



Home and Community Care Program

Minimum Data Set Report

2011-2012

Annual Report

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Care should be taken not to interpret the data contained in this report out of context.

Acknowledgment

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Abbreviations

ATSI	Aboriginal and Torres Strait Islanders
CALD	Culturally and Linguistically Diverse
DVA	Department of Veterans' Affairs
HACC	Home and Community Care
LGA	Local Government Area
MDS	Minimum Data Set
MDSv2	MDS version 2
NDR	National Data Repository
SLA	Statistical Local Area
SLK	Statistical Linkage Key
WACHS	WA Country Health Service
WA DoH	WA Department of Health

Glossary of Statistical Terms

Mean	Arithmetic mean or average
Median	The middle value in a set of ordered numbers. The median volume for any assistance type is the value (quantity, hours or cost) below which 50% of the cases fall
Count	The number of cases

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Executive Summary

Introduction

This report pertains to data provided to the W.A. Aged Care Research & Evaluation Unit, on records of Home and Community Care (HACC) clients and their carers, who received or were receiving one or more HACC services between the 1st July 2011 and the 30th June 2012. This report includes any revised data submitted for all four quarters of the financial year 2011/12.

HACC Program

The HACC Program is a key provider of basic community care services to frail older people and younger people with disabilities and their carers. The overall objective of the HACC Program is to maintain or improve the independence of people in these groups and to avoid or delay their premature admission to long term residential care through the provision of basic maintenance and support services.

HACC MINIMUM DATA SET (V2)

The data elements included in the HACC Minimum Data Set (MDS) and defined in the HACC National MDS User Guide Data Dictionary 2.0 are considered to be the minimum information requirements for reporting within the HACC program.

They relate to:

- The characteristics of care recipients (e.g. sex, age, indigenous status, functional status items)
- The circumstances of care recipients (e.g. where they live, whether they have a carer)
- The characteristics of carers (e.g. age, sex, indigenous status)
- Information about the service episode (e.g. source of referral, date of entry, date of last update)
- The assistance received by care recipients and carers from the HACC program (e.g. amounts and types of assistance received).

HACC Minimum Dataset (V2)

CARE RECIPIENT VARIABLES

- **Statistical Linkage Key (SLK)**
- **Client name – Letters**
- **Year of Birth**
- **Date of Birth (DOB)**
- **Sex**
- **Agency state**
- **Agency ID**
- **Agency Region**
- **Country of Birth**
- **Main Language Spoken**

- **Indigenous Status**
- **Area of Residence**
- **Locality**
- **SLK Information Missing Flag**
- **Postcode**
- **Client Region**
- **Living Arrangements**
- **Pension Status**
- **DVA**
- **Accommodation Setting**
- **Client Functional Screening:**
 - *Housework*
 - *Transport*
 - *Shopping*
 - *Medical*
 - *Money*
 - *Walking*
 - *Bathing*
 - *Behaviour*
 - *Communication*
 - *Dressing*
 - *Eating*
 - *Toileting*
 - *Mobility*
 - *Medical care Aids*
- **Date Last Assessed**
- **Referral Source**
- **Reason for Cessation**
- **Date of HACC entry**
- **Date of HACC exit**

- **Assistance Type:**
 - *Allied Health (Centre)*
 - *Allied Health (Home)*
 - *Assessment*
 - *Client Care Coordination*
 - *Counselling/Support, Information and Advocacy (care recipient)*
 - *Counselling/Support, Information and Advocacy (carer)*
 - *Centre-based Day Care*
 - *Domestic Assistance*
 - *Other Food Services*

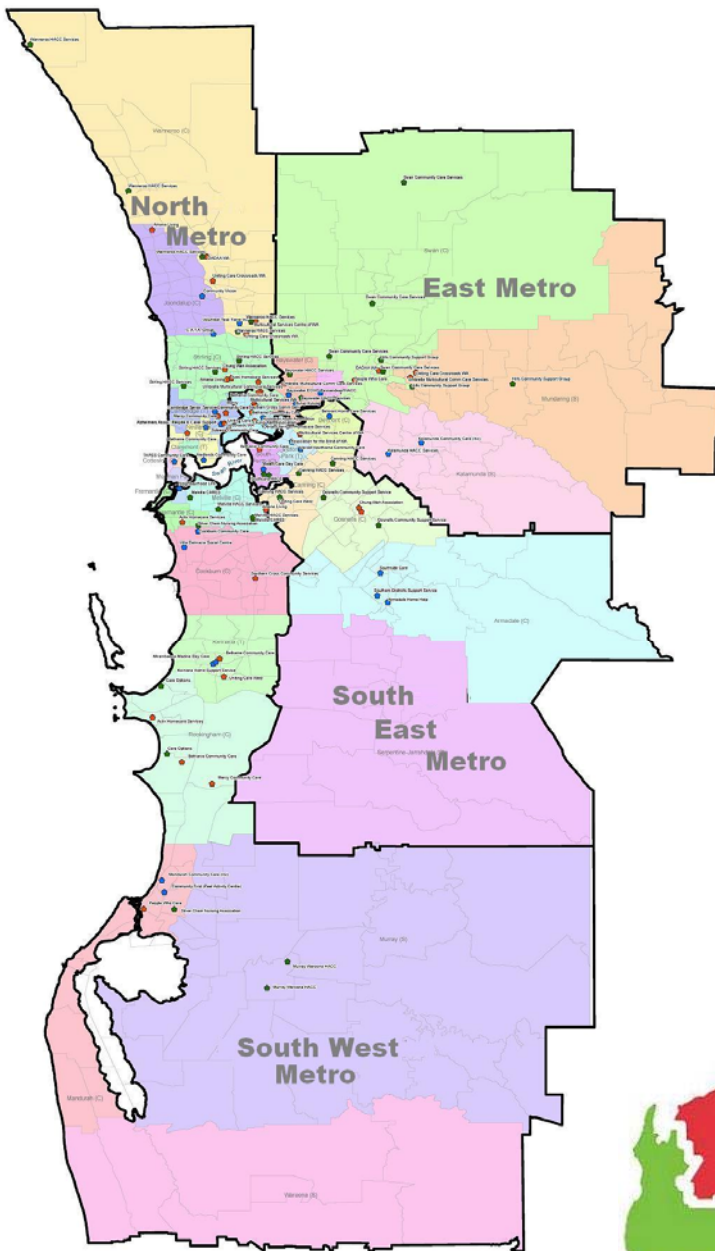
 - *Home Maintenance*
 - *Home Modification*
 - *Linen Services*
 - *Meals (Centre)*
 - *Meals (Home)*
 - *Nursing (Centre)*
 - *Nursing (Home)*
 - *Personal Care*
 - *Memory*
 - *Respite Care*
 - *Social Support*
 - *Transport*
 - *Self-care Aids*
 - *Support/ Mobility Aids*
 - *Communication Aids*
 - *Reading Aids*
 - *Car Modification*
 - *Other Goods and Equipment*

CARER VARIABLES

- **Carer Exist**
- **Carer's Date of Birth**
- **Carer's Sex**
- **Carer's Country of Birth**
- **Carer's Main Language Spoken**
- **Carer's Indigenous Status**
- **Carer's Area of Residence**

- **Carer's Locality**
- **Carer's Postcode**
- **Carer's Resident Status**
- **Carer's Relationship to Client**
- **Carer for Multiple Clients**
- **Carer's SLK**
- **Carer's Name - Letters**

Classification of Regions



HACC Planning Regions and Subregions are classified according to the Statistical Local Areas (SLAs), based on the Australian Standard Geographical Classification by the Australian Bureau of Statistics. The client data is organised into SLAs and Subregions according to client residential postcode as recorded in the HACC MDS. The region classified as 'Others' includes postcodes which are missing, do not fall within any of the HACC planning regions, or relate to P.O. box addresses.



Maps supplied by the WA DoH and the WACHS

Data Preparation

The HACC MDS is reported to the National Data Repository on a quarterly basis. All clients receiving HACC services or who ceased receiving services in the quarter will have at least one MDS record. A client may have several MDS records in the period as they may be receiving HACC services from several agencies.

There were 259,849 HACC MDS records in the 2011/12 HACC revised annual data set. Of those, 440 records did not have any assistance recorded and were excluded leaving 259,409 records.

A total of 259,409 records were aggregated to client level on the basis of the variable *SLK* resulting in **70,706** records used for the annual report.

It was observed before aggregation that many records of clients with multiple MDS entries had differing values for the same variable when two or more agencies were involved. It was decided, for the **purpose of comparisons with the 2010/11 HACC Annual Report**, to apply the **same aggregation rules as in the 2010/11 analysis** to determine the value of each variable used in the analysis:

- 1) The data were first **sorted by ascending SLK and Agency ID**.
- 2) Variables which by definition should have the same value if multiple records are present (i.e. *Country of Birth, Main Language spoken, Indigenous status, DVA, Pension status*)

The most frequent value was used; if the most frequent value was “missing” or “not stated” the 2nd most frequent value (if any) was used; if the most frequent value was “missing” or “not stated” as well as another value then the other value was used.

- 3) Variables which could have different values in multiple records (e.g. *Postcode, Living arrangements, Accommodation setting* could be different if a client moved; *Carer details* could be different if a carer stopped caring for a person during the year or if another carer took over; *Referral source, Reason for cessation* could be different in separate records)

The most frequent value was used; if the most frequent value was “missing” or “not stated” the 2nd most frequent value (if any) was used; if the most frequent value was “missing” or “not stated” as well as another value then the other value was used.

- 4) *Carer exists*

If this variable had a value of ‘Yes’ in one MDS record of a client with multiple records in the year, then it was assumed that that client had a carer regardless of other records indicating the opposite.

5) Functional status variables

The most frequent value was used; if the most frequent value was “missing” or “not stated” the 2nd most frequent value (if any) was used; if the most frequent value was “missing” or “not stated” as well as another value then the other value was used.

6) Types of assistance variables

The values of each variable for various types of assistance were summed up to generate a variable composed of the total amount of each type of service received.

Clients were allocated to HACC Planning regions and subregions on the basis of their residential postcode which along with suburb/town is reported in the MDS (in the variable *Locality*). A total of 19 client records were found to have recorded missing or invalid postcodes but had a valid *Locality* name and thus were changed to reflect the correct postcodes.

In determining ***Carers*** and ***Carers receiving HACC services*** the following variables were used:

<i>Carer:</i>	<i>Carer Exists = Yes</i>
<i>Carer receiving HACC service:</i>	a value > 0 in variable <i>CSIA_C</i> (Counselling-Carer) and/or a value > 0 in variable <i>RC</i> (Respite Care)

Client characteristics

Client Location

Table 1. Number of Care Recipients and Carers by Region

Region	Subregion	Care Recipients ¹	Carers		
			Carers recorded ²	Carers receiving HACC services	
				Number ³	% of carers ⁴
East Metro	Central Metro	1,931	530	100	18.9
	Inner Metro East	3,289	913	135	14.8
	Outer Metro East	5,052	1,471	252	17.1
	Total	10,272	2,914	487	16.7
North Metro	Inner Metro North	7,728	1,913	306	16.0
	Inner Metro NW	1,714	327	89	27.2
	Outer Metro North	5,739	1,672	369	22.1
	Total	15,181	3,912	764	19.5
South East Metro	Inner Metro SE	7,799	2,000	405	20.3
	Outer Metro SE	4,896	1,420	410	28.9
	Serpentine-Jarrahdale	276	111	26	23.4
	Total	12,971	3,531	841	23.8
South West Metro	Dale	3,624	985	149	15.1
	Inner Metro SW	7,346	2,235	340	15.2
	Outer Metro SW	3,991	1,253	329	26.3
	Total	14,961	4,473	818	18.3
Great Southern	King	2,545	805	254	31.6
	Pallinup	367	55	31	56.4
	Total	2,912	860	285	33.1
Goldfields	Johnston	505	139	45	32.4
	Lefroy	885	220	11	5.0
	Total	1,390	359	56	15.6
Midwest	Carnegie	82	6	0	0.0
	Gascoyne	260	42	5	11.9
	Greenough	1,740	688	62	9.0
	Total	2,082	736	67	9.1
Southwest	Blackwood	776	228	6	2.6
	Preston	4,135	1,116	172	15.4
	Vasse	1,729	460	24	5.2
	Total	6,640	1,804	202	11.2

¹ Includes all records.

² Includes records with variable *Carer Exists* = Yes

³ Includes records with a value > 0 in variable *CSIA_C* (*Counselling-Carer*) and/or variable *RC* (*Respite Care*).

⁴ Divides number of carers receiving HACC services (3) by number of carers recorded (2).

(Cont'd) - Table 1. Number of Care Recipients and Carers by Region

Region	Subregion	Care Recipients ¹	Carers		
			Carers recorded ²	Carers receiving HACC services ³	
				Number	% of carers ⁴
Wheatbelt	Avon	1,385	392	66	16.8
	Campion	393	55	4	7.3
	Hotham	875	223	27	12.1
	Lakes	111	29	2	6.9
	Moore	409	117	31	26.5
	Total	3,173	816	130	15.9
Kimberley	Fitzroy	428	176	19	10.8
	Ord	290	122	20	16.4
	Total	718	298	39	13.1
Pilbara	De Grey	210	41	1	2.4
	Fortescue	175	5	4	80.0
	Total	385	46	5	10.9
Others ⁵	Other	21	3	2	66.7
	Total	21	3	2	66.7
WA TOTAL		70,706	19,752	3,696	18.7

¹ Includes all records.

² Includes records with variable Carer Exists = Yes

³ Includes records with a value > 0 in variable CSIA_C (Counselling-Carer) and/or variable RC (Respite Care).

⁴ Divides number of carers receiving HACC services (3) by number of carers recorded (2).

⁵ Includes records with P.O. Box address or where postcode is missing, 'not stated' or falls outside a HACC region.

Comment:

The HACC MDS is reported by HACC service providers, and records services provided to both care recipients and their carers. Care recipients may or may not have a carer and only a proportion of carers receive carer specific HACC services, namely - Respite Care and/or Counselling, Support, Information and Advocacy, to assist them in their caring role.

The number of care recipients receiving HACC support in 2011/12 increased by **2.0%** (**70,706** vs. 69,339 in 2010/11). Almost a third of HACC care recipients reported having a carer in 2011/12. When compared to last year's figures, this was a decrease of **-2.5%** (**19,752** down from 20,265 last year). Additionally, the proportion and number of carers receiving carer specific HACC services decreased to **18.7%**, down from 20.7% in 2010/11 (**3,696** vs. 4,192 carers).

Table 2. Number of New Clients by Quarter

Region	Subregion	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Total
East Metro	Central Metro	201	179	178	192	750
	Inner Metro East	307	319	441	353	1,420
	Outer Metro East	555	489	464	553	2,061
	Total	1,063	987	1,083	1,098	4,231
North Metro	Inner Metro North	826	754	631	809	3,020
	Inner Metro NW	186	178	150	142	656
	Outer Metro North	644	589	512	689	2,434
	Total	1,656	1,521	1,293	1,640	6,110
South East Metro	Inner Metro SE	924	814	632	814	3,184
	Outer Metro SE	1,085	539	520	530	2,674
	Serpentine-Jarrahdale	86	25	25	41	177
	Total	2,095	1,378	1,177	1,385	6,035
South West Metro	Dale	429	365	354	409	1,557
	Inner Metro SW	765	737	567	587	2,656
	Outer Metro SW	531	403	412	377	1,723
	Total	1,725	1,505	1,333	1,373	5,936
Great Southern	King	289	303	223	216	1,031
	Pallinup	38	33	26	27	124
	Total	327	336	249	243	1,155
Goldfields	Johnston	53	39	32	42	166
	Lefroy	169	63	56	83	371
	Total	222	102	88	125	537
Midwest	Carnegie	10	4	24	5	43
	Gascoyne	23	24	32	18	97
	Greenough	208	190	307	149	854
	Total	241	218	363	172	994
Southwest	Blackwood	99	56	74	38	267
	Preston	486	411	412	360	1,669
	Vasse	198	188	184	152	722
	Total	783	655	670	550	2,658

(Cont'd) - Table 2. Number of New Clients by Quarter

Region	Subregion	Jul - Sep	Oct - Dec	Jan - Mar	Apr - Jun	Total
Wheatbelt	Avon	109	207	121	104	541
	Campion	35	30	38	21	124
	Hotham	108	73	74	67	322
	Lakes	9	10	4	7	30
	Moore	27	28	23	39	117
	Total		288	348	260	238
Kimberley	Fitzroy	56	105	19	33	213
	Ord	55	77	20	21	173
	Total	111	182	39	54	386
Pilbara	De Grey	34	16	18	20	88
	Fortescue	31	12	9	20	72
	Total	65	28	27	40	160
Others ¹	Other	5	3	5	4	17
	Total	5	3	5	4	17
WA TOTAL		8,581	7,263	6,587	6,922	29,353

¹ Includes records with P.O. Box address or where postcode is missing, 'not stated' or falls outside a HACC region.

Comment:

The number of new clients refers to clients who were not receiving any HACC services in the previous quarter within the current financial year or in the last quarter of the previous financial year.

There were **4%** more new clients this year than in 2010/11 (**29,353** vs. 28,223).

Client Age and Gender Profiles

Table 3. Care Recipients by Age Groups

Region	Subregion	Not Stated ¹		0 - 20		21 - 49		50 - 69		70 - 89		90+		Total (Count)
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	
East Metro	Central Metro	0	0.0	18	0.9	140	7.3	326	16.9	1,245	64.5	202	10.5	1,931
	Inner Metro East	296	9.0	26	0.8	232	7.1	599	18.2	1,892	57.5	244	7.4	3,289
	Outer Metro East	4	0.1	107	2.1	412	8.2	933	18.5	3,198	63.3	398	7.9	5,052
	Total	300	2.9	151	1.5	784	7.6	1,858	18.1	6,335	61.7	844	8.2	10,272
North Metro	Inner Metro North	0	0.0	70	0.9	534	6.9	1,251	16.2	5,059	65.5	814	10.5	7,728
	Inner Metro North West	0	0.0	20	1.2	145	8.5	237	13.8	993	57.9	319	18.6	1,714
	Outer Metro North	1	0.0	97	1.7	408	7.1	1,022	17.8	3,802	66.2	410	7.1	5,740
	Total	1	0.0	187	1.2	1,087	7.2	2,510	16.5	9,854	64.9	1,543	10.2	15,182
South East Metro	Inner Metro South East	0	0.0	121	1.6	587	7.5	1,427	18.3	4,964	63.6	700	9.0	7,799
	Outer Metro South East	1	0.0	138	2.8	685	14.0	1,122	22.9	2,666	54.5	283	5.8	4,895
	Serpentine-Jarrahdale	0	0.0	8	2.9	27	9.8	49	17.8	179	64.9	13	4.7	276
	Total	1	0.0	267	2.1	1,299	10.0	2,598	20.0	7,809	60.2	996	7.7	12,970
South West Metro	Dale	0	0.0	48	1.3	223	6.2	654	18.0	2,451	67.6	248	6.8	3,624
	Inner Metro South West	0	0.0	160	2.2	551	7.5	1,100	15.0	4,826	65.7	709	9.7	7,346
	Outer Metro South West	0	0.0	66	1.7	309	7.7	762	19.1	2,607	65.3	247	6.2	3,991
	Total	0	0.0	274	1.8	1,083	7.2	2,516	16.8	9,884	66.1	1,204	8.0	14,961
Great Southern	King	1	0.0	26	1.0	172	6.8	433	17.0	1,649	64.8	264	10.4	2,545
	Pallinup	0	0.0	4	1.1	12	3.3	70	19.1	249	67.8	32	8.7	367
	Total	1	0.0	30	1.0	184	6.3	503	17.3	1,898	65.2	296	10.2	2,912
Goldfields	Johnston	0	0.0	5	1.0	36	7.1	73	14.5	336	66.5	55	10.9	505
	Lefroy	0	0.0	10	1.1	101	11.4	283	32.0	445	50.3	46	5.2	885
	Total	0	0.0	15	1.1	137	9.9	356	25.6	781	56.2	101	7.3	1,390

¹ Includes care recipients with missing *DOB*, *DOB*=1/1/1900 (default for Null) or *DOB* in the future (i.e. >30/6/2011).

(Cont'd) - Table 3. Care Recipients by Age Groups

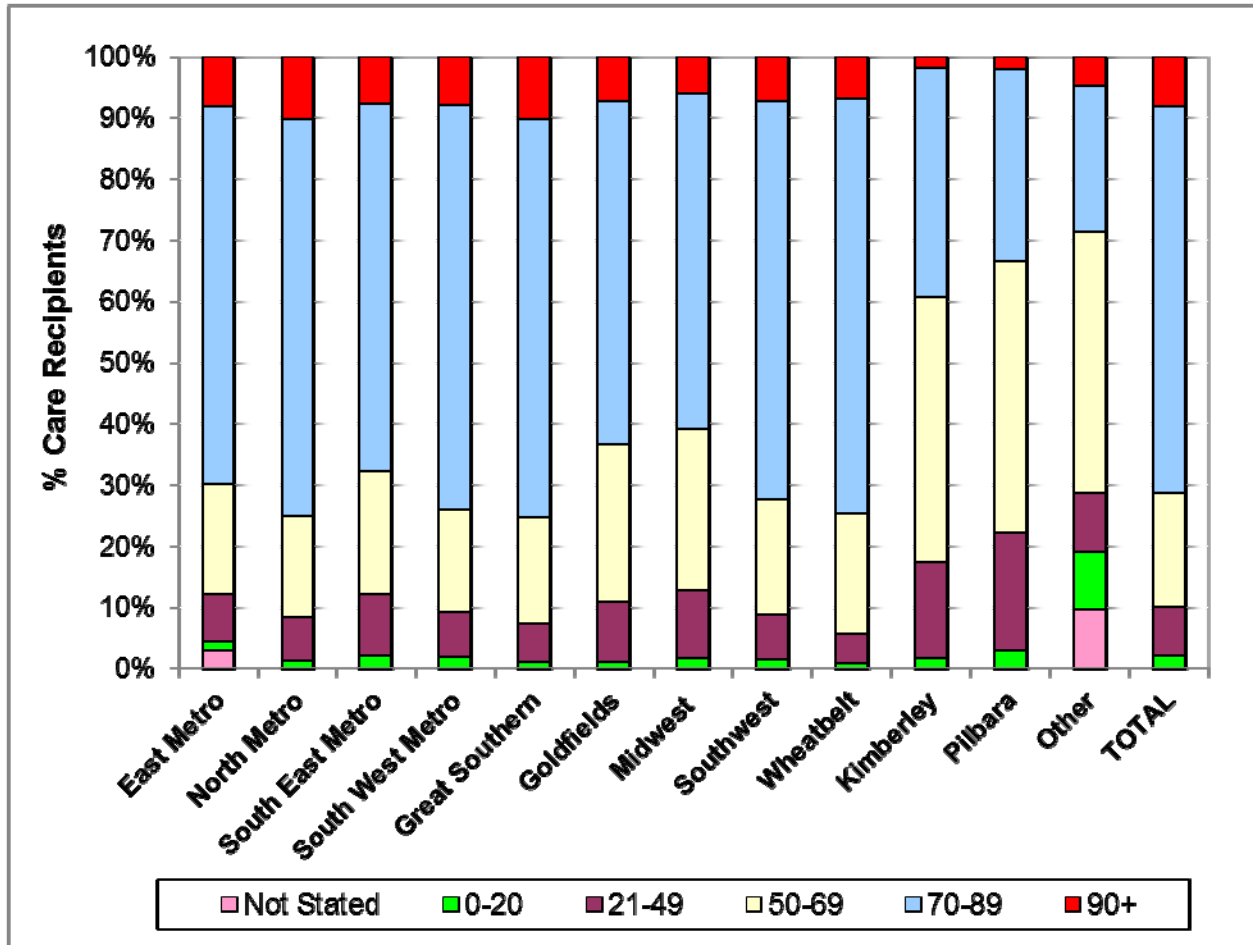
Region	Subregion	Not Stated ¹		0 - 20		21 - 49		50 - 69		70 - 89		90+		Total (Count)
		Count	%	Count	%	Count	%	Count	%	Count	%	Count	%	
Midwest	Carnegie	0	0.0	2	2.4	8	9.8	38	46.3	34	41.5	0	0.0	82
	Gascoyne	0	0.0	3	1.2	18	6.9	92	35.4	135	51.9	12	4.6	260
	Greenough	0	0.0	30	1.7	203	11.7	422	24.3	971	55.8	114	6.6	1,740
	Total	0	0.0	35	1.7	229	11.0	552	26.5	1,140	54.8	126	6.1	2,082
South West	Blackwood	0	0.0	19	2.4	53	6.8	164	21.1	483	62.2	57	7.3	776
	Preston	0	0.0	56	1.4	321	7.8	806	19.5	2,693	65.1	259	6.3	4,135
	Vasse	1	0.1	15	0.9	112	6.5	289	16.7	1,143	66.1	169	9.8	1,729
	Total	1	0.0	90	1.4	486	7.3	1,259	19.0	4,319	65.0	485	7.3	6,640
Wheatbelt	Avon	0	0.0	15	1.1	77	5.6	286	20.6	914	66.0	93	6.7	1,385
	Campion	1	0.3	1	0.3	10	2.5	52	13.2	290	73.8	39	9.9	393
	Hotham	0	0.0	4	0.5	53	6.1	185	21.1	579	66.2	54	6.2	875
	Lakes	0	0.0	0	0.0	2	1.8	13	11.7	90	81.1	6	5.4	111
	Moore	0	0.0	2	0.5	11	2.7	89	21.8	277	67.7	30	7.3	409
	Total	1	0.0	22	0.7	153	4.8	625	19.7	2,150	67.8	222	7.0	3,173
Kimberley	Fitzroy	0	0.0	9	2.1	61	14.3	174	40.7	172	40.2	12	2.8	428
	Ord	0	0.0	3	1.0	51	17.6	138	47.6	97	33.4	1	0.3	290
	Total	0	0.0	12	1.7	112	15.6	312	43.5	269	37.5	13	1.8	718
Pilbara	De Grey	1	0.5	2	1.0	40	19.0	91	43.3	72	34.3	4	1.9	210
	Fortescue	0	0.0	8	4.6	34	19.4	80	45.7	49	28.0	4	2.3	175
	Total	1	0.3	10	2.6	74	19.2	171	44.4	121	31.4	8	2.1	385
Others	Others	2	9.5	2	9.5	2	9.5	9	42.9	5	23.8	1	4.8	21
	Total	2	9.5	2	9.5	2	9.5	9	42.9	5	23.8	1	4.8	21
WA TOTAL		308	0.4	1,095	1.5	5,630	8.0	13,269	18.8	44,565	63.0	5,839	8.3	70,706

¹ Includes care recipients with missing *DOB*, *DOB*=1/1/1900 (default for Null) or *DOB* in the future (i.e. >30/6/2011).

