



Australian Government

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**VETERANS' HOME CARE**

**ANNUAL  
STATISTICAL  
SUMMARY**

***2006-2007***

**(Amended 15 July 2008)**

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## Background

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

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

The aim of the VHC Annual Statistical Summary is to highlight the patterns and characteristics of eligible veterans, war widows and widowers who receive these services. The VHC Summary also details the main features of assessment and service provision for these recipients.

In this release, for the 2006-07 financial year, a selected set of statistics is presented that has been extracted and compiled from the VHC operational database and the Departmental Management Information System (DMIS). The VHC operational database is maintained and updated on a daily basis. The VHC DMIS 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. The report for the 2006-07 financial year summarises 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 (however note that some data, particularly for the smaller States and Territories, is based on small numbers of veterans and therefore may vary significantly across time periods).

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 information may be found in the Department's Annual Reports.

# 1 Veterans' Home Care since 2001

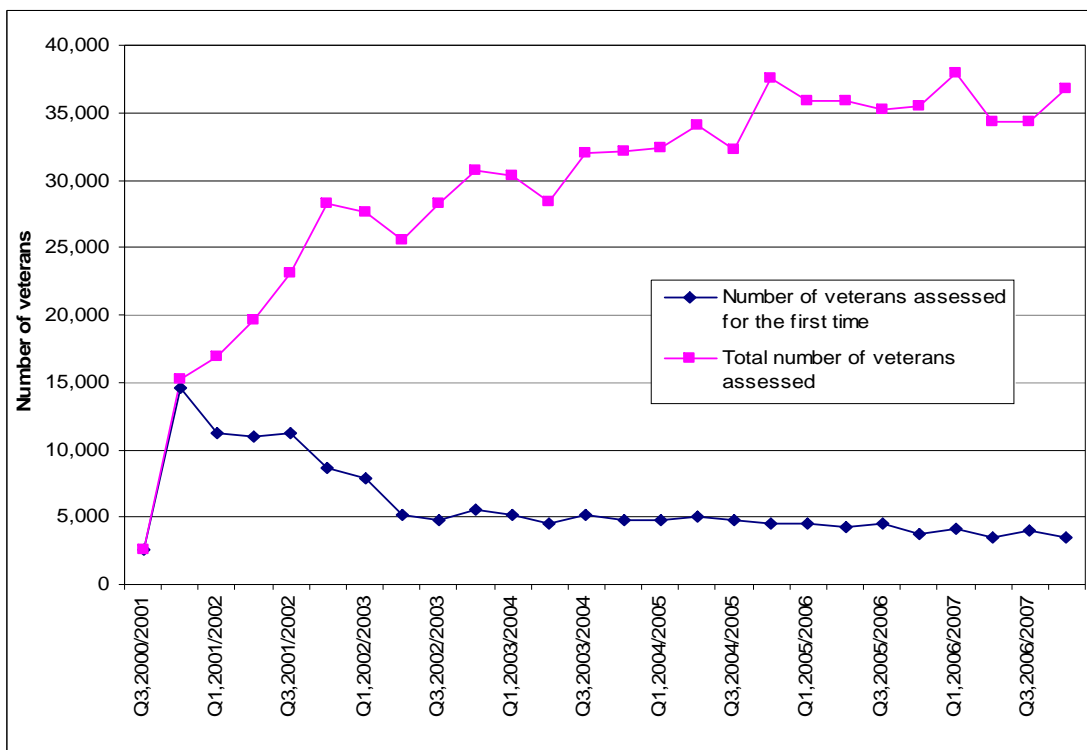
Almost 154,000 VHC veterans<sup>1</sup> have been assessed for VHC services, to 30 June 2007, since the VHC program started in January 2001.

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 largely stabilised at those levels during 2005-06 and 2006-07, though a slight downward trend may be starting to appear.

Figure 1 below shows the total number of veterans who have been assessed for VHC services by quarter, from quarter three of 2000-01 (when the program commenced) to quarter four of 2006-07. 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 15,175 during 2006-07).

The decline in the number assessed during quarter two 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 a lessening of demand during the holiday period.

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



Source: Table 1.

<sup>1</sup> 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) program<sup>2</sup>, pushing up the total number of new entries during these quarters - quarter four of 2000-01 alone saw 14,603 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. 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 2006-07.

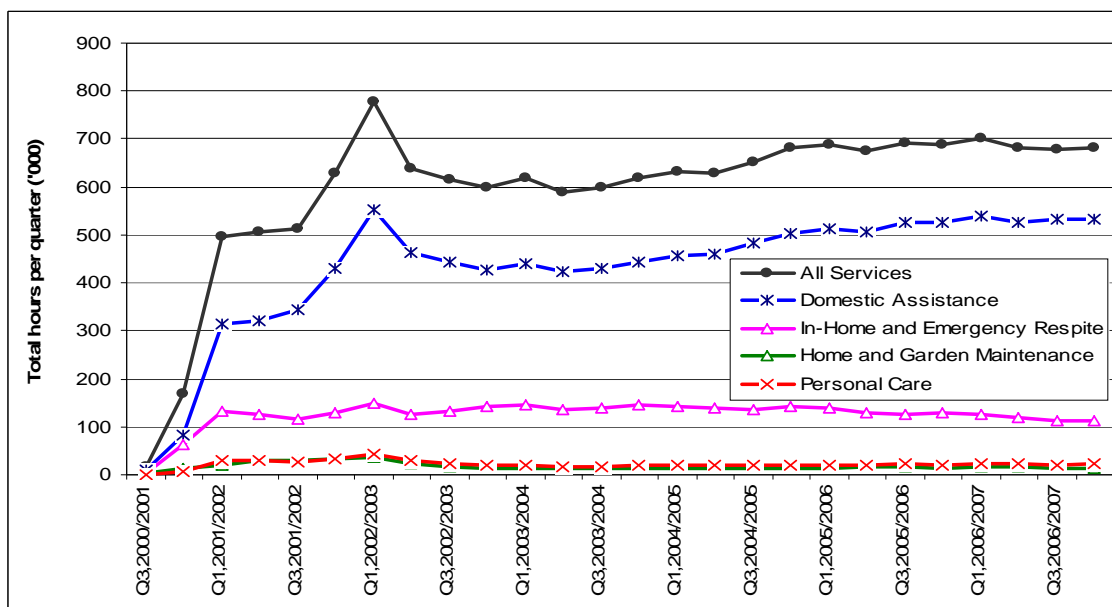
Despite the rapid increase in the number of new entries during the first few quarters following commencement of the program, initial service provision levels were low. The uptake of VHC services grew substantially during 2001-02, reaching a high of over 778,000 hours of services provided by quarter one of 2002-03. From then, the rate reduced to an average of around 600,000 hours per quarter during 2002-03 and 2003-04, increasing to almost 700,000 hours per quarter during 2005-06 and 2006-07. Overall, there has been steady growth since quarter three of 2004-05. This growth followed the injection of \$52.4 million into the program over four years, as the result of an election commitment made during 2004-05.

