

Hunter and Central Coast

Overview

Residential - Hunter and Central Coast services distinct consumer numbers as of 30 June 2024

	Hunter	Central Coast	Hunter and Central Coast
Residential services	5982	3473	9455

Source: GMPS Provider Data extracted from Health data portal via DOHAC on 15 July 2024 to form Sector Segmentation Model

Residential - Hunter and Central Coast services by provider size as of 30 June 2024

Provider Size	Hunter	Central Coast	Hunter and Central Coast
Small provider services	10	6	16
Medium provider services	17	9	26
Large provider services	47	20	67
Total	74	35	109

Source: GMPS Provider Data extracted from Health data portal via DOHAC on 15 July 2024 to form Sector Segmentation Model

Residential - Hunter and Central Coast services by ownership type as of 30 June 2024

Ownership Type	Hunter	Central Coast	Hunter and Central Coast
For-profit	18	17	35
Not-for-profit	54	18	72
Government	2	0	2
Total	74	35	109

Source: GMPS Provider Data extracted from Health data portal via DOHAC on 15 July 2024 to form Sector Segmentation Model

Compliance

Residential - Hunter and Central Coast services overall Quality Standards compliance rates

	Q1 2022-23	Q2 2022-23	Q3 2022-23	Q4 2022-23	2022-23 Overall	Q1 2023-24	Q2 2023-24	Q3 2023-24	Q4 2023-24	2023-24 Overall
Hunter	50%	38%	64%	87%	61%	50%	67%	50%	100%	60%
Central Coast	60%	50%	57%	89%	68%	100%	100%	100%	NA	100%
Hunter and Central Coast	53%	41%	62%	88%	63%	75%	71%	67%	100%	71%

Source: QAM data extracted from ACCMIS via Power BI on 08 July 2024

Compliance with Quality Standards among audited residential care providers

Due to the small numbers of audits occurring per quarter across this region the resulting compliance rates can be volatile

Home Care - Hunter and Central Coast services overall Quality Standards compliance rates

	Q1 2022-23	Q2 2022-23	Q3 2022-23	Q4 2022-23	2022-23 Overall	Q1 2023-24	Q2 2023-24	Q3 2023-24	Q4 2023-24	2023-24 Overall
Hunter	100%	100%	NA	NA	100%	NA	100%	50%	NA	83%
Central Coast	NA	50%	NA	67%	60%	0%	NA	NA	NA	0%
Hunter and Central Coast	100%	67%	NA	67%	75%	0%	100%	50%	NA	67%

Source: QAM data extracted from ACCMIS via Power BI on 08 July 2024

Compliance with Quality Standards among audited home care providers

Due to the small numbers of audits occurring per quarter across this region the resulting compliance rates can be volatile

Residential - Hunter services compliance rates per Quality Standard

Quality Standard	Q1 2022-23	Q2 2022-23	Q3 2022-23	Q4 2022-23	2022-23 Overall	Q1 2023-24	Q2 2023-24	Q3 2023-24	Q4 2023-24	2023-24 Overall
Quality Standard 1: Consumer dignity and choice	86%	77%	93%	100%	89%	50%	83%	100%	100%	87%
Quality Standard 2: Ongoing assessment and planning with consumers	86%	54%	100%	93%	84%	100%	83%	100%	100%	93%
Quality Standard 3: Personal care and clinical care	57%	62%	79%	93%	73%	100%	67%	83%	100%	80%
Quality Standard 4: Services and supports for daily living	86%	85%	86%	93%	88%	100%	83%	100%	100%	93%
Quality Standard 5: Organisation's service environment	93%	77%	100%	87%	89%	50%	67%	100%	100%	80%
Quality Standard 6: Feedback and complaints	93%	92%	86%	100%	93%	100%	67%	100%	100%	87%
Quality Standard 7: Human resources	71%	77%	86%	87%	80%	100%	67%	83%	100%	80%
Quality Standard 8: Organisational governance	86%	77%	86%	87%	84%	50%	83%	83%	100%	80%

Source: QAM data extracted from ACCMIS via Power BI on 08 July 2024

Compliance with Quality Standards among audited residential care providers

Due to the small numbers of audits occurring per quarter across this region the resulting compliance rates can be volatile

