

health

Use of HACC services by people born in non-English speaking countries

HACC minimum data set 2009-2010

Use of HACCC services across regions, local government areas, and Victoria-wide

2009-2010

HACC Minimum data set

2006 Australian Bureau of Statistics census

This project is supported by funding from the Australian Government and the Victorian Government under the Home and Community Care (HACC) Program.

If you would like to receive this publication in an accessible format, please phone 9096 8692 using the National Relay Service 13 36 77 if required, or email: <aged.care@health.vic.gov.au>

© Copyright, State of Victoria, Department of Health, 2010.

Published by the Aged Care Branch, Victorian Government, Department of Health, Melbourne, Victoria. This publication is copyright, no part may be reproduced by any process except in accordance with the provisions of the *Copyright Act 1968*.

This document is also available in PDF format on the internet at: www.health.vic.gov.au/hacc.

Authorised by the State Government of Victoria, 50 Lonsdale Street, Melbourne.

Contents

Use of HACC services by people born in a non-English speaking country across Victoria 1

Use of HACC services by people born in a non-English speaking country across the Regions 4

Grampians	7
Loddon Mallee	10
Hume	13
Gippsland	16
Eastern Metropolitan Region	19
Southern Metropolitan Region	22
North and West	25

Use of HACC services by people born in a non-English speaking country across Local Government Areas 28

Barwon South Western

City of Greater Geelong	28
-------------------------	----

Grampians

Ballarat	31
Hepburn Shire	34
Moorabool	37

Loddon Mallee

Greater Bendigo	40
Mildura	43

Hume

Alpine	46
Greater Shepperton	49
Mitchell	52
Wangaratta	55
Wodonga	58

Gippsland

Bass Coast	61
Baw Baw	64
East Gippsland	67
LaTrobe	70
South Gippsland	73
Wellington	76

Eastern Metropolitan Region

Boroondara	79
Knox	82
Manningham	85
Maroondah	88
Monash	91

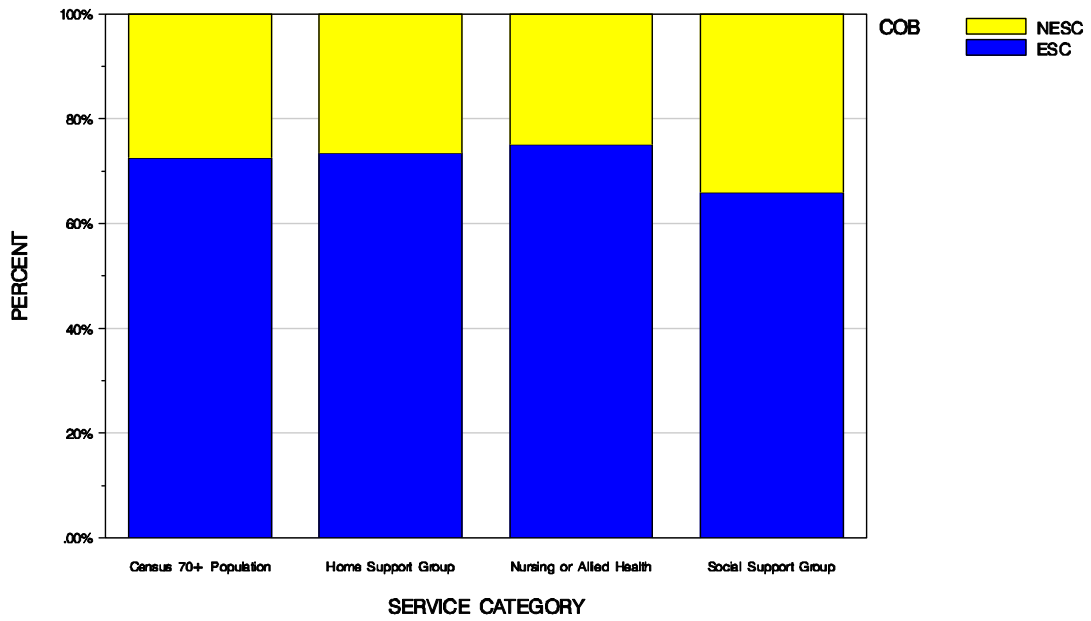
Whitehorse	94
Yarra Ranges	97
Southern Metropolitan Region	
Bayside	100
Cardinia	103
Casey	106
Frankston	109
Glen Eira	112
Greater Dandenong	115
Kingston	118
Mornington Peninsula	121
Port Phillip	124
Stonnington	127
North and West	
Banyule	131
Brimbank	134
Darebin	137
Hobsons Bay	140
Hume	143
Maribyrnong	146
Melbourne	149
Melton	152
Moonee Valley	155
Moreland	158
Nillumbik	161
Whittlesea	164
Wyhdham	167
Yarra	170

Victorian summary of HACC use by people born in a non-English speaking country

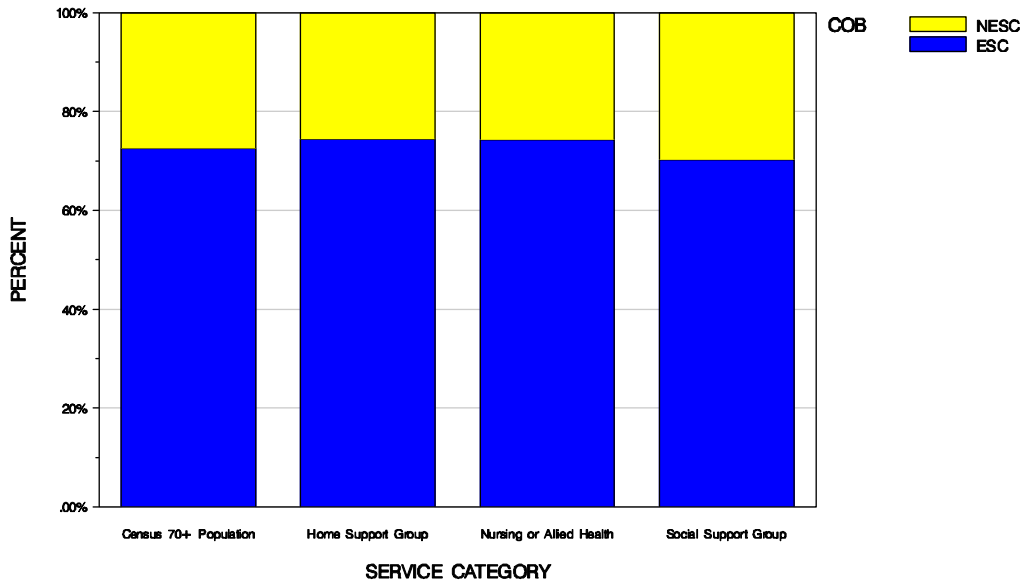
Table 1: Summary of Victoria

Service Group	Rank	Country of Birth	HACC 70+ Clients	Service Hours	Avg Hours per Client	Census Population 70 Plus	Coverage: Clients as % of Pop.
Home Support Group	1	ESC	86,537	2,909,549	33.6	317,161	27.3%
	2	Italy	8,821	335,690	38.1	30,952	28.5%
	3	Greece	3,521	116,773	33.2	14,804	23.8%
	4	Germany	1,688	54,597	32.3	7,011	24.1%
	5	Netherlands	1,675	49,049	29.3	6,384	26.2%
	6	Poland	1,641	58,519	35.7	6,020	27.3%
	7	China	461	12,787	27.7	4,548	10.1%
	8	Malta	974	30,922	31.7	4,355	22.4%
	9	Croatia	759	22,398	29.5	3,225	23.5%
	10	India	882	32,041	36.3	2,994	29.5%
	11	Other Non ESC	9,424	337,309	35.8	40,247	23.4%
<i>Home Support Group</i>			116,383	3,959,633	34.0	437,701	26.6%
Nursing or Allied Health	1	ESC	57,558	886,566	15.4	317,161	18.1%
	2	Italy	5,825	87,923	15.1	30,952	18.8%
	3	Greece	2,370	35,653	15.0	14,804	16.0%
	4	Germany	1,114	17,341	15.6	7,011	15.9%
	5	Netherlands	1,045	14,677	14.0	6,384	16.4%
	6	Poland	799	14,620	18.3	6,020	13.3%
	7	China	426	4,014	9.4	4,548	9.4%
	8	Malta	931	13,276	14.3	4,355	21.4%
	9	Croatia	575	8,598	15.0	3,225	17.8%
	10	India	494	6,978	14.1	2,994	16.5%
	11	Other Non ESC	6,402	90,736	14.2	40,247	15.9%
<i>Nursing or Allied Health</i>			77,539	1,180,383	15.2	437,701	17.7%
Social Support Group	1	ESC	20,902	2,063,001	98.7	317,161	6.6%
	2	Italy	1,835	243,809	132.9	30,952	5.9%
	3	Greece	778	92,799	119.3	14,804	5.3%
	4	Germany	461	53,537	116.1	7,011	6.6%
	5	Netherlands	460	48,755	106.0	6,384	7.2%
	6	Poland	582	64,816	111.4	6,020	9.7%
	7	China	693	97,026	140.0	4,548	15.2%
	8	Malta	230	31,908	138.7	4,355	5.3%
	9	Croatia	222	23,156	104.3	3,225	6.9%
	10	India	209	21,068	100.8	2,994	7.0%
	11	Other Non ESC	3,373	386,445	114.6	40,247	8.4%
<i>Social Support Group</i>			29,745	3,126,320	105.1	437,701	6.8%

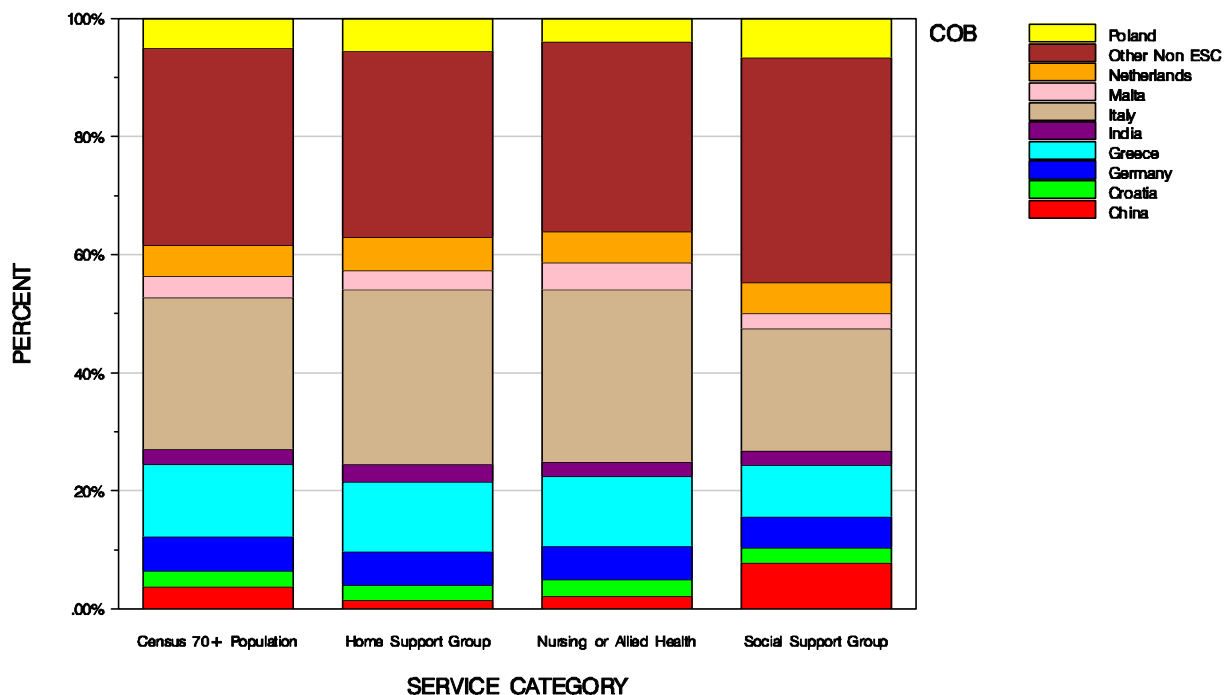
Service Hours by English Speaking Country and Non English Speaking Country – Victoria
 Comparison between Census pop. and Service Hours of 3 Service Categories:



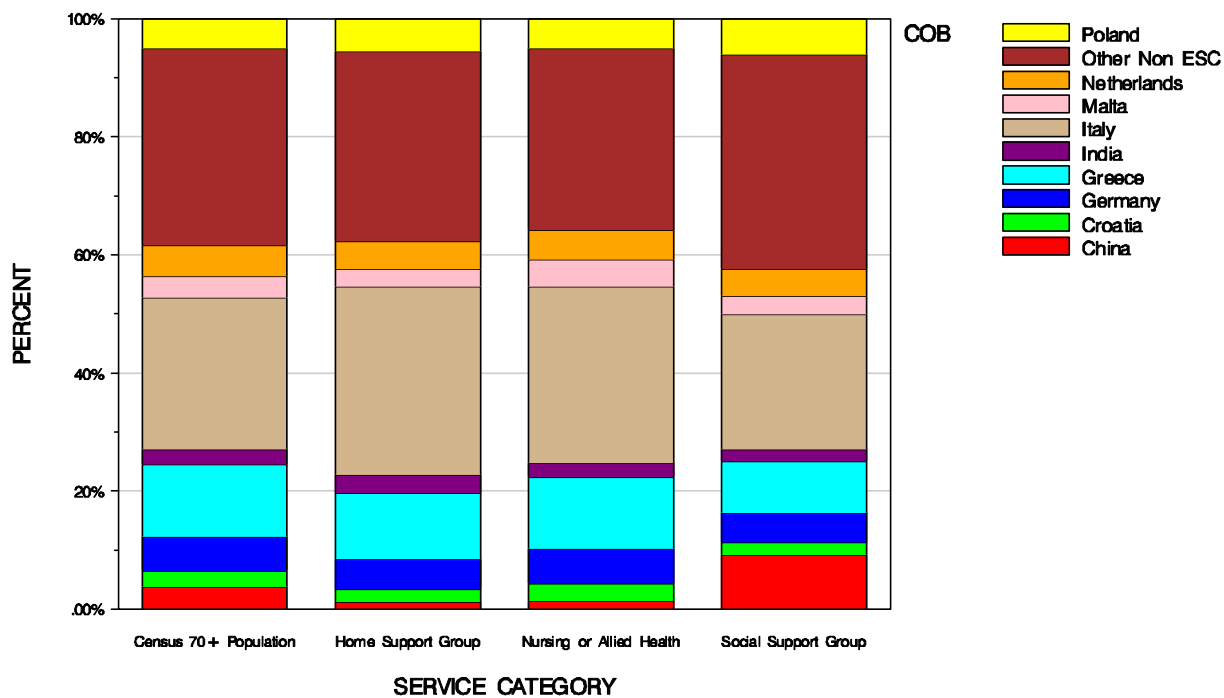
Clients by English Speaking Country and Non English Speaking Country – Victoria
 Comparison between Census pop. and Clients of 3 Service Categories:



Clients by Country of Birth as Proportion of all Clients from NES – Victoria
 Comparison between Census pop. and Clients of 3 Service Categories:



Service Hours by Country of Birth as Proportion of all Service Hours from NES – Victoria
 Comparison between Census pop. and Service Hours of 3 Service Categories:



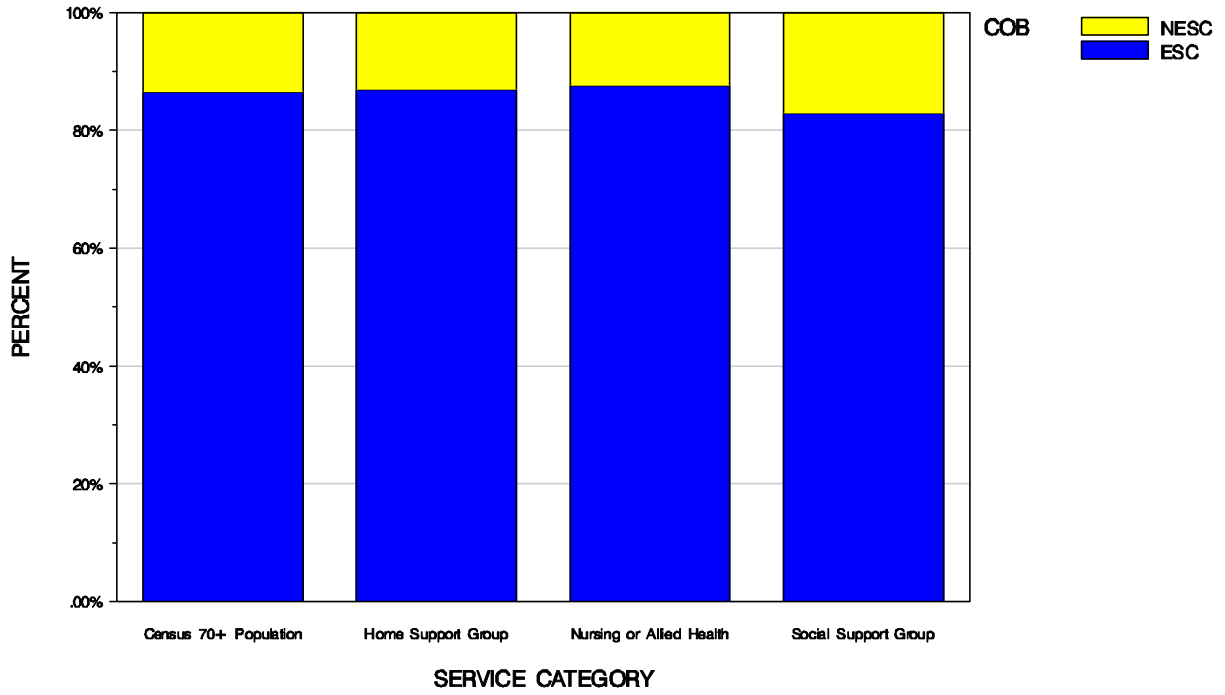
Regional summary of HACC use by people born in a non-English speaking country

Barwon South Western

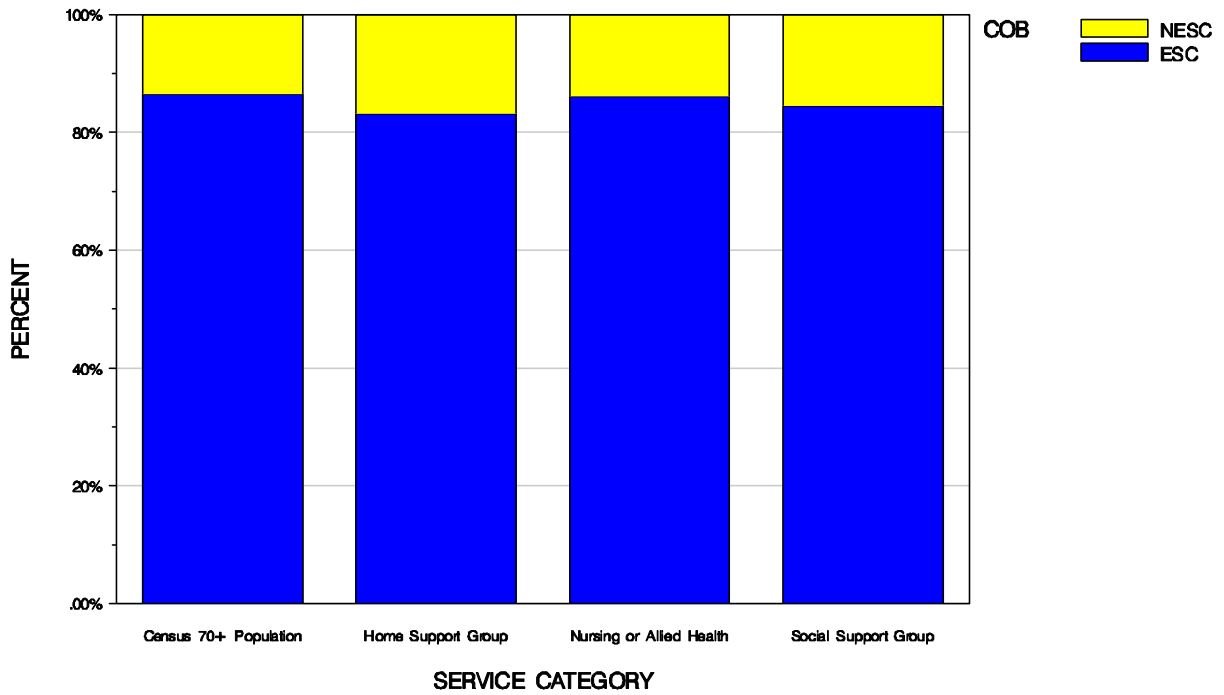
Table 2: Summary of Barwon South Western region

Service Group	Rank	Country of Birth	HACC 70+ Clients	Service Hours	Avg Hours per Client	Census Population 70 Plus	Coverage: Clients as % of Pop.
Home Support Group	1	ESC	9,229	288,353	31.2	32,016	28.8%
	2	Italy	400	9,657	24.1	946	42.3%
	3	Netherlands	335	7,704	23.0	786	42.6%
	4	Germany	161	4,347	27.0	627	25.7%
	5	Croatia	217	4,606	21.2	372	58.3%
	6	Poland	116	2,325	20.0	352	33.0%
	7	Ukraine	76	1,714	22.6	176	43.2%
	8	Greece	72	1,440	20.0	165	43.6%
	9	Macedonia	91	1,014	11.1	127	71.7%
	10	Hungary	42	1,075	25.6	113	37.2%
	11	Other Non ESC	353	9,566	27.1	1,327	26.6%
<i>Home Support Group</i>			11,092	331,800	29.9	37,007	30.0%
Nursing or Allied Health	1	ESC	7,383	83,022	11.2	32,016	23.1%
	2	Italy	252	1,965	7.8	946	26.6%
	3	Netherlands	186	2,114	11.4	786	23.7%
	4	Germany	143	1,643	11.5	627	22.8%
	5	Croatia	100	957	9.6	372	26.9%
	6	Poland	61	542	8.9	352	17.3%
	7	Ukraine	42	543	12.9	176	23.9%
	8	Greece	40	398	9.9	165	24.2%
	9	Macedonia	20	190	9.5	127	15.7%
	10	Hungary	36	297	8.2	113	31.9%
	11	Other Non ESC	315	3,064	9.7	1,327	23.7%
<i>Nursing or Allied Health</i>			8,578	94,733	11.0	37,007	23.2%
Social Support Group	1	ESC	2,127	272,815	128.3	32,016	6.6%
	2	Italy	94	14,027	149.2	946	9.9%
	3	Netherlands	70	7,262	103.7	786	8.9%
	4	Germany	41	4,882	119.1	627	6.5%
	5	Croatia	18	3,240	180.0	372	4.8%
	6	Poland	48	7,577	157.9	352	13.6%
	7	Ukraine	13	1,556	119.7	176	7.4%
	8	Greece	7	2,160	308.6	165	4.2%
	9	Macedonia	24	6,178	257.4	127	18.9%
	10	Hungary	1	54	54.0	113	0.9%
	11	Other Non ESC	76	9,503	125.0	1,327	5.7%
<i>Social Support Group</i>			2,519	329,254	130.7	37,007	6.8%

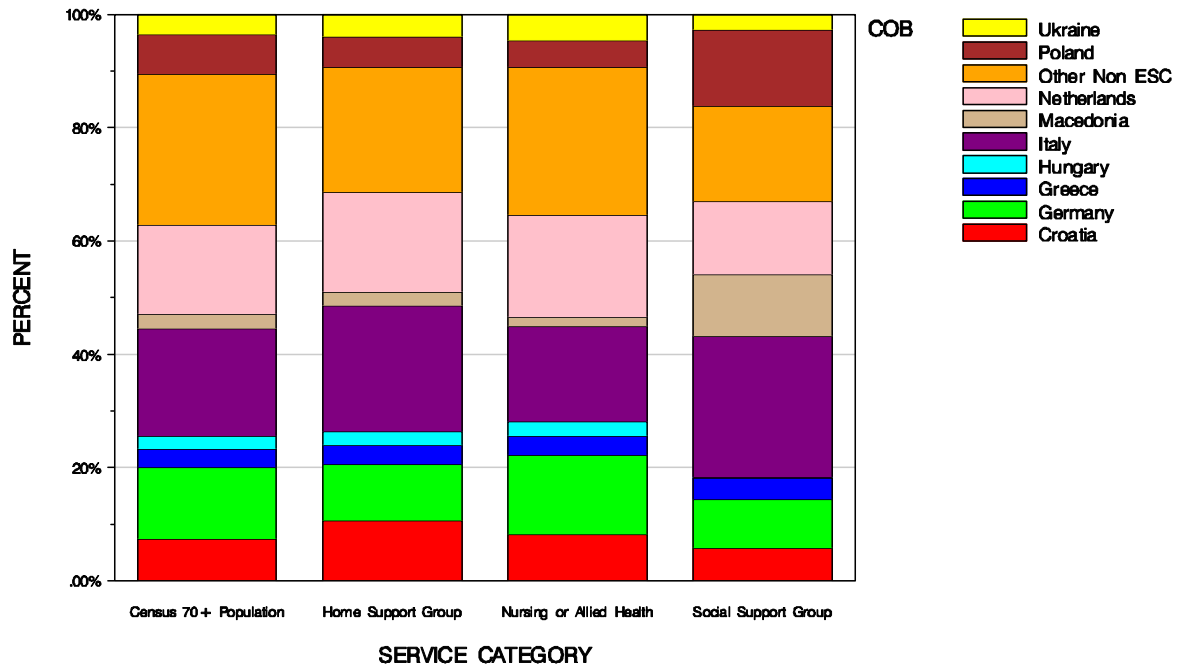
Service Hours by English Speaking Country and Non English Speaking Country –
Comparison between Census pop. and Service Hours of 3 Service Categories:



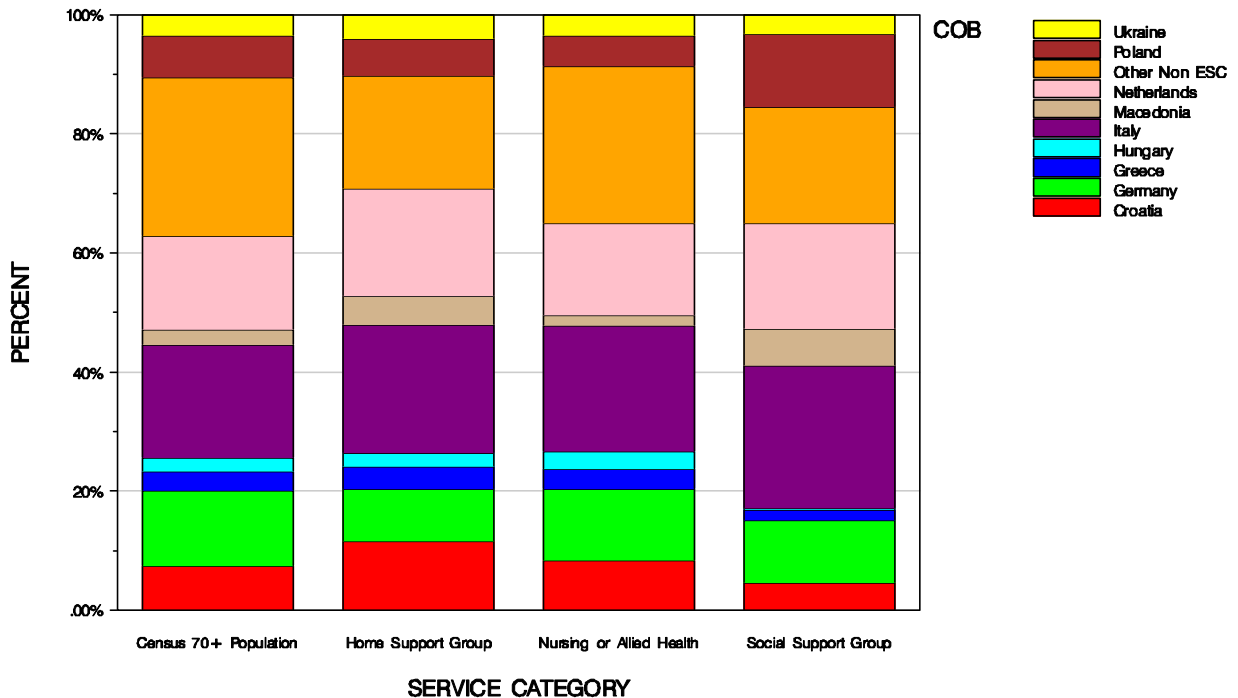
Clients by English Speaking Country and Non English Speaking Country –
Comparison between Census pop. and Clients of 3 Service Categories:



Service Hours by Country of Birth as Proportion of all Service Hours from NES –
 Comparison between Census pop. and Service Hours of 3 Service Categories:



Clients by Country of Birth as Proportion of all Clients from NES –
 Comparison between Census pop. and Clients of 3 Service Categories:

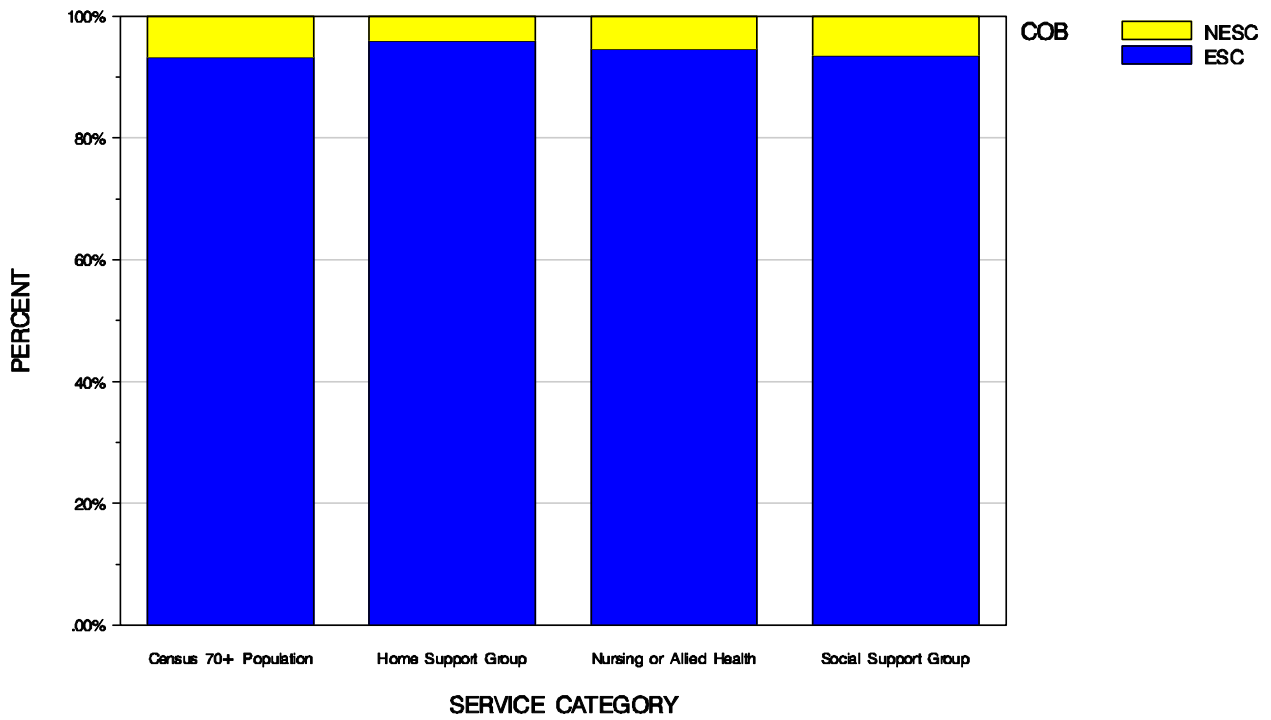


Grampians

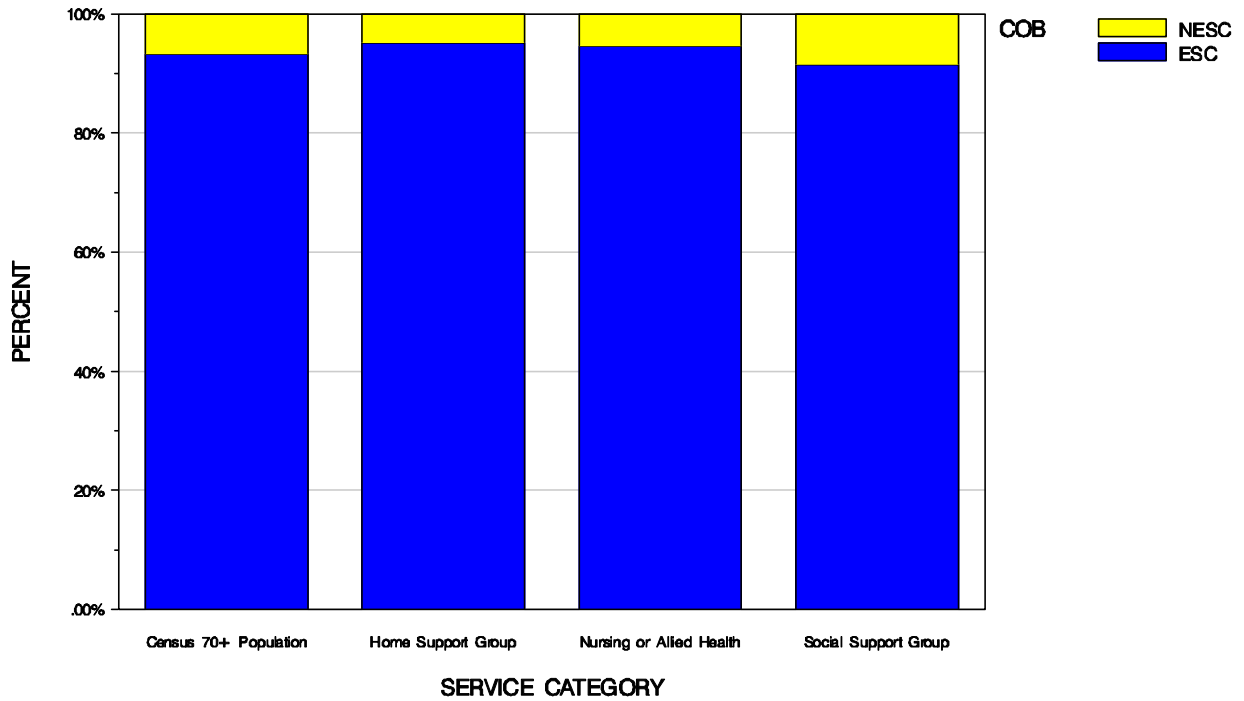
Table 3: Summary of Grampians region

Service Group	Rank	Country of Birth	HACC 70+ Clients	Service Hours	Avg Hours per Client	Census Population 70 Plus	Coverage: Clients as % of Pop.
Home Support Group	1	ESC	6,132	214,967	35.1	19,422	31.6%
	2	Netherlands	91	2,671	29.3	315	28.9%
	3	Germany	62	1,983	32.0	224	27.7%
	4	Italy	36	952	26.4	185	19.5%
	5	Poland	18	605	33.6	86	20.9%
	6	Croatia	13	134	10.3	66	19.7%
	7	Latvia	12	477	39.8	49	24.5%
	8	Malta	8	102	12.7	41	19.5%
	9	Hungary	6	104	17.3	39	15.4%
	10	Austria	5	114	22.8	31	16.1%
	11	Other Non ESC	66	1,922	29.1	381	17.3%
<i>Home Support Group</i>			6,449	224,029	34.7	20,839	30.9%
Nursing or Allied Health	1	ESC	3,886	59,539	15.3	19,422	20.0%
	2	Netherlands	55	772	14.0	315	17.5%
	3	Germany	40	1,063	26.6	224	17.9%
	4	Italy	28	457	16.3	185	15.1%
	5	Poland	10	104	10.4	86	11.6%
	6	Croatia	9	116	12.9	66	13.6%
	7	Latvia	7	183	26.1	49	14.3%
	8	Malta	9	48	5.3	41	22.0%
	9	Hungary	4	21	5.3	39	10.3%
	10	Austria	3	70	23.3	31	9.7%
	11	Other Non ESC	58	618	10.7	381	15.2%
<i>Nursing or Allied Health</i>			4,109	62,991	15.3	20,839	19.7%
Social Support Group	1	ESC	1,781	187,501	105.3	19,422	9.2%
	2	Netherlands	39	5,383	138.0	315	12.4%
	3	Germany	27	2,619	97.0	224	12.1%
	4	Italy	27	799	29.6	185	14.6%
	5	Poland	6	91	15.2	86	7.0%
	6	Croatia	12	86	7.2	66	18.2%
	7	Latvia	4	81	20.3	49	8.2%
	8	Malta	2	12	6.0	41	4.9%
	9	Hungary	14	843	60.2	39	35.9%
	10	Austria	3	272	90.7	31	9.7%
	11	Other Non ESC	32	2,721	85.0	381	8.4%
<i>Social Support Group</i>			1,947	200,408	102.9	20,839	9.3%

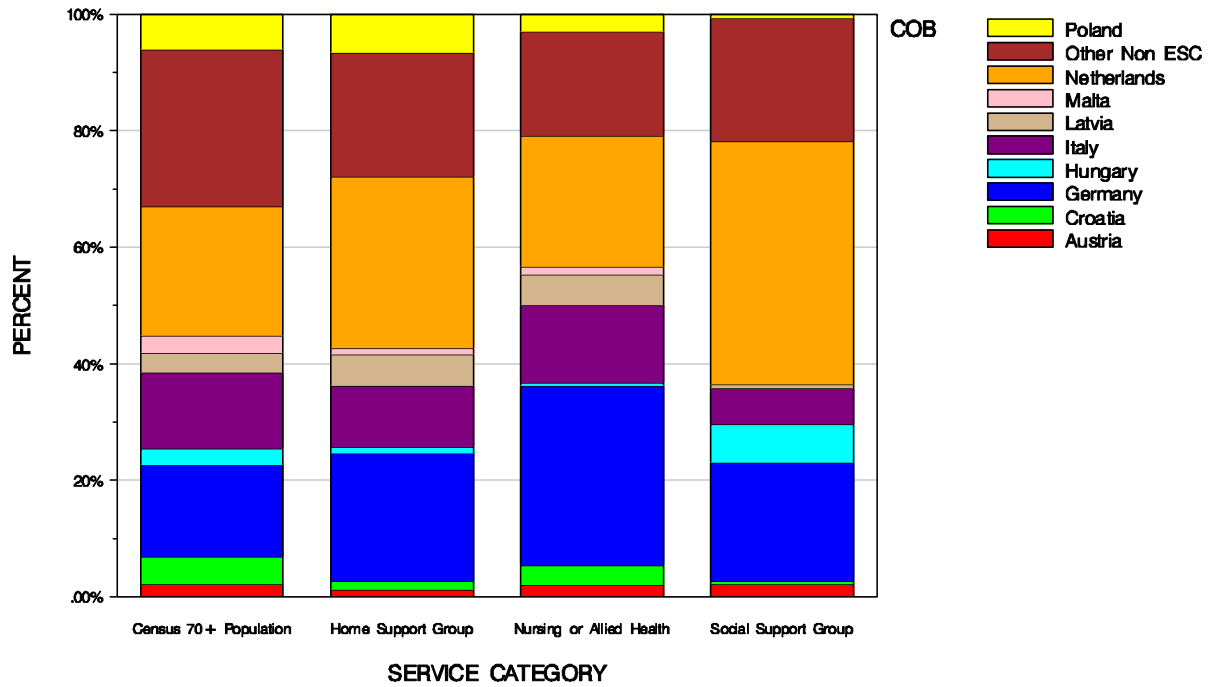
Service Hours by English Speaking Country and Non English Speaking Country –
 Comparison between Census pop. and Service Hours of 3 Service Categories:



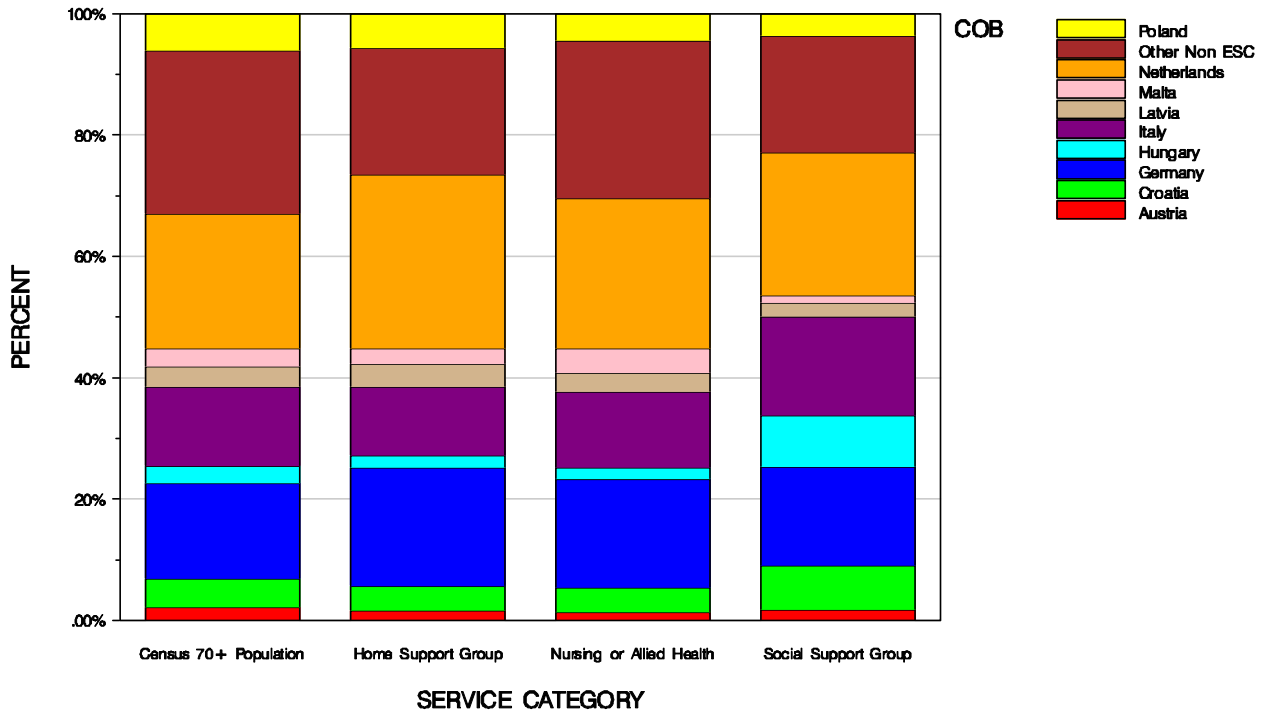
Clients by English Speaking Country and Non English Speaking Country –
 Comparison between Census pop. and Clients of 3 Service Categories:



Service Hours by Country of Birth as Proportion of all Service Hours from NES –
 Comparison between Census pop. and Service Hours of 3 Service Categories:



Clients by Country of Birth as Proportion of all Clients from NES –
 Comparison between Census pop. and Clients of 3 Service Categories:

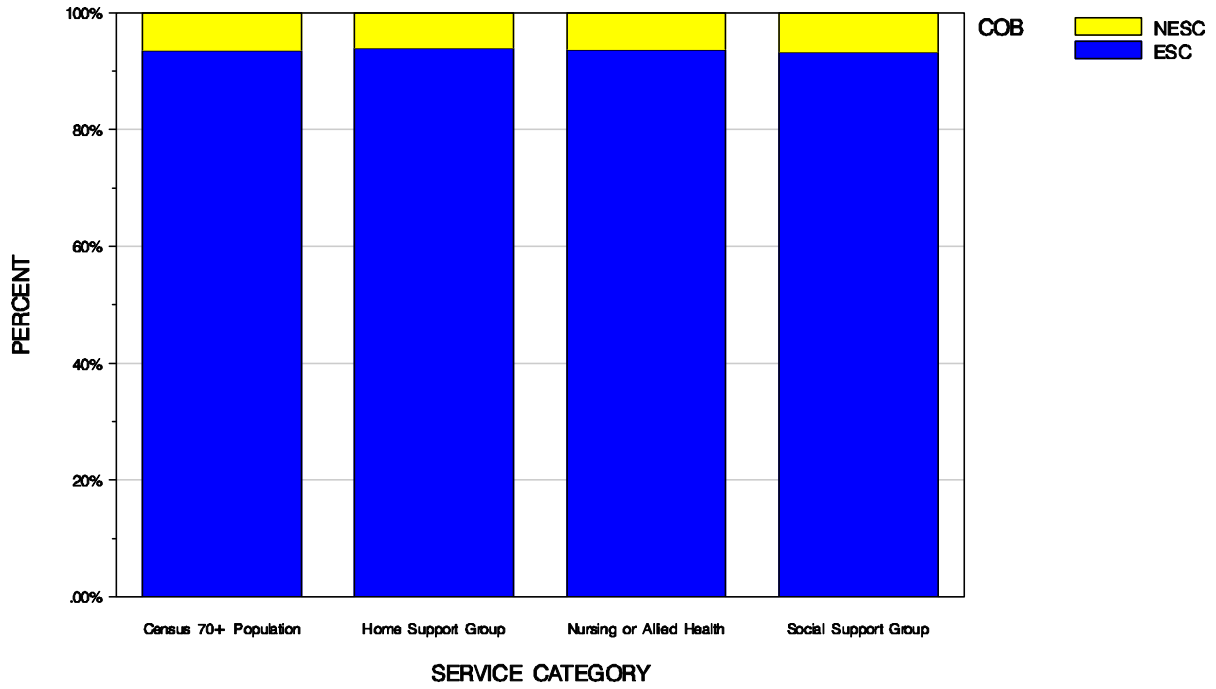


Loddon Mallee

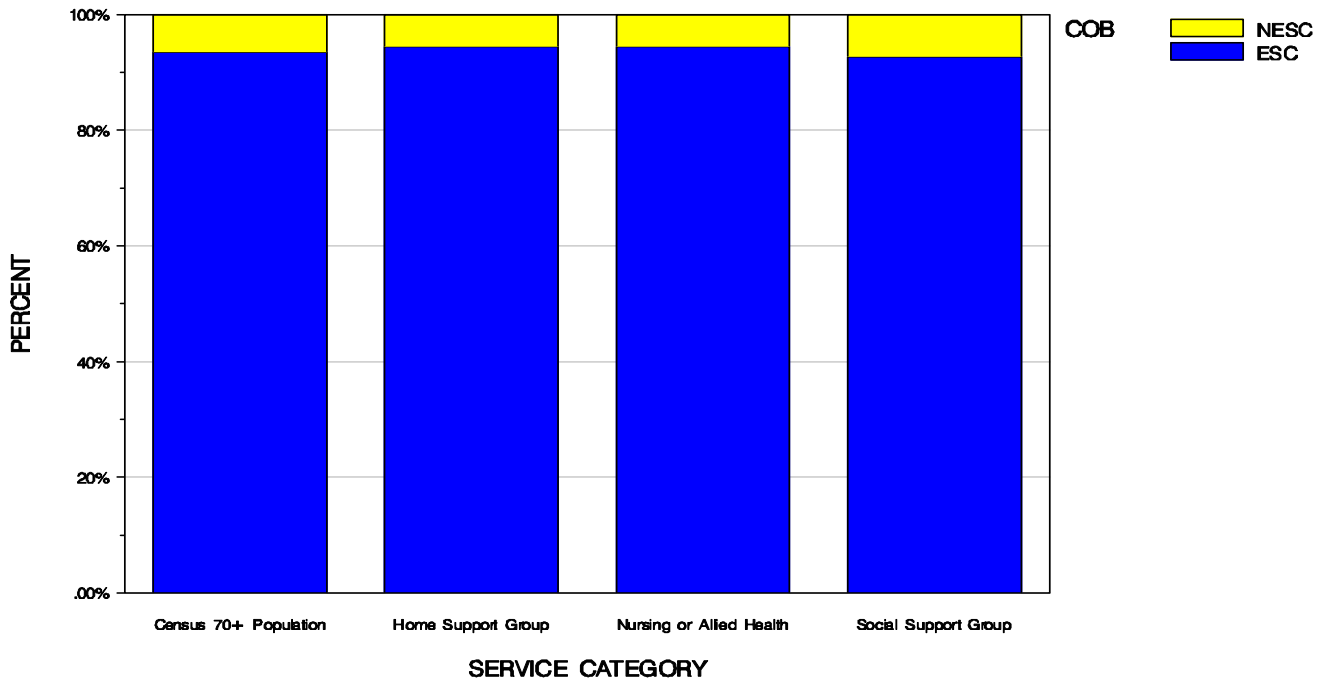
Table 4: Summary of Loddon Mallee region

