

**A group of blue and green speech bubbles

Description automatically generated**

**Home and community support services experience survey:   
Data dictionary**

October 2025

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Enquiries to: [info@hqsc.govt.nz](mailto:info@hqsc.govt.nz)

Document version control

|  |  |  |  |
| --- | --- | --- | --- |
| Version | **Date** | **Author** | **Changes** |
| 1.0 | December 2024 | J. Swanson | Published |
| 1.1 | January 2025 | J. Swanson | Updated to specify branching rule for SS\_TimeExpect and to add new derived demographic variables (ethpriority\_final, gender\_final, age\_final) |
| 2.0 | October 2025 | J. Swanson | Incorporated changes made to the questionnaire for the June 2025 survey round |

Overview

This data dictionary describes the survey questions, response options, branching and other metadata used in the home and community support services experience survey (HCSS survey). It is designed to be used alongside the HCSS survey methodology and procedures report and the HCSS survey questionnaire, which can be found on the Te Tāhū Hauora Health Quality & Safety Commission website: [https://www.hqsc.govt.nz/our-data/patient-reported-measures/patient-experience/about-our-patient-experience-surveys/home-and-community-support-services-experience-survey](https://www.hqsc.govt.nz/our-data/patient-reported-measures/patient-experience/about-our-patient-experience-surveys/home-and-community-support-services-experience-survey/)

The main survey questions are outlined in chronological order of how they are asked in the survey. Derived variables, sample variables, and administrative variables are outlined in the later sections.

This data dictionary is an evolving document and remains in draft. Any omissions, errors, corrections, or important analysis notes identified during the use of this dictionary should be notified to [survey@hqsc.govt.nz](https://hqsc.sharepoint.com/sites/dms-hqintel/QualityAndSafetyIndicators/Patient%20experience/Methodology%20-%20general/Data%20dictionaries/survey@hqsc.govt.nz) so that this dictionary can be updated as appropriate.

Screening questions

The screening questions are asked so we can identify who is responding to the survey.

|  |  |  |
| --- | --- | --- |
| Who completed the survey | | |
| Variable name: | Who\_answers | |
| Survey question: | Could you tell us if you are answering this survey on behalf of yourself or someone else? | |
| Survey question instruction: | By “yourself”, we mean the person invited to the survey. | |
| Theme: | Respondent profile | |
| **Data attributes** |  | |
| Response type: | Single response choice allowed | |
| Data type: | Nominal categorical | |
| Data codes: | 1 | Myself (I am the person invited to the survey ) |
| 2 | I am completing on behalf of someone else, unable to answer the survey |
| 99 | No response |
| **Reporting** |  | |
| Proportion: | Proportion who selected each response option | |
| Denominator: | Excludes ‘99’ data code | |

|  |  |  |
| --- | --- | --- |
| Who completed the survey – on behalf of | | |
| Variable name: | OnBehalfWho | |
| Survey question: | What is your relationship to the person invited to the survey? | |
| Theme: | Respondent profile | |
| **Data attributes** |  | |
| Response type: | Single response choice allowed | |
| Data type: | Nominal categorical | |
| Data codes: | 1 | I am their partner or spouse |
| 2 | I am their parent or guardian |
| 3 | I am another family or whānau member (for example, child, sibling, grandchild) |
| 97 | Someone else (please specify) |
|  | *The open-ended ‘Someone else’ response is contained in OnBehalfWho\_OtherText* |
| 99 | No response |
| Branching rules: | Asked if Who\_answers = 2. ‘I am completing on behalf of someone else, unable to answer this survey’ | |
| **Reporting** |  | |
| Proportion: | Proportion who selected each response option | |
| Denominator: | Excludes ‘99’ data code | |
| **Modification** |  | |
| 2025: | Family/whānau member examples added based on open-ended ‘Someone else’ responses from 2024 | |

Experience of support service

The main survey questions ask for respondents’ views and assessments of key aspects of the home and community support service experience. Respondents were asked to think about the support they had received in the last four weeks.

The following key documents were used to inform the topics covered:

The Ngā paerewa Health and disability services standard. NZS 8134:2021[[1]](#footnote-2)

The National Framework for Home and Community Support Services (HCSS). Ministry of Health. 2020. Wellington: Ministry of Health[[2]](#footnote-3)

The principles of Enabling Good Lives[[3]](#footnote-4)

