



Australian Government



VETERANS' HOME CARE

**ANNUAL
STATISTICAL
SUMMARY**

2005-2006

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Background

The Veterans' Home Care (VHC) program, provided through the Department of Veterans' Affairs, commenced in January 2001. It provides a range of low level home care services to eligible veterans and war widows/widowers. Personal care (PC), domestic assistance (DA), home and garden maintenance (HGM) and respite care are available to eligible veterans who are assessed as needing such services to enable them to live independently in the community.

Although administered through VHC, respite care services are funded from a different appropriation to that of domestic assistance, personal care and home and garden maintenance services. In the Annual Statistical Summary, the term 'VHC core services' has been used to refer to the latter three service types, where applicable.

The aim of the Annual Statistical Summary is to highlight the patterns and characteristics of recipients and their usage of the VHC program, as well as the main features of assessment and service provision for these recipients.

In this release of the Summary, a selected set of statistics extracted and compiled from the VHC operational database and the VHC data mart of the Departmental Management Information System (DMIS) is presented. The VHC operational database is maintained and updated on a daily basis. The VHC data mart is maintained and updated on a weekly basis, and contains a subset of the VHC operational database.

The data reported in this release provides a summary of the trends in VHC assessments since commencement of the program, as well as 2005-06 financial year summaries of the following:

- the number and type of VHC services approved;
- demographic characteristics of VHC recipients;
- service provision and those who require multiple service types; and
- State and Territory variations.

Although the VHC assessment tool allows for the collection of other information about the recipients, such as their living arrangements, levels of dependency and carer information, it is not mandatory to collect this information at any given assessment. Hence, these aspects of VHC are outside the scope of this report.

During 2006, the VHC data mart was re-developed to provide more comprehensive reporting capabilities and to resolve some anomalous data issues. However, doing so has resulted in changes to some previously published data.

Financial information about the program, such as program budget allocations and expenditure, has not been included in this report. This may be found in the Department's Annual Reports.

1 Veterans' Home Care since 2001

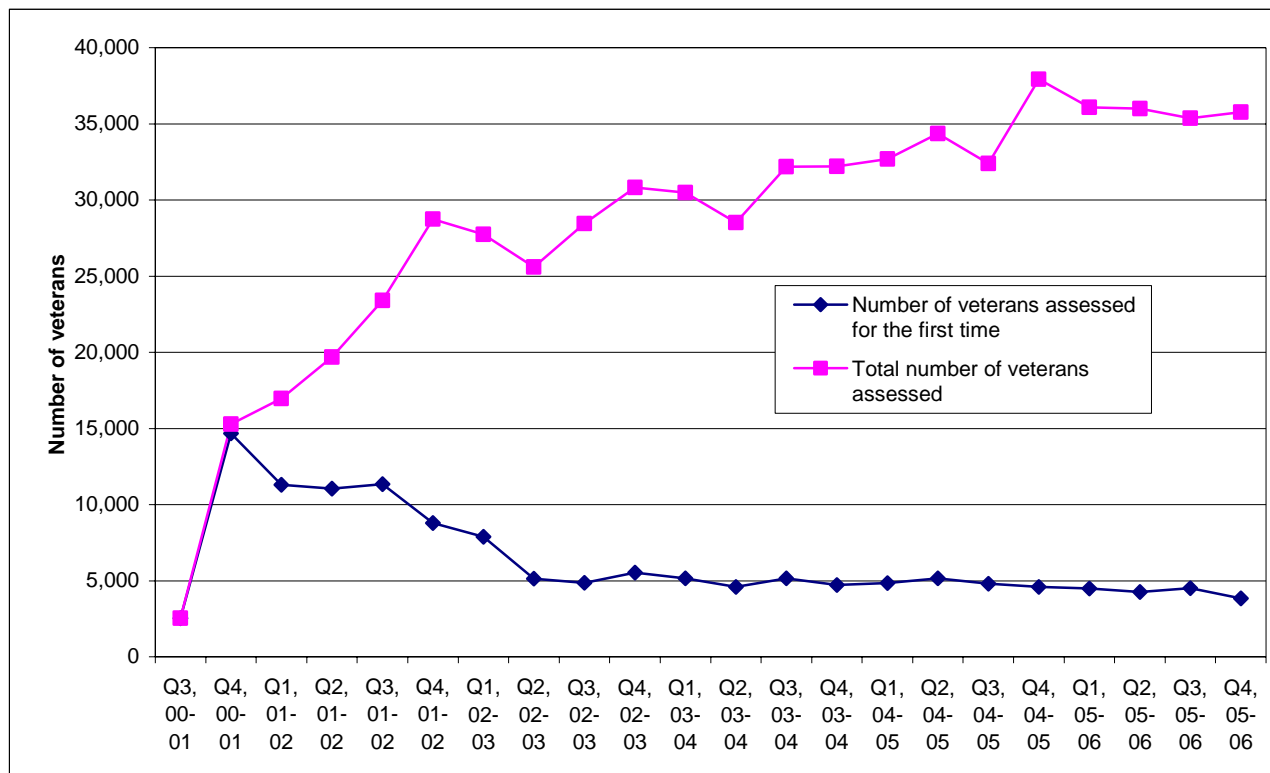
Almost 140,000 VHC veterans¹ have been assessed for VHC services since the VHC program started in January 2001.

The growth in the number of veterans who were assessed for VHC services was most rapid between January 2001 and June 2002. This period was known as the 'establishment' period as members of the veteran community were becoming aware of the new program. Since then the number of veterans assessed has fluctuated from quarter to quarter, but overall maintained a steady growth pattern to the last quarter of 2004-05 and has stabilised at those levels during 2005-06.

Figure 1 below shows the total number of veterans who have been assessed for VHC services by quarter, from quarter 3 of 2000-01 (when the program commenced) to quarter 4 of 2005-06. It also shows the number of veterans who have been assessed for the first time, as an indication of new entrants into VHC for each quarter (a total of 17,080 during 2005-06).

The decline in the number assessed during quarter 2 of some financial years (see Figure 1 below) may be explained by the lower number of assessments conducted around the Christmas period, possibly due to less demand during the holiday period.

Figure 1. Number of veterans assessed each Quarter under VHC since Quarter 3, 2001



Source: Table 1.

¹ This term refers to eligible members of the veteran community (gold or white card holders, who may be veterans, war widow/ers or their dependents) who have been assessed for VHC services in the time period, including those assessed as not requiring any services.