Service Group	Rank	Country of Birth	HACC 70+ Clients	Service Hours	Avg Hours per Client	Census Population 70 Plus	Coverage: Clients as % of Pop.
Home Support Group	1	ESC	8,748	281,911	32.2	27,991	31.3%
	2	Italy	219	9,604	43.9	635	34.5%
	3	Germany	61	1,436	23.5	234	26.1%
	4	Netherlands	50	1,372	27.4	194	25.8%
	5	Greece	28	1,035	37.0	136	20.6%
	6	Poland	20	721	36.1	90	22.2%
	7	Croatia	12	367	30.6	88	13.6%
	8	Hungary	14	336	24.0	76	18.4%
	9	India	9	315	35.0	42	21.4%
	10	Malta	7	138	19.7	39	17.9%
	11	Other Non ESC	97	2,999	30.9	427	22.7%
<i>Home Support Group</i>			9,265	300,235	32.4	29,952	30.9%
Nursing or Allied Health	1	ESC	6,878	93,398	13.6	27,991	24.6%
	2	Italy	164	2,519	15.4	635	25.8%
	3	Germany	37	768	20.7	234	15.8%
	4	Netherlands	45	550	12.2	194	23.2%
	5	Greece	22	397	18.0	136	16.2%
	6	Poland	17	254	14.9	90	18.9%
	7	Croatia	18	124	6.9	88	20.5%
	8	Hungary	10	64	6.4	76	13.2%
	9	India	6	121	20.2	42	14.3%
	10	Malta	4	32	7.9	39	10.3%
	11	Other Non ESC	76	1,498	19.7	427	17.8%
<i>Nursing or Allied Health</i>			7,277	99,724	13.7	29,952	24.3%
Social Support Group	1	ESC	3,172	285,544	90.0	27,991	11.3%
	2	Italy	95	7,956	83.7	635	15.0%
	3	Germany	22	3,568	162.2	234	9.4%
	4	Netherlands	28	1,898	67.8	194	14.4%
	5	Greece	26	2,861	110.0	136	19.1%
	6	Poland	6	278	46.3	90	6.7%
	7	Croatia	6	106	17.7	88	6.8%
	8	Hungary	8	576	72.0	76	10.5%
	9	India	4	178	44.5	42	9.5%
	10	Malta	2	11	5.5	39	5.1%
	11	Other Non ESC	51	3,285	64.4	427	11.9%
<i>Social Support Group</i>			3,420	306,261	89.5	29,952	11.4%

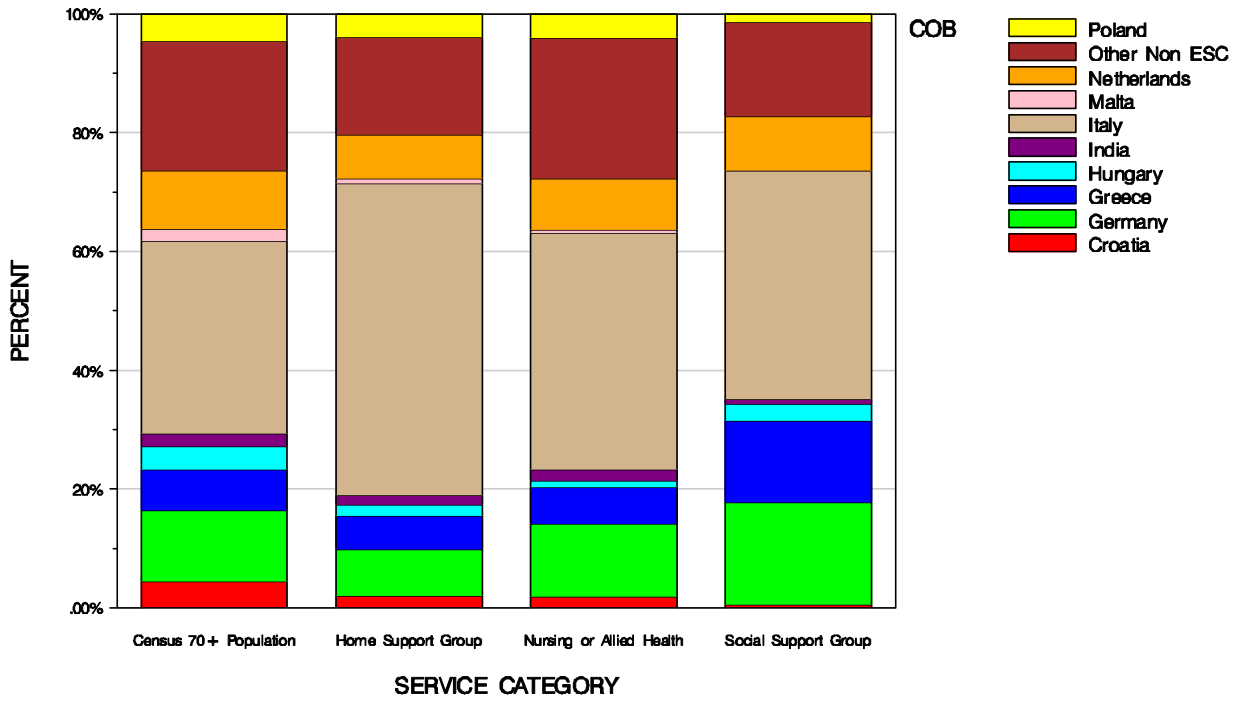
Service Hours by English Speaking Country and Non English Speaking Country –
Comparison between Census pop. and Service Hours of 3 Service Categories:



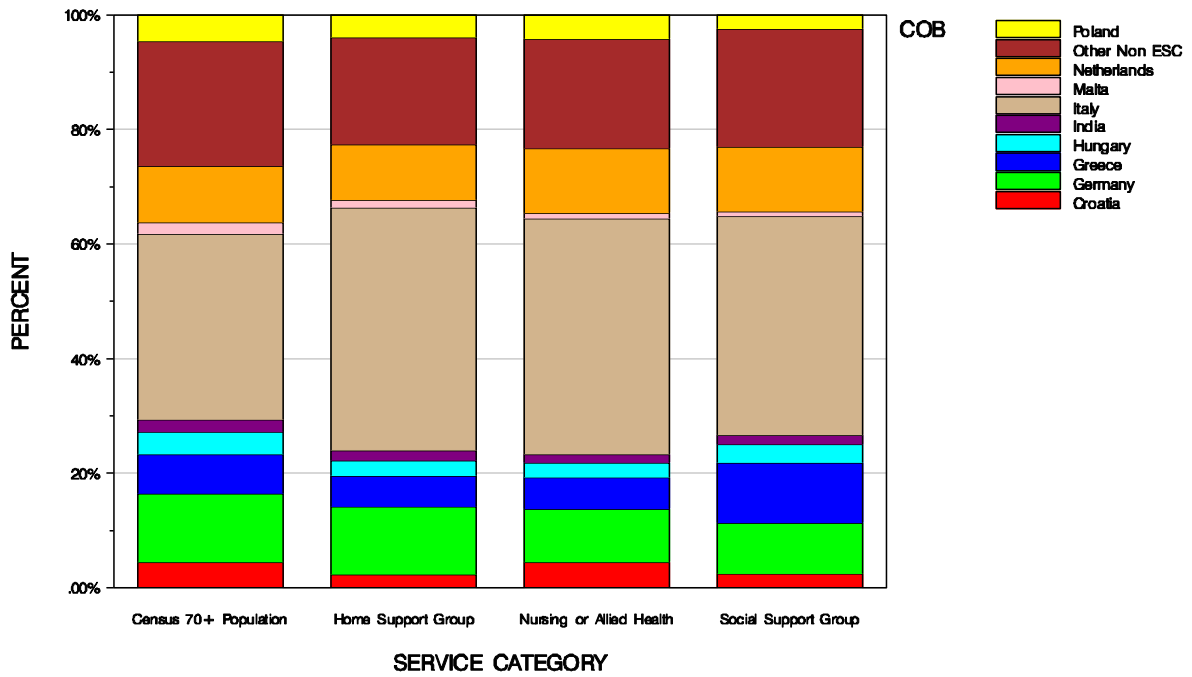
Clients by English Speaking Country and Non English Speaking Country –
Comparison between Census pop. and Clients of 3 Service Categories:



Service Hours by Country of Birth as Proportion of all Service Hours from NES –
Comparison between Census pop. and Service Hours of 3 Service Categories:



Clients by Country of Birth as Proportion of all Clients from NES –
Comparison between Census pop. and Clients of 3 Service Categories:



Hume

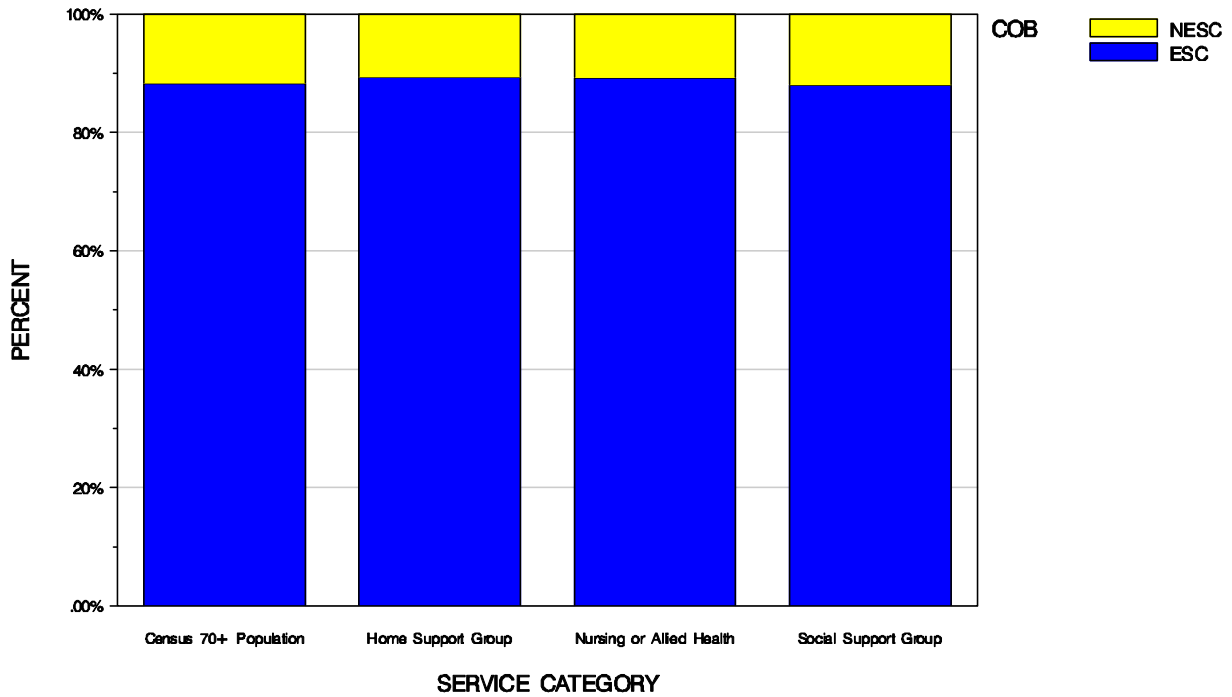
Table 5: Summary of Hume region

Service Group	Rank	Country of Birth	HACC 70+ Clients	Service Hours	Avg Hours per Client	Census Population 70 Plus	Coverage: Clients as % of Pop.
Home Support Group	1	ESC	6,631	195,840	29.5	21,627	30.7%
	2	Italy	329	10,165	30.9	1,047	31.4%
	3	Germany	113	3,642	32.2	369	30.6%
	4	Netherlands	84	2,027	24.1	321	26.2%
	5	Poland	44	1,209	27.5	135	32.6%
	6	Greece	22	716	32.6	113	19.5%
	7	Croatia	21	775	36.9	87	24.1%
	8	Austria	9	237	26.3	72	12.5%
	9	Hungary	16	496	31.0	70	22.9%
	10	Ukraine	12	347	28.9	52	23.1%
	11	Other Non ESC	144	5,391	37.4	598	24.1%
<i>Home Support Group</i>			7,425	220,845	29.7	24,491	30.3%
Nursing or Allied Health	1	ESC	4,394	73,390	16.7	21,627	20.3%
	2	Italy	209	4,126	19.7	1,047	20.0%
	3	Germany	70	2,267	32.4	369	19.0%
	4	Netherlands	45	908	20.2	321	14.0%
	5	Poland	29	826	28.5	135	21.5%
	6	Greece	8	181	22.6	113	7.1%
	7	Croatia	23	660	28.7	87	26.4%
	8	Austria	12	386	32.2	72	16.7%
	9	Hungary	17	873	51.4	70	24.3%
	10	Ukraine	9	315	35.0	52	17.3%
	11	Other Non ESC	106	1,733	16.3	598	17.7%
<i>Nursing or Allied Health</i>			4,922	85,664	17.4	24,491	20.1%
Social Support Group	1	ESC	1,739	192,224	110.5	21,627	8.0%
	2	Italy	101	6,818	67.5	1,047	9.6%
	3	Germany	37	5,832	157.6	369	10.0%
	4	Netherlands	25	3,168	126.7	321	7.8%
	5	Poland	12	1,659	138.3	135	8.9%
	6	Greece	5	880	176.0	113	4.4%
	7	Croatia	3	80	26.7	87	3.4%
	8	Austria	3	644	214.7	72	4.2%
	9	Hungary	6	980	163.3	70	8.6%
	10	Ukraine	4	507	126.8	52	7.7%
	11	Other Non ESC	40	5,964	149.1	598	6.7%
<i>Social Support Group</i>			1,975	218,756	110.8	24,491	8.1%

