

# Qikmaps for Aged Care

## User Guide





**Qikmaps is a subscription mapping service developed by:**

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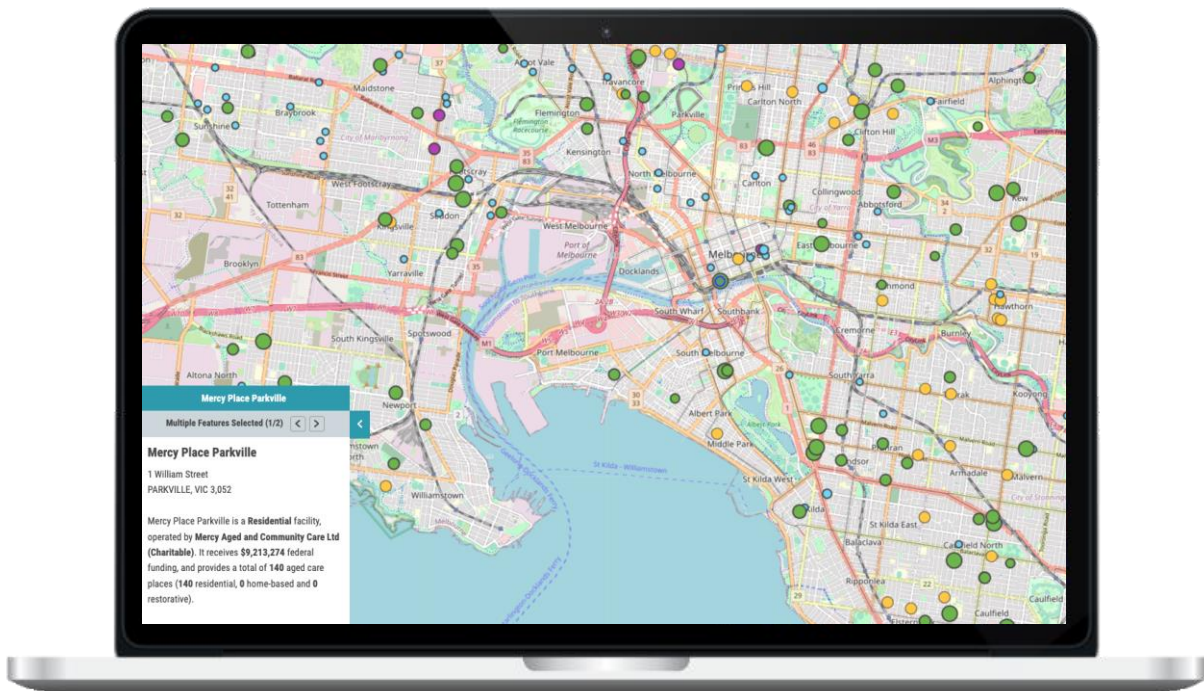
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# Introduction

# About Qikmaps



Qikmaps for Aged Care is an industry-specific research tool, tailored to the needs of aged care operators, developers, and investors. It is used to conduct quick desktop appraisals of prospective sites and to identify development opportunities. The underlying data is constantly maintained and updated.

Qikmaps also includes access to Business Geographic's Development Database of sites proposed for or under development.

Qikmaps can be used to conduct quick desktop (or mobile) appraisals of prospective development or acquisition sites. With Qikmaps you can -

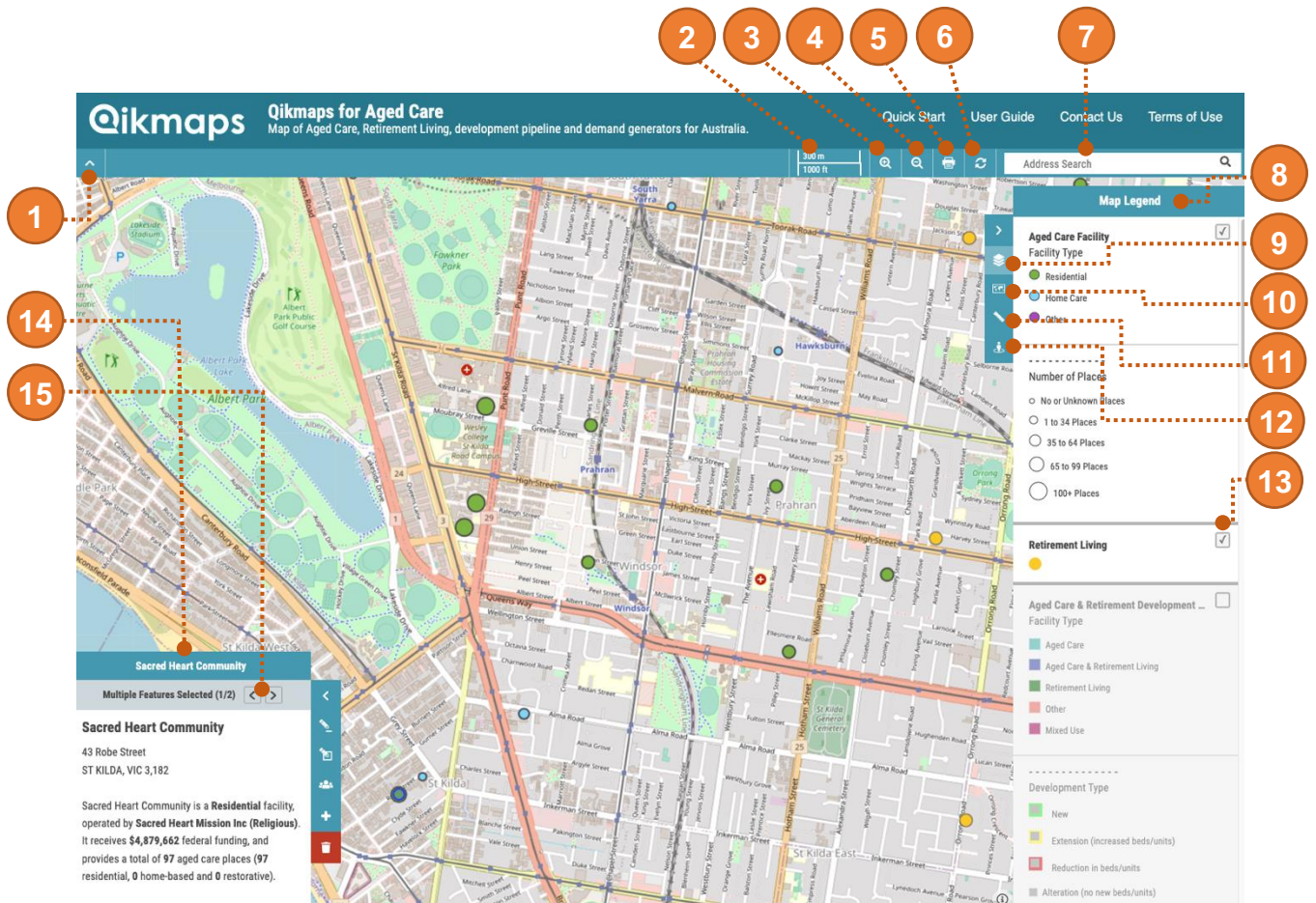
- Find details for any existing aged care or retirement facility in Australia
- Type in any address in Australia and quickly see the existing supply of aged care in the area

- Investigate the demographic characteristics (and potential aged care demand) of areas
- Identify amenities and demand drivers near a potential centre
- Find proposed aged care and retirement developments

This user guide introduces the user interface and features of Qikmaps. For a detailed explanation of each dataset, please refer to the [Data Glossary](#) appendix at the end of this guide.

# User Interface

## Qikstart Guide



An overview of the Qikmaps user interface. Click on the links below for more detailed information.

1. Show or hide panel
2. Scalebar
3. [Zoom in](#)
4. [Zoom out](#)
5. [Print map](#)
6. [Refresh map](#)
7. [Search](#)
8. Map legend
9. Show/hide legend
10. [Change base map](#)
11. [Measure distance or area](#)
12. [Google Street View](#)
13. [Show or hide map layer](#)
14. [Details panel](#)
15. View details for next or previous feature



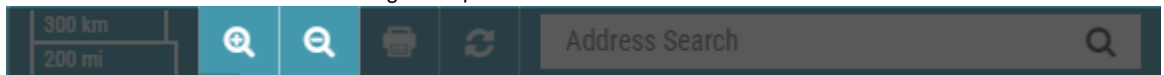
# Map Navigation



# Map Navigation

## Zooming

To zoom in and out, either:


- Use the zoom buttons on the navigation panel



- Use the scroll wheel on your mouse
- Press the plus  or minus  keys on your keyboard

## Panning

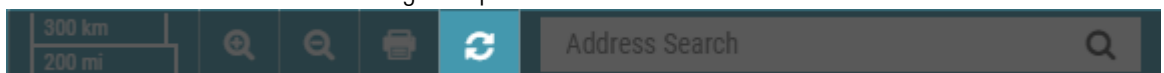
To move around the map, either:

- Click and drag the map using the left mouse button or scroll wheel
- Use the Arrow Keys on your keyboard 

## Refreshing the Map

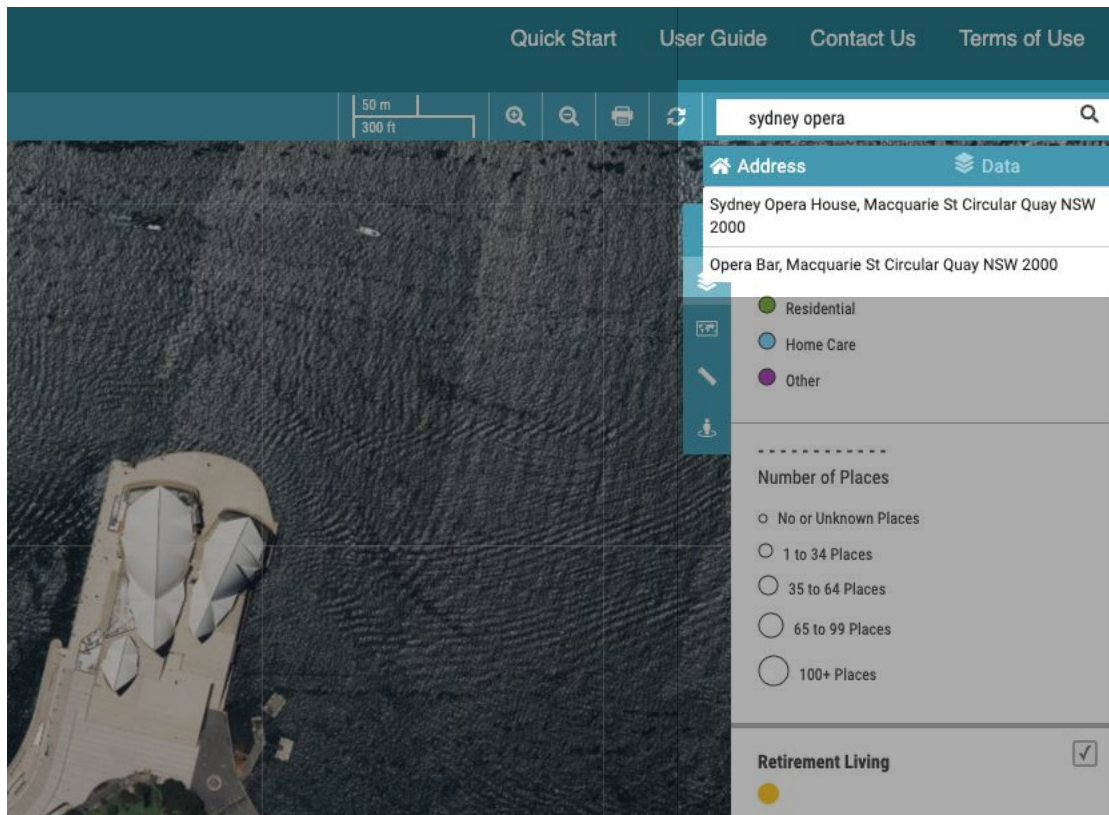
Occasionally when zooming or panning around the map, the display can freeze, causing the map image to appear blurred or distorted. If this occurs, try refreshing the map window:

- Click the refresh button on the navigation panel



# Searching

# Searching

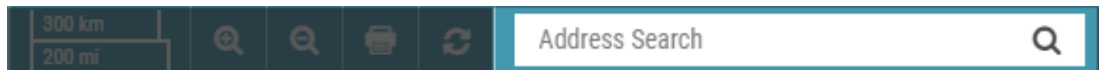


Qikmaps has two search modes: Address Search, and Aged Care Facility Search.

# Address Search

Address search allows you to search by an address, suburb name, or landmark (e.g. *Sydney Opera House*). To perform an address search:

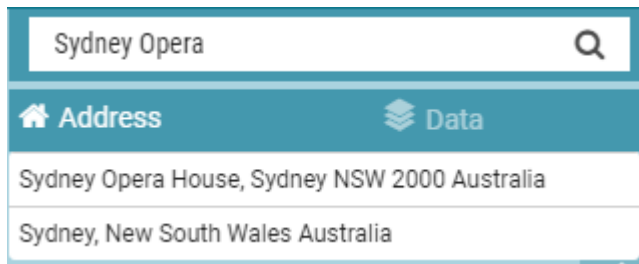
- 1 Click the search bar



- 2 If not already selected, click **Address**



- 3 Enter the address, suburb or landmark name in the search bar. As you type, suggestions will be offered in a dropdown window. Click one of the suggestions or press **Enter** to search.



# Aged Care Facility Search

Aged Care can be searched for by their name. To search for an Aged Care Facility:

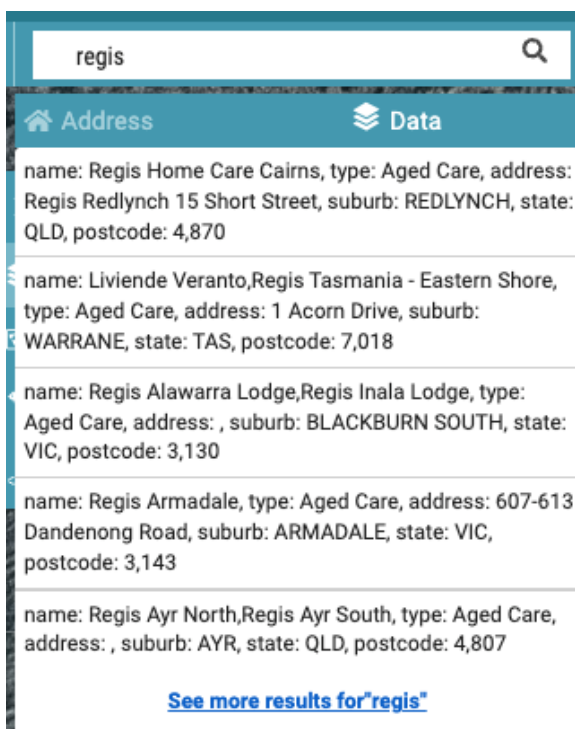
- 1 Click the search bar



- 2 If not already selected, click *Data*

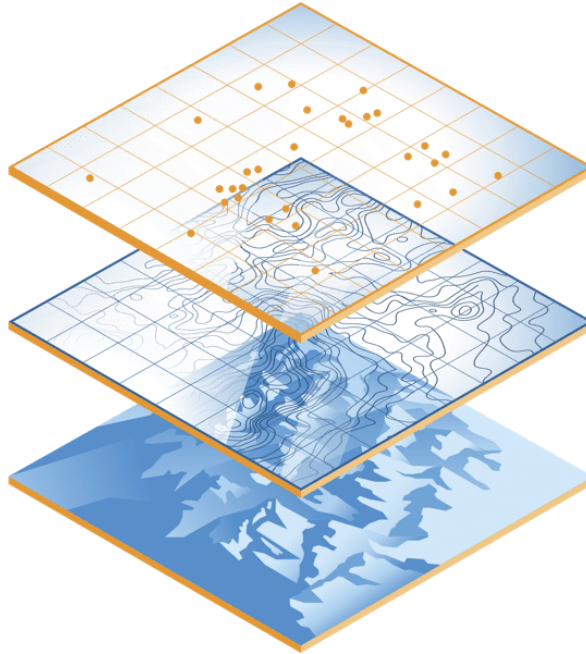


- 3 Enter all or part of the centre name in the search bar. As you type, suggestions will be offered in a dropdown window. Click one of the suggestions or press *Enter* to search.



# Viewing Map Layers

# Viewing Map Layers



Qikmaps is comprised of multiple *layers*. Layers can be viewed individually or together, with layers higher in the legend being displayed over the top of lower layers.

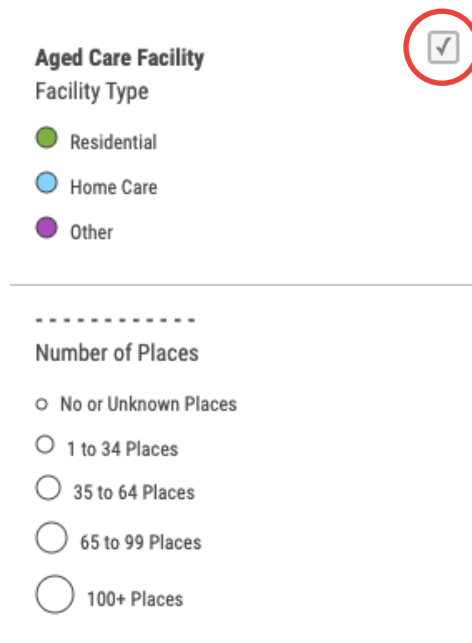
*Thematic layers such as Residential Aged Care Ratio (Colour-coded areas) should be viewed one at a time to avoid the blending of colours.*

For details on the data represented by each layer, please refer to the [Data Glossary Appendix](#).

