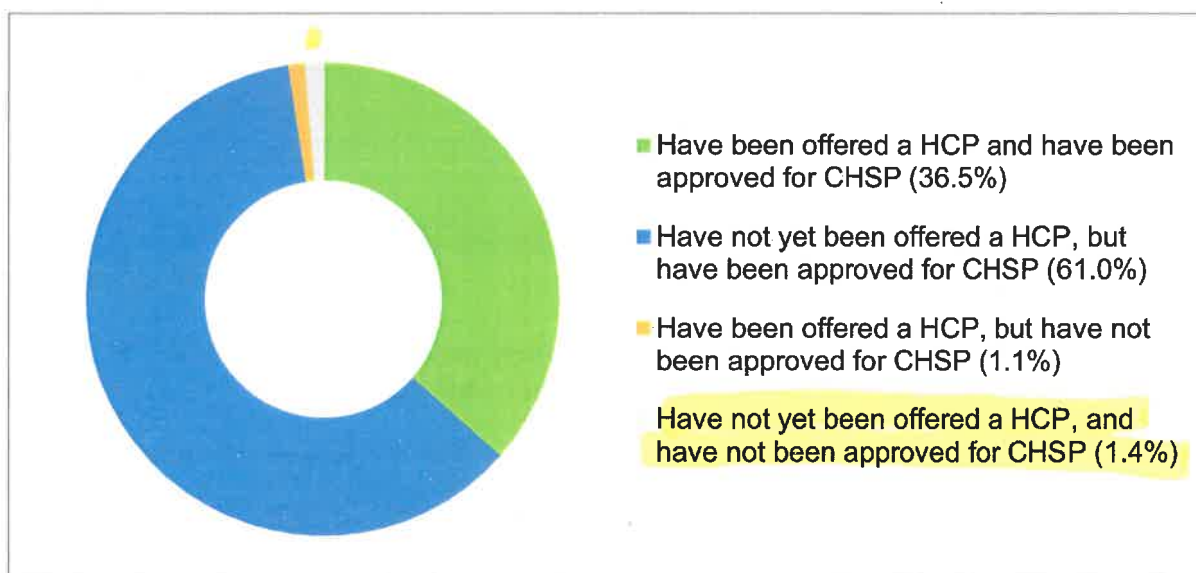


Diagram 1: Status of people in the NPS at 31 December 2020 who were waiting for a HCP at their approved level



PEOPLE WHO HAVE NOT YET BEEN OFFERED A HCP

- At 31 December 2020, there were 60,456 people who were seeking a HCP at their approved level, who had not yet been offered a HCP (Table 8). Of these people, 97.8 per cent (59,132) had been approved for CHSP.
- The number of people with a level 4 approval who were seeking a HCP at their approved level, who had not yet been offered a HCP, fell by 9.2 per cent (715) from 31 December 2019 (7,757) to 31 December 2020 (7,042).

Table 8: Number and percentage of people who had not yet been offered a HCP, who had been approved to access CHSP, by level of approval at 31 December 2020

Approved level	Number of people in the NPS who have never been offered an interim HCP	Number of people in the NPS who have never been offered an interim HCP with CHSP approval	Percentage of people in the NPS who have never been offered an interim HCP with CHSP approval
Level 1	3,384	3,222	95.2%
Level 2	26,115	25,565	97.9%
Level 3	23,915	23,522	98.4%
Level 4	7,042	6,823	96.9%
Total	60,456	59,132	97.8%

PEOPLE WHO HAVE RECEIVED AN OFFER OF AN INTERIM HCP

- At 31 December 2020, there were 36,403 people who had been offered an interim HCP while they wait for a HCP at their approved level.
- Those offered an interim HCP fell into three response categories (Table 9):
 - those who accepted their offer and were receiving care (24,594)
 - those who had not yet accepted their offer but whose offer was still open (i.e. within 56/84 days of offer) (6,284), and
 - those who did not take up their previous offer(s) (5,525).

Table 9: Number of people who had been offered a HCP while they wait for their approved level, by response category and level of approval at 31 December 2020

Approved level	Number of people in an interim HCP*	Number of people offered an interim HCP, who had not yet accepted their offer	Number of people offered an interim HCP that <u>did not</u> take up their offer(s)
Level 2	9,155	3,090	3,450
Level 3	10,368	2,527	1,663
Level 4	5,071	667	412
Total	24,594	6,284	5,525

- Of the 5,525 people who had not taken up their previous offer(s) of a HCP, 97.7 per cent (5,396) had been approved for CHSP (Table 10).

