



Australian Government
Department of Veterans' Affairs



Veterans'
Home Care

VETERANS' HOME CARE

**ANNUAL
STATISTICAL
SUMMARY**

2004-2005

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Published by the Department of Veterans' Affairs, Canberra, 2006.

Background

The Veterans' Home Care (VHC) program 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 this 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 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 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 2004-05 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.

Future reporting on the VHC program will be wider ranging once the collection of data becomes more standardised.

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

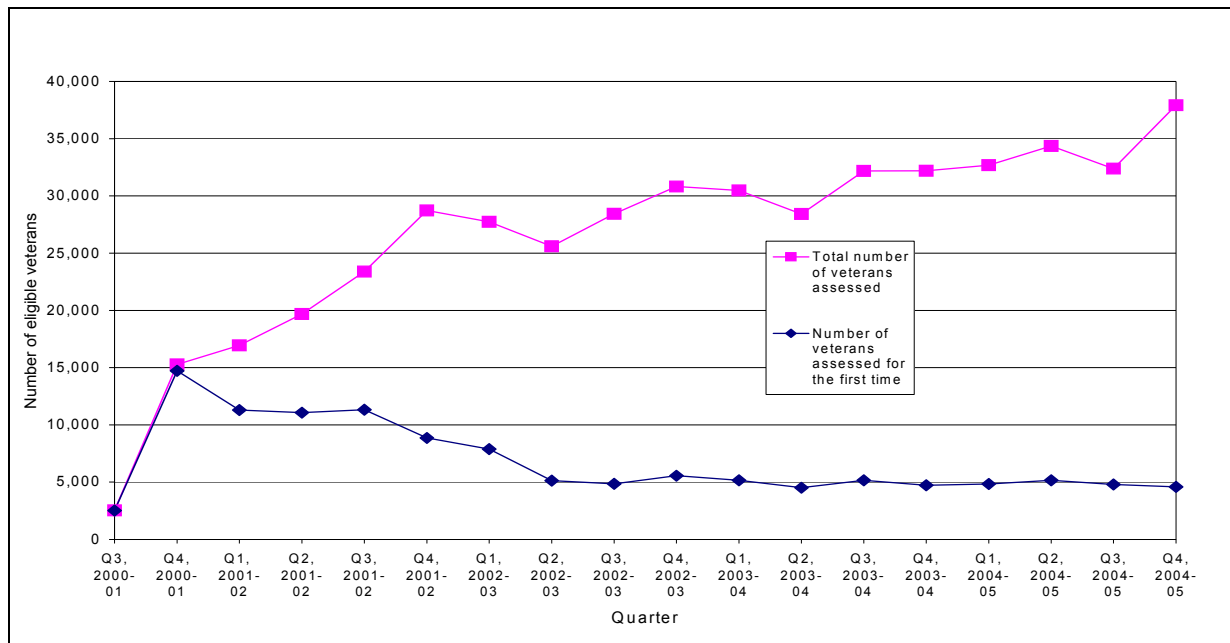
Over 122,000 eligible veterans¹ have been assessed for VHC services since commencement of the VHC program in January 2001.

The growth in the number of eligible 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 still becoming aware of the new program. Since then the number assessed has fluctuated from quarter to quarter, but overall maintained a slow and steady growth pattern to the last quarter of 2004-05 as the program stabilised.

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 2004-05. 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 19,400 during 2004/05).

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 holiday 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 'VHC Veterans' refers to eligible members of the veteran community (gold or white card holders) who have been assessed for VHC services in the time period, including those who have been assessed as not requiring any services.

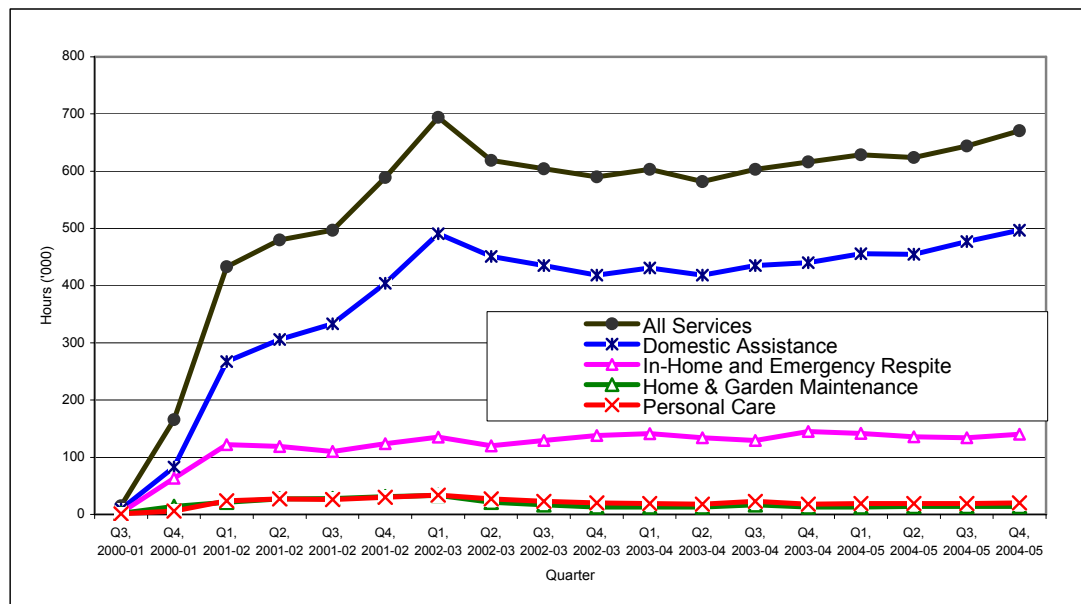
During the first two quarters following the commencement of the VHC program, a large number of veterans were transferred to VHC from the Home and Community Care (HACC) program², pushing up the total number of new entries during these quarters - quarter 4 of 2000-01 alone saw 14,726 new entries into the 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. This rate of new entries is expected to continue in the near future.

