

Questions Taken on Notice – 29 August 2025

HCP stats, release and wait times

1. Senator Ruston – Do you have a profile of the release of the reallocated existing packages over the last 12 months?

In 2024-25, a total of 132,110 HCPs were released. Out of those 132,110 packages, 111,310 HCPs were packages reallocated when an HCP participant exited from the program.

2. Senator Ruston - Could you advise whether the department has in its possession any data in relation to the number of people on the waitlist or and length of time people are spending on the waitlist post 31 March?

Yes. Consistent with the routine quarterly reporting, the next report will be published in October 2025 once quality assurance checks are complete.

For people who have been assigned a Home Care Package at their approved level in June 2025, the average wait time has been:

Package level	High priority	Medium priority	Both high and medium priorities
Level 1	<1 month	10 months	4 months
Level 2	<1 month	10 months	9 months
Level 3	<1 month	11 months	8 months
Level 4	<1 month	11 months	6 months
All Levels	<1 month	10 months	7 months

3. Senator Ruston - is there any reason why you are unable to give us monthly data? For example in many estimates when I've constantly asked this question, you are usually able to provide me with the data of the previous 4 months of data, in February you gave me data as it related to 31st February. Do you have data for April, May or June that is able to be provided?

Raw data for April, May and June may not reflect final figures once additional quality assurance checks are made prior to publication.

4. Senator Ruston - do we have the profiling for the last packages from the 6 months from 1 January through to the 30th June?

During the March 2025 quarter (1 January-31 March 2025), a total of 35,613 HCPs were released. A breakdown by HCP level is below.

Level 1	Level 2	Level 3	Level 4	Total
518	8,439	15,094	11,562	35,613

Further detail is provided in [Home care packages program data report 1 January – 31 March 2025 - AIHW Gen.](#)

- 5. Senator Ruston - on the National Priority List, how many people, with the latest data that you are able to access, how many people are currently waiting for home care packages?**

See question 3.

- 6. Senator Pocock - I was interested with the waitlist as at 30 June 2025, if you could give me the unfinalised number? (number of people waiting on the National Priority System as of 30 June 2025. Seeking data on April, May and June)**

Answered in question 3.

- 7. Senator Pocock - how many people are still waiting for a package that were approved before the 12th of September?**

At 31 March 2025, there were 28,527 people in the National Priority System waiting for a package at their approved level with an approval date on or before 12 September 2024.

- 8. Senator Ruston – what direction has been received from the Minister or government in relation to either assessment processes, or package release?**

Under the *Aged Care Act 1997*, the delegate for package release is the Secretary of the Department of Health, Disability and Ageing. The Secretary releases packages in accordance with the agreed parameters through successive Budgets, which most recently included \$101.7 million in increased funding announced through 2024-25 MYEFO.

The Government's decisions on the Single Assessment System have been reflected in relevant Budget announcements.

HCP and SaH costs/modelling

- 9. Senator Pocock - what would it cost to release 20,000 packages before November 1?**

Costs associated with policy decisions are subject to decisions of Government.

- 10. Chair – did you model the speed at which they would be released? And what was it linear or, was it going to be front loaded?**

Costs associated with policy decisions are subject to decisions of Government.

11. Chair – is there an upper limit to the number of packages that could conceivably be rolled out in the first 2 months in terms of capacity to roll out?

There are no constraints on the number of packages that could be released by the Department's systems in the first 2 months. However there may be workforce and sector constraints.

12. Chair – has the Department done any modelling on how many additional people will end up on the lower levels of Support at Home, as a result of shifting away from CHSP?

Government will consider CHSP transition through the usual Budget processes.

Assessment

Senator Ruston –How many assessments are currently being undertaken per month and how many people every month go onto My Aged Care and actually register for the assessment, over the last 12 months

Table 1: Completed Assessments, August 2024 – July 2025

Month	Number of Completed Assessments
Aug 2024	47,945
Sep 2024	47,212
Oct 2024	52,246
Nov 2024	47,284
Dec 2024	39,476
Jan 2025	34,046
Feb 2025	37,803
Mar 2025	39,343
Apr 2025	39,818
May 2025	47,231
Jun 2025	46,893
Jul 2025	54,062

Table 2: Assessment Referrals, August 2024 – July 2025

Month	Number of Referrals Issued*
Aug 2024	83,127
Sep 2024	83,314
Oct 2024	89,206
Nov 2024	79,649
Dec 2024	61,191
Jan 2025	74,347
Feb 2025	63,343
Mar 2025	77,060
Apr 2025	58,947
May 2025	65,710
Jun 2025	58,263
Jul 2025	71,032

**Referrals Issued* describes the number of referrals for aged care needs assessments issued to assessment organisations via the My Aged Care system within the reporting month. Note that not all assessment referrals end up in a completed assessment.

Caveats to table 1 and 2:

- Source: Data was extracted from the Ageing and Aged Care Data Warehouse on 31 August 2025 for data as at 27 August 2025.
- The figures in Table 1 and 2 refer to aged care needs assessments. They do not include AN-ACC funding assessments.