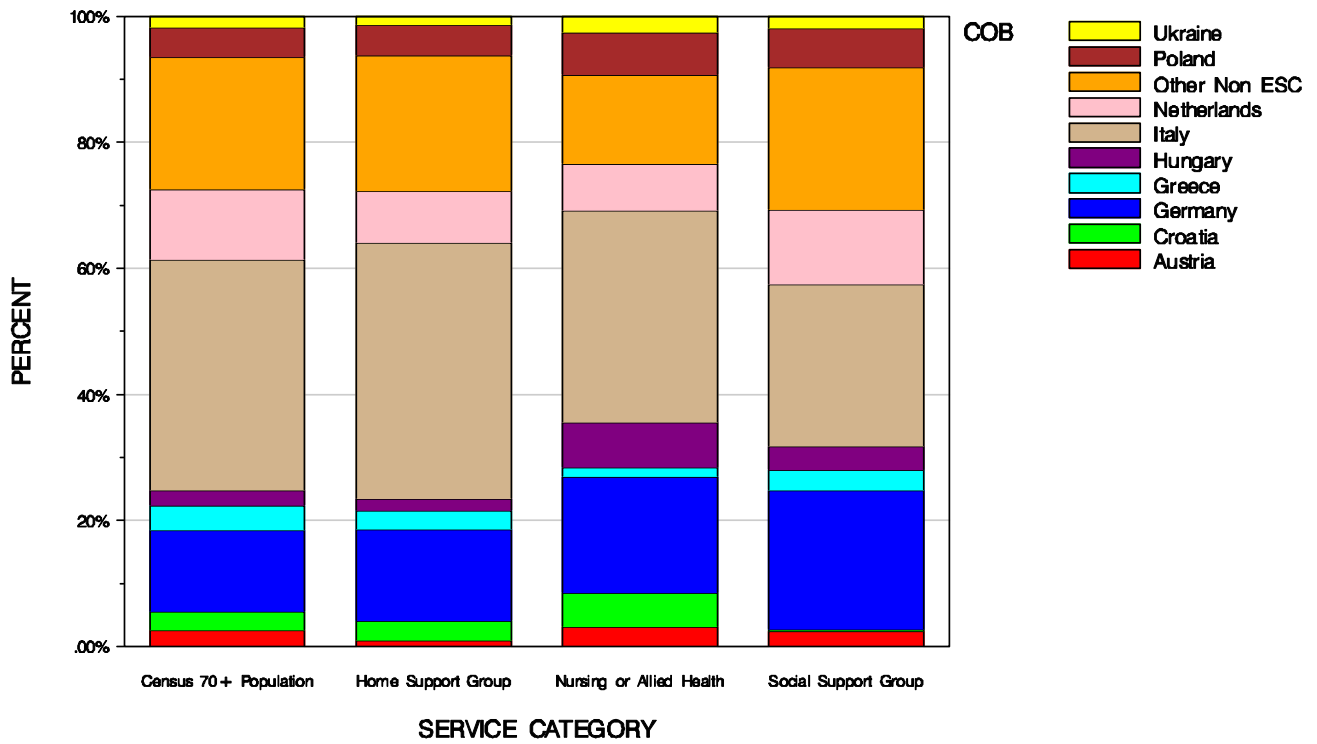
Service Hours by English Speaking Country and Non English Speaking Country –
Comparison between Census pop. and Service Hours of 3 Service Categories:



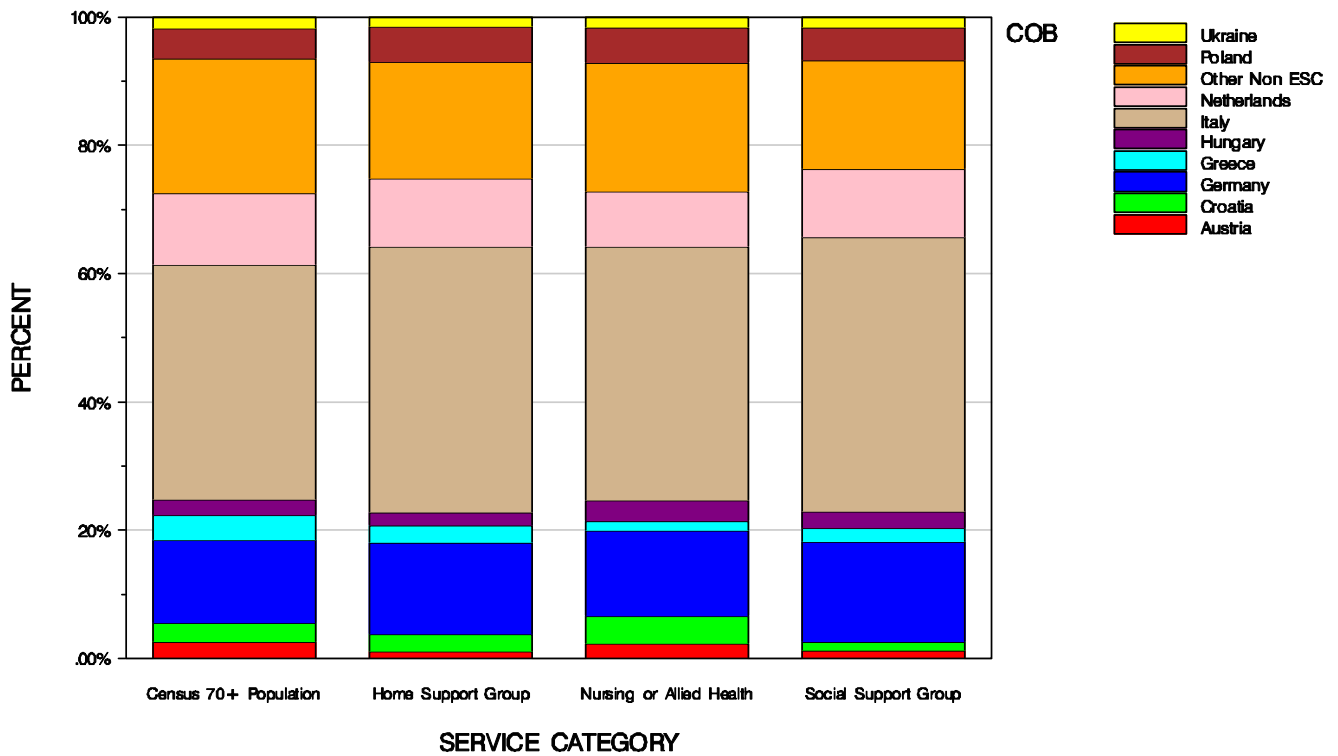
Clients by English Speaking Country and Non English Speaking Country –
Comparison between Census pop. and Clients of 3 Service Categories:



Service Hours by Country of Birth as Proportion of all Service Hours from NES –
 Comparison between Census pop. and Service Hours of 3 Service Categories:



Clients by Country of Birth as Proportion of all Clients from NES –
 Comparison between Census pop. and Clients of 3 Service Categories:

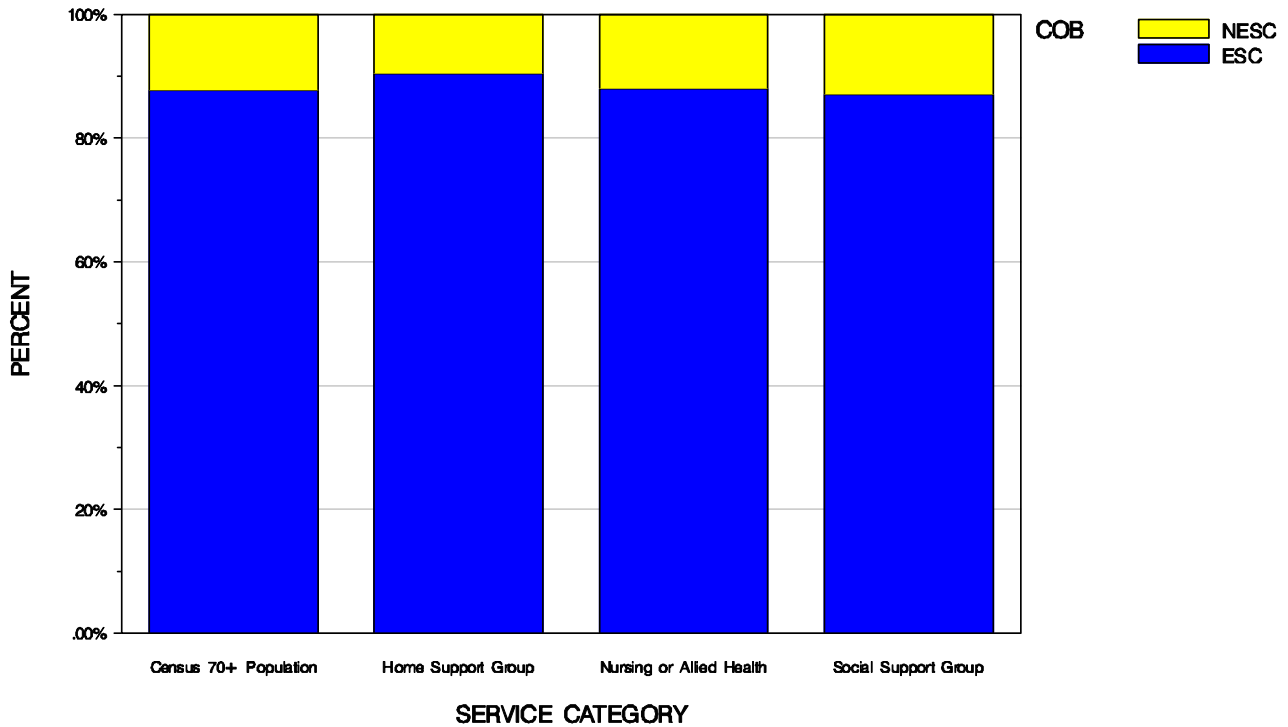


Gippsland

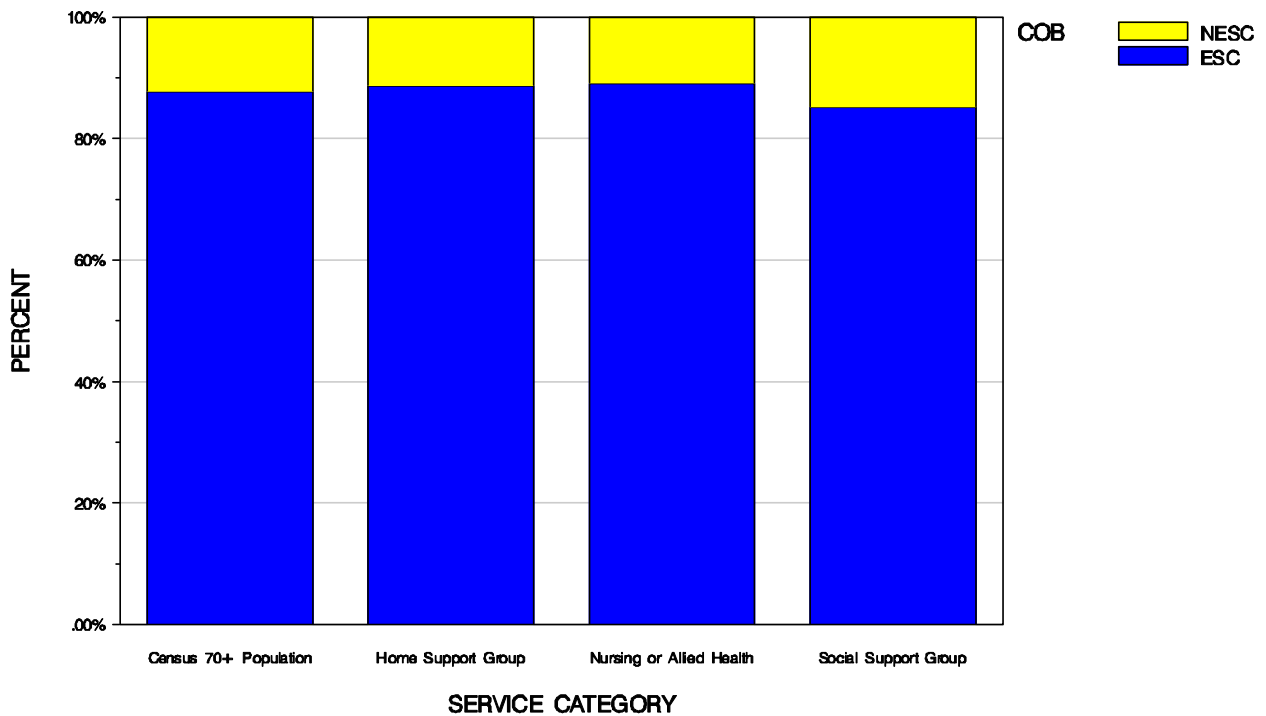
Table 6: Summary of Gippsland region

Service Group	Rank	Country of Birth	HACC 70+ Clients	Service Hours	Avg Hours per Client	Census Population 70 Plus	Coverage: Clients as % of Pop.
Home Support Group	1	ESC	6,830	208,187	30.5	22,635	30.2%
	2	Italy	210	6,218	29.6	719	29.2%
	3	Netherlands	170	3,706	21.8	687	24.7%
	4	Germany	141	3,566	25.3	484	29.1%
	5	Poland	45	1,243	27.6	163	27.6%
	6	Malta	27	250	9.3	139	19.4%
	7	Greece	30	597	19.9	96	31.3%
	8	Hungary	13	256	19.7	70	18.6%
	9	Austria	16	505	31.6	62	25.8%
	10	Ukraine	12	380	31.7	57	21.1%
	11	Other Non ESC	204	5,502	27.0	689	29.6%
<i>Home Support Group</i>			7,698	230,412	29.9	25,801	29.8%
Nursing or Allied Health	1	ESC	5,842	80,345	13.8	22,635	25.8%
	2	Italy	181	3,944	21.8	719	25.2%
	3	Netherlands	137	1,564	11.4	687	19.9%
	4	Germany	89	965	10.8	484	18.4%
	5	Poland	30	486	16.2	163	18.4%
	6	Malta	44	1,119	25.4	139	31.7%
	7	Greece	26	1,042	40.1	96	27.1%
	8	Hungary	17	204	12.0	70	24.3%
	9	Austria	14	58	4.1	62	22.6%
	10	Ukraine	16	188	11.8	57	28.1%
	11	Other Non ESC	158	1,382	8.7	689	22.9%
<i>Nursing or Allied Health</i>			6,554	91,297	13.9	25,801	25.4%
Social Support Group	1	ESC	1,777	185,202	104.2	22,635	7.9%
	2	Italy	61	3,514	57.6	719	8.5%
	3	Netherlands	55	4,247	77.2	687	8.0%
	4	Germany	47	6,046	128.6	484	9.7%
	5	Poland	19	1,771	93.2	163	11.7%
	6	Malta	13	1,597	122.8	139	9.4%
	7	Greece	30	2,736	91.2	96	31.3%
	8	Hungary	3	460	153.3	70	4.3%
	9	Austria	5	899	179.8	62	8.1%
	10	Ukraine	9	871	96.8	57	15.8%
	11	Other Non ESC	69	5,373	77.9	689	10.0%
<i>Social Support Group</i>			2,088	212,716	101.9	25,801	8.1%

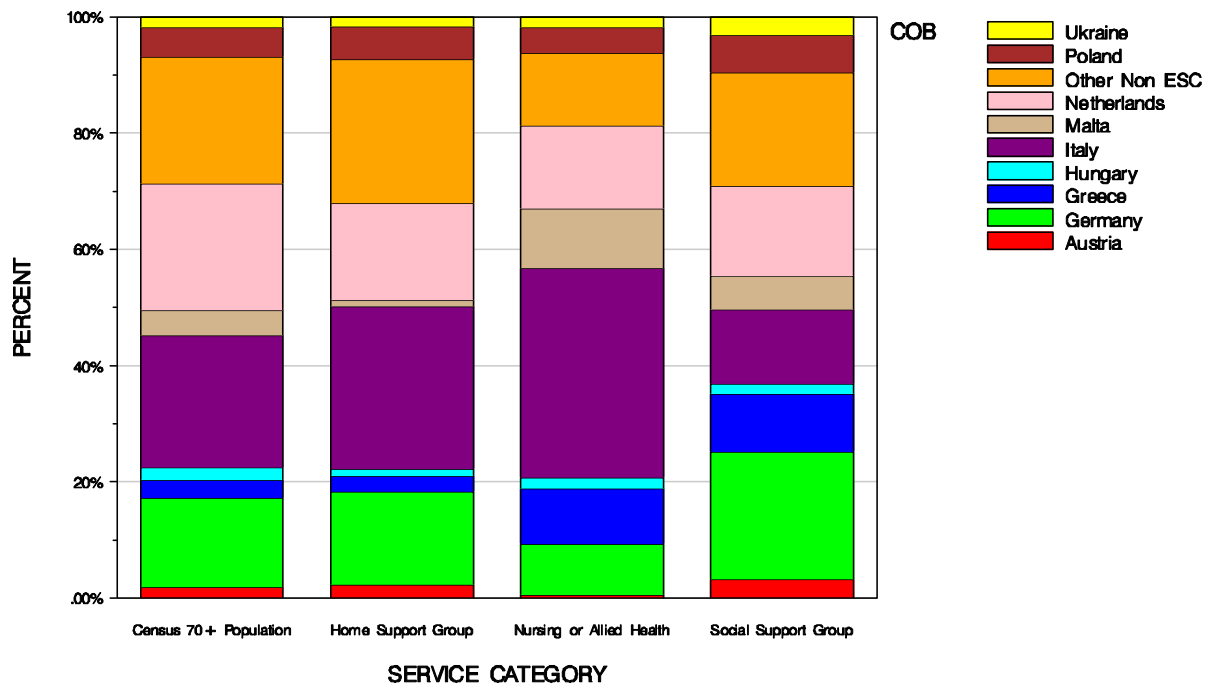
Service Hours by English Speaking Country and Non English Speaking Country –
 Comparison between Census pop. and Service Hours of 3 Service Categories:



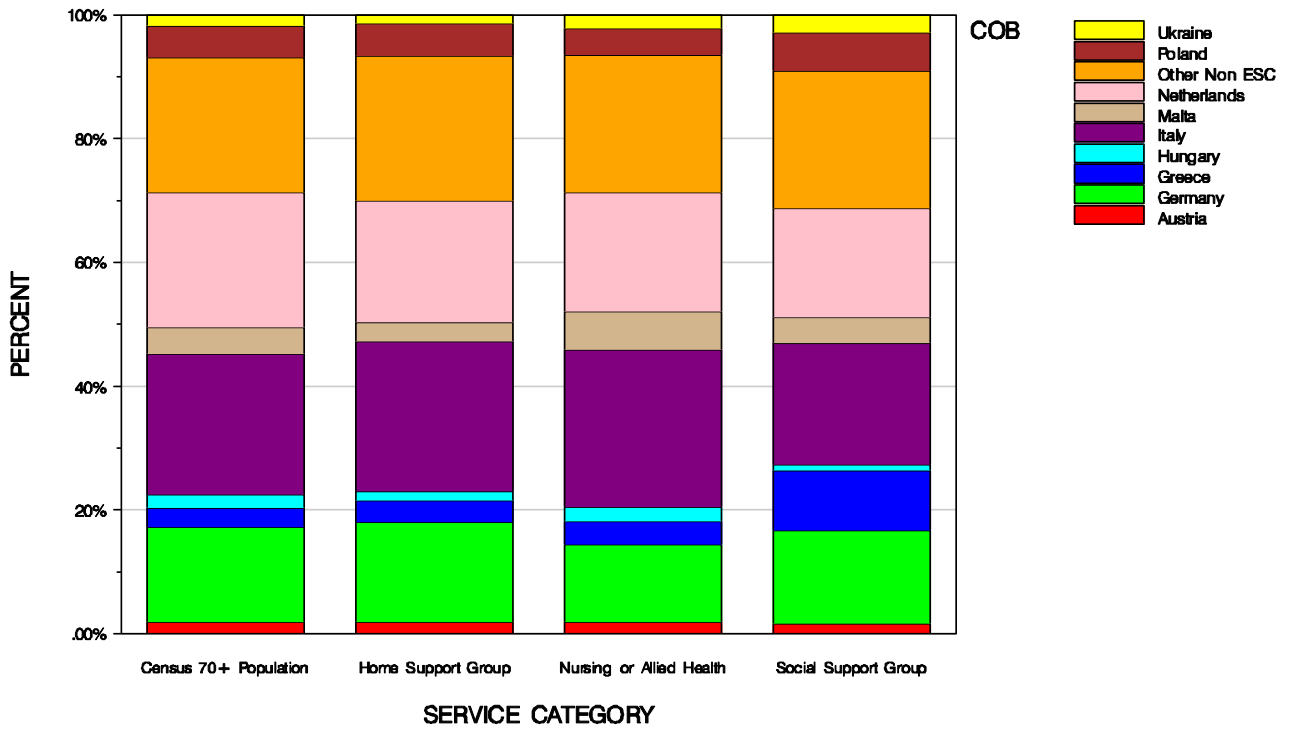
Clients by English Speaking Country and Non English Speaking Country –
 Comparison between Census pop. and Clients of 3 Service Categories:



Service Hours by Country of Birth as Proportion of all Service Hours from NES –
Comparison between Census pop. and Service Hours of 3 Service Categories:



Clients by Country of Birth as Proportion of all Clients from NES –
Comparison between Census pop. and Clients of 3 Service Categories:

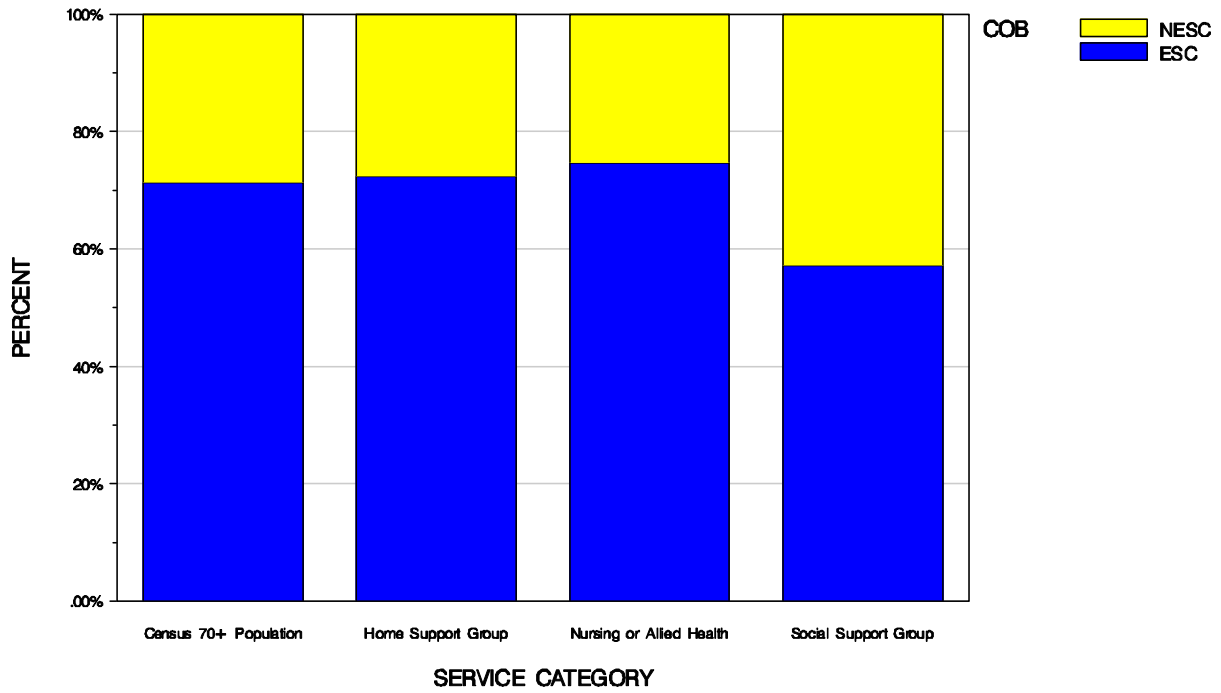


Eastern Metropolitan

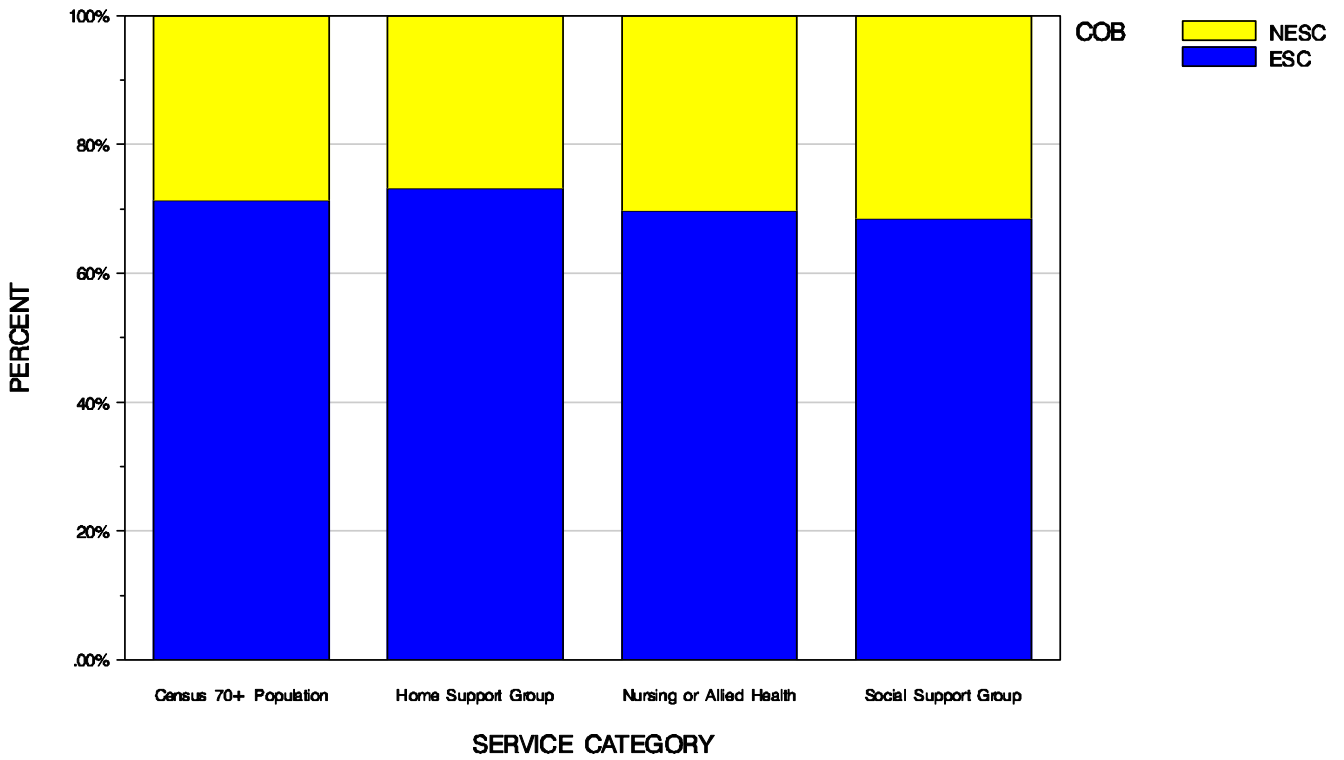
Table 7: Summary of Eastern Metropolitan region

Service Group	Rank	Country of Birth	HACC 70+ Clients	Service Hours	Avg Hours per Client	Census Population 70 Plus	Coverage: Clients as % of Pop.
Home Support Group	1	ESC	15,609	538,729	34.5	63,682	24.5%
	2	Italy	1,355	55,097	40.7	5,205	26.0%
	3	Greece	758	25,292	33.4	3,517	21.6%
	4	China	207	5,418	26.2	2,000	10.4%
	5	Germany	401	11,628	29.0	1,819	22.0%
	6	Netherlands	385	12,015	31.2	1,699	22.7%
	7	Sri Lanka	289	12,388	42.9	905	31.9%
	8	Poland	190	7,138	37.6	893	21.3%
	9	India	229	7,297	31.9	805	28.4%
	10	Hungary	197	9,234	46.9	733	26.9%
	11	Other Non ESC	1,707	59,401	34.8	8,037	21.2%
<i>Home Support Group</i>			21,327	743,637	34.9	89,295	23.9%
Nursing or Allied Health	1	ESC	8,152	144,610	17.7	63,682	12.8%
	2	Italy	800	10,833	13.5	5,205	15.4%
	3	Greece	508	7,267	14.3	3,517	14.4%
	4	China	188	1,885	10.0	2,000	9.4%
	5	Germany	240	2,768	11.5	1,819	13.2%
	6	Netherlands	234	3,592	15.3	1,699	13.8%
	7	Sri Lanka	176	2,096	11.9	905	19.4%
	8	Poland	110	1,902	17.3	893	12.3%
	9	India	117	1,479	12.6	805	14.5%
	10	Hungary	94	1,418	15.1	733	12.8%
	11	Other Non ESC	1,068	15,637	14.6	8,037	13.3%
<i>Nursing or Allied Health</i>			11,687	193,487	16.6	89,295	13.1%
Social Support Group	1	ESC	4,115	333,602	81.1	63,682	6.5%
	2	Italy	414	51,798	125.1	5,205	8.0%
	3	Greece	171	22,062	129.0	3,517	4.9%
	4	China	222	53,343	240.3	2,000	11.1%
	5	Germany	103	10,125	98.3	1,819	5.7%
	6	Netherlands	107	12,666	118.4	1,699	6.3%
	7	Sri Lanka	76	3,603	47.4	905	8.4%
	8	Poland	70	11,397	162.8	893	7.8%
	9	India	76	5,566	73.2	805	9.4%
	10	Hungary	41	3,274	79.9	733	5.6%
	11	Other Non ESC	609	75,799	124.5	8,037	7.6%
<i>Social Support Group</i>			6,004	583,237	97.1	89,295	6.7%

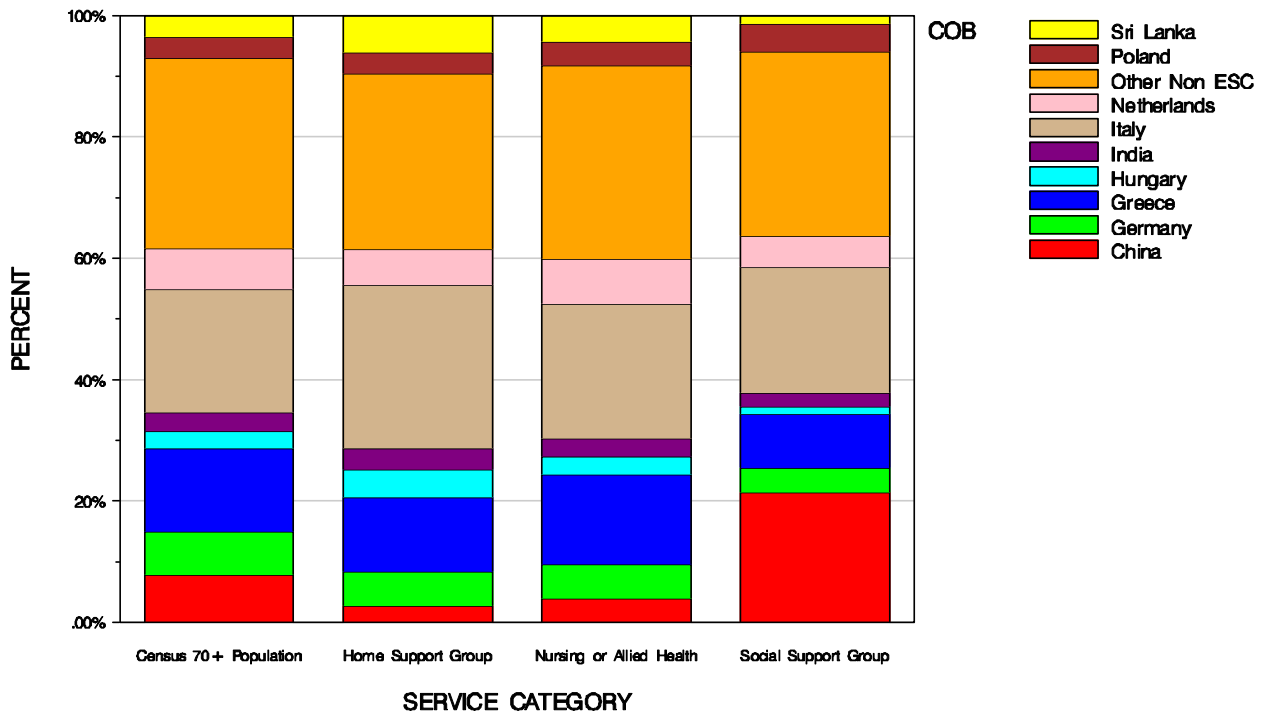
Service Hours by English Speaking Country and Non English Speaking Country –
Comparison between Census pop. and Service Hours of 3 Service Categories:



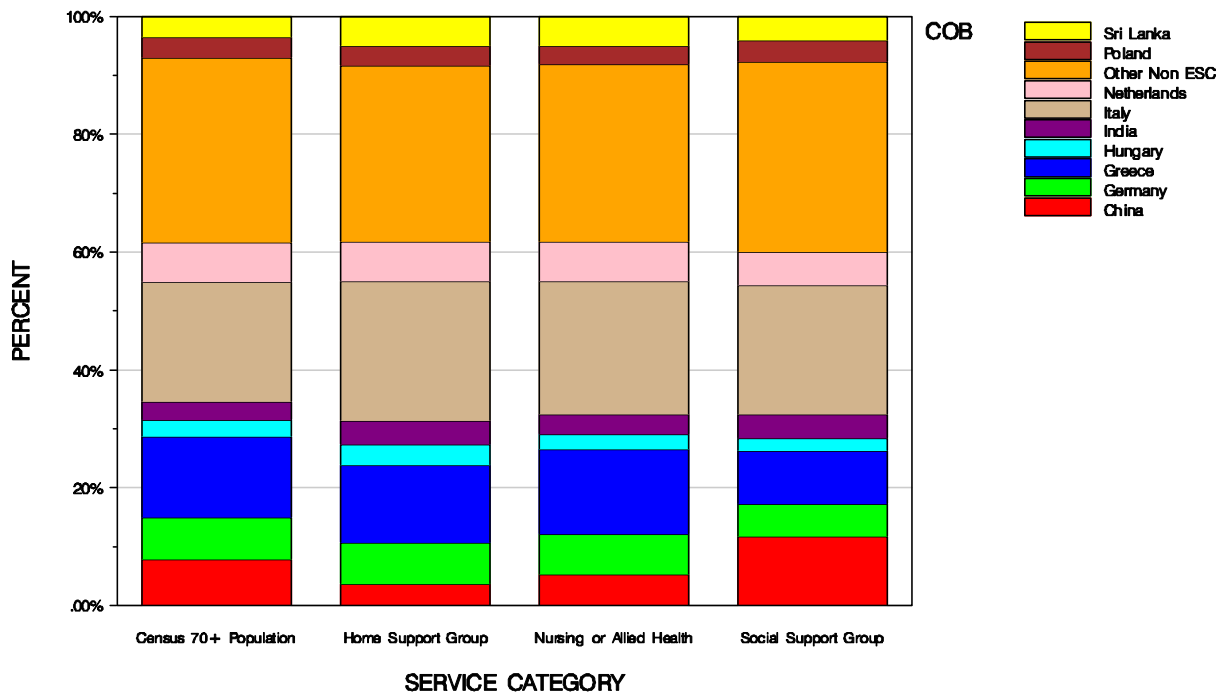
Clients by English Speaking Country and Non English Speaking Country –
Comparison between Census pop. and Clients of 3 Service Categories:



Service Hours by Country of Birth as Proportion of all Service Hours from NES –
 Comparison between Census pop. and Service Hours of 3 Service Categories:



Clients by Country of Birth as Proportion of all Clients from NES –
 Comparison between Census pop. and Clients of 3 Service Categories:

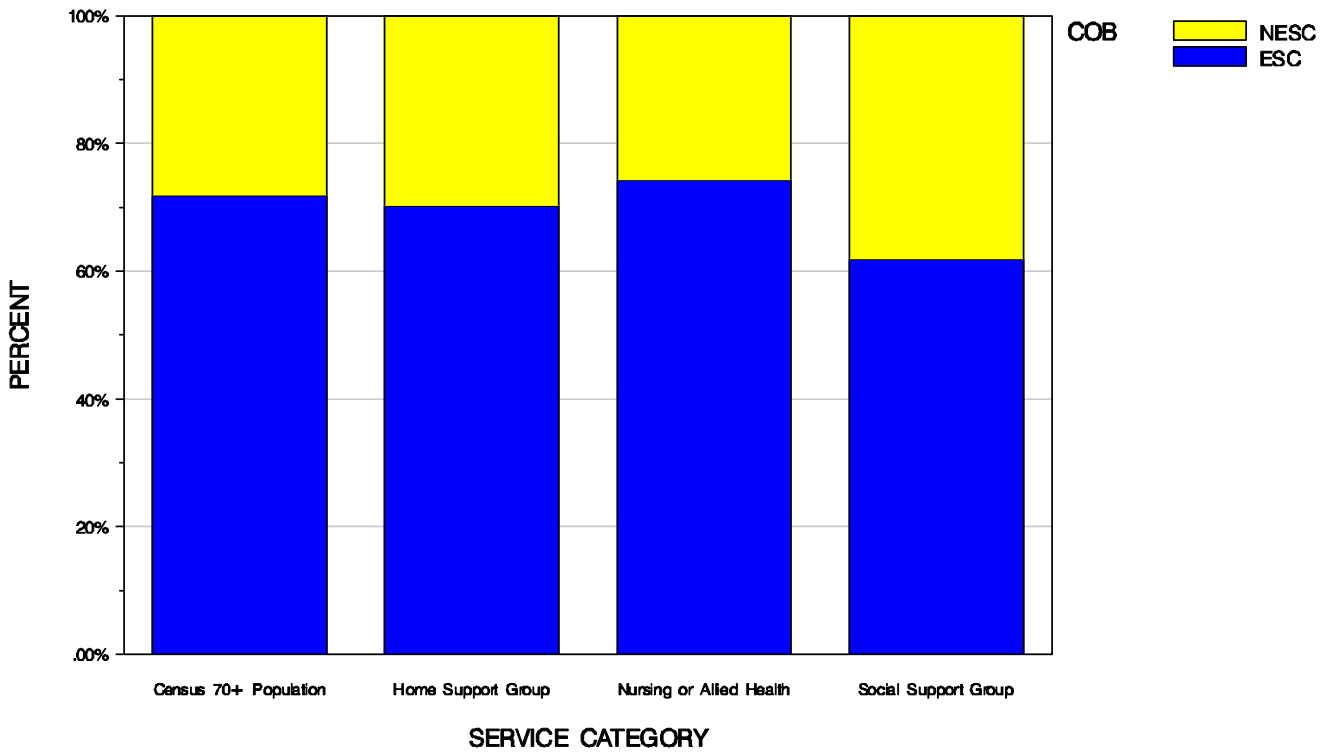


Southern Metropolitan

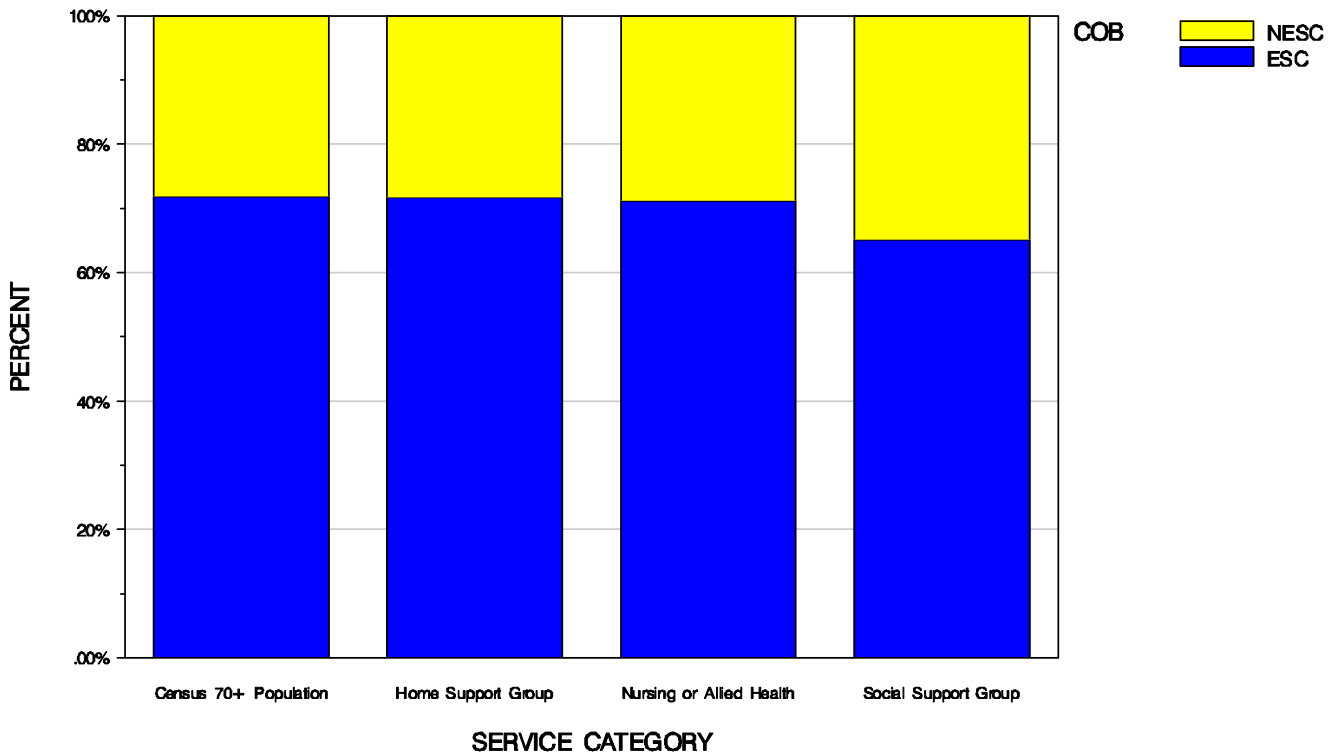
Table 8: Summary of Southern Metropolitan region

Service Group	Rank	Country of Birth	HACC 70+ Clients	Service Hours	Avg Hours per Client	Census Population 70 Plus	Coverage: Clients as % of Pop.
Home Support Group	1	ESC	18,671	638,953	34.2	74,687	25.0%
	2	Italy	975	37,589	38.6	3,941	24.7%
	3	Greece	820	25,348	30.9	3,568	23.0%
	4	Poland	803	31,056	38.7	2,640	30.4%
	5	Germany	403	13,697	34.0	1,798	22.4%
	6	Netherlands	424	14,567	34.4	1,784	23.8%
	7	Sri Lanka	385	14,047	36.5	1,142	33.7%
	8	India	381	14,192	37.2	1,123	33.9%
	9	China	122	3,852	31.6	971	12.6%
	10	Hungary	224	8,415	37.6	846	26.5%
	11	Other Non ESC	2,840	107,923	38.0	11,439	24.8%
<i>Home Support Group</i>			<i>26,048</i>	<i>909,638</i>	<i>34.9</i>	<i>103,939</i>	<i>25.1%</i>
Nursing or Allied Health	1	ESC	11,238	184,123	16.4	74,687	15.0%
	2	Italy	693	9,423	13.6	3,941	17.6%
	3	Greece	606	8,068	13.3	3,568	17.0%
	4	Poland	286	6,114	21.4	2,640	10.8%
	5	Germany	250	3,490	14.0	1,798	13.9%
	6	Netherlands	254	3,810	15.0	1,784	14.2%
	7	Sri Lanka	247	3,426	13.9	1,142	21.6%
	8	India	200	2,983	14.9	1,123	17.8%
	9	China	97	928	9.6	971	10.0%
	10	Hungary	117	1,973	16.9	846	13.8%
	11	Other Non ESC	1,812	23,345	12.9	11,439	15.8%
<i>Nursing or Allied Health</i>			<i>15,800</i>	<i>247,682</i>	<i>15.7</i>	<i>103,939</i>	<i>15.2%</i>
Social Support Group	1	ESC	3,776	324,424	85.9	74,687	5.1%
	2	Italy	186	21,351	114.8	3,941	4.7%
	3	Greece	184	21,067	114.5	3,568	5.2%
	4	Poland	264	19,608	74.3	2,640	10.0%
	5	Germany	86	6,178	71.8	1,798	4.8%
	6	Netherlands	99	10,772	108.8	1,784	5.5%
	7	Sri Lanka	71	6,338	89.3	1,142	6.2%
	8	India	50	5,978	119.6	1,123	4.5%
	9	China	96	9,686	100.9	971	9.9%
	10	Hungary	56	5,066	90.5	846	6.6%
	11	Other Non ESC	925	93,953	101.6	11,439	8.1%
<i>Social Support Group</i>			<i>5,793</i>	<i>524,420</i>	<i>90.5</i>	<i>103,939</i>	<i>5.6%</i>

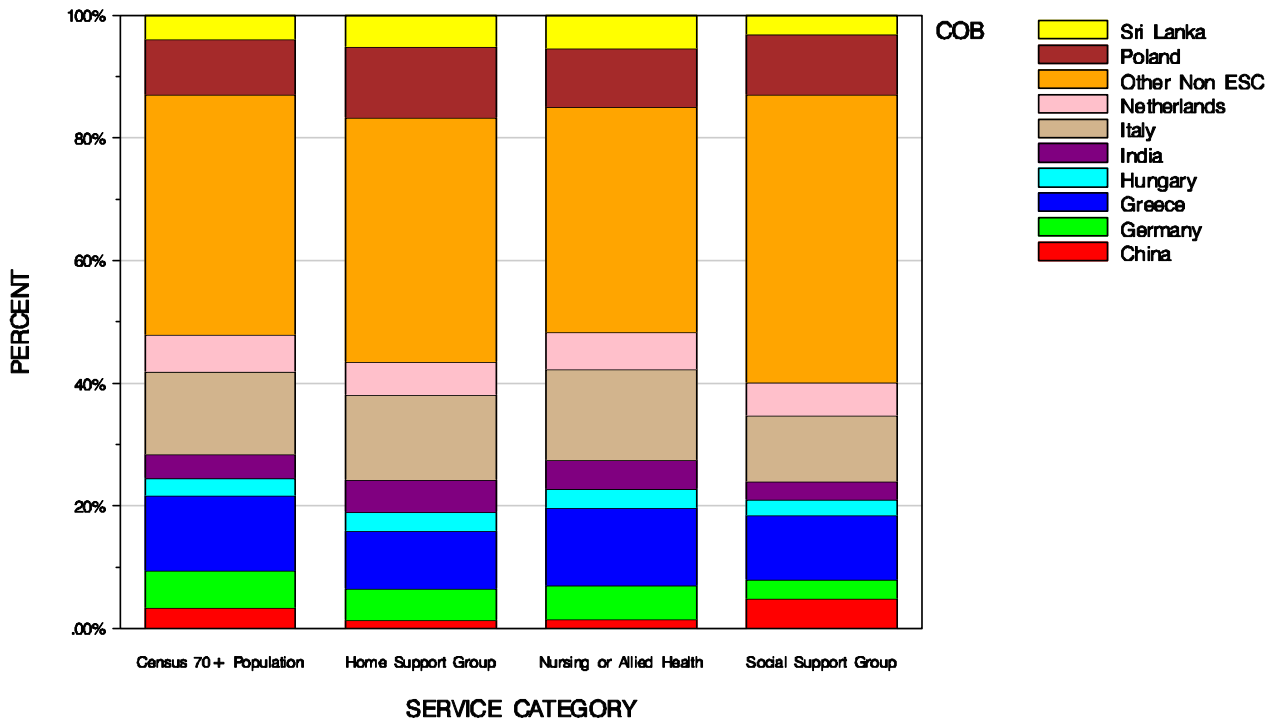
Service Hours by English Speaking Country and Non English Speaking Country –
Comparison between Census pop. and Service Hours of 3 Service Categories:



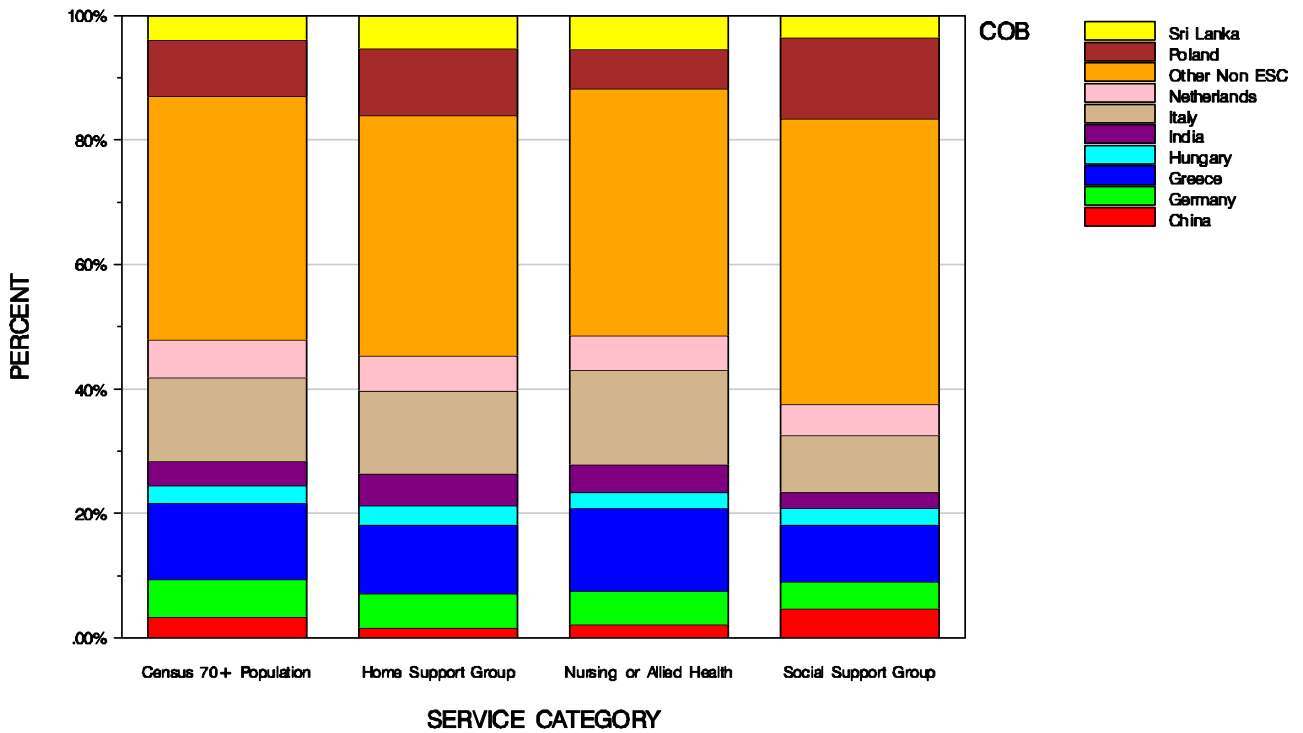
Clients by English Speaking Country and Non English Speaking Country –
Comparison between Census pop. and Clients of 3 Service Categories:



Service Hours by Country of Birth as Proportion of all Service Hours from NES –
 Comparison between Census pop. and Service Hours of 3 Service Categories:



Clients by Country of Birth as Proportion of all Clients from NES –
 Comparison between Census pop. and Clients of 3 Service Categories:

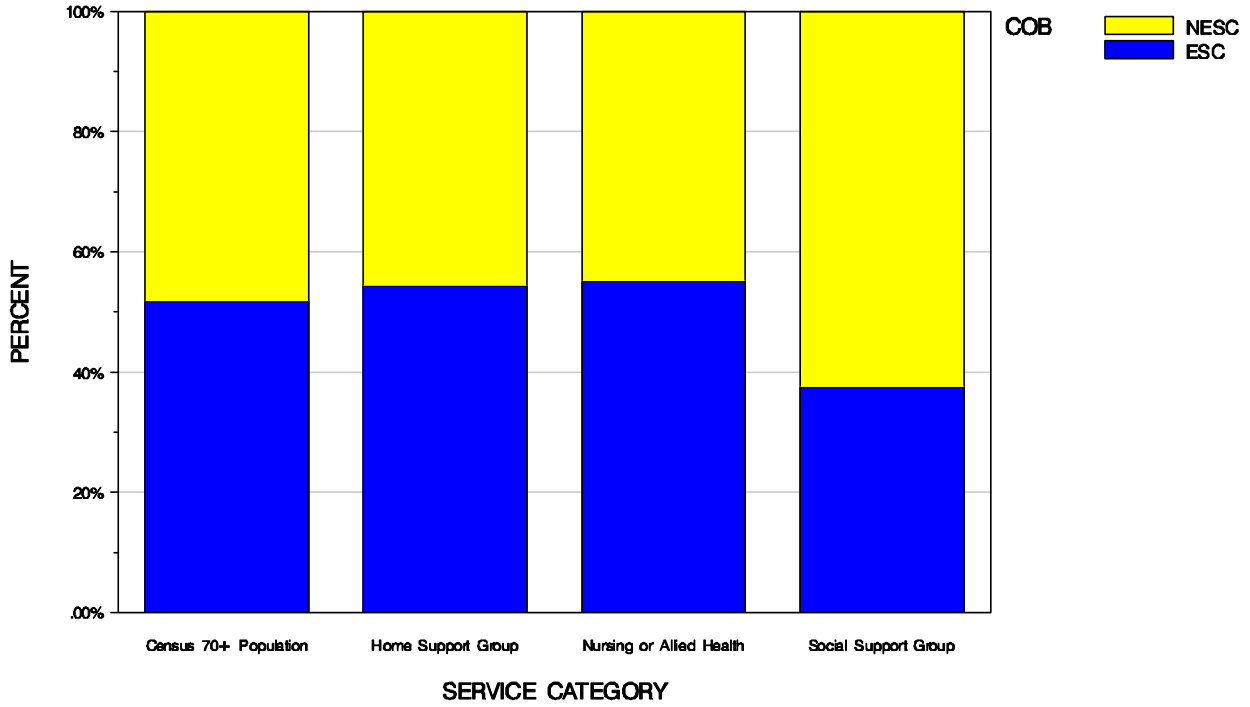


North and West Metropolitan

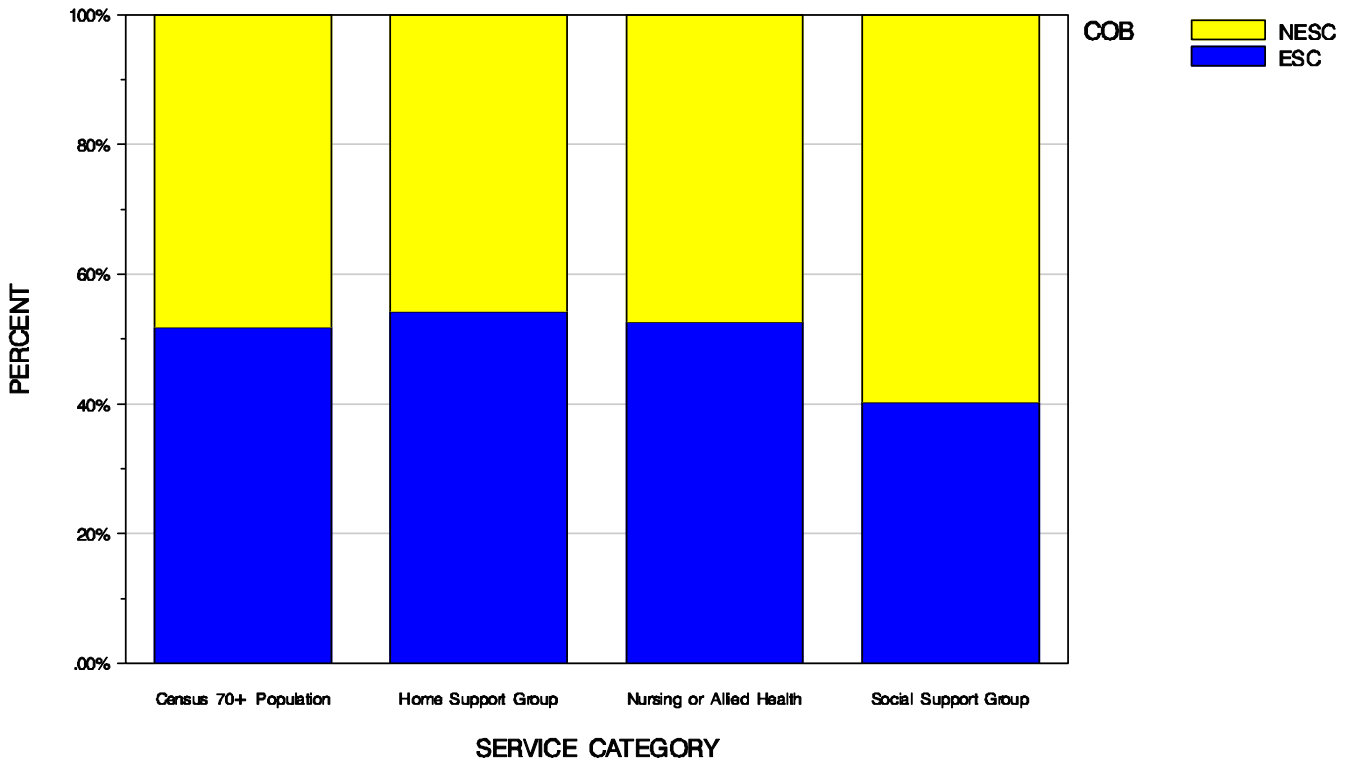
Table 9: Summary of North and West Metropolitan region

Service Group	Rank	Country of Birth	HACC 70+ Clients	Service Hours	Avg Hours per Client	Census Population 70 Plus	Coverage: Clients as % of Pop.
Home Support Group	1	ESC	14,687	542,608	36.9	54,932	26.7%
	2	Italy	5,297	206,408	39.0	18,268	29.0%
	3	Greece	1,785	62,140	34.8	7,171	24.9%
	4	Malta	722	23,022	31.9	3,358	21.5%
	5	Viet Nam	282	7,283	25.8	1,725	16.3%
	6	Poland	405	14,222	35.1	1,661	24.4%
	7	Croatia	294	9,371	31.9	1,528	19.2%
	8	China	118	3,121	26.5	1,497	7.9%
	9	Germany	346	14,298	41.3	1,441	24.0%
	10	Macedonia	350	11,445	32.7	1,410	24.8%
	11	Other Non ESC	2,793	105,119	37.6	13,163	21.2%
<i>Home Support Group</i>			27,079	999,036	36.9	106,154	25.5%
Nursing or Allied Health	1	ESC	9,785	168,139	17.2	54,932	17.8%
	2	Italy	3,498	54,655	15.6	18,268	19.1%
	3	Greece	1,157	18,268	15.8	7,171	16.1%
	4	Malta	697	10,184	14.6	3,358	20.8%
	5	Viet Nam	201	2,366	11.8	1,725	11.7%
	6	Poland	256	4,392	17.2	1,661	15.4%
	7	Croatia	277	4,353	15.7	1,528	18.1%
	8	China	126	1,058	8.4	1,497	8.4%
	9	Germany	245	4,378	17.9	1,441	17.0%
	10	Macedonia	231	4,498	19.5	1,410	16.4%
	11	Other Non ESC	2,139	32,514	15.2	13,163	16.3%
<i>Nursing or Allied Health</i>			18,612	304,804	16.4	106,154	17.5%
Social Support Group	1	ESC	2,415	281,689	116.6	54,932	4.4%
	2	Italy	857	137,546	160.5	18,268	4.7%
	3	Greece	353	40,806	115.6	7,171	4.9%
	4	Malta	163	26,230	160.9	3,358	4.9%
	5	Viet Nam	238	41,712	175.3	1,725	13.8%
	6	Poland	157	22,435	142.9	1,661	9.5%
	7	Croatia	102	12,239	120.0	1,528	6.7%
	8	China	365	33,149	90.8	1,497	24.4%
	9	Germany	98	14,287	145.8	1,441	6.8%
	10	Macedonia	156	17,373	111.4	1,410	11.1%
	11	Other Non ESC	1,095	123,804	113.1	13,163	8.3%
<i>Social Support Group</i>			5,999	751,269	125.2	106,154	5.7%

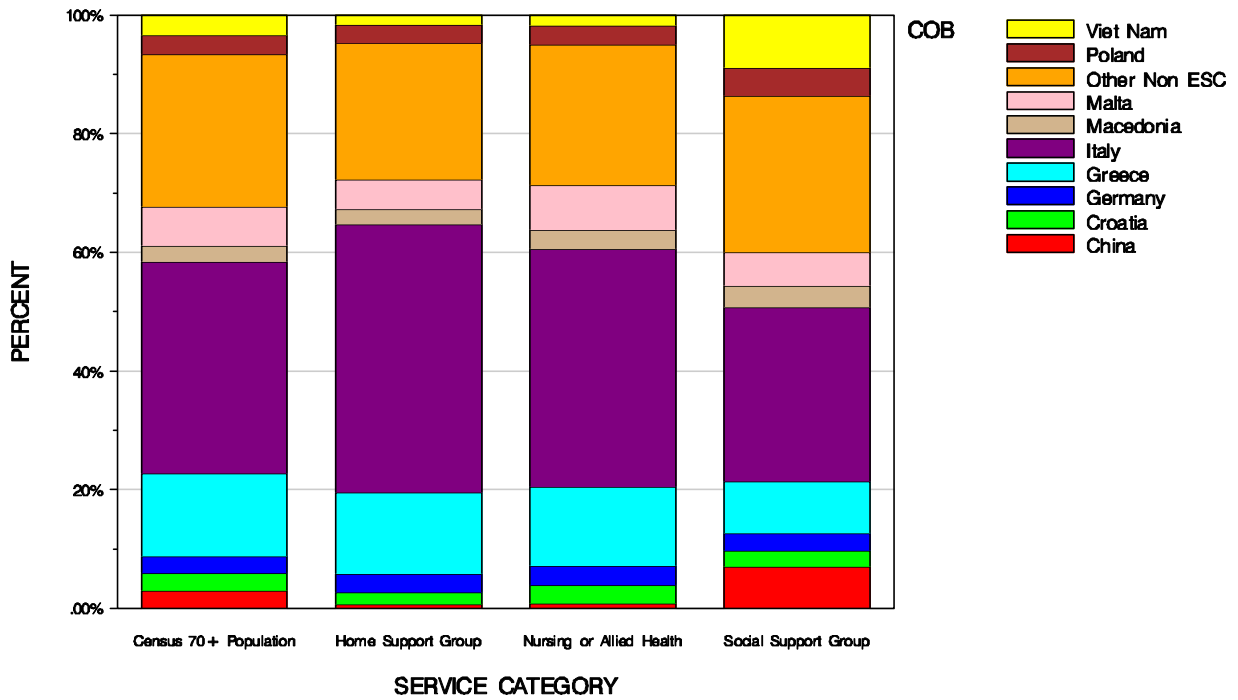
Service Hours by English Speaking Country and Non English Speaking Country –
 Comparison between Census pop. and Service Hours of 3 Service Categories:



Clients by English Speaking Country and Non English Speaking Country –
 Comparison between Census pop. and Clients of 3 Service Categories:



Service Hours by Country of Birth as Proportion of all Service Hours from NES –
Comparison between Census pop. and Service Hours of 3 Service Categories:



Clients by Country of Birth as Proportion of all Clients from NES –
Comparison between Census pop. and Clients of 3 Service Categories:

