

# Commonwealth Home Support Program Data

## Summary

The Department of Health engaged Deloitte to conduct a data study to understand the drivers of variation in the CHSP across states and territories, markets and consumer groups. We have summarised the findings of this 70 pages report into a 2 pages infographic.

Note that the data used in this report are from 2018-2019.

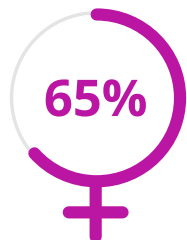
### Client profile



**840,984**  
clients who used the CHSP



are over 85 years old



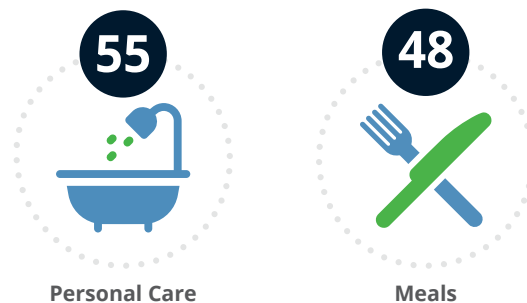
are female

### Demand

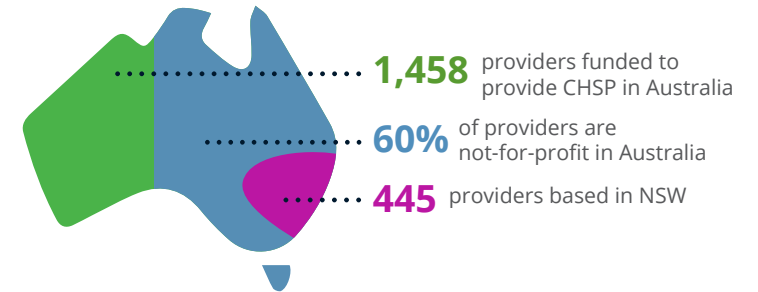
Top 3 most common services used by clients



Services with the highest number of sessions per client



### Supply



### Volunteers

**60%**

of the CHSP respondents use volunteers as part of their workforce

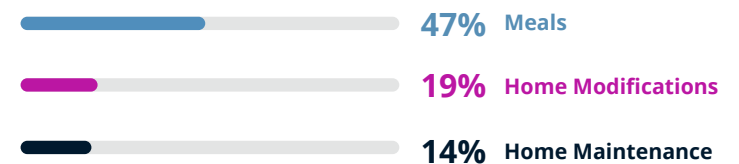
- The most common role for volunteers is to provide direct client services.
- Large providers are less likely to use volunteers.

### Client Contributions



of providers require client contributions for all or some of their CHSP services

Client contributions for allocated funding:



## Funding

Average CHSP Funding	Australia	NSW
By client	\$1,490	\$1,767
By session	\$68	\$75

**\$2.39 billion**  
allocated to CHSP providers across Australia

**\$2.29 billion**  
used

## Unmet Demand

**18%**

of providers reported an unmet demand for one or more service types

**20.7%**

Domestic Assistance is the most reported service with unmet demand.

## Unit Prices

- Wide variation in unit prices charged by providers across the country
- Actual unit price of services higher than the funded unit price across all service types



## Reduction in Services

**7%**

of providers indicated that they would like to reduce some services



Meals and other food services are by far the most common responses across all regions

## Projections

Expected number of clients requiring CHSP:

**840,000**

2018-2019

**1.17 million**

2028-2029

Expected increase in CHSP expenditures:

**2.6b**

2018-2019

**4.5 billion**

2028-2029



Domestic Assistance, Meals and other foods services expected to be the fastest growing service types.