<b>296</b>
Eastern Metro	404	383	73	23	<b>883</b>
Gippsland	209	117	36	5	<b>367</b>
Grampians	43	62	18	6	<b>129</b>
Hume	55	64	23	5	<b>147</b>
Loddon-Mallee	62	75	39	16	<b>192</b>
Northern Metro	182	275	110	40	<b>607</b>
Southern Metro	235	463	159	47	<b>904</b>
Western Metro	75	229	105	36	<b>445</b>
<b>Total</b>	<b>1,349</b>	<b>1,821</b>	<b>604</b>	<b>196</b>	<b>3,970</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	86	122	44	16	<b>268</b>
Brisbane South	84	142	68	25	<b>319</b>
Cabool	125	110	51	13	<b>299</b>
Central West	0	0	0	1	<b>1</b>
Darling Downs	82	59	25	15	<b>181</b>
Far North	36	55	18	5	<b>114</b>
Fitzroy	4	152	39	7	<b>202</b>
Logan River Valley	84	59	34	10	<b>187</b>
Mackay	11	12	3	3	<b>29</b>
North West	0	6	0	0	<b>6</b>
Northern	38	74	41	19	<b>172</b>
South Coast	140	83	37	15	<b>275</b>
South West	2	7	3	0	<b>12</b>
Sunshine Coast	92	280	31	11	<b>414</b>
West Moreton	29	21	4	1	<b>55</b>
Wide Bay	123	101	30	4	<b>258</b>
<b>Total</b>	<b>936</b>	<b>1,283</b>	<b>428</b>	<b>145</b>	<b>2,792</b>
<b>WA</b>					
Goldfields	2	7	3	0	<b>12</b>
Great Southern	9	15	13	10	<b>47</b>
Kimberley	2	6	6	0	<b>14</b>
Metro East	19	83	32	24	<b>158</b>
Metro North	76	162	49	30	<b>317</b>
Metro South East	15	92	61	24	<b>192</b>
Metro South West	24	105	117	55	<b>301</b>
Mid West	0	14	4	5	<b>23</b>
Pilbara	0	2	0	0	<b>2</b>
South West	6	33	25	9	<b>73</b>
Wheatbelt	8	9	23	8	<b>48</b>
<b>Total</b>	<b>161</b>	<b>528</b>	<b>333</b>	<b>165</b>	<b>1,187</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	20	19	5	5	49
Flinders & Far North	1	2	0	1	4
Hills, Mallee & Southern	66	44	8	3	121
Metro East	23	71	31	17	142
Metro North	109	130	36	14	289
Metro South	33	91	26	13	163
Metro West	42	98	24	15	179
Mid North	5	9	1	1	16
Riverland	7	19	4	2	32
South East	17	17	4	3	41
Yorke, Lower North & Barossa	17	25	10	2	54
<b>Total</b>	<b>340</b>	<b>525</b>	<b>149</b>	<b>76</b>	<b>1,090</b>
<b>TAS</b>					
North Western	31	34	3	3	71
Northern	33	34	19	6	92
Southern	70	80	31	8	189
<b>Total</b>	<b>134</b>	<b>148</b>	<b>53</b>	<b>17</b>	<b>352</b>
<b>ACT</b>					
<b>Total</b>	<b>36</b>	<b>113</b>	<b>32</b>	<b>18</b>	<b>199</b>
<b>NT</b>					
Alice Springs	0	4	0	0	4
Barkly	0	0	0	0	0
Darwin	0	13	11	9	33
East Arnhem	0	5	1	0	6
Katherine	0	0	0	0	0
<b>Total</b>	<b>0</b>	<b>22</b>	<b>12</b>	<b>9</b>	<b>43</b>
<b>UNKNOWN</b>					
<b>Total</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>NATIONAL</b>					
<b>Total</b>	<b>5,709</b>	<b>6,409</b>	<b>2,244</b>	<b>846</b>	<b>15,208</b>

Note: Location is based on the address of the person who entered into home care during the March 2020 quarter.

Appendix C – Number of approved home care providers that have indicated in My Aged Care that they can provide services at each of the four package levels, by ACPR