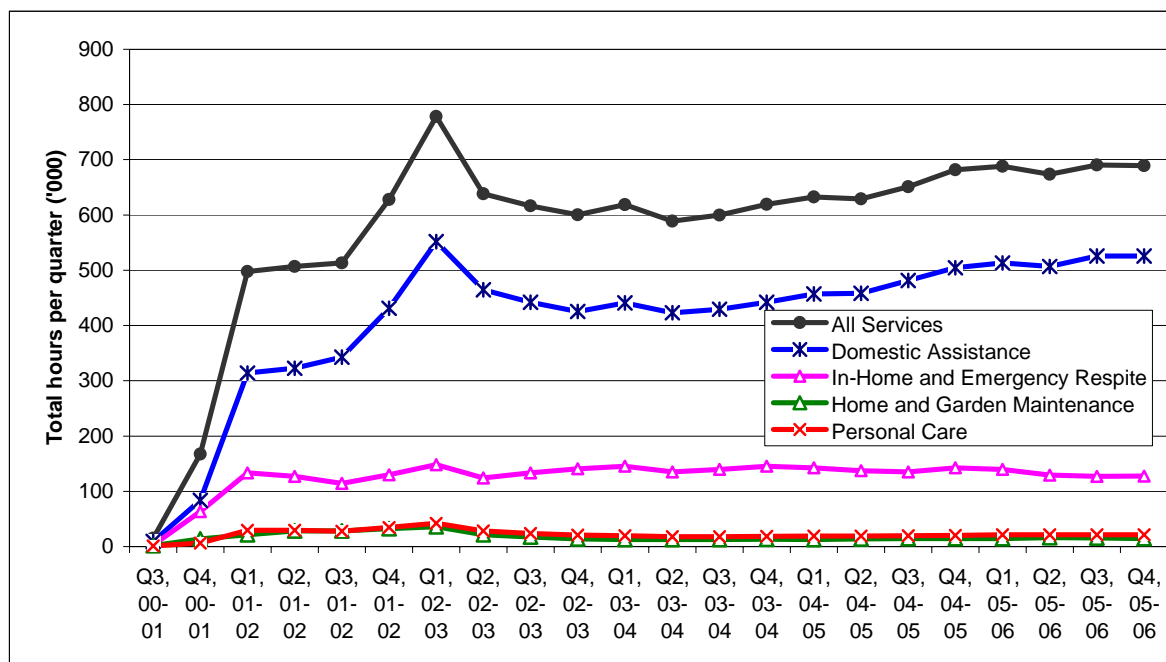
During the first two quarters following the commencement of the VHC program, a large number of veterans were transferred to VHC from the Home and Community Care (HACC) program², pushing up the total number of new entries during these quarters - quarter 4 of 2000-01 alone saw 14,685 new entries into the VHC program. From then, the number of new entries declined to reach a steady rate of approximately 5,000 new entries per quarter in the last two years. However, the rate of new entrants declined slightly to approximately 4,500 in each of the first three quarters of 2005-06 and fell further to below 4,000 new entrants in the final quarter of 2005-06.

Despite the rapid increase in the number of new entries during the first few quarters following commencement of the program, initial service provision levels were low. The usage of VHC services grew substantially during 2001-02, reaching a high of over 778,000 hours of services by quarter 1 of 2002-03. From then, the rate reduced to an average of around 600,000 hours per quarter during 2002-03 and 2003-04. Overall, a steady growth has been experienced since quarter 3 of 2004-05, following the injection of an additional \$52.4m over 4 years into the program, as the result of an election commitment made during 2004-05.

Just over three-quarters (75.5%) of all service hours in 2005-06 were for the provision of domestic assistance, personal care accounted for a further 3.1%, home and garden maintenance was 2.2%, while respite care services made up around 19.1%.

Figure 2 below shows the trend of VHC service usage from the inception of the VHC program to quarter 4 of 2005-06.

Figure 2. VHC service usage from Quarter 3, 2000-01 to Quarter 4, 2005-06



Source: Table 2.

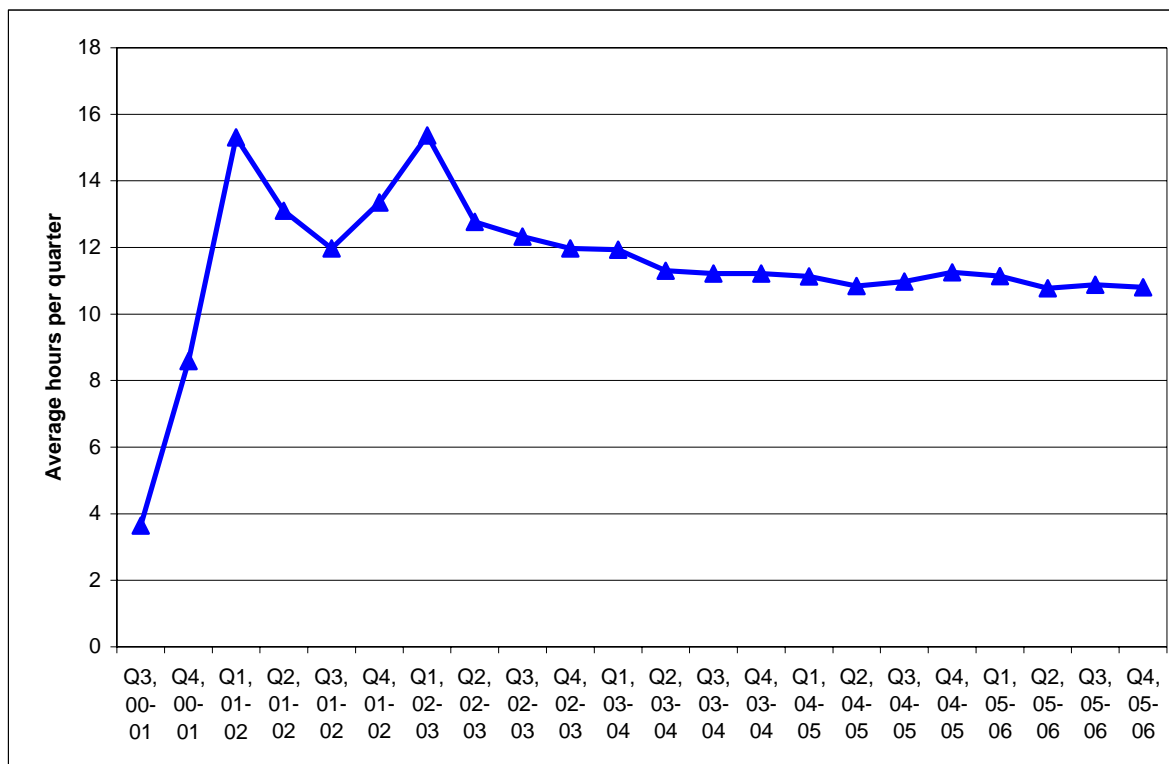
² The HACC program is a joint Australian Government, State and Territory Government initiative, providing a range of community care to the frail aged, people with disabilities, and their carers.

As indicated by Figure 3 below, the first two years following the program's inception were characterised by fluctuation in average number of service hours provided to each veteran.

The fluctuation may be explained by a number of changes to the VHC program within the same period, including the ending, on 1 November 2002, of the 'grandfathering' arrangement applying to veterans who transferred to VHC from the HACC program. The grandfathering arrangement ensured that all veterans who transferred from HACC prior to 1 November 2002 continued to receive the same level of service that they received under the HACC program, while paying no more for each hour of service than they would be paying under HACC.

From 1 November 2002, all veterans coming into the VHC program for the first time, including those transferring from HACC, were assessed in accordance with the VHC guidelines.

Figure 3. Average VHC usage (per veteran) from Quarter 1, 2000-01 to Quarter 4, 2005-06



Source: Table 2.

2 Activities during 2005-06

Compared to 2004-05, the number of veterans who were assessed for VHC services increased by almost 3 per cent in 2005-06 (from 75,019 to 77,216). A similar increase was recorded for service hours provided in the same period (2.6 to 2.7 million hours).

Veteran age and sex profile

In 2005-06, a total of 77,216 veterans were assessed for VHC services. Of these, 96.2% were aged 70 years and over. Those in the 80 to 89 years category alone made up 71.9% of the total number of all veterans who were assessed during this period. Compared with the rest of Australia, veterans in the Northern Territory were relatively 'younger', with 20.4% aged less than 70 years (see Table 3).