Despite the rapid increase in the number of new entries during the first few quarters following commencement of the program, service provision level was low. The usage of VHC services then grew substantially during 2001-02, reaching a high of over 693,000 hours of services by quarter 1 of 2002-03. From then, the rate of usage reduced to an average of around 600,000 hours per quarter during 2002-03 and 2003-04. A steady growth was experienced in 2004-05, particularly in quarters 3 and 4, following the injection of an additional \$52.4m over 4 years into the program as the result of a commitment made during 2004-05.

The majority of these hours were for the provision of domestic assistance, about 90.0% of service provision in 2004-05, while personal care made up only around 4.0% of service provision, home and garden maintenance was 19% and respite service made up around 12%.

Figure 2 below shows the trend of VHC service usage from the inception of the VHC program to quarter 4 of 2004-05.

Figure 2. VHC service usage from Quarter 3, 2000-01 to Quarter 4, 2004-05



Source: Table 2.

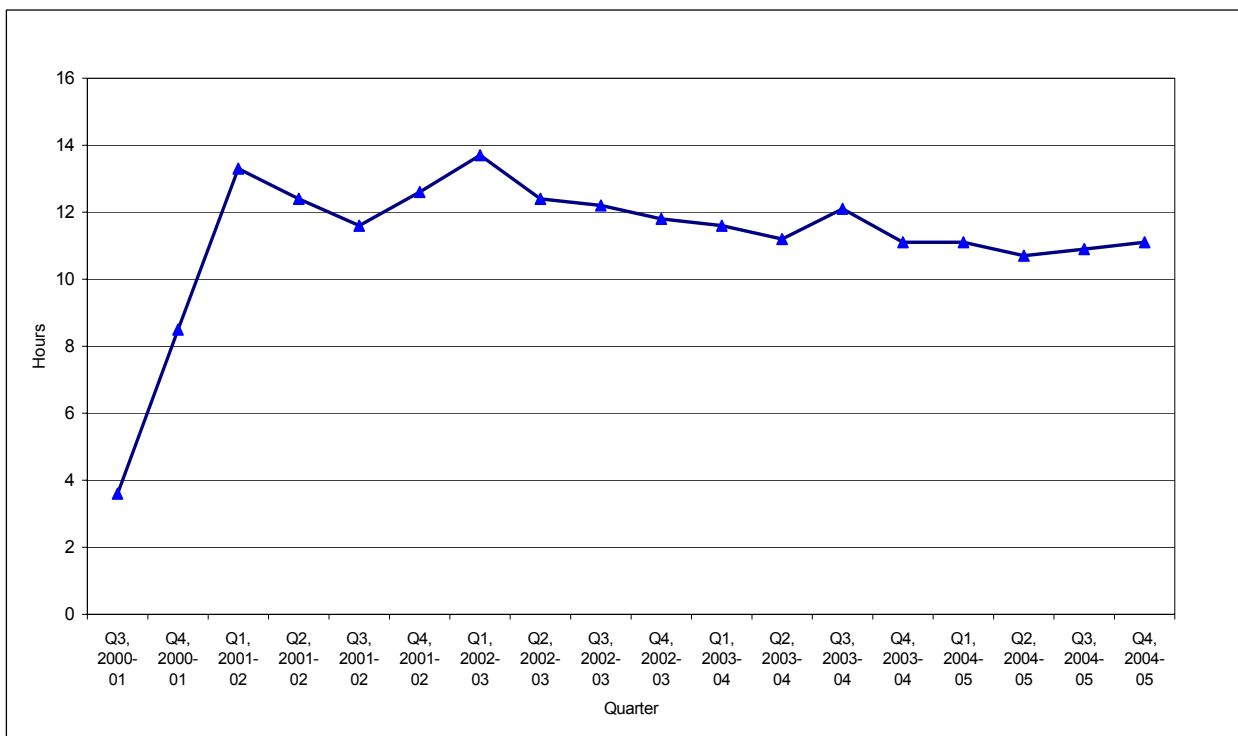
² The HACC program is a joint Australian Government, State and Territory Government initiative, providing a range of community care to the frail aged, people with disabilities, and their carers.

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 the outcome of 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 the 1st of 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, 2004-05



Source: Table 2.

2 Activities during 2004-05

Compared to 2003-04, the number of veterans who were assessed for VHC services increased by over 9 per cent in 2004-05 (from 68,563 to 75,019). Similar increases were recorded for actual service hours provided in the same period (2.4 to 2.6 million hours).

Veteran age and sex profile

In 2004-05, a total of 75,019 veterans were assessed for VHC services. Of these, 96.7% were aged 70 years and over. Those in the 80 to 89 years category alone made up 68.6% of the total number of all veterans who were assessed during this period. Compared with the rest of the country, veterans in the Northern Territory were relatively 'younger' with 18.1% aged less than 70 years (see Table 3).

On average, veterans who were assessed for VHC services during 2004-05 were aged 82 years (compared to the average age of 75 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 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 population⁵), there is a more even gender balance between male (50.5%) and female (49.5%) VHC veterans who were assessed for services during this period. Again, the Northern Territory showed a variation to that of the rest of the country, where male veterans made up 64.8% of those who were assessed in the Northern Territory (see Table 5). Although there are only small numbers of veterans in the Northern Territory, the VHC data reflects the Territory's general demographic⁴.