Comment:

During the 2011/12 reporting period, **71.3%** of all HACC clients were 70 years of age or older (**63.0%** in the 70-89 group and **8.3%** in the 90+ group). When compared to the 2010/11 HACC report, these proportions were slightly higher (62.6% in the 70-89 group and 8.1% in the 90+ group). HACC clients younger than 50 years made up **9.5%** of all HACC clients in 2011/12. This proportion was slightly lower compared to 2010/11 where 10.8% of HACC clients were younger than 50 years.

Figure 1: Proportions of Care Recipients by Age Group & Region



Comment:

As shown in Figure 1, the Pilbara and the Kimberley regions have higher proportions of younger clients (ages 0-49). This was similar to data reported in 2010/11.

Clients from 'Other' regions (includes regions 'Not Stated') recorded the highest proportion of clients with missing DOB's (9.5%), followed by clients in the East Metropolitan region (2.9%).

Table 4. Number of Care Recipients Receiving HACCC Assistance by Gender

Region	Subregion	Care Recipients						
		Male		Female		Not stated		TOTAL
		Count	%	Count	%	Count	%	Count
East Metro	Central Metro	681	35.3	1,244	64.4	6	0.3	1,931
	Inner Metro East	1,035	31.5	2,252	68.5	2	0.1	3,289
	Outer Metro East	1,671	33.1	3,372	66.7	9	0.2	5,052
	Total	3,387	33.0	6,868	66.9	17	0.2	10,272
North Metro	Inner Metro North	2,330	30.2	5,396	69.8	2	0.0	7,728
	Inner Metro North West	535	31.2	1,177	68.7	2	0.1	1,714
	Outer Metro North	1,804	31.4	3,932	68.5	3	0.1	5,739
	Total	4,669	30.8	10,505	69.2	7	0.0	15,181
South East Metro	Inner Metro South East	2,549	32.7	5,239	67.2	11	0.1	7,799
	Outer Metro South East	1,709	34.9	3,183	65.0	4	0.1	4,896
	Serpentine-Jarrahdale	103	37.3	173	62.7	0	0.0	276
	Total	4,361	33.6	8,595	66.3	15	0.1	12,971
South West Metro	Dale	1,309	36.1	2,311	63.8	4	0.1	3,624
	Inner Metro South West	2,294	31.2	5,042	68.6	10	0.1	7,346
	Outer Metro South West	1,391	34.9	2,595	65.0	5	0.1	3,991
	Total	4,994	33.4	9,948	66.5	19	0.1	14,961
Great Southern	King	880	34.6	1,664	65.4	1	0.0	2,545
	Pallinup	126	34.3	241	65.7	0	0.0	367
	Total	1,006	34.5	1,905	65.4	1	0.0	2,912
Goldfields	Johnston	192	38.0	313	62.0	0	0.0	505
	Lefroy	323	36.5	562	63.5	0	0.0	885
	Total	515	37.1	875	62.9	0	0.0	1,390
Midwest	Carnegie	38	46.3	44	53.7	0	0.0	82
	Gascoyne	127	48.8	133	51.2	0	0.0	260
	Greenough	699	40.2	1,040	59.8	1	0.1	1,740
	Total	864	41.5	1,217	58.5	1	0.0	2,082
South West	Blackwood	257	33.1	519	66.9	0	0.0	776
	Preston	1,491	36.1	2,641	63.9	3	0.1	4,135
	Vasse	587	34.0	1,139	65.9	3	0.2	1,729
	Total	2,335	35.2	4,299	64.7	6	0.1	6,640

(Cont'd) - Table 4. Number of Care Recipients Receiving HACC Assistance by Gender

Region	Subregion	Care Recipients						
		Male		Female		Not Stated		TOTAL
		Count	%	Count	%	Count	%	Count
Wheatbelt	Avon	482	34.8	902	65.1	1	0.1	1,385
	Campion	129	32.8	264	67.2	0	0.0	393
	Hotham	304	34.7	571	65.3	0	0.0	875
	Lakes	46	41.4	65	58.6	0	0.0	111
	Moore	151	36.9	258	63.1	0	0.0	409
	Total	1,112	35.0	2,060	64.9	1	0.0	3,173
Kimberley	Fitzroy	188	43.9	237	55.4	3	0.7	428
	Ord	135	46.6	155	53.4	0	0.0	290
	Total	323	45.0	392	54.6	3	0.4	718
Pilbara	De Grey	78	37.1	129	61.4	3	1.4	210
	Fortescue	85	48.6	89	50.9	1	0.6	175
	Total	163	42.3	218	56.6	4	1.0	385
Others	Other	9	42.9	10	47.6	2	9.5	21
	Total	9	42.9	10	47.6	2	9.5	21
WA TOTAL		23,738	33.6	46,892	66.3	76	0.1	70,706

Comment:

Generally across all regions in Western Australia, the number of female HACC clients outnumbered male HACC clients. In total, there were twice as many female care recipients (**66.3%** female versus **33.6%** male). These proportions were similar to 2010/11 where there were 66.1% female care recipients and 33.8% male care recipients. Across the state **0.1%** of clients did not have a gender recorded.

Table 5. Care Recipient Country of Birth

Region	Subregion	Australia	New Zealand, Oceania & Antarctica	Europe	Africa & Middle East	Asia	Americas	Other, NEC	Not Stated ¹	English Speaking Countries ² %	Non-English Speaking Countries ² %
East Metro	Central Metro	870	19	754	49	168	12	0	59	59.4	40.6
	Inner Metro East	1,727	31	1,016	65	363	21	0	66	70.0	30.0
	Outer Metro East	2,684	93	1,693	106	304	32	0	140	79.3	20.7
	Total	5,281	143	3,463	220	835	65	0	265	72.6	27.4
North Metro	Inner Metro North	4,337	77	2,366	226	490	73	4	155	72.6	27.4
	Inner Metro NW	1,147	19	337	61	85	20	0	45	85.0	15.0
	Outer Metro North	2,823	135	2,045	210	342	70	0	114	80.7	19.3
	Total	8,307	231	4,748	497	917	163	4	314	77.0	23.0
South East Metro	Inner Metro SE	4,228	94	1,997	239	903	57	1	280	74.6	25.4
	Outer Metro SE	2,616	94	1,614	99	294	35	2	142	83.7	16.3
	Serpentine-Jarrahdale	150	8	90	6	8	0	0	14	87.0	13.0
	Total	6,994	196	3,701	344	1,205	92	3	436	78.3	21.7
South West Metro	Dale	2,401	48	892	38	41	12	0	192	92.8	7.2
	Inner Metro SW	4,192	76	2,209	164	421	64	2	218	76.4	23.6
	Outer Metro SW	2,058	67	1,572	49	99	15	0	131	89.6	10.4
	Total	8,651	191	4,673	251	561	91	2	541	83.8	16.2
Great Southern	King	1,720	18	644	34	26	12	1	90	91.6	8.4
	Pallinup	295	2	33	2	6	0	0	29	94.7	5.3
	Total	2,015	20	677	36	32	12	1	119	91.9	8.1
Goldfields	Johnston	398	8	71	3	3	0	0	22	95.0	5.0
	Lefroy	707	26	89	8	13	1	0	41	91.0	9.0
	Total	1,105	34	160	11	16	1	0	63	92.5	7.5

¹ Indicates COB was missing

² Does not include 'Not stated'

NEC= not elsewhere classified

(Cont'd) - Table 5. Care Recipient Country of Birth

Region	Subregion	Australia	New Zealand, Oceania & Antarctica	Europe	Africa & Middle East	Asia	Americas	Other, NEC	Not Stated ¹	English Speaking Countries ² %	Non-English Speaking Countries ² %
Midwest	Carnegie	64	0	1	0	0	0	0	17	98.5	1.5
	Gascoyne	204	1	37	0	4	5	0	9	91.2	8.8
	Greenough	1,294	21	238	8	14	3	0	162	93.5	6.5
	Total	1,562	22	276	8	18	8	0	188	93.3	6.7
Southwest	Blackwood	526	5	194	4	4	14	1	28	89.8	10.2
	Preston	2,946	41	947	44	32	22	1	102	89.0	11.0
	Vasse	1,230	19	400	12	20	6	0	42	93.4	6.6
	Total	4,702	65	1,541	60	56	42	2	172	90.3	9.7
Wheatbelt	Avon	1,034	13	275	6	11	5	0	41	90.8	9.2
	Campion	299	3	72	1	0	1	0	17	91.8	8.2
	Hotham	708	16	118	3	7	1	0	22	93.6	6.4
	Lakes	93	3	15	0	0	0	0	0	96.4	3.6
	Moore	311	5	76	5	1	0	0	11	95.0	5.0
	Total	2,445	40	556	15	19	7	0	91	92.4	7.6
Kimberley	Fitzroy	379	1	17	0	5	3	0	23	97.8	2.2
	Ord	269	0	3	0	0	0	0	18	99.3	0.7
	Total	648	1	20	0	5	3	0	41	98.4	1.6
Pilbara	De Grey	179	2	9	0	3	2	0	15	96.4	3.6
	Fortescue	85	0	2	0	0	1	0	87	98.9	1.1
	Total	264	2	11	0	3	3	0	102	97.2	2.8
Others	Other	6	0	2	0	0	0	0	13	100.0	0.0
	Total	6	0	2	0	0	0	0	13	100.0	0.0
WA TOTAL		41,980 59.4%	945 1.3%	19,828 28.0%	1,442 2.0%	3,667 5.2%	487 0.7%	12 0.0%	2,345 3.3%	81.7	18.3

¹ Indicates COB was missing

² Does not include 'Not stated'

NEC= not elsewhere classified

Comment:

In 2011/12, more than half (**59.4%**) of all HACC clients were born in Australia, showing an increase of **0.2%** compared to last year's data. The highest proportion of HACC clients born in a country other than Australia were from Europe (**28.0%**), followed by Asia (**5.2%**). These figures were 28.7% and 5.1% respectively, in 2010/11. Country of birth was not recorded for **3.3%** of HACC clients in 2011/12.

Table 6. Main Language Spoken by Care Recipient

Region	Subregion	English	European Languages	Asian Languages	Australian Indigenous Languages	Other Languages	Not stated	SUMMARY ¹		
								English %	Australian Indigenous %	Other Languages %
East Metro	Central Metro	1,412	378	81	1	2	57	76.1	0.1	23.9
	Inner Metro East	2,860	275	82	4	2	66	89.0	0.1	10.9
	Outer Metro East	4,597	266	58	6	4	121	93.4	0.1	6.5
	Total	8,869	919	221	11	8	244	88.7	0.1	11.2
North Metro	Inner Metro North	6,498	892	193	2	6	137	85.9	0.0	14.1
	Inner Metro NW	1,569	58	38	0	1	48	94.3	0.0	5.7
	Outer Metro North	5,216	276	125	0	7	115	92.9	0.0	7.1
	Total	13,283	1,226	356	2	14	300	89.5	0.0	10.5
South East Metro	Inner Metro SE	6,823	395	300	2	7	272	91.0	0.0	9.0
	Outer Metro SE	4,555	142	60	1	4	134	95.8	0.0	4.2
	Serpentine-Jarrahdale	261	3	1	0	0	11	98.6	0.0	1.4
	Total	11,639	540	361	3	11	417	92.9	0.0	7.0
South West Metro	Dale	3,396	29	5	1	4	189	98.9	0.0	1.0
	Inner Metro SW	6,320	651	161	0	2	212	88.9	0.0	11.1
	Outer Metro SW	3,761	98	10	0	1	121	97.3	0.0	2.7
	Total	13,477	778	176	1	7	522	93.6	0.0	6.4
Great Southern	King	2,424	29	4	1	1	86	98.6	0.0	1.3
	Pallinup	327	3	7	1	0	29	97.0	0.3	2.7
	Total	2,751	32	11	2	1	115	98.4	0.1	1.5
Goldfields	Johnston	484	8	1	0	0	12	98.2	0.0	1.8
	Lefroy	685	14	4	143	1	38	81.7	16.2	2.1
	Total	1,169	22	5	143	1	50	87.7	10.3	2.0

¹ Does not include 'Not stated'

(Cont'd) - Table 6. Main Language Spoken by Care Recipient

Region	Subregion	English	European Languages	Asian Languages	Australian Indigenous Languages	Other Languages	Not stated	SUMMARY ¹		
								English %	Australian Indigenous %	Other Languages %
Midwest	Carnegie	36	0	0	29	0	17	64.6	35.4	0.0
	Gascoyne	246	4	1	0	0	9	98.1	0.0	1.9
	Greenough	1,546	33	5	3	0	153	97.6	0.2	2.2
	Total	1,828	37	6	32	0	179	96.4	1.5	2.1
Southwest	Blackwood	716	34	0	1	0	25	95.5	0.1	4.4
	Preston	3,797	220	9	13	2	94	94.1	0.3	5.6
	Vasse	1,662	23	1	2	1	40	98.4	0.1	1.4
	Total	6,175	277	10	16	3	159	95.4	0.2	4.4
Wheatbelt	Avon	1,301	45	0	1	0	38	96.7	0.1	3.2
	Campion	372	4	0	0	0	17	99.0	0.0	1.0
	Hotham	818	31	2	0	2	22	96.0	0.0	4.0
	Lakes	110	1	0	0	0	0	99.1	0.0	0.9
	Moore	397	2	0	0	0	10	99.5	0.0	0.5
	Total	2,998	83	2	1	2	87	97.2	0.0	2.7
Kimberley	Fitzroy	202	0	0	203	1	22	52.3	47.4	0.2
	Ord	135	0	0	137	0	18	52.8	47.2	0.0
	Total	337	0	0	340	1	40	52.5	47.4	0.1
Pilbara	De Grey	112	1	1	83	0	13	59.5	39.5	1.0
	Fortescue	106	1	0	61	0	7	64.6	34.9	0.6
	Total	218	2	1	144	0	20	61.8	37.4	0.8
Others	Other	7	0	0	2	0	12	90.5	9.5	0.0
	Total	7	0	0	2	0	12	90.5	9.5	0.0
WA TOTAL		62,751	3,916	1,149	697	48	2,145	91.8	1.0	7.2
		88.7%	5.5%	1.6%	1.0%	0.1%				3.0%

¹ Does not include 'Not stated'

Comment:

In 2011/12, the majority of HACC clients reported English as their main language spoken at home, accounting for **88.7%** of all HACC clients. This was a slight increase from 88.1% of HACC clients who recorded English as their main language spoken last year.

HACC clients, who recorded a language other than English as their main spoken language made up **8.2%** of the total number of HACC clients in 2011/12. The highest proportion of non English speaking clients reported European languages as being their main language spoken at home (**5.5%** of all HACC clients); these included Southern European languages (mainly Italian, Greek and French), Eastern European languages (mainly Polish, Macedonian and Croatian) and Northern European languages (mainly German and Dutch). This was a decrease from last year's figures where 6.1% of HACC clients recorded a European language as the main language spoken at home.

As in 2010/11, the Kimberley, Pilbara and Goldfields regions recorded the highest number of HACC clients whose main spoken language was an Australian Indigenous language: **340**, **144** and **143** clients respectively out of a total **627** clients who recorded Australian Indigenous language as their main language spoken at home. These figures were 395, 155 and 150 clients in the Kimberley, Pilbara and Goldfields respectively, in 2010/11.

Main language spoken at home was not recorded for **2,145** HACC clients, an increase from last year's 2,009 clients.

Table 7. Client Indigenous Status

Region	Subregion	ATSI Age Groups (%)			Total ATSI (%)	Non-ATSI (%)	Not stated (%)	TOTAL Count
		0 - 49	50 - 69	70+				
East Metro	Central Metro	17.6	47.1	35.3	0.9	94.5	4.7	1,931
	Inner Metro East	17.1	59.0	23.8	3.7	93.6	2.7	3,289
	Outer Metro East	37.9	42.7	19.4	2.5	94.5	3.0	5,052
	Total	27.6	50.0	22.4	2.6	94.2	3.2	10,272
North Metro	Inner Metro North	27.4	50.0	22.6	0.8	96.8	2.4	7,728
	Inner Metro North West	0.0	100.0	0.0	0.2	96.7	3.0	1,714
	Outer Metro North	36.8	34.2	28.9	0.7	96.8	2.5	5,739
	Total	29.8	46.2	24.0	0.7	96.8	2.5	15,181
South East Metro	Inner Metro South East	33.9	44.0	22.0	2.2	93.5	4.3	7,799
	Outer Metro South East	45.4	42.0	12.7	4.2	92.4	3.4	4,896
	Serpentine-Jarrahdale	66.7	0.0	33.3	1.1	94.2	4.7	276
	Total	40.4	42.6	17.0	2.9	93.1	4.0	12,971
South West Metro	Dale	31.4	60.0	8.6	1.0	93.0	6.1	3,624
	Inner Metro South West	24.1	41.4	34.5	0.8	95.5	3.7	7,346
	Outer Metro South West	42.5	27.5	30.0	1.0	95.1	3.9	3,991
	Total	31.6	42.1	26.3	0.9	94.8	4.3	14,961
Great Southern	King	13.8	51.7	34.5	1.1	93.2	5.7	2,545
	Pallinup	6.7	40.0	53.3	4.1	87.5	8.4	367
	Total	11.4	47.7	40.9	1.5	92.5	6.0	2,912
Goldfields	Johnston	69.2	30.8	0.0	2.6	94.3	3.2	505
	Lefroy	21.4	52.7	26.0	29.7	66.7	3.6	885
	Total	23.6	51.6	24.7	19.8	76.7	3.5	1,390
Midwest	Carnegie	7.3	50.9	41.8	67.1	11.0	22.0	82
	Gascoyne	14.6	53.9	31.5	34.2	61.5	4.2	260
	Greenough	37.8	41.1	21.1	5.2	85.5	9.3	1,740
	Total	21.8	48.3	29.9	11.2	79.6	9.2	2,082
Southwest	Blackwood	100.0	0.0	0.0	0.3	95.7	4.0	776
	Preston	24.7	58.0	17.3	2.0	94.7	3.3	4,135
	Vasse	10.3	43.6	46.2	2.3	95.2	2.5	1,729
	Total	21.3	52.5	26.2	1.8	95.0	3.2	6,640

(Cont'd) - Table 7. Client Indigenous Status

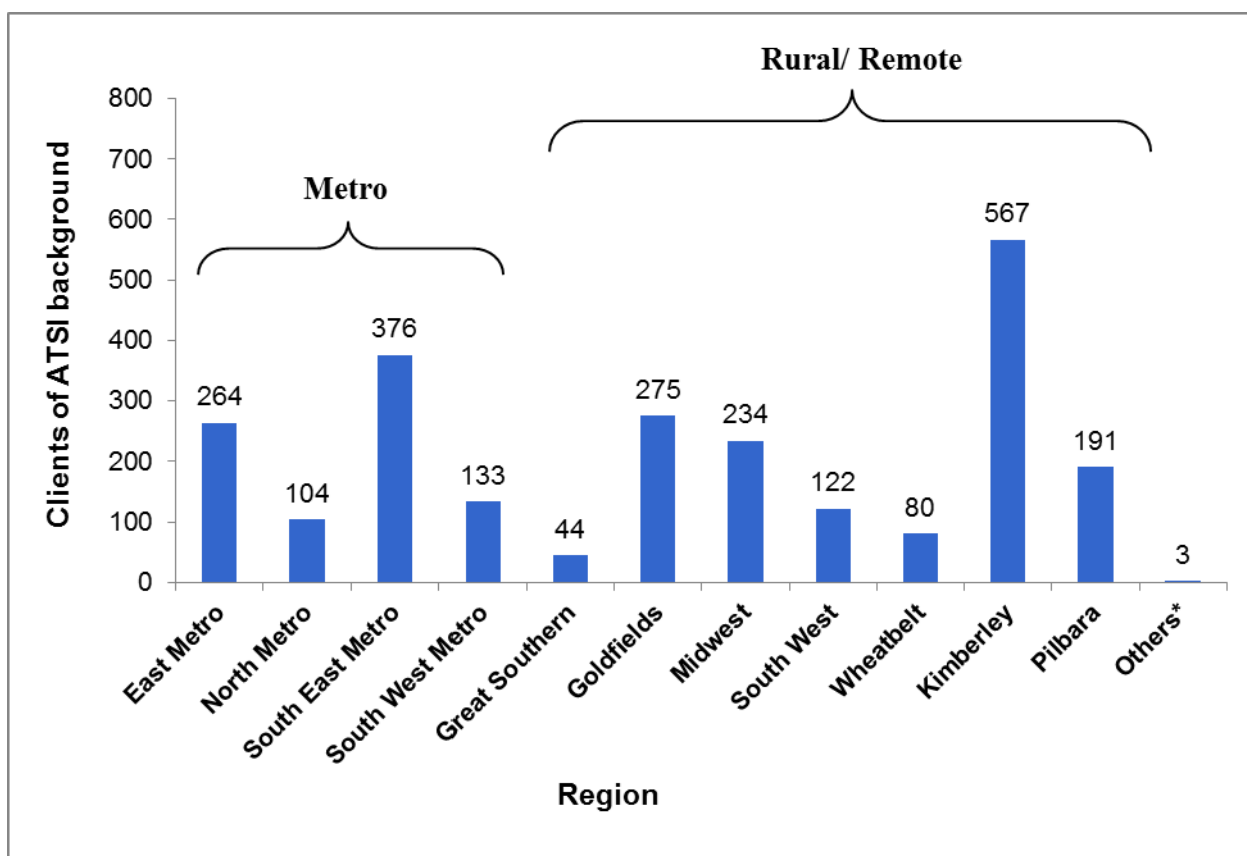
Region	Subregion	ATSI Age Groups (%)			Total ATSI (%)	Non-ATSI (%)	Not stated (%)	TOTAL Count
		0 - 49	50 - 69	70+				
Wheatbelt	Avon	22.2	63.9	13.9	2.6	93.0	4.4	1,385
	Campion	16.7	50.0	33.3	1.5	92.6	5.9	393
	Hotham	15.2	63.6	21.2	3.8	93.7	2.5	875
	Lakes	0.0	100.0	0.0	0.9	99.1	0.0	111
	Moore	25.0	25.0	50.0	1.0	95.8	3.2	409
	Total	18.8	61.3	20.0	2.5	93.7	3.8	3,173
Kimberley	Fitzroy	19.5	44.7	35.8	74.3	16.8	8.9	428
	Ord	20.1	47.4	32.5	85.9	6.6	7.6	290
	Total	19.8	45.9	34.4	79.0	12.7	8.4	718
Pilbara	De Grey	20.5	49.1	30.4	53.3	9.5	37.1	210
	Fortescue	20.3	51.9	27.8	45.1	9.1	45.7	175
	Total	20.4	50.3	29.3	49.6	9.4	41.0	385
Others	Other	33.3	66.7	0.0	14.3	33.3	52.4	21
	Total	33.3	66.7	0.0	14.3	33.3	52.4	21
WA TOTAL		25.6	47.7	26.7	3.4	92.6	4.0	70,706

Comment:

In 2011/12, **3.4%** of all WA HACC clients were of Aboriginal and/or Torres Strait Islander (ATSI) background, a **0.2%** decrease from last year. The majority of ATSI clients (**74.4%**) were aged 50 years and over.