State/territory	31-Mar-19	31-Dec-19	31-Mar-20
<b>NSW</b>			
Central Coast	22	24	<b>24</b>
Central West	20	21	<b>21</b>
Far North Coast	34	35	<b>35</b>
Hunter	55	59	<b>59</b>
Illawarra	37	39	<b>39</b>
Inner West	33	37	<b>38</b>
Mid North Coast	45	48	<b>48</b>
Nepean	12	14	<b>14</b>
New England	20	23	<b>23</b>
Northern Sydney	42	43	<b>43</b>
Orana Far West	20	22	<b>22</b>
Riverina/Murray	31	34	<b>35</b>
South East Sydney	52	57	<b>57</b>
South West Sydney	42	52	<b>53</b>
Southern Highlands	25	26	<b>28</b>
Western Sydney	51	56	<b>55</b>
<b>VIC</b>			
Barwon-South Western	28	30	<b>30</b>
Eastern Metro	53	58	<b>60</b>
Gippsland	20	23	<b>23</b>
Grampians	20	20	<b>20</b>
Hume	29	29	<b>30</b>
Loddon-Mallee	14	17	<b>17</b>
Northern Metro	38	37	<b>39</b>
Southern Metro	63	65	<b>67</b>
Western Metro	53	57	<b>58</b>

State/territory	31-Mar-19	31-Dec-19	31-Mar-20
<b>QLD</b>			
Brisbane North	44	45	<b>45</b>
Brisbane South	50	56	<b>55</b>
Cabool	20	23	<b>22</b>
Central West	9	9	<b>9</b>
Darling Downs	30	31	<b>32</b>
Far North	21	23	<b>23</b>
Fitzroy	22	25	<b>25</b>
Logan River Valley	26	27	<b>27</b>
Mackay	16	17	<b>17</b>
North West	7	7	<b>7</b>
Northern	22	21	<b>23</b>
South Coast	34	35	<b>35</b>
South West	3	3	<b>3</b>
Sunshine Coast	42	42	<b>42</b>
West Moreton	22	24	<b>24</b>
Wide Bay	21	22	<b>22</b>
<b>WA</b>			
Goldfields	8	9	<b>9</b>
Great Southern	6	6	<b>6</b>
Kimberley	8	8	<b>8</b>
Metro East	27	30	<b>31</b>
Metro North	31	33	<b>33</b>
Metro South East	22	24	<b>23</b>
Metro South West	19	20	<b>20</b>
Mid West	6	6	<b>6</b>
Pilbara	8	8	<b>8</b>
South West	13	14	<b>14</b>
Wheatbelt	7	8	<b>8</b>



State/territory	31-Mar-19	31-Dec-19	31-Mar-20
<b>SA</b>			
Eyre Peninsula	4	5	<b>5</b>
Flinders & Far North	9	10	<b>10</b>
Hills, Mallee & Southern	11	12	<b>12</b>
Metro East	39	40	<b>40</b>
Metro North	15	15	<b>16</b>
Metro South	14	14	<b>14</b>
Metro West	24	23	<b>23</b>
Mid North	3	3	<b>3</b>
Riverland	2	3	<b>3</b>
South East	4	5	<b>5</b>
Yorke, Lower North & Barossa	8	9	<b>9</b>
<b>TAS</b>			
North Western	12	13	<b>13</b>
Northern	14	14	<b>14</b>
Southern	33	34	<b>34</b>
<b>ACT</b>			
ACT	33	34	<b>36</b>
<b>NT</b>			
Alice Springs	14	15	<b>15</b>
Barkly	13	13	<b>13</b>
Darwin	15	15	<b>15</b>
East Arnhem	7	7	<b>7</b>
Katherine	12	12	<b>12</b>