Service approval

Of the 74,620 veterans who were approved for VHC services in 2004-05 (including those veterans who had approvals for services during the financial year but did not require re-assessments):

- 87.2% received domestic assistance;
- 20.3% received home and garden maintenance;
- 4.4% received personal care; and
- 20.1% received respite care services.

³ Australian Government, Department of Veterans' Affairs "Treatment Population Statistics – Quarterly Report June 2005".

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 2004-2005 Annual Bulletin*, Australian Government Department of Health and Ageing, Canberra.

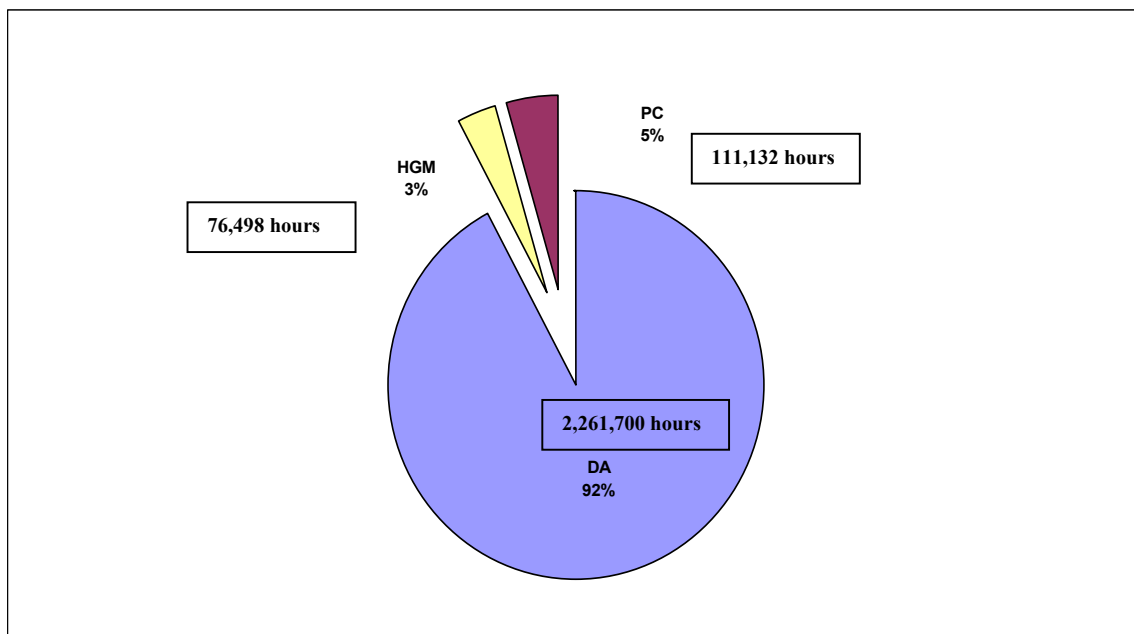
Excluding the 5,400 veterans who were only approved for respite care services during the financial year, the proportions of veterans approved for VHC *core* service became:

- 94.0% for domestic assistance;
- 21.9% for home and garden maintenance; and
- 4.7% for personal care.

The above sets of percentages sum to more than 100 as veterans may be 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 2004-05, as illustrated in Figure 4.

Figure 4. Hours approved for VHC Core Services during 2004-05



Source: Table 6.

Whilst a higher proportion of veterans were approved for home and garden maintenance than for personal care during this period, the total hours approved for home and garden maintenance (76,498 hours) were less than those approved for personal care (111,132 hours).

For those veterans who were assessed as needing the relevant VHC *core* service/s in 2004-05 (see Table 6) an average of:

- 34.8 hours of domestic assistance were approved per veteran;
- 5.1 hours of home and garden maintenance were approved per veteran; and
- 34.2 hours of personal care were approved per veteran.

Service provision

Service provision by service types

Approximately 17 per cent of total hours approved for VHC *core* services were not provided during 2004-05. This may be the result of a variety of reasons, including the veteran being away from home at the time services were scheduled or there were changes in service delivery arrangements.

Of the 66,254 veterans who received one or more VHC *core* services in 2004-05:

- 94.3% received domestic assistance;
- 19.5% received home and garden maintenance; and
- 4.1% received personal care.

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

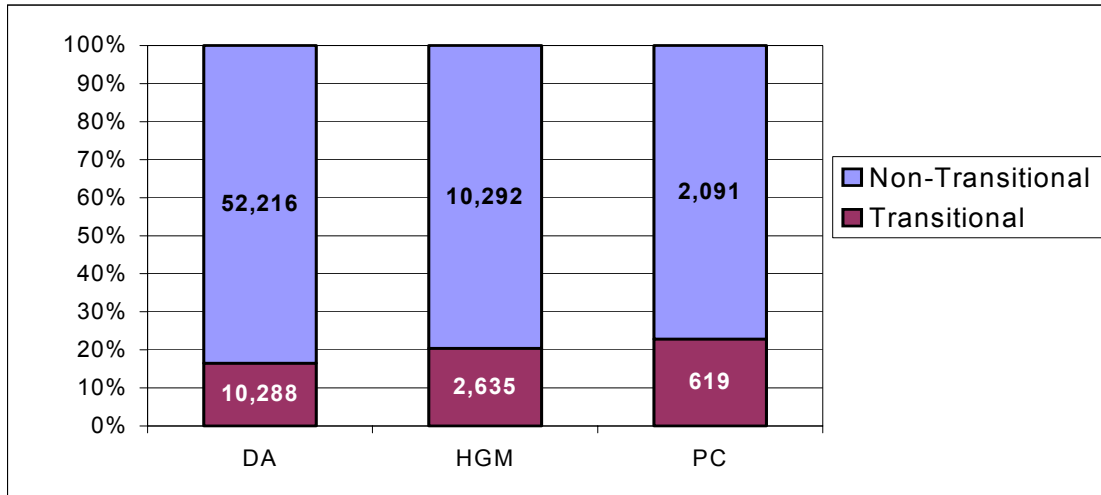
Amongst those who received each service type, the average hours each veteran received during the financial year were (see Table 8A):