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| Support type | | | | | |
| Variable name: | SS\_SupportType | | | | |
| Survey question: | In the last four weeks, what type of support have you received from [provider name]? | | | | |
| Theme: | Respondent profile | | | | |
| **Data attributes** |  | | | | |
| Response type: | Multiple response choices allowed | | | | |
| Data type: | Binary (1 = selected, 0 = did not select) | | | | |
| Data codes: | SS\_SupportType\_1 | | Household management (for example, help with cooking or preparing meals, cleaning, laundry or grocery shopping) | | |
| SS\_SupportType\_2 | | Personal care (for example, help with eating, showering, medication, getting dressed or getting around the house) | | |
| SS\_SupportType\_3 | | Respite care | | |
| SS\_SupportType\_4 | | Outings or transportation to get to places in your community | | |
| SS\_SupportType\_97 | | Something else (please specify) | | |
|  | | *The open-ended ‘Someone else’ response is contained in*  *SS\_SupportType\_OtherText* | | |
| **Reporting** |  | | | | |
| Proportion: | Proportion who selected each response option | | | | |
| Denominator: | Answered question (1 or 0) | | | | |
| **Modification** |  | | | | |
| 2025: | SS\_SupportType\_1: cooking and grocery shopping added to the list of examples, based on open-ended ‘Something else’ responses from 2024. SS\_SupportType\_4: order of ‘transportation’ and ‘outings’ swapped, to place greater emphasis on ‘outings’ | | | | |
|  |  | | | | |
| Support times worked for people | | | | | |
| Variable name: | SS\_TimeWork | | | | |
| Survey question: | In the last four weeks, did the support worker(s) from [provider name] come at times that worked for you? | | | | |
| Theme: | Effective scheduling | | | | |
| **Data attributes** |  | | | | |
| Response type: | Single response choice allowed | | | | |
| Data type: | Ordinal categorical | | | | |
| Data codes: | 1 | Yes, always | | | |
| 2 | Usually | | | |
| 3 | Sometimes | | | |
| 4 | No, never | | | |
| 99 | No response | | | |
| **Reporting** |  | | | | |
| Proportion: | Proportion who selected the most positive response (1. ‘Yes, always’), representing the best-case scenario for people | | | | |
| Denominator: | Excludes ‘99’ data code | | | | |
| **Notes** | Framed as “worked for you” to account for the need to balance the times of day that people want support (e.g., wanting to go to bed later than 8pm) and the constraints the provider is working to (e.g., cannot staff later bedtimes) | | | | |
|  |  | | | | |
| People knew in advance what time to expect support | | | | | |
| Variable name: | SS\_TimeTell | | | | |
| Survey question: | Did you know in advance what time to expect your support worker(s)? | | | | |
| Theme: | Effective communication | | | | |
| **Data attributes** |  | | | | |
| Response type: | Single response choice allowed | | | | |
| Data type: | Ordinal categorical | | | | |
| Data codes: | 1 | Yes, always | | | |
| 2 | Usually | | | |
| 3 | Sometimes | | | |
| 4 | No, never | | | |
| 99 | No response | | | |
| **Reporting** |  | | | | |
| Proportion: | Proportion who selected the most positive response (1. ‘Yes, always’), representing the best-case scenario for people | | | | |
| Denominator: | Excludes ‘99’ data code | | | | |
| **Notes** | Added following client feedback during questionnaire development stage | | | | |
|  |  | | | | |
| Support arrived at expected time | | | | | |
| Variable name: | SS\_TimeExpect | | | | |
| Survey question: | Did the support worker(s) arrive at around the time you expected them to? | | | | |
| Theme: | Effective scheduling | | | | |
| **Data attributes** |  | | | | |
| Response type: | Single response choice allowed | | | | |
| Data type: | Ordinal categorical | | | | |
| Data codes: | 1 | Yes, always | | | |
| 2 | Usually | | | |
| 3 | Sometimes | | | |
| 4 | No, never | | | |
| 99 | No response | | | |
| Branching rules: | Asked if SS\_TimeTell = 1. 'Yes, always', 2. 'Usually' or 3. 'Sometimes' | | | | |
| **Reporting** |  | | | | |
| Proportion: | Proportion who selected the most positive response (1. ‘Yes, always’), representing the best-case scenario for people | | | | |
| Denominator: | Excludes ‘99’ data code | | | | |
|  |  | | | | |
| No occasion on which support did not turn up | | | | | |
| Variable name: | SS\_NoSupport | | | | |
| Survey question: | In the last four weeks, has a support worker not turned up at all when one was supposed to? | | | | |
| Theme: | Effective scheduling | | | | |
| **Data attributes** |  | | | | |
| Response type: | Single response choice allowed | | | | |
| Data type: | Dichotomous | | | | |
| Data codes: | 1 | Yes | | | |
| 2 | No | | | |
| 99 | No response | | | |
| **Reporting** |  | | | | |
| Proportion: | Proportion who selected the most positive response (2. ‘No’), representing the best-case scenario for people | | | | |
| Denominator: | Excludes ‘99’ data code | | | | |
| **Notes** | Added following client feedback during questionnaire development stage. Key issue identified by expert advisors | | | | |
|  |  | | | | |
| People knew support worker in advance | | | | | |
| Variable name: | SS\_SupportWho | | | | |
| Survey question: | In the last four weeks, did you know in advance who your support worker(s) would be? | | | | |
| Theme: | Effective communication | | | | |
| **Data attributes** |  | | | | |
| Response type: | Single response choice allowed | | | | |
| Data type: | Ordinal categorical | | | | |
| Data codes: | 1 | Yes, always | | | |
| 2 | Usually | | | |
| 3 | Sometimes | | | |
| 4 | No, never | | | |
| 99 | No response | | | |
| **Reporting** |  | | | | |
| Proportion: | Proportion who selected the most positive response (1. ‘Yes, always’), representing the best-case scenario for people | | | | |
| Denominator: | Excludes ‘99’ data code | | | | |
|  |  | | | | |
| People advised of changes in advance | | | | | |
| Variable name: | SS\_ChangeInform | | | | |
| Survey question: | If there were changes to your support arrangements in the last four weeks, did someone from [provider name] let you know in advance? | | | | |
| Survey question instruction: | For example, that your support would happen at a different time from what you were expecting, that the support worker could not make it, or that the support worker would be a different person from who you were expecting? | | | | |
| Theme: | Effective communication | | | | |
| **Data attributes** |  | | | | |
| Response type: | Single response choice allowed | | | | |
| Data type: | Ordinal categorical | | | | |
| Data codes: | 1 | Yes, always | | | |
| 2 | Usually | | | |
| 3 | Sometimes | | | |
| 4 | No, never | | | |
| 95 | There were no changes to my support arrangements in the last four weeks | | | |
| 99 | No response | | | |
| **Reporting** |  | | | | |
| Proportion: | Proportion who selected the most positive response (1. ‘Yes, always’), representing the best-case scenario for people | | | | |
| Denominator: | Excludes ‘95’ and ‘99’ data codes | | | | |
|  |  | | | | |
| Support workers had necessary knowledge and skills | | | | | |
| Variable name: | SW\_SkillNeeded | | | | |
| Survey question: | In the last four weeks, did the support worker(s) know what kind of support you needed and how to provide it? | | | | |
| Survey question instruction: | For example, did they know what is in your support plan, did they have the right skills and training? | | | | |
| Theme: | Effective scheduling | | | | |
| **Data attributes** |  | | | | |
| Response type: | Single response choice allowed | | | | |
| Data type: | Ordinal categorical | | | | |
| Data codes: | 1 | Yes, always | | | |
| 2 | Usually | | | |
| 3 | Sometimes | | | |
| 4 | No, never | | | |
| 99 | No response | | | |
| **Reporting** |  | | | | |
| Proportion: | Proportion who selected the most positive response (1. ‘Yes, always’), representing the best-case scenario for people | | | | |
| Denominator: | Excludes ‘99’ data code | | | | |
| **Modification** |  | | | | |
| 2025: | In the survey question instruction, “care plan’ was changed to ‘support plan’ for consistency with the new follow-up question SW\_SkillNeededReason | | | | |
| **Notes** | Client feedback during questionnaire development indicated that inadequate training was a key issue | | | | |
|  |  | | | | |
| Why support workers lacked necessary knowledge and skills | | | | | |
| Variable name (2024): | SW\_SkillNeededOE | | | | |
| Survey question: | What made you think that the support worker(s) did not always know what kind of support you needed and how to provide it? | | | | |
| Theme: | Effective scheduling | | | | |
| **Data attributes** |  | | | | |
| Response type: | Open-ended comment | | | | |
| Data type: | Qualitative | | | | |
| Branching rules: | Asked if SW\_SkillNeeded = 2,3,4 (‘Usually’, ‘Sometimes’, ‘No, never’) | | | | |
| **Modification** |  | | | | |
| 2025: | Replaced with a closed-ended multiple response type version (SW\_SkillNeededReason) | | | | |
| **Notes** | Understand the reasons why people answered ‘Usually’, ‘Sometimes’, ‘No, never’ to SW\_SkillNeeded | | | | |
|  | | | | | |
| Variable name (2025): | SW\_SkillNeededReason | | | | |
