Queensland Government

Australian Government
Australian Institute of Health and Welfare

Disability Services

National Minimum Data Set Collection

Data Guide:

Data items and definitions
2017-18

Queensland Edition

July 2017

Based on Australian Institute of Health and Welfare 2016. *Disability Services National Minimum Data Set: data guide*, July 2016. Cat. no. DAT 4. Canberra: AIHW.

Please note that there is the potential for minor revisions of data in this guide. Please refer to the online version on the Resources Page at ODC https://odc.disability.qld.gov.au for an up-to-date copy.

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Summary

This guide outlines the data items and definitions used in the Disability Services National Minimum Data Set (DS NMDS). It is one of a range of national collection documents relating to the DS NMDS.

This Queensland Edition has been tailored for agencies funded by the Department of Communities, Disability Services and Seniors, to incorporate local Service Agreement output reporting requirements and contact details for any questions or comments.

Glossary

AIHW	Australian Institute of Health and Welfare
BIS	Business Information System. An information system used by the Department of Communities, Disability Services and Seniors.
DS NMDS	Disability Services National Minimum Data Set collection
Funding jurisdiction	The jurisdiction (State, Territory or Australian Government) providing NDA funding to the funded service provider and the jurisdiction in which the funds are allocated.
NDA	National Disability Agreement
ODC	Online Data Collection. A web-based data collection tool provided free of charge for use by NDA funded service providers in Queensland. **https://odc.disability.qld.gov.au**
RDSO	Regional Data Support Officer
Reporting period	Funded agencies are asked to record key information about service users on an ongoing basis, so that they can transmit the required information at the end of each 'reporting period'. The reporting period in Queensland is quarterly, based on the financial year. The national collection will be transmitted annually to the AIHW by the Department of Communities, Disability Services and Seniors at the end of each financial year.
Reference week	The reference week is the last seven days of the quarterly reporting period. For details on the reference week in Queensland, please refer to Section 2, *Getting help and lodging data.*
SLA	Statistical Local Area
SLK	Statistical Linkage Key. The second, third and fifth letters of the person's surname; the second and third letters of the person's given name, their date of birth and their gender.

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1 Introduction to the Disability Services NMDS

1.1 What is the Disability Services NMDS?

The Disability Services National Minimum Data Set (DS NMDS) is a national collection that has:

- A set of nationally significant data items or pieces of information that are collected in all Australian jurisdictions
- An agreed method of collection and transmission.

The purpose of the DS NMDS collection is to facilitate the annual collation of nationally comparable data about services provided under the National Disability Agreement (NDA), and to obtain reliable, consistent data with minimal load on the disability services field. Under the NDA, the Disability Administrators in all Australian jurisdictions are responsible for ensuring that DS NMDS information will be comparable across all jurisdictions and years'.

1.2 A brief history of the data collection

Since 1991, disability support services in Australia have been funded and provided under four national disability agreements.

The Commonwealth/State Disability Agreement Minimum Data Set (CSDA MDS) collection was set up in 1994, following the signing of the first CSDA in 1991. This 'snapshot' collection provided valuable information about service use on one snapshot day in the year but was not able to represent the full picture.

The second CSDA, signed in 1998, reflected significant changes which meant the CSDA MDS collection needed to be redesigned. Work began on redeveloping the CSDA MDS collection in 1999.The name of the Commonwealth/State Disability Agreement (CSDA) was changed to the Commonwealth State/Territory Disability Agreement in mid 2002 and the redeveloped CSDA MDS became the Commonwealth State/Territory Disability Agreement National Minimum Data Set (CSTDA NMDS). For more information on the 2002 redevelopment process, see *Australia's national disability services data collection: redeveloping the Commonwealth State/Territory Disability Agreement National Minimum Data Set* (AIHW 2003).

The full financial year CSTDA NMDS collection was implemented across Australia in June 2002 (Western Australian and Commonwealth-funded agencies) and 1 October 2002 (all other state/territory-funded agencies). The first collection period for the CSTDA NMDS ended 30 June 2003, and the first full financial year of data collection took place between 1 July 2003 and 30 June 2004.

The National Disability Agreement (NDA) replaced the CSTDA on 1 January 2009. As a result of the implementation of the NDA, from 2009 - 10 the CSTDA NMDS was renamed 'Disability Services NMDS (DS NMDS)'.

1.3 What does the collection look like?

Information on the structure of the DS NMDS, including a list of the data items collected, can be found in section 3.4. Table 3.1 contains a list of the data items collected and Figure 3.1 demonstrates the structure of the DS NMDS through a simplified version of the data model.

1.4 Accessing DS NMDS data

National information from the DS NMDS is available from the Australian Institute of Health and Welfare website. This information includes brief reports and full reports[1] and interactive data sets[2].

1.5 What are the DS NMDS data used for?

In the past, DS NMDS data have been used for a wide range of purposes, such as for planning, national program evaluation and to monitor achievement of program objectives and agreed priorities. Specific examples of uses to which the data have been put, are to:

- Provide data for the Productivity Commission's *Report on Government Services*
- Provide data for National Disability Agreement Performance Indicators presented in the COAG Reform Council reports
- Provide national comparisons of numbers of service users living in institutional versus community-based settings
- Indicate whether certain groups of people (e.g. people of Aboriginal and Torres Strait Islander Australians) are accessing services in proportion to their assessed level of need
- Support planning for future service delivery
- Support budget submissions for increased funding or changing funding emphasis
- Enable performance management by the Department of Communities, Disability Services and Seniors (the department).

Full-year data about service users can also provide:

- A profile of all people receiving an NDA service in a financial year
- Data on carer arrangements, which enables issues relating to ageing carers to be monitored and planned for

[1] https://www.aihw.gov.au/reports-statistics/health-conditions-disability-deaths/disability/reports

[2] https://www.aihw.gov.au/reports-statistics/health-conditions-disability-deaths/disability/data

- Information about the mix of services provided to some service users in relation to various characteristics of service users, such as their support needs, disability group, carer arrangements and whether they live in metropolitan or rural locations.

1.6 What is the Data Guide for and how is it organised?

The guide is designed to assist all those involved in supplying or analysing DS NMDS data. It is organised in the following sections:

- Section 2 provides details of how to seek assistance with the DS NMDS collection.
- Sections 3 and 4 provides a step-by-step guide on how to prepare for and complete a DS NMDS data 'return' (the 'return' may be completed using paper forms, data extracted from your own database or via the Online Data Collection (ODC)). Section 3 includes specific methods for dealing appropriately with the issue of privacy and service user consent.
- Sections 5 and 6 provide detailed information about every data item in the DS NMDS. For most data items, the following explanations are provided:
    - data item name
    - associated question
    - definition
    - classification (i.e. possible response options)
    - guide for use
    - why this data item is collected
    - example of how this data item is used.
- Section 7 provides a summary of the privacy principles for the DS NMDS.

1.7 Other reference material for the Disability Services NMDS

This guide is one of a range of documents relating to the DS NMDS collection. Other materials which may be of interest to or provide assistance for participants in the DS NMDS collection are listed below.