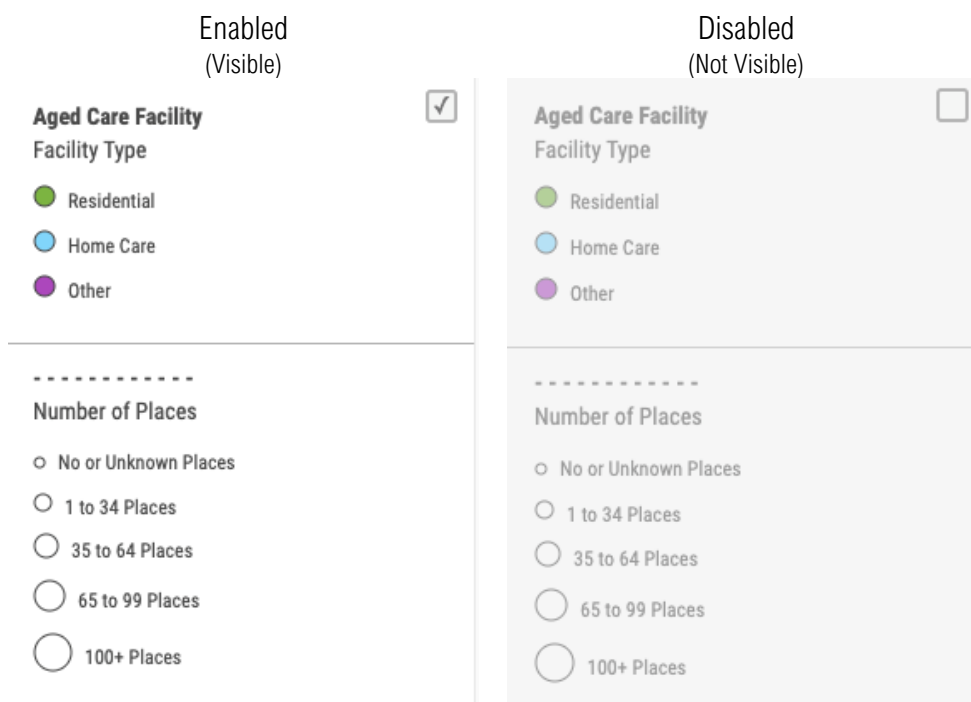


# Enabling and Disabling Layers

To enable or disable a layer, click the check box to the left of the layer's title:



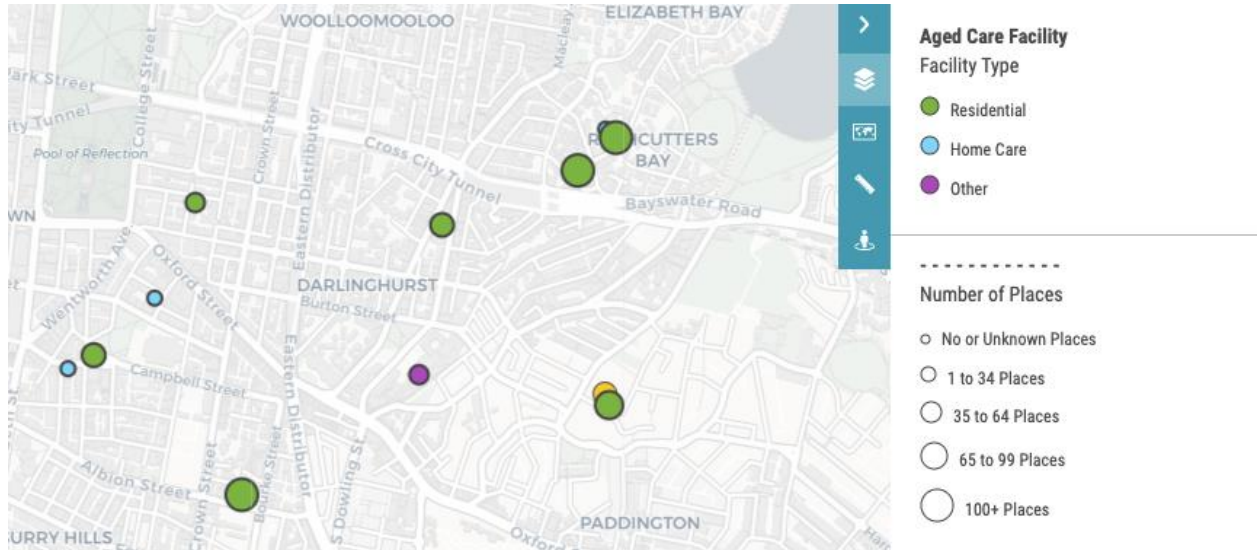
Layers can be in one of two states:



# Layer Types

## Point Layers

Point layers display map points, with each point representing a single Aged Care facility, development site, or other point of interest.



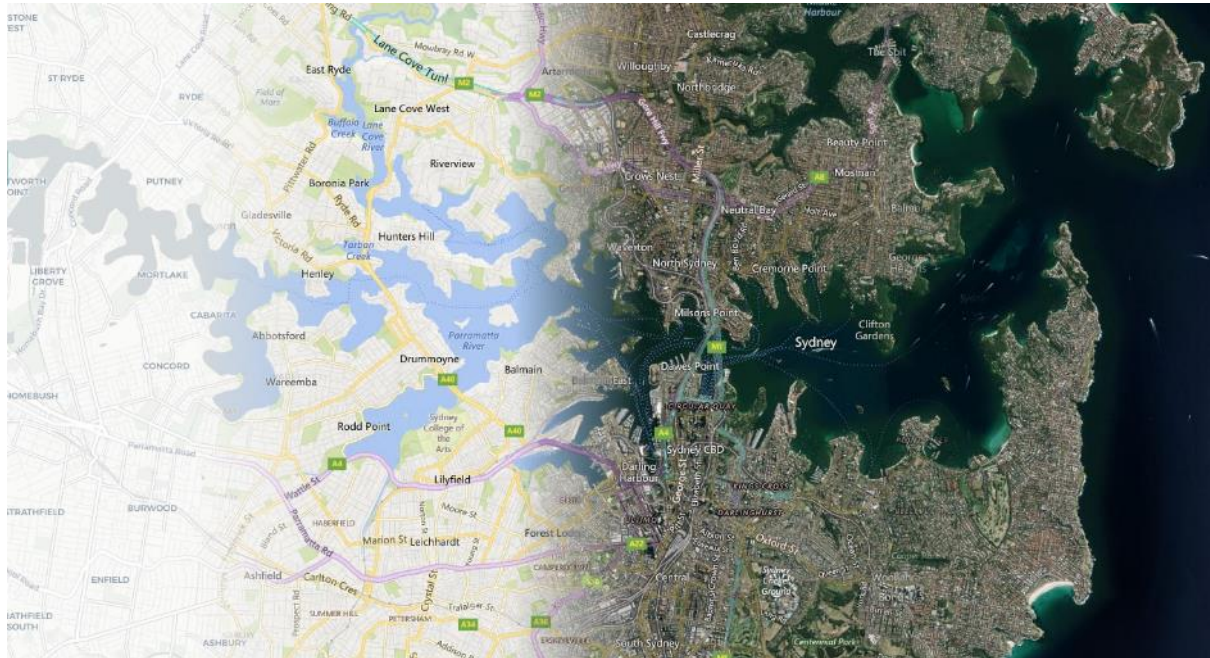
## Thematic Layers

Thematic layers overlay the map with colours representing information that applies to that area. ***Only one thematic layer should be enabled at a time to avoid blending of colours and confusion.*** Thematic layers look best when viewed against the [Light, Satellite or Hybrid base maps](#).



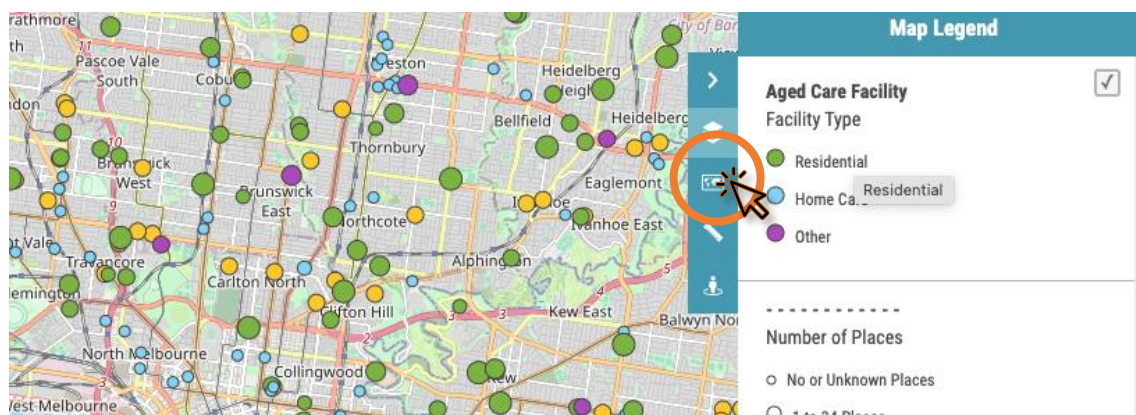
# Changing the Base Map

# Changing the Base Map

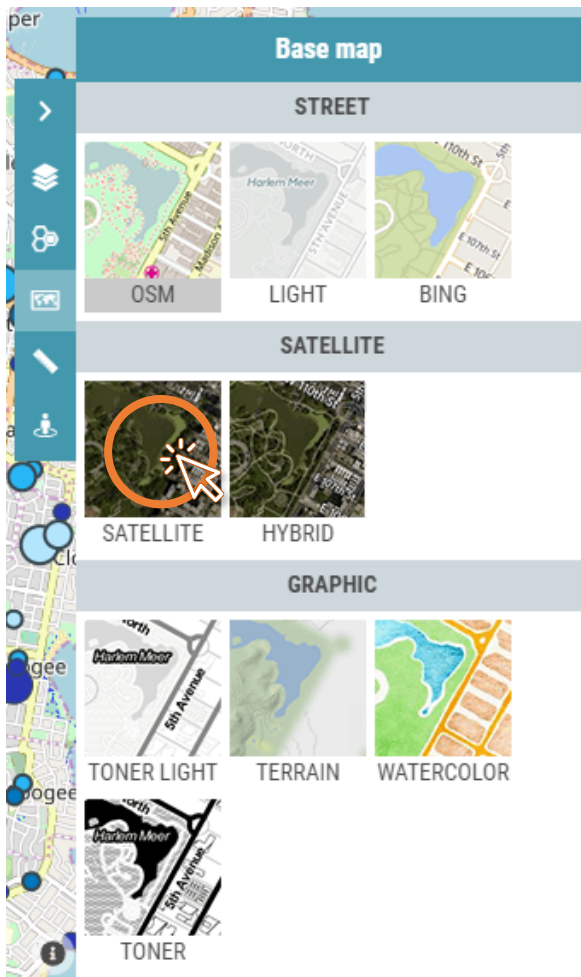


Qikmaps has several base maps available. Different base maps are more appropriate in different scenarios. The default map style is OSM (Open Street Map) which provides a lot of contextual information.

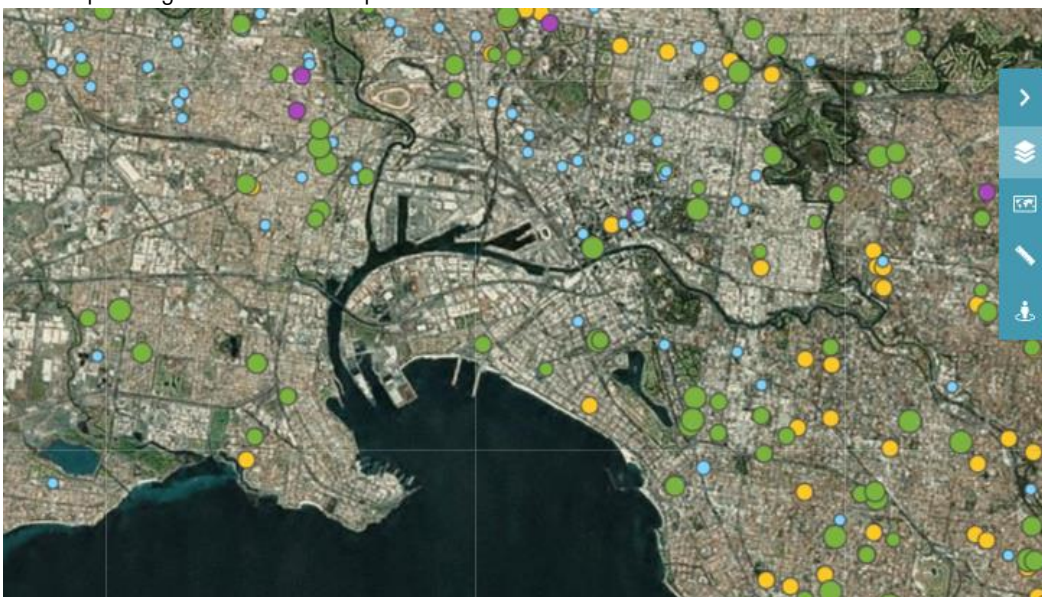
1 Click the **Base Map** button



2 In the Base Map panel, select the desired map style



3 The map background will now update



# Map Styles



## OSM

The default map style. OSM contains a lot of useful information, such as schools, hospitals, and other points of interest. If the map is too cluttered, try switch to a less detailed base map.



## Satellite

Satellite and aerial imagery.



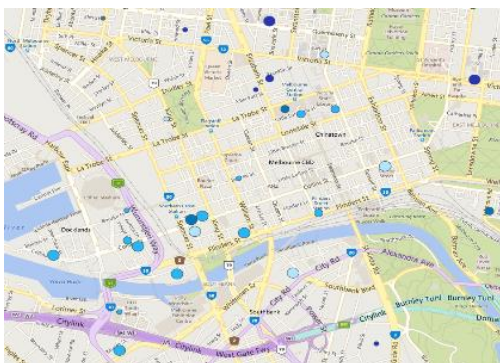
## Light

A greyscale background map. Useful for accentuating other map features, displaying thematic layers, and printing.



## Hybrid

Satellite and aerial imagery, overlaid with streets and labels.



## Bing

A base map that balances clear, uncluttered design with detailed transportation information.

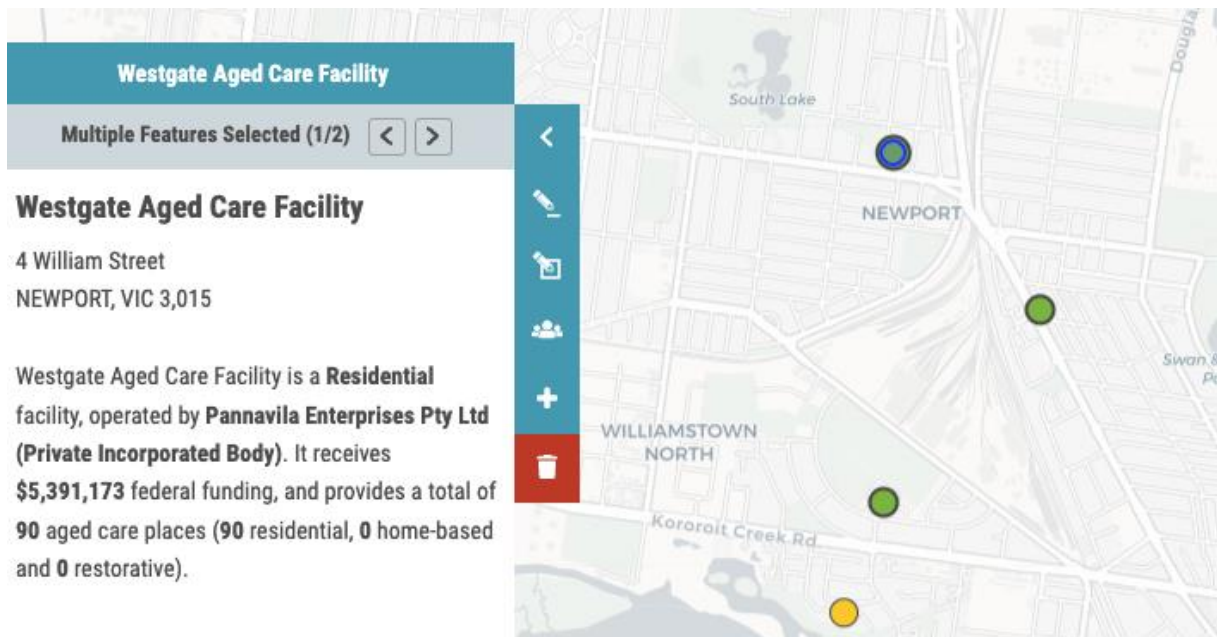


## Others

Qikmaps also provides several other base map styles.

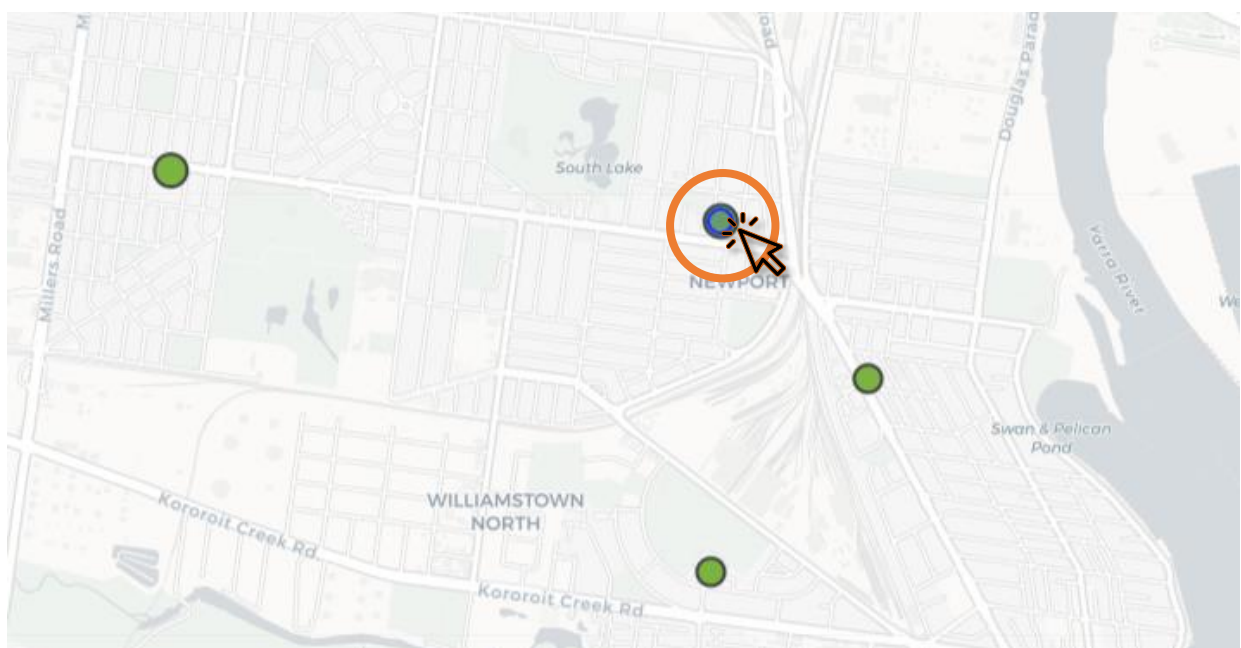
# Viewing Detailed Information

# Viewing Detailed Information



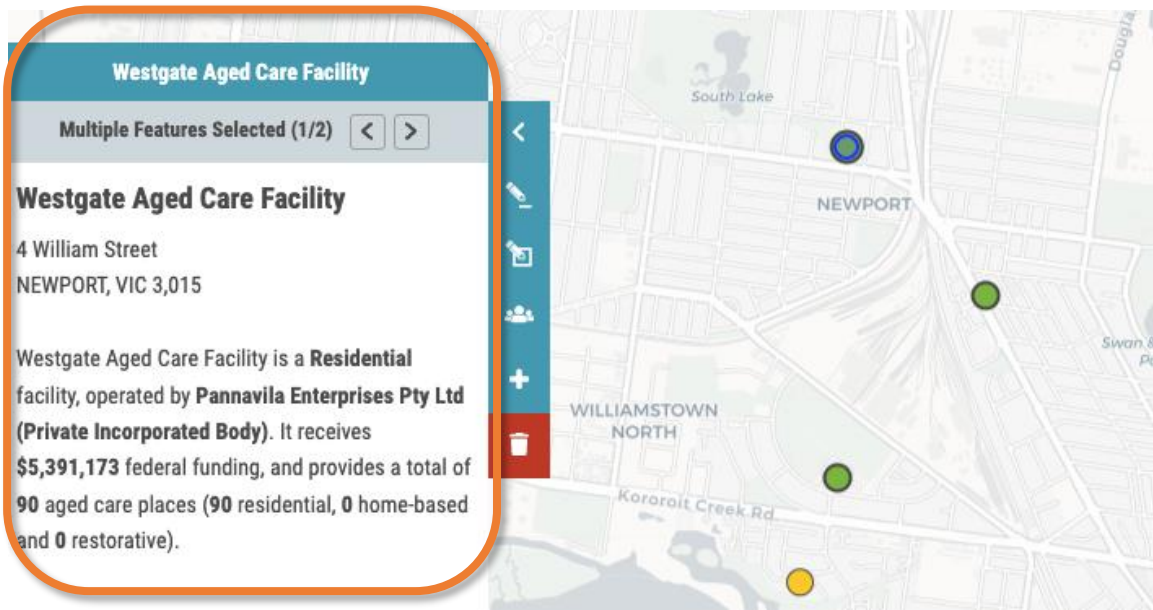
Detailed information about individual Aged Care facilities, development sites and regions can be viewed in the Details Panel. To view details:

- 1 In the map window, click the point or region that you want to view details for. The point or region will be highlighted blue.