During 2006-07, service hours provided (see Table 7) were distributed as follows:

- 77.7% on domestic assistance;
- 2.0% on personal care;
- 3.2% on home and garden maintenance; and
- 17.0% on respite care services.

Figure 2 below shows the trend of VHC service usage from inception of the VHC program to quarter four 2006-07.

**Figure 2. VHC service usage from Quarter 3, 2000-01 to Quarter 4, 2006-07**



Source: Table 2.

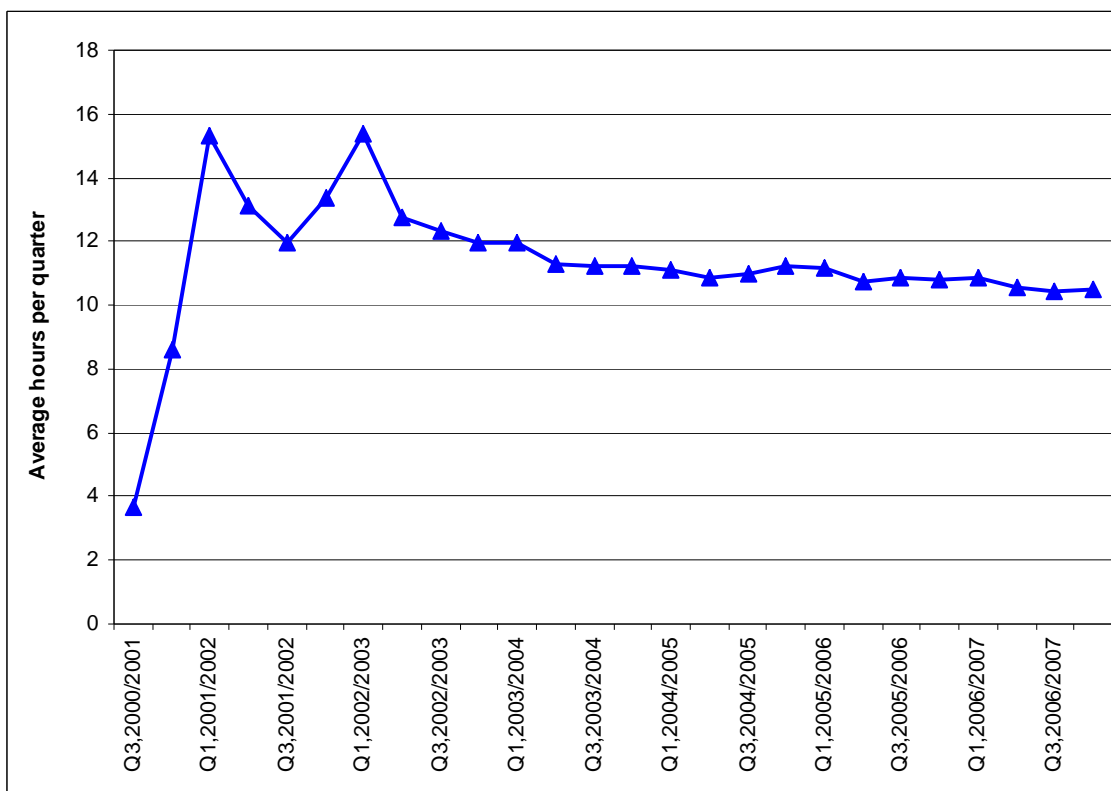
<sup>2</sup> The HACC program is a joint Australian Government, State and Territory Government initiative, providing a range of community care to the frail aged, people with disabilities, and their carers.

As indicated by Figure 3 below, the first two years following inception were characterised by fluctuations in the 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 ending the 'grandfathering' arrangement applying to veterans who transferred to VHC from the HACC program on 1 November 2002. 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, 2006-07**



Source: Table 2.

## 2 Activities during 2006-07

Compared to 2005-06, the number of veterans who were assessed for VHC services increased by almost 0.9 per cent in 2006-07 (from 77,216 to 77,891). An increase of 2.9% was recorded in the number of veterans provided with services in the same period from (72,543 to 74,605) veterans. The difference in proportions may reflect assessments made in 2005-06 but provided in 2006-07.

### ***Veteran age and sex profile***

In 2006-07, a total of 77,891 veterans were assessed for VHC services. Of these, 96.7% were aged 70 years and over. Those in the 80 to 89 year category alone made up 73.2% 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 17.1% aged less than 70 years (see Table 3).

On average, veterans who were assessed for VHC services during 2006-07 were aged 83 years (compared to the average age of 76 years of the DVA treatment population)<sup>3</sup>. 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 80 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 demographics<sup>4</sup>.

Unlike HACC (where female clients make up about two-thirds of the HACC client population)<sup>5</sup>, there is a more even gender balance between females (52.0%) and males (48.0%) 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 59.0% 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 demographics<sup>4</sup>.