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

Appendix D – Number of people waiting on a home care package at their approved level at 31 March 2020, who had yet to be offered a lower level package, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	89	633	462	42	<b>1,226</b>
Central West	26	224	170	32	<b>452</b>
Far North Coast	88	595	307	50	<b>1,040</b>
Hunter	228	780	476	127	<b>1,611</b>
Illawarra	116	420	276	54	<b>866</b>
Inner West	71	436	418	248	<b>1,173</b>
Mid North Coast	131	609	492	106	<b>1,338</b>
Nepean	26	280	250	36	<b>592</b>
New England	29	261	161	23	<b>474</b>
Northern Sydney	194	811	506	119	<b>1,630</b>
Orana Far West	63	205	124	25	<b>417</b>
Riverina/Murray	116	453	298	90	<b>957</b>
South East Sydney	83	747	739	232	<b>1,801</b>
South West Sydney	226	620	362	92	<b>1,300</b>
Southern Highlands	59	298	206	45	<b>608</b>
Western Sydney	70	457	500	96	<b>1,123</b>
<b>Total</b>	<b>1,615</b>	<b>7,829</b>	<b>5,747</b>	<b>1,417</b>	<b>16,608</b>
<b>VIC</b>					
Barwon-South Western	25	701	537	125	<b>1,388</b>
Eastern Metro	444	1,638	1,140	498	<b>3,720</b>
Gippsland	94	493	752	257	<b>1,596</b>
Grampians	18	496	353	62	<b>929</b>
Hume	56	353	140	16	<b>565</b>
Loddon-Mallee	17	412	396	174	<b>999</b>
Northern Metro	83	1,181	993	272	<b>2,529</b>
Southern Metro	86	1,876	1,974	672	<b>4,608</b>
Western Metro	31	931	793	393	<b>2,148</b>
<b>Total</b>	<b>854</b>	<b>8,081</b>	<b>7,078</b>	<b>2,469</b>	<b>18,482</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	24	358	430	112	<b>924</b>
Brisbane South	60	531	423	66	<b>1,080</b>
Cabool	56	350	352	115	<b>873</b>
Central West	10	18	8	-	<b>36</b>
Darling Downs	70	250	285	98	<b>703</b>
Far North	22	269	134	14	<b>439</b>
Fitzroy	13	253	418	13	<b>697</b>
Logan River Valley	28	217	174	25	<b>444</b>
Mackay	13	74	44	5	<b>136</b>
North West	1	10	15	4	<b>30</b>
Northern	26	249	269	92	<b>636</b>
South Coast	53	241	167	50	<b>511</b>
South West	0	18	13	2	<b>33</b>
Sunshine Coast	50	672	429	99	<b>1,250</b>
West Moreton	37	104	48	10	<b>199</b>
Wide Bay	85	314	204	26	<b>629</b>
<b>Total</b>	<b>548</b>	<b>3,928</b>	<b>3,413</b>	<b>731</b>	<b>8,620</b>
<b>WA</b>					
Goldfields	1	24	26	12	<b>63</b>
Great Southern	2	53	107	74	<b>236</b>
Kimberley	1	23	16	14	<b>54</b>
Metro East	3	232	395	182	<b>812</b>
Metro North	24	659	685	298	<b>1,666</b>
Metro South East	19	300	393	281	<b>993</b>
Metro South West	5	428	663	401	<b>1,497</b>
Mid West	0	30	75	34	<b>139</b>
Pilbara	0	3	12	1	<b>16</b>
South West	1	75	131	90	<b>297</b>
Wheatbelt	0	58	123	66	<b>247</b>
<b>Total</b>	<b>56</b>	<b>1,885</b>	<b>2,626</b>	<b>1,453</b>	<b>6,020</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	10	104	90	11	215
Flinders & Far North	4	22	46	4	76
Hills, Mallee & Southern	40	251	188	42	521
Metro East	6	215	622	227	1,070
Metro North	92	520	545	119	1,276
Metro South	4	478	699	110	1,291
Metro West	8	222	680	231	1,141
Mid North	6	37	51	7	101
Riverland	0	132	107	22	261
South East	10	80	57	3	150
Yorke, Lower North & Barossa	13	181	133	31	358
<b>Total</b>	<b>193</b>	<b>2,242</b>	<b>3,218</b>	<b>807</b>	<b>6,460</b>
<b>TAS</b>					
North Western	26	120	141	94	381
Northern	20	186	157	83	446
Southern	30	306	464	114	914
<b>Total</b>	<b>76</b>	<b>612</b>	<b>762</b>	<b>291</b>	<b>1,741</b>
<b>ACT</b>					
<b>Total</b>	<b>18</b>	<b>309</b>	<b>294</b>	<b>139</b>	<b>760</b>
<b>NT</b>					
Alice Springs	0	24	15	4	43
Barkly	0	1	5	3	9
Darwin	0	70	98	63	231
East Arnhem	0	6	0	1	7
Katherine	0	4	16	12	32
<b>Total</b>	<b>0</b>	<b>105</b>	<b>134</b>	<b>83</b>	<b>322</b>
<b>UNKNOWN ACPR</b>					
<b>Total</b>	<b>3</b>	<b>27</b>	<b>18</b>	<b>10</b>	<b>58</b>
<b>NATIONAL</b>					
<b>Total</b>	<b>3,363</b>	<b>25,018</b>	<b>23,290</b>	<b>7,400</b>	<b>59,071</b>

Note: Location is based on the address of the person waiting to be offered a home care package at any level.