On average, veterans who were assessed for VHC services during 2005-06 were aged 83 years (compared to the average age of 76 years of the DVA treatment population)³. Most States and the Australian Capital Territory reflected this average, with the exception of the Northern Territory, where VHC veterans had an average age of 78 years (see Table 4). The Northern Territory has a veteran population predominately from the Vietnam War rather than earlier conflicts, which reflects the Territory's general age demographics⁴.

Unlike HACC (where female clients make up about two-thirds of the HACC client population)⁵, there is a more even gender balance between females (50.8%) and males (49.2%) who were assessed for VHC services during this period. Again, the Northern Territory showed a variation to that of the rest of the country, where male veterans made up 61.2% of those who were assessed in the Northern Territory (see Table 5). Although there are only small numbers of VHC veterans in the Northern Territory, the VHC data reflects the Northern Territory's general demographics⁴.

Service approval

Of the 78,543 veterans who were approved for VHC services in 2005-06 (including those veterans who had approvals for services during the financial year but did not require re-assessments):

- 88.2% were approved to receive domestic assistance;
- 21.6% were approved to receive home and garden maintenance;
- 4.3% were approved to receive personal care and
- 18.4% were approved to receive respite care services.

³ Australian Government, Department of Veterans' Affairs "Treatment Population Statistics – Quarterly Report June 2006".

⁴ Northern Territory Treasury, "The Northern Territory's response to Australia's demographic challenges discussion paper" dated June 2004.

⁵ Australian Government Department of Health and Ageing 2006, *Home and Community Care Program Minimum Data Set 2005-2006 Annual Bulletin*, Australian Government Department of Health and Ageing, Canberra.

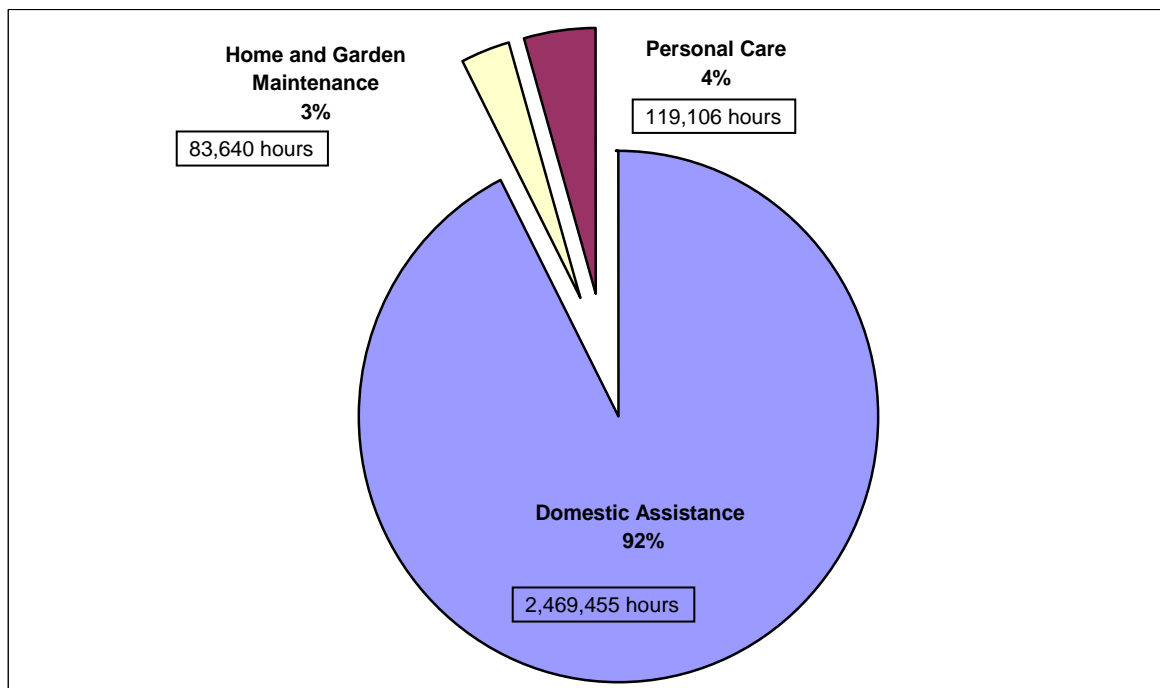
Excluding the 4,943 veterans who were approved for respite care services only during 2005-06, the proportions of veterans approved for VHC core service became:

- 94.1% for domestic assistance;
- 23.0% for home and garden maintenance; and
- 4.6% for personal care

The above sets of percentages sum to more than 100 as some veterans have been approved to receive more than one service type during the financial year (see Table 6).

Measured in hours, domestic assistance made up the highest proportion of VHC core services approved during 2005-06, as illustrated in Figure 4.

Figure 4. Hours approved for VHC core services during 2005-06



Source: Table 6.

While a similar proportion of veterans were approved for home and garden maintenance and personal care during this period, the total hours approved for home and garden maintenance (83,640 hours) were less than those approved for personal care (119,106 hours).

For those veterans who were assessed as needing the relevant VHC core service/s in 2005-06 (see Table 6) an average of:

- 35.6 hours of domestic assistance were approved per veteran;
- 4.9 hours of home and garden maintenance were approved per veteran; and
- 35.1 hours of personal care were approved per veteran.

Service provision

Service provision by service type

Approximately 17 per cent of total hours approved for VHC *core* services were not provided during 2005-06. This may be for a variety of reasons, including the veteran being away from home at the time services were scheduled or changes in service delivery arrangements.

Of the 70,731 veterans who received one or more VHC *core* services in 2005-06:

- 94.6% received domestic assistance;
- 20.1% received home and garden maintenance; and
- 4.0% received personal care.

Again, the above percentages sum to more than 100 as some veterans have received more than one service type during the financial year (see Table 8B).

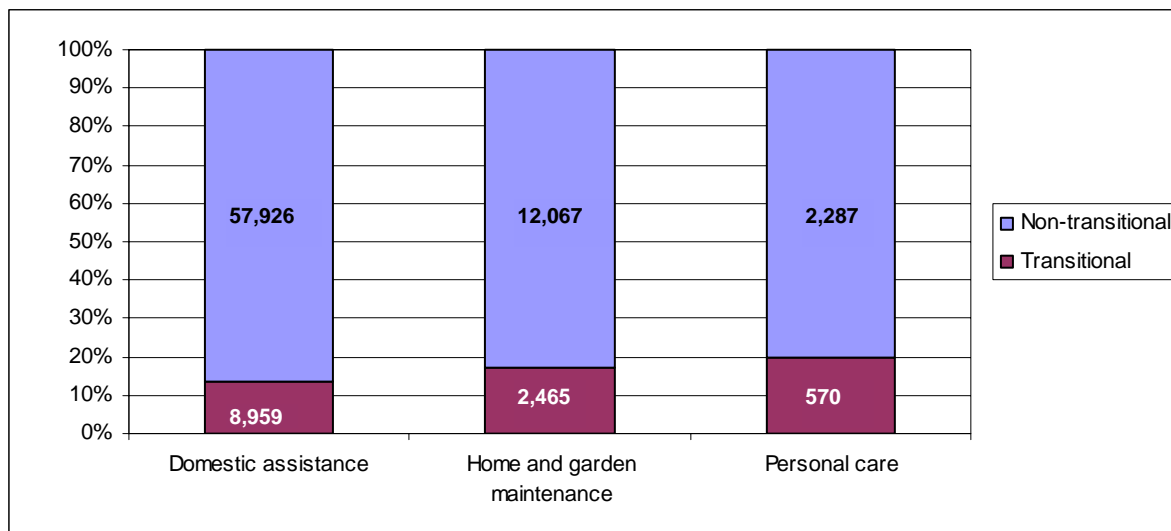
Among those who received each service type, the average hours each veteran received during the financial year were (see Table 8A):

- 31.0 hours of domestic assistance;
- 4.3 hours of home and garden maintenance; and
- 29.9 hours of personal care.

Service provision by transitional status

The 70,731 veterans who received one or more VHC *core* services in 2005-06 comprised 13.3% (or 9,401) transitional veterans and 86.7% (or 61,330) non-transitional veterans. By service type, the proportions of veterans receiving VHC *core* services were as follows:

Figure 5. VHC Veterans receiving VHC core services, by transitional status, 2005-06



Source: Tables 8A and 8B.

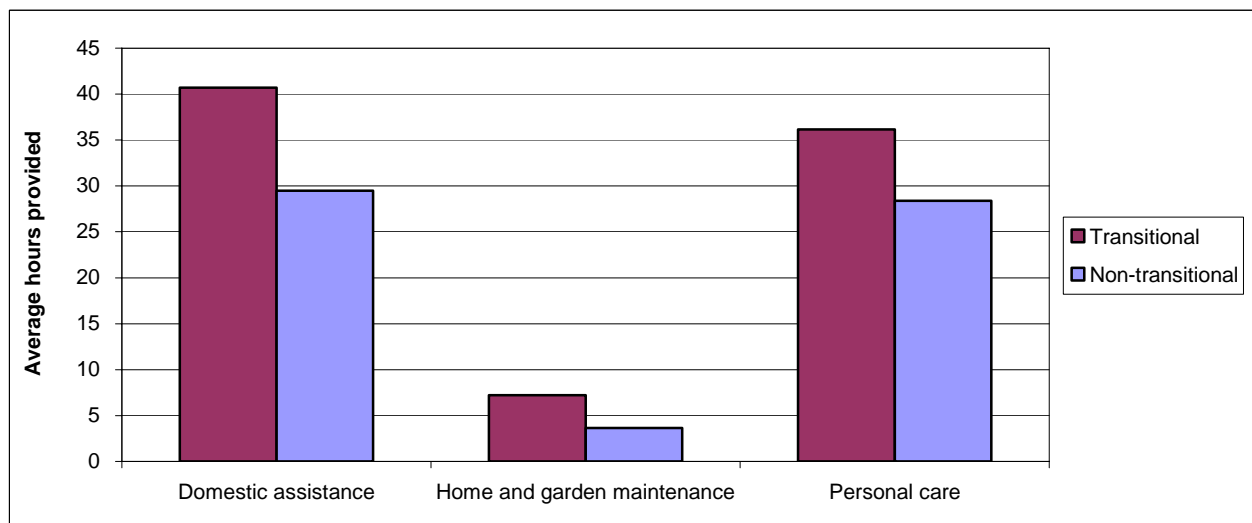
Note: A veteran who received more than one service type is counted in each service type received.

Veterans who transferred from HACC to VHC prior to 1 November 2002 continued to receive the same level of service that they received under the HACC program. This level was, on average, higher than for other veterans receiving VHC services.

In 2005-06, an average of 42.9 hours of core service were provided to each transitional veteran, compared with 29.6 hours for a non-transitional veteran.

The average hours, by service type, each transitional veteran received during 2005-06 compared with non-transitional veterans are shown in Figure 6. The comparatively lower hours of Home and Garden Maintenance is due largely to the one-off nature of this service, compared with on-going provision of Domestic Assistance and Personal Care.

Figure 6. Average hours of VHC core services provided by transitional status, 2005-06

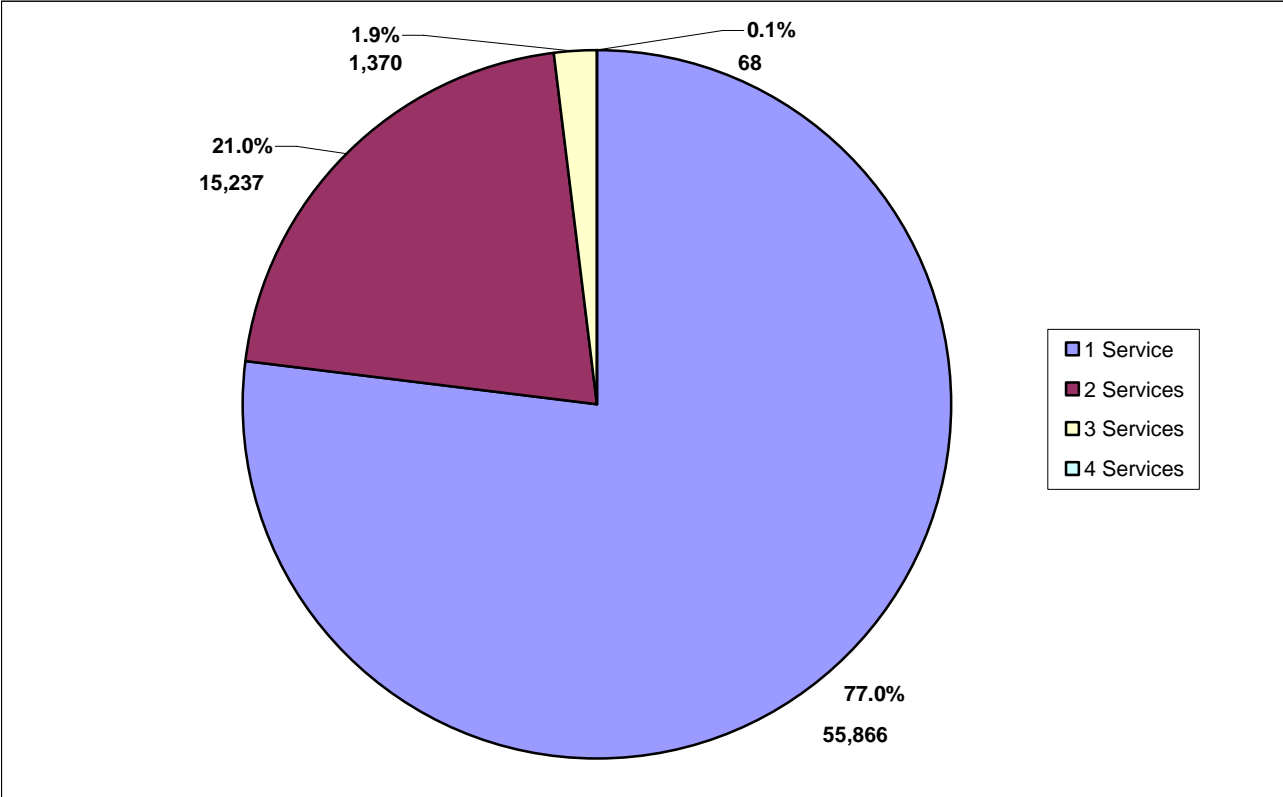


Source: Table 8A.

Single and multiple service users

The majority of VHC service users (77%) received only one type of VHC service. At the other end of the scale, only 0.1% of VHC service users received all four VHC service types during 2005-06. Figure 7 shows the number and proportion of single and multiple service usage for this period.

Figure 7. Single and Multiple VHC service usage



Source: Australian Government, Department of Veterans' Affairs, VHC data mart report, refreshed 0712/2006

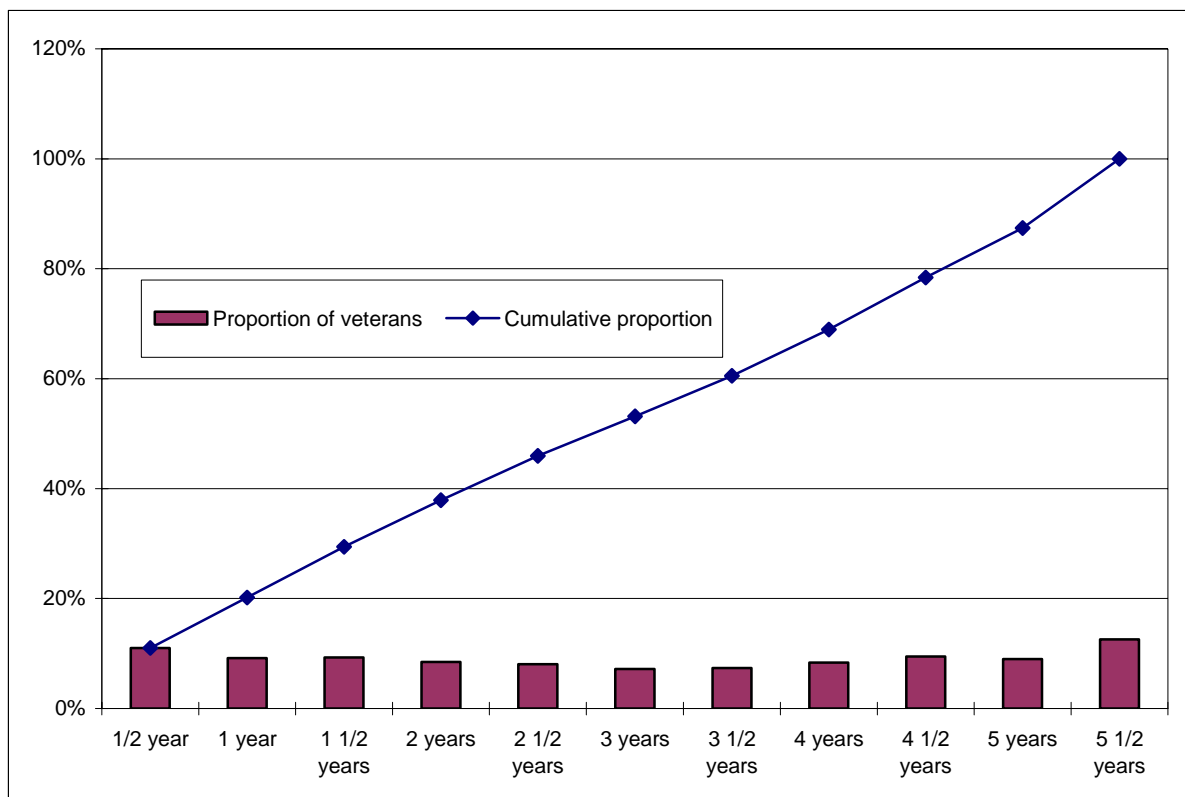
In absolute numbers, it may be assumed that the majority of veterans received domestic assistance in isolation, based on the sheer number of veterans who received one service type from the above table and the number of veterans who received domestic assistance as listed in Table 7. However, information regarding which service type/s are most likely to be received in isolation is not available from the Departmental Management Information System, nor is information about the most common combination of service types.

Length of stay

At June 2006, more than half of all veterans who received VHC core services had received care from the VHC program for over three years. The maximum length of time for any individual veteran to be on the VHC program at June 2006 is twenty-two quarters (from January 2001 to June 2006).

Figure 8 below shows the proportions of veterans who were in receipt of VHC core services in June 2006 and by their length of time (measured in years) on the program.

Figure 8. VHC Veterans receiving VHC core services at June 2006 and associated length of stay



Source: Table 9.

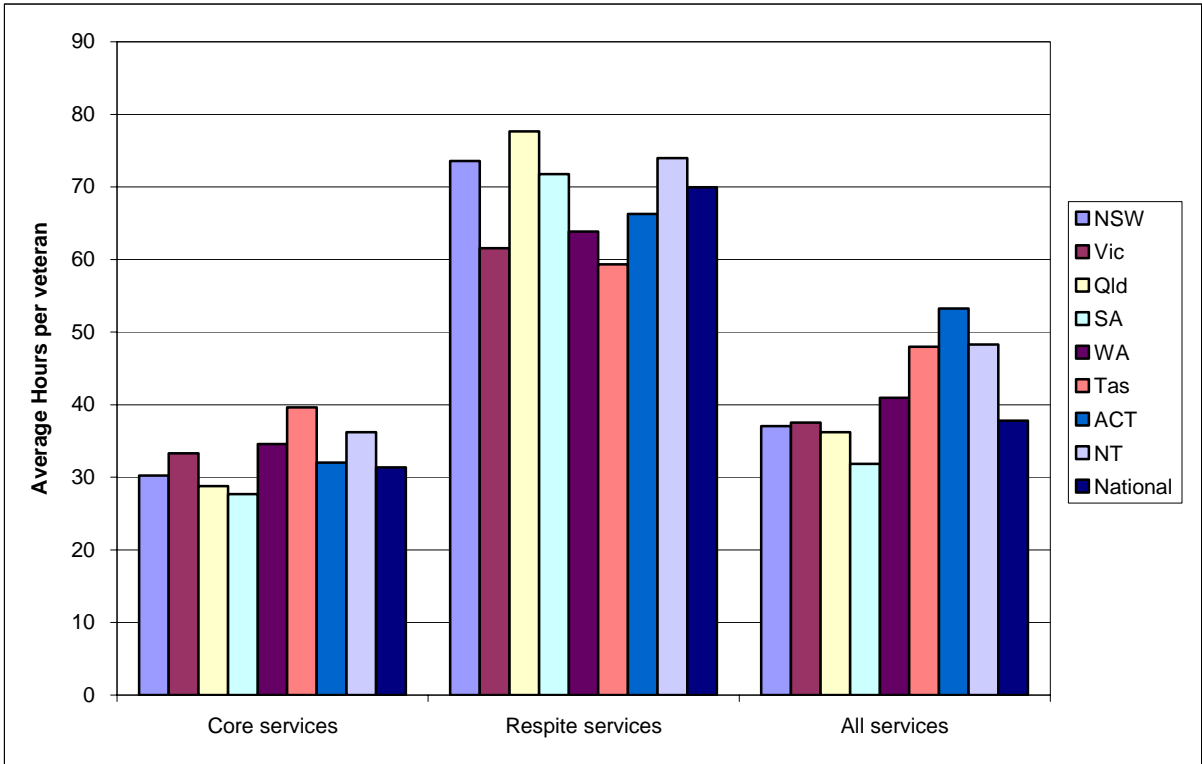
The single largest group of veterans were those who had been on the VHC program for five and a quarter years (9.6%). This reflects those veterans who entered VHC in the first year of the program and have stayed in VHC since that time. Those veterans who had been on the VHC program for five years or more comprised 18.6% of the total number of veterans (see Table 9).