| Survey question: | What was it that made you think that the support worker(s) did not always know what kind of support you needed and how to provide it? | | | | |
| Theme: | Effective scheduling | | | | |
| **Data attributes** |  | | | | |
| Response type: | Multiple response choices allowed | | | | |
| Data type: | Binary (1 = selected, 0 = did not select) | | | | |
| Data codes: | SW\_SkillNeededReason\_1 | | | They did not know what was in my support plan | |
|  | SW\_SkillNeededReason\_2 | | | They did not know how to complete the tasks in my support plan | |
|  | SW\_SkillNeededReason\_3 | | | They did not complete the tasks in my support plan in the way that they were supposed to | |
|  | SW\_SkillNeededReason\_97 | | | Another reason (please explain) | |
|  |  | | | *The open-ended ‘Another reason’’ response is contained in*  *SW\_SkillNeededReason\_OtherText* | |
| Branching rules: | Asked if SW\_SkillNeeded = 2,3,4 (‘Usually’, ‘Sometimes’, ‘No, never’) | | | | |
| **Reporting** |  | | | | |
| Proportion: | Proportion who selected each response option | | | | |
| Denominator: | Answered question (1 or 0) | | | | |
| **Modification** |  | | | | |
| 2025: | New closed-ended multiple response question to replace 2024 open-ended qualitative question (SW\_SkillNeededOE), with the intention of making it easier both to respond to the survey and to interpret the results. The response option categories for SW\_SkillNeededReason in 2025 were based on the open-ended comments received for SW\_SkillNeededOE in 2024 | | | | |
| **Notes** | It is recommended that analysis of this question focus on the first two response options, ‘They did not know what was in my support plan’ and ‘They did not know how to complete the tasks in my support plan’. The third response option, ‘They did not complete the tasks in my support plan in the way that they were supposed to’, is highly subjective and include a mismatch between client expectations and what support workers are able to provide. Responses to this option should be interpreted with caution | | | | |
|  |  | | | | |
| Name pronounced properly | | | | | |
| Variable name: | QCare\_NamePronounce | | | | |
| Survey question: | In the last four weeks, was your name pronounced properly by the support worker(s)? | | | | |
| Theme: | Treated with respect | | | | |
| **Data attributes** |  | | | | |
| Response type: | Single response choice allowed | | | | |
| Data type: | Ordinal categorical | | | | |
| Data codes: | 1 | Yes, always | | | |
| 2 | Usually | | | |
| 3 | Sometimes | | | |
| 4 | No, never | | | |
| 5 | They addressed me appropriately without using my name | | | |
| 6 | No one used my name or addressed me appropriately | | | |
| 99 | No response | | | |
| **Reporting** |  | | | | |
| Proportion: | Proportion who selected the most positive responses (1. ‘Yes, always’ OR 5. ‘They addressed me appropriately without using my name’), representing the best-case scenario for people | | | | |
| Denominator: | Excludes ‘99’ data code | | | | |
|  |  | | | | |
| Listened to | | | | | |
| Variable name: | QCare\_Attributes\_Listen | | | | |
| Survey question: | Did the support worker(s) listen to your views on how you wanted them to provide support? | | | | |
| Theme: | Effective communication | | | | |
| **Data attributes** |  | | | | |
| Response type: | Single response choice allowed | | | | |
| Data type: | Ordinal categorical | | | | |
| Data codes: | 1 | Yes, always | | | |
| 2 | Usually | | | |
| 3 | Sometimes | | | |
| 4 | No, never | | | |
| 99 | No response | | | |
| **Reporting** |  | | | | |
| Proportion: | Proportion who selected the most positive responses (1. ‘Yes, always’), representing the best-case scenario for people | | | | |
| Denominator: | Excludes ‘99’ data code | | | | |
|  |  | | | | |
| Treated with respect and kindness | | | | | |
| Variable name: | QCare\_Attributes\_RespectKindness | | | | |
| Survey question: | Did the support worker(s) treat you with respect and kindness? | | | | |
| Theme: | Treated with respect | | | | |
| **Data attributes** |  | | | | |
| Response type: | Single response choice allowed | | | | |
| Data type: | Ordinal categorical | | | | |
| Data codes: | 1 | Yes, always | | | |
| 2 | Usually | | | |
| 3 | Sometimes | | | |
| 4 | No, never | | | |
| 98 | Don’t know | | | |
| 99 | No response | | | |
| Branching rules: | Response option ‘Don’t know’ is only shown if Who\_answers = 2. ‘I am completing on behalf of someone else, unable to answer this survey’ | | | | |
| **Reporting** |  | | | | |
| Proportion: | Proportion who selected the most positive responses (1. ‘Yes, always’), representing the best-case scenario for people | | | | |
| Denominator: | Excludes ‘98’ and ‘99’ data codes | | | | |
|  |  | | | | |
| Culture respected | | | | | |
| Variable name: | SW\_CultureRespect | | | | |
| Survey question: | During the visits from the support worker(s) in the last four weeks, was your culture respected? | | | | |
| Theme: | Treated with respect | | | | |
| **Data attributes** |  | | | | |
| Response type: | Single response choice allowed | | | | |
| Data type: | Ordinal categorical | | | | |
| Data codes: | 1 | Yes, always | | | |
| 2 | Usually | | | |
| 3 | Sometimes | | | |
| 4 | No, never | | | |
| 95 | Does not apply to me | | | |
| 98 | Don’t know | | | |
| 99 | No response | | | |
| Branching rules: | Response option ‘Don’t know’ is only shown if Who\_answers = 2. ‘I am completing on behalf of someone else, unable to answer this survey’ | | | | |
| **Reporting** |  | | | | |
| Proportion: | Proportion who selected the most positive responses (1. ‘Yes, always’), representing the best-case scenario for people | | | | |
| Denominator: | Excludes ‘95’, ‘98’ and ‘99’ data codes | | | | |
|  |  | | | | |
| Spirituality and beliefs respected | | | | | |
| Variable name: | SW\_BeliefsRespect | | | | |
| Survey question: | During the visits from the support worker(s) in the last four weeks, were your spirituality and beliefs respected? | | | | |
| Theme: | Treated with respect | | | | |
| **Data attributes** |  | | | | |
| Response type: | Single response choice allowed | | | | |
| Data type: | Ordinal categorical | | | | |
| Data codes: | 1 | Yes, always | | | |
| 2 | Usually | | | |
| 3 | Sometimes | | | |
| 4 | No, never | | | |
| 95 | Does not apply to me | | | |
| 98 | Don’t know | | | |
| 99 | No response | | | |
| Branching rules: | Response option ‘Don’t know’ is only shown if Who\_answers = 2. ‘I am completing on behalf of someone else, unable to answer this survey’ | | | | |
| **Reporting** |  | | | | |
| Proportion: | Proportion who selected the most positive responses (1. ‘Yes, always’), representing the best-case scenario for people | | | | |
| Denominator: | Excludes ‘95’, ‘98’ and ‘99’ data codes | | | | |
|  |  | | | | |
| Why culture, spirituality or beliefs were not respected | | | | | |
| Variable name: | QNeeds\_OE | | | | |
| Survey question: | What made you think that your [culture AND/OR spirituality or beliefs] [was/were] not always respected? | | | | |
| Theme: | Treated with respect | | | | |
| **Data attributes** |  | | | | |
| Response type: | Open-ended comment | | | | |
| Data type: | Qualitative | | | | |
| Branching rules: | Asked if SW\_CultureRespect OR SW\_BeliefsRespect = 2,3,4 (‘Usually’, ‘Sometimes’, ‘No, never’) | | | | |
|  |  | | | | |
| Asking questions or requesting changes | | | | | |
| Variable name: | SM\_Contact | | | | |
| Survey question: | In the last four weeks, did you contact [provider name] to ask a question or request changes to your support arrangements? | | | | |
| Theme: | Ease of contact | | | | |
| **Data attributes** |  | | | | |
| Response type: | Single response choice allowed | | | | |
| Data type: | Nominal categorical | | | | |
| Data codes: | 1 | Yes | | | |
| 2 | No | | | |
| 3 | I wanted to contact them but did not know how | | | |
| 4 | I tried to contact them but could not get in touch with anyone | | | |
| 99 | No response | | | |
| **Reporting** |  | | | | |
| Proportion: | Proportion who selected each response option | | | | |
| Denominator: | Excludes ‘99’ data code | | | | |
| **Notes** | Provides branching logic for the following question. Response options 3 and 4 are indicators of being informed about processes and effective communication | | | | |
|  |  | | | | |
| Requested help or change received | | | | | |
| Variable name: | SM\_Help | | | | |
| Survey question: | Did you get the help or change you needed? | | | | |
| Theme: | Ease of contact | | | | |
| **Data attributes** |  | | | | |
| Response type: | Single response choice allowed | | | | |
| Data type: | Ordinal categorical | | | | |
| Data codes: | 1 | Yes, definitely | | | |
| 2 | Partly | | | |
| 3 | No | | | |
| 99 | No response | | | |
| Branching rules: | Asked if SM\_Contact = 1. ‘Yes’ | | | | |
| **Reporting** |  | | | | |
| Proportion: | Proportion who selected the most positive responses (1. ‘Yes, definitely’), representing the best-case scenario for people | | | | |
| Denominator: | Excludes ‘99’ data code | | | | |
|  |  | | | | |
| Would raise a concern or complaint | | | | | |
| Variable name: | SM\_ComplaintKnow | | | | |
