

Response to request from Senator Allman-Payne - 27 November 2025

Question: Waitlists for the Single Assessment System and Packages

1. The monthly breakdown since August of the number of people waiting for an assessment.
2. The average amount of time to receive an assessment. Can this average be provided broken down by state and territory and per month since August.
3. The monthly breakdown since August of the number of people who were in the process of receiving an assessment (i.e. from the assessment meeting to the assessment outcome)
4. The average amount of time that it took for a person to undergo the assessment process (i.e. from the assessment meeting to the assessment outcome). Can this average be provided broken down by state and territory and per month since August.
5. The monthly breakdown since August of the number of people waiting for a package.
6. The average amount of time to receive a package. Can this average be provided broken down by state and territory and per month since August.

Question 1: The monthly breakdown since August of the number of people waiting for an assessment.

Referrals for aged care needs assessments on hand between August and October 2025:

- 31 August: 120,876
- 30 September: 116,635
- 31 October: 113,150

These included referrals for home support assessments (which are typically the pathway to Commonwealth Home Support Program services) and referrals for comprehensive assessment (which is the typically the pathway to Support at Home and residential care).

Note that these totals include people awaiting an assessment who are already receiving aged care services.

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 2: The average amount of time to receive an assessment. Can this average be provided broken down by state and territory and per month since August.

Table 1: Median wait times from Referral issued to Support Plan completed between August and October 2025, by month:

	Median (days)		
	2025-Aug	2025-Sep	2025-Oct
NSW	24.0	28.0	36.0
VIC	25.0	23.0	29.0
QLD	23.0	25.0	30.0
SA	22.0	17.0	24.0
WA	14.0	19.0	21.0
TAS	33.0	30.0	41.0
NT	31.0	35.0	27.0
ACT	16.0	16.0	21.0
National	22.0	24.0	30.0

Source: Data was extracted from the Ageing and Aged Care Data Warehouse on 27 November 2025 for data as at 24 November 2025. Future extracts of the same information may differ due to the dynamic nature of the data.

Question 3: The monthly breakdown since August of the number of people who were in the process of receiving an assessment (i.e. from the assessment meeting to the assessment outcome)

Total number of aged care needs assessments completed by month between August and October 2025:

- August: 48,367
- September: 50,643
- October: 48,466

Source: Data was extracted from the Ageing and Aged Care Data Warehouse on 28 November 2025 for data as at 19 November 2025. Future extracts of the same information may differ due to the dynamic nature of the data.

Question 4: The average amount of time that it took for a person to undergo the assessment process (i.e. from the assessment meeting to the assessment outcome). Can this average be provided broken down by state and territory and per month since August.

The median times to complete an aged care needs assessment are provided above in response to question 2. Between a referral being issued and a support plan being completed, the following steps occur:

1. An assessment organisation accepts a referral
2. The referral is triaged by a clinically trained staff member in an assessment organisation
3. An assessment is booked and an appropriate assessor (non-clinical or clinical) is assigned
4. An assessor conducts the assessment
5. An assessment delegate approves the support plan.

Table 2 outlines the average wait times between an assessment being conducted (step 4) and a support plan being completed (step 5).

Table 2: Wait time from initial in progress date (assessment meeting) to when the support plan was completed

Outlet State	Average (Arithmetic Mean) Days		
	2025-Aug	2025-Sep	2025-Oct
NSW	1.2	1.4	1.8
VIC	1.7	1.7	2.0
QLD	1.9	1.8	2.8
SA	1.1	1.0	1.1
WA	1.9	2.3	2.5
TAS	2.1	1.7	2.1
NT	2.3	3.8	3.0
ACT	1.1	1.1	1.1
National	1.6	1.6	2.1

Source: Data was extracted from the Ageing and Aged Care Data Warehouse on 28 November 2025 for data as at 24 November 2025. Future extracts of the same information may differ due to the dynamic nature of the data.

Question 5: The monthly breakdown since August of the number of people waiting for a package.

Month	Number of people waiting for a home care package
31 August 2025	117,457
30 September 2025	121,909
31 October 2025	107,281

Question 6: The average amount of time to receive a package. Can this average be provided broken down by state and territory and per month since August.

Table 1. The average elapsed time (in months) from assessment approval to package assignment by priority level, broken down by state and territory for August 2025

State and Territory	High Priority	Medium Priority	Combined
NSW	<1 month	11 months	8 months
VIC	<1 month	11 months	4 months
QLD	<1 month	11 months	5 months
WA	<1 month	11 months	4 months
SA	<1 month	11 months	4 months
TAS	<1 month	11 months	6 months
ACT	<1 month	11 months	6 months
NT	<1 month	11 months	7 months
National	<1 month	11 months	6 months

Table 2. The average elapsed time (in months) from assessment approval to package assignment by priority level, broken down by state and territory for September 2025

State and Territory	High Priority	Medium Priority	Combined
NSW	<1 month	11 months	9 months
VIC	<1 month	11 months	6 months
QLD	<1 month	11 months	7 months
WA	<1 month	12 months	6 months
SA	<1 month	11 months	6 months
TAS	<1 month	11 months	9 months
ACT	<1 month	11 months	7 months
NT	<1 month	11 months	8 months
National	<1 month	11 months	7 months

Table 3. The average elapsed time (in months) from assessment approval to package assignment by priority level, broken down by state and territory for October 2025

State and Territory	High Priority	Medium Priority	Combined
NSW	<1 month	9 months	9 months
VIC	<1 month	9 months	8 months
QLD	<1 month	9 months	8 months
WA	<1 month	9 months	8 months
SA	<1 month	9 months	8 months
TAS	<1 month	9 months	8 months
ACT	<1 month	9 months	8 months
NT	<1 month	9 months	9 months
National	<1 month	9 months	8 months

Additional questions from Senator Allman-Payne – 3 December 2025

Question 1: The monthly breakdown since August of the number of people waiting for a package.

Answered in Question 5 above

Question 2: The average amount of time to receive a package. Can this average be provided broken down by state and territory and per month since August.

Answered in Question 6 above

Question 3: What is the average amount of time to receive an appointment for an assessment? Average broken down per month since 1 July 2025.

Taken on notice

Question 4: How many people are in the process of receiving an assessment – that's how many people have had their assessment conducted and are waiting on approval? Broken down monthly since 1 July 2025.

Taken on notice

Question 5: The number of people currently awaiting a Support at Home package and the number of people who are waiting on residential aged care and the average amount of time to receive each. Monthly breakdown since 1 July 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 6: Monthly cost of the previous assessment system since we moved to the single assessment system vs monthly cost of the single assessment system? Cost per assessment under old system vs current system.

Taken on notice

Question 7: Have you done any forward modelling or analysis of the single assessment system and what you expect ongoing costs to be?

Taken on notice