

Using HACC data

What is HACC Data?

The Australian Department of Health runs a commonwealth Home and Community Care (HACC) program. This program enables a variety of organisations to provide in-home support to the elderly and those with a disability, so that they can be more independent in the community.

Local Councils are one of the primary providers of HACC services in the community, although there are a variety of other organisations that also provide services under the program.

When an organisation provides a service under the banner of the HACC program, they are required to record details of that service in a central database. This database contains the following types of information and is managed by the Department of Health:

- Client demographics
- Carer status and details
- Service provider
- Functional status (ability to perform activities in everyday life)
- Hours of assistance (type and amount of assistance provided)

How can this data be useful?

If your organisation provides services under the HACC program, an analysis of this data can be used to:

- Build a picture of your clients, both overall, and by suburb. This picture can cover age, background, living arrangements, carer arrangements, government benefits and functional challenges.
- Compare the clients you service with those serviced in the same region by other organisations. This can be particularly useful if you suspect that another provider may need to reduce their service levels, so that you can plan to cover the increased needs.
- Model the demographics of current clients against forecasted population changes to enhance planning for future service provision.
- Track hours of assistance to identify opportunities for improved efficiency.
- See how the client base has changed over time (if you are able to obtain multiple years' data sets).

ASDF Research can assist you with undertaking an analysis of this data, and presenting the findings in a way that is useful to you and your stakeholders.

Why use ASDF Research?

- We have undertaken this analysis before and therefore are well aware of the risks and pitfalls with using this data. We can efficiently and accurately convert the HACC data into usable information.
- We specialise in providing reports that conform to your style guides so that you can easily integrate charts into other documents.
- We place an emphasis on presenting information in a way that is useful for the end user, tailoring the document style and language to various stakeholder needs.
- The lead consultant who will be undertaking the analysis is a Qualified Practicing Market Researcher (QPMR) and a full member of the Australian Market and Social Research Society (AMSRS). In order to maintain these accreditations she abides by the code of professional behaviour for the industry and undertakes a minimum level of professional development on an annual basis. A compulsory aspect of this is annual updates on ethics and privacy. Abiding by this code ensures that we follow very high standards to ensure that no personal data is at risk of becoming public, and that strong ethics underlies all data management and analysis practices.
- We will provide a separate document that details the process so that others who wish to use the findings can review the analysis procedure.

Project stages

	How we can help	What we need from you
<p>Stage 1: Obtain the unit record data for your region</p> <p>In order to obtain the data you will need to conform to the ethics requirements of the Department of Health.</p>	<p>We can provide advice and guidance with regards to certain components of the request process, including which forms will be required, the scope of data to be requested, and recommendations for completing components of these forms. We will also need to provide a signature on the request form.</p>	<p>Make initial contact with the Department and submit the completed request form. The data will then be sent to you and you will be required to store it in accordance with the process outlined in the request.</p>
<p>Stage 2: Meet with key stakeholders</p> <p>This stage is critical to ensure that we provide you with analysis which is useful to your organisation.</p>	<p>We will facilitate a workshop with the key stakeholders at a time convenient to you. This will likely be of 2-3 hour duration. This workshop will enable us to understand which demographic groupings are going to be most relevant to you as well as your perceived priorities for service provision in the coming years.</p>	<p>We request that you arrange for the key stakeholders to be contacted and invited to the workshop.</p>
<p>Stage 3: Data Analysis</p> <p>Run an analysis of the data that meets the needs of your organisation, as identified in Stage 2.</p>	<p>We will convert the Unit Record data into SPSS (A client file and a service file). This will then be used to run an analysis that aligns with the priorities discussed in Stage 2.</p>	<p>Informal discussions about the findings, so that we can be sure that we are on the right track, and clarify any necessary items along the way.</p>
<p>Stage 4: Reporting</p> <p>Produce a report that meets your organisations style guide.</p>	<p>We will develop a Word and PDF report that conforms to your style guides. The content, style and number of reports will depend on the outcomes of Stage 2. It may be a combination of:</p> <ul style="list-style-type: none"> • Infographic (1 page summary) • Overview of region • Individual suburbs • Comprehensive written report 	<p>Three rounds of revisions will be available for you to provide feedback and guidance on the final report.</p>

Timing

Stage 1: Obtain the unit record data for your region	Will vary depending on your organisations processes and resources. Our input will be 2 hours.
Stage 2: Meet with key stakeholders	3 hours for workshop, then 0.5 days for collating the information into an analysis plan.
Stage 3: Data Analysis	4 days.
Stage 4: Reporting	2 days.

Resources

To obtain permission to use the data, it may be necessary to ensure that the data is stored in a highly secure way. We have a laptop with SPSS installed, and can visit your office to undertake the analysis on site.

Contact

For more information or to discuss fees, please contact Christy Arnott: christy@asdfresearch.com.au.