| Survey question: | If you had a concern or complaint about your support, would you raise this with [provider name]? | | | | |
| Theme: | Ease of contact | | | | |
| **Data attributes** |  | | | | |
| Response type: | Single response choice allowed | | | | |
| Data type: | Nominal categorical | | | | |
| Data codes: | 1 | Yes | | | |
| 2 | No | | | |
| 3 | Maybe | | | |
| 99 | No response | | | |
| **Reporting** |  | | | | |
| Proportion: | Proportion who selected each response option | | | | |
| Denominator: | Excludes ‘99’ data code | | | | |
| **Notes** | Provides branching logic for following questions | | | | |
|  |  | | | | |
| Why not raise a concern or complaint | | | | | |
| Variable name (2024): | SM\_ComplaintKnowOE | | | | |
| Survey question: | What makes you say this? | | | | |
| Theme: | Ease of contact | | | | |
| **Data attributes** |  | | | | |
| Response type: | Open-ended comment | | | | |
| Data type: | Qualitative | | | | |
| Branching rules: | Asked if SM\_ComplaintKnow = 2,3 (‘No’, ‘Maybe’) | | | | |
| **Modification** |  | | | | |
| 2025: | Replaced with a closed-ended multiple response type version (SM\_ComplaintKnowReason) | | | | |
|  | | | | | |
| Variable name (2025): | SM\_ComplaintKnowReason | | | | |
| Survey question: | What makes you say this? | | | | |
| Theme: | Ease of contact | | | | |
| **Data attributes** |  | | | | |
| Response type: | Multiple response choices allowed EXCEPT SM\_ComplaintKnowReason\_95 is exclusive choice | | | | |
| Data type: | Binary (1 = selected, 0 = did not select) | | | | |
| Data codes: | SM\_ComplaintKnowReason\_1 | | | | I would try to discuss or resolve the issue directly with my support worker(s) |
|  | SM\_ComplaintKnowReason\_2 | | | | It wouldn’t change anything or nothing would be done about it |
|  | SM\_ComplaintKnowReason\_3 | | | | I don’t want my support worker(s) to get in trouble |
|  | SM\_ComplaintKnowReason\_4 | | | | I’m worried about how it would impact my support |
|  | SM\_ComplaintKnowReason\_5 | | | | It would depend on the situation |
|  | SM\_ComplaintKnowReason\_6 | | | | I don’t know how to raise a concern or complaint |
|  | SM\_ComplaintKnowReason\_97 | | | | Another reason (you have selected ‘Another reason’, please describe in as much detail as possible) |
|  |  | | | | *The open-ended ‘Another reason’’ response is contained in*  *SM\_ComplaintKnowReason \_OtherText* |
|  | SM\_ComplaintKnowReason\_95 | | | | I don’t think I would ever have any concerns or complaints to raise |
| Branching rules: | Asked if SM\_ComplaintKnow = 2,3 (‘No’, ‘Maybe’) | | | | |
| **Modification** |  | | | | |
| 2025: | New closed-ended multiple response question to replace 2024 open-ended qualitative question (SM\_ComplaintKnowOE), with the intention of making it easier both to respond to the survey and to interpret the results. The response option categories for SM\_ComplaintKnowReason in 2025 were based on the open-ended comments received for SM\_ComplaintKnowOE in 2024 | | | | |
|  |  | | | | |
| Did raise a concern or complaint | | | | | |
| Variable name: | SM\_ComplaintRaise | | | | |
| Survey question: | In the last four weeks, did you contact [provider name] to raise a concern or make a complaint about your support? | | | | |
| Theme: | Ease of contact | | | | |
| **Data attributes** |  | | | | |
| Response type: | Single response choice allowed | | | | |
| Data type: | Nominal categorical | | | | |
| Data codes: | 1 | Yes | | | |
| 2 | No | | | |
| 3 | I wanted to contact them but did not know how | | | |
| 4 | I tried to contact them but could not get in touch with anyone | | | |
| 99 | No response | | | |
| Branching rules: | Asked if SM\_ComplaintKnow = 1,3 (‘Yes’, ‘Maybe’) AND SM\_ComplaintKnowReason ≠ 6 ‘I don’t know how to raise a concern or a complaint’ | | | | |
| **Reporting** |  | | | | |
| Proportion: | Proportion who selected each response option | | | | |
| Denominator: | Excludes ‘99’ data code | | | | |
| **Modification** |  | | | | |
| 2025: | Routing expanded to also include people who responded ‘Maybe’ to SM\_ComplaintKnow and exclude people who responded ‘I don’t know how to raise a concern or a complaint’ to SM\_ComplaintKnowReason | | | | |
| **Notes** | Provides branching logic for the following question. Response options 3 and 4 are indicators of being informed about processes and effective communication. | | | | |
| Concern or complaint taken seriously | | | | | |
| Variable name: | SM\_ComplaintTaken | | | | |
| Survey question: | Did [provider name] take your concern or complaint seriously? | | | | |
| Survey question instruction: | If this has happened more than once in the last four weeks, please think about the most recent occasion | | | | |
| Theme: | Ease of contact | | | | |
| **Data attributes** |  | | | | |
| Response type: | Single response choice allowed | | | | |
| Data type: | Ordinal categorical | | | | |
| Data codes: | 1 | Yes, definitely | | | |
| 2 | Partly | | | |
| 3 | No | | | |
| 99 | No response | | | |
| Branching rules: | Asked if SM\_ComplaintRaise = 1. ‘Yes’ | | | | |
| **Reporting** |  | | | | |
| Proportion: | Proportion who selected the most positive responses (1. ‘Yes, definitely’), representing the best-case scenario for people | | | | |
| Denominator: | Excludes ‘99’ data code | | | | |
|  |  | | | | |
| What would make support better | | | | | |
| Variable name: | QBetter\_OE | | | | |
| Survey question: | What do you think would have made the support service form [provider name] and their staff better? | | | | |
| Theme: | Overall | | | | |
| **Data attributes** |  | | | | |
| Response type: | Open-ended comment | | | | |
| Data type: | Qualitative | | | | |
| **Notes** | Understand issues. Look for quality improvement ideas or opportunities | | | | |
|  |  | | | | |
| What support has done well | | | | | |
| Variable name: | QStrength\_OE | | | | |
| Survey question: | What do you think [provider name] and their staff has done well?  If there is someone in particular who you would like to recognise for job well done, please feel free to include their name and what they did well | | | | |
| Theme: | Overall | | | | |
| **Data attributes** |  | | | | |
| Response type: | Open-ended comment | | | | |
| Data type: | Qualitative | | | | |
| **Notes** | Understand what ‘good’ looks like. Give positive feedback to staff | | | | |
|  |  | | | | |
| Able to attend activities | | | | | |
| Variable name: | QCommunityParticipation | | | | |
| Survey question: | Can you attend community activities, or hapū and iwi activities, if you want to? | | | | |
| Theme: | Treated with respect | | | | |
| **Data attributes** |  | | | | |
| Response type: | Single response choice allowed | | | | |
| Data type: | Ordinal categorical | | | | |
| Data codes: | 1 | Yes, definitely | | | |
| 2 | To some extent | | | |
| 3 | No, but I would like this | | | |
| 95 | No, but I do not want or need this | | | |
| 99 | No response | | | |
| **Reporting** |  | | | | |
| Proportion: | Proportion who selected the most positive response (1. ‘Yes, definitely’), representing the best-case scenario for people | | | | |
| Denominator: | Excludes ‘95’ and ‘99’ data codes | | | | |
| **Notes** | Social isolation is a key risk factor for entering aged residential care | | | | |
|  |  | | | | |
| Needs assessment includes support to attend activities | | | | | |
| Variable name: | QPlanCommunityParticipation | | | | |
| Survey question: | Does your needs assessment include support to attend community activities, or hapū and iwi activities? | | | | |
| Theme: | Treated with respect | | | | |
| **Data attributes** |  | | | | |
| Response type: | Single response choice allowed | | | | |
| Data type: | Ordinal categorical | | | | |
|  | 1 | Yes, definitely | | | |
|  | 2 | To some extent | | | |
|  | 3 | No, but I would like this | | | |
|  | 95 | No, but I do not want or need this | | | |
|  | 98 | Don’t know or can’t remember | | | |
|  | 99 | No response | | | |
| **Reporting** |  | | | | |
| Proportion: | Proportion who selected each response option | | | | |
| Denominator: | Excludes ‘99’ data code | | | | |
| **Modification** |  | | | | |
| 2025: | Question added for 2025 survey round at request of provider | | | | |
|  |  | | | | |
| Additional feedback from carers | | | | | |
| Variable name: | QNaturalCarerOE | | | | |
| Survey question: | This question is for the person who completed the survey on behalf of the person invited. Is there anything else you would like to add from your perspective about the support provided by [provider name]? | | | | |
| Theme: | Overall | | | | |
| **Data attributes** |  | | | | |
| Response type: | Open-ended comment | | | | |
| Data type: | Qualitative | | | | |
| Branching rules: | Asked if Who\_answers = 2. ‘I am completing on behalf of someone else, unable to answer this survey’ | | | | |
| **Modification** |  | | | | |
| 2025: | ‘From your perspective’ added to the survey question for clarification | | | | |
| **Notes** | The experience of the person’s carers was identified as a key issue by clients during the questionnaire development process. Carer fatigue is a key risk factor for entering aged residential care | | | | |