### ***Service approval***

Of the 80,061 veterans who were approved for VHC services, including respite, in 2006-07:

- 89.5% were approved to receive domestic assistance;
- 19.5% were approved to receive home and garden maintenance;
- 4.4% were approved to receive personal care; and
- 16.5% were approved to receive all respite care services.

The 80,061 veterans includes those veterans who had existing approvals for services during the financial year but did not require re-assessment in 2006-07, and thus is higher than the number of veterans assessed for services during 2006-07.

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

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

<sup>5</sup> Australian Government Department of Health and Ageing 2008, *Home and Community Care Program Minimum Data Set 2006-2007 Annual Bulletin*, Australian Government Department of Health and Ageing, Canberra.

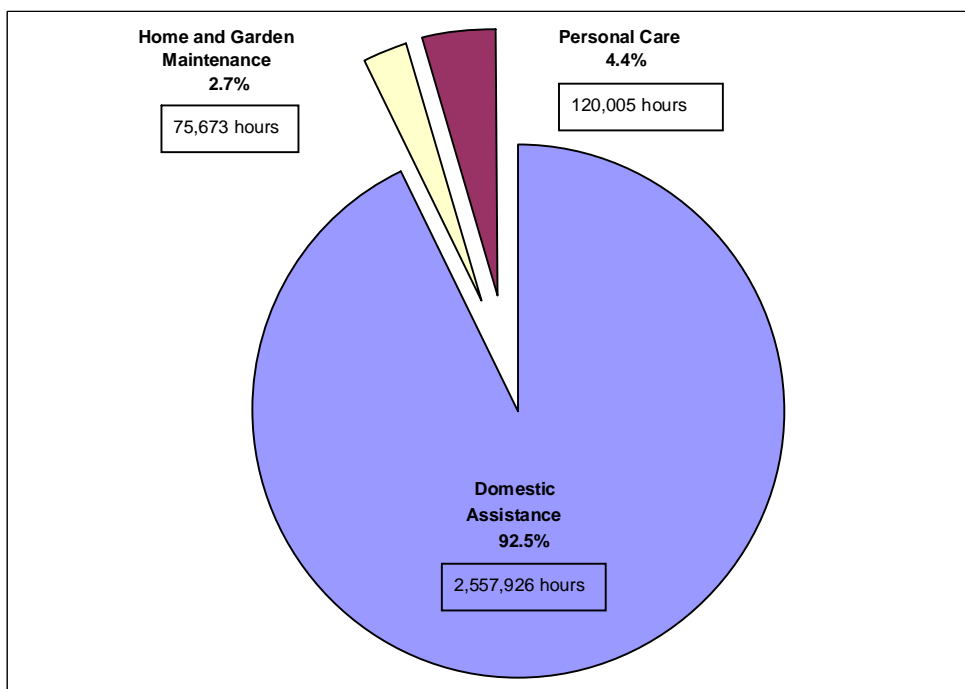
Of the 75,697 veterans who were approved for VHC *core services* (i.e. excluding respite) during 2006-07, the proportion approved for each of the VHC *core service* types is:

- 94.6% for domestic assistance;
- 20.7% for home and garden maintenance; and
- 4.6% for personal care

The above 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 2006-07, as illustrated in Figure 4.

**Figure 4. Hours approved for VHC *core services* during 2006-07**



Source: Table 6.

Similar proportions of hours of *core services* were approved for home and garden maintenance and personal care in 2006-07 but the actual number of hours approved for home and garden maintenance (75,673 hours) were over one-third less than personal care (120,005 hours). While personal care has comparable proportions of hours and veterans, the proportion of veterans approved for home and garden maintenance is ten times higher than hours (20.7% to 2.7%), which may reflect the annual limit of 15 hours of home and garden maintenance per veteran.

For those veterans who were assessed as needing the relevant VHC *core service/s* in 2006-07 (see Table 6) an average of:

- 35.7 hours of domestic assistance were approved per veteran;
- 4.8 hours of home and garden maintenance were approved per veteran; and
- 34.3 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 2006-07. 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 72,990 veterans who received one or more VHC core services in 2006-07:

- 94.9% received domestic assistance;
- 18.8% received home and garden maintenance; and
- 4.1% 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).

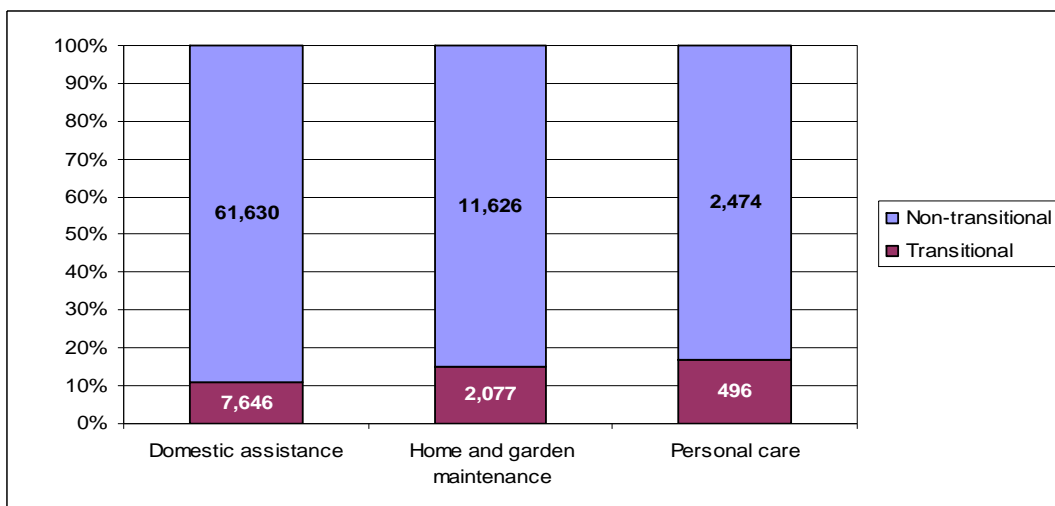
Among those who received each service type, the average hours each veteran received during the financial year were (see Table 8A):

- 30.8 hours of domestic assistance;
- 4.1 hours of home and garden maintenance; and
- 29.4 hours of personal care.

