

Response to request from Senator Ruston - 25 November 2025

Question: Support At Home

A breakdown by state and territory and by federal electorate of Support at Home packages (formerly Home Care Packages) released since 1 November 2025, including:

- (a) the number of packages released at each support level;**
- (b) the number of packages assigned/allocated to an individual at each support level;**
- (c) the number of individuals who were approved for a package at one support level but allocated a package at a lower support level, broken down by:**
 - approved level and allocated level; and**
 - the average waiting time between approval and allocation for these individuals.**

Response:

- Not all of the requested data in relation to Support at Home places released since 1 November 2025 is available.
- As at 2 December 2025, a total of 24,500 SaH ongoing places have been released.
- The 24,500 places that have been released included 12,500 additional places (out of the additional 20,000 places to be released by 31 December 2025).
- This builds on the 328,014 Home Care Packages Program places that transitioned over on 1 November 2025.

Question:

A breakdown by state and territory and by federal electorate of the 20,000 additional Support at Home packages (formerly Home Care Packages) referred to in the Minister's press release "20,000 fast-tracked home care packages delivered" (30 October 2025), including:

- (a) the number of packages released at each support level;
- (b) the number of packages assigned/allocated to an individual at each support level before 1 November 2025;
- (c) the number of individuals who were approved for a package at one support level but allocated a package at a lower support level, broken down by:
 - approved level and allocated level; and
 - the average waiting time between approval and allocation for these individuals.

Response:

- A breakdown of all home care packages released by state/territory and average wait times for Quarter 1 and Quarter 2 of 2025-26 is now available at [Series: Home Care Packages Program Data Report - AIHW Gen](#) (published at 12:01am 3 December).
- The 20,000 additional packages were included within the release cycles covered by these reports. Our reporting capability cannot differentiate between recycled or new investment when mapping geographical distribution.
- These reports also include data on wait times and individuals receiving a lower-level HCP while awaiting their approved level. We can only provide holistic data (covering both recycled and new investment) because our reporting systems do not differentiate whether a package was allocated through recycling or new investment.
- The additional 20,000 packages were comprised of:
 - 4,000 Level 1,
 - 8,000 Level 3 and
 - 8,000 Level 4
- The additional packages were divided pro rata over 6 weeks. The release schedule is as follows:

Release Week	Additional packages	Recycled packages	All packages released
22-Sep-2025	3,332	2,491	5,823
29-Sep-2025	3,333	1,381	4,714
06-Oct-2025	3,336	5,664	9,000
13-Oct-2025	3,332	5,209	8,541
20-Oct-2025	3,334	4,294	7,628
27-Oct-2025	3,333	4,558	7,891
Total	20,000	23,597	43,597

Question – Aged Care:

The latest number of Australians waiting to be assessed under the Single Assessment System, Aged Care Assessment Team and Regional Assessment Team as at 1 November 2025

Response:

- As at 31 October 2025, there were 113,150 referrals for aged care needs assessments on hand. These included referrals for comprehensive assessments (formerly undertaken by Aged Care Assessments Teams) and home support assessments (formerly conducted by Regional Assessment Teams).
- Note that this total includes people awaiting an assessment who are already receiving aged care services.
- Please note that Aged Care Assessment Teams (ACAT) (who conducted comprehensive and hospital assessments) and Regional Assessment Services (RAS) teams (who conducted home support assessments) ceased to exist with the implementation of the Single Assessment System on 9 December 2024.
- **Source:** Data was extracted from the Ageing and Aged Care Data Warehouse on 10 November 2025 for data as at 7 November 2025. Future extracts of the same information may differ due to the dynamic nature of the data.

Question:

The number of Australians on the National Priority System as at 1 November 2025.

Please provide a national figure, as well as a breakdown by federal electorate.

Response:

- As at 31 October 2025, there were **107,281** people in the National Priority System waiting for a package at their approved levels.
 - 99% (106,302) are already receiving care in a lower level HCP and/or approved for Commonwealth Home Support Program (CHSP)
- There were **45,921** people waiting for Simple Assessment (for CHSP) as at 31 October 2025.

Additional questions from Senator Ruston – 3 December 2025

Question 1: How many people who have been assessed for residential care were waiting for place on 31 October 2025?

There is no central waiting list for residential aged care places. Providers may maintain their own wait lists. Some people are approved for residential care may also be approved for, and subsequently take up, other types of care. Additionally, care approvals do not lapse, which means assessments performed some years previously can be used for entry into residential aged care. Some people may also receive multiple approvals for residential and other types of care over time, as their needs change.

Question 2: How many people who have been assessed for CHSP were not receiving services on 31 October 2025?

Taken on notice.

Question 3: How many people who have been allocated a HCP or a Support at Home package have not received that package on 31 October 2025?

As at 31 October 2025, there were 28,988 people who have been allocated a HCP package but have not yet taken up.

Question 4: What is number of people waiting for an assessment to receive aged care services as of 31 October 2025?

There were 113,150 people waiting for an aged care needs assessment as at 31 October 2025.

Question 5: How many people are not receiving the level of care they have been assessed as needing?

As at 31 Oct 2025, there were 14,380 people who were in a lower level package while waiting for a package at their approved level.

Question 6: Do you have any idea of total number of older Australians today who are waiting for the care level that they need?

On 31 October 2025, there were 107,281 people waiting for a home care package at their approved level.

Question 7: In 2024-25 MYEFO, there was budget for 83k new HCP in 2025-26 – what was total expenditure budgeted for this in the MYEFO process?

In 2024-25 MYEFO, the Government committed to invest \$5.4 billion in a new Support at Home program from 1 July 2025. The MYEFO paper stated Support at Home would support 300,000 more older Australians over the next ten years, including more than 83,000 participants in 2025–26.

Further breakdown on the 83k to be taken on notice.

Question 8: What was the planned monthly or quarterly release schedule for the 83,000 packages over 2025-26? We will take this on notice.

Question 9: How many people were receiving HCP on 30 June who were not eligible for grandfathering arrangements?

On 30 June 2025, there were 13,638 people who were receiving HCP but were not eligible for grandfathering arrangements.

Question 10: How many people received a new HCP or reallocated HCP between 1 July and 30 September 2025 who were not grandfathered?

On 30 September 2025, there were 22,358 people who were receiving HCP but were not eligible for grandfathering arrangements.

Question 11: How many HCP recipients were not grandfathered at 31 October 2025?

On 31 October 2025, there were 28,824 people who were receiving HCP but were not eligible for grandfathering arrangements.

Question 12: Was determination for interim packages made before October? Provide exact date.

The determination was made on 31 October 2025.