Patient-reported outcome measures

The EuroQol EQ-5D-5L patient-reported outcome measure was included in the 2025 survey round to increase understanding of the self-reported health of people receiving home and community support services and the factors influencing these at a national level. The full measure is not replicated in this document but can be found on the EuroQol website: <https://euroqol.org/information-and-support/euroqol-instruments/eq-5d-5l>.

|  |  |
| --- | --- |
| EQ-5D-5L (EuroQolGroup) | |
| Variable names: | QEQ5D5L\_Mobility  QEQ5D5L\_SelfCare  QEQ5D5L\_UsualActivities  QEQ5D5L\_PainDiscomfort  QEQ5D5L\_AnxietyDepression  VAS\_scale\_health\_rating |

Demographics

Demographic questions are included to understand the respondent profile and to enable subgroup equity comparisons.

|  |  |  |  |
| --- | --- | --- | --- |
| Age (self-reported) | | | |
| Variable name: | QAge | | |
| Survey question: | Which age range are you in? | | |
| **Data attributes** |  | | |
| Response type: | Single response choice allowed | | |
| Data type: | Ordinal categorical | | |
| Data codes: | 1 | 14 years or under | |
| 2 | 15 to 24 years | |
| 3 | 25 to 34 years | |
| 4 | 35 to 44 years | |
| 5 | 45 to 54 years | |
| 6 | 55 to 64 years | |
| 7 | 65 to 74 years | |
| 8 | 75 to 84 years | |
| 9 | 85 years or over | |
| 99 | No response | |
|  |  | | |
| Ethnicity (self-reported) | | | |
| Variable name: | QEthnicity | | |
| Definition: | Ethnic group is collected and reported in accordance with the Statistics NZ Ethnicity New Zealand Standard Classification 2005 V2.1.0 and the HISO 10001:2017 Ethnicity Data Protocols | | |
| Survey question: | Which ethnic group or groups do you belong to? | | |
| Theme: | Demographics | | |
| **Data attributes** |  | | |
| Response type: | Multiple response choices allowed | | |
| Data type: | Binary (1 = selected, 0 = did not select) | | |
| Data codes: | QEthnicity\_1\_1 | | New Zealand European |
| QEthnicity\_1\_2 | | Māori |
| QEthnicity\_1\_3 | | Samoan |
| QEthnicity\_1\_4 | | Cook Island Māori |
| QEthnicity\_1\_5 | | Tongan |
| QEthnicity\_1\_6 | | Niuean |
| QEthnicity\_1\_7 | | Chinese |
| QEthnicity\_1\_8 | | Indian |
| QEthnicity\_1\_97 | | Other (such as Dutch, Japanese, Tokelauan) |
|  | | You selected ‘other’ as an option for your ethnic group. Which of these ethnic groups do you belong to? |
| QEthnicity\_2\_1 | | English |
| QEthnicity\_2\_2 | | Australian |
| QEthnicity\_2\_3 | | Dutch |
| QEthnicity\_2\_4 | | Other European |
| QEthnicity\_2\_5 | | Tokelauan |
| QEthnicity\_2\_6 | | Fijian |
| QEthnicity\_2\_7 | | Other Pacific Peoples |
| QEthnicity\_2\_8 | | Filipino |
| QEthnicity\_2\_9 | | Japanese |
| QEthnicity\_2\_10 | | Korean |
| QEthnicity\_2\_11 | | Cambodian |
| QEthnicity\_2\_12 | | Other Asian |
| QEthnicity\_2\_13 | | Middle Eastern |
| QEthnicity\_2\_14 | | Latin American |
| QEthnicity\_2\_15 | | African |
| QEthnicity\_2\_97 | | Other (please specify) |
|  | | *The open-ended ‘Other’ response is contained in QEthnicity\_2\_97Text* |
| Branching rules: | QEthnicity\_2 is asked if QEthnicity\_1 = 97, ‘Other’ | | |
|  |  | | |
| Gender (self-reported) | | | |
| Variable name: | QGender | | |
| Definition: | Gender is collected and reported in accordance with the Statistics NZ statistical standard for gender, sex and variations of sex characteristics | | |
| Survey question: | What is your gender? | | |
| **Data attributes** |  | | |
| Response type: | Single response choice allowed | | |
| Data type: | Nominal categorical | | |
| Data codes: | 1 | Male | |
| 2 | Female | |
| 3 | Another gender | |
| 99 | No response | |