### Service provision by transitional status

The 72,990 veterans who received one or more VHC core services in 2006-07 comprised 11.0% (or 8,020) transitional veterans and 89.0% (or 64,970) 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, 2006-07**



Source: Tables 8A and 8B.

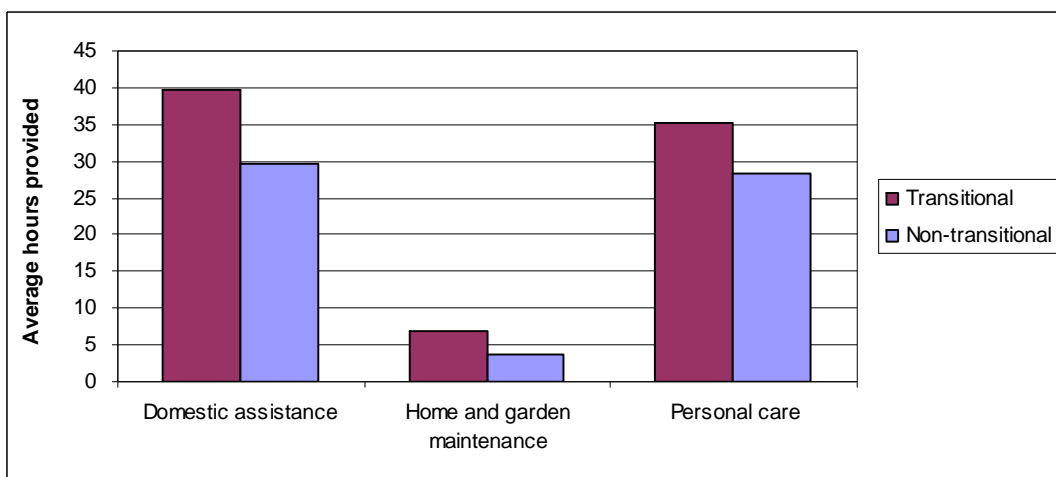
Note: A veteran who received more than one service type is counted in each service type received.

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 2006-07, an average of 41.9 hours of core service were provided to each transitional veteran, compared with 29.9 hours for a non-transitional veteran.

The average hours, by service type, each transitional veteran received during 2006-07 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, 2006-07**

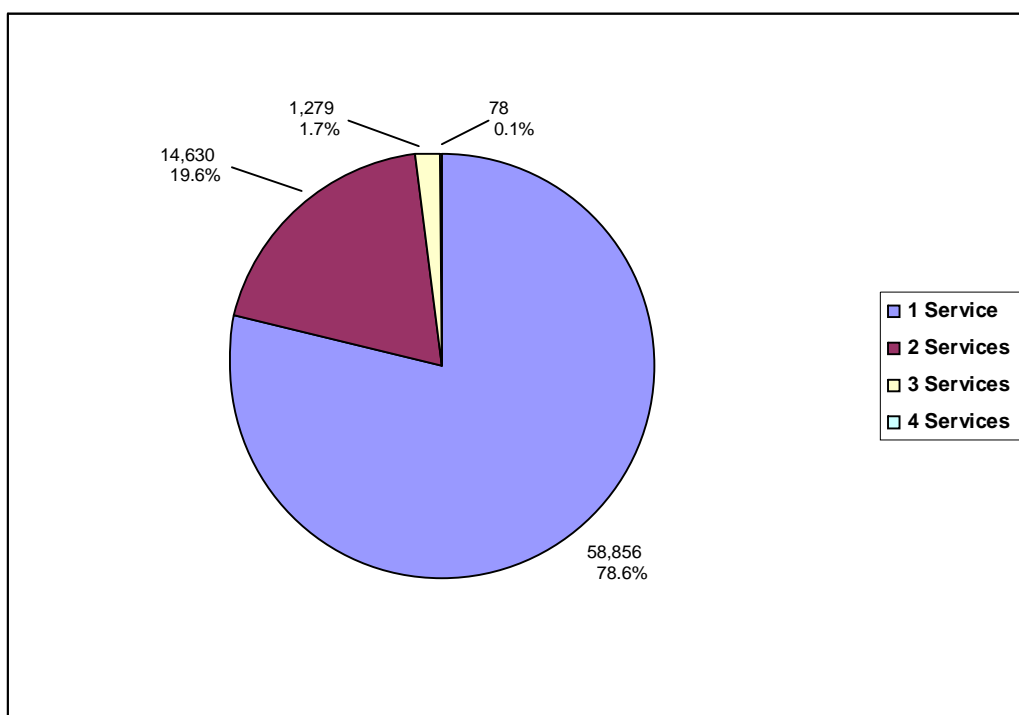


Source: Table 8A.

### Single and multiple service users

The majority of VHC service users (78.6%) 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 2006-07. Figure 7 shows the number and proportion of single and multiple service usage for this period.