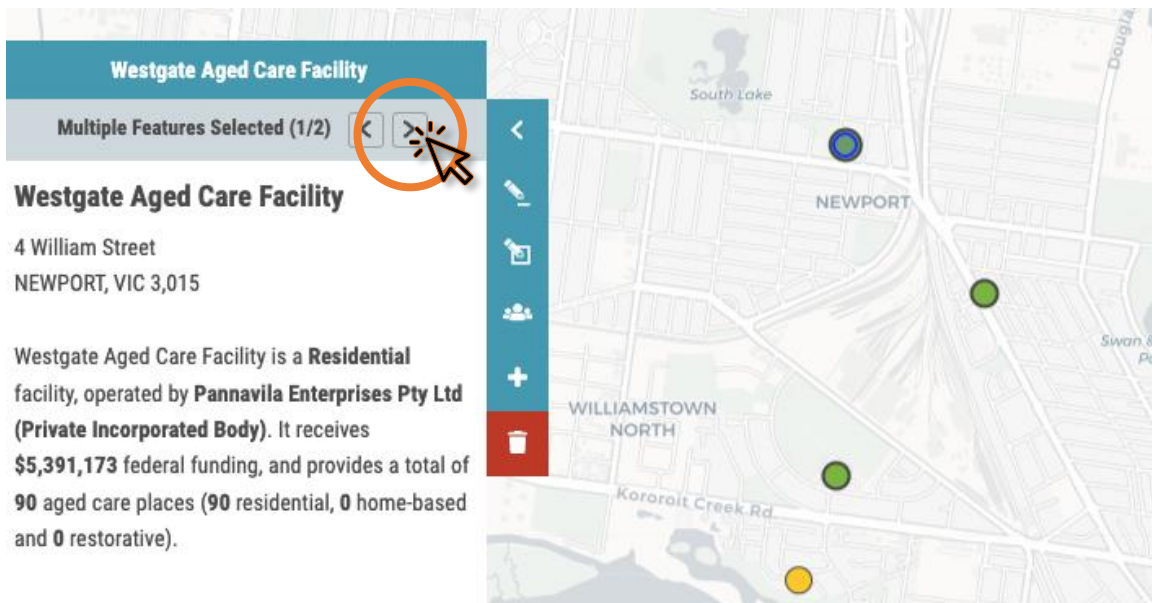




- 2 Details for the selected feature will be displayed in the Details Panel.



- 3 If multiple features were selected (e.g. when two or more points appear close together on the map), use the left and right buttons to cycle through features.



# Measuring Distances and Areas

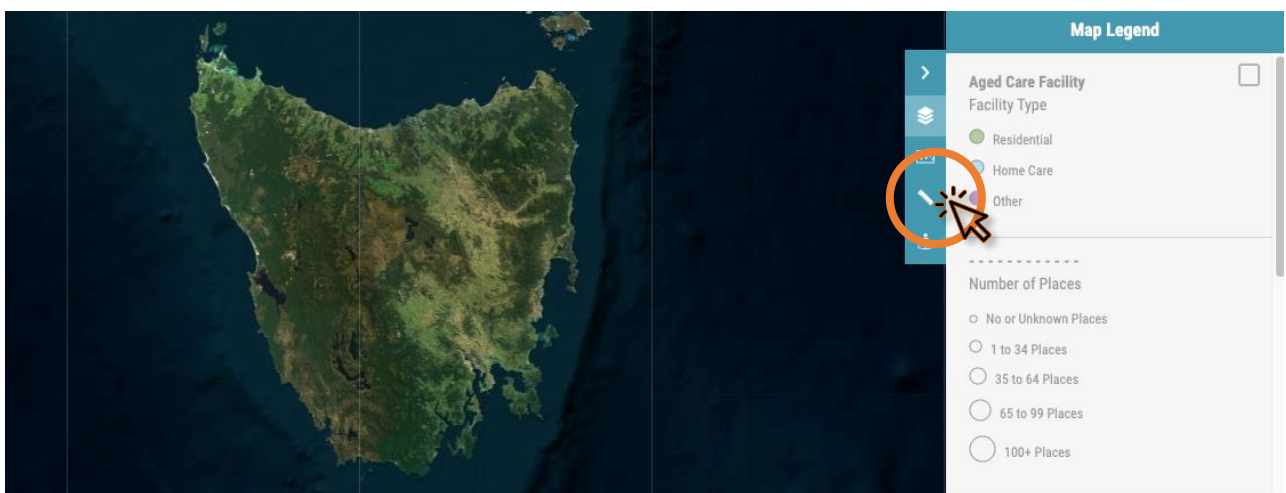
# Measuring Distances and Areas



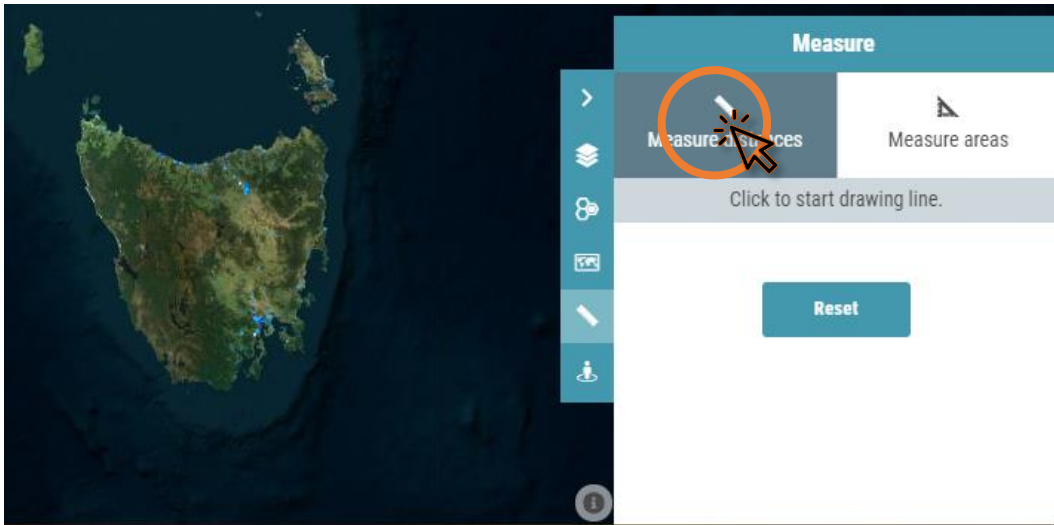
Distances and areas can be measured using the Measure tool.

## Measuring Distances

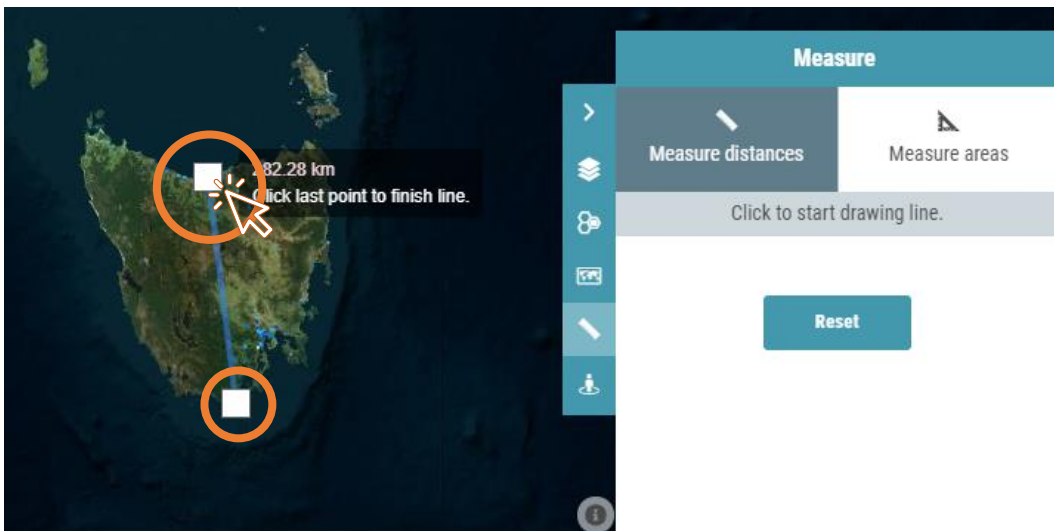
- 1 Click the *Measure* tool button.



2 Click *Measure distances*.

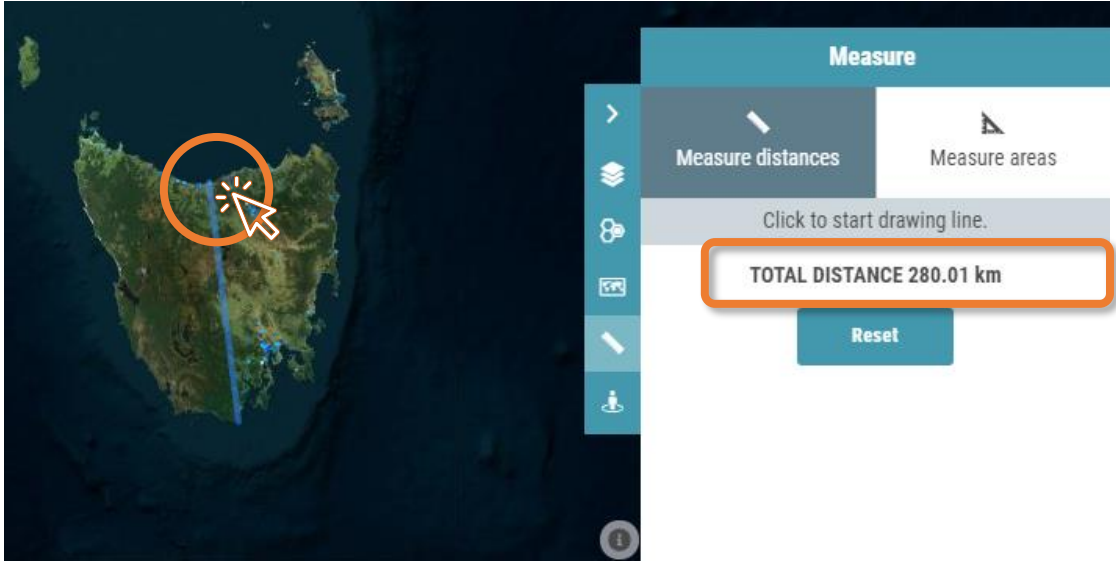


3 In the map window, click the starting point that you want to measure from. As you move the mouse around the map window, the current total distance will be displayed next to the mouse pointer.



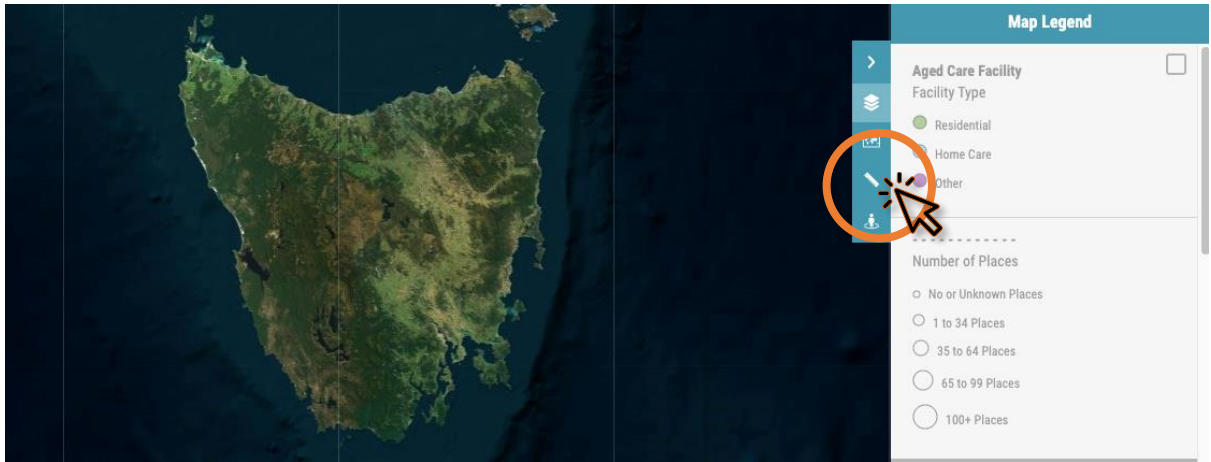
4

To finish the line, either double-click, or click the previously created point. The total distance will be displayed in the Measure panel.

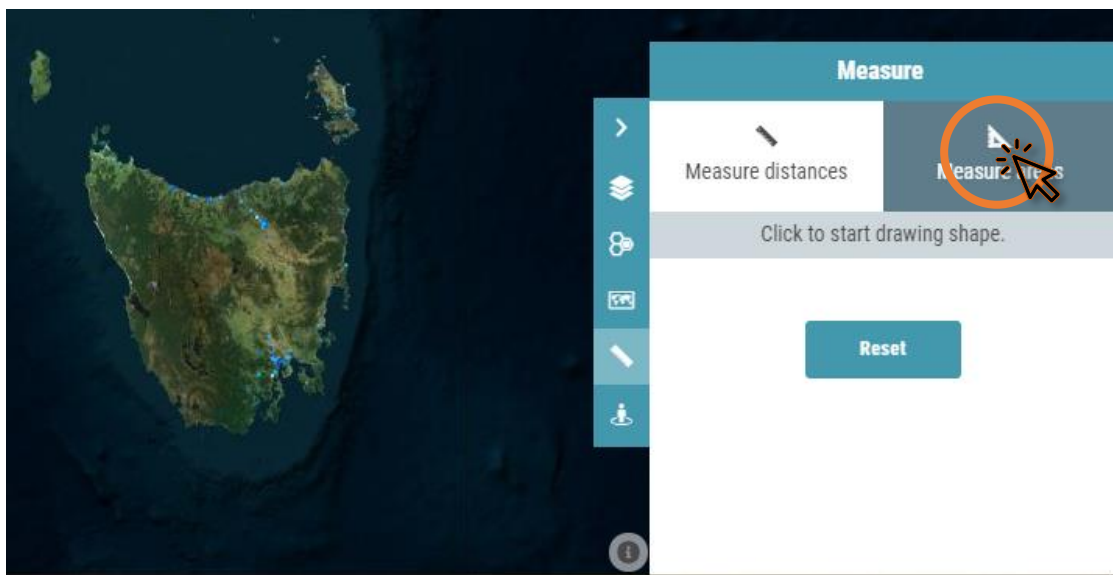


# Measure Areas

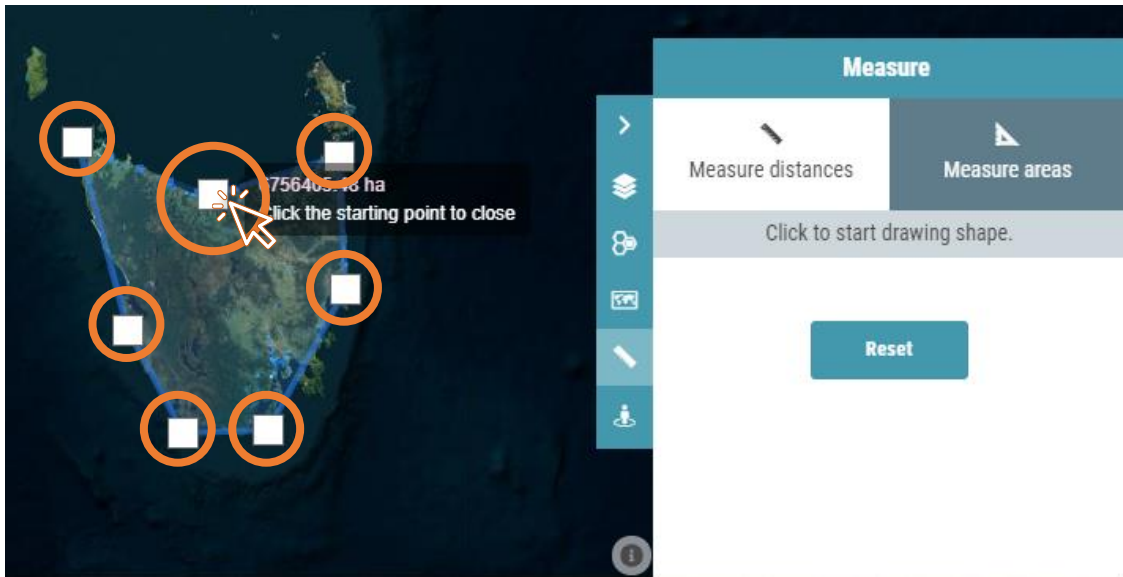
- 1 Click the **Measure** tool button.



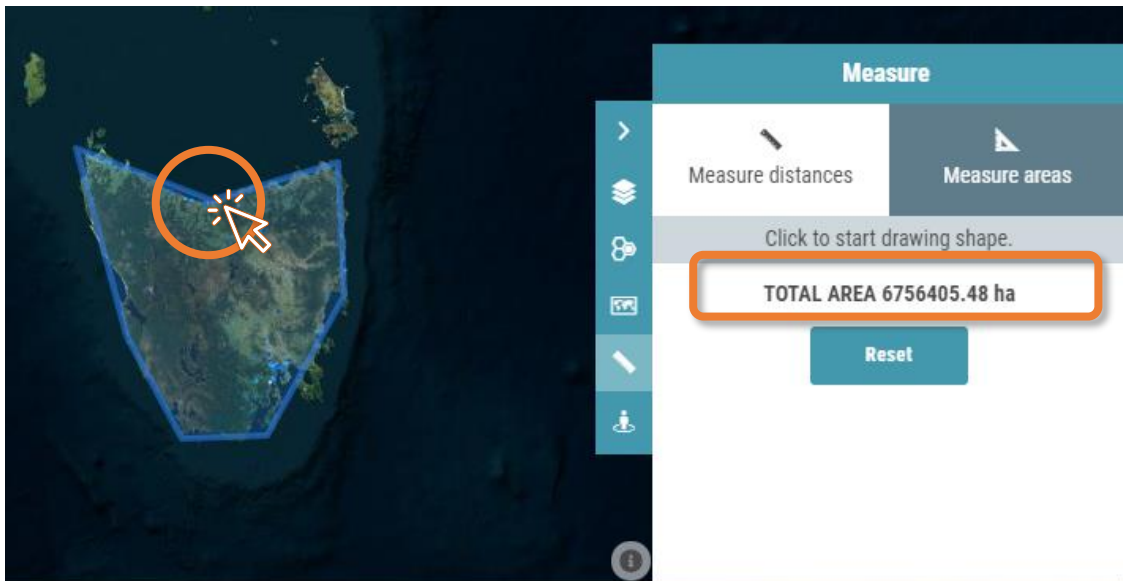
- 2 Click **Measure areas**.



- 3 In the map window, click the starting point that you want to measure from. As you move the mouse around the map window, the current total area will be displayed next to the mouse pointer.



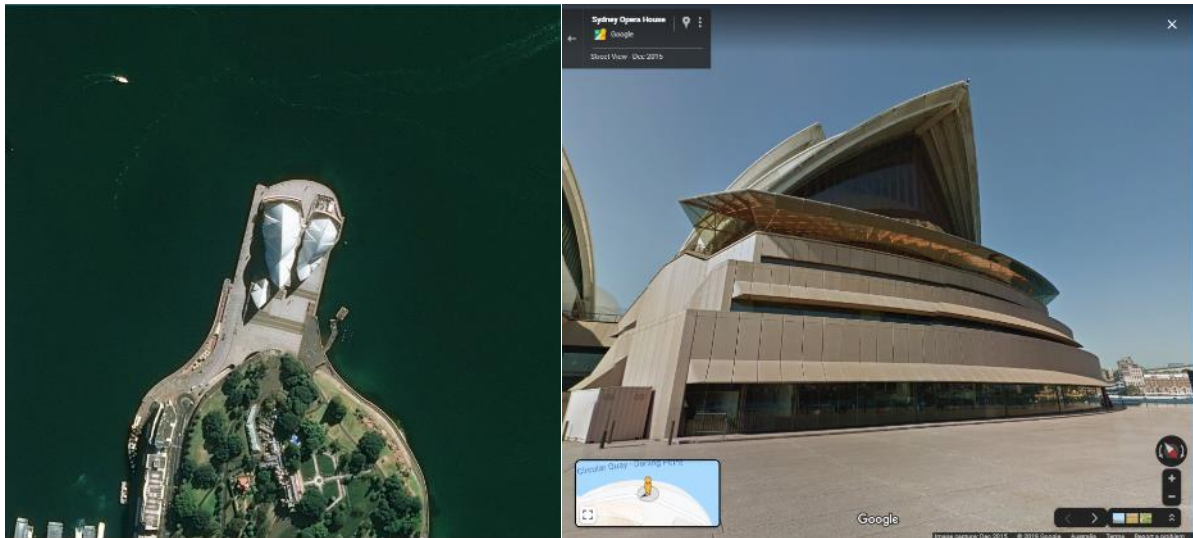
- 4 To finish the polygon, click the first point. The total area will be displayed in the Measure panel.



# Google Street View

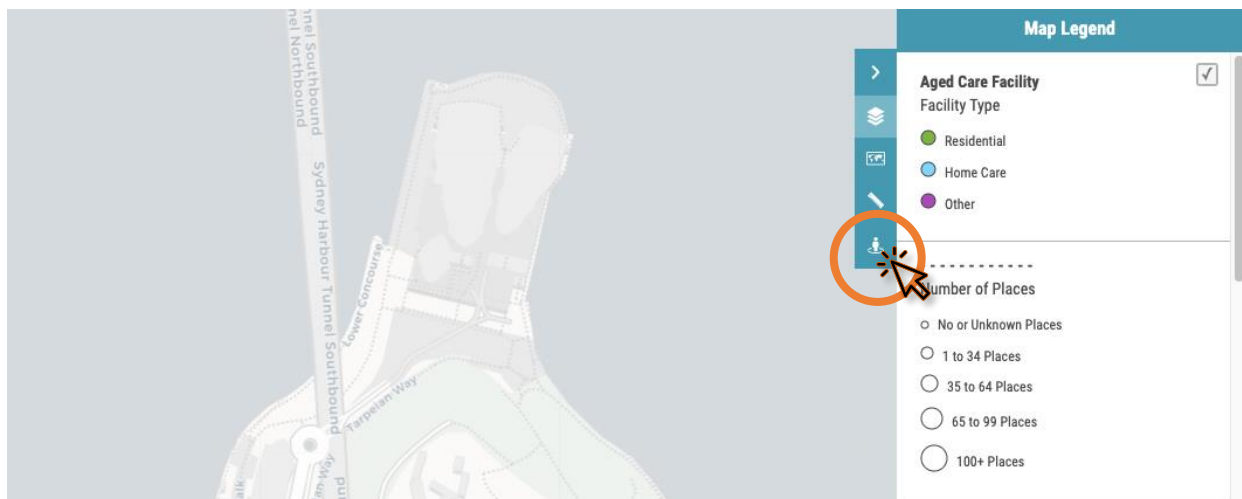


# Google Street View

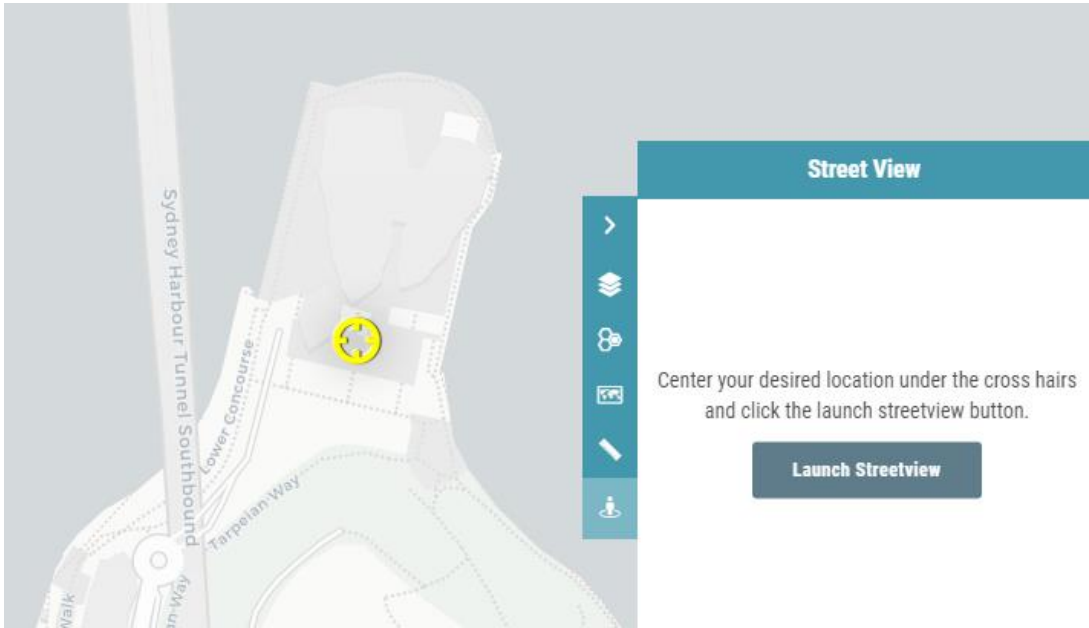


Qikmaps can display Google Street View imagery for a chosen map location.

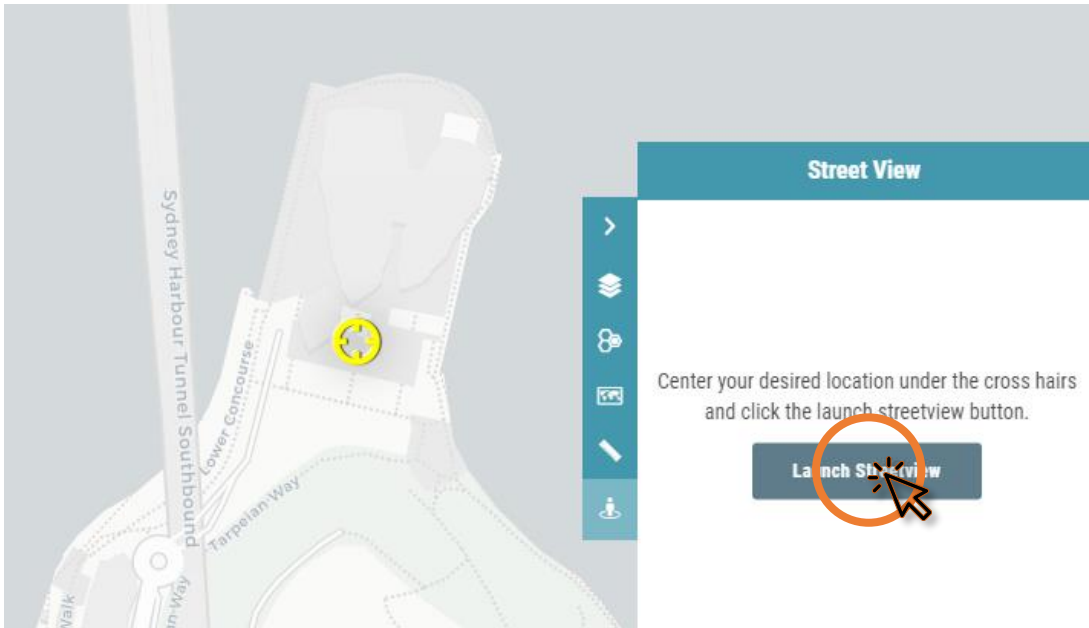
- 1 Click the **Street View** button.



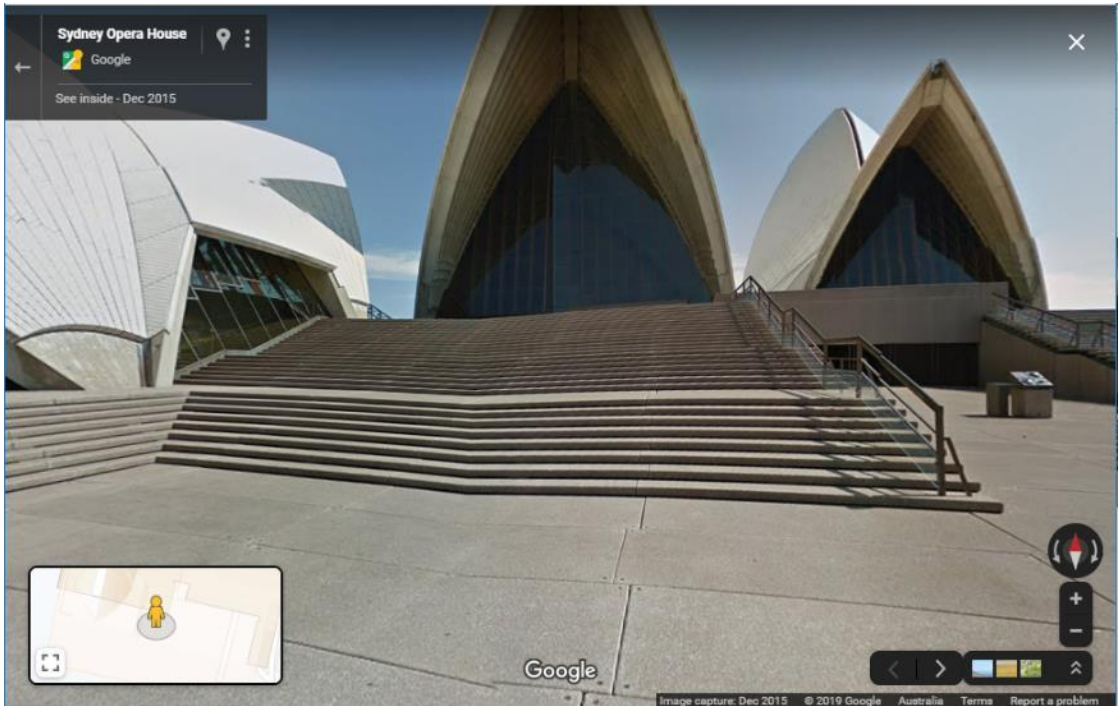
- 2 Pan the map, so that the desired location appears in the yellow crosshair.



- 3 Click *Launch Streetview*.

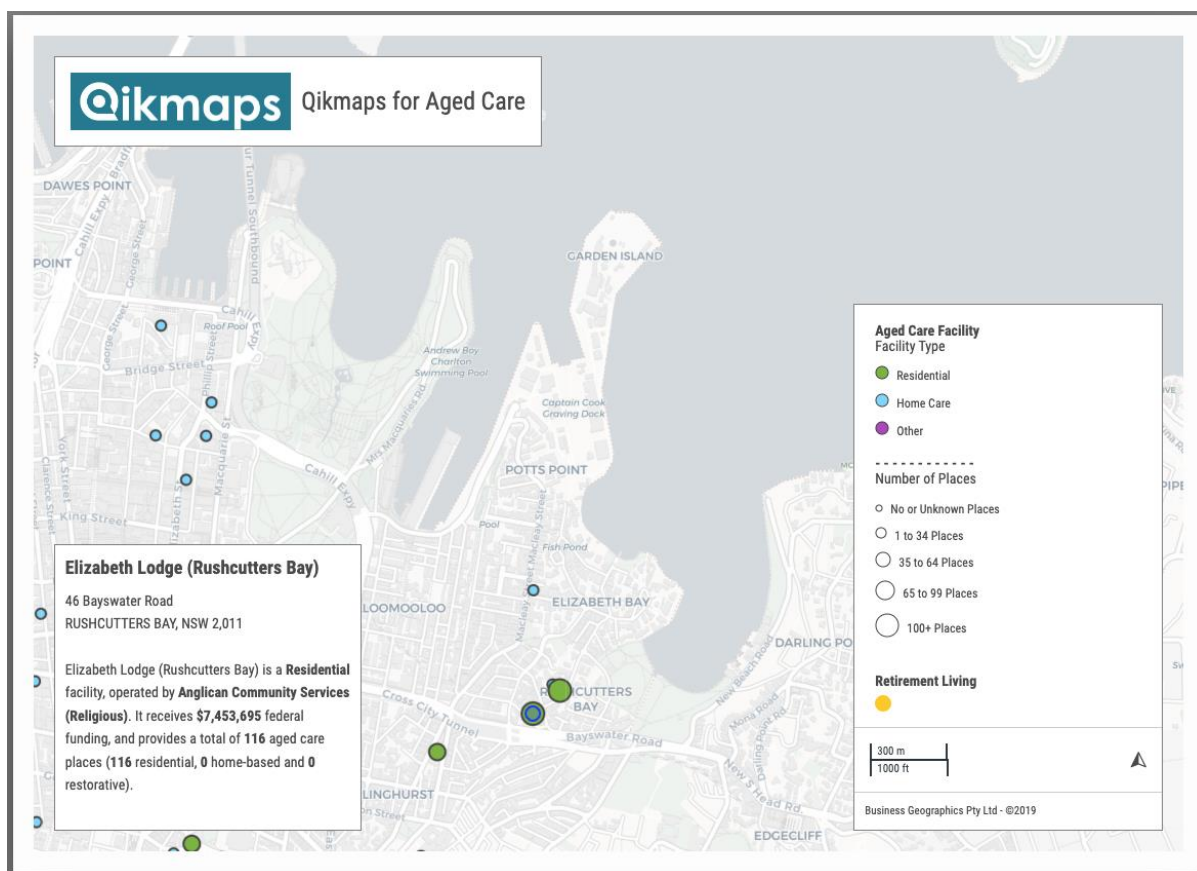


- 4 Google Street View will open in a new browser window.



**Printing**

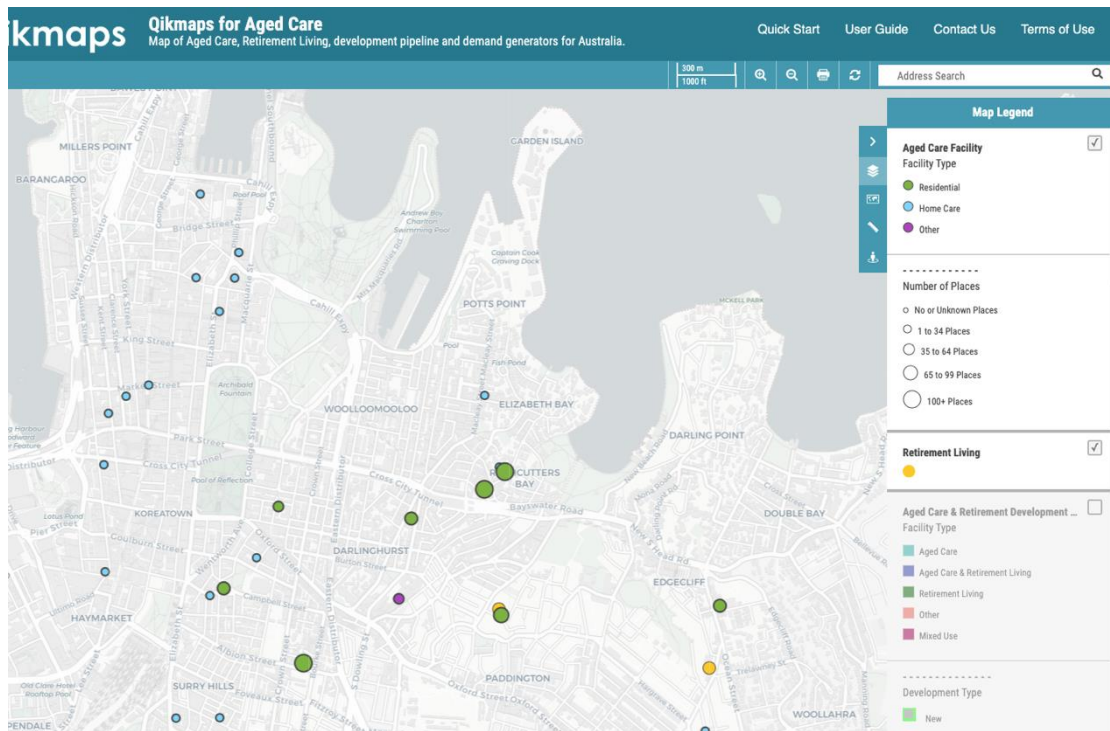
# Printing



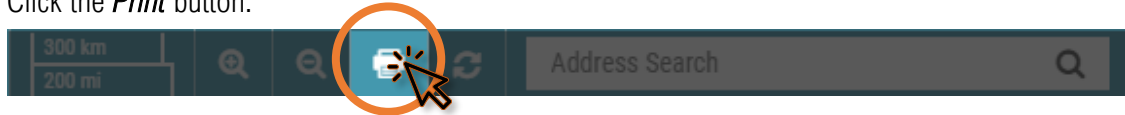
Maps can be printed or saved as a PDF file for offline viewing.

Alternatively, a map view can be saved as a screenshot.

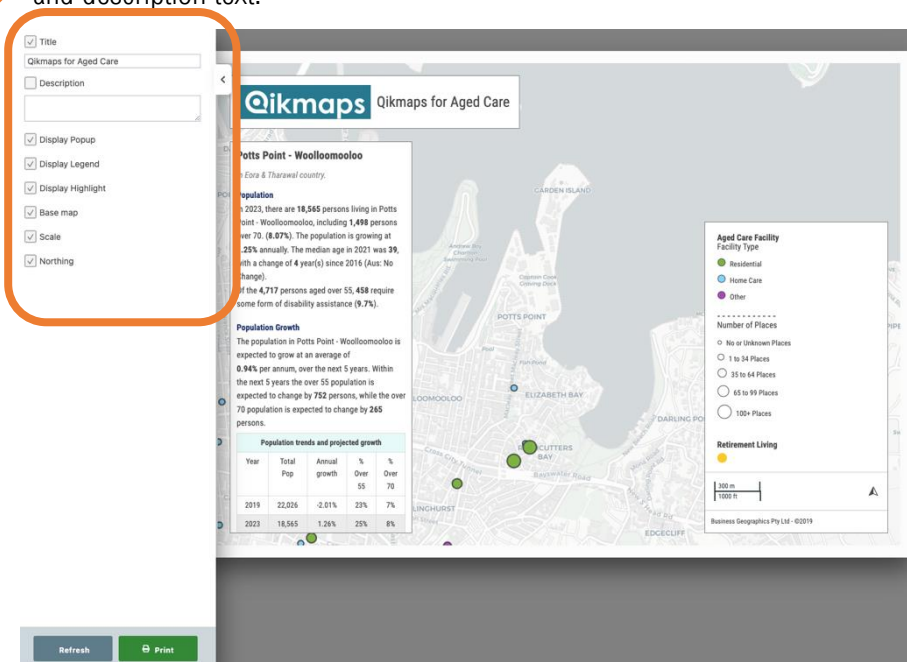
1 Zoom to the desired location and turn on any layers that you want to appear in the printed map.