***Disability status***

These questions ask respondents to provide information about their functional and self-reported disability status.

|  |  |  |
| --- | --- | --- |
| Functional disability – vision | | |
| Variable name: | WGSS1 | |
| Definition: | Washington Group Short Set on Functioning (WG-SS) | |
| Question introduction: | These questions are about long-term difficulties. Long-term is something that has lasted or is expected to last six months or more | |
| Survey question: | Do you have difficulty seeing, even if wearing glasses? | |
| **Data attributes** |  | |
| Response type: | Single response choice allowed | |
| Data type: | Ordinal categorical | |
| Data codes: | 1 | No – no difficulty |
| 2 | Yes – some difficulty |
| 3 | Yes – a lot of difficulty |
| 4 | Cannot do at all |
| 99 | No response |
|  |  | |
| Functional disability – hearing | | |
| Variable name: | WGSS2 | |
| Definition: | Washington Group Short Set on Functioning (WG-SS) | |
| Question introduction: | These questions are about long-term difficulties. Long-term is something that has lasted or is expected to last six months or more | |
| Survey question: | Do you have difficulty hearing, even if using a hearing aid? | |
| **Data attributes** |  | |
| Response type: | Single response choice allowed | |
| Data type: | Ordinal categorical | |
| Data codes: | 1 | No – no difficulty |
| 2 | Yes – some difficulty |
| 3 | Yes – a lot of difficulty |
| 4 | Cannot do at all |
| 99 | No response |
|  |  | |
| Functional disability – mobility | | |
| Variable name: | WGSS3 | |
| Definition: | Washington Group Short Set on Functioning (WG-SS) | |
| Question introduction: | These questions are about long-term difficulties. Long-term is something that has lasted or is expected to last six months or more | |
| Survey question: | Do you have difficulty walking or climbing steps? | |
| **Data attributes** |  | |
| Response type: | Single response choice allowed | |
| Data type: | Ordinal categorical | |
| Data codes: | 1 | No – no difficulty |
| 2 | Yes – some difficulty |
| 3 | Yes – a lot of difficulty |
| 4 | Cannot do at all |
| 99 | No response |
|  |  | |
| Functional disability – cognition (remembering) | | |
| Variable name: | WGSS4 | |
| Definition: | Washington Group Short Set on Functioning (WG-SS) | |
| Question introduction: | These questions are about long-term difficulties. Long-term is something that has lasted or is expected to last six months or more | |
| Survey question: | Do you have difficulty remembering or concentrating? | |
| **Data attributes** |  | |
| Response type: | Single response choice allowed | |
| Data type: | Ordinal categorical | |
| Data codes: | 1 | No – no difficulty |
| 2 | Yes – some difficulty |
| 3 | Yes – a lot of difficulty |
| 4 | Cannot do at all |
| 99 | No response |
| Functional disability – self-care | | |
| Variable name: | WGSS5 | |
| Definition: | Washington Group Short Set on Functioning (WG-SS) | |
| Question introduction: | These questions are about long-term difficulties. Long-term is something that has lasted or is expected to last six months or more | |
| Survey question: | Do you have difficulty washing all over or dressing? | |
| **Data attributes** |  | |
| Response type: | Single response choice allowed | |
| Data type: | Ordinal categorical | |
| Data codes: | 1 | No – no difficulty |
| 2 | Yes – some difficulty |
| 3 | Yes – a lot of difficulty |
| 4 | Cannot do at all |
| 99 | No response |
|  |  | |
| Functional disability – communication | | |
| Variable name: | WGSS6 | |
| Definition: | Washington Group Short Set on Functioning (WG-SS) | |
| Question introduction: | These questions are about long-term difficulties. Long-term is something that has lasted or is expected to last six months or more | |
| Survey question: | Using your usual language, do you have difficulty communicating, for example understanding or being understood? | |
| **Data attributes** |  | |
| Response type: | Single response choice allowed | |
| Data type: | Ordinal categorical | |
| Data codes: | 1 | No – no difficulty |
| 2 | Yes – some difficulty |
| 3 | Yes – a lot of difficulty |
| 4 | Cannot do at all |
| 99 | No response |
|  |  | |
| Self-identified disability | | |
| Variable name: | HRCDisability | |
| Survey question: | Do you think of yourself as disabled (or as having a disability)? | |
| **Data attributes** |  | |
| Response type: | Single response choice allowed | |
| Data type: | Nominal categorical | |
| Data codes: | 1 | Yes |
| 2 | No |
| 98 | Unsure |
| 99 | No response |
| **Notes** | Question enables a respondent to self-identify if they consider themselves disabled or having a disability to account for the limitations of the WG-SS being about functional disability only. | |

