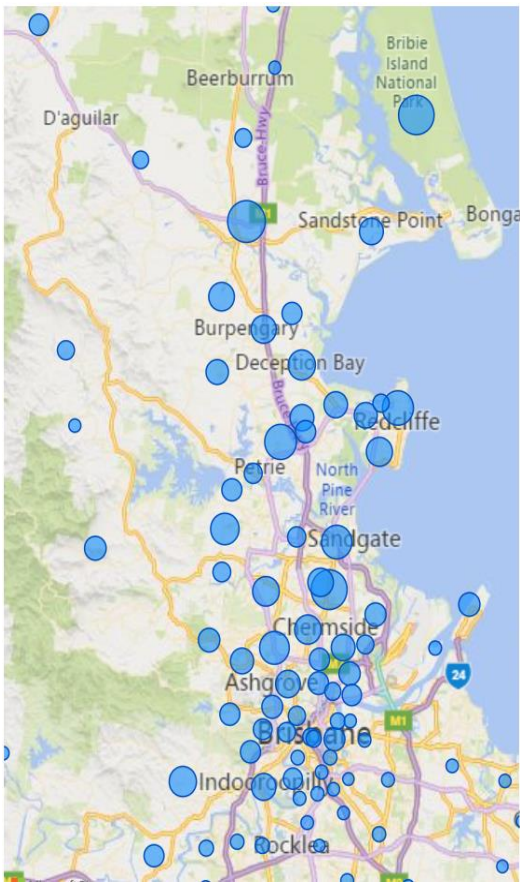


Aged Care Assessment Team 2023/2024

HOME VISIT MAP



ACTIVITY

13,720 Referrals



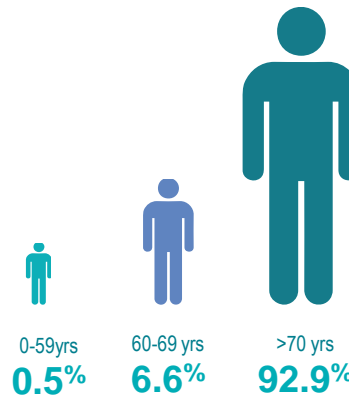
19,500 Patient Appointments



14,315 Virtual Care Appointments



AGE



CULTURAL AND LINGUISTIC DIVERSITY

Top Languages at Home

- ❖ English – 95.57%
- ❖ Italian – 0.52%
- ❖ Cantonese – 0.32%
- ❖ Mandarin – 0.19%
- ❖ Catalan – 0.13%

Top Patient Birthplace

- ❖ Australia – 74.99%
- ❖ England – 8.92%
- ❖ New Zealand – 4.23%
- ❖ Italy – 1.67%
- ❖ Scotland – 1.32%

Top Patient Religions

- ❖ No Religion/Not Stated – 60.57%
- ❖ Catholic – 16.16%
- ❖ Anglican Church of Australia – 5.39%
- ❖ Uniting Church – 4.04%
- ❖ Anglican – 3.78%



Aboriginal &/or TSI - 2.00 %

TOP REFERRERS

Other Community Based Services	33.0%
Other	24.9%
Other Gov Serv Provider	23.3%

CONSUMER FEEDBACK

Top Compliment Themes

- ❖ Communication – 25%
- ❖ Professional Conduct – 25%
- ❖ Humaneness/Caring – 18.75%
- ❖ Treatment – 18.75%
- ❖ Access and Timing – 12.50%