2 Click the *Print* button.



3 A new browser window will open. You can optionally turn map elements on and off, or edit the title and description text.



4 Once you're happy with the map, click **Print** to open the print dialogue

**Qikmaps** Qikmaps for Aged Care

**Potts Point - Woolloomooloo**  
In Eora & Tharawal country.

**Population**  
In 2023, there are 18,565 persons living in Potts Point - Woolloomooloo, including 1,498 persons over 70. (8.07%). The population is growing at 1.25% annually. The median age in 2021 was 39, with a change of 4 year(s) since 2016 (Aus: No Change).  
Of the 4,717 persons aged over 55, 458 require some form of disability assistance (9.7%).

**Population Growth**  
The population in Potts Point - Woolloomooloo is expected to grow at an average of 0.94% per annum, over the next 5 years. Within the next 5 years the over 55 population is expected to change by 752 persons, while the over 70 population is expected to change by 265 persons.

Population trends and projected growth				
Year	Total Pop	Annual growth	% Over 55	% Over 70
2019	22,026	-2.01%	23%	7%
2023	18,565	1.26%	25%	8%

**Aged Care Facility Facility Type**

- Residential
- Home Care
- Other

**Number of Places**

- No or Unknown Places
- 1 to 34 Places
- 35 to 64 Places
- 65 to 99 Places
- 100+ Places

**Retirement Living**

300 m  
1000 ft

Business Geographics Pty Ltd - ©2019

Refresh Print

5 Under **Destination**, choose either **Save as PDF**, or select your printer. Click **Save** to export the map

**Qikmaps** Qikmaps for Aged Care

**Print** 1 page

**Destination** Save as PDF

**Pages** All

**Layout** Landscape

**More settings** ^

**Paper size** A4

Cancel Save





# Account Management

# Account Management

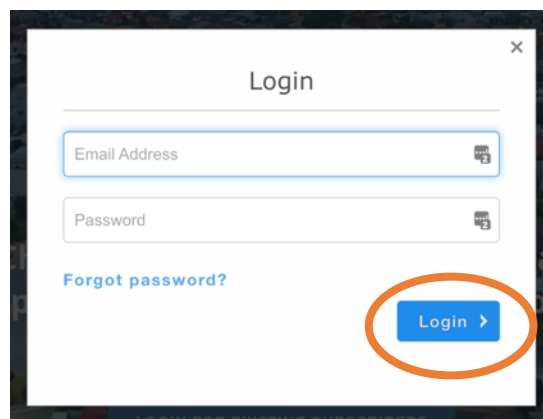
Your Qikmaps account can be administered online through the customer portal. It's possible to update your email address (used to login), password, credit card details, and subscription settings.

To access the customer portal:

- 1 Click **Login** on the top menu  
(If you're already logged in, the button will instead say **My Account**)

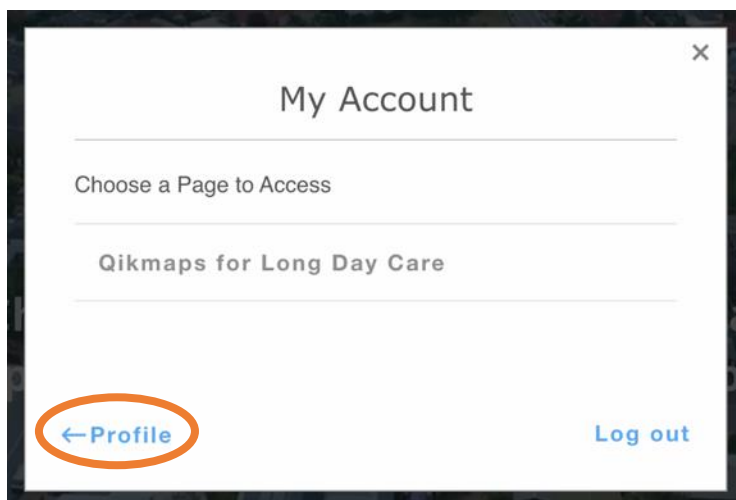


- 2 Enter your email address and password in the login window, and click **Login**.



3

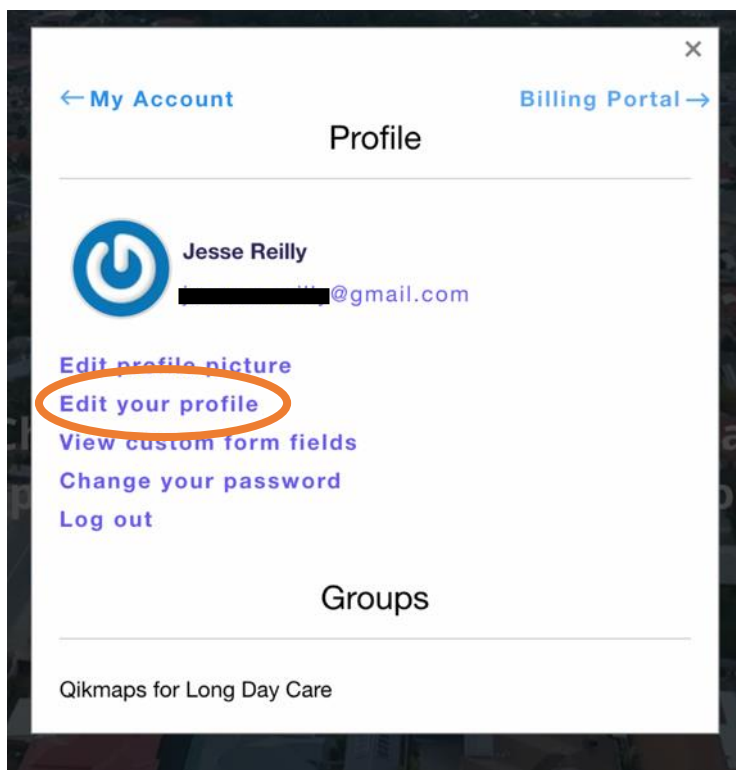
The *My Account* page shows products that you're currently subscribed to (e.g Qikmaps for Long Day Care). Click the product name to access that page, or click **Profile** to view account information.



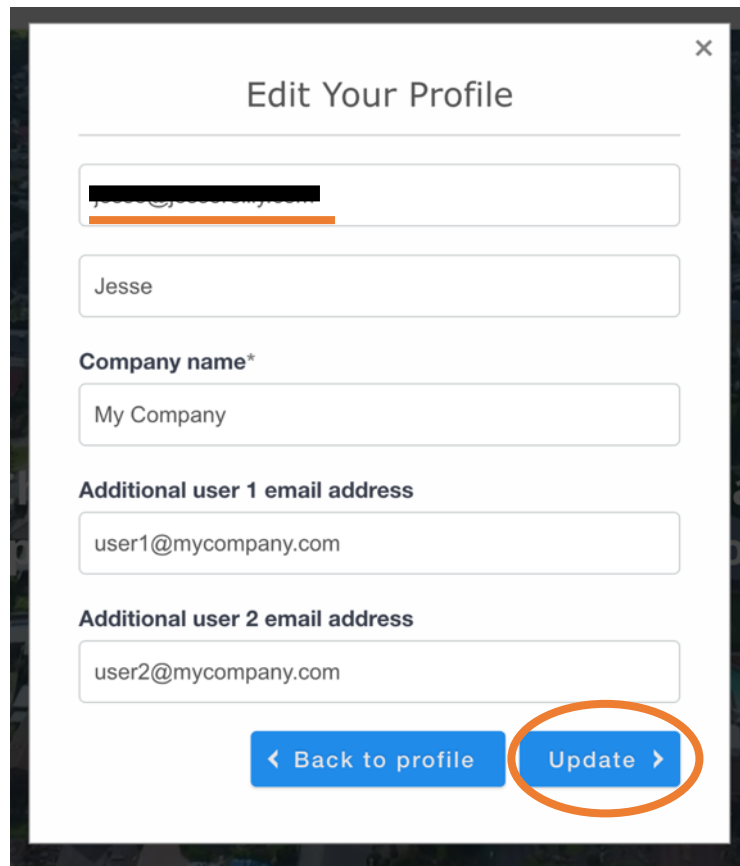
## Updating Your Username

1

From the profile page, click **Edit your profile**.



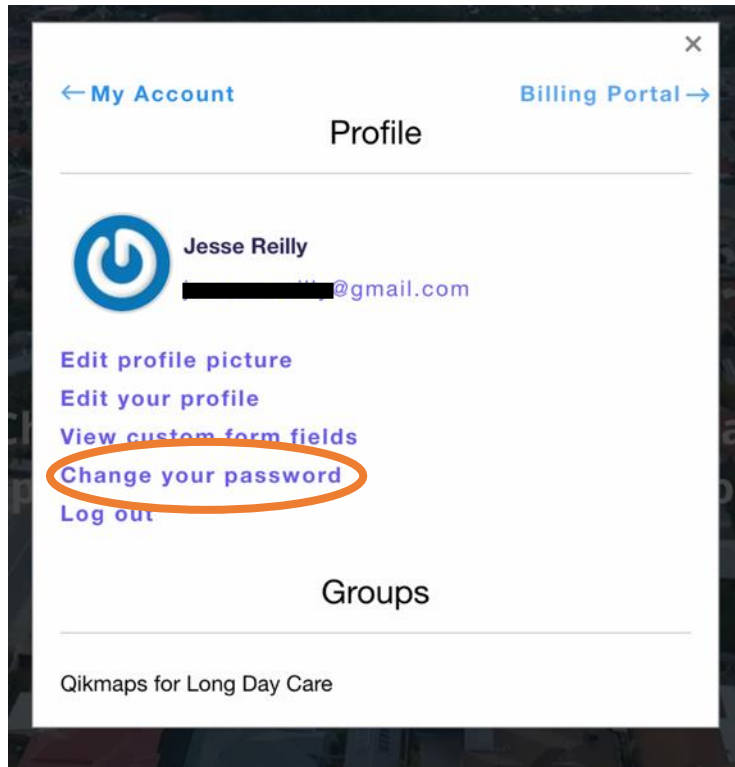
- 2 In the top field, change your email address and click **Update**. You will now use this updated email address whenever you login.



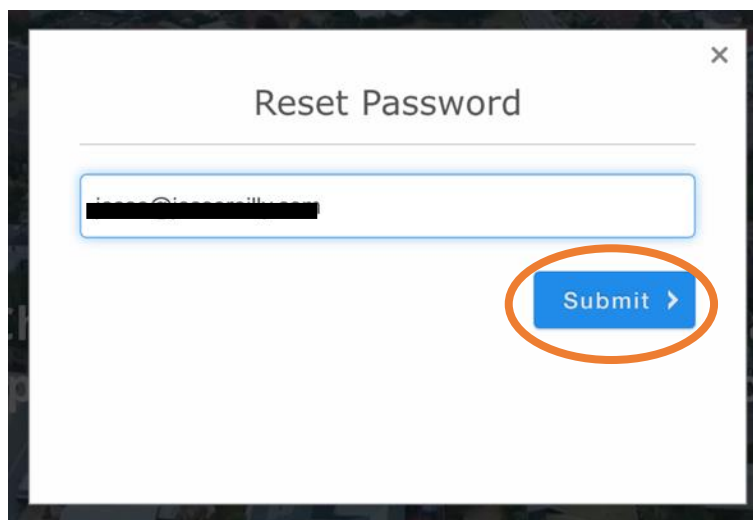
The screenshot shows a web form titled "Edit Your Profile" with a close button (X) in the top right corner. The form contains several input fields: a top field with a red underline, a field containing "Jesse", a field labeled "Company name\*" containing "My Company", a field labeled "Additional user 1 email address" containing "user1@mycompany.com", and a field labeled "Additional user 2 email address" containing "user2@mycompany.com". At the bottom, there are two blue buttons: "Back to profile" and "Update". The "Update" button is circled in red.

# Updating Your Password

- 1 From the profile screen, click **Change your password**.



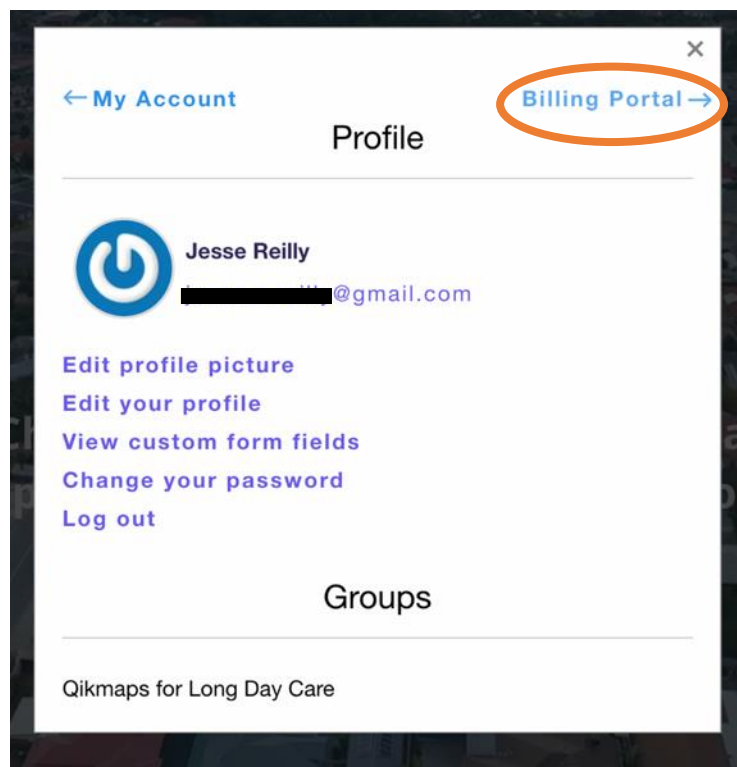
- 2 Enter your email address in the *Reset Password* form and click **Submit**. You will receive an email with a link to reset your password.



# Updating Your Credit Card or Cancelling Your Subscription

Note that the billing portal is only available for users who subscribed online with their credit card. If you pay via bank transfer or if your account was setup manually, please contact [admin@qikmaps.com.au](mailto:admin@qikmaps.com.au) to update or cancel your subscription.

- 1 Click **Billing Portal** to view billing details.



2

From the billing portal click the three dots next to your credit card to update your card information. Click **Add payment method** to add a new card. Click **Cancel plan** to cancel your subscription (Or if your subscription has been cancelled, click **Renew plan** to re-activate it).

 Business Geographics

Business Geographics partners with Stripe for simplified billing.

[← Return to Business Geographics](#)

CURRENT PLAN

Cancelled

**Qikmaps 12 Month Subscription**

A\$0.00 per month

Quantity: 1 [Show cost details](#)

 Your plan will be cancelled on 24 February 2022.

[Renew plan](#)

PAYMENT METHOD



██████████

Expires

██████

[...](#)

[+ Add payment method](#)





# Getting Additional Help

# Getting Additional Help

## Aged Care Needs Assessments

Business Geographics works with the leading names in aged care to provide detailed assessments of supply and demand at a local area level. We provide detailed needs assessments to aged care centre developers, managers & operators for proposed centre developments & acquisitions.

To order a detailed Aged Care Needs Assessment for a specific site please contact us.

## Contact Us

For all other questions, please contact Business Geographics:

**Email:**

[admin@qikmaps.com.au](mailto:admin@qikmaps.com.au)

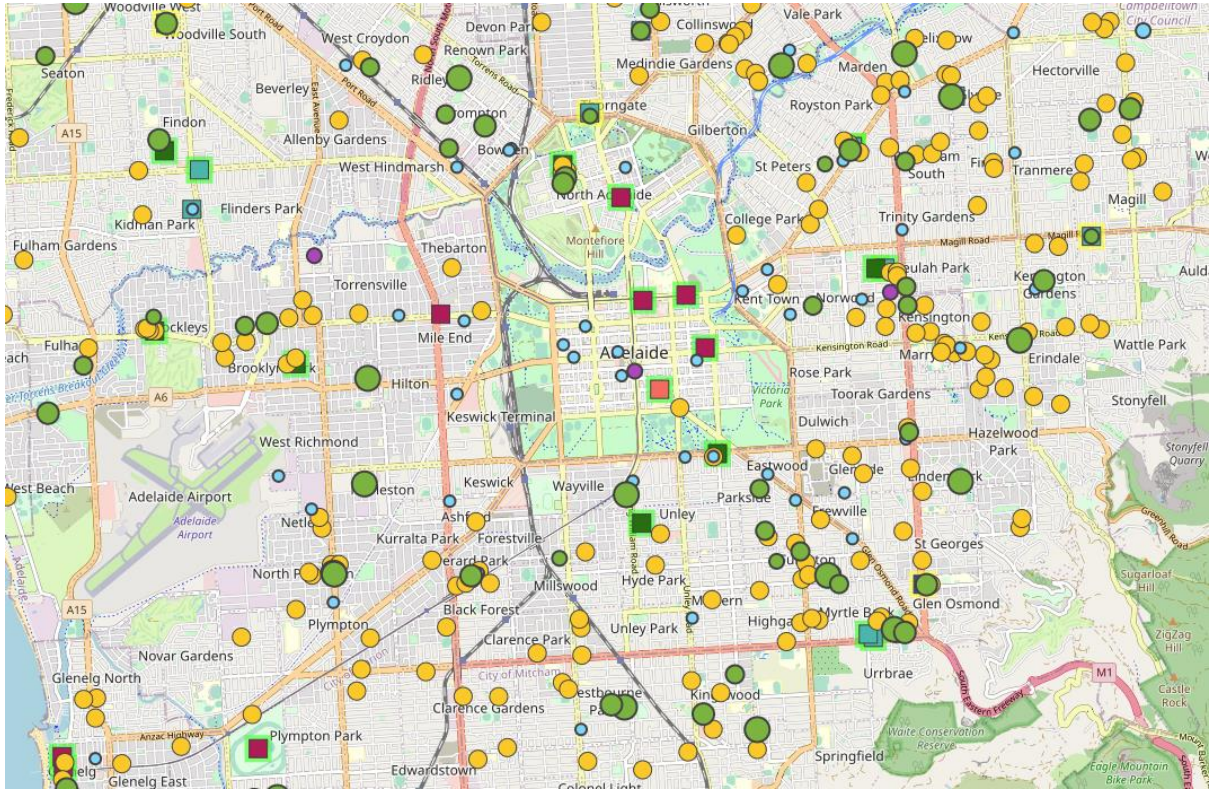
**Phone:**

(+617) 3118 5036

Please allow 1 working day for a response.