Residential - Central Coast services compliance rates per Quality Standard

Quality Standard	Q1 2022-23	Q2 2022-23	Q3 2022-23	Q4 2022-23	2022-23 Overall	Q1 2023-24	Q2 2023-24	Q3 2023-24	Q4 2023-24	2023-24 Overall
Quality Standard 1: Consumer dignity and choice	80%	75%	86%	100%	88%	100%	100%	100%	NA	100%
Quality Standard 2: Ongoing assessment and planning with consumers	80%	50%	86%	100%	84%	100%	100%	100%	NA	100%
Quality Standard 3: Personal care and clinical care	60%	50%	71%	100%	76%	100%	100%	100%	NA	100%
Quality Standard 4: Services and supports for daily living	80%	100%	100%	89%	92%	100%	100%	100%	NA	100%
Quality Standard 5: Organisation's service environment	80%	100%	100%	100%	96%	100%	100%	100%	NA	100%
Quality Standard 6: Feedback and complaints	80%	100%	100%	100%	96%	100%	100%	100%	NA	100%
Quality Standard 7: Human resources	60%	75%	86%	100%	84%	100%	100%	100%	NA	100%
Quality Standard 8: Organisational governance	60%	100%	100%	100%	92%	100%	100%	100%	NA	100%

Source: QAM data extracted from ACCMIS via Power BI on 08 July 2024

Compliance with Quality Standards among audited residential care providers

Due to the small numbers of audits occurring per quarter across this region the resulting compliance rates can be volatile

Residential - Hunter and Central Coast (combined) services compliance rates per Quality Standard

Quality Standard	Q1 2022-23	Q2 2022-23	Q3 2022-23	Q4 2022-23	2022-23 Overall	Q1 2023-24	Q2 2023-24	Q3 2023-24	Q4 2023-24	2023-24 Overall
Quality Standard 1: Consumer dignity and choice	84%	76%	90%	100%	89%	75%	86%	100%	100%	90%
Quality Standard 2: Ongoing assessment and planning with consumers	84%	53%	95%	96%	84%	100%	86%	100%	100%	95%
Quality Standard 3: Personal care and clinical care	58%	59%	76%	96%	74%	100%	71%	89%	100%	86%
Quality Standard 4: Services and supports for daily living	84%	88%	90%	92%	89%	100%	86%	100%	100%	95%
Quality Standard 5: Organisation's service environment	89%	82%	100%	92%	91%	75%	71%	100%	100%	86%
Quality Standard 6: Feedback and complaints	89%	94%	90%	100%	94%	100%	71%	100%	100%	90%
Quality Standard 7: Human resources	68%	76%	86%	92%	81%	100%	71%	89%	100%	86%
Quality Standard 8: Organisational governance	79%	82%	90%	92%	86%	75%	86%	89%	100%	86%

Source: QAM data extracted from ACCMIS via Power BI on 08 July 2024

Compliance with Quality Standards among audited residential care providers

Due to the small numbers of audits occurring per quarter across this region the resulting compliance rates can be volatile

Home Care - Hunter services compliance rates per Quality Standard

Quality Standard	Q1 2022-23	Q2 2022-23	Q3 2022-23	Q4 2022-23	2022-23 Overall	Q1 2023-24	Q2 2023-24	Q3 2023-24	Q4 2023-24	2023-24 Overall
Quality Standard 1: Consumer dignity and choice	100%	100%	NA	NA	100%	NA	100%	100%	NA	100%
Quality Standard 2: Ongoing assessment and planning with consumers	100%	100%	NA	NA	100%	NA	100%	50%	NA	67%
Quality Standard 3: Personal care and clinical care	100%	100%	NA	NA	100%	NA	100%	100%	NA	100%
Quality Standard 4: Services and supports for daily living	100%	100%	NA	NA	100%	NA	100%	100%	NA	100%
Quality Standard 5: Organisation's service environment	N/A for Home Care services									
Quality Standard 6: Feedback and complaints	100%	100%	NA	NA	100%	NA	100%	100%	NA	100%
Quality Standard 7: Human resources	100%	100%	NA	NA	100%	NA	100%	50%	NA	67%
Quality Standard 8: Organisational governance	100%	100%	NA	NA	100%	NA	100%	50%	NA	67%

Source: QAM data extracted from ACCMIS via Power BI on 08 July 2024

Compliance with Quality Standards among audited home care providers

Due to the small numbers of audits occurring per quarter across this region the resulting compliance rates can be volatile