## Appendix E – Number of home care packages released in the March 2020 quarter, by ACPR

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>NSW</b>					
Central Coast	199	260	214	65	<b>738</b>
Central West	67	89	43	22	<b>221</b>
Far North Coast	424	293	131	145	<b>993</b>
Hunter	501	415	334	236	<b>1,486</b>
Illawarra	355	292	154	117	<b>918</b>
Inner West	446	260	210	140	<b>1,056</b>
Mid North Coast	383	383	333	133	<b>1,232</b>
Nepean	97	115	92	40	<b>344</b>
New England	31	90	92	41	<b>254</b>
Northern Sydney	616	405	265	260	<b>1,546</b>
Orana Far West	165	97	61	25	<b>348</b>
Riverina/Murray	342	214	207	97	<b>860</b>
South East Sydney	552	443	340	170	<b>1,505</b>
South West Sydney	487	306	206	107	<b>1,106</b>
Southern Highlands	144	166	90	72	<b>472</b>
Western Sydney	332	343	280	131	<b>1,086</b>
<b>Total</b>	<b>5,141</b>	<b>4,171</b>	<b>3,052</b>	<b>1,801</b>	<b>14,165</b>
<b>VIC</b>					
Barwon-South Western	133	249	196	95	<b>673</b>
Eastern Metro	756	674	447	279	<b>2,156</b>
Gippsland	383	182	167	87	<b>819</b>
Grampians	83	166	66	39	<b>354</b>
Hume	122	120	128	62	<b>432</b>
Loddon-Mallee	131	146	119	103	<b>499</b>
Northern Metro	382	509	441	306	<b>1,638</b>
Southern Metro	471	679	626	422	<b>2,198</b>
Western Metro	137	363	381	235	<b>1,116</b>
<b>Total</b>	<b>2,598</b>	<b>3,088</b>	<b>2,571</b>	<b>1,628</b>	<b>9,885</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>QLD</b>					
Brisbane North	108	181	195	103	<b>587</b>
Brisbane South	162	265	310	165	<b>902</b>
Cabool	185	168	180	123	<b>656</b>
Central West	1	2	3	2	<b>8</b>
Darling Downs	143	162	126	139	<b>570</b>
Far North	87	123	65	34	<b>309</b>
Fitzroy	6	184	250	46	<b>486</b>
Logan River Valley	138	144	133	88	<b>503</b>
Mackay	25	35	17	8	<b>85</b>
North West	3	12	3	3	<b>21</b>
Northern	64	129	133	109	<b>435</b>
South Coast	284	238	166	156	<b>844</b>
South West	14	17	13	7	<b>51</b>
Sunshine Coast	165	442	236	94	<b>937</b>
West Moreton	82	57	30	46	<b>215</b>
Wide Bay	179	160	109	45	<b>493</b>
<b>Total</b>	<b>1,646</b>	<b>2,319</b>	<b>1,969</b>	<b>1,168</b>	<b>7,102</b>
<b>WA</b>					
Goldfields	7	13	9	3	<b>32</b>
Great Southern	26	27	38	28	<b>119</b>
Kimberley	12	19	13	1	<b>45</b>
Metro East	46	133	121	95	<b>395</b>
Metro North	178	321	211	173	<b>883</b>
Metro South East	61	144	182	133	<b>520</b>
Metro South West	39	203	324	266	<b>832</b>
Mid West	2	23	21	13	<b>59</b>
Pilbara	5	8	3	3	<b>19</b>
South West	22	95	92	78	<b>287</b>
Wheatbelt	13	87	91	62	<b>253</b>
<b>Total</b>	<b>411</b>	<b>1,073</b>	<b>1,105</b>	<b>855</b>	<b>3,444</b>

State/territory	Level 1	Level 2	Level 3	Level 4	Total
<b>SA</b>					
Eyre Peninsula	49	32	21	26	128
Flinders & Far North	14	9	5	4	32
Hills, Mallee & Southern	137	111	48	40	336
Metro East	61	163	159	141	524
Metro North	290	220	167	176	853
Metro South	54	196	107	146	503
Metro West	82	178	141	162	563
Mid North	22	28	7	14	71
Riverland	24	22	21	13	80
South East	51	48	15	17	131
Yorke, Lower North & Barossa	76	63	33	42	214
<b>Total</b>	<b>860</b>	<b>1,070</b>	<b>724</b>	<b>781</b>	<b>3,435</b>
<b>TAS</b>					
North Western	87	55	48	27	217
Northern	48	89	62	43	242
Southern	110	148	138	61	457
<b>Total</b>	<b>245</b>	<b>292</b>	<b>248</b>	<b>131</b>	<b>916</b>
<b>ACT</b>					
<b>Total</b>	<b>92</b>	<b>194</b>	<b>115</b>	<b>144</b>	<b>545</b>
<b>NT</b>					
Alice Springs	0	6	12	7	25
Barkly	0	3	1	0	4
Darwin	2	19	41	26	88
East Arnhem	2	3	1	1	7
Katherine	0	3	3	2	8
<b>Total</b>	<b>4</b>	<b>34</b>	<b>58</b>	<b>36</b>	<b>132</b>
<b>UNKNOWN ACPR</b>					
<b>Total</b>	<b>3</b>	<b>9</b>	<b>8</b>	<b>6</b>	<b>26</b>
<b>NATIONAL</b>					
<b>Total</b>	<b>11,000</b>	<b>12,250</b>	<b>9,850</b>	<b>6,550</b>	<b>39,650</b>

Note: Location is based on the address of the person who was assigned the home care package.