AIHW online Metadata Registry (METeOR)

Most data elements for the DS NMDS are included in the AIHW online Metadata Registry[3] (METeOR)

[3] http://meteor.aihw.gov.au/content/index.phtml/itemId/181162

Disability Services Output and Output Measures List

The department funds agencies to deliver services on an output basis. Details of the output descriptors and units of measure are published in the Output and Output Measures List.[4]

DS NMDS Resources Page on the Online Data Collection Tool (ODC)

Data collection and reference materials are available from the DS NMDS Resources Page on ODC[5]

Data Transmission and Technical Guide

The *Data Transmission and Technical Guide* is a related publication which aims to assist funded agencies provide data for the DS NMDS collection. It sets out technical requirements for data structure, essential for amalgamation of the data at a jurisdiction and national level. This document is for use by agencies wishing to develop their own data transmission software, agencies wishing to purchase commercial software, and agencies wishing to update their existing databases to meet the requirements of the DS NMDS collection. The *Data Transmission and Technical guide* (Queensland Edition) is available from the DS NMDS Resources Page on ODC[6]. It should always be read in conjunction with documentation for the DS NMDS collection, particularly the *DS NMDS Data Guide (Queensland Edition)*.

1.8 More information or comments

For further information about the DS NMDS collection or to make comments on this guide or the DS NMDS collection please contact the department (see Section 2).

[4] https://www.communities.qld.gov.au/resources/disability/support-services/providers/funding/documents/disability-services-outputs-and-output-measures.pdf

[5] https://odc.disability.qld.gov.au

[6] https://odc.disability.qld.gov.au

2 Getting Help and Lodging Data

The DS NMDS Data Guide (i.e. this document), the department's NMDS website[7], What's New and DS NMDS Resources Pages on ODC[8] have been published to provide you with immediate information that may answer your queries.

If you still require assistance from the department, please refer to the Contacts and Quick Information Guide published on the DS NMDS Resources Page on ODC[9] for details of the DS NMDS Regional Data Support Officers.

How to access DS NMDS training

DS NMDS Regional Data Support Officers are available to provide training and assist agencies with meeting their reporting requirements. The department's NMDS website[10] contains resources that may assist you in understanding the DS NMDS.

How to lodge DS NMDS data

All agencies have been provided with access to ODC [11] to lodge DS NMDS data with the department.

Only those agencies which do not have an Internet service available should provide their information by another means. If in doubt, contact a local Regional Data Support Officer or the ProviderReporting@communities.qld.gov.au mailbox for advice.

Quarterly reporting periods

Reporting period:	***Reference week:***	***Lodgement date:***
1 July – 30 September	24 – 30 September	by 28 October
1 October – 31 December	25 – 31 December	by 28 January
1 January – 31 March	25 – 31 March	by 28 April
1 April – 30 June	24 – 30 June	by 28 July

[7] http://www.communities.qld.gov.au/disability/key-projects/national-disability-agreement/disability-services-national-minimum-data-set-ds-nmds

[8] https://odc.disability.qld.gov.au/

[9] https://odc.disability.qld.gov.au/

[10] http://www.communities.qld.gov.au/disability/key-projects/national-disability-agreement/disability-services-national-minimum-data-set-ds-nmds

[11] https://odc.disability.qld.gov.au

3. How to conduct your Disability Services NMDS collection

3.1 Step-by-step guide to completing your DS NMDS collection

1. Establish which service types and service users are in the scope of the collection (Section 3.2).

2. Ensure you have appropriate privacy principles and practices in place (Section 3.3 and Section 7).

3. Establish which data items you need to collect, depending on the DS NMDS service type or service types you offer (Section 3.4).

4. Establish how you are going to record information and start collecting the requested information on an ongoing basis for transmission to the department at specified times (Section 4).

5. At the end of the reporting period, submit to the department:

    - Via ODC, Service Type Outlet information for each NDA service type you are funded to provide and depending on your service type, Services Received information for all service users accessing each service type you are funded to provide, with relevant data items completed (Section 3.5)

    - Via the relevant Regional Data Support Officer if existing Service User detail content in ODC is blank or incorrect.

3.2 Scope of the DS NMDS collection

Most funded agencies are required to provide data about service users for each service type they receive.

Box 1 summarises the key concepts of the DS NMDS collection. Briefly, **most** agencies are required to provide information about:

- **each** of the service types they are funded to provide (i.e. service type outlets they operate)

- service users who received support over a specified reporting period (see 'Glossary') **where the service user details in ODC are blank or incorrect**

- the DS NMDS service type(s) the service user received.

Certain service type outlets (e.g. those providing advocacy or information/referral services) are not requested to provide any service user details while other service type outlets (e.g. recreation/holiday programs) are only asked to provide very minimal service user details. See Table 3.2 (below) for further information.

Box 1: Key definitions for the DS NMDS collection Service

A service is a support activity delivered to a service user, in accord with the NDA. Services within the scope of the collection are those for which funding has been provided, during the specified period, by a government organisation operating under the NDA.

Service user

A service user is a person with disability who received one or more NDA services during the reporting period (e.g. the financial year, see 'Glossary').

A service user may receive more than one service over a period of time or on a single day.

Service type

Service type is the support activity which the service type outlet has been funded to provide under the NDA. The 34 individual service types can be grouped into seven broad categories (known as 'service groups'): accommodation support; community support; community access; respite; employment; advocacy, information and alternative forms of communication; and other support services.

Service type outlet

A service type outlet is the unit of the funded agency that delivers a particular NDA service type at or from a discrete location.

If a funded agency provides, for example, both accommodation support and respite services, it is counted as two service type outlets. Similarly, if an agency is funded to provide more than one accommodation support service type (e.g. group homes and attendant care) then it is providing (and is usually separately funded for) two different service types, that is, there are two service type outlets for the funded agency.

Funded agency

A funded agency is an organisation that delivers one or more NDA service types (service type outlets). Funded agencies are usually legal entities. They are generally responsible for providing DS NMDS data to jurisdictions. Where a funded agency operates only one service type outlet, the service type outlet and the funded agency are one and the same entity.

Scope of the DS NMDS collection

Services within the scope of the collection are those for which funding has been provided, during the specified period, by a government organisation operating under the NDA. A funded agency may receive funding from multiple sources. Where a funded agency is unable to differentiate service users and/or staff according to funding source (i.e. NDA or other), they are asked to provide details of all service users and staff (for each service type).

3.3 Ensuring you respect privacy and have appropriate information-handling practices in place

It is the responsibility of each funded agency to inform every service user that data about them will be sent to the funding department, and from there to the AIHW, to become part of a national data set. It is important that the service users of each agency are made aware not only that data are being transmitted to the funding department and the AIHW, but that these data will be used only for statistical purposes[12]. This is in order for the DS NMDS collections conducted in each jurisdiction to comply with privacy legislation and established privacy and data principles for the overall DS NMDS collection (detailed in Section 7). Although the full name of the service user is being collected by the Department of Communities, Disability Services and Seniors, only the statistical linkage key (SLK) will be transmitted to the AIHW.

The following statement should appear at least on one of the standard forms each service user fills out at your agency. This might occur at the time of enrolment or admission to the agency or at the point when Service User Information is completed for transmission to the NDA funding department.