State and Territory variations

Patterns of VHC service provision varied between States/Territories and VHC regions. The differences between States/Territories (and hence VHC regions) may be due to the differences in the care needs of individuals and their preferences, approval patterns of Assessment Agencies, as well as the availability of similar aged and community care services in the particular area.

Overall, the Australian Capital Territory had the highest average level of service provision during 2005-06 (53.3 hours) compared to other States and the Northern Territory, while South Australia had the lowest average of 31.8 hours (see Table 10).

Figure 9. Average hours of service provided by service type and State/Territory, 2005-06



Source: Table 10.

3 Glossary

The following terms and abbreviations have been used throughout this document.

Abbreviation/Term	Meaning
DA	Domestic Assistance
DMIS	The Departmental Management Information System is DVA's data warehouse environment, in which selected data from the VHC operational system is captured. It is commonly referred to as the 'VHC cube/s' and/or the 'VHC data mart'. The reports generated from DMIS use data from the most recent version of the VHC data mart, which is usually refreshed weekly.
DVA	Department of Veterans' Affairs
HACC	Home and Community Care Program, provided through the Department of Health and Ageing.
HGM	Home and Garden Maintenance
Non-Transitional (veteran)	A veteran who is in receipt of VHC services and did not transfer from HACC to VHC.
PC	Personal Care
Transitional (veteran)	A veteran who has transferred from HACC to VHC and is in receipt of VHC services. For veterans who transferred from HACC prior to 1 November 2002, 'grandfathering' arrangements ensured that they continued to receive the same level of service as under HACC, while paying no more for each hour of service than they would have paid under HACC. From 1 November 2002, all veterans coming into the VHC program for the first time, including those transferring from HACC, were assessed in accordance with the VHC guidelines.
Treatment population	Consists of veterans and dependants entitled to medical and other treatment at DVA expense under the <i>Veterans' Entitlement Act</i> , the <i>Social Security and Veterans' Entitlements Amendment (No2) Act 1987</i> and the <i>Veterans' Entitlement (Transitional Provisions and Consequential Amendments) Act 1986</i> .
VHC	Veterans' Home Care
VHC Core Services	Domestic Assistance, Personal Care and Home and Garden Maintenance
VHC Veterans	Eligible members of the veteran community (gold or white card holders, who may be veterans, war widow/ers or their dependents) who have been assessed for VHC services in a given time period, including those assessed as not requiring any services.

4 Appendix tables

Table 1 VHC veterans assessed for VHC services, from Quarter 3, 2000-01 to Quarter 4, 2005-06

Quarter	Number of veterans assessed for the first time ⁽¹⁾	Total number of veterans assessed ^(2,3)
Q3, 2000-01	2,535	2,535
Q4, 2000-01	14,685	15,282
Q1, 2001-02	11,310	16,954
Q2, 2001-02	11,057	19,685
Q3, 2001-02	11,343	23,388
Q4, 2001-02	8,784	28,732
Q1, 2002-03	7,882	27,736
Q2, 2002-03	5,141	25,606
Q3, 2002-03	4,858	28,444
Q4, 2002-03	5,544	30,824
Q1, 2003-04	5,160	30,490
Q2, 2003-04	4,597	28,520
Q3, 2003-04	5,159	32,189
Q4, 2003-04	4,723	32,196
Q1, 2004-05	4,843	32,685
Q2, 2004-05	5,163	34,360
Q3, 2004-05	4,793	32,388
Q4, 2004-05	4,584	37,927
Q1, 2005-06	4,479	36,084
Q2, 2005-06	4,254	35,993
Q3, 2005-06	4,516	35,363
Q4, 2005-06	3,831	35,756
Total	139,241	623,137

1. The number of veterans assessed for the first time may be used as an indication of the VHC entry rate.
2. Although a veteran may receive more than one assessment in a quarter, only one assessment is counted in each quarter
3. Totals for individual quarters will not add to financial year totals because veterans assessed for services in more than one quarter will be counted once in each quarter they have been assessed, but only once in the financial year.

Source: Australian Government, Department of Veterans' Affairs, VHC data mart, Assessments cube, data current at refresh date (07 December 2006).

Note: Re-development of the VHC data mart has resulted in changes to some previously published data.

Table 2: VHC service usage by service type, from Quarter 3, 2000-01 to Quarter 4, 2005-06

Quarter	Domestic Assistance			Personal Care			Home & Garden Maintenance			In-Home & Emergency Respite ⁽¹⁾			All Services		
	Hours provided	No of VHC veterans ⁽²⁾	Average hours	Hours provided	No of VHC veterans ⁽²⁾	Average hours	Hours provided	No of VHC veterans ⁽²⁾	Average hours	Hours provided	No of VHC veterans ⁽²⁾	Average hours	Hours provided	No of VHC veterans ⁽²⁾	Average hours
Q3, 2000-01	9,301.02	2,860	3.25	1,002.69	156	6.43	1,855.16	1,806	1.03	3,108.15	357	8.71	15,267.02	4,193	3.64
Q4, 2000-01	83,812.36	13,792	6.08	6,344.09	741	8.56	13,854.02	6,869	2.02	63,518.65	3,312	19.18	167,529.12	19,513	8.59
Q1, 2001-02	313,783.66	24,493	12.81	29,209.21	1,566	18.65	21,279.90	9,567	2.22	133,096.80	6,406	20.78	497,369.57	32,481	15.31
Q2, 2001-02	322,577.19	30,063	10.73	29,179.71	1,935	15.08	28,260.82	11,720	2.41	126,749.96	7,121	17.80	506,767.68	38,678	13.10
Q3, 2001-02	342,741.82	34,716	9.87	27,916.67	2,192	12.74	28,160.45	13,157	2.14	114,385.09	6,861	16.67	513,204.03	42,875	11.97
Q4, 2001-02	431,222.73	38,692	11.15	34,381.50	2,374	14.48	32,550.72	14,602	2.23	130,136.18	7,288	17.86	628,291.13	47,068	13.35
Q1, 2002-03	551,703.25	42,607	12.95	42,422.50	2,650	16.01	35,919.50	15,130	2.37	148,367.50	7,357	20.17	778,412.75	50,694	15.36
Q2, 2002-03	464,453.50	43,183	10.76	28,361.00	2,341	12.11	21,599.50	10,793	2.00	124,202.25	6,982	17.79	638,616.25	50,023	12.77
Q3, 2002-03	442,465.50	43,837	10.09	23,528.75	1,974	11.92	17,317.50	8,502	2.04	133,073.50	7,152	18.61	616,385.25	49,984	12.33
Q4, 2002-03	425,443.75	44,835	9.49	20,517.25	1,777	11.55	13,699.25	6,484	2.11	140,690.25	7,094	19.83	600,350.50	50,152	11.97
Q1, 2003-04	441,226.25	46,463	9.50	19,682.25	1,759	11.19	12,788.00	5,874	2.18	145,237.25	7,806	18.61	618,933.75	51,880	11.93
Q2, 2003-04	423,401.50	46,987	9.01	17,856.50	1,661	10.75	12,676.75	5,875	2.16	135,118.00	7,499	18.02	589,052.75	52,109	11.30
Q3, 2003-04	429,728.75	48,596	8.84	17,758.25	1,686	10.53	12,614.25	5,633	2.24	139,987.50	7,554	18.53	600,088.75	53,550	11.21
Q4, 2003-04	442,326.75	50,458	8.77	18,288.00	1,752	10.44	13,155.50	6,148	2.14	145,746.00	7,612	19.15	619,516.25	55,286	11.21
Q1, 2004-05	457,402.50	51,670	8.85	19,321.25	1,889	10.23	12,988.25	5,947	2.18	142,761.50	8,096	17.63	632,473.50	56,818	11.13
Q2, 2004-05	458,607.75	53,171	8.63	19,266.25	1,864	10.34	13,857.75	6,320	2.19	137,334.50	7,577	18.13	629,066.25	58,032	10.84
Q3, 2004-05	481,694.25	54,698	8.81	19,413.00	1,848	10.50	14,540.50	6,366	2.28	135,351.25	7,411	18.26	650,999.00	59,357	10.97
Q4, 2004-05	504,374.75	56,011	9.00	20,491.25	1,878	10.91	14,649.75	6,923	2.12	142,392.25	7,447	19.12	681,908.00	60,610	11.25
Q1, 2005-06	512,933.75	56,955	9.01	21,192.75	2,035	10.41	14,399.75	6,417	2.24	139,695.00	7,799	17.91	688,221.25	61,792	11.14
Q2, 2005-06	507,090.50	57,823	8.77	21,343.75	2,028	10.52	16,414.50	7,357	2.23	129,029.75	7,095	18.19	673,878.50	62,586	10.77
Q3, 2005-06	526,160.00	58,932	8.93	21,553.50	2,004	10.76	15,780.75	7,101	2.22	126,997.00	6,935	18.31	690,491.25	63,469	10.88
Q4, 2005-06	525,757.75	59,536	8.83	21,458.50	1,946	11.03	14,624.25	6,726	2.17	127,422.00	6,784	18.78	689,262.50	63,823	10.80