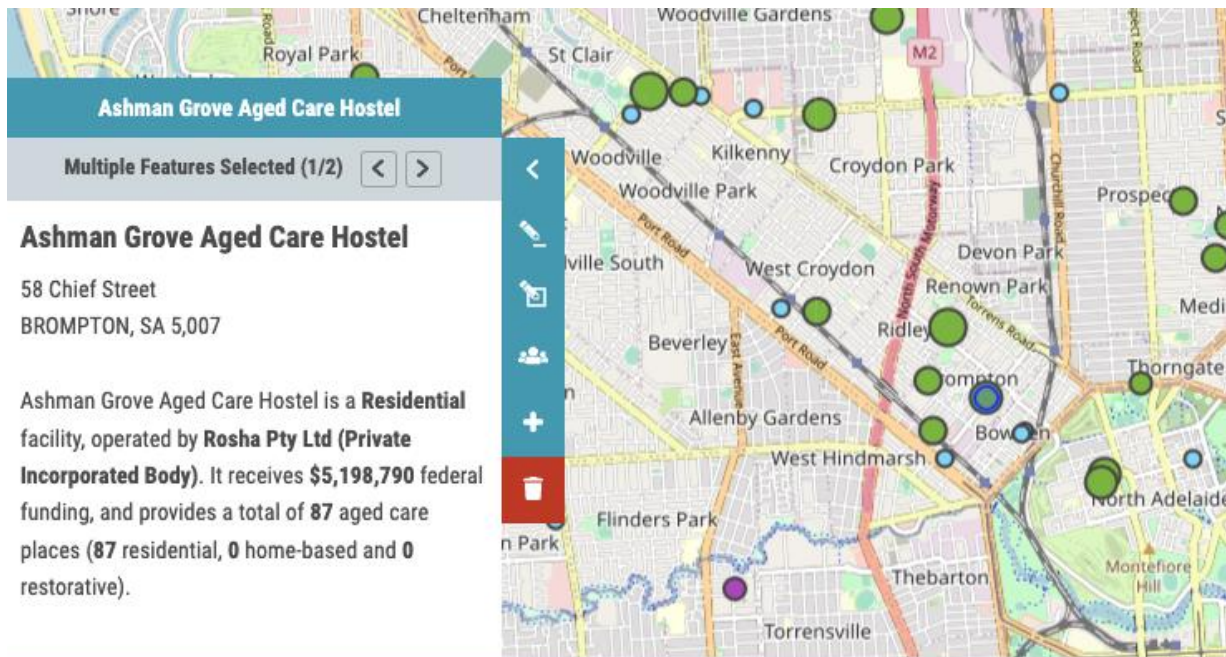
# **Appendix: Data Glossary**

# Aged Care Facility Layers



Layers representing childcare centres and related infrastructure.

# Aged Care Facility



This layer represents all federally recognised aged care facilities in Australia.

### Aged Care Facility

#### Facility Type

- Residential
- Home Care
- Other

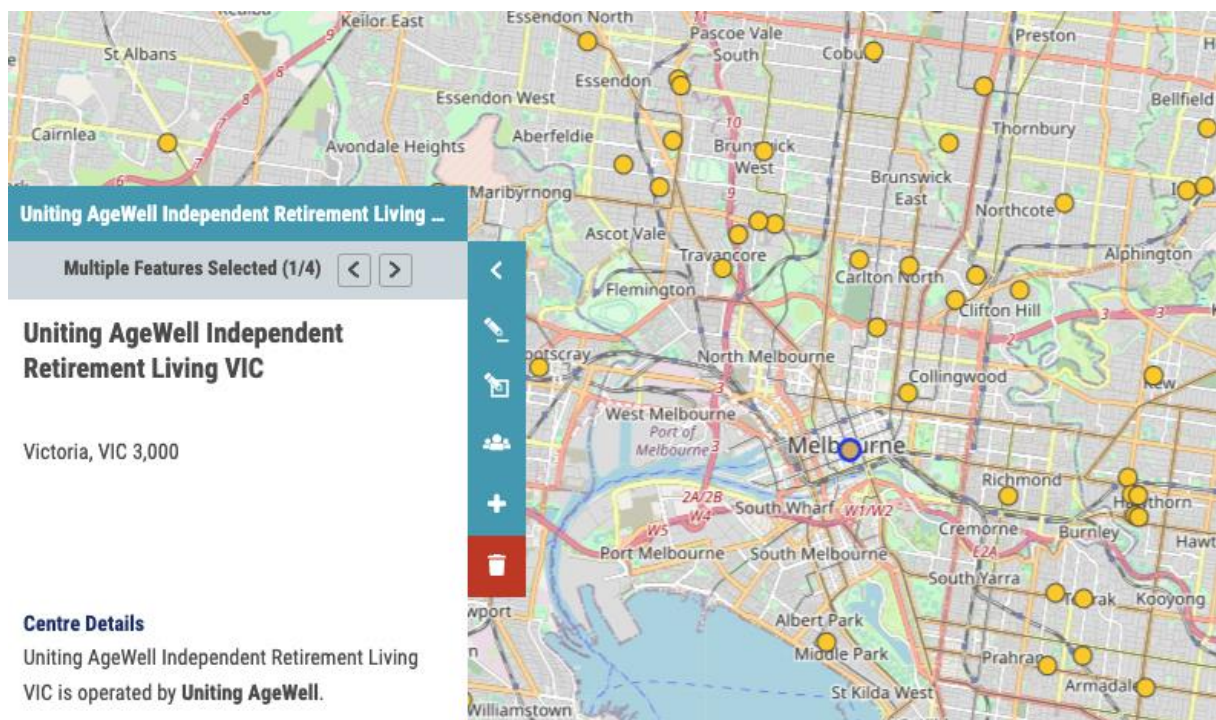
#### Number of Places

- No or Unknown Places
- 1 to 34 Places
- 35 to 64 Places
- 65 to 99 Places
- 100+ Places

Each location includes an address, operator name, federal funding levels, and the number of residential, home-based, and restorative places. Points are symbolised by the type of care provided (residential, home-based, and other), and the number of places on offer.

Data is provided by the Australian Department of Health and is updated annually.

# Retirement Living



This layer represents retirement living facilities. Legislation differs from state to state, but facilities typically offer self-contained living for over-55s

## Retirement Living



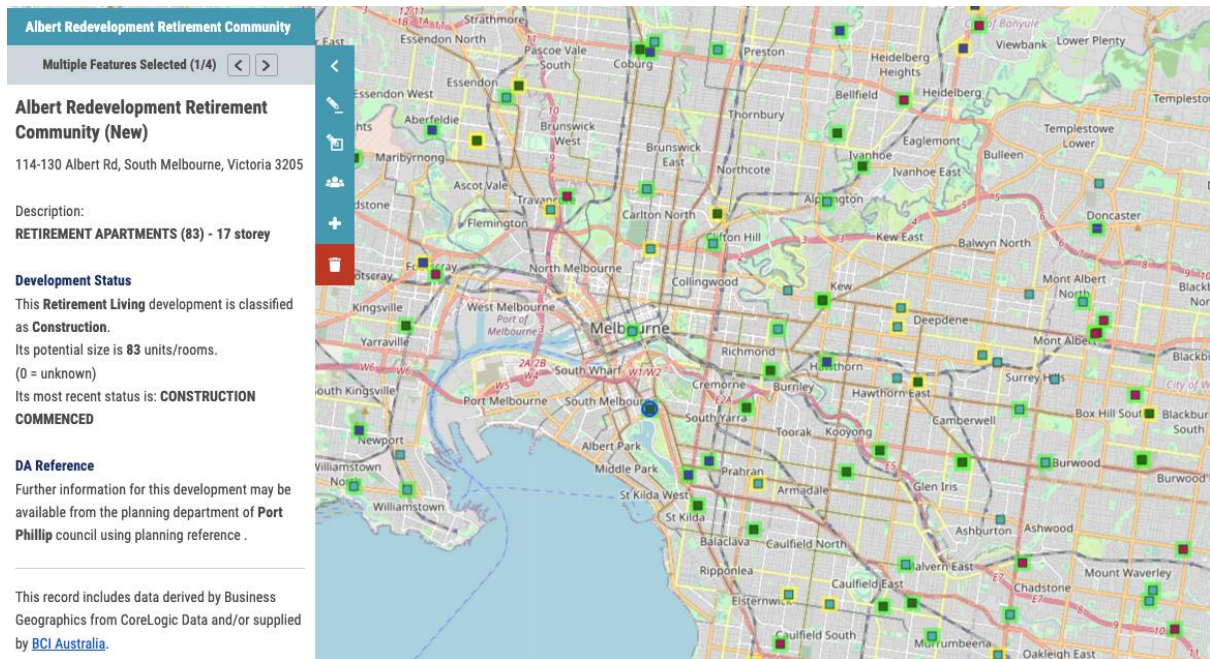
Retirement living facility typically caters to individuals aged 55 and above, and provides communal amenities such as a clubhouse, restaurant, and hobby rooms. Retirement facilities range from a handful of units, to apartment blocks, to “campus style” retirement villages.

Information for each facility includes (where available) the facility name, address, phone number, website, number of rooms/units, and the facilities on offer.

This dataset is maintained by Business Geographics, and contains information from a range of national and state-wide sources.

Data is updated on an ad-hoc basis.

# Aged Care and Retirement Developments



This layer represents a curated database of the aged care and retirement development pipeline in Australia.

## Aged Care and Retirement Developmen... Facility Type

- Aged Care
- Aged Care & Retirement Living
- Retirement Living
- Other
- Mixed Use

## Development Type

- New Development
- Extension (Additional Rooms/Units)
- Reduction in Rooms/Units

A major source of the development data shown is information supplied by BCI Australia. For additional details or construction project leads, Business Geographics recommends consulting directly with BCI Australia or the relevant Local Council.

Developments are classified and displayed as one of five Facility Types:

- **Aged Care** – facilities providing nursing, meal preparation, laundry, and other high-care services. Aged care is federally regulated and subsidised.
- **Retirement Living** – Low-care living options for individuals aged 55 and above.
- **Aged Care & Retirement Living** – Retirement living, with an onsite aged-care facility.
- **Other** – Other related developments, such as respite care or disability care
- **Mixed Use** – multipurpose developments that include an aged care or retirement component, e.g. a residential subdivision that includes a retirement village.

Developments are further classified and displayed as one of four development types:

- **New development** – A new retirement or aged care facility
- **Extension** – modifications to an existing facility that add new beds or units
- **Reduction** – modifications to an existing facility that reduce the number of beds or units
- **Alteration** – significant refurbishments to an existing facility that neither add nor reduce the number of beds or units available

Finally, developments are also classified by Business Geographics into five status categories:

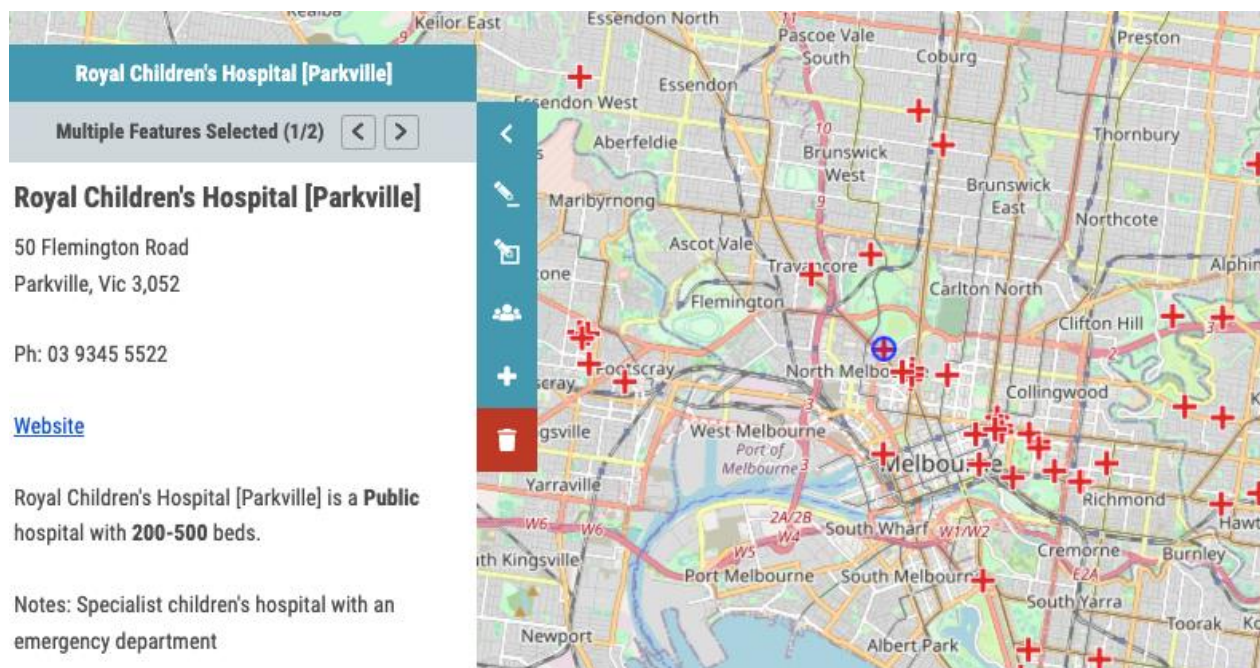
- **Construction** – Construction has commenced, although an operator may not yet have been found. It's important to note that for Mixed Use Developments, construction may not relate to any proposed aged care or retirement component.
- **Approved** – These developments have received Development Approval and may proceed.
- **Possible** – This includes development applications which are under assessment or under appeal.
- **Abandoned** – This category includes developments which have been approved but withdrawn or abandoned. It includes sites which have been sold with a development approval. These sites may still be developed in the future.
- **Early** – This refers to any proposed development at early planning or pre-lodgement stage.

Data is updated monthly.

*Information regarding Development Applications or Approvals should not be interpreted as conclusive. This information is sourced from third-party suppliers and its accuracy is not able to be verified by Business Geographics. Development applications/approvals more than 12 months old or less than 1 month old may not be shown. This information is of course also subject to change. Interested parties may wish to discuss development activity in an area of interest in more detail with the relevant local government authority and/or a consultant town planner.*



# Hospitals



**Royal Children's Hospital [Parkville]**

Multiple Features Selected (1/2) < >

**Royal Children's Hospital [Parkville]**

50 Flemington Road  
Parkville, Vic 3,052

Ph: 03 9345 5522

[Website](#)

Royal Children's Hospital [Parkville] is a **Public** hospital with **200-500** beds.

Notes: Specialist children's hospital with an emergency department

## Public and private hospitals across Australia

### Hospitals



Public and private hospitals. Does not include GP clinics or other small medical facilities. Includes information about the hospital's address, phone number, website, number of beds, and whether the hospital is public or private.

Information is sourced from the Australian Department of Health, and the Australian Institute of Health and Welfare.

Data in this layer is updated annually.

# Aged Care Planning Regions (ACPR)



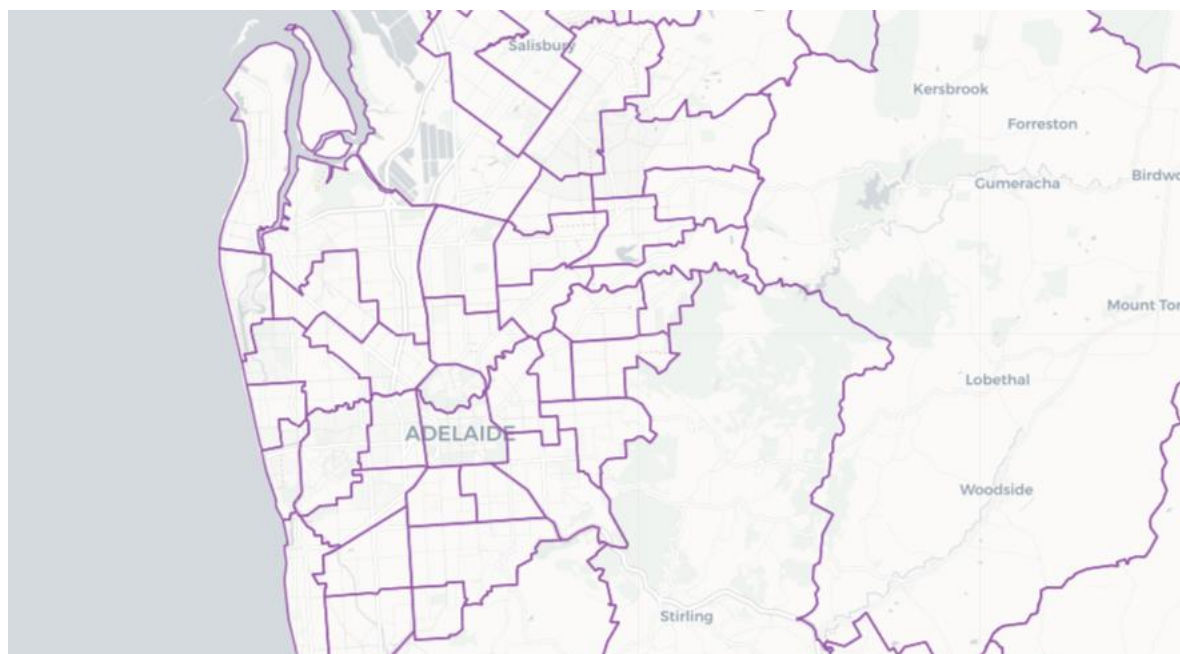
This layer shows boundaries and labels for Aged Care Planning Regions (ACPR), as defined by the Australian Department of Health.

**Aged Care Planning Regions (ACPR)** Data is updated as needed when new boundaries are published.



# Population Health Areas

## Custom Geography



Collections of ABS Statistical Area 2 (SA2) regions, used for the reporting of aged care and health information

### Population Health Areas



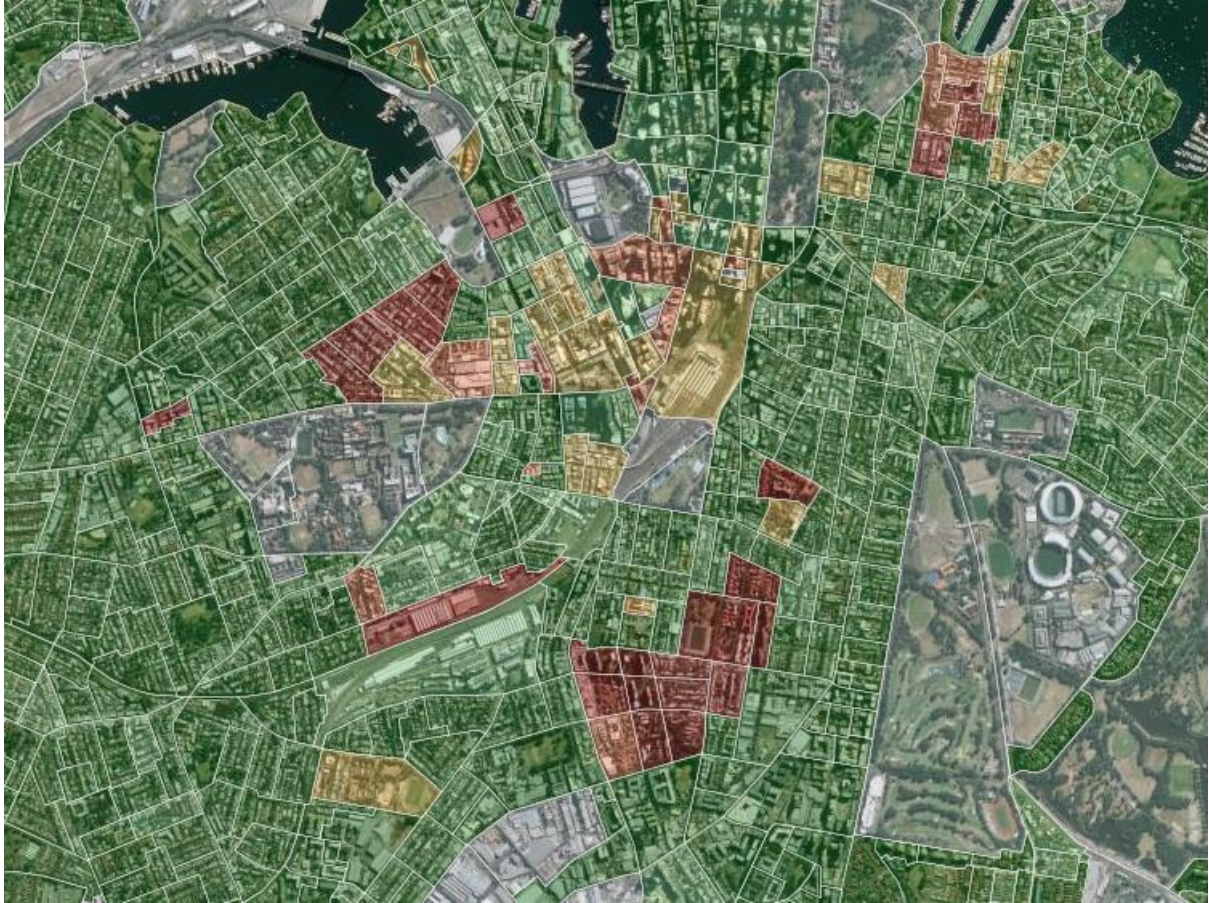
Groupings of SA2s used by the Public Health Information Development Unit (PHIDU)



Population Health Areas (PHA) are created by the Public Health Information Development Unit (PHIDU) of Torrens University, with funding and support from the federal government. These areas represent single SA2s, or collections of SA2s where reporting as a single SA2 is not feasible or appropriate for privacy reasons. A

range of statistics on health and aged care are published by PHIDU for PHAs; details on specific statistics is included below under 'Non Mappable Information'.

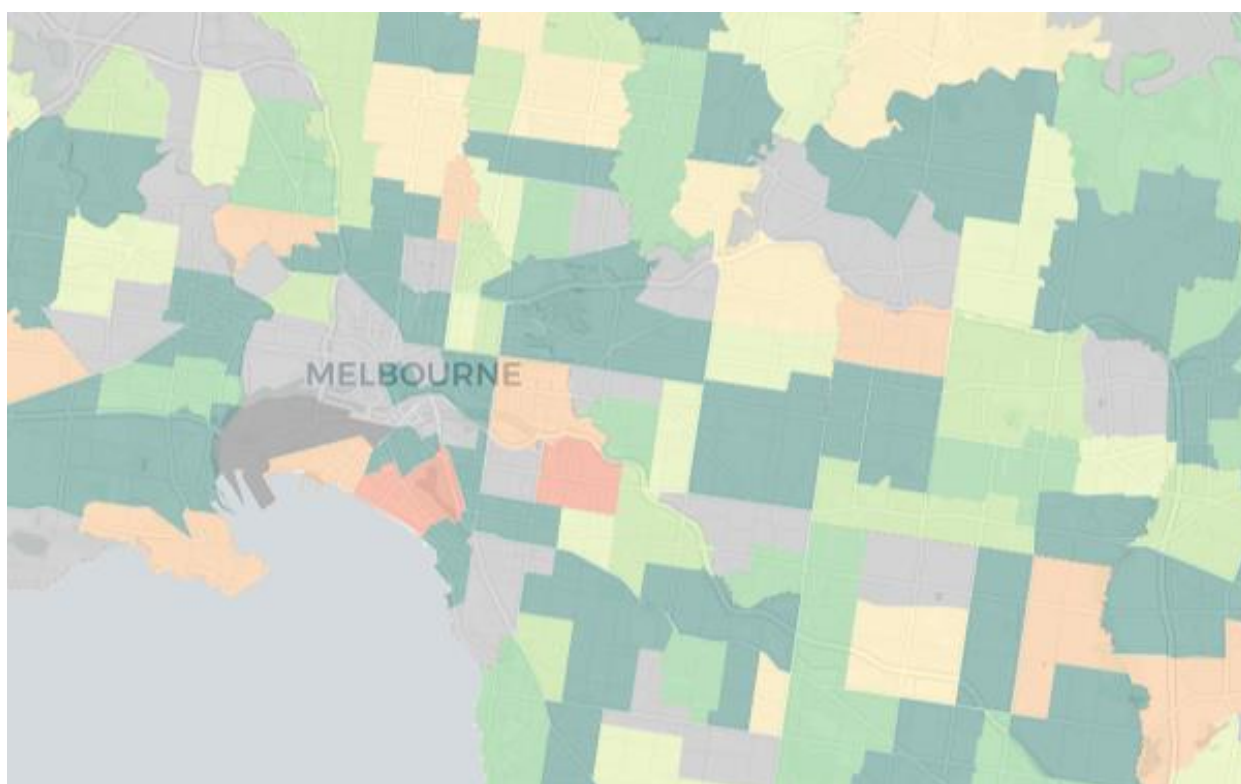
# Thematic Layers



Thematic Layers show specific boundary data-sets colour-coded by area. Most thematic maps are shown by ABS Statistical Area 2 (SA2) or Statistical Area 1 (SA1). These are areas defined by the Australian Bureau of Statistics and represent neighbourhoods that interact socially and economically.

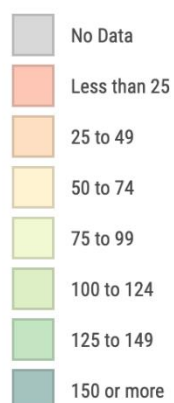
# Residential Aged Care Ratio

Geography: ABS Statistical Area 2 (SA2)



The number of aged care places, per 1,000 residents aged over 70.

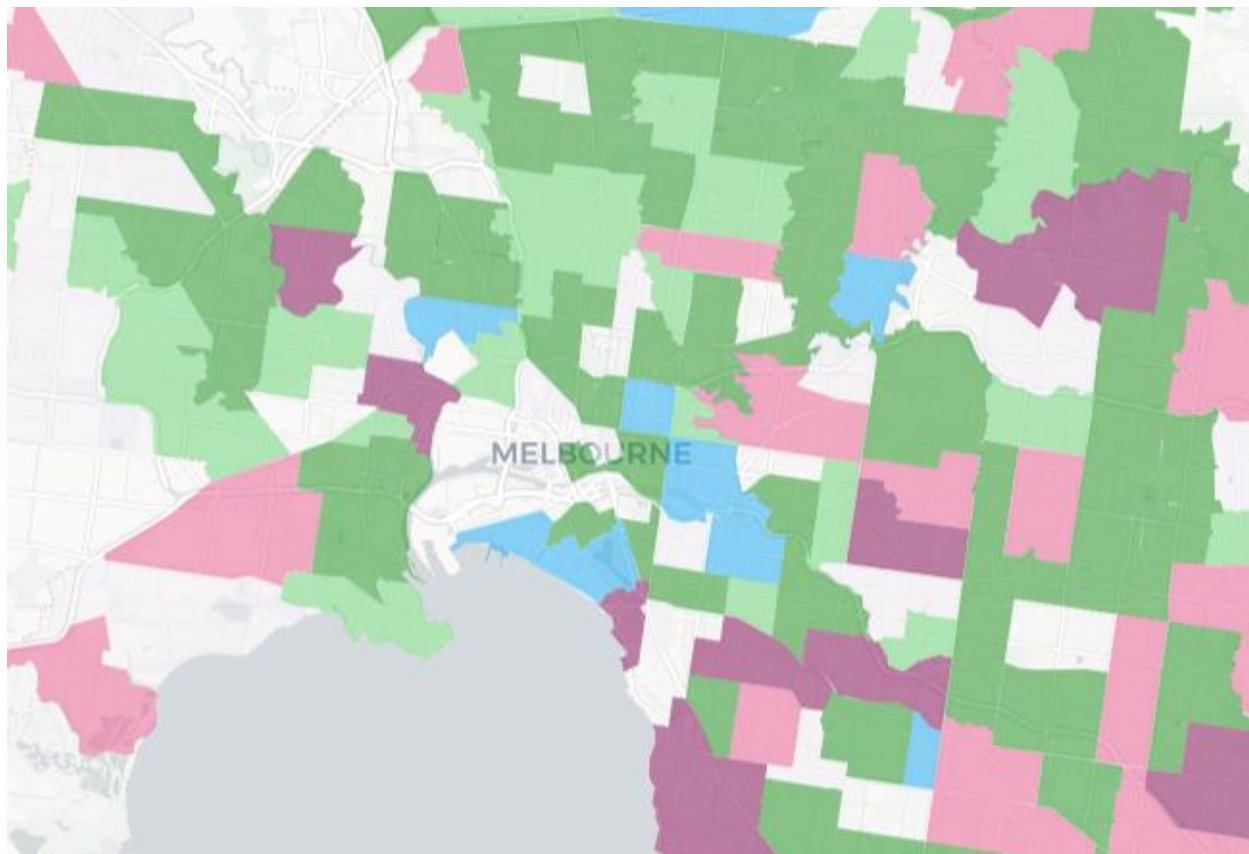
**Residential Aged Care Ratio**   
Number of residential aged care places, per  
1,000 residents aged Over 70 (Target:78), by SA2



The Department of Health's Aged Care Financing Authority currently recommend a provision ratio of 78 residential places per 1,000 individuals aged over 70. Ratios are updated yearly as the estimated residential population over 70 changes.

# Residential Aged Care Places

Geography: ABS Statistical Area 2 (SA2)



## The total number of residential aged care places by region

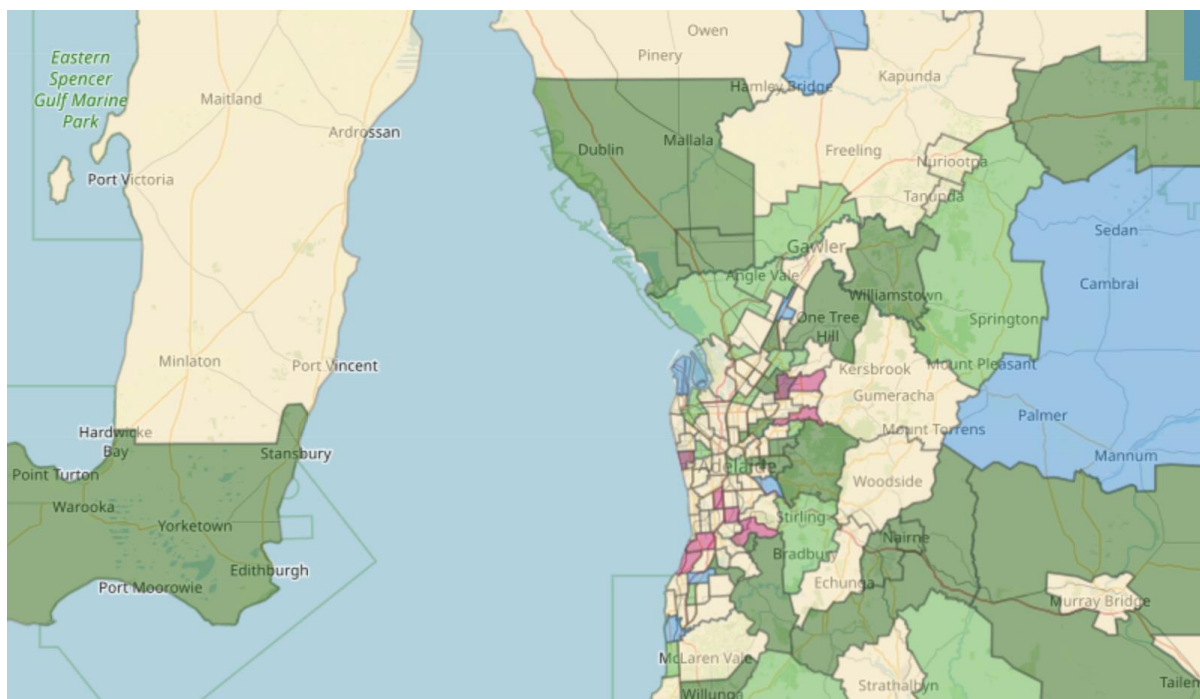
**Residential Aged Care Places**  
Aggregated from service level to SA2.



The number of places is calculated by region for all residential aged care facilities within that region. Data is updated when new aged care facilities are added to the Aged Care Facilities layer.

# Potential Aged Care Demand

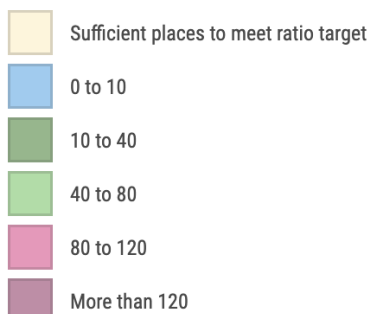
Geography: ABS Statistical Area 2 (SA2)



Potential demand for aged care places within a region, to meet the target aged care ratio.

## Potential Residential Aged Care Demand

Number of places required to meet the target residential aged care places provision ratio (Currently 78 beds per 1,000 residents aged Over 70), by SA2

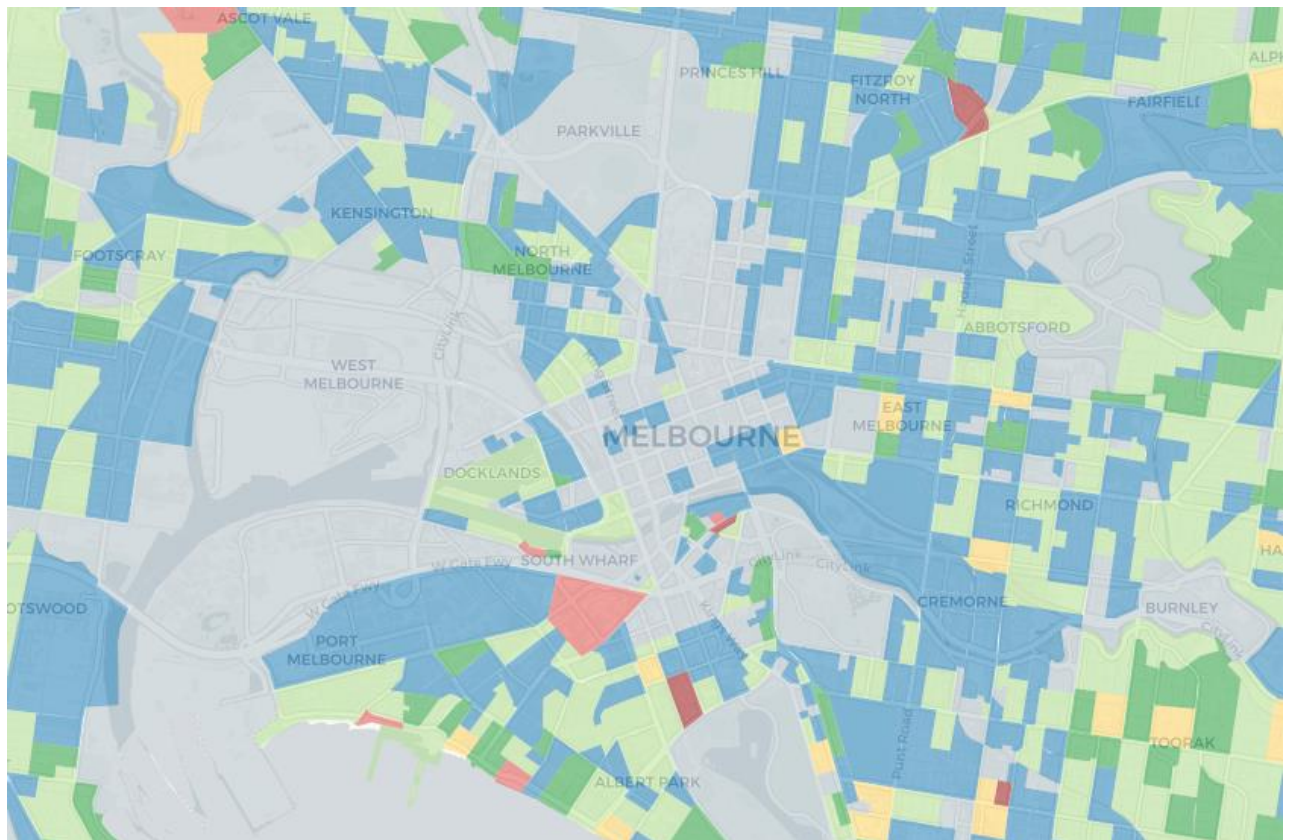


This layer shows the potential demand for residential aged care places within an SA2. The figures in this layer are derived by dividing the over 70 population by 1,000, multiplying by the target provision ratio, then finally subtracting the number of existing residential aged care places.

The information in this layer is an estimate only, and does not account for aged care demand being met by adjacent regions.

# Persons Over 55

Geography: ABS Statistical Area 1 (SA1)



Total persons aged over 55 living within the area

## Persons Over 55

Estimated no. persons aged Over 55, by SA1

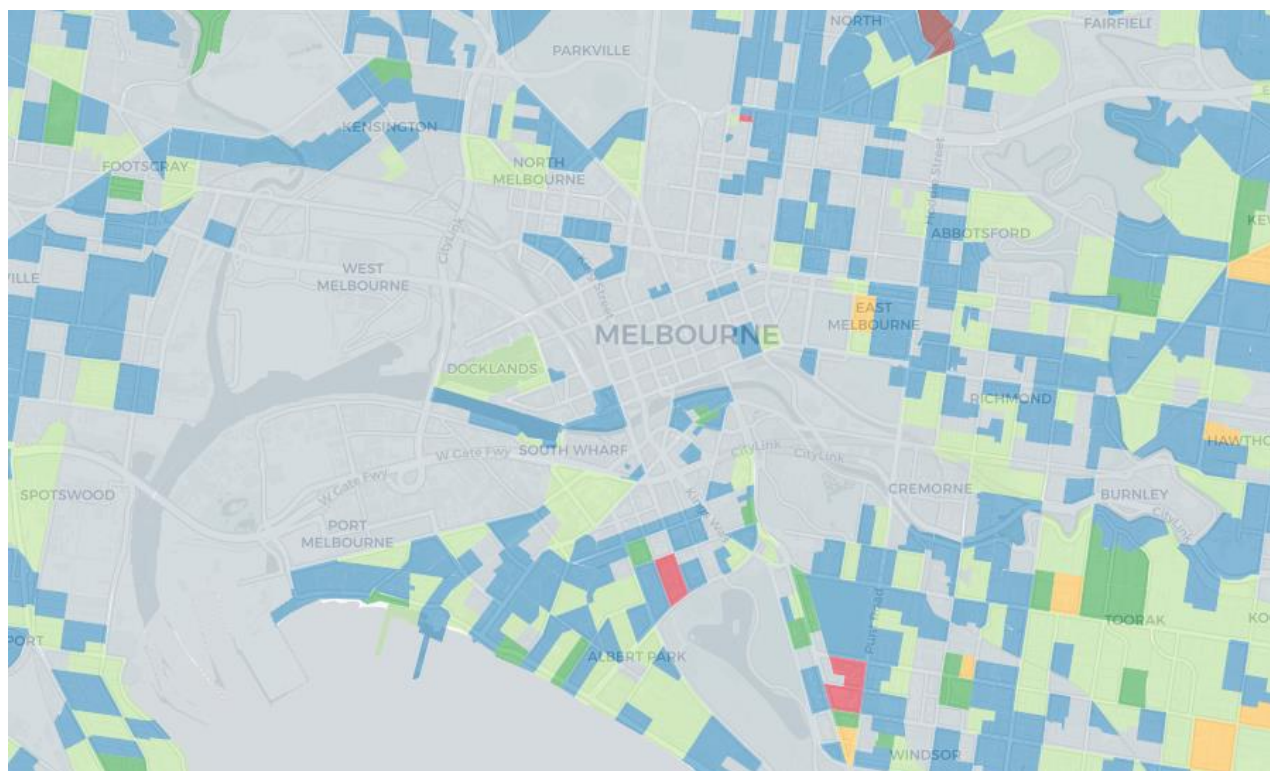


Data is updated annually as the population changes. Population data is modelled by Business Geographics, and includes information from ABS, state governments, and other proprietary datasets.