- 30.2 hours of domestic assistance;
- 4.3 hours of home and garden maintenance; and
- 28.6 hours of personal care.

Service provided to transitional veterans versus non-transitional veterans

The 66,254 veterans who received one or more VHC *core* services in 2004-05 were made up of 16.4% (or 10,844) transitional veterans and 83.6% (or 55,410) non-transitional veterans. By service types, the proportions of veterans receiving VHC *core* services were as follows:

Figure 5. Transitional and Non-Transitional Veterans receiving Core Services 2004-05



Source: Tables 8A and 8B.

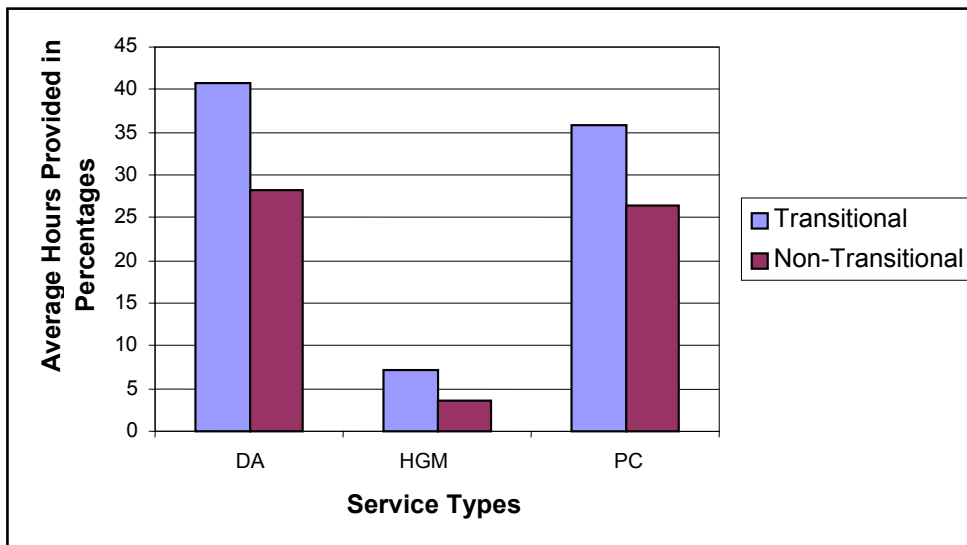
Note: Veterans who receive more than one service may be counted more than once.

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 2004-05, an average of 42.4 hours of core service were provided to each HACC transitional veteran, compared with 28.2 hours for a non-transitional veteran.

The average hours, by service types, each HACC transitional veteran received during the financial year compared with non-transitional veterans are shown in Figure 6. It should be noted that the comparatively lower hours with HGM is due largely one-off nature of the services provided, compared with ongoing DA and PC services.

Figure 6. Average hours of core services provided for Transitional and Non-Transitional VHC clients 2004-05

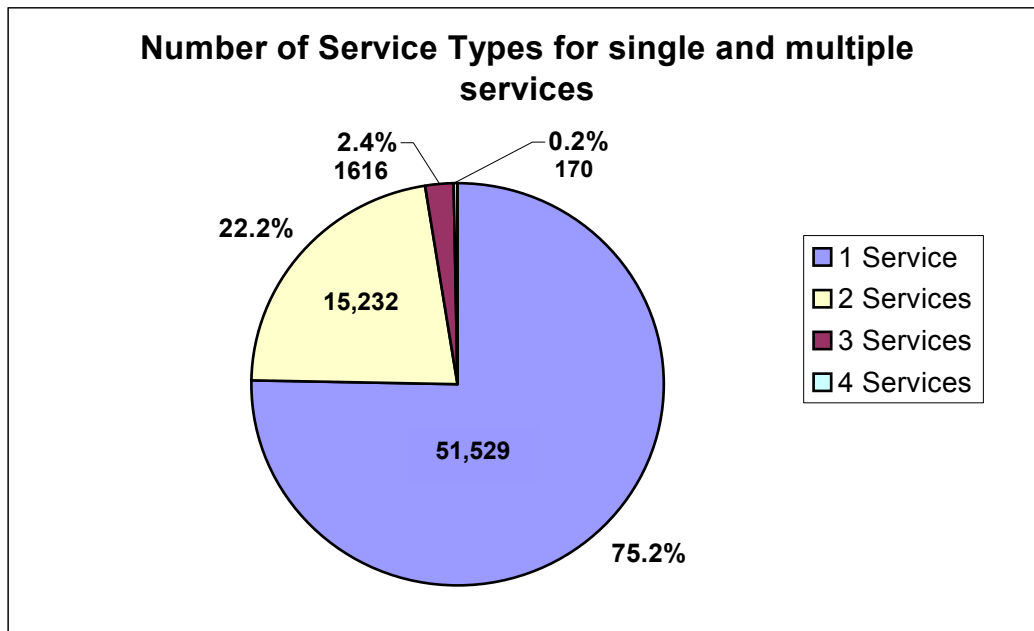


Source: Table 8A.