Privacy Statement

Please note that <agency name> is required to release information about service users (without identifying you by full name or address, or otherwise except by use of a Statistical Linkage Key) to the Department of Communities, Disability Services and Seniors and to the Australian Institute of Health and Welfare, to enable statistics about disability services and their clients to be compiled. The information will be kept confidential and will not be disclosed in a form that identifies individuals except for use by the Department of Communities, Disability Services and Seniors for administrative purposes or as required by law. This information is used for statistical purposes only and will not be used to affect your entitlements or your access to services. As a user of National Disability Agreement services, you have the right to access your own files and to update or correct information included in the Disability Services National Minimum Data Set collection.

Service users have rights of access to their own files, whether they have completed the Service User Form (electronic or paper) themselves or not.

[12] All funding departments have signed an undertaking to this effect and must also comply with relevant privacy legislation. The AIHW is bound not only by Commonwealth privacy legislation, but also by privacy provisions within its own legislation. The operation of the Institute's Ethics Committee ensures that each database within the Institute complies with the relevant privacy legislation, particularly concerning the obtaining, storing and release of information.

What if a service user does not consent to information about them being transmitted to the funding department and AIHW?

From time to time a service user may not wish for information about them to be forwarded to the funding department and the AIHW for national collation. Firstly, it is important that you explain the following to service users:

- In Queensland, each service user's full name and address must be provided to the department under the terms of the service agreement, however this information is not forwarded to the AIHW. All information transmitted about service users is non-identifying.
- Consistent with privacy legislation, the State of Queensland and the AIHW go to great lengths to ensure that a person's identity cannot be established in any published material.
- Information about people using NDA services is used to maximise the fairness with which the program is delivered (e.g. it has been used to advocate additional funds).

Where a service user is still unwilling for information about them to be transmitted, you should consult your funding department for advice. By agreeing to receive services, service users also agree to provide de-identified information for its associated data collections. Further, some service contracts with service users are conditional on the client agreeing to provide information for specified data collections.

3.4 Which data items do you need to collect?

Data items in the DS NMDS

Table 3.1 outlines the data items in the DS NMDS. The table highlights those data items with a related data item in the Home and Community Care Minimum Data Set (HACC MDS) and those that are provided by jurisdictions rather than funded agencies. Those data items which appear in both the DS NMDS and the HACC MDS have been aligned as much as possible in order to minimise reporting requirements for agencies that submit data to both collections. Further detail about each data item is contained in Sections 5 and 6.

The data items in Table 3.1 are also detailed in the simplified information model (Figure 3.1) in this Data Guide, which also illustrates whether service user information needs regular updating.

Table 3.1: Data items for the DS NMDS

Service type outlet items	Service user items	Information required for *each* service type received in the reporting period (per service user)
A. Funded agency ID (J)	B. Service type outlet ID(s) (J)	17a. Service start date
B. Service type outlet ID (J)	1a. Record ID	17b. Services received end date
C. Service type (J)	1b. BIS Client ID	17c. Service exit date
D. Service type outlet postcode (J)	2 Statistical linkage key components	17d. Main reason for cessation of service (H)
E. Service type outlet SLA (J)	2a. Letters of surname (H)	17e. Hours received (reference week)
F. Funding jurisdiction (J)	2b. Letters of given name (H)	17f. Total actual hours received for reporting period
G. Agency sector (J)	2c. Date of birth (H)	
1. Full financial year operation	2d. Birth date estimate flag (H)	
2. Weeks per year of operation	2e. Sex (H)	
3. Days per week of operation	3. Indigenous origin (H)	
4. Hours per day of operation	4. Country of birth (H)	
5. Staff hours (reference week)	5. Interpreter services required	
6. Staff hours (typical week)	6. Communication method	
7. Number of service users	7. Living arrangements (H)	

8 Address details

8a. Service user address line 1(H)

8b. Service user address line 2 (H)

8c. Service user suburb/town (H)

8d. Service user postcode (H)

9. Residential setting (H)

10. Disability group (primary, other significant)

11. Support needs (9 areas)

12. Carer arrangements (informal):

12a. Carer - existence of (H)
12b. Carer - primary status
12c. Carer - residency status (H)
12d. Carer - relationship to service user (H)
12e. Carer – date of birth

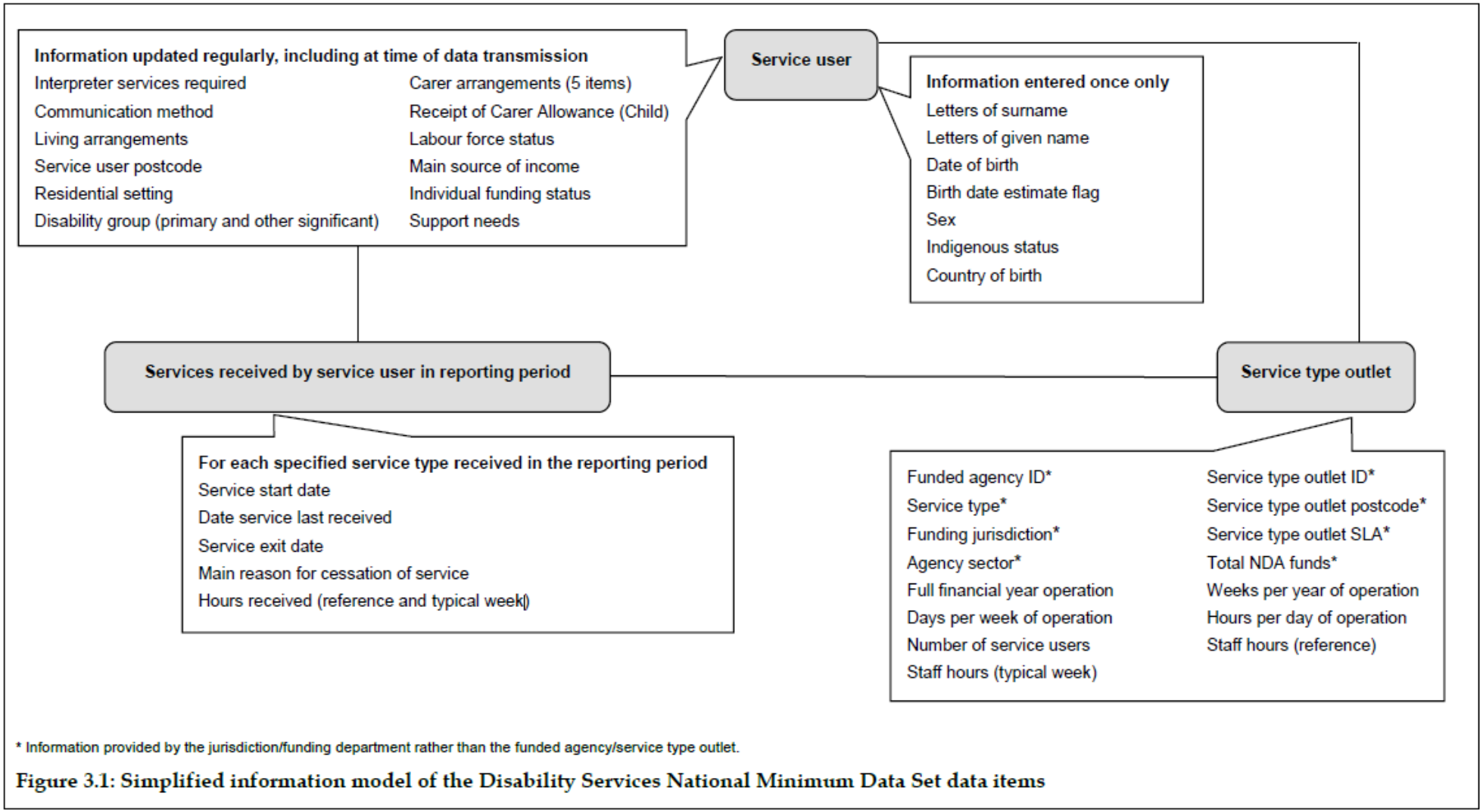
13. Receipt of Carer Allowance (Child)