Home Care - Central Coast services compliance rates per Quality Standard

Quality Standard	Q1 2022-23	Q2 2022-23	Q3 2022-23	Q4 2022-23	2022-23 Overall	Q1 2023-24	Q2 2023-24	Q3 2023-24	Q4 2023-24	2023-24 Overall
Quality Standard 1: Consumer dignity and choice	NA	50%	NA	67%	60%	100%	NA	NA	NA	100%
Quality Standard 2: Ongoing assessment and planning with consumers	NA	100%	NA	100%	100%	0%	NA	NA	NA	0%
Quality Standard 3: Personal care and clinical care	NA	100%	NA	100%	100%	0%	NA	NA	NA	0%
Quality Standard 4: Services and supports for daily living	NA	100%	NA	100%	100%	100%	NA	NA	NA	100%
Quality Standard 5: Organisation's service environment	N/A for Home Care services									
Quality Standard 6: Feedback and complaints	NA	50%	NA	67%	60%	100%	NA	NA	NA	100%
Quality Standard 7: Human resources	NA	100%	NA	100%	100%	100%	NA	NA	NA	100%
Quality Standard 8: Organisational governance	NA	50%	NA	67%	60%	0%	NA	NA	NA	0%

Source: QAM data extracted from ACCMIS via Power BI on 08 July 2024

Compliance with Quality Standards among audited home care providers

Due to the small numbers of audits occurring per quarter across this region the resulting compliance rates can be volatile

Home Care - Hunter and Central Coast (combined) services compliance rates per Quality Standard

Quality Standard	Q1 2022-23	Q2 2022-23	Q3 2022-23	Q4 2022-23	2022-23 Overall	Q1 2023-24	Q2 2023-24	Q3 2023-24	Q4 2023-24	2023-24 Overall
Quality Standard 1: Consumer dignity and choice	100%	67%	NA	67%	75%	100%	100%	100%	NA	100%
Quality Standard 2: Ongoing assessment and planning with consumers	100%	100%	NA	100%	100%	0%	100%	50%	NA	50%
Quality Standard 3: Personal care and clinical care	100%	100%	NA	100%	100%	0%	100%	100%	NA	75%
Quality Standard 4: Services and supports for daily living	100%	100%	NA	100%	100%	100%	100%	100%	NA	100%
Quality Standard 5: Organisation's service environment	N/A for Home Care services									
Quality Standard 6: Feedback and complaints	100%	67%	NA	67%	75%	100%	100%	100%	NA	100%
Quality Standard 7: Human resources	100%	100%	NA	100%	100%	100%	100%	50%	NA	75%
Quality Standard 8: Organisational governance	100%	67%	NA	67%	75%	0%	100%	50%	NA	50%

Source: QAM data extracted from ACCMIS via Power BI on 08 July 2024

Compliance with Quality Standards among audited home care providers

Due to the small numbers of audits occurring per quarter across this region the resulting compliance rates can be volatile

Complaints

Residential - Hunter services complaints

	Q1 2022-23	Q2 2022-23	Q3 2022-23	Q4 2022-23	2022-23 Overall	Q1 2023-24	Q2 2023-24	Q3 2023-24	Q4 2023-24	2023-24 Overall
Complaints received	37	39	28	41	145	33	29	55	40	157
Rates of complaints per 10,000 occupied bed days (OBD)	0.7	0.8	0.6	0.8	0.7	0.6	0.5	1.0	0.7	0.7

Source: Complaints data extracted from ACCMIS via Power BI on 02 July 2024. Complaint rates are calculated by complaints received per 10,000 occupied bed days (OBD), extracted from The Data Warehouse on 07 August 2024.

Q4 2023-24 is based on estimated OBD in alignment with published SPR figures.

Q1 and Q2 2022-23 have been calculated using Q3 2022-23 OBD due to historical data limitations.

Residential - Central Coast services complaints

	Q1 2022-23	Q2 2022-23	Q3 2022-23	Q4 2022-23	2022-23 Overall	Q1 2023-24	Q2 2023-24	Q3 2023-24	Q4 2023-24	2023-24 Overall
Complaints received	21	17	25	19	82	31	27	30	41	129
Rates of complaints per 10,000 occupied bed days (OBD)	0.7	0.6	0.9	0.6	0.7	1.0	0.9	1.0	1.4	1.0

Source: Complaints data extracted from ACCMIS via Power Bi on 02 July 2024. Complaint rates are calculated by complaints received per 10,000 occupied bed days (OBD), extracted from The Data Warehouse on 07 August 2024.

Q4 2023-24 is based on estimated OBD in alignment with published SPR figures.

Q1 and Q2 2022-23 have been calculated using Q3 2022-23 ODB due to historical data limitations.