Single and multiple service users

The majority of VHC service users (75%) received only one type of VHC service.⁶ At the other end of the scale, less than 0.2% of VHC service users received all four VHC service types during 2004-05. Figure 7 shows the number and proportion of single and multiple service users for this period.

Figure 7. Single and Multiple VHC services usage.



Source: Australian Government, Department of Veterans' Affairs, VHC data mart report, refreshed 20/9/2005

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.

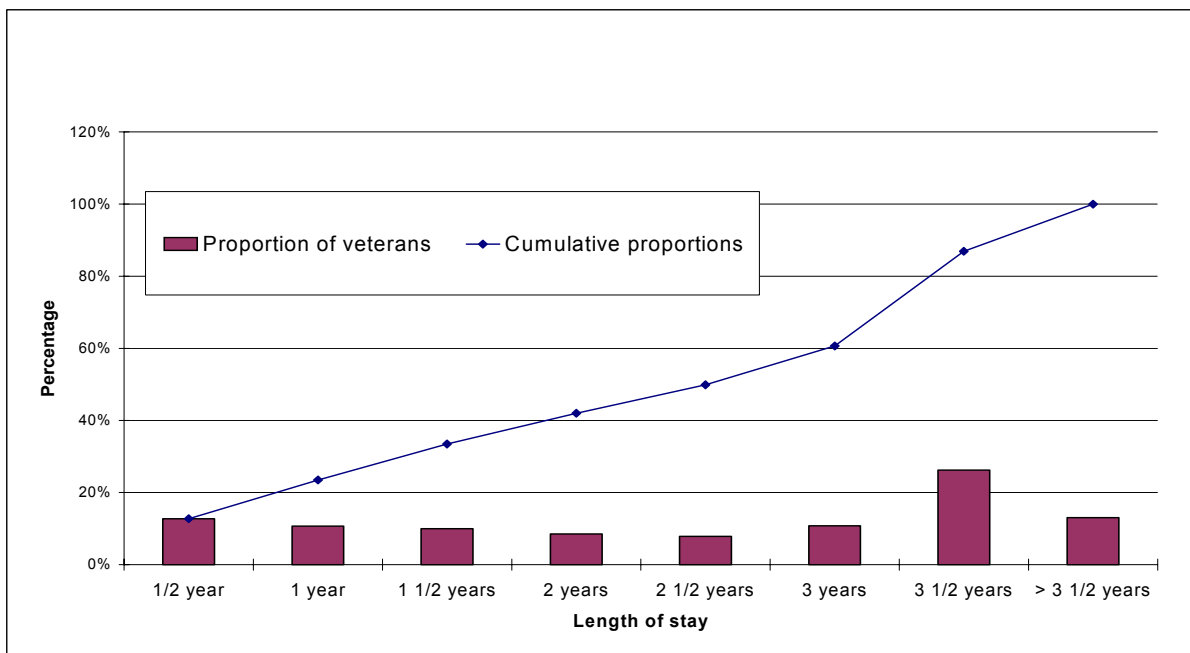
⁶ In home and emergency respite are counted as one service type for this purpose. As the VHC program does not store any electronic data relating to the provision or costs of residential respite, it is excluded.

Length of stay

At June 2004, more than half of all veterans who received VHC core services had received care from the VHC program for over two years. The maximum length of time for any individual veteran to be on the VHC program at June 2004 is fourteen quarters (from January 2001 to June 2004).

Figure 8 below shows the proportions of veterans who were in receipt of VHC core services in June 2004 and by their length of time (measured in years) on the program.

Figure 8. Veterans in receipt of VHC core services at June 2004, and associated length of stay



Source: Table 9.

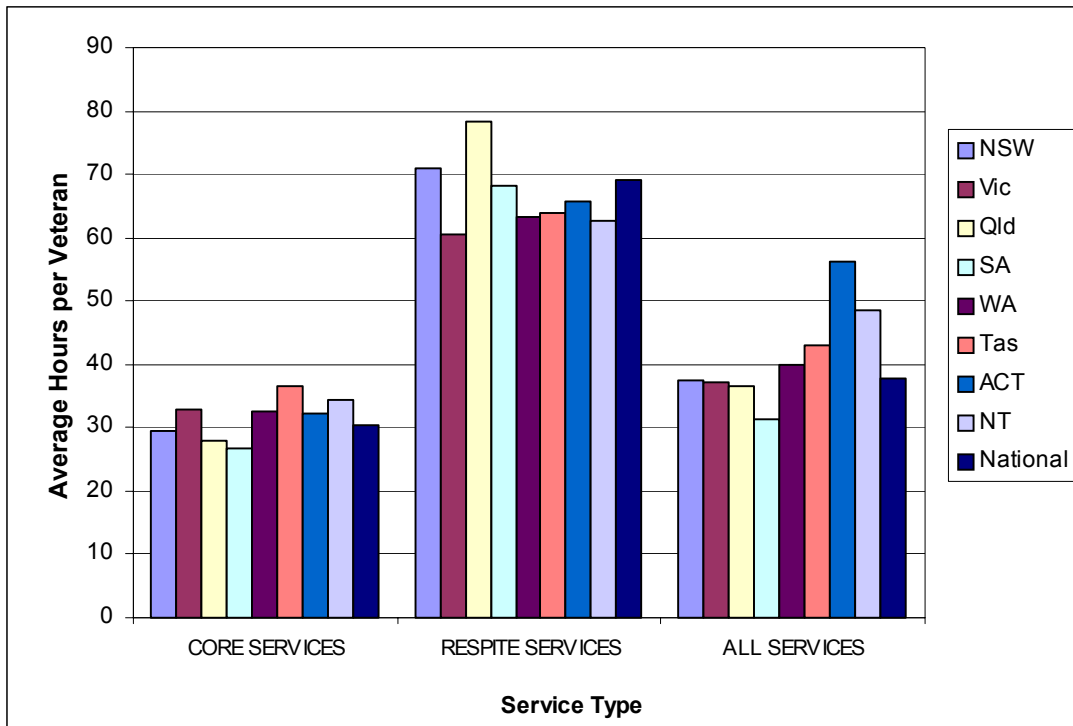
The largest groups of veterans were those who had been on the VHC program for three and a half years (26.3%). Reflecting those who entered VHC in the first year of the program and have stayed in VHC since. Those veterans who had been on the VHC program for three years or more made up 39.4% of the total 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 2004-05 (56.25 hours) compared to other States and the Northern Territory, while South Australia had the lowest average of 31.42 hours (see Table 10).