14. Labour force status

15. Main source of income

16. Individual funding status

(J) Item provided by the State of Queensland rather than funded agency. In addition, the State of Queensland will provide information on NDA funding to agencies, defined as the total NDA dollars that the funding department has offered the service, and which the service has taken up, for the 12 months to the end of the most recent financial year.
(H) Related HACC data item.



* Information provided by the jurisdiction/funding department rather than the funded agency/service type outlet.

Figure 3.1: Simplified information model of the Disability Services National Minimum Data Set data items

3.5 Which data items does your service type outlet need to complete?

The level of information that the DS NMDS collection requires varies according to the particular service type (i.e. for each service type outlet). The level of information required is summarised in Table 3.2.

Where Service User details in ODC are blank or incorrect and you have information to correct the record in ODC, you are asked to provide **missing or corrective** service user data via the relevant Regional Data Support Officer (RDSO).

For example:

- If you are funded to provide residential/institutional accommodation, group home support, therapy services or early childhood intervention **and service user details are blank or incorrect**, you are asked to provide **missing or corrective** service user data. This will apply to all data items except for the items on hours received (items 17e to f, Table 3.1).
- If you are funded to provide a service in the 'advocacy, information or alternative forms of communication' service group you are not asked to provide any missing or corrective service user details.

  If your agency is funded to provide a service and/or Your Life Your Choice (YLYC) Host Provider services, and subcontracts all or part thereof, you are responsible for reporting both the service user and service outlet data. To enable accurate reporting you will need to ensure that you obtain the required information from the subcontracted agency.

Table 3.2: Information required according to DS NMDS service type

Service type classification		Service type outlet - details required	Service user - details required (if ODC information is blank or incorrect)	Services received by each service user - details required	Additional reporting requirements
Accommodation support					
1.01	Large residential/institution (>20 places) - 24 hour care	All	All	All (except for data items on hours received - items 17e to f)	Place
1.014	Additional Accommodation Support - Large residential/institution (>20 places)	All	All	All	
1.02	Small residential/institution (7 - 20 places) - 24 hour care	All	All	All (except for data items on hours received - items 17e to f)	Place
1.024	Additional Accommodation Support - Small residential/institution (7 - 20 places) - 24 hour care	All	All	All	
1.041	Group homes (< 7 places) - With financial/residential control	All	All	All (except for data items on hours received - items 17e to f)	Place

1.042	Group homes (< 7 places) - Without financial/residential control	All	All	All (except for data items on hours received - items 17e to f)	Place
1.044	Group homes (< 7 places) - Additional Accommodation Support	All	All	All	
1.05	Attendant care/personal care	All	All	All	
1.06	In-home accommodation support	All	All	All	
1.07	Alternative family placement	All	All	All	Place
1.081	Specialist services/further education	All	All	All	
1.082	Emergency or crisis accommodation support	All	All	All	
1.083	Holiday accommodation	All	All	All	
Community support					
2.01	Therapy support for individuals	All	All	All	
2.02	Early childhood intervention	All	All	All	
2.021	Early intervention	All	All	All	
2.03	Behaviour/specialist intervention	All	All	All	
2.04	Counselling (individual/family/group)	All	All	All	
2.05	Regional resource and support teams	All	All	All	
2.062	Case management	All	All (except for community development activity within this service type)	All (except for community development activity within this service type))	
2.063	Local area coordination **(Departmental use only)**	All	All	All	
2.064	Community development	All	None	None	Service report
2.066	YLYC - Host provider support plan management and administration	All	All	All and see section 4	
2.067	YLYC - Host provider establishment	All	All	See section 4	
2.071	Other community support	All	All	All	Service report
2.072	Other community support	All	All	All	
2.073	Other community support	All	All	All	Place
Community access					
3.01	Learning and life skills development	All	All	All	
3.02	Recreation/holiday programs	All	All	All	
3.022	Recreation/holiday programs	All	None	None	Service report
3.031	Other community access	All	All	All	Service report

3.032	Other community access	All	All	All	
3.033	Other community access	All	All	All	Place
Respite					
4.01	Own home respite	All	All	All	
4.021	Centre-based respite/respite homes **(Department use only)**	All	All	All	
4.022	Centre-based respite/respite homes	All	All	All	
4.031	Host family respite	All	All	All	Place
4.032	Peer support respite	All	All	All	
4.04	Flexible respite	All	All	All	
4.051	Crisis respite	All	All	All	
4.052	Holiday and other respite	All	All	All	
Advocacy, information and alternative forms of communication					
6.01	Advocacy	All	None	None	None
6.02	Information/referral	All	None	None	None
6.03	Combined information/advocacy	All	None	None	None
6.04	Mutual support/self-help groups	All	None	None	None
6.05	Alternative formats of communication	All	None	None	None
Other support					
7.01	Research and evaluation	All (except number of service users - item 7))	None	None	None
7.02	Training and development	All (except number of service users - item 7))	None	None	None
7.03	Peak bodies	All (except number of service users - item 7))	None	None	None
7.04	Other support services	All (except number of service users - item 7))	None	None	None

Place and hour are specific terms used by the department and are located in Part C of your service agreement. Although place and hour are output measures, there is no particular question that asks for “place”. The department will derive a place from the start and end dates that are reported under the Services Received information.

For definitions of measures (place and hour) and a service report, please refer to the department's Output and Output Measures List.[13]

[13] https://www.communities.qld.gov.au/resources/disability/support-services/providers/funding/documents/disability-services-outputs-and-output-measures.pdf

4 How to collect and transmit service type outlet and service user information

The data collection process

Figure 4.1 gives an overall picture of the collection, collation and dissemination of DS NMDS data in the context of day to day operations.

