

Reduce the waitlist for Support at Home (SaH) to three (3) months by 1 January 2027 by promptly releasing new packages and increasing the aged care assessment workforce.

Overview

- The Royal Commission into Aged Care Quality and Safety recommended the Home Care Package wait list be cleared by immediately increasing the number of packages available and then allocating packages within one month of assessment.
- After making significant progress, the situation has gone backwards as people wait months for help, according to the [My Aged Care](#) figures.
- In [evidence to Senate estimates](#), the Department confirmed 328,014 Home Care Packages program places transitioned into SaH on 1 November 2025. There were 107,281 people on the National Priority System waitlist at the end of October, either waiting for a package or a package at their approved level. [Furthermore](#), there were approx. 68,000 people waiting for a comprehensive assessment for either care at home or in a residential care setting.
- Government should not wait for funding reforms to take effect and should urgently release more packages to start bringing the wait list and waiting times down.
- While wait times will be affected by workforce shortages, it is important to release additional packages as a first step, as this will signal to providers to increase workforce capacity and improve service availability.

WHAT ARE WE CALLING FOR?

- An immediate increase in the number of government funded Support at Home packages to reduce the wait list to approx. three (3) months by 1 January 2027 (at current levels we estimate this will require approx. 62,000 additional packages to be released above those already announced for 2026).
- Secure additional resources to fully establish the new single assessment workforce, ensuring older people are not waiting for assessments.
- Provide data forecasting demand to providers ahead of time to give them greater understanding about the location of future demand to assist in workforce planning

Budget impact

- Based on the cost of providing 24,100 packages in the 2024 budget (\$531.4 million) the cost of 62,000 additional packages will be approximately \$1.367 billion. This will be a temporary budget outlay until changes to consumer contributions provide additional funding for resourcing.