**Figure 7. Single and Multiple VHC service usage 2006-07**



Source: Australian Government, Department of Veterans' Affairs, VHC data mart report, refreshed 16/01/2008

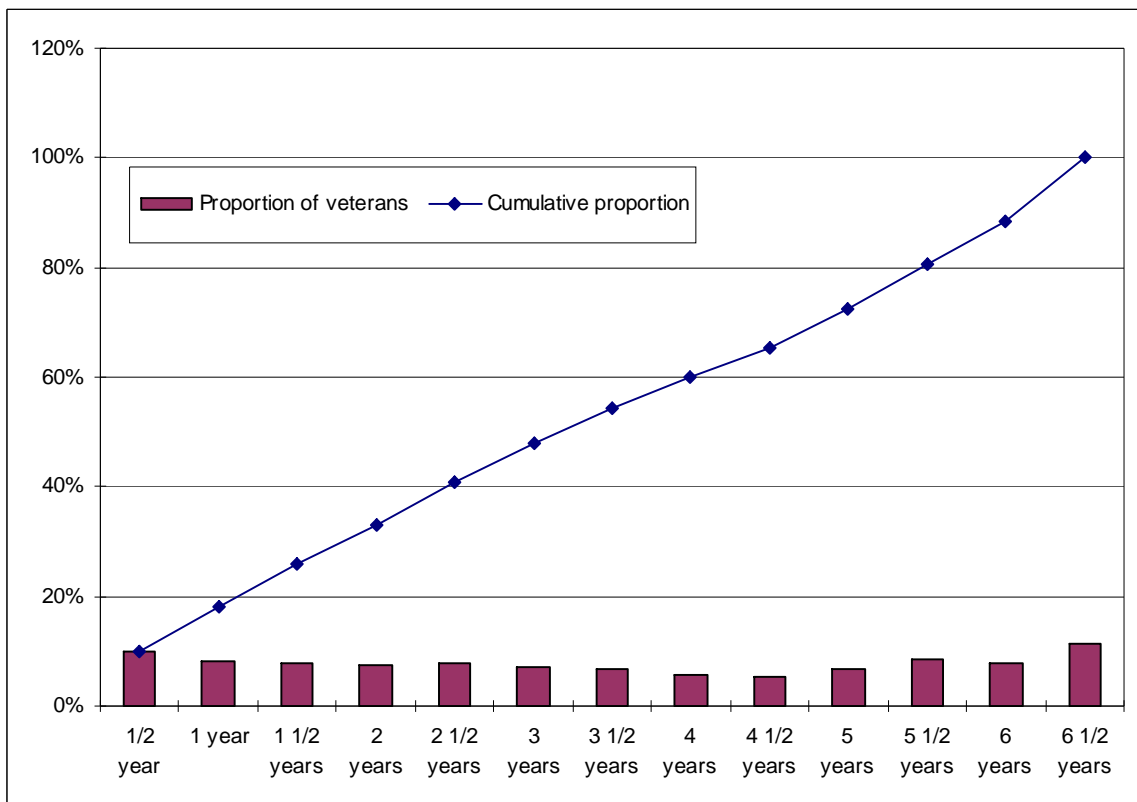
In absolute numbers, it may be assumed that the majority of veterans received domestic assistance in isolation, based on the sheer number of veterans who received one service type from the above table and the number of veterans who received domestic assistance as listed in Table 7. However, information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

### Length of stay

At June 2007, 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 2007 is twenty-six quarters (from January 2001 to June 2007).

Figure 8 below shows the proportions of veterans who were in receipt of VHC core services in June 2007 and by their length of time (measured in years) on the program.

**Figure 8. VHC Veterans receiving VHC core services at June 2007 and associated length of stay**



Source: Table 9.

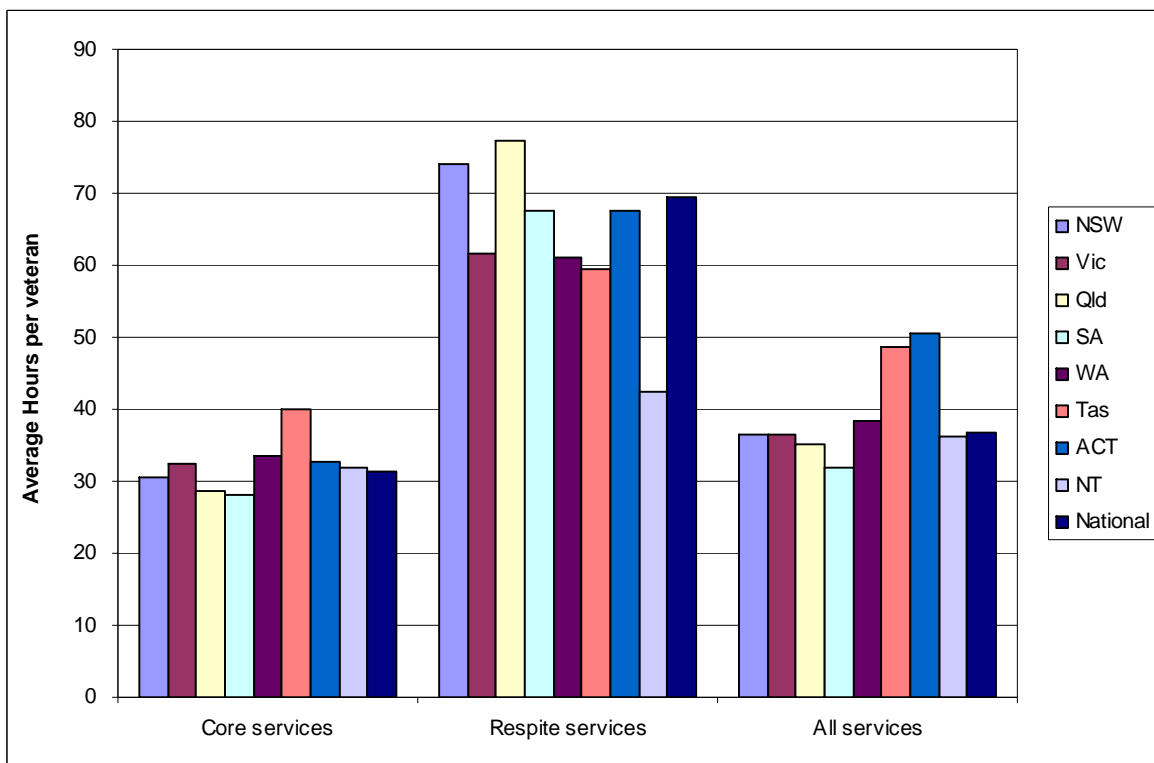
The single largest group of veterans were those who had been on the VHC program for 25 quarters (8.7%). This reflects those veterans who entered VHC in the first year of the program and have stayed in VHC since that time. Those veterans who had been on the VHC program for 25 quarters or more comprised 11.5% 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 2006-07 (50.4 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, 2006-07**