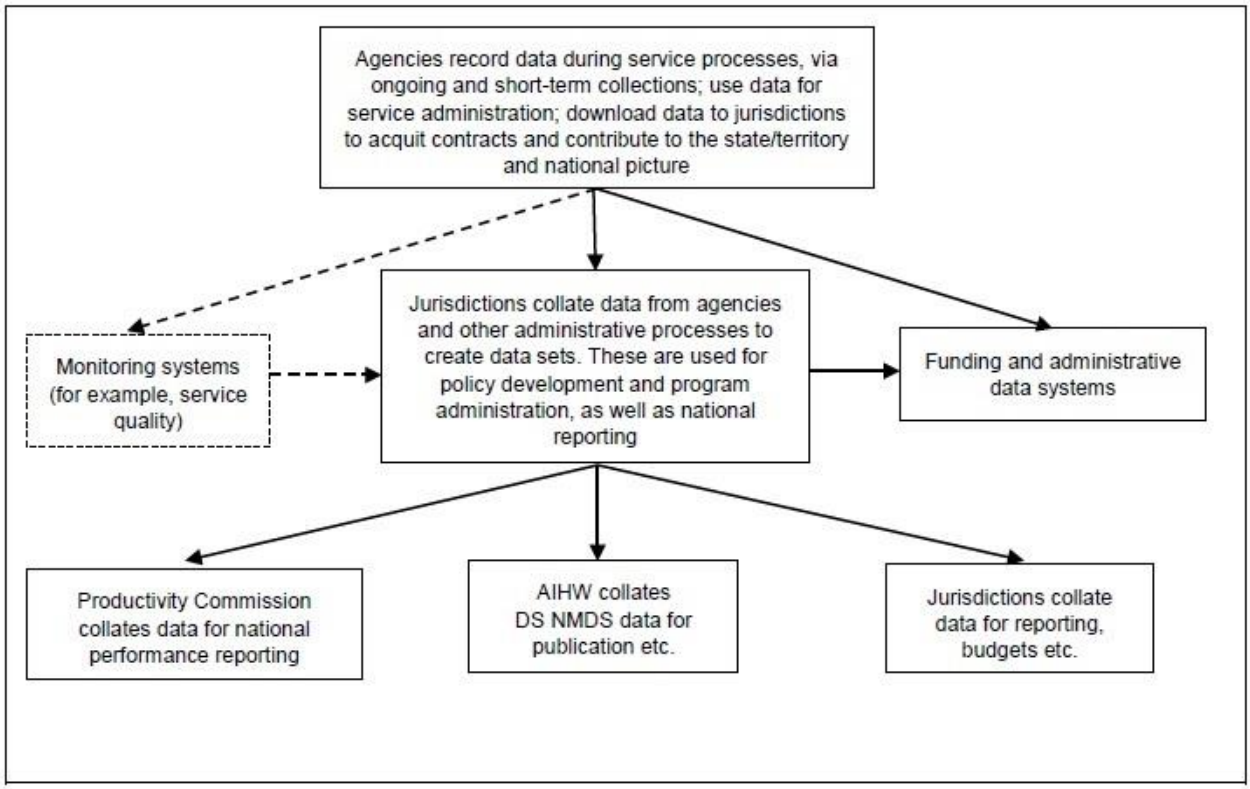


Figure 4.1: DS NDMS data collection, collation and dissemination

Data to be provided for each service type outlet

This data collection is based around the concept of a 'service type outlet', each of which provides only one service type from a discrete location (see Box 1). A funded agency may be funded to provide one or more service types through one or more service type outlets (see Section 3.2, Table 3.1). For example, an agency may be funded to provide residential accommodation and respite services from one location, or funded to provide group homes in three separate locations. It is essential for funded agencies to provide appropriate data returns for all funded service type outlets in order to avoid, for example, under-estimation of respite activity under the NDA or incorrect information about the geographic coverage of group homes in your jurisdiction.

Data to be recorded on an ongoing basis

Funded agencies are to record key information about service users on an ongoing basis, so that they can transmit the required information at the end of each 'reporting period' (see 'Glossary'). This information should ideally be collected on an ongoing basis (i.e. from the time new service users join your agency) as part of your general administration.

Current data processing procedures require the department to link service users to agencies prior to the agency being able to report via ODC. If key information is missing in ODC but known to the agency, or if information contained in ODC is deemed to be incorrect, agencies are encouraged to contact the appropriate departmental service centre to discuss the changes that are required.

Collecting and transmitting data

The department accepts DS NMDS data:

- entered into the Online Data Collection (ODC) software tool provided by the department
- extracted from agency computer systems (in a specified format) and uploaded directly to ODC

Providers who experience difficulty with these reporting methods should contact the ProviderReporting@communities.qld.gov.au mailbox for advice.

For those agencies with their own software solutions in place or those who would prefer to purchase a commercial software product, a *Data Transmission and Technical Guide* is available to help ensure that your own system will produce data consistent with the DS NMDS requirements. **Note:** the department does not provide technical support for commercial software or in-house systems.

If your funded agency collects and collates data on behalf of all its service type outlets you may decide to forward this information on behalf of your funded agency (i.e. for a number of service type outlets). Alternatively, each service type outlet may decide to forward its data to the jurisdiction separately.

Examples

Example 1

If your agency is funded to provide residential accommodation and centre-based respite services from one location, it is necessary for you to report via ODC on:

- Two Service Type Outlets, one for large residential/institutional accommodation (service type 1.01) and one for centre-based respite (service type 4.02)
- Service User information for all service users, including identifying the service type or types received by each service user.

Example 2

If your agency is funded to provide learning and life skills development (service type 3.01) and counselling (individual/family/group) (2.04), it is necessary for you to report via ODC on:

- Two Service Type Outlets, one for learning and life skills development (service type 3.01) and one for counselling (individual/family/group) (2.04)
- Service User information for all service users, including identifying the service type or types received by each service user. If there are service users who receive both service types in the reporting period (i.e. learning and life skills development and counselling (individual/family/group)) then you will need to report about services received by the service user separately for each service type received.

How often do you need to submit data?

Data are to be submitted at the end of each 'reporting period' (see Section 2, *Getting help and lodging data)*. The reporting period for Queensland funded agencies is quarterly.

5 Service type outlet information

The following section contains data item definitions for service type outlet items A to G and 1 to 7. See also Table 3.2 in Section 3.5.

- Funded agencies reporting obligations are specified within their Service Agreement.
- Services within the scope of the collection are those for which funding has been provided, during the specified period, by a government organisation operating under the NDA. This applies to recurrent, non-recurrent or one off funding. Therefore, if a service type outlet did not receive funding to deliver NDA services for the financial year, then details of this outlet should not be included in the data collection.
- **All funded agencies must provide service type outlet information.**
    - Separate Service Type Outlet information must be completed for every service type outlet an agency has been funded to provide at a specific location (see Table 3.1 in Section 3.4).
    - This is necessary in order to gain a complete and accurate picture of the types of services being received by NDA service users.
    - For example, where an agency is funded to provide residential/institutional accommodation support (1.01) and centre-based respite (4.02), it is essential to complete separate Service Type Outlet information for each service type, in order to be able to address important policy issues about the provision of each of these service types (e.g. the availability of respite beds).
- Generally, items A to G are **provided** by the department and **verified** by the service type outlet or funded agency.
- Total NDA funds can be provided by the jurisdiction / funding department at various levels - service type outlet, funded agency, or service group level. As a result, this item does not appear in the *QLD NMDS Data Guide* or *Data Transmission and Technical Guide*.
- Service type outlet data items 1 to 7 are provided by the service type outlet or funded agency.
- The following service types do not need to complete item 7 about the number of service users:

    7.01Research and evaluation

    7.02Training and development

    7.03Peak bodies

    7.04Other support services

A Funded agency ID

Defined as:	A unique number assigned to each funded agency by the department	
Classification:	1.	Numeric identification
	2.	'Not stated' is not permitted for this data item

Guide for use

- This ID number is provided by the department and primarily used to identify agencies in the DS NMDS database.
- The ID number should be numeric.