Derived variables

|  |  |  |
| --- | --- | --- |
| Ethnicity – prioritised ethnicity (complete) | | |
| Variable name: | ethpriority\_final | |
| Definition | Complete ethnicity is determined by self-report in the survey (QEthnicity\_1 and QEthnicity\_2) in the first instance, then imputed from what is recorded in the provider's administrative sample file (Ethnicity) if self-report is missing.  Under the prioritised ethnicity classification method, people are allocated to a single ethnic group in an order of priority, even if they have reported that they belong to more than one ethnic group. This follows the method set out in the HISO 10001:2017 Ethnicity Data Protocols. | |
| **Data attributes** |  | |
| Data type: | Text | |
| Data codes: | Māori | |
| Pacific | |
| Non-Māori, non-Pacific | |
|  |  | |
| Gender (complete) | | |
| Variable name: | gender\_final | |
| Definition | Complete gender is determined by self-report in the survey (QGender) in the first instance, then imputed from what is recorded in the provider's administrative sample file (Gender) if self-report is missing. | |
| **Data attributes** |  | |
| Data type: | Text | |
| Data codes: | Male | |
| Female | |
| Another gender | |
| U (unknown) | |
|  |  | |
| Age (complete) | | |
| Variable name: | age\_final | |
| Definition | Complete age is determined by self-report in the survey (QAge) in the first instance, then imputed from what is recorded in the provider's administrative sample file (Age) if self-report is missing | |
| **Data attributes** |  | |
| Data type: | Text | |
| Data codes: | 14 years or under | |
|  | 15 to 24 years | |
|  | 25 to 34 years | |
|  | 35 to 44 years | |
|  | 45 to 54 years | |
|  | 55 to 64 years | |
|  | 65 to 74 years | |
|  | 75 to 84 years | |
|  | 85 years or over | |
|  |  | |
| Ethnicity – prioritised ethnicity (self-report) | | |
| Variable name: | DEthL0  DEthL1  DEthL2 | |
| Definition: | Prioritised ethnicity is derived from the self-reported ethnicity variables (QEthnicity\_1 and QEthnicity\_2). People are allocated to a single ethnic group in an order of priority, even if they have reported that they belong to more than one ethnic group. This follows the method set out in the HISO 10001:2017 Ethnicity Data Protocols. | |
| **Data attributes** |  | |
| Data type: | Nominal categorical | |
| Data codes: | DEthL0 | |
| 1 | Māori |
| 2 | Pacific peoples |
| 3 | Non-Māori, non-Pacific |
| DEthL1 | |
| 1 | Māori |
| 2 | Pacific peoples |
| 3 | Asian |
| 4 | Middle Eastern / Latin American / African (MELAA) |
| 5 | Other ethnicity |
| 6 | European |
| DEthL2 | |
| 1 | Māori |
| 2 | Tokelauan |
| 3 | Fijian |
| 4 | Niuean |
| 5 | Tongan |
| 6 | Cook Island Māori |
| 7 | Samoan |
| 8 | Other Pacific peoples |
| 9 | Southeast Asian |
| 10 | Indian |
| 11 | Chinese |
| 12 | Other Asian |
| 13 | Latin American |
| 14 | African |
| 15 | Middle Eastern |
| 16 | Other Ethnicity |
| 17 | European |
|  |  |  |
| Ethnicity – total response ethnicity (self-report) | | |
| Variable name: | DEthMaoriNMNP\_YN  DEthPacificNMNP\_YN  DEthAsianNA\_YN | |
| Definition: | Total response ethnicity is derived from the self-reported ethnicity variables (QEthnicity\_1 and QEthnicity\_2). People are allocated to each group that they have reported they belong to and can be allocated to multiple groups. This follows the method set out in the HISO 10001:2017 Ethnicity Data Protocols. | |
| **Data attributes** |  |  |
| Data type: | Binary | |
| Data codes: | DEthMaoriNMNP\_YN | |
| 1 | Māori |
| 0 | Non-Māori, non-Pacific |
| DEthPacificNMNP\_YN | |
| 1 | Pacific peoples |
| 0 | Non-Māori, non-Pacific |
| DEthAsianNA\_YN | |
| 1 | Asian |
| 0 | Non-Asian |
|  |  |  |
| Functional disability | | |
| Variable name: | QWGSS\_Aggregate | |
| Definition: | Has a functional disability based on the WG-SS. People are classified as having a functional disability if they respond ‘Yes – a lot of difficulty’ or ‘Cannot do at all’ to any of the six WG-SS questions. | |
| **Data attributes** |  |  |
| Data type: | Binary | |
| Data codes: | 1 | Yes |
| 0 | No |
|  |  |  |
| Disability status | | |
| Variable name: | DAggregate\_Disability | |
| Definition: | Has a functional disability based on the WG-SS and/or self-identifies as disabled or as having a disability. | |
| **Data attributes** |  |  |
| Data type: | Nominal categorical | |
| Data codes: | 1 | Yes |
| 2 | No |
| 3 | Unknown |
|  |  |  |
| Age by ethnicity (self-report) | | |
| Variable name: | DEthAge | |
| Definition: | Age (QAge) nested in ethnicity (DEthL0). | |
| **Data attributes** |  |  |
| Data type: | Nominal categorical | |
| Data codes: | 1 | 14 years or under – Māori |
| 2 | 15 to 24 years – Māori |
| 3 | 25 to 34 years – Māori |
|  | 4 | 35 to 44 years – Māori |
|  | 5 | 45 to 54 years – Māori |
|  | 6 | 55 to 64 years – Māori |
|  | 7 | 65 to 74 years – Māori |
|  | 8 | 75 to 84 years – Māori |
|  | 9 | 85 years or over – Māori |
|  | 10 | 14 years or under – Pacific peoples |
|  | 11 | 15 to 24 years – Pacific peoples |
|  | 12 | 25 to 34 years – Pacific peoples |
|  | 13 | 35 to 44 years – Pacific peoples |
|  | 14 | 45 to 54 years – Pacific peoples |
|  | 15 | 55 to 64 years – Pacific peoples |
|  | 16 | 65 to 74 years – Pacific peoples |
|  | 17 | 75 to 84 years – Pacific peoples |
|  | 18 | 85 years or over – Pacific peoples |
|  | 19 | 14 years or under – non-Māori, non-Pacific |
|  | 20 | 15 to 24 years – Non-Māori, non-Pacific |
|  | 21 | 25 to 34 years – Non-Māori, non-Pacific |
|  | 22 | 35 to 44 years – Non-Māori, non-Pacific |
|  | 23 | 45 to 54 years – Non-Māori, non-Pacific |
|  | 24 | 55 to 64 years – Non-Māori, non-Pacific |
|  | 25 | 65 to 74 years – Non-Māori, non-Pacific |
|  | 26 | 75 to 84 years – Non-Māori, non-Pacific |
|  | 27 | 85 years or over – Non-Māori, non-Pacific |
|  | 99 | Unknown |
|  |  |  |
| Age by gender (self-report) | | |
| Variable name: | DAgeGender | |
| Definition: | Age (QAge) nested in gender (QGender) | |
| **Data attributes** |  |  |
| Data type: | Nominal categorical | |
| Data codes: | 1 | 14 years or under – Female |
| 2 | 15 to 24 years – Female |
| 3 | 25 to 34 years – Female |
|  | 4 | 35 to 44 years – Female |
|  | 5 | 45 to 54 years – Female |
|  | 6 | 55 to 64 years – Female |
|  | 7 | 65 to 74 years – Female |
|  | 8 | 75 to 84 years – Female |
|  | 9 | 85 years or over – Female |
|  | 10 | 14 years or under – Male |
|  | 11 | 15 to 24 years – Male |
|  | 12 | 25 to 34 years – Male |
|  | 13 | 35 to 44 years – Male |
|  | 14 | 45 to 54 years – Male |
|  | 15 | 55 to 64 years – Male |
|  | 16 | 65 to 74 years – Male |
|  | 17 | 75 to 84 years – Male |
|  | 18 | 85 years or over – Male |
|  | 19 | Another gender (all ages) |
|  | 99 | Unknown |
|  |  |  |
| Age by disability status (self-report) | | |
| Variable name: | DAge\_Disability | |
| Definition: | Age (QAge) nested in disability status (DAggregate\_Disability) | |
| **Data attributes** |  |  |
| Data type: | Nominal categorical | |
| Data codes: | 1 | 14 years or under – disabled |
| 2 | 15 to 24 years – disabled |
| 3 | 25 to 34 years – disabled |
|  | 4 | 35 to 44 years – disabled |
|  | 5 | 45 to 54 years – disabled |
|  | 6 | 55 to 64 years – disabled |
|  | 7 | 65 to 74 years – disabled |
|  | 8 | 75 to 84 years – disabled |
|  | 9 | 85 years or over – disabled |
|  | 10 | 14 years or under – non-disabled |
|  | 11 | 15 to 24 years – non-disabled |
|  | 12 | 25 to 34 years – non-disabled |
|  | 13 | 35 to 44 years – non-disabled |
|  | 14 | 45 to 54 years – non-disabled |
|  | 15 | 55 to 64 years – non-disabled |
|  | 16 | 65 to 74 years – non-disabled |
|  | 17 | 75 to 84 years – non-disabled |
|  | 18 | 85 years or over – non-disabled |
|  | 99 | Unknown |
|  |  |  |
| Ethnicity by gender (self-report) | | |
| Variable name: | DEth\_Gender | |
| Definition: | Ethnicity (DEthL0) nested in gender (QGender) | |
| **Data attributes** |  |  |
| Data type: | Nominal categorical | |
| Data codes: | 1 | Māori – Female |
| 2 | Pacific peoples – Female |
| 3 | Non-Māori, non-Pacific – Female |
|  | 4 | Māori – Male |
|  | 5 | Pacific peoples – Male |
|  | 6 | Non-Māori, non-Pacific - Male |
|  | 7 | Another gender (all ethnicities) |
|  | 99 | Unknown |