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, a joint Australian, State and Territory Government initiative, providing a range of community care to the frail aged, people with disabilities, and their carers..
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, 2006-07**

<b>Quarter</b>	<b>Number of veterans assessed for the first time<sup>1</sup></b>	<b>Total number of veterans assessed<sup>(2,3)</sup></b>
Q3,2000/2001	2,528	2,528
Q4,2000/2001	14,603	15,198
Q1,2001/2002	11,243	16,844
Q2,2001/2002	10,985	19,574
Q3,2001/2002	11,238	23,149
Q4,2001/2002	8,583	28,270
Q1,2002/2003	7,864	27,631
Q2,2002/2003	5,113	25,487
Q3,2002/2003	4,834	28,292
Q4,2002/2003	5,526	30,711
Q1,2003/2004	5,123	30,338
Q2,2003/2004	4,556	28,347
Q3,2003/2004	5,140	32,000
Q4,2003/2004	4,711	32,072
Q1,2004/2005	4,804	32,417
Q2,2004/2005	5,081	34,011
Q3,2004/2005	4,770	32,194
Q4,2004/2005	4,549	37,516
Q1,2005/2006	4,466	35,921
Q2,2005/2006	4,245	35,828
Q3,2005/2006	4,508	35,188
Q4,2005/2006	3,801	35,530
Q1,2006/2007	4,163	37,985
Q2,2006/2007	3,519	34,276
Q3,2006/2007	4,039	34,280
Q4,2006/2007	3,454	36,740
<b>Total</b>	<b>153,446</b>	<b>762,327</b>

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 (16 January 2008).

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, 2006-07**

Quarter	Domestic Assistance			Personal Care			Home & Garden Maintenance			In-Home & Emergency Respite <sup>(1)</sup>			All Services		
	Hours provided	No of VHC veterans <sup>(2)</sup>	Average hours	Hours provided	No of VHC veterans <sup>(2)</sup>	Average hours	Hours provided	No of VHC veterans <sup>(2)</sup>	Average hours	Hours provided	No of VHC veterans <sup>(2)</sup>	Average hours	Hours provided	No of VHC veterans <sup>(2)</sup>	Average hours
Q3,2000/2001	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
Q4,2000/2001	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
Q1,2001/2002	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
Q2,2001/2002	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
Q3,2001/2002	342,741.82	34,715	9.87	27,917.17	2,192	12.74	28,160.45	13,157	2.14	114,385.09	6,861	16.67	513,204.53	42,874	11.97
Q4,2001/2002	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
Q1,2002/2003	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
Q2,2002/2003	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
Q3,2002/2003	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
Q4,2002/2003	425,443.75	44,834	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	50,151	11.97
Q1,2003/2004	441,226.25	46,463	9.50	19,682.75	1,759	11.19	12,788.00	5,874	2.18	145,237.25	7,806	18.61	618,934.25	51,880	11.93
Q2,2003/2004	423,420.00	46,987	9.01	17,856.50	1,661	10.75	12,676.75	5,875	2.16	135,151.00	7,499	18.02	589,104.25	52,109	11.31
Q3,2003/2004	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
Q4,2003/2004	442,323.75	50,456	8.77	18,288.00	1,752	10.44	13,155.50	6,148	2.14	145,746.00	7,611	19.15	619,513.25	55,284	11.21
Q1,2004/2005	457,397.50	51,669	8.85	19,321.25	1,889	10.23	12,988.25	5,947	2.18	142,761.50	8,096	17.63	632,468.50	56,817	11.13
Q2,2004/2005	458,602.75	53,169	8.63	19,266.25	1,864	10.34	13,857.75	6,320	2.19	137,372.50	7,577	18.13	629,099.25	58,030	10.84
Q3,2004/2005	481,685.25	54,697	8.81	19,413.00	1,848	10.50	14,540.50	6,366	2.28	135,351.25	7,411	18.26	650,990.00	59,356	10.97
Q4,2004/2005	504,365.75	56,010	9.00	20,491.25	1,878	10.91	14,649.75	6,923	2.12	142,392.25	7,449	19.12	681,899.00	60,610	11.25
Q1,2005/2006	512,962.75	56,954	9.01	21,192.75	2,035	10.41	14,399.75	6,417	2.24	139,695.00	7,800	17.91	688,250.25	61,792	11.14
Q2,2005/2006	507,111.00	57,822	8.77	21,343.75	2,028	10.52	16,414.50	7,357	2.23	129,038.75	7,094	18.19	673,908.00	62,584	10.77
Q3,2005/2006	526,160.00	58,932	8.93	21,553.50	2,004	10.76	15,780.75	7,101	2.22	127,005.50	6,938	18.31	690,499.75	63,471	10.88
Q4,2005/2006	525,790.25	59,536	8.83	21,461.50	1,946	11.03	14,646.25	6,726	2.18	127,440.75	6,787	18.78	689,338.75	63,824	10.80
Q1,2006/2007	540,187.50	60,209	8.97	21,757.25	2,033	10.70	15,142.50	6,661	2.27	125,856.25	7,017	17.94	702,943.50	64,652	10.87
Q2,2006/2007	527,168.50	60,240	8.75	21,899.75	1,931	11.34	16,173.25	7,357	2.20	117,512.00	6,540	17.97	682,753.50	64,573	10.57
Q3,2006/2007	531,229.75	61,131	8.69	21,130.75	1,992	10.61	12,574.00	5,960	2.11	112,225.00	6,364	17.63	677,159.50	65,045	10.41
Q4,2006/2007	533,684.50	61,069	8.74	22,363.00	2,110	10.60	12,162.00	5,654	2.15	112,268.25	6,227	18.03	680,477.75	64,972	10.47