1. The VHC program can approve In-home, Emergency and Residential respite services for veterans, however, payments for Residential Respite services are made separately. Consequently, the VHC program does not store any data relating to the provision or cost of Residential Respite and, therefore, the data in this table EXCLUDES Residential Respite services.

2. Totals for individual quarters will not add to financial year totals because veterans receiving services in more than one quarter will be counted once in each quarter they have received services, but only once in the financial year.

Source: Australian Government, Department of Veterans' Affairs, VHC data mart, Services cube, data current at refresh date (07 December 2006).

Note: Re-development of the VHC data mart has resulted in changes to some previously published data.

Table 3: VHC veterans who were assessed for VHC services during 2005-06, age by State/Territory

	NSW	Vic	Qld	SA	WA	Tas	ACT	NT	Australia ⁽¹⁾
Age group⁽²⁾	Number of VHC veterans								
Under 60	219	170	228	83	155	55	23	9	939
60-69	440	260	457	126	227	61	47	12	1,622
70-79	3,966	2,673	2,762	792	1,172	541	218	26	12,108
80-89	18,443	13,586	11,160	4,426	4,915	2,147	947	51	55,501
90-99	2,250	1,694	1,183	540	670	206	96	4	6,618
100+	19	14	7	1	4	3	1	0	49
Total⁽³⁾	25,486	18,466	15,816	6,096	7,153	3,017	1,332	103	77,216
	Per cent								
Under 60	0.9%	0.9%	1.4%	1.4%	2.2%	1.8%	1.7%	8.7%	1.2%
60-69	1.7%	1.4%	2.9%	2.1%	3.2%	2.0%	3.5%	11.7%	2.1%
70-79	15.6%	14.5%	17.5%	13.0%	16.4%	17.9%	16.4%	25.2%	15.7%
80-89	72.4%	73.6%	70.6%	72.6%	68.7%	71.2%	71.1%	49.5%	71.9%
90-99	8.8%	9.2%	7.5%	8.9%	9.4%	6.8%	7.2%	3.9%	8.6%
100+	0.1%	0.1%	0.0%	0.0%	0.1%	0.1%	0.1%	0.0%	0.1%
Total⁽³⁾	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

1. State totals may not add to the national total because veterans assessed for services in more than one state will be counted once in each state, but only once in the national total.

2. Age refers to the age of the veteran at their most recent assessment.

3. Excludes a small number of veterans for whom age is unknown.

Source: Australian Government, Department of Veterans' Affairs, VHC data mart Assessments cube, data current at refresh date (07 December 2006).

Table 4: Average age of VHC Veterans by State/Territory, 2005-06

State/Territory	Average age ⁽¹⁾
NSW	83
VIC	83
QLD	82
SA	83
WA	82
TAS	82
ACT	82
NT	78
Australia	83

1. Age refers to age of the veteran at their most recent service.

Source: Australian Government, Department of Veterans' Affairs, VHC data mart, Impromptu report, data current at refresh date (07 December 2006).

Table 5: VHC veterans who were assessed for VHC services during 2005-06, sex by State/Territory

Sex	NSW	Vic	Qld	SA	WA	Tas	ACT	NT	Australia
	Number of VHC veterans								
Male	12,494	8,690	7,906	3,080	3,729	1,442	728	63	37,996
Female	12,992	9,776	7,910	3,016	3,424	1,575	604	40	39,220
Total	25,486	18,466	15,816	6,096	7,153	3,017	1,332	103	77,216
Per cent									
Male	49.0%	47.1%	50.0%	50.5%	52.1%	47.8%	54.7%	61.2%	49.2%
Female	51.0%	52.9%	50.0%	49.5%	47.9%	52.2%	45.3%	38.8%	50.8%
Total	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%

Source: Australian Government, Department of Veterans' Affairs, VHC data mart, Assessments cube, data current at refresh date (07 December 2006).

Table 6: VHC services approved during 2005-06

Service Type	VHC Veterans ⁽¹⁾		Total Hours Approved		Average hours approved per veteran
	Number	Per cent	Number	Per cent	
VHC core services –					
Domestic assistance	69,276	88.2%	2,469,455	56.8%	35.64
Home and garden maintenance	16,930	21.6%	83,640	1.9%	4.94
Personal care	3,394	4.3%	119,106	2.7%	35.09
<i>Total</i>	<i>73,600</i>	<i>93.7%</i>	<i>2,672,201</i>	<i>61.4%</i>	<i>36.30</i>
All respite services –					
In-Home respite	8,476	10.8%	729,507	16.8%	86.06
Emergency respite	86	0.1%	3,279	0.1%	38.13
Residential respite	6,870	8.7%	944,534	21.7%	137.48
<i>Total</i>	<i>14,442</i>	<i>18.4%</i>	<i>1,677,321</i>	<i>38.6%</i>	<i>116.14</i>
ALL SERVICES⁽²⁾	78,543	100.0%	4,349,522	100.0%	55.37

1. A veteran who was approved to receive more than one service type during the financial year is counted once in each relevant service type but is only counted once in the 'all services' total.

2. Individual service totals may not add to the 'all services' total because a veteran may be approved to receive more than one service type.

Source: Australian Government, Department of Veterans' Affairs, unpublished data extracted from ad hoc report 'NO167', data current at run date (02 December 2006).

Table 7: VHC services provided during 2005-06

Service Type	Number of VHC veterans⁽¹⁾	Total hours provided	Average hours per veteran
<i>VHC core services –</i>			
Domestic assistance	66,885	2,072,760	30.98
Home and garden maintenance	14,532	61,946	4.26
Personal care	2,857	85,514	29.93
<i>Total</i>	<i>70,731</i>	<i>2,220,219</i>	<i>31.38</i>
<i>All respite services –</i>			
In-Home respite	7,459	520,579	69.79
Emergency respite	71	2,578	36.31
Residential respite ⁽²⁾	–	–	–
<i>Total</i>	<i>7,477</i>	<i>523,157</i>	<i>69.96</i>
ALL SERVICES⁽³⁾	72,541	2,743,377	37.81

1. A veteran who received more than one service type during the financial year is counted once in each relevant service type but is only counted once in the 'all services' total.