# Persons Over 70

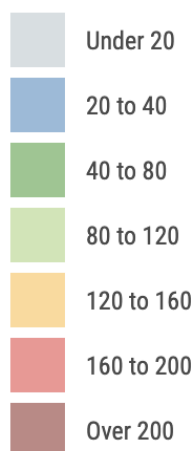
Geography: ABS Statistical Area 1 (SA1)



Total persons aged over 70 living within the area

## Persons Over 70

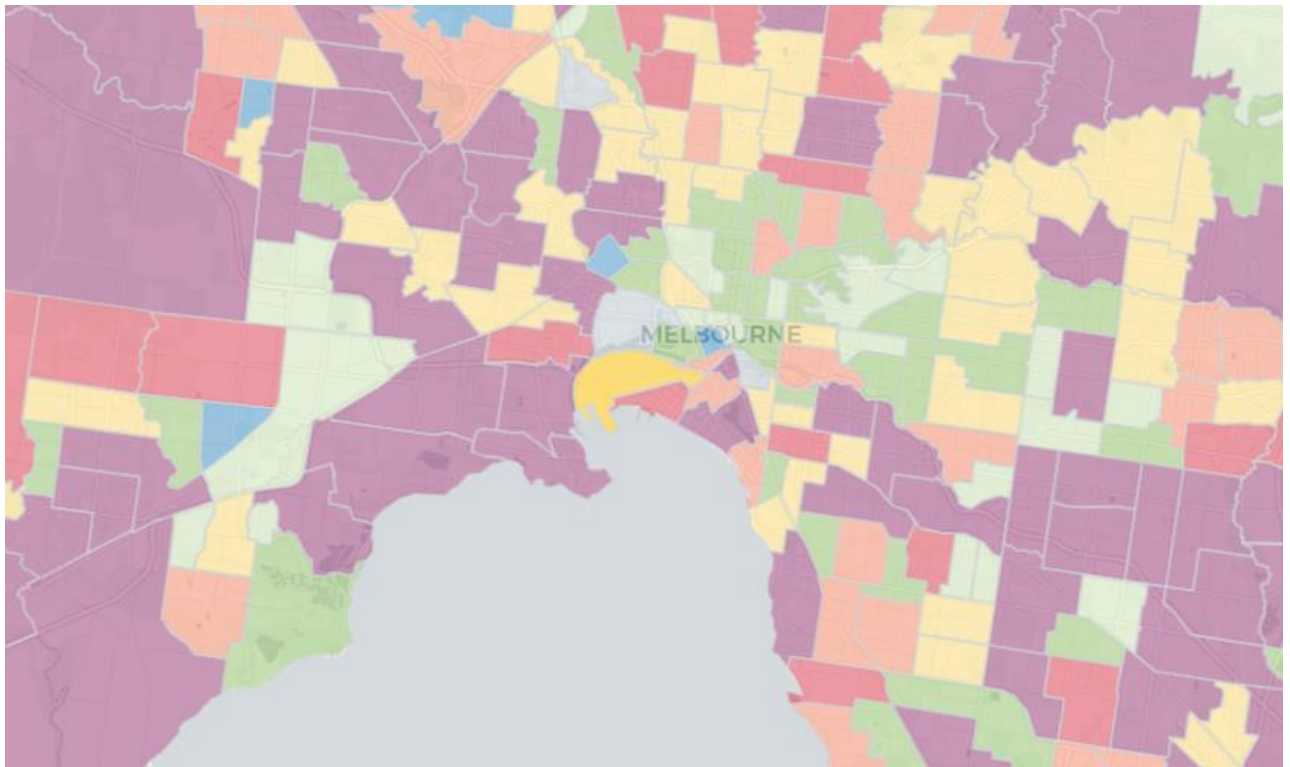
Estimated no. persons aged Over 70, by SA1



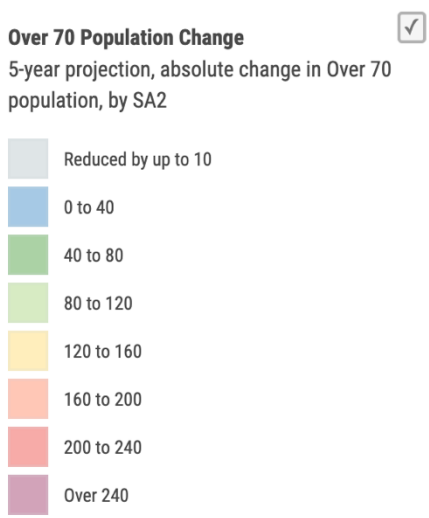
Data is updated annually as the population changes. Population data is modelled by Business Geographics, and includes information from ABS, state governments, and other proprietary datasets.

# Over 70 Population Change

Geography: ABS Statistical Area 2 (SA2)



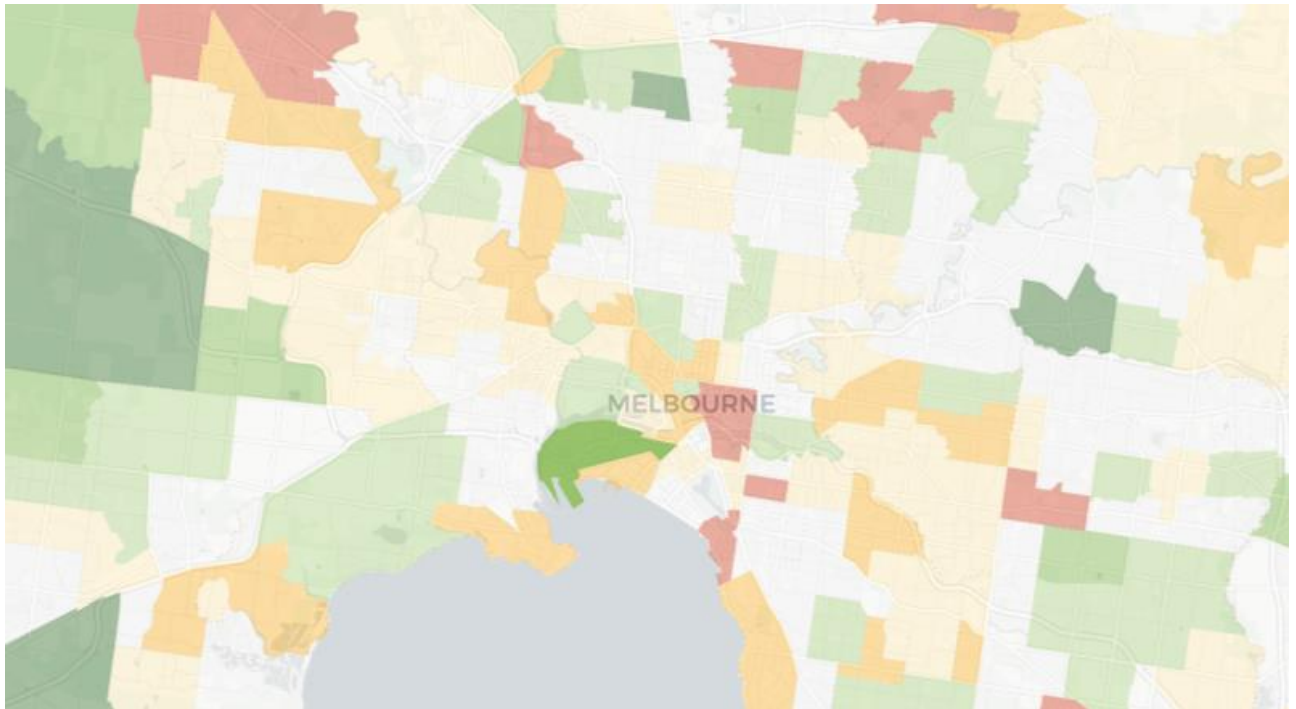
Projected change in the number of persons aged over 70, over a 5-year timeframe



The estimated increase or decrease in persons aged over 70, over 5 years. Population change data is modelled by Business Geographics, and includes information from the ABS, state governments, and proprietary datasets.

# Ageing Population

Geography: ABS Statistical Area 2 (SA2)



The change in median population age, between the 2016 and 2021 census

## Ageing Population

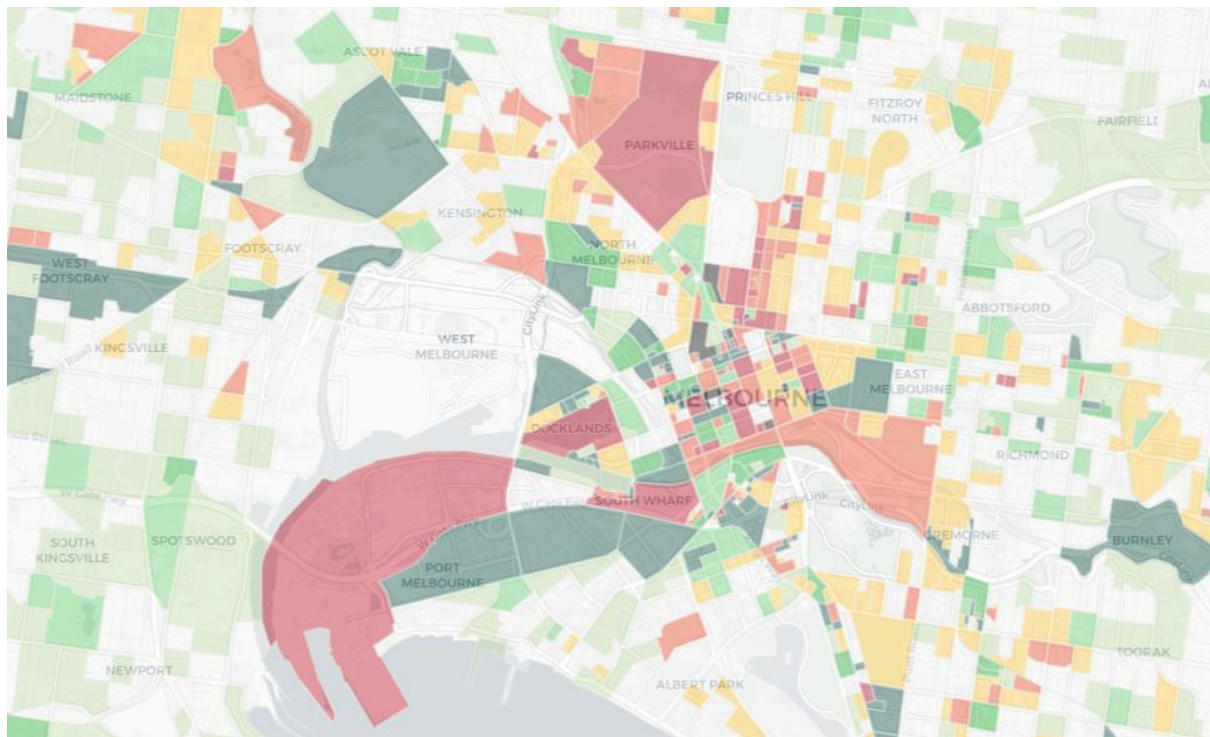
Change in median age from 2016 to 2021  
(Aus: No change)



This layer indicates whether the median age within a region is increasing or decreasing. It can be used to identify areas where the population is aging faster than the national average (Median population age remained steady nationally between 2016-21).

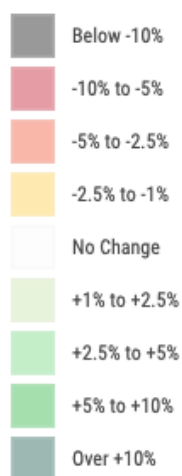
# Annual Population Change

Geography: ABS Statistical Area 1 (SA1)



## Annual population growth/decline rates

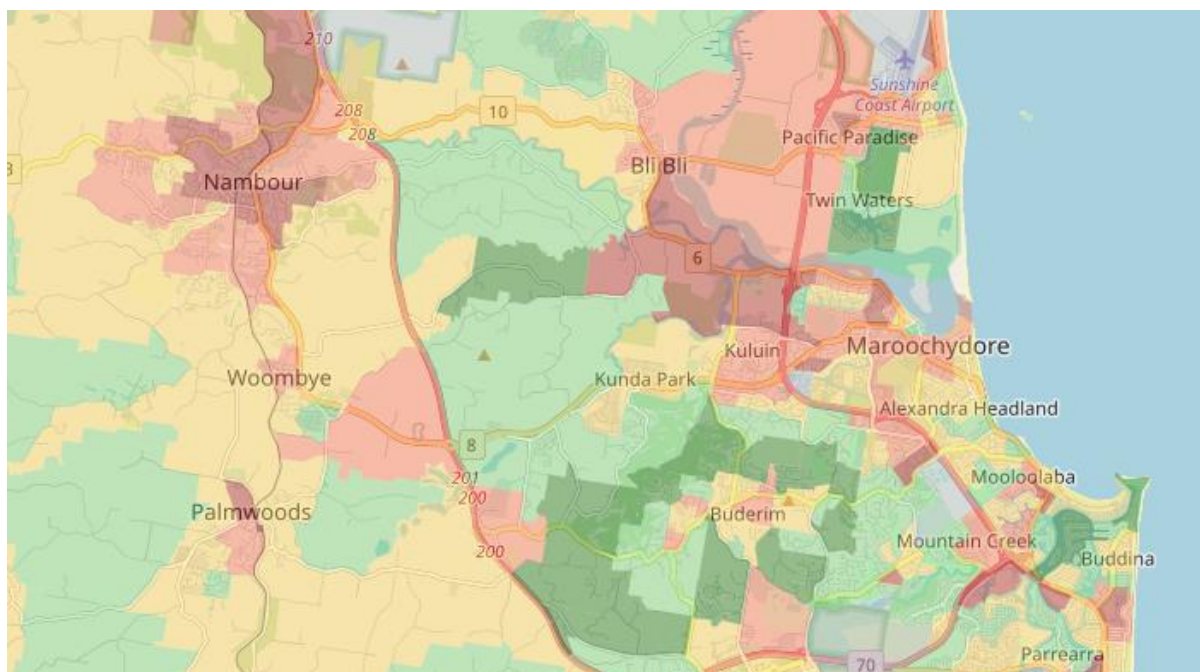
**Annual Population Change**  
By SA1 (AUS: +1.7%)



This layer shows the average annual population growth/decline rate recorded in the past five years. Red areas have experienced population decline; green areas have experienced population growth. This data is displayed graphically on the map (by SA1), and as a statistic in the details panel (by SA2).

# SEIFA Quantile

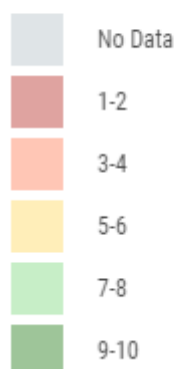
## Geography – ABS Statistical Area 1 (SA1)



This layer shows the ABS' Socio-Economic Indexes for Areas (SEIFA) Index of Relative Socio-economic Advantage and Disadvantage (IRSAD).

### SEIFA Quantile

Index of Relative Socioeconomic Advantage and Disadvantage (IRSAD) by SA1



Red areas have a below-average IRSAD score; green areas are above average. Information is displayed both graphically on the map (by SA1), and as a statistic in the details panel (by SA2). This data is based on the 2021 census.

# Non-mappable Information

**St Kilda - West**

**St Kilda - West**  
*In Boonwurrung country.*

**Population**  
In 2023, there are **14,832** persons living in St Kilda - West, including **915** persons over 70. (**6.17%**). The population is growing at **3.6%** annually. The median age in 2021 was **38**, with a change of **4** year(s) since 2016 (Aus: No Change).  
Of the **3,351** persons aged over 55, **352** require some form of disability assistance (**10.5%**).

**Population Growth**  
The population in St Kilda - West is expected to grow at an average of **2.49%** per annum, over the next 5 years. Within the next 5 years the over 55 population is expected to change by **674** persons, while the over 70 population is expected to change by **183** persons.

Population trends and projected growth				
Year	Total Pop	Annual growth	% Over 55	% Over 70
2019	15,759	0.74%	23%	6%
2023	14,832	3.73%	23%	6%
2028	16,680	1.90%	24%	7%

**Aged Care**  
There are **5** residential aged care facilities within St Kilda - West, providing **418** residential aged care places in the SA2. There are currently

The following data is not displayed graphically on the map but does appear in the popup details panel for specific areas. Data from a range of sources and geography levels is included, with Population Health Areas (PHA) being the most fine-grained.

## Projected Population Growth

Estimates of population growth are provided to help estimate future demand for aged care. This information is based on data compiled by Business Geographics, and is updated as more accurate and authoritative information becomes available. Where more accurate information isn't available, historic population growth is used as an indicator of future growth.

*NOTE: Population forecasts are not targets. They are Business Geographics estimates based on a review of available sources including published population projections. It is important to recognise that projections reflect the outcome of certain assumptions about the future of fertility, mortality, and migration – assumptions which may or may not eventuate. The projections should not be interpreted as precise predictions of the demographic future.*

## Median Household Income

Median annual household income is based on the 2021 census, escalated according to state-based industry income growth rates (ABS cat. 6337.0) and the composition of employment by industry within the SA2 published in the 2021 census.

## Median Weekly Rent

Median weekly rent payments are based on the 2021 census, escalated according to ABS capital city CPI rates for rent (ABS cat. 6401.0).

## Department of Social Services Payments

This table shows the numbers and types of payments made by the Department of Social Services to individuals within the SA2. The types of payments include:

- Age pension
- Carer allowance
- Carer payments
- Disability support pension
- Rent assistance

Data is updated annually.

## Aged Care Planning Region Data

Aggregated information at the Aged Care Planning Region (ACPR) level. Includes

- The number of hospitals and hospital beds
- Residential aged care places and ratio of places per 1k person over 70
- Number of home care services and home care places
- Home Care Package clients and funding

Information is sourced from the Australian Institute of Health and Welfare, and updated as reports are released for the previous quarter.

## Commonwealth Home Support Programme (CHSP) Data

Aggregated information from the Public Health Information Development Unit (PHIDU) of Torrens University. Data includes:

- Number of clients
- Client characteristics
- Types of home support services provided