Table 10: Number and percentage of people who did not take up an offer of a lower level HCP, who have been provided approval to access CHSP, by level of approval at 31 December 2020

Approved level	Number of people who <u>did not</u> take up an offer of an interim HCP	Number of people who <u>did not</u> take up an offer of an interim HCP, that have a CHSP approval	Percentage of people who <u>did not</u> take up an offer of an interim HCP, that have a CHSP approval
Level 2	3,450	3,361	97.4%
Level 3	1,663	1,631	98.1%
Level 4	412	404	98.1%
Total	5,525	5,396	97.7%

PEOPLE APPROVED FOR RESIDENTIAL CARE

- Many people have approvals for both home and residential aged care, and some will choose to take up a residential care place instead of a HCP. At 31 December 2020, 61.0 per cent (59,073) of people in the NPS had dual approvals, having been approved for a permanent place in a residential aged care facility (Table 11).

Table 11: Number and percentage of people waiting for a HCP at their approved level who were also approved for permanent residential care, by level of approval at 31 December 2020

Approved level	Number of people waiting for a HCP at their approved level who also have an approval for permanent residential care	Number of people waiting for a HCP at their approved level	Percentage of people waiting for a HCP at their approved level who also have an approval for permanent residential care
Level 1	895	3,384	26.4%
Level 2	20,485	41,810	49.0%
Level 3	26,824	38,473	69.7%
Level 4	10,869	13,192	82.4%
Total	59,073	96,859	61.0%

DISTRIBUTION OF PEOPLE ACROSS STATES AND TERRITORIES

- Table 12 shows the state and territory distribution of people who have not been offered a HCP as at 31 December 2020.

Table 12: Number of people waiting on a HCP at their approved level who had not been offered a lower level HCP, by state and territory of residence and level of approval at 31 December 2020

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	1,701	8,131	5,668	1,241	16,741	27.7%
VIC	889	8,114	6,650	2,271	17,924	29.6%
QLD	427	3,989	3,594	733	8,743	14.5%
WA	70	2,151	2,956	1,473	6,650	11.0%
SA	224	2,625	3,805	851	7,505	12.4%
TAS	50	662	799	271	1,782	2.9%
ACT	18	261	282	131	692	1.1%
NT	-	140	138	59	337	0.6%
Unknown	5	42	23	12	82	0.1%
Total	3,384	26,115	23,915	7,042	60,456	100.0%
Share	5.6%	43.2%	39.6%	11.6%	100.0%	

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

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

WAIT TIMES

- All people approved for a HCP, and seeking services, can access their individual expected wait time to receive their first HCP, and their approved HCP in time bands.
- A person's place in the NPS is solely based on date of approval and priority for care. Estimated wait times at 28 February 2021, for a person with a medium priority approval joining the NPS for a HCP by level, are provided in Table 13.
- People approved for a higher level HCP have the option of taking up a lower level HCP to connect to care as early as possible. They may also have the option to access CHSP services, ensuring that the strong majority of people have access to Commonwealth subsidised care in their home.

Table 13: Estimated wait time for people entering the NPS on 28 February 2021, by HCP 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 HCPS RELEASED

- The department released 44,200 HCPs during the December 2020 quarter (Table 14), at an average of 3,400 per week.

Table 14: Number of HCPs released in the December 2020 quarter, by state and territory and level

State/territory	Level 1	Level 2	Level 3	Level 4	Total	Share
NSW	5,661	5,566	3,142	1,166	15,535	35.1%
VIC	2,362	4,788	2,918	1,478	11,546	26.1%
QLD	1,905	2,725	1,830	833	7,293	16.5%
WA	492	1,520	1,107	905	4,024	9.1%
SA	782	1,672	1,166	419	4,039	9.1%
TAS	191	408	282	128	1,009	2.3%
ACT	91	234	130	102	557	1.3%
NT	10	68	50	41	169	0.4%
Unknown	6	14	5	3	28	0.1%
Total	11,500	16,995	10,630	5,075	44,200	100.0%
Share	26.0%	38.5%	24.0%	11.5%	100.0%	

- Of the HCPs released in the December 2020 quarter:
 - 28.7 per cent (12,672) were offered as upgrades to people already in an interim HCP.
 - 71.3 per cent (31,528) of HCPs were offered to people who were not in an interim level HCP (Table 15). This includes people who were previously offered a HCP and did not take up the offer, as well as people who were offered a HCP for the first time.

Table 15: HCPs released to people in the December 2020 quarter, by level and type of release

Release type	Level 1	Level 2	Level 3	Level 4	Total
New packages	11,500	12,817	4,820	2,391	31,528
Upgrades	-	4,178	5,810	2,684	12,672
Total	11,500	16,995	10,630	5,075	44,200
% released that were new	100.0%	75.4%	45.3%	47.1%	71.3%

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

Key points

- At 31 December 2020, there were 60,456 people who were seeking a HCP at their approved level, who had not been offered a HCP. Of these people, 97.8 per cent (59,132) had been provided with an approval to access CHSP.
- At 31 December 2020, there were 36,403 people who had been offered an interim HCP while they wait for a HCP at their approved level.
- 44,200 HCPs were released during the December 2020 quarter, with 71.3 per cent (31,528) being offered to people who were not in an interim HCP.