The proportion of clients where indigenous status was recorded as 'not stated' was **4.0%** as compared to last year's 4.4%.

Figure 2: Number of Indigenous Clients by Subregion



* Postcode was missing

Comment:

As with last year’s data, the highest number of ATSI clients amongst the rural and remote areas came from the Kimberley, Goldfields and Midwest regions. Goldfields had an **8.3%** increase in the number of indigenous clients (**275** vs. 254 clients in 2010/11), while the Kimberley and Pilbara regions recorded decreases of **13.0%** and **2.1%** respectively.

Within the metropolitan area, the majority of ATSI clients were from the South East Metropolitan and East Metropolitan regions, which was consistent with last year’s data. The proportion of Indigenous HACC clients increased by **9.9%** in the South East Metropolitan region but decreased by **14.3%** in the East Metropolitan region from 2010/11.

Client Living Arrangements

Table 8. Client Living Arrangements

Region	Subregion	Lives alone	Lives with family	Lives with others	Not stated	Total (Count)
		%				
East Metro	Central Metro	55.6	35.7	3.6	5.0	1,931
	Inner Metro East	47.6	45.7	4.2	2.6	3,289
	Outer Metro East	39.4	53.5	3.8	3.2	5,052
	Total	45.1	47.7	3.9	3.4	10,272
North Metro	Inner Metro North	52.1	41.9	3.6	2.5	7,728
	Inner Metro North West	60.6	33.4	2.8	3.2	1,714
	Outer Metro North	42.4	53.1	2.2	2.3	5,739
	Total	49.4	45.2	3.0	2.5	15,181
South East Metro	Inner Metro South East	48.4	44.6	3.1	4.0	7,799
	Outer Metro South East	38.2	54.8	3.5	3.5	4,896
	Serpentine-Jarrahdale	25.4	67.8	1.4	5.4	276
	Total	44.0	48.9	3.2	3.8	12,971
South West Metro	Dale	42.9	48.9	2.6	5.6	3,624
	Inner Metro South West	48.6	45.5	2.3	3.5	7,346
	Outer Metro South West	42.3	51.6	2.4	3.7	3,991
	Total	45.5	48.0	2.4	4.1	14,961
Great Southern	King	45.7	47.2	3.1	4.0	2,545
	Pallinup	45.2	45.0	1.6	8.2	367
	Total	45.7	46.9	2.9	4.5	2,912
Goldfields	Johnston	53.3	41.6	2.2	3.0	505
	Lefroy	45.4	44.5	7.3	2.7	885
	Total	48.3	43.5	5.5	2.8	1,390
Midwest	Carnegie	26.8	35.4	15.9	22.0	82
	Gascoyne	44.6	46.5	5.0	3.8	260
	Greenough	39.1	47.4	4.5	9.0	1,740
	Total	39.3	46.8	5.0	8.8	2,082
Southwest	Blackwood	47.4	45.6	3.4	3.6	776
	Preston	47.7	46.5	2.6	3.1	4,135
	Vasse	47.2	47.0	3.6	2.3	1,729
	Total	47.5	46.5	3.0	3.0	6,640

(Cont'd) - Table 8. Client Living Arrangements

Region	Subregion	Lives alone	Lives with family	Lives with others	Not stated	Total (Count)
		%				
Wheatbelt	Avon	46.8	47.9	2.2	3.1	1,385
	Campion	58.0	36.1	1.0	4.8	393
	Hotham	43.8	51.2	2.4	2.6	875
	Lakes	56.8	39.6	3.6	0.0	111
	Moore	36.2	57.9	3.7	2.2	409
	Total	46.3	48.3	2.4	3.0	3,173
Kimberley	Fitzroy	14.5	61.7	6.1	17.8	428
	Ord	11.4	64.1	17.2	7.2	290
	Total	13.2	62.7	10.6	13.5	718
Pilbara	De Grey	7.1	42.9	9.5	40.5	210
	Fortescue	21.7	57.7	4.0	16.6	175
	Total	13.8	49.6	7.0	29.6	385
Others	Other	14.3	19.0	4.8	61.9	21
	Total	14.3	19.0	4.8	61.9	21
WA Total		45.6	47.4	3.2	3.8	70,706

Comment:

Almost equal proportions of clients live alone or live with family (**45.6%** and **47.4%** respectively); this was similar to last year's report where 46.1% of clients lived alone and 46.7% of clients lived with family. The proportion of clients with a living arrangement not recorded (i.e. 'Not stated') was **3.8%** this year, similar to 3.7% in 2010/11.

Table 9. Client Accommodation Settings

Region	Subregion	Private residence - owned/ purchasing	Private residence – private & Public rental	Independent living unit within retirement village	Other ¹	Not stated	Total (Count)
		%					
East Metro	Central Metro	56.5	25.8	8.7	3.4	5.6	1,931
	Inner Metro East	67.8	22.8	3.0	3.3	3.1	3,289
	Outer Metro East	72.9	16.9	2.9	3.7	3.7	5,052
	Total	68.2	20.4	4.0	3.5	3.8	10,272
North Metro	Inner Metro North	69.0	18.6	5.5	3.5	3.4	7,728
	Inner Metro NW	63.5	18.3	9.4	4.2	4.7	1,714
	Outer Metro North	71.6	15.0	7.5	3.0	2.9	5,739
	Total	69.3	17.2	6.7	3.4	3.4	15,181
South East Metro	Inner Metro SE	60.9	23.4	8.3	2.8	4.7	7,799
	Outer Metro SE	62.2	23.0	7.2	3.4	4.2	4,896
	Serpentine-Jarrahdale	78.6	12.7	2.5	0.4	5.8	276
	Total	61.8	23.0	7.7	3.0	4.5	12,971
South West Metro	Dale	59.5	17.3	13.5	3.0	6.7	3,624
	Inner Metro SW	68.4	16.9	7.3	3.5	4.0	7,346
	Outer Metro SW	65.7	22.8	3.2	3.4	4.9	3,991
	Total	65.5	18.5	7.7	3.3	4.9	14,961
Great Southern	King	69.7	17.9	4.1	3.2	5.1	2,545
	Pallinup	67.0	22.6	1.1	0.5	8.7	367
	Total	69.4	18.5	3.7	2.9	5.5	2,912
Goldfields	Johnston	70.5	22.8	0.4	3.2	3.2	505
	Lefroy	42.4	29.8	3.7	20.1	4.0	885
	Total	52.6	27.3	2.5	14.0	3.7	1,390
Midwest	Carnegie	13.4	19.5	0.0	40.2	26.8	82
	Gascoyne	31.2	39.6	3.8	19.6	5.8	260
	Greenough	58.4	22.9	3.1	5.0	10.6	1,740
	Total	53.3	24.8	3.1	8.2	10.6	2,082
Southwest	Blackwood	73.2	16.5	2.8	2.7	4.8	776
	Preston	67.6	23.8	3.5	1.4	3.7	4,135
	Vasse	71.3	21.0	3.7	1.5	2.5	1,729
	Total	69.2	22.2	3.4	1.6	3.5	6,640

¹ Other combines 'Boarding house/private hotel', 'Short-term crisis, emergency or transitional accommodation facility', 'Supported accommodation or supported living facility', 'Institutional setting', 'Public place/temporary shelter', 'Private residence rented from an Aboriginal Community' and 'Other'.

(Cont'd) - Table 9. Client Accommodation Settings

Region	Subregion	Private residence - owned/ purchasing	Private residence – private & Public rental	Independent living unit within retirement village	Other ¹	Not stated	Total (Count)
		%					
Wheatbelt	Avon	73.2	18.9	2.2	2.2	3.5	1,385
	Campion	63.4	18.6	11.7	1.0	5.3	393
	Hotham	71.3	22.7	2.4	0.6	3.0	875
	Lakes	66.7	13.5	17.1	2.7	0.0	111
	Moore	78.7	14.7	1.2	2.0	3.4	409
	Total	72.0	19.2	3.8	1.6	3.4	3,173
Kimberley	Fitzroy	5.1	18.9	0.0	57.7	18.2	428
	Ord	1.7	24.8	0.3	64.8	8.3	290
	Total	3.8	21.3	0.1	60.6	14.2	718
Pilbara	De Grey	1.9	18.6	1.0	36.7	41.9	210
	Fortescue	4.6	58.3	2.9	17.7	16.6	175
	Total	3.1	36.6	1.8	28.1	30.4	385
Others	Others	19.0	4.8	0.0	4.8	71.4	21
	Total	19.0	4.8	0.0	4.8	71.4	21
WA Total		65.2	20.2	5.9	4.1	4.6	70,706

¹ Other combines 'Boarding house/private hotel', 'Short-term crisis, emergency or transitional accommodation facility', 'Supported accommodation or supported living facility', 'Institutional setting', 'Public place/temporary shelter', 'Private residence rented from an Aboriginal Community' and 'Other'.

Comment:

As with last year's data, most HACC clients live in privately owned homes (**65.2%** vs. 64.8% in 2010/11) or in rental accommodation (**20.2%** vs. 20.2%). A further **5.9%** reside in an independent living unit within a retirement village (5.7% in 2010/11) and **4.1%** in 'other' accommodation which includes 'boarding house/private hotel', 'short-term crisis, emergency or transitional accommodation facility', 'supported accommodation or supported living facility', 'institutional setting', 'public place/temporary shelter', 'private residence rented from an Aboriginal Community' and 'other' (4.5% in 2010/11).

The proportion of clients with accommodation setting recorded as 'not stated' was **4.6%** compared to 4.9% in 2010/11.

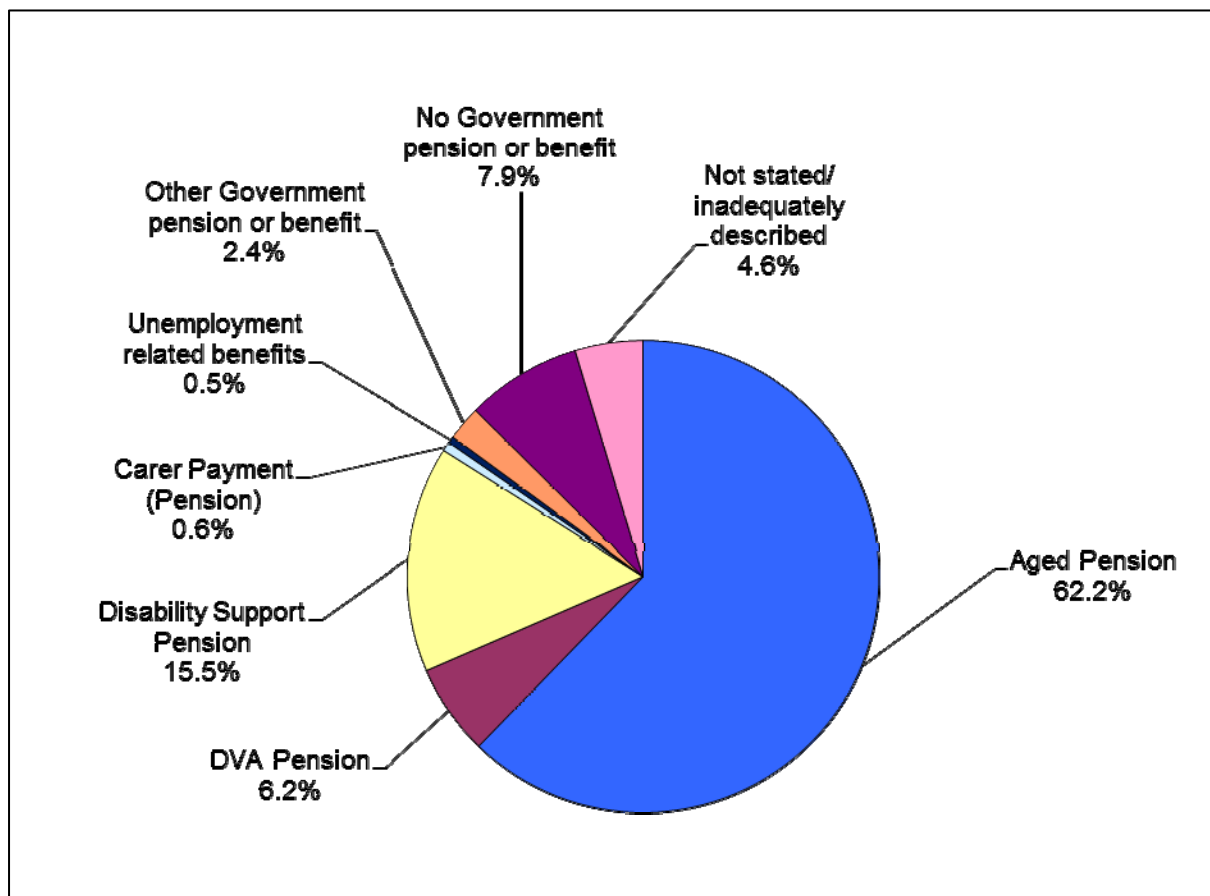
Table 10. Care Recipient Pension or Benefits Status

Region	Subregion	Aged Pension	DVA Pension	Disability Support Pension	Carer Payment (Pension)	Unemployment related benefits	Other Government Pension/ Benefits	No Government Pension/ Benefits	Not stated
East Metro	Central Metro	1,253	77	310	3	7	37	142	102
	Inner Metro East	2,219	168	598	14	7	54	135	94
	Outer Metro East	3,304	246	788	31	28	106	368	181
	Total	6,776	491	1,696	48	42	197	645	377
North Metro	Inner Metro North	4,989	500	1,143	30	4	126	687	249
	Inner Metro North West	894	133	246	3	3	41	320	74
	Outer Metro North	3,902	292	783	41	14	121	403	183
	Total	9,785	925	2,172	74	21	288	1,410	506
South East Metro	Inner Metro South East	4,949	467	1,189	61	26	163	590	354
	Outer Metro South East	2,827	236	967	62	121	275	223	185
	Serpentine-Jarrahdale	161	16	37	3	2	9	32	16
	Total	7,937	719	2,193	126	149	447	845	555
South West Metro	Dale	2,367	276	469	23	4	62	191	232
	Inner Metro South West	4,504	576	1,034	69	7	180	677	299
	Outer Metro South West	2,633	265	596	25	16	111	187	158
	Total	9,504	1,117	2,099	117	27	353	1,055	689
Great Southern	King	1,436	237	357	15	10	64	296	130
	Pallinup	198	34	43	2	0	6	53	31
	Total	1,634	271	400	17	10	70	349	161
Goldfields	Johnston	327	46	70	1	2	3	39	17
	Lefroy	530	22	208	4	13	18	54	36
	Total	857	68	278	5	15	21	93	53

(Cont'd) - Table 10. Care Recipient Pension or Benefits Status

Region	Subregion	Aged Pension	DVA Pension	Disability Support Pension	Carer Payment (Pension)	Unemployment related benefits	Other Government Pension/ Benefits	No Government Pension/ Benefits	Not stated
Midwest	Carnegie	37	0	15	0	2	4	3	21
	Gascoyne	155	6	48	0	7	23	8	13
	Greenough	908	97	281	7	25	31	220	171
	Total	1,100	103	344	7	34	58	231	205
Southwest	Blackwood	452	37	125	2	2	8	97	53
	Preston	2,603	304	681	21	13	65	286	162
	Vasse	1,043	180	209	6	5	52	174	60
	Total	4,098	521	1,015	29	20	125	557	275
Wheatbelt	Avon	844	85	189	11	2	46	144	64
	Campion	250	30	28	1	0	7	46	31
	Hotham	508	50	129	7	2	22	131	26
	Lakes	66	7	9	0	0	1	25	3
	Moore	261	28	42	2	0	5	57	14
	Total	1,929	200	397	21	4	81	403	138
Kimberley	Fitzroy	154	1	139	7	0	18	6	103
	Ord	119	1	131	5	0	9	1	24
	Total	273	2	270	12	0	27	7	127
Pilbara	De Grey	54	0	27	0	3	2	1	123
	Fortescue	58	1	44	0	2	4	1	65
	Total	112	1	71	0	5	6	2	188
Others	Other	5	0	3	0	0	0	0	13
	Total	5	0	3	0	0	0	0	13
WA TOTAL		44,010	4,418	10,938	456	327	1,673	5,597	3,287
		62.2%	6.2%	15.5%	0.6%	0.5%	2.4%	7.9%	4.6%

Figure 3: Client Pension Status



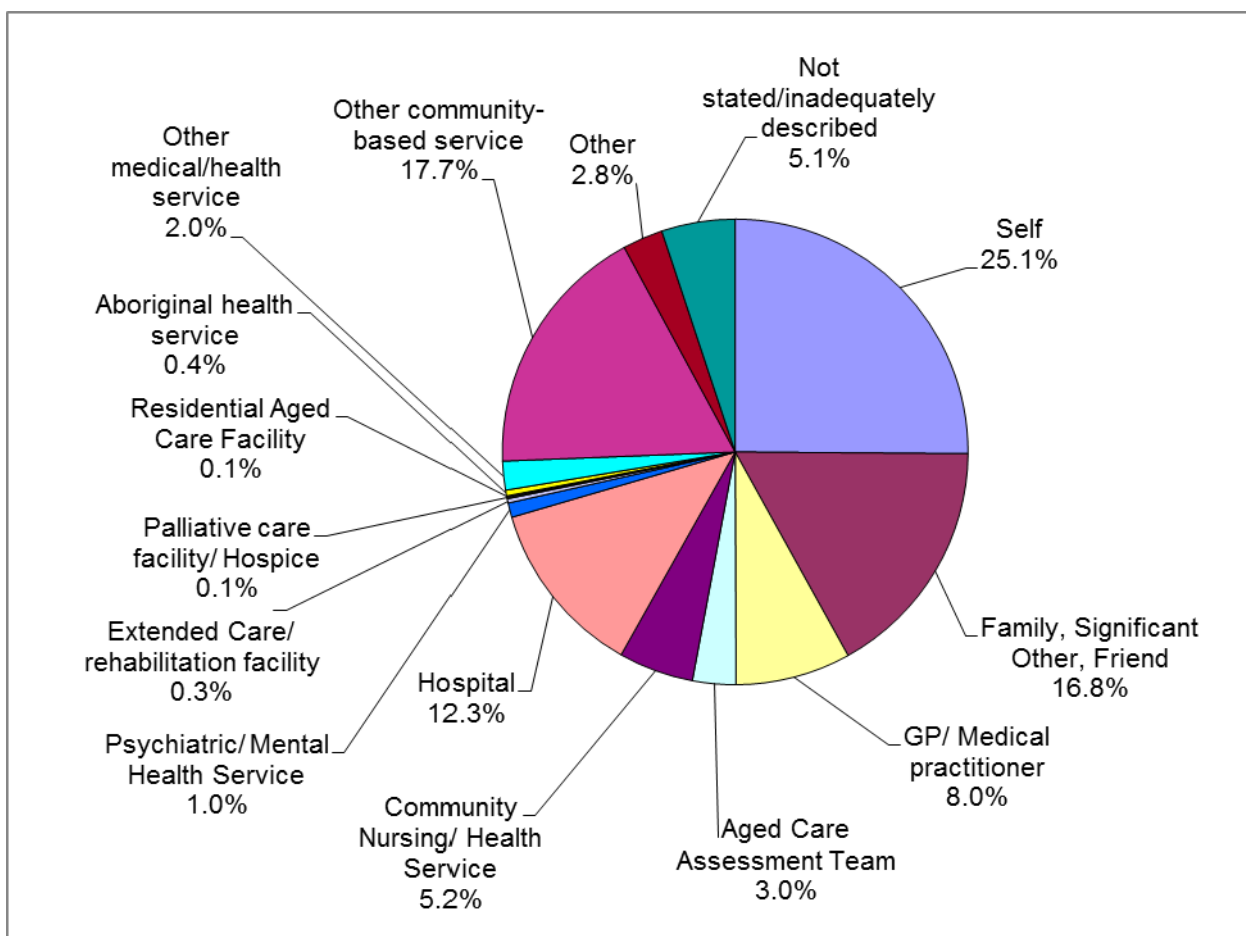
Comment:

Aged pensioners made up **62.2%** of all HACC clients (61.8% in 2010/11).

Those receiving a disability pension comprised **15.5%** (15.5% in 2010/11) of HACC clients with a further **6.2%** (6.8%) being on a veteran's pension. Less than 10% of care recipients received no government pension or benefit (**7.9%** vs. 7.8% last year).

The proportion of 'not stated' responses increased to **4.6%**, from 4.4% in last year's HACC MDS annual report.

Figure 4: Client Referral Source



Comment:

Clients were referred to the WA HACC Program from a range of sources; these included self-referral (25.1%), community-based services (17.7%), family, significant other or friends (16.8%), hospitals (12.3%), general or medical practitioner (8.0%), as well as others shown in Figure 4 above.