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 (16 January 2008).  
 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 2006-07, age by State/Territory**

	NSW	VIC	QLD	SA	WA	TAS	ACT	NT	Australia <sup>(1)</sup>
<b>Age Group<sup>(2)</sup></b>	<b>Number of VHC veterans</b>								
Under 60	210	143	195	84	145	52	22	5	850
60-69	480	314	494	137	248	82	56	13	1,814
70-79	3,276	2,137	2,311	662	1,044	474	197	18	10,099
80-89	19,075	14,097	11,138	4,544	5,003	2,321	957	63	57,002
90-99	2,831	2,060	1,349	651	797	269	127	6	8,069
100 +	19	19	7	1	7	4	1	0	57
<b>Total<sup>(3)</sup></b>	<b>25,891</b>	<b>18,770</b>	<b>15,494</b>	<b>6,079</b>	<b>7,244</b>	<b>3,202</b>	<b>1,360</b>	<b>105</b>	<b>77,891</b>
	<b>Per cent</b>								
Under 60	0.8%	0.8%	1.3%	1.4%	2.0%	1.6%	1.6%	4.8%	1.1%
60-69	1.9%	1.7%	3.2%	2.3%	3.4%	2.6%	4.1%	12.4%	2.3%
70-79	12.7%	11.4%	14.9%	10.9%	14.4%	14.8%	14.5%	17.1%	12.9%
80-89	73.7%	75.1%	71.9%	74.7%	69.1%	72.5%	70.4%	60.0%	73.2%
90-99	10.9%	11.0%	8.7%	10.7%	11.0%	8.4%	9.3%	5.7%	10.4%
100 +	0.1%	0.1%	0.0%	0.0%	0.1%	0.1%	0.1%	0.0%	0.1%
<b>Total<sup>(3)</sup></b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

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 (16 January 2008).

**Table 4: Average age of VHC Veterans by State/Territory, 2006-07**

State/Territory	Average age <sup>(1)</sup>
NSW	83
VIC	84
QLD	83
SA	83
WA	83
TAS	83
ACT	83
NT	80
<b>Australia</b>	<b>83</b>

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 (16 January 2008).

**Table 5: VHC veterans who were assessed for VHC services during 2006-07, sex by State/Territory**

	NSW	Vic	Qld	SA	WA	Tas	ACT	NT	Australia
<b>Sex</b>	<b>Number of VHC veterans</b>								
Male	12,348	8,663	7,583	2,983	3,686	1,480	738	62	37,420
Female	13,543	10,107	7,911	3,096	3,558	1,722	622	43	40,471
<b>Total</b>	<b>25,891</b>	<b>18,770</b>	<b>15,494</b>	<b>6,079</b>	<b>7,244</b>	<b>3,202</b>	<b>1,360</b>	<b>105</b>	<b>77,891</b>
	<b>Per cent</b>								
Male	47.7%	46.2%	48.9%	49.1%	50.9%	46.2%	54.3%	59.0%	48.0%
Female	52.3%	53.8%	51.1%	50.9%	49.1%	53.8%	45.7%	41.0%	52.0%
<b>Total</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>

Source: Australian Government, Department of Veterans' Affairs, VHC data mart, Assessments cube, data current at refresh date 16 January 2008).

**Table 6: VHC services approved during 2006-07**

Service Type	VHC Veterans <sup>(1)</sup>		Total Hours Approved		Average hours approved per veteran
	Number	Per cent	Number	Per cent	
<b>VHC core services –</b>					
Domestic assistance	71,639	89.5%	2,557,926	59.7%	35.71
Home and garden maintenance	15,642	19.5%	75,673	1.8%	4.84
Personal Care	3,502	4.4%	120,005	2.8%	34.27
<i>Total</i>	<i>75,697</i>	<i>94.5%</i>	<i>2,753,604</i>	<i>64.3%</i>	<i>36.38</i>
<b>All respite services –</b>					
In-Home respite	7,615	9.5%	659,991	15.4%	86.67
Emergency respite	83	0.1%	3,123	0.1%	37.63
Residential respite	6,384	8.0%	868,811	20.3%	136.09
<i>Total</i>	<i>13,175</i>	<i>16.5%</i>	<i>1,531,925</i>	<i>35.7%</i>	<i>116.28</i>
<b>All Services<sup>(2)</sup></b>	<b>80,061</b>	<b>100.0%</b>	<b>4,285,530</b>	<b>100.0%</b>	<b>53.52</b>

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 January 2008).

**Table 7: VHC services provided during 2006-07**

Service Type	VHC Veterans <sup>(1)</sup>		Total Hours Provided		Average hours provided per veteran
	Number	Per cent	Number	Per cent	
<b>VHC core services –</b>					
Domestic assistance	69,276	92.8%	2,136,156	77.7%	30.84
Home and garden maintenance	13,703	18.2%	56,267	2.5%	4.11
Personal Care	2,970	3.9%	87,244	3.2%	29.38
<i>Total</i>	<i>72,990</i>	<i>97.9%</i>	<i>2,279,667.00</i>	<i>83.0%</i>	<i>31.23</i>
<b>All respite services –</b>					
In-Home respite	6,707	9.0%	465,728	17.0%	69.44
Emergency respite	70	0.1%	2,232	0.1%	31.89
Residential respite	–	–	–	–	–
<i>Total</i>	<i>6,736</i>	<i>9.0%</i>	<i>467,960</i>	<i>17.0%</i>	<i>69.47</i>
<b>All Services<sup>(2)</sup></b>	<b>74,605</b>	<b>100.0%</b>	<b>2,747,627</b>	<b>100.0%</b>	<b>36.82</b>

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.
4. On 15 July 2008 Table 7 was amended to reflect correct figures.

Source: Australian Government, Department of Veterans' Affairs, unpublished data extracted from ad hoc report 'NO167', data current at run date (02 January 2008).