Residential - Hunter and Central Coast (combined) services complaints

	Q1 2022-23	Q2 2022-23	Q3 2022-23	Q4 2022-23	2022-23 Overall	Q1 2023-24	Q2 2023-24	Q3 2023-24	Q4 2023-24	2023-24 Overall
Complaints received	58	56	53	60	227	64	56	85	81	286
Rates of complaints per 10,000 occupied bed days (OBD)	0.7	0.7	0.7	0.7	0.7	0.8	0.7	1.0	1.0	0.8

Source: Complaints data extracted from ACCMIS via Power Bi on 02 July 2024. Complaint rates are calculated by complaints received per 10,000 occupied bed days (OBD), extracted from The Data Warehouse on 07 August 2024.

Q4 2023-24 is based on estimated OBD in alignment with published SPR figures.

Q1 and Q2 2022-23 have been calculated using Q3 2022-23 ODB due to historical data limitations.

Home Care - Hunter services complaints

	Q1 2022-23	Q2 2022-23	Q3 2022-23	Q4 2022-23	2022-23 Overall	Q1 2023-24	Q2 2023-24	Q3 2023-24	Q4 2023-24	2023-24 Overall
HCP - Complaints received	10	12	13	19	54	20	11	15	22	68
HCP - Rate of complaints per 10,000 consumers	16.1	19.0	19.7	28.2	20.9	29.6	16.4	22.5	33.5	25.5
CHSP - Complaints received	1	4	4	2	11	6	10	3	8	27
CHSP - Rate of complaints per 10,000 consumers	N/A	N/A	N/A	N/A	4.7	N/A	N/A	N/A	N/A	11.1
Total Complaints received (HCP + CHSP)	11	16	17	21	65	26	21	18	30	95

Source: Complaints data extracted from ACCMIS via Power Bi on 02 July 2024. Complaint rates are calculated by complaints received per 10,000 customers, extracted by Data Analytics 20 December 2024.

Occupied bed days (OBD) data not available for home care services.

HCP consumers calculated by distinct clustered recipients per quarter.

CHSP consumers calculated by unique consumers over each financial year, quarterly data not available. Variances may exist as some CHSP outlets are unable to be matched to Service IDs.

Home Care - Central Coast services complaints

	Q1 2022-23	Q2 2022-23	Q3 2022-23	Q4 2022-23	2022-23 Overall	Q1 2023-24	Q2 2023-24	Q3 2023-24	Q4 2023-24	2023-24 Overall
HCP - Complaints received	13	13	27	12	65	12	10	15	19	56
HCP - Rate of complaints per 10,000 consumers	37.4	37.5	75.4	30.1	44.8	30.0	25.5	38.7	49.1	35.8
CHSP - Complaints received	0	0	2	0	2	1	1	2	2	6
CHSP - Rate of complaints per 10,000 consumers	N/A	N/A	N/A	N/A	3.2	N/A	N/A	N/A	N/A	9.4
Total Complaints received (HCP + CHSP)	13	13	29	12	67	13	11	17	21	62

Source: Complaints data extracted from ACCMIS via Power Bi on 02 July 2024. Complaint rates are calculated by complaints received per 10,000 customers, extracted by Data Analytics 20 December 2024.

Occupied bed days (OBD) data not available for home care services.

HCP consumers calculated by distinct clustered recipients per quarter.

CHSP consumers calculated by unique consumers over each financial year, quarterly data not available. Variances may exist as some CHSP outlets are unable to be matched to Service IDs.

Home Care - Hunter and Central Coast (combined) services complaints

	Q1 2022-23	Q2 2022-23	Q3 2022-23	Q4 2022-23	2022-23 Overall	Q1 2023-24	Q2 2023-24	Q3 2023-24	Q4 2023-24	2023-24 Overall
HCP - Complaints received	23	25	40	31	119	32	21	30	41	124
HCP - Rate of complaints per 10,000 consumers	23.7	25.5	39.2	28.9	29.4	29.8	19.8	28.5	39.3	29.3
CHSP - Complaints received	1	4	6	2	13	7	11	5	10	33
CHSP - Rate of complaints per 10,000 consumers	N/A	N/A	N/A	N/A	4.4	N/A	N/A	N/A	N/A	10.8
Total Complaints received (HCP + CHSP)	24	29	46	33	132	39	32	35	51	157

Source: Complaints data extracted from ACCMIS via Power BI on 02 July 2024. Complaint rates are calculated by complaints received per 10,000 customers, extracted by Data Analytics 20 December 2024.

Occupied bed days (OBD) data not available for home care services.

HCP consumers calculated by distinct clustered recipients per quarter.

CHSP consumers calculated by unique consumers over each financial year, quarterly data not available. Variances may exist as some CHSP outlets are unable to be matched to Service IDs.