(Note: Aggregation of MDS records may have produced inaccurate results - see page 10)

Carer profile

Table 11. Carer Availability

Region	Subregion	Has a Carer		Has no Carer		Not stated	
		Count	%	Count	%	Count	%
East Metro	Central Metro	530	27.4	1,345	69.7	56	2.9
	Inner Metro East	913	27.8	2,298	69.9	78	2.4
	Outer Metro East	1,471	29.1	3,476	68.8	105	2.1
	Total	2,914	28.4	7,119	69.3	239	2.3
North Metro	Inner Metro North	1,913	24.8	5,524	71.5	291	3.8
	Inner Metro NW	327	19.1	1,323	77.2	64	3.7
	Outer Metro North	1,672	29.1	3,887	67.7	180	3.1
	Total	3,912	25.8	10,734	70.7	535	3.5
South East Metro	Inner Metro SE	2,000	25.6	5,519	70.8	280	3.6
	Outer Metro SE	1,420	29.0	3,334	68.1	142	2.9
	Serpentine-Jarrahdale	111	40.2	153	55.4	12	4.3
	Total	3,531	27.2	9,006	69.4	434	3.3
South West Metro	Dale	985	27.2	2,467	68.1	172	4.7
	Inner Metro SW	2,235	30.4	4,908	66.8	203	2.8
	Outer SW	1,253	31.4	2,623	65.7	115	2.9
	Total	4,473	29.9	9,998	66.8	490	3.3
Great Southern	King	805	31.6	1,652	64.9	88	3.5
	Pallinup	55	15.0	282	76.8	30	8.2
	Total	860	29.5	1,934	66.4	118	4.1
Goldfields	Johnston	139	27.5	352	69.7	14	2.8
	Lefroy	220	24.9	622	70.3	43	4.9
	Total	359	25.8	974	70.1	57	4.1
Midwest	Carnegie	6	7.3	55	67.1	21	25.6
	Gascoyne	42	16.2	207	79.6	11	4.2
	Greenough	688	39.5	894	51.4	158	9.1
	Total	736	35.4	1,156	55.5	190	9.1
Southwest	Blackwood	228	29.4	528	68.0	20	2.6
	Preston	1,116	27.0	2,939	71.1	80	1.9
	Vasse	460	26.6	1,227	71.0	42	2.4
	Total	1,804	27.2	4,694	70.7	142	2.1

(Cont'd) - Table 11. Carer Availability

Region	Subregion	Has a Carer		Has no Carer		Not stated	
		Count	%	Count	%	Count	%
Wheatbelt	Avon	392	28.3	942	68.0	51	3.7
	Campion	55	14.0	320	81.4	18	4.6
	Hotham	223	25.5	633	72.3	19	2.2
	Lakes	29	26.1	82	73.9	0	0.0
	Moore	117	28.6	284	69.4	8	2.0
	Total	816	25.7	2,261	71.3	96	3.0
Kimberley	Fitzroy	176	41.1	227	53.0	25	5.8
	Ord	122	42.1	145	50.0	23	7.9
	Total	298	41.5	372	51.8	48	6.7
Pilbara	De Grey	41	19.5	153	72.9	16	7.6
	Fortescue	5	2.9	164	93.7	6	3.4
	Total	46	11.9	317	82.3	22	5.7
Others	Other	3	14.3	9	42.9	9	42.9
	Total	3	14.3	9	42.9	9	42.9
WA TOTAL		19,752	27.9	48,574	68.7	2,380	3.4

Comment:

The proportion of HACC clients who have a carer recorded is **27.9%**, less than last year's report (29.2%). Those with no carer comprised **68.7%** vs. 67.2% in 2010/11.

The 'not stated' cases regarding carer availability decreased to **3.4%** from 3.6% in the previous report.

Table 12. Carers by Carer Age Group

Region	Subregion	Not Stated ¹		0 - 25		26 - 69		70 - 89		90+		TOTAL
		Count	%	Count	%	Count	%	Count	%	Count	%	Count
East Metro	Central Metro	4	0.8	8	1.5	295	55.7	203	38.3	20	3.8	530
	Inner Metro East	48	5.3	15	1.6	449	49.2	374	41.0	27	3	913
	Outer Metro East	1	0.1	44	3.0	776	52.8	604	41.1	46	3.1	1,471
	Total	53	1.8	67	2.3	1,520	52.2	1,181	40.5	93.0	3.2	2,914
North Metro	Inner Metro North	10	0.5	18	0.9	961	50.2	835	43.6	89	4.7	1,913
	Inner Metro NW	1	0.3	4	1.2	174	53.2	123	37.6	25	7.6	327
	Outer Metro North	5	0.3	36	2.2	844	50.5	739	44.2	48	2.9	1,672
	Total	16	0.4	58	1.5	1,979	50.6	1,697	43.4	162	4.1	3,912
South East Metro	Inner Metro SE	8	0.4	46	2.3	1,017	50.8	859	43.0	70	3.5	2,000
	Outer Metro SE	4	0.3	42	3.0	843	59.4	506	35.6	25	1.8	1,420
	Serpentine-Jarrahdale	1	0.9	2	1.8	62	55.9	45	40.5	1	0.9	111
	Total	13	0.4	90	2.5	1,922	54.4	1,410	39.9	96	2.7	3,531
South West Metro	Dale	0	0.0	14	1.4	454	46.1	502	51.0	15	1.5	985
	Inner Metro SW	8	0.4	30	1.3	1,248	55.8	886	39.6	63	2.8	2,235
	Outer Metro SW	6	0.5	24	1.9	617	49.2	573	45.7	33	2.6	1,253
	Total	14	0.3	68	1.5	2,319	51.8	1,961	43.8	111	2.5	4,473
Great Southern	King	2	0.2	13	1.6	437	54.3	334	41.5	19	2.4	805
	Pallinup	0	0.0	0	0.0	24	43.6	31	56.4	0	0	55
	Total	2	0.2	13	1.5	461	53.6	365	42.4	19	2.2	860
Goldfields	Johnston	4	2.9	1	0.7	59	42.4	59	42.4	16	11.5	139
	Lefroy	19	8.6	7	3.2	135	61.4	58	26.4	1	0.5	220
	Total	23	6.4	8	2.2	194	54.0	117	32.6	17	4.7	359
Midwest	Carnegie	3	50.0	0	0.0	2	33.3	1	16.7	0	0	6
	Gascoyne	0	0.0	0	0.0	28	66.7	14	33.3	0	0	42
	Greenough	2	0.3	9	1.3	320	46.5	325	47.2	32	4.7	688
	Total	5	0.7	9	1.2	350	47.6	340	46.2	32	4.3	736

¹ Includes carers with missing *DOB*, *DOB*=1/1/1900 (default for Null) or *DOB* in the future (i.e. >30/6/2012).

(Cont'd) - Table 12. Carers by Carer Age Group

Region	Subregion	Not Stated ¹		0 - 25		26 - 69		70 - 89		90+		TOTAL
		Count	%	Count	%	Count	%	Count	%	Count	%	Count
Southwest	Blackwood	4	1.8	10	4.4	117	51.3	90	39.5	7	3.1	228
	Preston	13	1.2	16	1.4	643	57.6	422	37.8	22	2	1,116
	Vasse	2	0.4	5	1.1	202	43.9	232	50.4	19	4.1	460
	Total	19	1.1	31	1.7	962	53.3	744	41.2	48	2.7	1,804
Wheatbelt	Avon	8	2.0	4	1.0	187	47.7	178	45.4	15	3.8	392
	Campion	0	0.0	2	3.6	27	49.1	25	45.5	1	1.8	55
	Hotham	1	0.4	5	2.2	98	43.9	110	49.3	9	4	223
	Lakes	1	3.4	0	0.0	12	41.4	16	55.2	0	0	29
	Moore	2	1.7	1	0.9	54	46.2	56	47.9	4	3.4	117
	Total	12	1.5	12	1.5	378	46.3	385	47.2	29	3.6	816
Kimberley	Fitzroy	7	4.0	12	6.8	143	81.3	14	8.0	0	0	176
	Ord	11	9.0	4	3.3	100	82.0	7	5.7	0	0	122
	Total	18	6.0	16	5.4	243	81.5	21	7.0	0	0	298
Pilbara	De Grey	4	9.8	1	2.4	30	73.2	6	14.6	0	0	41
	Fortescue	3	60.0	1	20.0	1	20.0	0	0.0	0	0	5
	Total	7	15.2	2	4.3	31	67.4	6	13.0	0	0	46
Others	Other	1	33.3	0	0.0	1	33.3	1	33.3	0	0	3
	Total	1	33.3	0	0.0	1	33.3	1	33.3	0	0	3
WA TOTAL		183	0.9	374	1.9	10,360	52.5	8,228	41.7	607	3.1	19,752

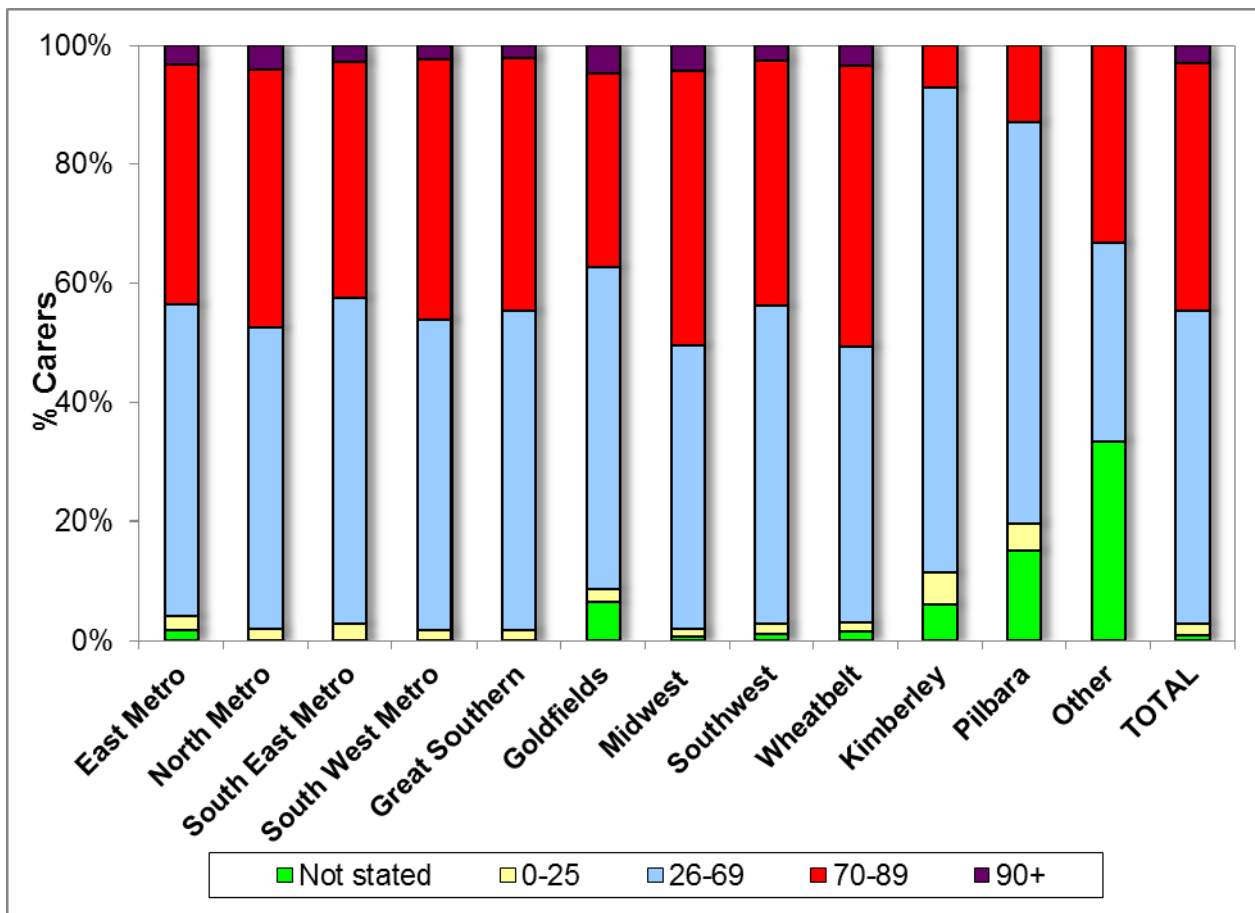
¹ Includes carers with missing *DOB*, *DOB*=1/1/1900 (default for Null) or *DOB* in the future (i.e. >30/6/2012).

Comment:

Most carers belong to the age groups 26-69 years (**52.5%**) and 70-89 years (**41.7%**). These proportions were similar to last year's report (52.9% carers aged 26-69 years and 41.2% aged 70-89 years).

Small percentages of carers were older than 90 years of age (**3.1%** vs. 3.2% in 2010/11) or younger than 25 years (**1.9%** as compared to 1.8% last year).

Figure 5: Proportions of Carers by Age Group & Region



Comment:

As in 2010/11, the Pilbara and Kimberley regions had higher proportions of younger carers (ages 0 – 69).

The Pilbara, Goldfields and Kimberley regions recorded above average numbers of carers with a missing date of birth.

Table 13. Carers Receiving HACC Assistance by Carer Age Group

Subregion	Not Stated ¹		0 - 25		26 - 69		70 - 89		90+		TOTAL	
	Carers	% Rec. HACC	Carers	% Rec. HACC	Carers	% Rec. HACC	Carers	% Rec. HACC	Carers	% Rec. HACC	Carers	% Rec. HACC
Central Metro	4	0.0	8	12.5	295	20.3	203	11.8	20	20.0	530	16.8
Inner Metro East	48	2.1	15	6.7	449	14.5	374	13.4	27	22.2	913	13.5
Outer Metro East	1	0.0	44	4.5	776	19.1	604	12.3	46	13.0	1,471	15.6
East Metro Total	53	1.9	67	6.0	1,520	18.0	1,181	12.5	93	17.2	2,914	15.2
Inner Metro North	10	0.0	18	5.6	961	17.9	835	11.6	89	5.6	1,913	14.4
Inner Metro NW	1	0.0	4	25.0	174	26.4	123	29.3	25	4.0	327	25.7
Outer Metro North	5	0.0	36	25.0	844	22.4	739	18.8	48	14.6	1,672	20.6
North Metro Total	16	0.0	58	19.0	1,979	20.6	1,697	16.0	162	8.0	3,912	18.0
Inner Metro SE	8	0.0	46	17.4	1,017	22.8	859	15.4	70	10.0	2,000	19.0
Outer Metro SE	4	25.0	42	26.2	843	32.9	506	19.8	25	12.0	1,420	27.6
Serpentine-Jarrahdale	1	0.0	2	0.0	62	24.2	45	22.2	1	0.0	111	22.5
SE Metro Total	13	7.7	90	21.1	1,922	27.3	1,410	17.2	96	10.4	3,531	22.5
Dale	0	0.0	14	7.1	454	15.0	502	14.3	15	20.0	985	14.6
Inner Metro SW	8	0.0	30	33.3	1,248	16.7	886	9.9	63	9.5	2,235	14.0
Outer Metro SW	6	0.0	24	20.8	617	28.4	573	19.9	33	12.1	1,253	23.8
SW Metro Total	14	0.0	68	23.5	2,319	19.4	1,961	14.0	111	11.7	4,473	16.9
King	2	0.0	13	15.4	437	29.5	334	29.3	19	21.1	805	28.9
Pallinup	0	0.0	0	0.0	24	25.0	31	67.7	0	0.0	55	49.1
Great Southern Total	2	0.0	13	15.4	461	29.3	365	32.6	19	21.1	860	30.2
Johnston	4	0.0	1	100.0	59	42.4	59	18.6	16	18.8	139	28.8
Lefroy	19	0.0	7	28.6	135	3.7	58	6.9	1	0.0	220	5.0
Goldfields Total	23	0.0	8	37.5	194	15.5	117	12.8	17	17.6	359	14.2
Carnegie	3	0.0	0	0.0	2	0.0	1	0.0	0	0.0	6	0.0
Gascoyne	0	0.0	0	0.0	28	7.1	14	21.4	0	0.0	42	11.9
Greenough	2	0.0	9	0.0	320	7.2	325	10.2	32	3.1	688	8.3
Midwest Total	5	0.0	9	0.0	350	7.1	340	10.6	32	3.1	736	8.4

(Cont'd) - Table 13. Carers Receiving HACC Assistance by Carer Age Group

Subregion	Not Stated ¹		0 - 25		26 - 69		70 - 89		90+		TOTAL	
	Carers	% Rec. HACC	Carers	% Rec. HACC	Carers	% Rec. HACC	Carers	% Rec. HACC	Carers	% Rec. HACC	Carers	% Rec. HACC
Blackwood	4	0.0	10	0.0	117	2.6	90	2.2	7	0.0	228	2.2
Preston	13	7.7	16	12.5	643	14.2	422	14.9	22	22.7	1,116	14.5
Vasse	2	0.0	5	0.0	202	4.0	232	5.6	19	5.3	460	4.8
Southwest Total	19	5.3	31	6.5	962	10.6	744	10.5	48	12.5	1,804	10.5
Avon	8	0.0	4	25.0	187	25.1	178	7.3	15	0.0	392	15.6
Campion	0	0.0	2	0.0	27	3.7	25	8.0	1	100.0	55	7.3
Hotham	1	0.0	5	0.0	98	7.1	110	17.3	9	11.1	223	12.1
Lakes	1	0.0	0	0.0	12	8.3	16	6.3	0	0.0	29	6.9
Moore	2	0.0	1	0.0	54	18.5	56	30.4	4	0.0	117	23.1
Wheatbelt Total	12	0.0	12	8.3	378	17.5	385	13.5	29	6.9	816	14.8
Fitzroy	7	14.3	12	8.3	143	10.5	14	14.3	0	0.0	176	10.8
Ord	11	0.0	4	0.0	100	15.0	7	57.1	0	0.0	122	15.6
Kimberley Total	18	5.6	16	6.3	243	12.3	21	28.6	0	0.0	298	12.8
De Grey	4	0.0	1	0.0	30	3.3	6	0.0	0	0.0	41	2.4
Fortescue	3	33.3	1	0.0	1	100.0	0	0.0	0	0.0	5	40.0
Pilbara Total	7	14.3	2	0.0	31	6.5	6	0.0	0	0.0	46	6.5
Other	1	0.0	0	0.0	1	100.0	1	100.0	0	0.0	3	66.7
Others Total	1	0.0	0	0.0	1	100.0	1	100.0	0	0.0	3	66.7
WA TOTAL	183	2.7	374	15.8	10,360	19.7	8,228	15.1	607	11.2	19,752	17.3

¹ Includes carers with missing DOB, DOB=1/1/1900 (default for Null) or DOB in the future (i.e. >30/6/2011).

Comment:

The proportion of carers receiving HACC assistance was the highest amongst the 26-69 age group (**19.7%**), followed by the 0-25 age group with **15.8%** and the 70-89 age group with **15.1%** receiving HACC assistance. Compared to the 2010/11 HACC MDS annual report, the proportions of carers receiving HACC assistance was generally lower across all known age groups.

Table 14. Carers Recorded and Percentage Receiving HACC Assistance by Gender

Region	Subregion	Male		Female		Not stated	
		Carers	% Rec. HACC ¹	Carers	% Rec. HACC ¹	Carers	% Rec. HACC ¹
East Metro	Central Metro	192	12.5	335	19.4	3	0.0
	Inner Metro East	335	9.0	565	16.3	13	7.7
	Outer Metro East	544	11.6	919	18.0	8	25.0
	Total	1,071	10.9	1,819	17.7	24	12.5
North Metro	Inner Metro North	641	11.4	1,257	16.0	15	6.7
	Inner Metro North West	106	18.9	219	29.2	2	0.0
	Outer Metro North	585	16.1	1,076	23.1	11	9.1
	Total	1,332	14.0	2,552	20.1	28	7.1
South East Metro	Inner Metro South East	718	13.9	1,272	21.9	10	0.0
	Outer Metro South East	534	18.5	884	33.1	2	0.0
	Serpentine-Jarrahdale	33	6.1	77	29.9	1	0.0
	Total	1,285	15.6	2,233	26.6	13	0.0
South West Metro	Dale	380	9.7	603	17.7	2	0.0
	Inner Metro South West	708	12.0	1,515	15.0	12	0.0
	Outer Metro South West	447	21.3	799	25.2	7	28.6
	Total	1,535	14.1	2,917	18.3	21	9.5
Great Southern	King	306	23.5	498	32.3	1	0.0
	Pallinup	17	35.3	38	55.3	0	0.0
	Total	323	24.1	536	34.0	1	0.0
Goldfields	Johnston	42	28.6	93	30.1	4	0.0
	Lefroy	70	1.4	131	7.6	19	0.0
	Total	112	11.6	224	17.0	23	0.0
Midwest	Carnegie	0	0.0	3	0.0	3	0.0
	Gascoyne	14	14.3	28	10.7	0	0.0
	Greenough	256	9.8	431	7.4	1	0.0
	Total	270	10.0	462	7.6	4	0.0
Southwest	Blackwood	84	1.2	140	2.9	4	0.0
	Preston	367	10.6	738	16.7	11	0.0
	Vasse	178	2.8	281	6.0	1	0.0
	Total	629	7.2	1,159	12.4	16	0.0
Wheatbelt	Avon	157	9.6	231	19.9	4	0.0
	Campion	17	5.9	38	7.9	0	0.0
	Hotham	94	8.5	128	14.8	1	0.0
	Lakes	11	0.0	17	11.8	1	0.0
	Moore	42	7.1	73	32.9	2	0.0
	Total	321	8.4	487	19.3	8	0.0
Kimberley	Fitzroy	40	12.5	129	10.1	7	14.3
	Ord	25	16.0	86	17.4	11	0.0
	Total	65	13.8	215	13.0	18	5.6

(Cont'd) - Table 14. Carers Recorded and Percentage Receiving HACC Assistance by Gender

Region	Subregion	Male		Female		Not stated	
		Carers	% Rec. HACC ¹	Carers	% Rec. HACC ¹	Carers	% Rec. HACC ¹
Pilbara	De Grey	4	0.0	34	2.9	3	0.0
	Fortescue	1	0.0	3	66.7	1	0.0
	Total	5	0.0	37	8.1	4	0.0
Others	Other	0	0.0	2	100.0	1	0.0
	Total	0	0.0	2	100.0	1	0.0
WA TOTAL		6,948	13.3	12,643	19.7	161	5.0

¹ These refer to the percentage of carers receiving carer specific services not the percentage of carers per se

Comment:

Again this year, there are more female than male carers (**12,643** females vs. **6,948** males). These figures were 13,160 females and 6,906 males in 2010/11.

Proportionally more female carers were receiving carer specific services (**19.7%** females and **13.3%** males). These percentages were 21.7% and 15.3% respectively in the previous annual report.