2. The VHC program can *approve* In-home, Emergency and Residential respite services for veterans, however, *payments* for Residential Respite services are made separately. Consequently, the VHC program does not store any data relating to the provision or cost of Residential Respite and, therefore, the data in this table EXCLUDES Residential Respite services.

3. Individual service totals may not add to the 'all services' total because a veteran may receive more than one service type.

Source: Australian Government, Department of Veterans' Affairs, unpublished data extracted from ad hoc report 'NO167', data current at run date (02 December 2006).

Table 8A: VHC core services provided during 2005-06, by transitional⁽¹⁾ status and service type

Transitional Status / Service Type	Number of VHC veterans ⁽²⁾	Total hours provided	Average hours per veteran
Transitional veterans –			
Domestic assistance	8,959	364,592	40.69
Home and garden maintenance	2,465	17,768	7.20
Personal care	570	20,612	36.16
<i>Total</i>	<i>9,401</i>	<i>402,971</i>	<i>42.86</i>
Non-transitional veterans –			
Domestic assistance	57,926	1,708,168	29.48
Home and garden maintenance	12,067	44,177	3.66
Personal care	2,287	64,902	28.37
<i>Total</i>	<i>61,330</i>	<i>1,817,248</i>	<i>29.63</i>
All veterans –			
Domestic assistance	66,885	2,072,760	30.98
Home and garden maintenance	14,532	61,946	4.26
Personal care	2,857	85,514	29.93
TOTAL⁽³⁾	70,731	2,220,219	31.38

1. 'Transitional' refers to veterans who transferred to the VHC program from the Home and Community Care (HACC) Program, often with grandfathered service and/or fee levels and so may have been approved for higher hours of service than other VHC veterans. Veterans who did not transfer from the HACC program are referred to as 'non-transitional'.
2. A veteran who received more than one service type during the financial year is counted once in each relevant service type but is only counted once in the 'all veterans' total.
3. Individual service totals may not add to the 'all veterans' total because a veteran may receive more than one service type.

Source: Australian Government, Department of Veterans' Affairs, unpublished data extracted from ad hoc report 'NO167', data current at run date (02 December 2006).

Table 8B: VHC core services provided during 2005-06, by transitional⁽¹⁾ status and service type

Service Type	Percentage of transitional veterans ⁽²⁾	Percentage of non-transitional veterans ⁽²⁾	Percentage of all veterans
Per cent (column)			
VHC Core Services			
Domestic assistance	95.3%	94.4%	94.6%
Home and garden maintenance	26.2%	19.7%	20.5%
Personal care	6.1%	3.7%	4.0%
Total⁽³⁾	100.0%	100.0%	100.0%
Per cent (row)⁽⁴⁾			
VHC Core Services –			
Domestic assistance	13.4%	86.6%	100.0%
Home and garden maintenance	17.0%	83.0%	100.0%
Personal care	20.0%	80.0%	100.0%
Total⁽³⁾	13.3%	86.7%	100.0%

1. 'Transitional' refers to veterans who transferred to the VHC program from the Home and Community Care (HACC) Program, often with grandfathered service and/or fee levels and so may have been approved for higher hours of service than other VHC veterans. Veterans who did not transfer from the HACC program are referred to as 'non-transitional'.
2. A veteran who received more than one service type during the financial year is counted once in each relevant service type but is only counted once in the 'all veterans' total.
3. Individual service totals may not add to the 'core services' total because a veteran may receive more than one service type.
4. Row percentages do not always add up to 100 due to rounding.

Source: Australian Government, Department of Veterans' Affairs, unpublished data extracted from ad hoc report 'NO167', data current at run date (02 December 2006).

Table 9: VHC Veterans receiving VHC core services at June 2006 and associated length of stay on the program

Length of stay	Number of VHC veterans	Proportion	Accumulative proportion
1 Quarter	3,112	5.6%	5.6%
2 Quarters	2,960	5.4%	11.0%
3 Quarters	2,618	4.7%	15.7%
4 Quarters (one year)	2,441	4.4%	20.2%
5 Quarters	2,530	4.6%	24.8%
6 Quarters	2,585	4.7%	29.4%
7 Quarters	2,450	4.4%	33.9%
8 Quarters (two years)	2,214	4.0%	37.9%
9 Quarters	2,314	4.2%	42.1%
10 Quarters	2,145	3.9%	46.0%
11 Quarters	1,710	3.1%	49.1%
12 Quarters (three years)	2,265	4.1%	53.2%
13 Quarters	2,020	3.7%	56.8%
14 Quarters	2,051	3.7%	60.5%
15 Quarters	1,865	3.4%	63.9%
16 Quarters (four years)	2,758	5.0%	68.9%
17 Quarters	2,727	4.9%	73.9%
18 Quarters	2,499	4.5%	78.4%
19 Quarters	1,665	3.0%	81.4%
20 Quarters (five years)	3,304	6.0%	87.4%
21 Quarters	5,288	9.6%	97.0%
22 Quarters	1,666	3.0%	100.0%
TOTAL⁽¹⁾	55,187	100.0%	100.0%

1. Only those veterans who received VHC core services during the month of June 2006 are counted in this table.

Source: Australian Government, Department of Veterans' Affairs, VHC data mart, Impromptu report, data current at refresh date (07 December 2006).

Table 10: Average hours of service provided by service type and State/Territory, 2005-06

Service Type	NSW	Vic	Qld	SA	WA	Tas	ACT	NT	Australia
	Average hours per veteran								
VHC core services –									
Domestic Assistance	29.71	32.20	29.32	27.18	34.92	40.32	32.27	35.39	30.98
Home and Garden Maintenance	2.98	4.92	2.31	1.93	6.13	4.49	3.09	4.21	4.26
Personal Care	31.35	30.88	24.57	27.18	21.98	39.76	18.53	23.07	29.93
<i>Total</i>	<i>30.22</i>	<i>33.31</i>	<i>28.79</i>	<i>27.68</i>	<i>34.59</i>	<i>39.65</i>	<i>32.04</i>	<i>36.19</i>	<i>31.38</i>
All respite services –									
In-Home Respite	73.36	61.56	77.57	71.78	63.10	59.66	66.05	73.98	69.79
Emergency Respite	34.64	29.79	36.03	0.00	42.76	24.00	49.43	0.00	36.31
Residential respite ⁽¹⁾	–	–	–	–	–	–	–	–	–
<i>Total</i>	<i>73.57</i>	<i>61.56</i>	<i>77.65</i>	<i>71.78</i>	<i>63.87</i>	<i>59.33</i>	<i>66.28</i>	<i>73.98</i>	<i>69.96</i>
All services	37.06	37.55	36.23	31.84	40.97	48.01	53.27	48.30	37.81

1. The VHC program can *approve* In-home, Emergency and Residential respite services for veterans, however, *payments* for Residential Respite services are made separately. Consequently, the VHC program does not store any data relating to the provision or cost of Residential Respite and, therefore, the data in this table EXCLUDES Residential Respite services.

Source: Australian Government, Department of Veterans' Affairs, unpublished data extracted from ad hoc report 'NO167', data current at run date (02 December 2006).