Why is this data item collected?

Funded agency ID is mainly required to edit and link records once they are amalgamated into jurisdiction and then national data. Funded agency ID needs to be identified separately from the service type outlet ID in software to allow organisations running more than one service type outlet to separately identify information on service users accessing each service type. The main function of this ID is to link records once they are amalgamated into jurisdiction and then national data.

B Service type outlet ID

Defined as:	A unique number assigned to each funded agency by the department
Classification:	3. Numeric identification
	4. 'Not stated' is not permitted for this data item

Guide for use

- The ID number should be numeric.
- The ID number must include information to identify both the service type outlet and its funded agency to ensure that it is unique within the jurisdiction.
- Service type outlets should verify the service type outlet ID the department has assigned to their service type outlet.

Why is this data item collected?

Service type outlets deliver a particular NDA service type at or from a discrete location (see Box 1, Section 3.2). A unique identification system for service type outlets enables information to be provided about each different service type outlet under the NDA. Identifying each service type outlet also enables information to be presented about the number of service users accessing each service type. This information can then be used for future service planning at the state/territory level.

C Service type

Defined as:	The support activity that the service type outlet has been funded to provide under the NDA and the department Please note: If you require assistance in determining correct service types or need further clarification please contact your Regional Data Support Officer

Service type classification (definitions):

Accommodation support: 1.01 to 1.08

Services that provide accommodation to people with a disability and services that provide support needed to enable a person with a disability to remain in their existing accommodation or to move to more suitable or appropriate accommodation.

Large residentials/institutions (>20 places)

1.01	Large residentials/institutions are usually located on large parcels of land and provide 24-hour residential support in a congregate setting of more than 20 beds. In some cases a range of residential and vocational/day services, and/or respite services are provided on the one site. (Where this is the case, each additional service type should be funded and/or reported against under the DS NMDS as a separate service type outlet.)
1.014	Additional accommodation support* Note: A service user who receives this additional support service type must also be reported as receiving a 1.01 service type

Small residentials/institutions (7 - 20 places)

1.02	Small residentials/institutions are usually located on large parcels of land and provide 24-hour residential support in a congregate or cluster setting of 7 to 20 beds. In some cases a range of residential and vocational/day services, and/or respite services are provided on the one site. (Where this is the case, each additional service type should be funded and/or reported against under the DS NMDS as a separate service type outlet.)
1.024	Additional accommodation support* Note: A service user who receives this additional support service type must also be reported as receiving a 1.02 service type

* Additional accommodation support refers to additional support provided through an individualised funding allocation to an individual in a residential/institutional setting. The additional accommodation support is provided to enable the individual to remain in the accommodation arrangement i.e. their support needs are higher than the support provided as part of the place.

Group homes (<7 places)

1.04	Group homes
1.041	Group homes provide **combined** accommodation and community-based residential support to people in a residential setting. Group homes are generally staffed 24 hours a day. The funded provider owns, leases, holds in trust or in other ways is responsible for the residence (including financial) and provides direct support. **
1.042	Group homes provide **combined** accommodation and community-based residential support to people in a residential setting. Group homes are generally staffed 24 hours a day. The funded service provider has no direct financial control of the residence but is integral to managing both the house hold and providing the direct support i.e. without the service provider the household could not continue to operate. **
1.044	Additional accommodation support* Note: A service user who receives this additional support service type must also be reported as receiving a 1.041 or 1.042 service type

* Additional accommodation support refers to additional support provided through an individualised funding allocation to an individual in a residential/institutional setting. The additional accommodation support is provided to enable the individual to remain in the accommodation arrangement i.e. their support needs are higher than the support provided as part of the place.

** Usually no more than 6 service users are located in any one house, although this can vary. If the only service being provided is support to enable residents to remain in their existing accommodation, then see category 1.05 ‘attendant care/personal care’ or 1.06 ‘in-home accommodation support’.

Attendant care/personal care

1.05	An attendant care program provides for an attendant(s) to assist people with daily activities that they are unable to complete for themselves because of physical, intellectual or any other disability. The service is provided to people to assist them to live in the community and live on their own.

In-home accommodation support

1.06	Support involves individual in-home living support and/or developmental programming services for people with a disability, supplied independently of accommodation. The accommodation may be owned, rented, or otherwise provided, but should be independent of the agency providing the in-home support service, otherwise see code 1.04 ‘group homes’. Where an in-home accommodation support service also provides some other limited assistance, for example help with banking once a week or short-term respite for family members, then in-home accommodation should be recorded, as it is the primary focus of the

	support provided.

Alternative family placement

1.07	Placements of a person with a disability with an alternative family who will provide care and support. Includes shared-care arrangements and host family placements.

Other accommodation support

Accommodation support services that provide short-term, one-off instances of accommodation. If the accommodation support is primarily for respite (i.e. involves the separation of the service user from their usual support arrangements or the addition of extra support in their current environment) please refer to the relevant service type 4.01 to 4.05.

1.081	Accommodation provided so that individuals or families can access specialist services or further education.
1.082	Emergency or crisis accommodation support (e.g. following the death of a parent or carer).
1.083	Houses or flats for holiday accommodation.

Community support

2.01 to 2.07	Services that provide the support needed for a person with a disability to live in a non-institutional setting. Support with the basic needs of living such as meal preparation, dressing, transferring etc. is included under accommodation support.

Therapy support for individuals

2.01	Specialised, therapeutic care services including occupational therapy, physiotherapy and speech therapy. These services are intended to improve, maintain or slow deterioration of a person's functional performance, and/or assist in the assessment and recommendation of equipment to enable people to perform as independently as possible in their environment.

Early childhood intervention

2.02	Support services to assist children up to (but not including) 6 years of age with a developmental delay to integrate with peers into pre-schools and the wider community. This will include the full range of services that the child receives.
2.021	Early intervention services to assist infants and young children with a disability (aged 0 to 8 years) and their families to develop sustainable mechanisms of support including the provision of information and support to access mainstream services.

Behaviour/specialist intervention

2.03	These include the range of services relating to the management of challenging behaviours, including dangerous antisocial behaviour. Services include intensive intervention support, training and education in behaviour management, and consultancy services for other professionals. Behaviour/specialist intervention is often provided as a by-product of other services.

Counselling (individual/family/group)

2.04	Services that provide counselling to individuals, families or groups.

Regional resource and support teams

2.05	Regional resource and support teams are generally interdisciplinary teams that provide a combination of services in the categories 2.01, 2.02 and 2.03 that cannot be broken down into the component parts. Regional resource and support teams may also assist service users to access mainstream services and/or support mainstream funded agencies. Except for early childhood intervention teams, these teams usually have an individual, rather than a family, focus.

Where services are provided to groups or families (e.g. 2.02, 2.04, 2.05), details are only requested about the service user who is eligible for NDA services (i.e. the person with a disability), not their family or other group members. For example, if a service user receives respite services, only details about the service user (i.e. person with the disability) are required, not those of the family or carer.

Case management, local coordination and development

2.062	Case management Case management services are targeted to individuals who require assistance, for a period of time, to access necessary supports, including help with service coordination and with assisting services to respond to their service needs.
2.063	Local area coordination **(Departmental use only)** Generally involves working with the individual, family and/or carers and at the community level to facilitate positive changes that assist people with a disability to live and participate in the community and assist families in their continued provision of care. Local coordination does not generally involve ongoing case management. However, discretionary funds are sometimes available for one-off purchases (e.g. respite, therapy) to enable a quick response until longer term supports can be put in place.

2.064	Community development Community development involves working with the individual, family and/or carers at the community level to facilitate positive changes that assist people with a disability to live and participate in the community and assist families in their continued provision of care.
2.066	Your Life Your Choice (YLYC) Host Provider Support Plan Management and Administration The ongoing planning and management services of an individuals self-directed support plan. Depending on the "package" of supports chosen this can include (though not limited to) planning and review, care coordination, case management and the financial administration of the funding. These supports are directly delivered by a Host Provider. Management and administrative activities related to an individual exiting a Host Provider are included in this output type.
2.067	YLYC - Host Provider Establishment One off activities or resources relating to the establishment of an individuals self-directed support plan through an endorsed Host Provider. These supports or resources are generally provided initially to establish the requirements of the relationship between the person and the host provider. These can include (though not limited to) the provision of templates for reporting and financial acquittal and information resources for the person to manage their supports. Once these are provided the ongoing support provided to the individual is reported through 2.066.

Other community support

2.071 2.072 2.073	Community support services other than those outlined above (i.e. other than 2.01 to 2.067). Outlets providing mainly community development services that are not linked to individuals should be coded as 2.071 to 2.073 service types.

If the main focus of the service involves working with a service user, then the outlets should be classified under service type 2.062 to 2.066. These outlets should report service user and services received data, except where they provide community development work that is not linked to an individual.

Community access: 3.01 - 3.03

Services designed to provide opportunities for people with a disability to gain and use their abilities to enjoy their full potential for social independence. People who do not attend school, or who are not employed full-time mainly use these services. The key features are that the services:

- are flexible and responsive to personal needs and interests
- range from educational to leisure and recreational pursuits
- range from facility- to home-based activities

- include supervision and physical care, and models which link people into activities which are offered to the whole community, and
- range from long-term day support to time-limited and goal-oriented education that maximises personal independent functioning and may complement other community services.

Learning and life skills development

3.01	These programs provide ongoing day-to-day support for service users to gain greater access and participate in community-based activities. Programs may focus on continuing education to develop skills and independence in a variety of life areas (e.g. self-help, social skills and literacy and numeracy) or enjoyment, leisure and social interaction.

Activities under service type 3.01 (learning and life skills development) may include:

- attending courses to develop literacy and numeracy, financial and household management skills or classes such as cooking, arts and crafts, water aerobics and fitness
- undertaking trips to art galleries, libraries, movies, zoos, parks and nature reserves or outings that involve fishing or other recreational activities
- undertaking tours to familiarise individuals with their local area and develop confidence in using public transport or visits to facilities such as hospitals, designed to alleviate the stress of future visits
- participating in volunteer programs such as helping at the RSPCA or landscaping and gardening programs
- attending social clubs, e.g. book, music or sporting clubs going on shopping trips or eating out in various venues from food halls to restaurants

Recreation/holiday programs

3.02	Recreation services and holiday programs aim to facilitate the integration and participation of people with disabilities in recreation and leisure activities available in the general community. These services may also enhance the capacity and responsiveness of mainstream sport and recreation agencies and community organisations to provide for people with disabilities.
3.022	Definition as per 3.02 however the nature of the service provided requires different reporting rules as per table 3.2 in section 3.4.

Other community access

3.031 3.032 3.033	Community access services other than those outlined above (i.e. other than 3.01 to 3.02). For example, services offering activities designed to improve service users' physical, cognitive and perceptual abilities; encourage self-esteem growth; and provide opportunities to socialise. This service should only be recorded where services 3.01 and 3.02 are not suitable. Recording services as 3.03 should only be done so when the service cannot be classified as 3.01 or 3.02. If the service provided is vocational in nature, though the client is not likely to

ever enter the workforce the service may be more appropriately recorded as an ongoing 3.01 service, rather than a vocational service. Examples of 3.03 services include innovative services and other service mixes; for example, a mix of day programs (3.01) and therapy (2.01) services.

Respite: 4.01 to 4.05

Respite services provide a short-term and time-limited break for families and other voluntary care givers of people with disabilities, to assist in supporting and maintaining the primary care giving relationship, while providing a positive experience for the person with a disability.

Own home respite

4.01	Respite care provided in the individual's own home location.

Centre-based respite/respite homes

4.021	**(Department use only)** Respite care provided in community setting similar to a 'group home' structure and respite care provided in other centre-based settings. This service type must be used for overnight stays. An overnight stay is defined as "a head on a pillow at midnight." For day time stays, please refer to 4.022. If both day time and overnight stay services are provided at the same location, it may be necessary to have two outlets for reporting purposes.
4.022	Respite care provided in community setting similar to a 'group home' structure and respite care provided in other centre-based settings.

Host family respite/peer support respite

4.031	Host family respite Host family respite provides a network of 'host families' matched to the age, interests and background of the individual and their carer. These services are usually provided on a voluntary basis.
4.032	Peer support respite Peer support is generally targeted at children or young adults up to 25 years of age, and matches the individual with a peer of similar age and interests, usually for group activities. These services are usually provided on a voluntary basis.

Flexible respite

4.04	Respite services that offer any combination of own home and host family/peer support respite (service types 4.01 and 4.03) where they cannot be separated.

	Includes respite services where social activities for respite such as day outings and camping trips are taken (this service type is distinguished from service type 3.02 'Recreation/holiday programs' because the primary purpose is respite). Outlets providing centre-based respite services should be recorded separately under service types 4.021 (departmental use only) or 4.022 and not under this service type.

Other respite

Respite services other than those outlined above (i.e. other than 4.01 to 4.04).	
4.051	Crisis respite Respite provided in emergency or crisis situations
4.052	Holiday and other respite Respite provided for the person with the disability where the primary intention of the service is to provide respite support (rather than primarily a holiday experience) and the service user is generally separated from their usual support arrangements, e.g. family.

Advocacy, information and alternative forms of communication: 6.01 to 6.05

Advocacy

6.01	Services designed to enable people with a disability to increase the control they have over their lives through the representation of their interests and views in the community. Examples include: • self advocacy/individual advocacy • citizen advocacy • group advocacy • system/systematic advocacy.

Information/referral

6.02	Information services provide accessible information to people with disabilities, their carers, families and related professionals. This service type provides specific information about disability-specific and generic services and equipment, and promotes the development of community awareness. Information includes contact by phone, print or email that recommends a person to another service.

Combined information/advocacy

6.03	Services that offer both information and referral and advocacy services (6.01 and 6.02) to individuals where these two service types cannot be separated

Mutual support/self-

help groups

6.04	Focus or special interest groups to provide support and assistance for people with disabilities, their families and carers. These groups promote self advocacy through the provision of information, support and assistance.