HACC Assistance

HACC Assistance Types

Table 15. Number of Clients Receiving Various Types of Assistance

Region/ Subregion	AH	A	CBDC	CCC	C_CR	C_C	DA	LS	G&E	HMA	HMO	M	N	OFS	PC	RC	SS	T
Central Metro	167	938	317	152	408	54	866	0	88	234	11	269	202	4	217	52	520	455
Inner Metro East	181	1,527	556	226	1,297	70	1,408	0	149	852	32	302	265	58	303	79	835	963
Outer Metro East	333	2,349	830	292	1,990	112	1,908	0	211	1,009	36	197	451	51	470	172	827	1,669
East Metro Total	681	4,814	1,703	670	3,695	236	4,182	0	448	2,095	79	768	918	113	990	303	2,182	3,087
Inner Metro North	734	4,074	1,285	297	834	100	3,506	0	220	1,010	24	827	835	8	713	221	1,587	1,921
Inner Metro North West	192	899	292	71	453	51	686	0	66	245	5	292	211	25	180	48	507	411
Outer Metro North	523	3,063	636	233	648	185	2,667	0	154	758	30	311	587	38	549	215	880	1,464
North Metro Total	1,449	8,036	2,213	601	1,935	336	6,859	0	440	2,013	59	1,430	1,633	71	1,442	484	2,974	3,796
Inner Metro South East	486	3,514	1,144	495	1,734	248	3,304	0	485	1,958	62	919	715	81	702	218	1,349	2,256
Outer Metro South East	442	2,371	623	273	1,375	306	1,811	0	257	1,129	59	254	386	50	437	217	1,028	1,490
Serpentine-Jarrahdale	32	132	58	14	121	18	109	0	15	50	4	7	26	1	34	12	38	92
South East Metro Total	960	6,017	1,825	782	3,230	572	5,224	0	757	3,137	125	1,180	1,127	132	1,173	447	2,415	3,838
Dale	199	1,643	327	446	322	79	1,632	0	264	615	5	377	354	2	345	89	643	518
Inner Metro South West	581	2,636	1,000	856	709	116	3,250	0	355	1,824	22	414	662	138	626	245	1,188	1,951
Outer Metro South West	235	1,970	367	540	907	251	1,779	0	213	988	18	424	426	48	344	140	542	958
South West Metro Total	1,015	6,249	1,694	1,842	1,938	446	6,661	0	832	3,427	45	1,215	1,442	188	1,315	474	2,373	3,427
King	370	1,589	382	1,162	181	219	1,073	0	153	701	0	495	587	11	277	41	424	443
Pallinup	1	209	139	242	24	26	158	0	38	148	0	33	52	0	49	8	38	117
Great Southern Total	371	1,798	521	1,404	205	245	1,231	0	191	849	0	528	639	11	326	49	462	560
Johnston	62	233	159	250	355	43	254	2	26	187	0	180	158	0	68	2	146	224
Lefroy	13	327	195	397	217	7	394	3	17	237	3	285	128	1	205	4	434	346
Goldfields Total	75	560	354	647	572	50	648	5	43	424	3	465	286	1	273	6	580	570

(Cont'd) - Table 15. Number of Clients Receiving Various Types of Assistance

Region/ Subregion	AH	A	CBDC	CCC	C_CR	C_C	DA	LS	G&E	HMA	HMO	M	N	OFS	PC	RC	SS	T
Carnegie	0	24	32	14	1	0	18	0	19	14	0	54	14	0	18	0	26	39
Gascoyne	6	131	63	119	21	0	125	0	14	76	0	16	105	0	37	5	91	54
Greenough	143	795	339	683	352	49	611	1	238	164	1	221	497	4	181	16	259	456
Midwest Total	149	950	434	816	374	49	754	1	271	254	1	291	616	4	236	21	376	549
Blackwood	10	387	266	378	48	2	335	0	32	235	0	143	129	8	90	4	259	310
Preston	171	2,517	802	873	892	143	1,569	0	201	1,527	47	635	488	21	282	39	1,194	1,389
Vasse	145	1,107	201	498	135	3	769	0	64	424	1	425	275	7	198	21	303	549
Southwest Total	326	4,011	1,269	1,749	1,075	148	2,673	0	297	2,186	48	1,203	892	36	570	64	1,756	2,248
Avon	12	621	329	257	191	16	581	4	75	596	3	266	271	2	126	52	407	477
Campion	0	213	108	82	14	2	189	1	28	149	0	151	122	0	21	2	88	96
Hotham	1	571	354	206	15	16	382	1	44	376	1	111	172	9	115	15	325	314
Lakes	0	66	63	4	54	1	56	0	2	43	0	19	36	0	26	1	46	53
Moore	44	247	104	66	24	19	188	1	17	124	1	22	124	5	34	16	73	71
Wheatbelt Total	57	1,718	958	615	298	54	1,396	7	166	1,288	5	569	725	16	322	86	939	1,011
Fitzroy	54	153	206	256	62	13	210	0	27	55	3	242	92	0	95	7	230	225
Ord	11	137	120	199	119	20	137	0	24	50	0	198	59	0	94	0	178	161
Kimberley Total	65	290	326	455	181	33	347	0	51	105	3	440	151	0	189	7	408	386
De Grey	2	61	110	74	28	0	126	2	14	37	2	140	13	0	72	1	86	111
Fortescue	1	60	72	83	58	1	78	4	10	21	5	98	44	0	39	4	91	73
Pilbara Total	3	121	182	157	86	1	204	6	24	58	7	238	57	0	111	5	177	184
Others	1	4	1	3	1	1	4	0	8	0	0	5	0	0	3	1	3	2
Others Total	1	4	1	3	1	1	4	0	8	0	0	5	0	0	3	1	3	2
WA TOTAL	5,152	34,568	11,480	9,741	13,590	2,171	30,183	19	3,528	15,836	375	8,332	8,486	572	6,950	1,947	14,645	19,658

AH – Allied Health

A – Assessment

CBDC – Centre-Based Day Care

CCC – Client Care Coordination

C_CR – Counselling for Care Recipients

C_C – Counselling for Carers

DA – Domestic Assistance

LS – Linen service

G&E – Goods & Equipment

HMA – Home Maintenance

HMO – Home Modification

M – Meals

N – Nursing

OFS – Other Food Services

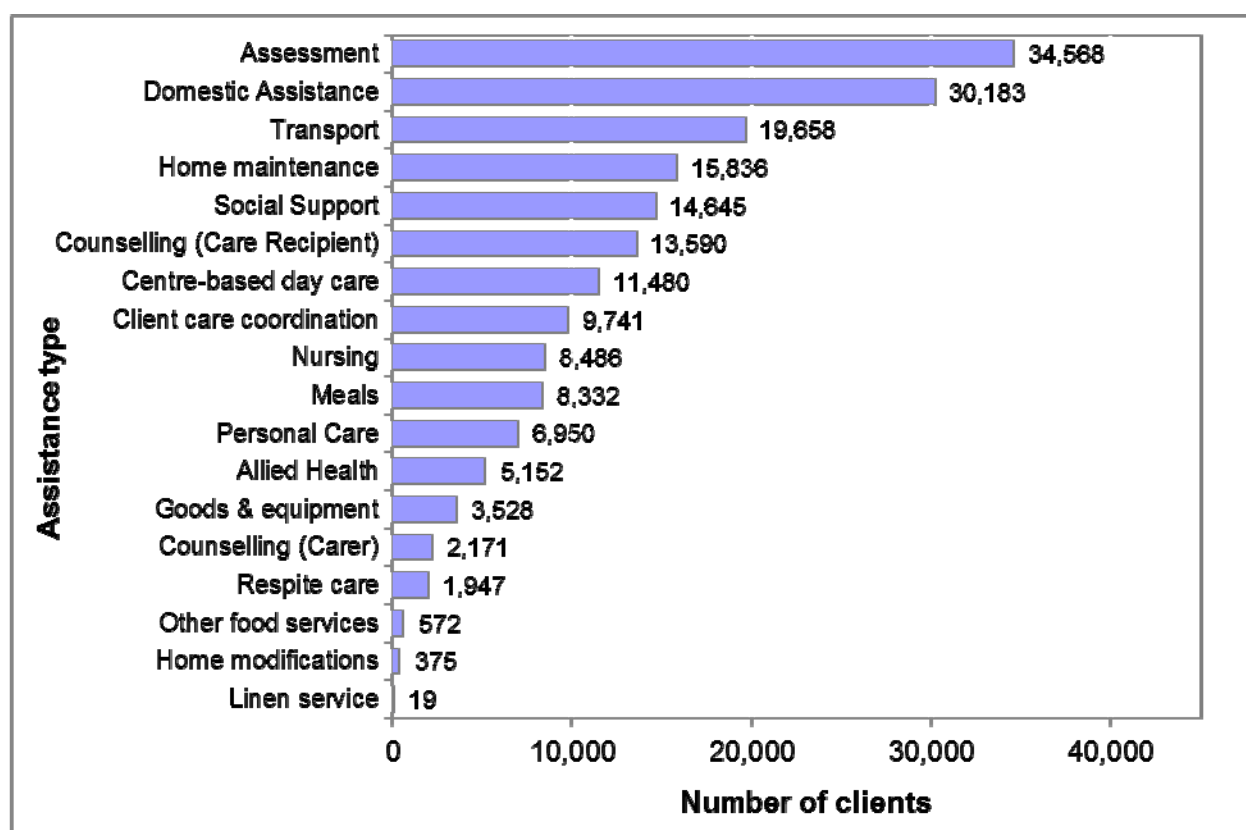
PC – Personal Care

RC – Respite Care

SS – Social Support

T – Transport

Figure 6: Number of Clients Receiving Various Types of Assistance



Comment:

In this financial year, **34,568** clients had assessment volumes recorded across WA, a reduction of **9.2%** from 2010/11. This noticeable decrease in assessment numbers occurred despite a **4%** increase in the number of new clients (Table 2).

Likewise, there was also a considerable drop in the number of clients receiving client care coordination; **9,741** compared to 15,575 in 2010/11 (**-37.5%**).

These reductions are most likely attributable to the introduction of the WA Assessment Framework in early 2011.

The most frequent HACC service in the 2011/12 reporting period was Domestic assistance (**30,183** clients, **+4.7%** from 2010/11) followed by Transport (**19,658** clients, **+0.8%**), Home maintenance (**15,836** clients, **+0.4%**), Social support (**14,645** clients, **+10.7%**), Counselling, support, information and advocacy for care recipient (**13,590** clients, **+6.9%**), Centre-based day care (**11,480** clients, **-5.7%**), Nursing care (**8,486** clients, **no change**) and Meals (**8,332** clients, **-13.2%**).

Other assistance types included Personal care (**6,950** clients, **+6.1%**), Allied health (**5,152** clients, **+22.2%**), provision of goods and equipment (**3,528** clients, **+1.7%**), Counselling, support, information and advocacy for carer (**2,171** clients, **-17.7%**) and Respite care (**1,947** clients, **-9.3%**).

The assistance types recording the lowest number of clients were Linen service, Home modification and Other food services with **19**, **375** and **572** clients respectively (30, 185 and 269 clients in 2010/11).

Table 16. Average Volume of Types of Assistance Received¹

Region/ Subregion	AH	A	CBDC	CCC	C_CR	C_C	DA	LS	G&E	HMA	HMO	M	N	OFS	PC	RC	SS	T
	Hrs	Hrs	Hrs	Hrs	Hrs	Hrs	Hrs	Qty	Qty	Hrs	Cost (\$)	Qty	Hrs	Hrs	Hrs	Hrs	Hrs	Qty
Central Metro	6.8	4.2	172.8	1.4	4.6	4.9	34.3	0.0	1.4	16.4	1571.8	120.5	27.9	21.0	67.3	88.5	47.6	53.9
Inner Metro East	8.7	4.2	102.7	1.3	4.8	14.4	29.2	0.0	1.4	12.5	1755.1	98.2	19.7	24.5	55.3	46.2	59.8	44.0
Outer Metro East	7.8	4.2	148.1	1.3	3.5	12.2	31.0	0.0	1.4	13.9	1919.7	135.1	22.7	35.7	51.6	64.5	67.7	46.8
East Metro Total	7.8	4.2	137.9	1.3	4.1	11.2	31.1	0.0	1.4	13.6	1804.6	115.5	22.9	29.5	56.2	63.8	59.9	47.0
Inner Metro North	8.2	3.3	152.9	1.3	5.7	10.2	32.5	0.0	1.3	17.8	1662.0	135.6	23.2	20.8	68.3	77.5	41.4	42.2
Inner Metro North West	6.8	3.3	157.0	1.6	4.4	5.7	31.1	0.0	1.4	14.8	2353.0	110.4	27.8	14.1	61.4	83.4	47.3	53.5
Outer Metro North	7.7	3.4	224.4	1.5	4.4	8.5	32.3	0.0	1.4	21.7	1741.3	118.7	21.9	30.1	52.7	72.4	48.1	38.3
North Metro Total	7.9	3.3	174.0	1.4	4.9	8.6	32.3	0.0	1.4	18.9	1760.8	126.8	23.3	23.4	61.5	75.8	44.4	41.9
Inner Metro South East	9.4	4.2	171.8	1.4	3.6	13.7	31.0	0.0	1.4	13.6	2250.5	90.6	24.3	6.4	56.7	84.6	50.5	42.8
Outer Metro South East	7.2	3.6	180.2	1.3	4.4	7.0	31.6	0.0	1.3	15.0	1942.4	121.3	22.1	4.5	64.8	96.5	38.0	46.6
Serpentine-Jarrahdale	7.9	3.7	219.2	1.3	5.1	7.0	34.6	0.0	1.3	12.8	1794.5	121.9	13.0	1.0	56.1	138.3	33.1	68.8
SE Metro Total	8.3	3.9	176.2	1.3	4.0	9.9	31.3	0.0	1.4	14.1	2090.5	97.4	23.3	5.6	59.7	91.8	44.9	44.9
Dale	11.3	4.1	250.3	1.3	2.9	8.0	27.9	0.0	1.2	13.0	1260.0	91.3	22.1	22.5	44.7	100.2	39.9	66.9
Inner Metro SW	10.7	4.4	205.5	1.5	4.6	12.2	32.5	0.0	1.4	14.6	1810.2	122.6	23.7	9.1	56.2	68.1	51.1	56.6
Outer Metro SW	9.7	4.5	223.4	1.3	2.8	4.4	30.9	0.0	1.4	15.5	1326.8	89.5	23.6	24.3	57.4	93.7	46.5	47.3
SW Metro Total	10.6	4.3	218.0	1.4	3.5	7.1	31.0	0.0	1.3	14.6	1555.7	101.3	23.3	13.1	53.5	81.7	47.0	55.5
King	7.5	2.5	165.0	2.9	5.1	8.0	26.3	0.0	1.2	13.2	0.0	61.9	17.6	12.5	33.4	58.7	50.0	55.7
Pallinup	3.0	2.6	71.4	6.7	1.9	8.7	23.9	0.0	1.3	14.3	0.0	113.0	13.6	0.0	22.1	39.1	13.0	31.4
Great Southern Total	7.5	2.5	140.0	3.6	4.7	8.0	26.0	0.0	1.3	13.4	0.0	65.1	17.3	12.5	31.7	55.5	47.0	50.6
Johnston	2.8	2.1	121.8	2.7	3.6	11.4	23.9	2.0	1.2	12.1	0.0	69.4	8.0	0.0	38.9	23.5	54.6	56.8
Lefroy	2.2	2.9	158.0	3.1	4.6	3.1	28.5	27.7	1.2	21.7	14.3	122.3	20.8	1.0	36.4	121.5	23.5	65.5
Goldfields Total	2.7	2.6	141.7	3.0	4.0	10.2	26.7	17.4	1.2	17.5	14.3	101.9	13.8	1.0	37.1	88.8	31.4	62.1
Carnegie	0.0	1.4	213.9	2.9	5.0	0.0	46.6	0.0	1.2	9.8	0.0	118.0	11.5	0.0	26.2	0.0	38.4	114.5
Gascoyne	4.0	2.5	40.2	3.5	2.8	0.0	32.0	0.0	1.0	9.9	0.0	150.2	16.5	0.0	42.2	49.6	10.5	62.0
Greenough	4.9	3.1	128.1	3.5	3.5	2.2	25.0	4.0	1.4	7.2	1.0	97.1	11.4	28.0	28.6	74.8	37.1	55.0
Midwest Total	4.9	3.0	121.6	3.5	3.4	2.2	26.6	4.0	1.4	8.1	1.0	103.9	12.2	28.0	30.6	68.8	30.8	59.9

(Cont'd) - Table 16. Average Volume of Types of Assistance Received¹

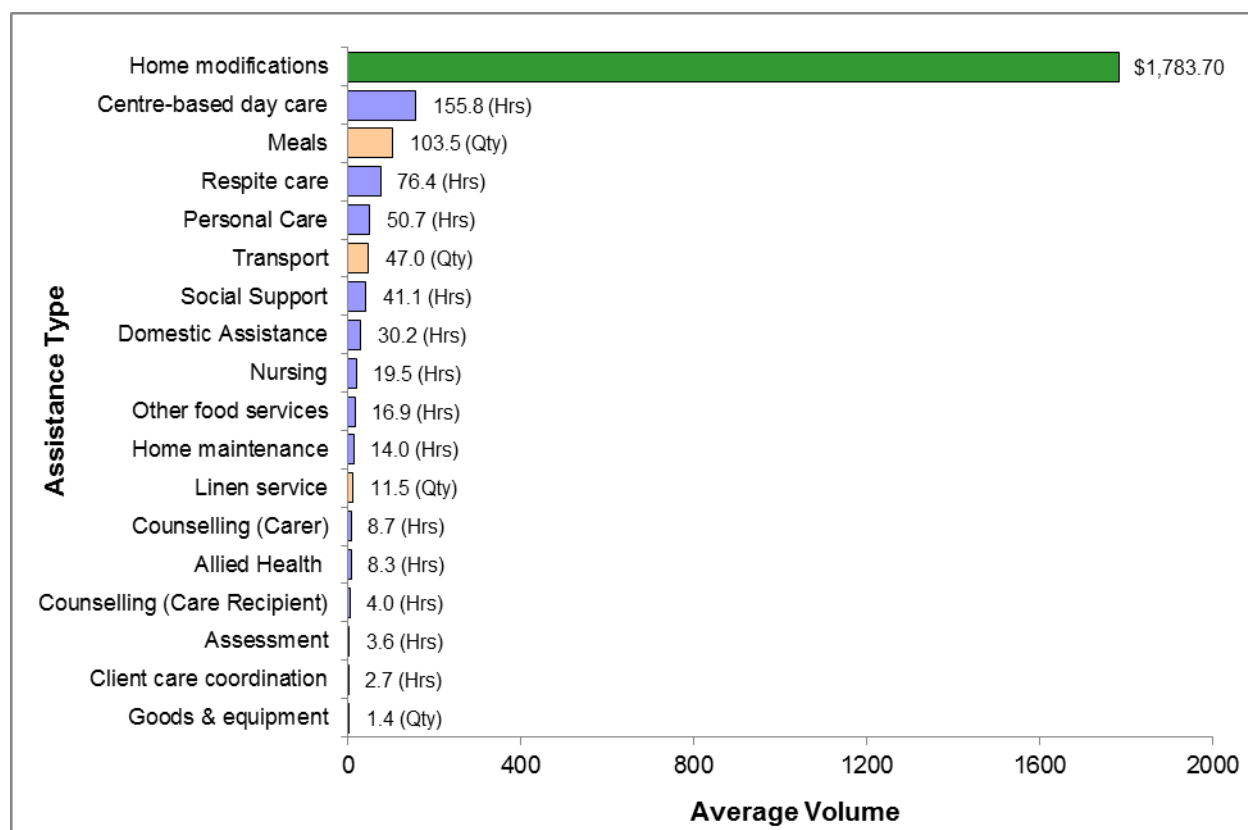
Region/ Subregion	AH	A	CBDC	CCC	C_CR	C_C	DA	LS	G&E	HMA	HMO	M	N	OFS	PC	RC	SS	T
	Hrs	Hrs	Hrs	Hrs	Hrs	Hrs	Hrs	Qty	Qty	Hrs	Cost (\$)	Qty	Hrs	Hrs	Hrs	Hrs	Hrs	Qty
Blackwood	4.5	2.6	82.9	3.0	6.2	1.5	31.7	0.0	1.2	13.7	0.0	86.5	14.8	15.1	39.9	40.5	16.3	25.1
Preston	13.4	3.5	130.7	2.3	3.5	8.4	26.2	0.0	1.4	11.6	1839.9	65.4	17.9	16.1	42.5	46.3	20.2	45.8
Vasse	4.8	2.6	147.8	2.1	7.1	18.0	26.2	0.0	1.4	12.3	4296.0	93.0	12.6	54.9	30.6	38.8	33.8	34.9
Southwest Total	9.3	3.2	123.4	2.4	4.1	8.5	26.9	0.0	1.4	12.0	1891.0	77.7	15.8	23.4	37.9	43.5	22.0	40.3
Avon	3.3	3.3	97.2	3.5	2.6	14.9	21.9	4.3	1.4	12.1	28.7	105.7	11.7	1.5	26.7	61.7	17.6	37.6
Campion	0.0	2.4	115.6	4.5	3.5	2.5	20.7	3.0	1.2	8.0	0.0	91.5	6.7	0.0	35.1	11.5	14.6	16.4
Hotham	9.0	3.5	80.4	3.2	3.8	7.3	27.5	2.0	1.4	7.6	3.0	112.9	11.7	12.0	36.7	19.7	15.9	27.6
Lakes	0.0	1.9	53.0	1.5	1.7	2.0	32.5	0.0	1.0	7.2	0.0	96.7	3.4	0.0	5.3	4.0	15.9	19.6
Moore	4.0	3.1	109.2	1.8	3.9	19.1	34.6	10.0	1.4	12.8	3.0	87.3	9.4	53.0	47.6	89.6	37.1	38.6
Wheatbelt Total	4.0	3.2	91.5	3.3	2.6	13.4	25.4	4.6	1.4	10.2	18.4	102.3	10.1	23.5	31.3	57.7	18.2	31.6
Fitzroy	1.1	2.0	86.5	10.1	2.9	1.5	19.0	0.0	1.1	7.1	18.0	152.9	17.6	0.0	39.5	49.4	19.2	47.7
Ord	2.7	2.1	108.4	4.4	2.7	4.0	23.1	0.0	1.3	5.9	0.0	126.5	8.3	0.0	15.5	0.0	12.5	62.4
Kimberley Total	1.4	2.0	94.6	7.6	2.8	3.0	20.6	0.0	1.2	6.5	18.0	141.0	14.0	0.0	27.6	49.4	16.2	53.8
De Grey	3.0	2.0	173.5	11.6	13.3	0.0	37.3	41.5	1.1	4.1	47.0	119.0	29.2	0.0	28.4	3.0	24.6	91.9
Fortescue	2.0	4.7	111.1	4.0	3.8	1.0	22.1	3.0	1.3	13.5	14.2	117.7	6.3	0.0	31.5	23.5	38.2	101.9
Pilbara Total	2.7	3.3	148.8	7.6	6.9	1.0	31.5	15.8	1.2	7.5	23.6	118.4	11.5	0.0	29.5	19.4	31.6	95.8
Others	13.0	6.8	330.0	203.0	1.0	3.0	31.5	0.0	1.3	0.0	0.0	118.4	0.0	0.0	11.3	43.0	1.7	84.0
Others Total	13.0	6.8	330.0	203.0	1.0	3.0	31.5	0.0	1.3	0.0	0.0	118.4	0.0	0.0	11.3	43.0	1.7	84.0
WA TOTAL	8.3	3.6	155.8	2.7	4.0	8.7	30.2	11.5	1.4	14.0	1783.7	103.5	19.5	16.9	50.7	76.4	41.1	47.0

¹ Average calculated for clients receiving the service not all clients

AH – Allied Health **C_CR** – Counselling for Care Recipients **G&E** – Goods & Equipment **N** – Nursing **SS** – Social Support
A – Assessment **C_C** – Counselling for Carers **HMA** – Home Maintenance **OFS** – Other Food Services **T** – Transport
CBDC – Centre-Based Day Care **DA** – Domestic Assistance **HMO** – Home Modification **PC** – Personal Care
CCC – Client Care Coordination **LS** – Linen service **M** – Meals **RC** – Respite Care

Indicates sub-regions with the highest average volume for each assistance type (excludes 'Others').

Figure 7: Average volume of Types of Assistance Received¹



N.B.: Volumes for 'Allied health', 'Assessment', 'Centre-based day care', 'Client care coordination', 'Counselling – Care Recipient & Carers', 'Domestic assistance', 'Home maintenance', 'Other food services', 'Personal Care', 'Respite Care' and 'Social Support' are recorded in hours.

*Volumes for 'Meals', 'Linen service', 'Transport' and 'Provision of goods and equipment' are recorded as **quantity**. Volume for 'Home modification' recorded as **cost in dollars**.*

¹ Average calculated for clients receiving the service not all clients

Comment:

The highest volume by hours of service provided to clients was for Centre-based day care. HACC clients who received Centre-based day care for one or more quarters received an average of **155.8** hours over the year, an increase from 151.6 hours last year. The next highest average volumes per client were **76.4** hours for Respite care (84.2 hours in 2010/11), followed by **50.7** hours for Personal care (49.5 hours in 2010/11), **41.1** hours for Social support (40.7 hours in 2010/11) and **30.2** hours for Domestic assistance (29.4 hours in 2010/11). The order of ranking by 'highest volumes by hours of service' this year is similar to the 2010/11 HACC MDS Annual Report. In actual average volume by hours there were increases for most service types except for Respite care, Other food services and Client care coordination.

For those services measured as quantities, the highest average volumes provided were, **103.5** Meals (compared to 96.9 in 2010/11), **47.0** trips for transport (49.0 in 2010/11) and **11.5** units for Linen services (10.8 in 2010/11). The ranking was again consistent with the 2010/11 HACC MDS Annual Report.

For Home modification, which is recorded in cost, the average cost per HACC client who received this assistance type was **\$1,783.70**. This was 36.4% lower than the average cost in 2010/11 (\$2,805).

