



Providers, services and places in aged care

Australia's aged care system provides care and support to people in a variety of settings. This factsheet presents highlights from the GEN topic Providers, services and places in aged care.

Providers, services and places in aged care

A provider (or organisation) manages an aged care service. Providers may operate a number of different services, sometimes across different care programs. A service is a care facility that provides aged care, such as residential care, or an outlet that provides home support.

At 30 June 2020, more than 3,300 aged care providers in Australia delivered care through 9,500 services. At 30 June 2020 (or during the 2019–20 financial year for home support):

Care type	Services	Places
Residential care	2,722	217,145
Home care	2,650	N.A
Home support	3,724*	N.A
Transition care and short-term restorative care	175	5,421
Other flexible care	229	4,968

Table 1: Services and places in aged care, Australia, 30 June 2020. *Source:* Report on the Operation of the Aged Care Act 2021, Aged Care Service List 2020

Counts of home care services differ slightly from those reported in the Aged Care Data Snapshot and Aged Care Service List. Estimates presented here have been calculated without reference to aged care services claims data. *Number of outlets.

Management of aged care services

Aged care services are operated by not-for-profit (religious, charitable and community), government, or private organisations. In most cases, the Australian Government contributes towards the cost of care.

At 30 June 2020 (or during the 2019–20 financial year for home support) not-for-profit organisations operated the majority of aged care services across Australia (57% of residential aged care, 70% of home care, and 69% of home support).

Victoria had the highest proportion of private (43%) and government-run (21%) residential aged care services. The Northern Territory (92%), Tasmania (82%) and the Australian Capital Territory (80%) had the highest proportions of not-for-profit-run residential aged care services.

Services, places and management of aged care over time

At 30 June 2020 (or during the 2019–20 financial year for home support):

- The number of residential and flexible aged care places had increased by approximately 11% over the 4 years since 30 June 2016—from 204,288 to 227,534 places.
- The number of home support services had increased by 10% over the 3 years since 30 June 2017.
- The number of home care services had increased by 25% over the 4 years since 30 June 2016.

Between 30 June 2012 and 30 June 2020, privately run residential aged care services grew the most, with the number of places they were funded to manage increasing by 35% (from 66,335 to 89,439 places) (Figure 1).

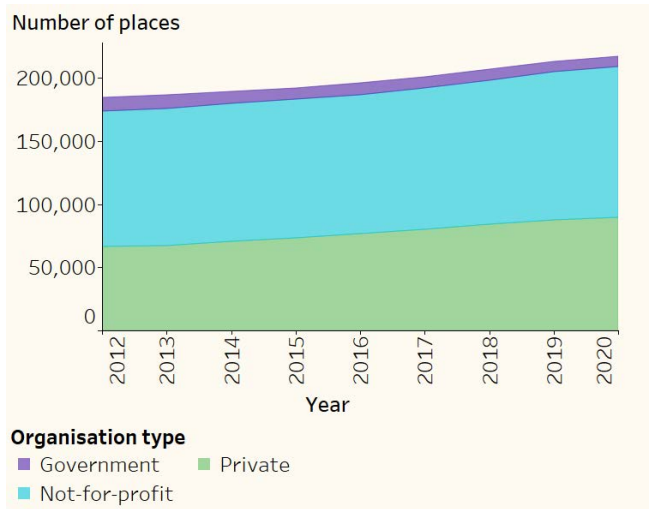


Figure 1: Number of places in residential aged care by organisation type, 2012–2020

Source: Aged Care Service List 2012–2020

Size of residential aged care services

Privately run residential aged care services are more commonly larger services, while government-run services tend to be smaller services.

At 30 June 2020, more than half (57%) of residential places operated by private organisations were in services that were large (101 or more operational places), compared with 43% of places operated by not-for-profit organisations, and 13% of places operated by government organisations (Figure 2).

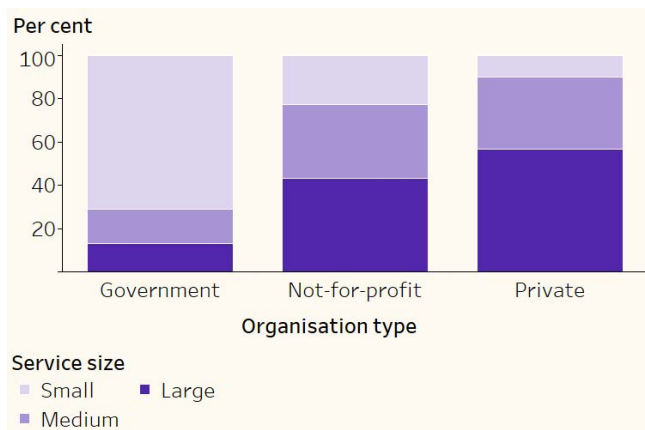


Figure 2: Places in residential aged care by organisation type and service, 30 June 2020.

Notes: Small = 60 or fewer operational places, Medium = 61–100 operational places and Large = 101 or more operational places. Counts as at 30 June.

Service location and remoteness

At 30 June 2020 (or during the 2019–20 financial year for home support) mainstream aged care services were concentrated in more densely populated areas. For example, almost two-thirds (62%) of residential aged care services were located in metropolitan areas, compared with 21% located in rural, remote or very remote areas.

In contrast, almost half (45%) of other flexible care services, which includes the National Aboriginal and Torres Strait Islander Flexible Aged Care Program, were located in remote and very remote areas, compared with just 4% located in metropolitan areas.

COVID-19 and aged care provision

Australia has faced significant challenges during the COVID-19 pandemic. COVID-19 can be more serious for people who are vulnerable, including older Australians. This heightened risk prompted a specific response in the aged care sector.

COVID-19 affected health in many ways and this necessitated changes in the delivery of aged care services. Residential aged care services were required to lockdown and restrict visitors. For people in residential care 'emergency leave' was available to be taken and up to eight weeks of home support was provided. Older people living in the community were encouraged to seek health care remotely through telehealth services.

Where can I find out more?

GEN Topic: Providers, services and places in aged care

<<https://www.gen-agedcaredata.gov.au/Topics/Services-and-places-in-aged-care>>

Report on the operation of the Aged Care Act 1997:

Department of Health 2020. 2019–20 Report on the operation of the Aged Care Act 1997. Accessed.

Available at: <<https://www.gen-agedcaredata.gov.au/resources/reports-and-publications/2020/november/2019%E2%80%9320-report-on-the-operation-of-the-aged-care-a>>



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Suggested citation

Australian Institute of Health and Welfare 2021. GEN fact sheet 2019–20: Services and places in aged care. Canberra: AIHW.

ISBN 978-1-76054-309-9

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Information and data on aged care in Australia

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