**Table 8A: VHC core services provided during 2006-07, by transitional<sup>(1)</sup> status and service type**

Transitional Status / Service Type	Number of VHC veterans	Total hours provided	Average hours per veteran
<b>Transitional veterans –</b>			
Domestic assistance	7,646	304,095	39.77
Home and garden maintenance	2,077	14,515	6.98
Personal care	496	17,456	35.19
<i>Total</i>	<i>8,020</i>	<i>336,066</i>	<i>41.90</i>
<b>Non-transitional veterans –</b>			
Domestic assistance	61,630	1,832,062	29.72
Home and garden maintenance	11,626	41,752	3.59
Personal care	2,474	69,788	28.20
<i>Total</i>	<i>64,970</i>	<i>1,943,602</i>	<i>29.91</i>
<b>All veterans –</b>			
Domestic assistance	69,276	2,136,156	30.83
Home and garden maintenance	13,703	56,267	4.10
Personal care	2,970	87,244	29.37
<b>Total</b>	<b>72,990</b>	<b>2,279,667</b>	<b>31.23</b>

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 January 2008).

**Table 8B: VHC core services provided during 2006-07, by transitional<sup>(1)</sup> status and service type**

Service Type	Percentage of transitional veterans <sup>(2)</sup>	Percentage of non-transitional veterans <sup>(2)</sup>	Percentage of all veterans
<b>Per cent (column)</b>			
<b>VHC Core Services –</b>			
Domestic assistance	95.3%	94.9%	94.9%
Home and garden maintenance	25.9%	17.9%	18.8%
Personal care	6.2%	3.8%	4.1%
<b>Total<sup>(3)</sup></b>	<b>100.0%</b>	<b>100.0%</b>	<b>100.0%</b>
<b>Per cent (row)<sup>(4)</sup></b>			
<b>VHC Core Services –</b>			
Domestic assistance	11.0%	89.0%	100.0%
Home and garden maintenance	15.2%	84.8%	100.0%
Personal care	16.7%	83.3%	100.0%
<b>Total</b>	<b>11.0%</b>	<b>89.0%</b>	<b>100.0%</b>

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 January 2008).

**Table 9: VHC Veterans receiving VHC core services at June 2007 and associated length of stay on the program**

Length of stay	Number of VHC veterans	Proportion	Accumulative proportion
01 Quarter	2,990	5.3%	5.3%
02 Quarters	2,551	4.6%	9.9%
03 Quarters	2,188	3.9%	13.8%
04 Quarters (One Year)	2,314	4.1%	17.9%
05 Quarters	2,047	3.7%	21.6%
06 Quarters	2,318	4.1%	25.7%
07 Quarters	2,097	3.7%	29.5%
08 Quarters (2 Years)	2,061	3.7%	33.2%
09 Quarters	2,112	3.8%	36.9%
10 Quarters	2,187	3.9%	40.9%
11 Quarters	2,026	3.6%	44.5%
12 Quarters (3 Years)	1,855	3.3%	47.8%
13 Quarters	1,949	3.5%	51.3%
14 Quarters	1,801	3.2%	54.5%
15 Quarters	1,436	2.6%	57.1%
16 Quarters (4 Years)	1,739	3.1%	60.2%
17 Quarters	1,486	2.7%	62.8%
18 Quarters	1,500	2.7%	65.5%
19 Quarters	1,504	2.7%	68.2%
20 Quarters (5 Years)	2,292	4.1%	72.3%
21 Quarters	2,392	4.3%	76.6%
22 Quarters	2,305	4.1%	80.7%
23 Quarters	1,501	2.7%	83.4%
24 Quarters (6 Years)	2,881	5.1%	88.5%
25 Quarters	4,845	8.7%	97.2%
26 Quarters	1,592	2.8%	100.0%
<b>Total</b>	<b>55,969</b>	<b>100.0%</b>	<b>100.0%</b>

1. Only those veterans who received VHC core services during the month of June 2007 are counted in this table.

Source: Australian Government, Department of Veterans' Affairs, VHC data mart, Impromptu report, data current at refresh date (16 January 2008).

**Table 10: Average hours of service provided by service type and State/Territory, 2006-07**

	NSW	Vic	Qld	SA	WA	Tas	ACT	NT	Australia
<b>Service Type</b>	<b>Average hours per veteran</b>								
<b>VHC Core services –</b>									
Domestic Assistance	29.96	31.37	29.07	27.40	34.28	40.83	32.75	31.61	30.84
Home and Garden Maintenance	3.10	4.46	2.32	1.93	5.53	4.30	2.84	2.03	4.11
Personal Care	29.73	30.29	27.83	28.99	22.26	35.42	9.56	15.14	29.38
<i>Total</i>	<i>30.51</i>	<i>32.51</i>	<i>28.69</i>	<i>28.10</i>	<i>33.63</i>	<i>39.90</i>	<i>32.77</i>	<i>31.94</i>	<i>31.23</i>
<b>All respite services –</b>									
In-Home Respite	73.92	61.72	77.28	67.60	60.54	59.81	67.29	42.50	69.44
Emergency Respite	30.22	37.55	16.66	16.57	46.46	14.25	46.04	0.00	31.89
Residential respite <sup>(1)</sup>	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00	0.00
<i>Total</i>	<i>73.97</i>	<i>61.68</i>	<i>77.22</i>	<i>67.65</i>	<i>61.04</i>	<i>59.56</i>	<i>67.49</i>	<i>42.50</i>	<i>69.47</i>
<b>All services</b>	<b>36.39</b>	<b>36.41</b>	<b>35.18</b>	<b>31.76</b>	<b>38.39</b>	<b>48.55</b>	<b>50.43</b>	<b>36.25</b>	<b>36.82</b>

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. On 15 July 2008 Table 10 was amended to reflect correct figures.

Source: Australian Government, Department of Veterans' Affairs, unpublished data extracted from ad hoc report 'NO167', data current at run date (02 January 2008).