Sample variables

|  |  |  |
| --- | --- | --- |
| Gender (sample variable) | | |
| Variable name: | Gender | |
| Definition: | Gender as recorded in service provider sample file. Allowed codes from <https://www.tewhatuora.govt.nz/for-health-professionals/data-and-statistics/nz-health-statistics/data-references/code-tables/common-code-tables#sex-type-code-table> | |
| **Data attributes** |  |  |
| Data type: | Nominal categorical | |
| Mandatory: | Yes |  |
| Data codes: | F |  |
| I |  |
| M |  |
|  | U |  |
|  |  |  |
| Age (sample variable) | | |
| Variable name: | Age | |
| Definition: | Age calculated from date of birth as recorded in provider sample file | |
| **Data attributes** |  |  |
| Data type: | Ordinal | |
| Mandatory: | Yes (date of birth) | |
|  |  | |
| Ethnicity (sample variable) | | |
| Variable name: | Ethnicity | |
| Definition: | Ethnicity as recorded in service provider sample file. Allowed codes from <https://www.tewhatuora.govt.nz/for-health-professionals/data-and-statistics/nz-health-statistics/data-references/code-tables/common-code-tables#ethnicity-code-tables> | |
| **Data attributes** |  |  |
| Data type: | Nominal categorical | |
| Mandatory: | Yes (date of birth) | |
| Data codes: | 10 | European not further defined |
| 11 | NZ European |
| 12 | Other European |
|  | 21 | NZ Māori |
|  | 30 | Pacific Island not further defined |
|  | 31 | Samoan |
|  | 32 | Cook Island Māori |
|  | 33 | Tongan |
|  | 34 | Niuean |
|  | 35 | Tokelauan |
|  | 36 | Fijian |
|  | 37 | Other Pacific Island |
|  | 40 | Asian not further defined |
|  | 41 | Southeast Asian |
|  | 42 | Chinese |
|  | 43 | Indian |
|  | 44 | Other Asian |
|  | 51 | Middle Eastern |
|  | 52 | Latin American / Hispanic |
|  | 53 | African |
|  | 61 | Other ethnicity |
|  | 94 | Don't know |
|  | 95 | Refused to answer |
|  | 97 | Response unidentifiable |
|  | 99 | Not stated |
|  |  |  |
| Date of last visit | | |
| Variable name: | Last\_visit\_date | |
| Definition: | The date the person was last seen, within the survey sample period | |
| **Data attributes** |  |  |
| Data type: | Date | |
| Mandatory: | Yes |  |
| Example data code: | 20110816 | |
|  |  |  |
| Service start date | | |
| Variable name: | Service\_start\_date | |
| Definition: | The date the person started receiving the service, for the current period of service if there have been multiple | |
| **Data attributes** |  |  |
| Data type: | Date | |
| Mandatory: | Yes |  |
| Example data code: | 20110816 | |
|  |  |  |
| Provider name | | |
| Variable name: | Provider\_name | |
| Definition: | Name of provider, as usually used in communications etc | |
| **Data attributes** |  |  |
| Data type: | Text | |
| Mandatory: | Yes |  |
|  |  |  |
| Service type | | |
| Variable name: | Service\_type | |
| Definition: | Type of service provided. Descriptors may be unique to providers. Pipe separators are used to list multiple service types | |
| **Data attributes** |  |  |
| Data type: | Text | |
| Mandatory: | No |  |
| Example data code: | HCSS | MIS | RTI | over 65 | LTC | short-term acute | respite | respite for caregivers of fragile children | responsive model of care - over 65 | long term chronic | START | short term acute | short term acute (respite – STS clients) | disability support services | DSS – IF. | |
|  |  |  |
| Service level | | |
| Variable name: | Service\_level | |
| Definition: | Further differentiates within provider, if a lower level than provider is required for reporting | |
| **Data attributes** |  |  |
| Data type: | Text | |
| Mandatory: | No |  |
|  |  |  |
| District of domicile | | |
| Variable name: | DHB\_of\_domicile | |
| Definition: | District area codes. Allowed codes from <https://www.tewhatuora.govt.nz/for-health-professionals/data-and-statistics/nz-health-statistics/data-references/code-tables/common-code-tables#district-health-board-code-table> | |
| **Data attributes** |  |  |
| Data type: | Nominal categorical | |
| Mandatory: | Yes |  |
| Data codes: | 11 | Northland |
|  | 21 | Waitemata |
|  | 22 | Auckland |
|  | 23 | Counties Manukau |
|  | 31 | Waikato |
|  | 42 | Lakes |
|  | 47 | Bay of Plenty |
|  | 51 | Tairawhiti |
|  | 71 | Taranaki |
|  | 61 | Hawke's Bay |
|  | 81 | Midcentral |
|  | 82 | Whanganui |
|  | 91 | Capital and Coast |
|  | 92 | Hutt |
|  | 93 | Wairarapa |
|  | 101 | Nelson Marlborough |
|  | 111 | West Coast |
|  | 121 | Canterbury |
|  | 123 | South Canterbury |
|  | 160 | Southern |
|  |  |  |
| Service funder | | |
| Variable name: | Funder | |
| Definition: | Funder of service. Pipe separators are used to list service funders | |
| **Data attributes** |  |  |
| Data type: | Text | |
| Mandatory: | Yes |  |
| Example data code: | ACC | DSS | Te Whatu Ora | |
|  |  |  |
| Direct client time per week | | |
| Variable name: | Direct\_client\_time\_per\_week | |
| Definition: | Number of minutes of direct client time in the week of last visit date | |
| **Data attributes** |  |  |
| Data type: | Continuous | |
| Mandatory: | Yes |  |
|  |  |  |
| Optional variables | | |
| Variable name: | Optional\_1  Optional\_2  Optional\_3 | |
| Definition: | Optional variables, unique to each provider | |
| **Data attributes** |  |  |
| Data type: | Text | |
| Mandatory: | No |  |

Administrative variables

|  |  |  |
| --- | --- | --- |
| Survey wave | | |
| Variable name: | BatchName | |
| Definition: | Survey system variable that denotes the survey and year. | |
| **Data attributes** |  |  |
| Data type: | Text | |
| Example data code: | HCSS Survey 2024 | |
| Unique identifier | | |
| Variable name: | CaseID | |
| Definition: | Unique identifier for each respondent | |
| **Data attributes** |  |  |
| Data type: | Numeric | |
| Example data code: | 4243111 | |

1. <https://www.standards.govt.nz/shop/nzs-81342021> [↑](#footnote-ref-2)
2. <https://www.health.govt.nz/publications/national-framework-for-home-and-community-support-services-hcss> [↑](#footnote-ref-3)
3. <https://www.enablinggoodlives.co.nz/> [↑](#footnote-ref-4)