Table 17. Number of Different Assistance Types Received by Clients (% by Region)

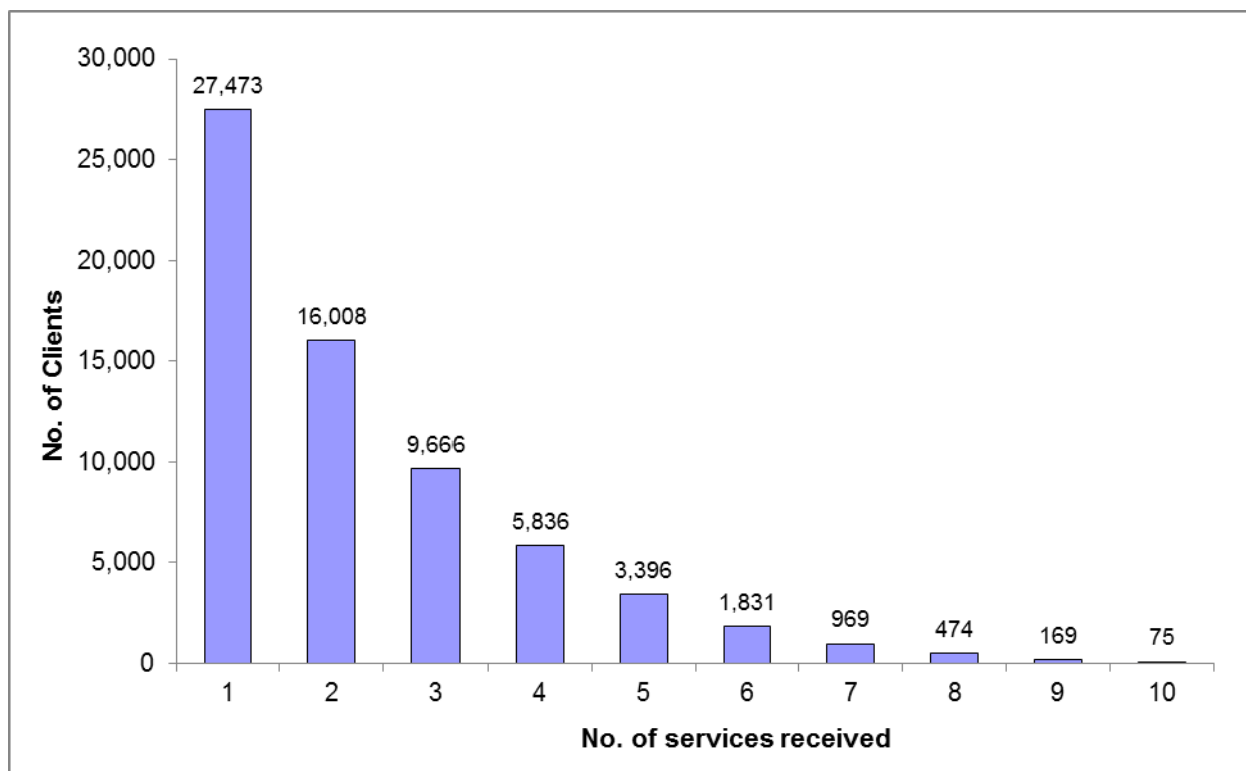
Region/ Subregion	1	2	3	4	5	6	7	8	9	10+	Total (Count)
Central Metro	43.4	24.9	12.7	10.1	5.1	2.1	1.1	0.5	0.1	0.1	1,799
Inner Metro East	36.2	25.2	16.4	10.5	6.1	3.2	1.4	0.8	0.2	0.1	3,086
Outer Metro East	38.5	26.2	17.8	8.9	5.3	2.1	0.8	0.3	0.1	0.0	4,630
East Metro Total	38.7	25.6	16.4	9.6	5.5	2.5	1.1	0.5	0.1	0.1	9,515
Inner Metro North	48.8	25.5	13.1	6.7	3.8	1.3	0.6	0.2	0.1	0.0	7,113
Inner Metro NW	36.8	27.7	16.6	9.2	6.1	2.1	1.1	0.1	0.1	0.1	1,602
Outer Metro North	52.7	24.3	12.3	6.6	2.6	0.9	0.5	0.1	0.0	0.0	5,280
North Metro Total	48.9	25.3	13.2	7.0	3.6	1.3	0.6	0.1	0.1	0.0	13,995
Inner Metro SE	43.7	23.5	15.1	8.8	4.8	2.4	1.2	0.4	0.1	0.0	7,253
Outer Metro SE	41.3	23.9	14.4	9.5	5.0	3.5	1.3	0.6	0.3	0.1	4,325
Serpentine-Jarrahdale	35.3	25.0	15.9	10.3	7.1	4.8	0.8	0.8	0.0	0.0	252
SE Metro Total	42.6	23.7	14.9	9.1	4.9	2.9	1.2	0.5	0.2	0.1	11,830
Dale	51.3	26.1	12.4	6.2	2.7	1.0	0.2	0.1	0.1	0.0	3,318
Inner Metro SW	47.0	25.9	13.6	7.8	3.3	1.8	0.4	0.2	0.1	0.0	6,868
Outer Metro SW	44.9	23.3	14.2	8.1	4.4	2.7	1.6	0.7	0.2	0.1	3,664
SW Metro Total	47.5	25.3	13.5	7.5	3.5	1.8	0.7	0.3	0.1	0.0	13,850
King	33.9	25.0	15.4	9.1	7.5	4.0	2.6	1.4	0.7	0.5	2,430
Pallinup	26.0	24.0	19.7	11.5	9.0	4.1	2.7	1.9	0.8	0.3	366
Great Southern Total	32.9	24.9	16.0	9.4	7.7	4.0	2.6	1.5	0.8	0.4	2,796
Johnston	13.1	14.3	16.5	15.9	12.7	8.4	7.2	6.8	2.4	2.6	502
Lefroy	25.4	21.4	13.3	10.6	8.9	11.3	6.5	1.9	0.6	0.0	877
Goldfields Total	21.0	18.9	14.5	12.5	10.3	10.2	6.7	3.7	1.2	0.9	1,379
Carnegie	43.2	14.8	8.6	8.6	3.7	6.2	4.9	4.9	4.9	0.0	81
Gascoyne	38.4	16.1	16.9	8.6	5.5	3.9	5.0	4.3	0.4	0.4	255
Greenough	38.7	22.8	15.7	10.5	6.3	2.9	1.9	0.9	0.2	0.1	1,717
Midwest Total	38.9	21.6	15.5	10.2	6.1	3.2	2.5	1.5	0.4	0.1	2,053
Blackwood	26.7	22.4	18.6	11.7	9.3	6.4	3.0	1.4	0.1	0.3	760
Preston	32.7	23.9	16.9	12.0	7.7	3.9	1.9	0.9	0.2	0.1	3,902
Vasse	37.9	24.7	14.0	10.5	6.4	2.7	2.3	1.1	0.4	0.1	1,618
Southwest Total	33.3	23.9	16.3	11.6	7.5	3.9	2.1	1.0	0.2	0.1	6,280
Avon	35.3	20.5	16.5	10.5	7.9	4.8	2.5	1.5	0.4	0.1	1,353
Campion	27.9	23.7	18.9	12.9	8.9	4.7	2.9	0.0	0.0	0.0	380
Hotham	25.2	23.9	17.7	14.0	9.6	5.7	1.9	1.2	0.7	0.0	836
Lakes	13.6	17.3	20.0	15.5	15.5	11.8	3.6	1.8	0.0	0.9	110
Moore	43.1	24.7	12.5	9.2	4.5	2.2	1.5	1.2	0.7	0.2	401
Wheatbelt Total	31.9	22.2	16.7	11.8	8.3	5.0	2.3	1.2	0.5	0.1	3,080
Fitzroy	21.5	14.5	11.0	8.2	8.9	11.9	13.3	7.9	2.1	0.7	428
Ord	19.7	9.7	11.4	9.3	9.0	10.0	9.3	6.9	9.0	5.5	289
Kimberley Total	20.8	12.6	11.2	8.6	8.9	11.2	11.7	7.5	4.9	2.6	717
De Grey	26.2	13.6	11.7	7.8	8.7	4.9	14.1	11.7	1.5	0.0	206
Fortescue	18.9	14.9	14.3	16.6	7.4	12.6	6.9	6.9	1.1	0.6	175
Pilbara Total	22.8	14.2	12.9	11.8	8.1	8.4	10.8	9.4	1.3	0.3	381

**(Cont'd) - Table 17. Number of Different Assistance Types Received by Clients
(% by Region)**

Region/ Subregion	1	2	3	4	5	6	7	8	9	10+	Total (Count)
Others	71.4	14.3	9.5	0.0	0.0	4.8	0.0	0.0	0.0	0.0	21
Others Total	71.4	14.3	9.5	0.0	0.0	4.8	0.0	0.0	0.0	0.0	21
WA Total	41.7	24.3	14.7	8.9	5.2	2.8	1.5	0.7	0.3	0.1	65,897

N.B. When counting the number of different assistance types received, 'Assessment' was not included.

Figure 8: Number of Different Assistance Types Received by Clients



Comment:

Most clients received one type of HACC service, accounting for **41.7%** of all HACC clients (compared to 40.3% in 2010/11).

This is followed by clients receiving two, three and four assistance types, with **24.3%**, **14.7%** and **8.9%** respectively. These figures were similar to last year with 24.0%, 14.7% and 9.4% of clients, receiving two, three and four assistance types respectively throughout the 2011/12 year.

Across WA, the total number of clients receiving seven or more assistance types decreased by 0.2% to **2.6%** this year.

Table 18. Assistance Type Received by Age Groups

Assistance Type	Not Stated		0 - 20		21 - 49		50 - 69		70 - 89		90+	
	Count	%	Count	%	Count	%	Count	%	Count	%	Count	%
Allied Health	1	0.0	7	0.1	169	3.3	1,011	19.6	3,467	67.3	497	9.6
Assessment	4	0.0	405	1.2	2,536	7.3	6,353	18.4	22,661	65.6	2,609	7.5
Centre-based day care	62	0.5	167	1.5	1,354	11.8	1,816	15.8	7,025	61.2	1,056	9.2
Client care coordination	3	0.0	139	1.4	855	8.8	2,083	21.4	5,911	60.7	750	7.7
Counselling (Care Recipient)	273	2.0	142	1.0	1,152	8.5	2,568	18.9	8,301	61.1	1,154	8.5
Counselling (Carer)	3	0.1	199	9.2	353	16.3	343	15.8	1,120	51.6	153	7.0
Domestic Assistance	119	0.4	61	0.2	1,487	4.9	5,322	17.6	20,689	68.5	2,505	8.3
Linen service	0	0.0	1	5.3	0	0.0	4	21.1	10	52.6	4	21.1
Goods & equipment	0	0.0	188	5.3	643	18.2	1,039	29.5	1,526	43.3	132	3.7
Home maintenance	112	0.7	19	0.1	524	3.3	2,833	17.9	11,049	69.8	1,299	8.2
Home modifications	0	0.0	1	0.3	17	4.5	88	23.5	245	65.3	24	6.4
Meals	19	0.2	30	0.4	395	4.7	1,363	16.4	5,266	63.2	1,259	15.1
Nursing	0	0.0	59	0.7	650	7.7	1,852	21.8	5,003	59.0	922	10.9
Other food services	2	0.3	5	0.9	62	10.8	93	16.3	346	60.5	64	11.2
Personal Care	11	0.2	53	0.8	480	6.9	1,340	19.3	4,152	59.7	914	13.2
Respite care	0	0.0	296	15.2	333	17.1	285	14.6	873	44.8	160	8.2
Social Support	59	0.4	116	0.8	1,514	10.3	2,901	19.8	8,630	58.9	1,425	9.7
Transport	71	0.4	150	0.8	1,470	7.5	3,292	16.7	12,900	65.6	1,775	9.0

Age group with the highest proportion of clients for each assistance type.

Assistance type (other than Assessment) with the highest number of clients within each age group.

Comment:

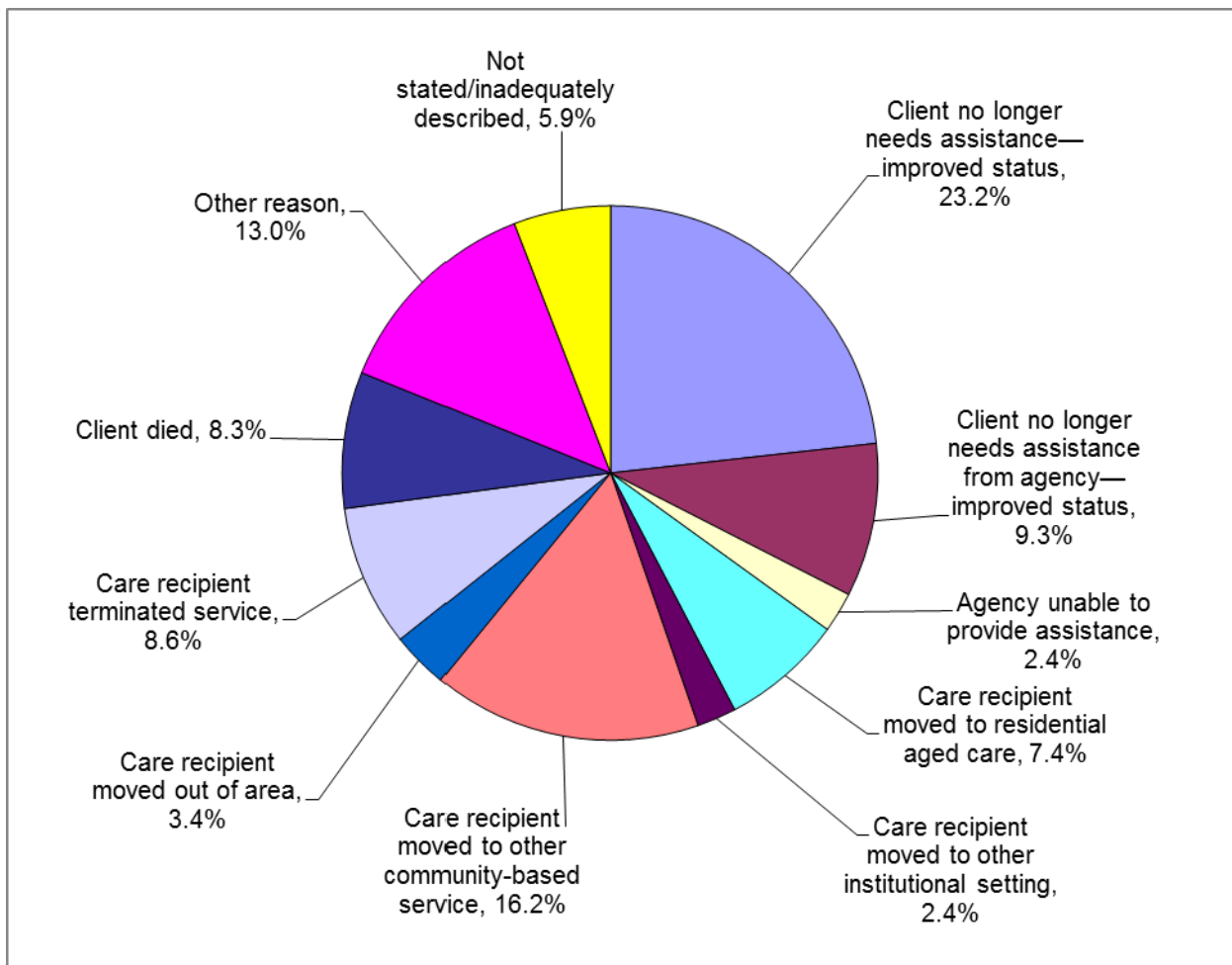
As in 2010/11, the highest proportion of HACC clients in every assistance type falls in the 70-89 age group.

Within each age group, the assistance types other than Assessment, with the highest number of clients were Domestic assistance (50–69, 70-89 and 90+), Social support (21-49) and Respite care (0–20). The only difference from 2010/11 was that in the 21–49 age group, Social support replaced Client care coordination as the most frequently used service other than Assessment.

Table 19. Level of Care

Region	Subregion	Below 65 yrs		65+ yrs	
		Less than \$25,000	\$25,000 and above	Less than \$25,000	\$25,000 and above
East Metro	Central Metro	374	4	1,544	9
	Inner Metro East	629	9	2,630	21
	Outer Metro East	1,060	6	3,956	30
	Total	2,063	19	8,130	60
North Metro	Inner Metro North	1,359	6	6,340	23
	Inner Metro North West	318	0	1,391	5
	Outer Metro North	1,114	6	4,594	25
	Total	2,791	12	12,325	53
South East Metro	Inner Metro South East	1,584	14	6,149	52
	Outer Metro South East	1,499	14	3,338	45
	Serpentine-Jarrahdale	64	0	208	4
	Total	3,147	28	9,695	101
South West Metro	Dale	648	2	2,969	5
	Inner Metro South West	1,390	5	5,930	21
	Outer Metro South West	832	5	3,139	15
	Total	2,870	12	12,038	41
Great Southern	King	454	0	2,091	0
	Pallinup	58	0	309	0
	Total	512	0	2,400	0
Goldfields	Johnston	86	0	419	0
	Lefroy	302	0	582	1
	Total	388	0	1,001	1
Midwest	Carnegie	34	0	48	0
	Gascoyne	77	0	183	0
	Greenough	501	0	1,239	0
	Total	612	0	1,470	0
Southwest	Blackwood	174	0	602	0
	Preston	861	9	3,227	38
	Vasse	300	0	1,428	1
	Total	1,335	9	5,257	39
Wheatbelt	Avon	245	0	1,140	0
	Campion	36	0	357	0
	Hotham	157	0	718	0
	Lakes	11	0	100	0
	Moore	66	0	343	0
	Total	515	0	2,658	0
Kimberley	Fitzroy	204	1	223	0
	Ord	141	0	149	0
	Total	345	1	372	0
Pilbara	De Grey	102	0	108	0
	Fortescue	95	0	80	0
	Total	197	0	188	0
Others	Other	11	0	10	0
	Total	11	0	10	0
WA TOTAL		14,786	81	55,544	295

Figure 9: Reason for Cessation of HACC Assistance



Comment:

In the 2011/12 reporting period, a total of **16,134** clients ceased receiving services from the HACC program for various reasons; this was a decrease of **8.8%** compared to last year’s report (or 1,311 clients less). The majority (**23.2%**) reported the reason for cessation was improved status where assistance was no longer required. This figure is higher than last year’s report (22.4%). A further **9.3%** recorded not requiring assistance from a particular agency due to improved status (8.5% in 2010/11) but may have continued with a different type of assistance from another agency.

Other reasons reported by HACC service providers for cessation of assistance included: client moved to other community based service (**16.2%**), reasons not specified (**13.0%**), client terminated service (**8.6%**), client died (**8.3%**), client moved to residential aged care (**7.4%**), client moved out of area (**3.4%**), client moved to other institutional setting (**2.4%**) and agency was unable to provide assistance (**2.1%**). The remaining **5.9%** of clients who ceased receiving services in 2011/12 did not record a reason for cessation of HACC services, a decrease from 7.1% in 2010/11.

(Note: Aggregation of MDS records may have produced inaccurate results - see p. 11-12)

Missing Data

Table 20. Proportion of Data Missing or Invalid – Summary of Important Variables

Region	Postcode (%)	Country of Birth (%)	Sex (%)	Main language (%)	Indigenous status (%)	Carer's Date of Birth (%)	Carer's Sex (%)
North Metro	0.00	2.6	0.17	2.4	3.2	1.5	0.8
South East Metro	0.00	2.1	0.05	1.9	2.5	0.3	0.7
South West Metro	0.00	3.4	0.12	3.2	4.0	0.3	0.4
East Metro	0.00	3.6	0.13	3.5	4.3	0.1	0.5
Kimberley	0.00	4.1	0.03	3.9	6.0	0.1	0.1
Pilbara	0.00	4.5	0.00	3.6	3.5	6.4	6.4
Midwest	0.00	9.0	0.05	8.6	9.2	0.7	0.5
Wheatbelt	0.00	2.6	0.09	2.4	3.2	0.7	0.9
Goldfields	0.00	2.9	0.03	2.7	3.8	0.9	1.0
Southwest	0.00	5.7	0.42	5.6	8.4	4.0	6.0
Great Southern	0.00	26.5	1.04	5.2	41.0	0.0	8.7
Others	47.62	61.9	9.52	57.1	52.4	33.3	33.3
WA TOTAL	0.01	3.3	0.11	3.0	4.0	0.7	0.8

Comment:

Missing data for the variable *Postcode* decreased to **0.01%** (0.02% in 2010/11) while *Country of Birth* increased by 0.2% to **3.3%** (3.1% in 2010/11).

This year, missing data for the variable *Sex* was lower compared to the 2010/11 report (**0.11%** vs. 0.12%). Similarly variables *Indigenous status*, *Carer's Date of Birth* and *Carer's Sex* also had lower proportions of missing values when compared to 2010/11, decreasing by **0.4%**, **0.1%** and **0.2%** respectively.

Finally missing data for client's *Main Language* increased by **0.1%**.

References

- Home and Community care (HACC) (2006). National Minimum Data Set User Guide Version 2.0 Australian Government Department of Health and Ageing, Australia.
[http://www.health.gov.au/internet/main/publishing.nsf/Content/2CF92B2ED648936CCA2572090015F603/\\$File/userguide.pdf](http://www.health.gov.au/internet/main/publishing.nsf/Content/2CF92B2ED648936CCA2572090015F603/$File/userguide.pdf)

Appendices

Tables A1- A18 in Appendix A show region and subregion-specific data of clients receiving each service type, proportion of total HACC clients within the region, total volume provided in 2011/12 and mean and median volumes per client.

Tables B1 - B2 in Appendix B contain a list of SLAs by HACC Planning Regions and Subregions.