Figure 9. Average Hours of Service Provision per Veteran by Service Type and State 2004-05.



Source: Table 10.

3 Glossary

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

Abbreviation/Term	Meaning
DA	Domestic Assistance
DMIS	The DMIS system is DVA's data warehouse environment in which the VHC data mart system is captured. This system is commonly referred to as the VHC 'cube/s'. The reports generated from DMIS supply data from the latest refreshed 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 who is in receipt of services and did not transfer from HACC to VHC.
PC	Personal Care
Transitional	Veteran who has transferred from HACC to VHC and is in receipt of services.
VHC	Veterans' Home Care
VHC Core Service	Domestic Assistance, Personal Care and Home and Garden Maintenance

4 Appendix tables

Table 1: Growth in the number of eligible veterans assessed under VHC, since Quarter 3, 2000-01

Quarter	Number of veterans assessed for the first time ⁽¹⁾	Total number of veterans assessed ⁽²⁾
Q3, 2000-01	2,519	2,535
Q4, 2000-01	14,726	15,283
Q1,2001-02	11,299	16,954
Q2, 2001-02	11,077	19,686
Q3, 2001-02	11,335	23,389
Q4, 2001-02	8,861	28,733
Q1,2002-03	7,885	27,737
Q2,2002-03	5,140	25,606
Q3,2002-03	4,866	28,444
Q4, 2002-03	5,570	30,824
Q1, 2003-04	5,159	30,482
Q2, 2003-04	4,511	28,430
Q3, 2003-04	5,160	32,189
Q4, 2003-04	4,727	32,195
Q1, 2004-05	4,846	32,686
Q2, 2004-05	5,167	34,361
Q3, 2004-05	4,799	32,390
Q4, 2004-05	4,588	37,927

(1) Number of veterans assessed for the first time may be used as an indication of VHC entry rate.

(2) Although a veteran may receive more than one assessment in a quarter, he/she is only be counted once.

Source: Australian Government, Department of Veterans' Affairs, VHC data mart Assessment cube, refreshed 14 September 2005.

Table 2: VHC service usage by service type, from Quarter 3, 2000-01 to Quarter 4, 2004-05

Quarter	Domestic Assistance			Personal Care			Home & Garden Maintenance			In-Home & Emergency Respite ⁽¹⁾			All Services		
	Hrs provided	No of vets ⁽²⁾	Average hrs	Hrs provided	No of vets ⁽²⁾	Average hrs	Hrs provided	No of vets ⁽²⁾	Average hrs	Hrs provided	No of vets ⁽²⁾	Average hrs	Hrs provided	No of vets ⁽²⁾	Average hrs
Q3, 2000-01	9,272.47	2860	3.24	998.69	156	6.4	1,846.16	1806	1.02	3,042.65	357	8.52	15,159.97	4193	3.62
Q4, 2000-01	82,785.84	13793	6	6,291.09	741	8.49	13,795.92	6869	2.01	63,146.40	3309	19.08	166,019.25	19511	8.51
Q1, 2001-02	266,556.84	24494	10.88	24,118.31	1566	15.4	21,014.55	9567	2.2	121,528.30	6404	18.98	433,218.00	32481	13.34
Q2, 2001-02	305,877.96	30064	10.17	27,264.63	1935	14.09	27,199.86	11720	2.32	119,446.43	7120	16.78	479,788.88	38678	12.4
Q3, 2001-02	333,048.33	34718	9.59	26,406.89	2192	12.05	27,665.39	13157	2.1	110,397.95	6861	16.09	497,518.56	42877	11.6
Q4, 2001-02	404,269.63	38694	10.45	29,574.25	2374	12.46	31,486.93	14602	2.16	124,096.23	7288	17.03	589,427.04	47070	12.52
Q1, 2002-03	490,971.00	42610	11.52	34,193.00	2650	12.9	33,221.50	15130	2.2	135,194.50	7353	18.39	693,580.00	50694	13.68
Q2, 2002-03	450,822.00	43187	10.44	27,165.00	2342	11.6	20,682.75	10791	1.92	119,868.50	6936	17.28	618,538.25	49999	12.37
Q3, 2002-03	434,563.75	43504	9.99	23,276.00	1974	11.79	16,621.50	8460	1.96	128,778.75	7095	18.15	603,240.00	49657	12.15
Q4, 2002-03	418,228.75	44765	9.34	20,143.75	1778	11.33	13,427.50	6486	2.07	138,026.00	7091	19.46	589,826.00	50119	11.77
Q1, 2003-04	430,680.75	46476	9.27	18,936.25	1761	10.75	12,508.00	5875	2.13	141,103.00	7777	18.14	603,228.00	51868	11.63
Q2, 2003-04	417,864.75	47016	8.89	17,642.00	1670	10.56	12,576.00	5868	2.14	133,604.00	7444	17.95	581,686.75	52094	11.17
Q3, 2003-04	434,563.75	43504	9.99	23,276.00	1974	11.79	16,621.50	8460	1.96	128,778.75	7095	18.15	603,240.00	49657	12.15
Q4, 2003-04	440,340.25	50468	8.73	18,217.75	1753	10.39	13,098.50	6148	2.13	144,739.00	7610	19.02	616,395.50	55295	11.15
Q1, 2004-05	455,718.00	51674	8.82	19,155.25	1890	10.14	12,965.00	5947	2.18	141,653.00	8096	17.5	629,491.25	56823	11.08
Q2, 2004-05	455,203.50	53169	8.56	19,106.75	1865	10.24	13,743.50	6320	2.17	135,525.25	7572	17.9	623,579.00	58029	10.75
Q3, 2004-05	477,340.00	54604	8.74	19,112.75	1848	10.34	14,450.00	6366	2.27	133,554.75	7390	18.07	644,461.00	59260	10.88
Q4, 2004-05	496,528.25	56011	8.86	19,923.25	1878	10.61	14,109.25	6931	2.04	139,932.00	7423	18.85	670,920.75	60597	11.07

(1) Service provision details for Residential Respite are not stored within the VHC database and, hence, cannot be reported here.

(2) Number of veterans in this table refers to the number of veterans who received VHC services between January 2001 and June 2005.

Source: Australian Government, Department of Veterans' Affairs, VHC data mart, refreshed 14 September 2005.

Table 3: VHC veterans who were assessed for VHC services during 2004-05, age by State/Territory

	NSW	Vic	Qld	SA	WA	Tas	ACT	NT	Australia ⁽¹⁾
Age group⁽²⁾	Number of VHC veterans								
Under 60	239	175	250	96	160	57	17	10	997
60-69	405	220	426	106	204	51	48	9	1,463
70-79	5,158	3,703	3,371	1,161	1,486	697	264	25	15,810
80-89	17,010	12,743	10,225	4,181	4,563	1,959	847	54	51,439
90-99	1,821	1,355	894	423	543	169	73	7	5,270
100+	19	9	3	1	2	1	1	0	35
Total⁽³⁾	24,652	18,205	15,169	5,968	6,958	2,934	1,250	105	75,019
	Per cent								
Under 60	1.0%	1.0%	1.6%	1.6%	2.3%	1.9%	1.4%	9.5%	1.3%
60-69	1.6%	1.2%	2.8%	1.8%	2.9%	1.7%	3.8%	8.6%	2.0%
70-79	20.9%	20.3%	22.2%	19.5%	21.4%	23.8%	21.1%	23.8%	21.1%
80-89	69.0%	70.0%	67.4%	70.1%	65.6%	66.8%	67.8%	51.4%	68.6%
90-99	7.4%	7.4%	5.9%	7.1%	7.8%	5.8%	5.8%	6.7%	7.0%
100+	0.1%	0.0%	0.0%	0.0%	0.0%	0.0%	0.1%	0.0%	0.0%
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 approved 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 age of the veteran at the most recent assessment.
3. Excludes a small number of veterans for whom age is not known.

Source: Australian Government, Department of Veterans' Affairs, VHC data mart Assessment cube, refreshed 14 September 2005.

Table 4: Average age by State/Territory, 2004-05

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

(1) Age refers to age of the veteran at the most recent assessment.

Source: Australian Government, Department of Veterans' Affairs, VHC data mart, 15 September 2005, refreshed 14 September 2005.

Table 5: VHC veterans who were assessed for VHC services during 2004-05, sex by State/Territory

	NSW	Vic	Qld	SA	WA	Tas	ACT	NT	Australia
Sex	Number of VHC veterans								
Male	12,452	8,762	7,807	3,076	3,729	1,406	700	68	37,879
Female	12,200	9,443	7,363	2,892	3,229	1,528	550	37	37,136
Total	24,652	18,205	15,170	5,968	6,958	2,934	1,250	105	75,015
	Per cent								
Male	50.5%	48.1%	51.5%	51.5%	53.6%	47.9%	56.0%	64.8%	50.5%
Female	49.5%	51.9%	48.5%	48.5%	46.4%	52.1%	44.0%	35.2%	49.5%
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, refreshed 14 September 2005.

Table 6: VHC services approved during 2004-05

Service Type	VHC Veterans		Total Hours Approved		Average hours approved per veteran
	Number	Percent	Number	Percent	
Domestic assistance	65,060	87.2%	2,261,700	54.0%	34.76
Home & garden maintenance	15,146	20.3%	76,498	1.8%	5.05
Personal care	3,253	4.4%	111,132	2.7%	34.16
<i>VHC core services</i>	<i>69,220</i>	<i>92.8%</i>	<i>2,449,330</i>	<i>58.5%</i>	<i>35.38</i>
In-Home respite	9,173	12.3%	807,673	19.3%	88.04
Emergency respite	126	0.2%	4,579	0.1%	36.34
Residential respite	6,747	9.0%	926,432	22.1%	137.31
<i>All respite services</i>	<i>15,021</i>	<i>20.1%</i>	<i>1,738,684</i>	<i>41.5%</i>	<i>115.75</i>
ALL SERVICES	74,620	100.0%	4,188,014	100.0%	56.12

Source: Australian Government, Department of Veterans' Affairs, unpublished data extracted from ad hoc report 'NO167' ran on 20/09/2005.

Table 7: VHC services provided during 2004-05

Service Type	Number of veterans	Total hours provided	Average hours per veteran
Domestic assistance	62,504	1,890,559	30.24
Home & garden maintenance	12,927	55,156	4.26
Personal care	2,710	77,501	28.59
<i>VHC core services</i>	<i>66,254</i>	<i>2,023,215</i>	<i>30.53</i>
In-Home respite	7,995	551,440	68.97
Emergency respite	106	3,149	29.70
Residential respite ⁽¹⁾	-	-	-
<i>In-Home and Emergency respite services</i>	<i>8,019</i>	<i>554,589</i>	<i>69.15</i>
ALL SERVICES⁽²⁾	68,367	2,577,804	37.70

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 electronic data relating to the provision or cost of Residential Respite and, therefore, the data in this table EXCLUDES Residential Respite services..
2. One veteran may received more than one service type during the financial year, and is counted against each relevant service type but is counted only once in the total.

Source: Australian Government, Department of Veterans' Affairs, unpublished data extracted from ad hoc report 'NO167' run on 20/09/2005.

Table 8A: VHC core services provided during 2004-05, by transitional status and service type.

Transitional Status/Service Type	Number of veterans	Total hours provided	Average hours per veteran
Transitional			
Domestic assistance	10,288	418,733	40.70
Home & garden maintenance	2,635	19,026	7.22
Personal care	619	22,169	35.81
<i>Total transitional</i>	<i>10,844</i>	<i>459,928</i>	<i>42.41</i>
Non-transitional			
Domestic assistance	52,216	1,471,826	28.18
Home & garden maintenance	10,292	36,130	3.51
Personal care	2,091	55,331	26.46
<i>Total non-transitional</i>	<i>55,410</i>	<i>1,563,287</i>	<i>28.21</i>
All Veterans			
Domestic assistance	62,504	1,890,559	30.24
Home & garden maintenance	12,927	55,156	4.26
Personal care	2,710	77,500	28.59
TOTAL FOR ALL VETERANS⁽¹⁾	66,254	2,023,215	30.53

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

Source: Australian Government, Department of Veterans' Affairs, unpublished data extracted from ad hoc report 'NO167' run on 20/09/2005.

Table 8B: VHC core services provided during 2004-05, by transitional status and service type.

Service Type	Percentage of transitional veterans	Percentage of non-transitional veterans	Percentage of all veterans
Percent (column)⁽¹⁾			
Domestic assistance	94.9	94.2	94.3
Home & garden maintenance	24.3	18.6	19.5
Personal care	5.7	3.8	4.1
Total VHC Core Services	100.0	100.0	100.0
Percent (row)⁽¹⁾			
Domestic assistance	16.5	83.5	100.0
Home & garden maintenance	20.4	79.6	100.0
Personal care	22.8	77.2	100.0
Total VHC Core Services	16.4	83.6	100.0

1. Percentage columns and rows 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' run on 20/09/2005.

Table 9: Veterans in receipt of VHC core service at June 2005 and their associated length of stay on the program

Length of stay	Number of veterans	Proportion	Accumulative proportion
1 Quarter	3,449	6.7%	6.7%
2 Quarters	3,103	6.1%	12.8%
3 Quarters	2,874	5.6%	18.4%
4 Quarters (one year)	2,622	5.1%	23.5%
5 Quarters	2,696	5.3%	28.8%
6 Quarters	2,413	4.2%	33.0%
7 Quarters	2,068	4.0%	37.0%
8 Quarters (two years)	2,295	4.5%	41.5%
9 Quarter	1,994	3.9%	45.4%
10 Quarters	2,050	4.0%	49.4%
11 Quarters	2,051	4.0%	53.4%
12 Quarters (three years)	3,463	6.8%	60.2%
13 Quarters	6,295	12.3%	72.5
14 Quarters	7,167	14.0%	86.5%
>3.5 Years	6,702	13.1%	99.6%
TOTAL⁽¹⁾	51,242	100%	100%

1. Only those veterans who received VHC core services during the month of June 2005 are counted in this table.

Source: Australian Government, Department of Veterans' Affairs, unpublished data extracted from the VHC data mart, 21/09/2005.

Table 10: Average services (excluding residential respite) provided, service type by State/Territory, 2004-05

	NSW	Vic	Qld	SA	WA	Tas	ACT	NT	Australia
Service Type	Average hours per veteran								
DA	29.00	32.03	28.66	25.98	32.51	38.14	32.64	32.69	30.24
HGM	2.93	5.39	2.26	2.03	5.83	4.21	2.81	4.47	4.26
PC	30.94	28.96	24.11	26.95	21.55	31.39	19.93	23.16	28.59
RI	70.70	60.30	78.32	68.12	62.65	63.93	65.66	62.77	68.97
RE	34.11	19.38	35.79	72.00	28.24	0.00	10.50	0.00	29.70
All services⁽¹⁾	37.56	37.28	36.45	31.42	39.93	43.15	56.25	48.54	37.70

1. Residential respite provision data are not captured in the VHC database, hence are not reported here.

Source: Australian Government, Department of Veterans' Affairs, unpublished data extracted from ad hoc report 'NO167' run on 20/9/2005.