Appendix A

Table A1: Allied Health (includes home and centre-based)

Region & Subregion	Clients		Volume		
	Count	% by Region	Total (Hrs)	Mean	Median
Central Metro	167	24.5	1,139	6.82	5
Inner Metro East	181	26.6	1,582	8.74	7
Outer Metro East	333	48.9	2,605	7.82	6
East Metro Total	681	100.0	5,326	7.82	6
Inner Metro North	734	50.7	6,049	8.24	6
Inner Metro North West	192	13.3	1,315	6.85	6
Outer Metro North	523	44.1	4,015	7.68	6
North Metro Total	1,449	100.0	11,379	7.85	6
Inner Metro South East	486	50.6	4,545	9.35	7
Outer Metro South East	442	46.0	3,202	7.24	6
Serpentine-Jarrahdale	32	3.3	253	7.91	6
SE Metro Total	960	100.0	8,000	8.33	6
Dale	199	19.6	2,248	11.3	7
Inner Metro South West	581	57.2	6,236	10.73	8
Outer Metro South West	235	23.2	2,288	9.74	7
SW Metro Total	1,015	100.0	10,772	10.61	7
King	370	99.7	2,792	7.55	5
Pallinup	1	0.3	3	3	3
Great Southern Total	371	100.0	2,795	7.53	5
Johnston	62	82.7	175	2.82	3
Lefroy	13	17.3	29	2.23	2
Goldfields Total	75	100.0	204	2.72	2
Carnegie	0	0.0	0	0	0
Gascoyne	6	4.0	24	4	3
Greenough	143	96.0	700	4.9	4
Midwest Total	149	100.0	724	4.86	4
Blackwood	10	3.1	45	4.5	4
Preston	171	52.5	2,283	13.35	6
Vasse	145	44.5	689	4.75	4
Southwest Total	326	100.0	3,017	9.25	4
Avon	12	21.1	40	3.33	1
Campion	0	0.0	0	0	0
Hotham	1	1.8	9	9	9
Lakes	0	0.0	0	0	0
Moore	44	77.2	178	4.05	3
Wheatbelt Total	57	100.0	227	3.98	3
Fitzroy	54	83.1	59	1.09	1
Ord	11	16.9	30	2.73	1
Kimberley Total	65	100.0	89	1.37	1
De Grey	2	0.0	6	3	3
Fortescue	1	0.0	2	2	2
Pilbara Total	3	0.0	8	2.67	2
Others	1	100.0	13	13	13
Others Total	1	100.0	13	13	13
WA Total	5,152		42,554	8.26	6

Table A2: Assessment

Region & Subregion	Clients		Volume		
	Count	% by Region	Total (Hrs)	Mean	Median
Central Metro	938	19.5	3,972	4.23	4
Inner Metro East	1,527	31.7	6,356	4.16	4
Outer Metro East	2,349	48.8	9,884	4.21	4
East Metro Total	4,814	100.0	20,212	4.2	4
Inner Metro North	4,074	50.7	13,400	3.29	3
Inner Metro North West	899	11.2	2,999	3.34	3
Outer Metro North	3,063	38.1	10,400	3.4	3
North Metro Total	8,036	100.0	26,799	3.33	3
Inner Metro South East	3,514	58.4	14,626	4.16	4
Outer Metro South East	2,371	39.4	8,603	3.63	3
Serpentine-Jarrahdale	132	2.2	484	3.67	4
SE Metro Total	6,017	100.0	23,713	3.94	4
Dale	1,643	26.3	6,757	4.11	4
Inner Metro South West	2,636	42.2	11,541	4.38	4
Outer Metro South West	1,970	31.5	8,832	4.48	4
SW Metro Total	6,249	100.0	27,130	4.34	4
King	1,589	88.4	3,982	2.51	2
Pallinup	209	11.6	540	2.58	2
Great Southern Total	1,798	100.0	4,522	2.52	2
Johnston	233	41.6	483	2.07	2
Lefroy	327	58.4	960	2.94	2
Goldfields Total	560	100.0	1,443	2.58	2
Carnegie	24	2.5	33	1.38	1
Gascoyne	131	13.8	321	2.45	2
Greenough	795	83.7	2,462	3.1	2
Midwest Total	950	100.0	2,816	2.96	2
Blackwood	387	9.6	1,025	2.65	2
Preston	2,517	62.8	8,718	3.46	3
Vasse	1,107	27.6	2,902	2.62	2
Southwest Total	4,011	100.0	12,645	3.15	2
Avon	621	36.1	2,062	3.32	2
Campion	213	12.4	503	2.36	3
Hotham	571	33.2	1,995	3.49	3
Lakes	66	3.8	126	1.91	1
Moore	247	14.4	759	3.07	3
Wheatbelt Total	1,718	100.0	5,445	3.17	3
Fitzroy	153	52.8	306	2	2
Ord	137	47.2	281	2.05	1
Kimberley Total	290	100.0	587	2.02	2
De Grey	61	50.4	119	1.95	2
Fortescue	60	49.6	281	4.68	6
Pilbara Total	121	100.0	400	3.31	2
Others	4	100.0	27	6.75	5
Others Total	4	100.0	27	6.75	5
WA Total	34,568		125,739	3.64	3

Table A3: Centre-based Day Care

Region & Subregion	Clients		Volume		
	Count	% by Region	Total (Hrs)	Mean	Median
Central Metro	317	18.6	54,789	172.84	125
Inner Metro East	556	32.6	57,083	102.67	60
Outer Metro East	830	48.7	122,953	148.14	108
East Metro Total	1,703	100.0	234,825	137.89	91
Inner Metro North	1,285	58.1	196,475	152.9	110
Inner Metro North West	292	13.2	45,838	156.98	115
Outer Metro North	636	28.7	142,694	224.36	180
North Metro Total	2,213	100.0	385,007	173.98	126
Inner Metro South East	1,144	62.7	196,535	171.8	141
Outer Metro South East	623	34.1	112,255	180.18	156
Serpentine-Jarrahdale	58	3.2	12,714	219.21	161
SE Metro Total	1,825	100.0	321,504	176.17	145
Dale	327	19.3	81,855	250.32	177
Inner Metro South West	1,000	59.0	205,533	205.53	180
Outer Metro South West	367	21.7	81,974	223.36	180
SW Metro Total	1,694	100.0	369,362	218.04	180
King	382	73.3	63,030	165	112
Pallinup	139	26.7	9,931	71.45	35
Great Southern Total	521	100.0	72,961	140.04	84
Johnston	159	44.9	19,360	121.76	86
Lefroy	195	55.1	30,815	158.03	77
Goldfields Total	354	100.0	50,175	141.74	79
Carnegie	32	7.4	6,845	213.91	105
Gascoyne	63	14.5	2,530	40.16	16
Greenough	339	78.1	43,410	128.05	88
Midwest Total	434	100.0	52,785	121.62	78
Blackwood	266	21.0	22,048	82.89	41
Preston	802	63.2	104,823	130.7	53
Vasse	201	15.8	29,703	147.78	87
Southwest Total	1,269	100.0	156,574	123.38	54
Avon	329	34.3	31,990	97.23	46
Campion	108	11.3	12,488	115.63	88
Hotham	354	37.0	28,454	80.38	44
Lakes	63	6.6	3,339	53	39
Moore	104	10.9	11,354	109.17	57
Wheatbelt Total	958	100.0	87,625	91.47	47
Fitzroy	206	63.2	17,824	86.52	22
Ord	120	36.8	13,012	108.43	53
Kimberley Total	326	100.0	30,836	94.59	32
De Grey	110	60.4	19,090	173.55	105
Fortescue	72	39.6	7,998	111.08	58
Pilbara Total	182	100.0	27,088	148.84	76
Others	1	100.0	330	330	330
Others Total	1	100.0	330	330	330
WA Total	11,480		1,789,072	155.84	105

Table A4: Client Care Coordination

Region & Subregion	Clients		Volume		
	Count	% by Region	Total (Hrs)	Mean	Median
Central Metro	152	22.7	219	1.44	1
Inner Metro East	226	33.7	294	1.3	1
Outer Metro East	292	43.6	373	1.28	1
East Metro Total	670	100.0	886	1.32	1
Inner Metro North	297	49.4	399	1.34	1
Inner Metro North West	71	11.8	113	1.59	1
Outer Metro North	233	38.8	347	1.49	1
North Metro Total	601	100.0	859	1.43	1
Inner Metro South East	495	63.3	670	1.35	1
Outer Metro South East	273	34.9	356	1.3	1
Serpentine-Jarrahdale	14	1.8	18	1.29	1
SE Metro Total	782	100.0	1,044	1.34	1
Dale	446	24.2	585	1.31	1
Inner Metro South West	856	46.5	1,284	1.5	1
Outer Metro South West	540	29.3	722	1.34	1
SW Metro Total	1,842	100.0	2,591	1.41	1
King	1,162	82.8	3,402	2.93	2
Pallinup	242	17.2	1,615	6.67	4
Great Southern Total	1,404	100.0	5,017	3.57	2
Johnston	250	38.6	685	2.74	2
Lefroy	397	61.4	1,225	3.09	2
Goldfields Total	647	100.0	1,910	2.95	2
Carnegie	14	1.7	40	2.86	2
Gascoyne	119	14.6	411	3.45	2
Greenough	683	83.7	2,391	3.5	2
Midwest Total	816	100.0	2,842	3.48	2
Blackwood	378	21.6	1,129	2.99	2
Preston	873	49.9	2,009	2.3	1
Vasse	498	28.5	1,021	2.05	1
Southwest Total	1,749	100.0	4,159	2.38	1
Avon	257	41.8	897	3.49	2
Campion	82	13.3	369	4.5	1
Hotham	206	33.5	663	3.22	2
Lakes	4	0.7	6	1.5	2
Moore	66	10.7	121	1.83	2
Wheatbelt Total	615	100.0	2,056	3.34	2
Fitzroy	256	56.3	2,594	10.13	5
Ord	199	43.7	878	4.41	3
Kimberley Total	455	100.0	3,472	7.63	4
De Grey	74	47.1	862	11.65	5
Fortescue	83	52.9	333	4.01	3
Pilbara Total	157	100.0	1,195	7.61	3
Others	3	100.0	609	203	5
Others Total	3	100.0	609	203	5
WA Total	9,741		26,640	2.73	1

Table A5: Counselling, Support, Information and Advocacy for Care Recipients

Region & Subregion	Clients		Volume		
	Count	% by Region	Total (Hrs)	Mean	Median
Central Metro	408	11.0	1,862	4.56	3
Inner Metro East	1,297	35.1	6,248	4.82	3
Outer Metro East	1,990	53.9	6,963	3.5	2
East Metro Total	3,695	100.0	15,073	4.08	2
Inner Metro North	834	43.1	4,714	5.65	2
Inner Metro North West	453	23.4	2,003	4.42	2
Outer Metro North	648	33.5	2,838	4.38	2
North Metro Total	1,935	100.0	9,555	4.94	2
Inner Metro South East	1,734	53.7	6,167	3.56	2
Outer Metro South East	1,375	42.6	6,080	4.42	2
Serpentine-Jarrahdale	121	3.7	616	5.09	3
SE Metro Total	3,230	100.0	12,863	3.98	2
Dale	322	16.6	943	2.93	2
Inner Metro South West	709	36.6	3,278	4.62	2
Outer Metro South West	907	46.8	2,563	2.83	2
SW Metro Total	1,938	100.0	6,784	3.5	2
King	181	88.3	923	5.1	3
Pallinup	24	11.7	46	1.92	2
Great Southern Total	205	100.0	969	4.73	2
Johnston	355	62.1	1,272	3.58	3
Lefroy	217	37.9	994	4.58	2
Goldfields Total	572	100.0	2,266	3.96	2
Carnegie	1	0.3	5	5	5
Gascoyne	21	5.6	58	2.76	1
Greenough	352	94.1	1,217	3.46	2
Midwest Total	374	100.0	1,280	3.42	2
Blackwood	48	4.5	296	6.17	3
Preston	892	83.0	3,103	3.48	2
Vasse	135	12.6	956	7.08	4
Southwest Total	1,075	100.0	4,355	4.05	2
Avon	191	64.1	500	2.62	1
Campion	14	4.7	49	3.5	3
Hotham	15	5.0	57	3.8	2
Lakes	54	18.1	90	1.67	1
Moore	24	8.1	93	3.88	2
Wheatbelt Total	298	100.0	789	2.65	1
Fitzroy	62	34.3	181	2.92	1
Ord	119	65.7	326	2.74	2
Kimberley Total	181	100.0	507	2.8	2
De Grey	28	32.6	371	13.25	6
Fortescue	58	67.4	221	3.81	3
Pilbara Total	86	100.0	592	6.88	4
Others	1	100.0	1	1	1
Others Total	1	100.0	1	1	1
WA Total	13,590		55,034	4.05	2

Table A6: Counselling, Support, Information and Advocacy for Carers

Region & Subregion	Clients		Volume		
	Count	% by Region	Total (Hrs)	Mean	Median
Central Metro	54	22.9	264	4.89	1
Inner Metro East	70	29.7	1,008	14.4	14
Outer Metro East	112	47.5	1,367	12.21	8
East Metro Total	236	100.0	2,639	11.18	6
Inner Metro North	100	29.8	1,019	10.19	6
Inner Metro North West	51	15.2	292	5.73	2
Outer Metro North	185	55.1	1,568	8.48	3
North Metro Total	336	100.0	2,879	8.57	3
Inner Metro South East	248	43.4	3,393	13.68	5
Outer Metro South East	306	53.5	2,140	6.99	4
Serpentine-Jarrahdale	18	3.1	126	7	5
SE Metro Total	572	100.0	5,659	9.89	4
Dale	79	17.7	632	8	5
Inner Metro South West	116	26.0	1,415	12.2	4
Outer Metro South West	251	56.3	1,099	4.38	2
SW Metro Total	446	100.0	3,146	7.05	3
King	219	89.4	1,742	7.95	3
Pallinup	26	10.6	227	8.73	4
Great Southern Total	245	100.0	1,969	8.04	3
Johnston	43	86.0	489	11.37	8
Lefroy	7	14.0	22	3.14	1
Goldfields Total	50	100.0	511	10.22	7
Carnegie	0	0.0	0	0	0
Gascoyne	0	0.0	0	0	0
Greenough	49	100.0	110	2.24	1
Midwest Total	49	100.0	110	2.24	1
Blackwood	2	1.4	3	1.5	2
Preston	143	96.6	1,200	8.39	6
Vasse	3	2.0	54	18	16
Southwest Total	148	100.0	1,257	8.49	6
Avon	16	29.6	238	14.88	17
Campion	2	3.7	5	2.5	3
Hotham	16	29.6	116	7.25	6
Lakes	1	1.9	2	2	2
Moore	19	35.2	362	19.05	19
Wheatbelt Total	54	100.0	723	13.39	14
Fitzroy	13	39.4	19	1.46	1
Ord	20	60.6	79	3.95	3
Kimberley Total	33	100.0	98	2.97	1
De Grey	0	0.0	0	0	0
Fortescue	1	100.0	1	1	1
Pilbara Total	1	100.0	1	1	1
Others	1	0.0	3	3	3
Others Total	1	0.0	3	3	3
WA Total	2,171		18,995	8.75	4

Table A7: Domestic Assistance

Region & Subregion	Clients		Volume		
	Count	% by Region	Total (Hrs)	Mean	Median
Central Metro	866	20.7	29,675	34.27	32
Inner Metro East	1,408	33.7	41,112	29.2	25
Outer Metro East	1,908	45.6	59,133	30.99	28
East Metro Total	4,182	100.0	129,920	31.07	28
Inner Metro North	3,506	51.1	114,075	32.54	31
Inner Metro North West	686	10.0	21,309	31.06	29
Outer Metro North	2,667	38.9	86,183	32.31	30
North Metro Total	6,859	100.0	221,567	32.3	30
Inner Metro South East	3,304	63.2	102,376	30.99	27
Outer Metro South East	1,811	34.7	57,297	31.64	25
Serpentine-Jarrahdale	109	2.1	3,766	34.55	29
SE Metro Total	5,224	100.0	163,439	31.29	27
Dale	1,632	24.5	45,584	27.93	26
Inner Metro South West	3,250	48.8	105,783	32.55	30
Outer Metro South West	1,779	26.7	54,884	30.85	27
SW Metro Total	6,661	100.0	206,251	30.96	28
King	1,073	87.2	28,205	26.29	24
Pallinup	158	12.8	3,774	23.89	21
Great Southern Total	1,231	100.0	31,979	25.98	24
Johnston	254	39.2	6,060	23.86	22
Lefroy	394	60.8	11,237	28.52	24
Goldfields Total	648	100.0	17,297	26.69	23
Carnegie	18	2.4	838	46.56	33
Gascoyne	125	16.6	3,995	31.96	27
Greenough	611	81.0	15,260	24.98	23
Midwest Total	754	100.0	20,093	26.65	23
Blackwood	335	12.5	10,636	31.75	27
Preston	1,569	58.7	41,139	26.22	22
Vasse	769	28.8	20,155	26.21	24
Southwest Total	2,673	100.0	71,930	26.91	24
Avon	581	41.6	12,725	21.9	18
Campion	189	13.5	3,903	20.65	19
Hotham	382	27.4	10,520	27.54	23
Lakes	56	4.0	1,818	32.46	25
Moore	188	13.5	6,509	34.62	28
Wheatbelt Total	1,396	100.0	35,475	25.41	21
Fitzroy	210	60.5	3,989	19	6
Ord	137	39.5	3,163	23.09	9
Kimberley Total	347	100.0	7,152	20.61	7
De Grey	126	61.8	4,703	37.33	30
Fortescue	78	38.2	1,727	22.14	15
Pilbara Total	204	100.0	6,430	31.52	23
Others	4	100.0	126	31.5	31
Others Total	4	100.0	126	31.5	31
WA Total	30,183		911,659	30.2	26

Table A8: Linen service

Region & Subregion	Clients		Volume		
	Count	% by Region	Total (Qty)	Mean	Median
Central Metro	0	0.0	0	0	0
Inner Metro East	0	0.0	0	0	0
Outer Metro East	0	0.0	0	0	0
East Metro Total	0	0.0	0	0	0
Inner Metro North	0	0.0	0	0	0
Inner Metro North West	0	0.0	0	0	0
Outer Metro North	0	0.0	0	0	0
North Metro Total	0	0.0	0	0	0
Inner Metro South East	0	0.0	0	0	0
Outer Metro South East	0	0.0	0	0	0
Serpentine-Jarrahdale	0	0.0	0	0	0
SE Metro Total	0	0.0	0	0	0
Dale	0	0.0	0	0	0
Inner Metro South West	0	0.0	0	0	0
Outer Metro South West	0	0.0	0	0	0
SW Metro Total	0	0.0	0	0	0
King	0	0.0	0	0	0
Pallinup	0	0.0	0	0	0
Great Southern Total	0	0.0	0	0	0
Johnston	2	40.0	4	2	2
Lefroy	3	60.0	83	27.67	21
Goldfields Total	5	100.0	87	17.4	3
Carnegie	0	0.0	0	0	0
Gascoyne	0	0.0	0	0	0
Greenough	1	100.0	4	4	4
Midwest Total	1	100.0	4	4	4
Blackwood	0	0.0	0	0	0
Preston	0	0.0	0	0	0
Vasse	0	0.0	0	0	0
Southwest Total	0	0.0	0	0	0
Avon	4	57.1	17	4.25	5
Campion	1	14.3	3	3	3
Hotham	1	14.3	2	2	2
Lakes	0	0.0	0	0	0
Moore	1	14.3	10	10	10
Wheatbelt Total	7	100.0	32	4.57	3
Fitzroy	0	0.0	0	0	0
Ord	0	0.0	0	0	0
Kimberley Total	0	0.0	0	0	0
De Grey	2	33.3	83	41.5	42
Fortescue	4	66.7	12	3	3
Pilbara Total	6	100.0	95	15.83	5
Others	0	0.0	0	0	0
Others Total	0	0.0	0	0	0
WA Total	19		218	11.47	4

Table A9: Goods & Equipment

Region & Subregion	Clients		Volume		
	Count	% by Region	Total (Qty)	Mean	Median
Central Metro	88	19.6	124	1.41	1
Inner Metro East	149	33.3	209	1.4	1
Outer Metro East	211	47.1	296	1.4	1
East Metro Total	448	100.0	629	1.4	1
Inner Metro North	220	50.0	294	1.34	1
Inner Metro North West	66	15.0	94	1.42	1
Outer Metro North	154	35.0	219	1.42	1
North Metro Total	440	100.0	607	1.38	1
Inner Metro South East	485	64.1	691	1.42	1
Outer Metro South East	257	33.9	344	1.34	1
Serpentine-Jarrahdale	15	2.0	19	1.27	1
SE Metro Total	757	100.0	1,054	1.39	1
Dale	264	31.7	307	1.16	1
Inner Metro South West	355	42.7	511	1.44	1
Outer Metro South West	213	25.6	299	1.4	1
SW Metro Total	832	100.0	1,117	1.34	1
King	153	80.1	191	1.25	1
Pallinup	38	19.9	48	1.26	1
Great Southern Total	191	100.0	239	1.25	1
Johnston	26	60.5	31	1.19	1
Lefroy	17	39.5	20	1.18	1
Goldfields Total	43	100.0	51	1.19	1
Carnegie	19	7.0	22	1.16	1
Gascoyne	14	5.2	14	1	1
Greenough	238	87.8	332	1.39	1
Midwest Total	271	100.0	368	1.36	1
Blackwood	32	10.8	39	1.22	1
Preston	201	67.7	276	1.37	1
Vasse	64	21.5	87	1.36	1
Southwest Total	297	100.0	402	1.35	1
Avon	75	45.2	105	1.4	1
Campion	28	16.9	34	1.21	1
Hotham	44	26.5	63	1.43	1
Lakes	2	1.2	2	1	1
Moore	17	10.2	24	1.41	1
Wheatbelt Total	166	100.0	228	1.37	1
Fitzroy	27	52.9	29	1.07	1
Ord	24	47.1	31	1.29	1
Kimberley Total	51	100.0	60	1.18	1
De Grey	14	58.3	16	1.14	1
Fortescue	10	41.7	13	1.3	1
Pilbara Total	24	100.0	29	1.21	1
Others	8	100.0	10	1.25	1
Others Total	8	100.0	10	1.25	1
WA Total	3,528		4,794	1.36	1

Table A10: Home Maintenance

Region & Subregion	Clients		Volume		
	Count	% by Region	Total (Hrs)	Mean	Median
Central Metro	234	11.2	3,830	16.37	16
Inner Metro East	852	40.7	10,639	12.49	8
Outer Metro East	1,009	48.2	14,025	13.9	12
East Metro Total	2,095	100.0	28,494	13.6	10
Inner Metro North	1,010	50.2	17,929	17.75	17
Inner Metro North West	245	12.2	3,633	14.83	14
Outer Metro North	758	37.7	16,455	21.71	22
North Metro Total	2,013	100.0	38,017	18.89	18
Inner Metro South East	1,958	62.4	26,619	13.59	11
Outer Metro South East	1,129	36.0	16,935	15	16
Serpentine-Jarrahdale	50	1.6	642	12.84	12
SE Metro Total	3,137	100.0	44,196	14.09	13
Dale	615	17.9	8,024	13.05	11
Inner Metro South West	1,824	53.2	26,594	14.58	14
Outer Metro South West	988	28.8	15,338	15.52	12
SW Metro Total	3,427	100.0	49,956	14.58	13
King	701	82.6	9,225	13.16	12
Pallinup	148	17.4	2,112	14.27	14
Great Southern Total	849	100.0	11,337	13.35	12
Johnston	187	44.1	2,271	12.14	9
Lefroy	237	55.9	5,132	21.65	7
Goldfields Total	424	100.0	7,403	17.46	8
Carnegie	14	5.5	137	9.79	9
Gascoyne	76	29.9	749	9.86	9
Greenough	164	64.6	1,179	7.19	7
Midwest Total	254	100.0	2,065	8.13	8
Blackwood	235	10.8	3,228	13.74	13
Preston	1,527	69.9	17,771	11.64	11
Vasse	424	19.4	5,201	12.27	11
Southwest Total	2,186	100.0	26,200	11.99	11
Avon	596	46.3	7,217	12.11	9
Campion	149	11.6	1,186	7.96	8
Hotham	376	29.2	2,870	7.63	5
Lakes	43	3.3	311	7.23	7
Moore	124	9.6	1,583	12.77	11
Wheatbelt Total	1,288	100.0	13,167	10.22	8
Fitzroy	55	52.4	390	7.09	2
Ord	50	47.6	296	5.92	2
Kimberley Total	105	100.0	686	6.53	2
De Grey	37	63.8	151	4.08	3
Fortescue	21	36.2	284	13.52	11
Pilbara Total	58	100.0	435	7.5	4
Others	0	0.0	0	0	0
Others Total	0	0.0	0	0	0
WA Total	15,836		221,956	14.02	12

Table A11: Home Modifications

Region & Subregion	Clients		Volume		
	Count	% by Region	Total (Cost)	Mean	Median
Central Metro	11	13.9	17,290	1571.82	1,400
Inner Metro East	32	40.5	56,164	1755.12	1,150
Outer Metro East	36	45.6	69,108	1919.67	1,235
East Metro Total	79	100.0	142,562	1804.58	1,235
Inner Metro North	24	40.7	39,887	1661.96	1,313
Inner Metro North West	5	8.5	11,765	2353	2,470
Outer Metro North	30	50.8	52,238	1741.27	1,237
North Metro Total	59	100.0	103,890	1760.85	1,400
Inner Metro South East	62	49.6	139,529	2250.47	1,074
Outer Metro South East	59	47.2	114,603	1942.42	1,074
Serpentine-Jarrahdale	4	3.2	7,178	1794.5	1,636
SE Metro Total	125	100.0	261,310	2090.48	1,074
Dale	5	11.1	6,300	1260	1,050
Inner Metro South West	22	48.9	39,824	1810.18	1,482
Outer Metro South West	18	40.0	23,882	1326.78	1,107
SW Metro Total	45	100.0	70,006	1555.69	1,225
King	0	0.0	0	0	0
Pallinup	0	0.0	0	0	0
Great Southern Total	0	0.0	0	0	0
Johnston	0	0.0	0	0	0
Lefroy	3	100.0	43	14.33	15
Goldfields Total	3	100.0	43	14.33	15
Carnegie	0	0.0	0	0	0
Gascoyne	0	0.0	0	0	0
Greenough	1	0.0	1	1	1
Midwest Total	1	0.0	1	1	1
Blackwood	0	0.0	0	0	0
Preston	47	97.9	86,474	1839.87	1,400
Vasse	1	2.1	4,296	4296	4,296
Southwest Total	48	100.0	90,770	1891.04	1,416
Avon	3	60.0	86	28.67	16
Campion	0	0.0	0	0	0
Hotham	1	20.0	3	3	3
Lakes	0	0.0	0	0	0
Moore	1	20.0	3	3	3
Wheatbelt Total	5	100.0	92	18.4	15
Fitzroy	3	0.0	54	18	23
Ord	0	0.0	0	0	0
Kimberley Total	3	100.0	54	18	23
De Grey	2	28.6	94	47	47
Fortescue	5	71.4	71	14.2	14
Pilbara Total	7	28.6	165	23.57	17
Others	0	0.0	0	0	0
Others Total	0	0.0	0	0	0
WA Total	375		668,893	1783.71	1,225

Table A12: Meals (include home and centre-based)

Region & Subregion	Clients		Volume		
	Count	% by Region	Total (Qty)	Mean	Median
Central Metro	269	35.0	32,426	120.54	45
Inner Metro East	302	39.3	29,654	98.19	40
Outer Metro East	197	25.7	26,612	135.09	101
East Metro Total	768	100.0	88,692	115.48	55
Inner Metro North	827	57.8	112,170	135.63	107
Inner Metro North West	292	20.4	32,246	110.43	87
Outer Metro North	311	21.7	36,916	118.7	104
North Metro Total	1,430	100.0	181,332	126.81	104
Inner Metro South East	919	77.9	83,258	90.6	48
Outer Metro South East	254	21.5	30,798	121.25	79
Serpentine-Jarrahdale	7	0.6	853	121.86	101
SE Metro Total	1,180	100.0	114,909	97.38	55
Dale	377	31.0	34,422	91.31	60
Inner Metro South West	414	34.1	50,753	122.59	85
Outer Metro South West	424	34.9	37,949	89.5	64
SW Metro Total	1,215	100.0	123,124	101.34	66
King	495	93.8	30,633	61.88	25
Pallinup	33	6.3	3,728	112.97	67
Great Southern Total	528	100.0	34,361	65.08	26
Johnston	180	38.7	12,492	69.4	32
Lefroy	285	61.3	34,869	122.35	117
Goldfields Total	465	100.0	47,361	101.85	70
Carnegie	54	18.6	6,374	118.04	105
Gascoyne	16	5.5	2,403	150.19	90
Greenough	221	75.9	21,458	97.1	61
Midwest Total	291	100.0	30,235	103.9	75
Blackwood	143	11.9	12,364	86.46	56
Preston	635	52.8	41,532	65.4	31
Vasse	425	35.3	39,517	92.98	46
Southwest Total	1,203	100.0	93,413	77.65	38
Avon	266	46.7	28,108	105.67	59
Campion	151	26.5	13,822	91.54	49
Hotham	111	19.5	12,533	112.91	68
Lakes	19	3.3	1,838	96.74	101
Moore	22	3.9	1,921	87.32	89
Wheatbelt Total	569	100.0	58,222	102.32	61
Fitzroy	242	55.0	37,005	152.91	118
Ord	198	45.0	25,041	126.47	105
Kimberley Total	440	100.0	62,046	141.01	109
De Grey	140	58.8	16,660	119	101
Fortescue	98	41.2	11,531	117.66	107
Pilbara Total	238	100.0	28,191	118.45	104
Others	5	100.0	592	118.4	11
Others Total	5	100.0	592	118.4	11
WA Total	8,332		862,478	103.51	64

Table A13: Nursing (includes home and centre-based)

Region & Subregion	Clients		Volume		
	Count	% by Region	Total (Hrs)	Mean	Median
Central Metro	202	22.0	5,636	27.9	10
Inner Metro East	265	28.9	5,210	19.66	10
Outer Metro East	451	49.1	10,221	22.66	10
East Metro Total	918	100.0	21,067	22.95	10
Inner Metro North	835	51.1	19,370	23.2	9
Inner Metro North West	211	12.9	5,864	27.79	9
Outer Metro North	587	35.9	12,876	21.94	10
North Metro Total	1,633	100.0	38,110	23.34	10
Inner Metro South East	715	63.4	17,344	24.26	10
Outer Metro South East	386	34.3	8,544	22.13	9
Serpentine-Jarrahdale	26	2.3	339	13.04	6
SE Metro Total	1,127	100.0	26,227	23.27	9
Dale	354	24.5	7,818	22.08	11
Inner Metro South West	662	45.9	15,689	23.7	12
Outer Metro South West	426	29.5	10,042	23.57	11
SW Metro Total	1,442	100.0	33,549	23.27	11
King	587	91.9	10,344	17.62	7
Pallinup	52	8.1	706	13.58	5
Great Southern Total	639	100.0	11,050	17.29	7
Johnston	158	55.2	1,270	8.04	3
Lefroy	128	44.8	2,663	20.8	10
Goldfields Total	286	100.0	3,933	13.75	5
Carnegie	14	2.3	161	11.5	7
Gascoyne	105	17.0	1,732	16.5	13
Greenough	497	80.7	5,643	11.35	5
Midwest Total	616	100.0	7,536	12.23	6
Blackwood	129	14.5	1,907	14.78	7
Preston	488	54.7	8,735	17.9	7
Vasse	275	30.8	3,464	12.6	4
Southwest Total	892	100.0	14,106	15.81	6
Avon	271	37.4	3,180	11.73	5
Campion	122	16.8	819	6.71	4
Hotham	172	23.7	2,020	11.74	6
Lakes	36	5.0	121	3.36	3
Moore	124	17.1	1,162	9.37	5
Wheatbelt Total	725	100.0	7,302	10.07	5
Fitzroy	92	60.9	1,621	17.62	3
Ord	59	39.1	490	8.31	3
Kimberley Total	151	100.0	2,111	13.98	3
De Grey	13	22.8	379	29.15	14
Fortescue	44	77.2	279	6.34	4
Pilbara Total	57	100.0	658	11.54	5
Others	0	0.0	0	0	0
Others Total	0	0.0	0	0	0
WA Total	8,486		165,649	19.52	8

Table A14: Other food services

Region & Subregion	Clients		Volume		
	Count	% by Region	Total (Hrs)	Mean	Median
Central Metro	4	3.5	84	21	13
Inner Metro East	58	51.3	1,422	24.52	11
Outer Metro East	51	45.1	1,822	35.73	15
East Metro Total	113	100.0	3,328	29.45	15
Inner Metro North	8	11.3	166	20.75	13
Inner Metro North West	25	35.2	352	14.08	7
Outer Metro North	38	53.5	1,142	30.05	26
North Metro Total	71	100.0	1,660	23.38	14
Inner Metro South East	81	82.7	518	6.4	2
Outer Metro South East	50	51.0	223	4.46	1
Serpentine-Jarrahdale	1	1.0	1	1	1
SE Metro Total	132	134.7	742	5.62	1
Dale	2	1.1	45	22.5	23
Inner Metro South West	138	73.4	1,254	9.09	4
Outer Metro South West	48	25.5	1,168	24.33	12
SW Metro Total	188	100.0	2,467	13.12	4
King	11	0.0	137	12.45	5
Pallinup	0	0.0	0	0	0
Great Southern Total	11	0.0	137	12.45	5
Johnston	0	0.0	0	0	0
Lefroy	1	0.0	1	1	1
Goldfields Total	1	0.0	1	1	1
Carnegie	0	0.0	0	0	0
Gascoyne	0	0.0	0	0	0
Greenough	4	100.0	112	28	31
Midwest Total	4	100.0	112	28	31
Blackwood	8	22.2	121	15.13	6
Preston	21	58.3	339	16.14	14
Vasse	7	19.4	384	54.86	57
Southwest Total	36	100.0	844	23.44	14
Avon	2	12.5	3	1.5	2
Campion	0	0.0	0	0	0
Hotham	9	56.3	108	12	12
Lakes	0	0.0	0	0	0
Moore	5	31.3	265	53	31
Wheatbelt Total	16	100.0	376	23.5	12
Fitzroy	0	0.0	0	0	0
Ord	0	0.0	0	0	0
Kimberley Total	0	0.0	0	0	0
De Grey	0	0.0	0	0	0
Fortescue	0	0.0	0	0	0
Pilbara Total	0	0.0	0	0	0
Others	0	0.0	0	0	0
Others Total	0	0.0	0	0	0
WA Total	572		9,667	16.9	4

Table A15: Personal Care

Region & Subregion	Clients		Volume		
	Count	% by Region	Total (Hrs)	Mean	Median
Central Metro	217	21.9	14,601	67.29	23
Inner Metro East	303	30.6	16,764	55.33	21
Outer Metro East	470	47.5	24,245	51.59	16
East Metro Total	990	100.0	55,610	56.17	19
Inner Metro North	713	49.4	48,668	68.26	23
Inner Metro North West	180	12.5	11,046	61.37	28
Outer Metro North	549	38.1	28,908	52.66	16
North Metro Total	1,442	100.0	88,622	61.46	21
Inner Metro South East	702	59.8	39,793	56.69	20
Outer Metro South East	437	37.3	28,307	64.78	28
Serpentine-Jarrahdale	34	2.9	1,909	56.15	13
SE Metro Total	1,173	100.0	70,009	59.68	22
Dale	345	26.2	15,406	44.66	17
Inner Metro South West	626	47.6	35,161	56.17	17
Outer Metro South West	344	26.2	19,729	57.35	18
SW Metro Total	1,315	100.0	70,296	53.46	17
King	277	85.0	9,256	33.42	15
Pallinup	49	15.0	1,083	22.1	7
Great Southern Total	326	100.0	10,339	31.71	15
Johnston	68	24.9	2,646	38.91	13
Lefroy	205	75.1	7,470	36.44	12
Goldfields Total	273	100.0	10,116	37.05	12
Carnegie	18	7.6	471	26.17	17
Gascoyne	37	15.7	1,561	42.19	10
Greenough	181	76.7	5,184	28.64	12
Midwest Total	236	100.0	7,216	30.58	12
Blackwood	90	15.8	3,592	39.91	17
Preston	282	49.5	11,973	42.46	17
Vasse	198	34.7	6,064	30.63	10
Southwest Total	570	100.0	21,629	37.95	14
Avon	126	39.1	3,364	26.7	6
Campion	21	6.5	737	35.1	11
Hotham	115	35.7	4,221	36.7	8
Lakes	26	8.1	138	5.31	4
Moore	34	10.6	1,619	47.62	7
Wheatbelt Total	322	100.0	10,079	31.3	6
Fitzroy	95	50.3	3,756	39.54	3
Ord	94	49.7	1,461	15.54	9
Kimberley Total	189	100.0	5,217	27.6	6
De Grey	72	64.9	2,045	28.4	16
Fortescue	39	35.1	1,227	31.46	15
Pilbara Total	111	100.0	3,272	29.48	15
Others	3	100.0	34	11.33	9
Others Total	3	100.0	34	11.33	9
WA Total	6,950		352,439	50.71	17

Table A16: Respite Care

Region & Subregion	Clients		Volume		
	Count	% by Region	Total (Hrs)	Mean	Median
Central Metro	52	17.2	4,601	88.48	39
Inner Metro East	79	26.1	3,647	46.16	22
Outer Metro East	172	56.8	11,090	64.48	33
East Metro Total	303	100.0	19,338	63.82	32
Inner Metro North	221	45.7	17,132	77.52	49
Inner Metro North West	48	9.9	4,002	83.38	49
Outer Metro North	215	44.4	15,558	72.36	39
North Metro Total	484	100.0	36,692	75.81	46
Inner Metro South East	218	48.8	18,445	84.61	47
Outer Metro South East	217	48.5	20,940	96.5	54
Serpentine-Jarrahdale	12	2.7	1,660	138.33	119
SE Metro Total	447	100.0	41,045	91.82	54
Dale	89	18.8	8,919	100.21	48
Inner Metro South West	245	51.7	16,687	68.11	56
Outer Metro South West	140	29.5	13,113	93.66	46
SW Metro Total	474	100.0	38,719	81.69	52
King	41	83.7	2,406	58.68	40
Pallinup	8	16.3	313	39.12	25
Great Southern Total	49	100.0	2,719	55.49	37
Johnston	2	33.3	47	23.5	24
Lefroy	4	66.7	486	121.5	42
Goldfields Total	6	100.0	533	88.83	24
Carnegie	0	0.0	0	0	0
Gascoyne	5	23.8	248	49.6	42
Greenough	16	76.2	1,196	74.75	26
Midwest Total	21	100.0	1,444	68.76	39
Blackwood	4	6.3	162	40.5	28
Preston	39	60.9	1,806	46.31	18
Vasse	21	32.8	815	38.81	10
Southwest Total	64	100.0	2,783	43.48	16
Avon	52	60.5	3,207	61.67	26
Campion	2	2.3	23	11.5	12
Hotham	15	17.4	295	19.67	8
Lakes	1	1.2	4	4	4
Moore	16	18.6	1,434	89.63	30
Wheatbelt Total	86	100.0	4,963	57.71	21
Fitzroy	7	100.0	346	49.43	8
Ord	0	0.0	0	0	0
Kimberley Total	7	100.0	346	49.43	8
De Grey	1	20.0	3	3	3
Fortescue	4	80.0	94	23.5	7
Pilbara Total	5	100.0	97	19.4	6
Others	1	100.0	43	43	43
Others Total	1	100.0	43	43	43
WA Total	1,947		148,722	76.39	44

Table A17: Social Support

Region & Subregion	Clients		Volume		
	Count	% by Region	Total (Hrs)	Mean	Median
Central Metro	520	23.8	24,770	47.63	20
Inner Metro East	835	38.3	49,939	59.81	24
Outer Metro East	827	37.9	56,011	67.73	36
East Metro Total	2,182	100.0	130,720	59.91	27
Inner Metro North	1,587	53.4	65,772	41.44	12
Inner Metro North West	507	17.0	23,978	47.29	16
Outer Metro North	880	29.6	42,326	48.1	24
North Metro Total	2,974	100.0	132,076	44.41	16
Inner Metro South East	1,349	55.9	68,135	50.51	24
Outer Metro South East	1,028	42.6	39,062	38	11
Serpentine-Jarrahdale	38	1.6	1,256	33.05	6
SE Metro Total	2,415	100.0	108,453	44.91	18
Dale	643	27.1	25,656	39.9	13
Inner Metro South West	1,188	50.1	60,713	51.11	21
Outer Metro South West	542	22.8	25,179	46.46	21
SW Metro Total	2,373	100.0	111,548	47.01	18
King	424	91.8	21,203	50.01	25
Pallinup	38	8.2	494	13	10
Great Southern Total	462	100.0	21,697	46.96	19
Johnston	146	25.2	7,970	54.59	21
Lefroy	434	74.8	10,220	23.55	6
Goldfields Total	580	100.0	18,190	31.36	7
Carnegie	26	6.9	999	38.42	17
Gascoyne	91	24.2	959	10.54	4
Greenough	259	68.9	9,608	37.1	12
Midwest Total	376	100.0	11,566	30.76	8
Blackwood	259	14.7	4,232	16.34	7
Preston	1,194	68.0	24,074	20.16	2
Vasse	303	17.3	10,252	33.83	14
Southwest Total	1,756	100.0	38,558	21.96	4
Avon	407	43.3	7,158	17.59	4
Campion	88	9.4	1,282	14.57	6
Hotham	325	34.6	5,164	15.89	5
Lakes	46	4.9	730	15.87	7
Moore	73	7.8	2,709	37.11	9
Wheatbelt Total	939	100.0	17,043	18.15	5
Fitzroy	230	56.4	4,409	19.17	7
Ord	178	43.6	2,218	12.46	5
Kimberley Total	408	100.0	6,627	16.24	6
De Grey	86	48.6	2,113	24.57	14
Fortescue	91	51.4	3,480	38.24	16
Pilbara Total	177	100.0	5,593	31.6	15
Others	3	100.0	5	1.67	2
Others Total	3	100.0	5	1.67	2
WA Total	14,645		602,076	41.11	13

Table A18: Transport

Region & Subregion	Clients		Volume		
	Count	% by Region	Total (Qty)	Mean	Median
Central Metro	455	14.7	24,502	53.85	33
Inner Metro East	963	31.2	42,400	44.03	25
Outer Metro East	1,669	54.1	78,191	46.85	22
East Metro Total	3,087	100.0	145,093	47	24
Inner Metro North	1,921	50.6	81,076	42.21	21
Inner Metro North West	411	10.8	21,996	53.52	30
Outer Metro North	1,464	38.6	56,103	38.32	16
North Metro Total	3,796	100.0	159,175	41.93	20
Inner Metro South East	2,256	58.8	96,663	42.85	19
Outer Metro South East	1,490	38.8	69,399	46.58	22
Serpentine-Jarrahdale	92	2.4	6,330	68.8	28
SE Metro Total	3,838	100.0	172,392	44.92	20
Dale	518	15.1	34,634	66.86	40
Inner Metro South West	1,951	56.9	110,440	56.61	33
Outer Metro South West	958	28.0	45,289	47.27	16
SW Metro Total	3,427	100.0	190,363	55.55	28
King	443	79.1	24,670	55.69	29
Pallinup	117	20.9	3,669	31.36	6
Great Southern Total	560	100.0	28,339	50.61	22
Johnston	224	39.3	12,717	56.77	36
Lefroy	346	60.7	22,674	65.53	34
Goldfields Total	570	100.0	35,391	62.09	36
Carnegie	39	7.1	4,464	114.46	60
Gascoyne	54	9.8	3,347	61.98	18
Greenough	456	83.1	25,063	54.96	29
Midwest Total	549	100.0	32,874	59.88	29
Blackwood	310	13.8	7,785	25.11	8
Preston	1,389	61.8	63,571	45.77	15
Vasse	549	24.4	19,171	34.92	14
Southwest Total	2,248	100.0	90,527	40.27	14
Avon	477	47.2	17,953	37.64	12
Campion	96	9.5	1,572	16.37	5
Hotham	314	31.1	8,677	27.63	12
Lakes	53	5.2	1,037	19.57	6
Moore	71	7.0	2,739	38.58	27
Wheatbelt Total	1,011	100.0	31,978	31.63	10
Fitzroy	225	58.3	10,723	47.66	14
Ord	161	41.7	10,047	62.4	24
Kimberley Total	386	100.0	20,770	53.81	17
De Grey	111	60.3	10,197	91.86	78
Fortescue	73	39.7	7,436	101.86	38
Pilbara Total	184	100.0	17,633	95.83	52
Others	2	100.0	168	84	84
Others Total	2	100.0	168	84	84
WA Total	19,658		924,703	47.04	21

Appendix B

Table B1: SLAs by HACC Metro Regions and Subregions

HACC Planning Region	HACC Subregion	SLA
East Metro	Central Metropolitan	Perth (C) - Inner
		Perth (C) - Remainder
		Stirling (C) - South-Eastern
		Vincent (T)
	Inner Metro East	Bassendean (T)
		Bayswater (C)
	Outer Metro East	Kalamunda (S)
		Mundaring (S)
		Swan (C)
North Metro	Inner Metro North	Cambridge (T)
		Stirling (C) - Central
		Stirling (C) - Coastal
	Inner Metro North West	Claremont (T)
		Cottesloe (T)
		Mosman Park (T)
		Nedlands (C)
		Peppermint Grove (S)
		Subiaco (C)
	Outer Metro North	Joondalup (C) - North
		Joondalup (C) - South
		Wanneroo (C) - North-East
		Wanneroo (C) - North-West
		Wanneroo (C) - South
	South East Metro	Inner Metro South East
Canning (C)		
South Perth (C)		
Victoria Park (T)		
Outer Metro South East		Armadale (C)
		Gosnells (C)
Serpentine-Jarrahdale		Serpentine-Jarrahdale (S)
South West Metro	Dale	Mandurah (C)
		Murray (S)
		Waroona (S)
	Inner Metro South West	Cockburn (C)
		East Fremantle (T)
		Fremantle (C) - Inner
		Fremantle (C) - Remainder
		Melville (C)
	Outer Metro South West	Kwinana (T)
		Rockingham (C)

Table B2: SLAs by HACCC Rural/ Remote Regions and Subregions

HACC Planning Region	HACC Subregion	SLA
Great Southern	King	Albany (C) - Bal
		Albany (C) - Central
		Cranbrook (S)
		Denmark (S)
		Plantagenet (S)
	Pallinup	Broomehill (S)
		Gnowangerup (S)
		Jerramungup (S)
		Katanning (S)
		Kent (S)
		Kojonup (S)
		Tambellup (S)
		Woodanilling (S)
Goldfields	Johnston	Dundas (S)
		Esperance (S)
		Ravensthorpe (S)
	Lefroy	Coolgardie (S)
		Kalgoorlie/Boulder (C) - Pt A
		Kalgoorlie/Boulder (C) - Pt B
		Laverton (S)
		Leonora (S)
		Menzies (S)
		Ngaanyatjarraku (S)
Midwest	Carnegie	Cue (S)
		Meekatharra (S)
		Mount Magnet (S)
		Murchison
		Sandstone (S)
		Wiluna (S)
		Yalgoo (S)
	Gascoyne	Carnarvon (S)
		Exmouth (S)
		Shark Bay (S)
		Upper Gascoyne (S)
	Greenough	Carnamah (S)
		Chapman Valley (S)
		Coorow (S)
		Geraldton (C)
		Greenough (S) - Pt A
		Greenough (S) - Pt B
		Irwin (S)
		Mingenew (S)
		Morawa (S)
		Mullewa (S)
Northampton (S)		
Perenjori (S)		
Three Springs (S)		

Table B2: SLAs by HACC Rural/ Remote Regions and Subregions

HACC Planning Region	HACC Subregion	SLA
South West	Blackwood	Boyup Brook (S)
		Bridgetown-Greenbushes (S)
		Manjimup (S)
		Nannup (S)
	Preston	Bunbury (C)
		Capel (S) - Pt A
		Capel (S) - Pt B
		Collie (S)
		Dardanup (S) - Pt A
		Dardanup (S) - Pt B
		Donnybrook-Balingup (S)
		Harvey (S) - Pt A
	Harvey (S) - Pt B	
	Vasse	Augusta-Margaret River (S)
		Busselton (S)
Wheatbelt	Avon	Beverley (S)
		Cunderdin (S)
		Dalwallinu (S)
		Dowerin (S)
		Goomalling (S)
		Koorda (S)
		Northam (S)
		Northam (T)
		Quairading (S)
		Tammin (S)
		Toodyay (S)
		Wongan-Ballidu (S)
		Wyalkatchem (S)
		York (S)
	Campion	Bruce Rock (S)
		Corrigin (S)
		Kellerberrin (S)
		Merredin (S)
		Mount Marshall (S)
		Mukinbudin (S)
		Narembeen (S)
		Nungarin (S)
		Trayning (S)
Westonia (S)		
Yilgarn (S)		

Table B2: SLAs by HACCC Rural/ Remote Regions and Subregions

HACC Planning Region	HACC Subregion	SLA
Wheatbelt	Hotham	Boddington (S)
		Brookton (S)
		Cuballing (S)
		Dumbleyung (S)
		Narrogin (S)
		Narrogin (T)
		Pingelly (S)
		Wagin (S)
		Wandering (S)
		West Arthur (S)
		Wickepin (S)
		Williams (S)
	Lakes	Kondinin (S)
		Kulin (S)
		Lake Grace (S)
Moore	Chittering (S)	
	Dandaragan (S)	
	Gingin (S)	
	Moorabool (S)	
	Victoria Plains (S)	
Kimberley	Fitzroy	Broome (S)
		Derby-West Kimberley (S)
	Ord	Halls Creek (S)
		Wyndham-East Kimberley (S)
Pilbara	De Grey	East Pilbara (S)
		Port Hedland (T)
	Fortescue	Ashburton (S)
		Roebourne (S)



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