Alternative formats of communication

6.05	Includes alternative formats of communication for people who by reason of their disabilities are unable to access information provided in the standard format. May include interpreter services, radio and alternative formats of print medium e.g. TTY, Braille etc.

Other support: 7.01 to 7.04

Research and evaluation

7.01	Research and evaluation with respect to the provision of services funded under the NDA for people with disabilities. This includes the investigation of the need for new services or enhancement of existing services and the measurement of outcomes for people with disabilities using these services. Responsibility for this service type is shared between the Commonwealth and state/territory governments.

Training and development

7.02	Training and development services may be funded, for example, to train disability-funded agencies to deliver higher quality or more appropriate services to people with disabilities or develop materials or methods that promote service system improvements.

Peak Bodies

7.03	Peak bodies are generally funded to support non-government agencies funded by Disability Services in achieving positive outcomes for people with disabilities.

Other support services

7.04	Services that are completely outside any of the defined service types above. This service type also includes the provision of one-off funding for a defined event (e.g. for promotional activities or Disability Action Week) or for the purchase of aids and equipment for a community facility (not for an individual).

Guide for use

- If it is difficult to differentiate between service types 1.04 'group homes (usually <7 places)' and 1.06 'in-home accommodation support', then do so on the basis of what is the main purpose of the service, that is whether the service is being provided as a place to live (1.04) or to help someone live independently (1.06). Another consideration is the transportability of a service. If the service user can continue to use the service at a new residence, then the service type is 1.06. If the service is attached to the current residence and therefore cannot be used at a new residence, then the service type is 1.04. The level of staffing and support provided should also be taken into consideration—group homes (1.04) generally offer 24-hour support, and in home accommodation support services (1.06) offer more sporadic/less intense support.
- If there is some difficulty in interpreting whether an in-home service should be recorded as 1.06 or 4.01, the solution can be addressed in terms of the primary focus of the service. If the primary focus of the service is to provide respite support, then the service should be recorded as 4.01. However, if there is only a respite 'effect', and the service is mainly offered to provide in-home support, then the service should be recorded as 1.06. Alternatively, the question can be asked 'for whom is the in-home support service primarily being provided?' If the intended primary recipient of the respite support is a care-giver, then the service should generally be recorded as 4.01. However, if the recipient is the person with disability then it can generally be recorded as 1.06.
- Where services are provided to groups or families (for example, 2.02 and 2.04), details are only requested about the service user who is eligible for NDA services (that is, the person with disability), not their family or other group members. For example, if a service user receives respite services, only details about the service user (that is, person with the disability) are required, not those of the family or carer.
- If the main focus of the service involves working with individuals, then the outlets should be classified under service type 2.062 to 2.066. These outlets should report service user and services received data, except where they provide community development work that is not linked to an individual.
- Outlets providing mainly community development services that are not linked to individuals should be coded as 2.07 service types. Service User and Services Received data are not required for this service type. There is an assumption that many 2.07 outlets would offer services other than community development, and would therefore report on users of other service types.
- Service type outlets should verify, and correct where necessary, the service type classification that the funding department has assigned to their service type outlet.

Why is this data item collected?

The ability to output data by service type is essential. It allows for information to be presented on the types of services being received by different groups of service users.

D Service type outlet postcode

Defined as:	Postcode of the location of the service type outlet
Classification:	Numeric four-digit Australian postcode (Australia Post classification)

Guide for use

- If the service is provided in the person's home, the postcode of the service base from which the provider operates is to be entered, not that of the person.
- If recreation services are provided in various locations, the postcode of the service base from which the provider operates is to be entered.
- Service type outlets should verify, and correct where required, the service type outlet postcode the department has assigned to their service type outlet.
- The complete list of valid postcodes in the *Australia Post* classification can be downloaded from http://auspost.com.au/products-and-services/download-postcode-data.html

Why is this data item collected?

Postcodes are widely known, and allow data to be aggregated into geographic areas. For example, into regions for analysis of regional service provision using the Remoteness Areas of the Australian Statistical Geography Standard (ASGS), and for geographical planning for future services on the basis of need. In this way, geographical areas which may require more services can be identified.

E Service type outlet SLA

Defined as:	The Statistical Local Area (SLA) for the geographic location of the service type outlet
Classification:	Numeric five-digit Australian SLA

Guide for use

- Statistical Local Area (SLA) was an ABS (Australian Bureau of Statistics) geographic classification under the Australian Standard Geographical Classification (ASGC).
- A list of SLA codes is available in the ABS 2009 Locality to SLA Concordance. This concordance is available on request from ProviderReporting@communities.qld.gov.au.
- Funding departments allocate SLA according to the most recent ABS classification.

Why is this data item collected?

This data item allows data to be merged into regions for particular studies, for analysis of regional service provision using the Remoteness Areas of the Australian Standard Geographical Classification, and geographical planning for future services on the basis of need.

Statistical Local Area (SLA) was an ABS geographic classification and therefore provides planners with more useful information than postcode in terms of comparing DS NMDS data with population data.

F Funding jurisdiction

Defined as: The jurisdiction (State, Territory or Australian Government) providing NDA funding to the funded agency **and** the jurisdiction in which the funds are allocated

Classification: ABS Categories as below

State or territory-allocated NDA funds	
NSW	11
VIC	12
QLD	13
WA	14
SA	15
TAS	16
ACT	17
NT	18

Guide for use

- Funding departments allocated 'Funding jurisdiction' to identify their jurisdiction as the source of the NDA funding for your service type outlet and the geographic area that benefits.

Why is this data item collected?

Required to allow data to be merged to, and examined at, a state level for particular purposes, including needs-based planning.

G Agency sector

Defined as: The type of government or non-government sector to which the funded agency (or service type outlet) belongs

Classification:

	Government
1	Commonwealth
2	State/territory
3	Local

	Non-government
4	Income tax exempt (charity)
5	Non-income tax exempt

Guide for use

- **Income tax exempt**: an organisation that has been endorsed by the Australian Taxation Office as exempt from income tax. As well as being exempt from paying income tax, an Income Tax Exempt organisation does not have to lodge income tax returns unless specifically requested to do so by the Australian Taxation Office (http://www.ato.gov.au).
- **Non-income tax exempt**: an organisation that is not endorsed by the Australian Taxation Office as being exempt from paying income tax is classified as non-income tax exempt.
- Charities are not automatically exempt from income tax. There is an endorsement system under which they should apply to the Australian Tax Office to be endorsed as income tax exempt.
- Where a service type outlet has a formal relationship with a higher level funded agency then the agency sector of the higher level funded agency should generally be recorded.
- Service type outlets should verify, and correct where necessary, the agency sector that the department has assigned to their service type outlet.

Why is this data item collected?

To provide a comparative break-down of the funding provided to the government and non-government sectors, and to enable analysis between and within these sectors.

1 Full financial year of NDA funding

Question: **Has this service type outlet been funded for the full financial year?**

Defined as:	Whether the service type outlet has received NDA funding for the full financial year
Classification:	1. Yes 2. No

Guide for use

- This data item is asking whether a service type outlet was funded for the full financial year. For example:
  - If a service type outlet received funding in December but intends subsequently to operate for 52 weeks per year, please record 'No' for this item, and record '52' for data item 2 (weeks per year of operation).
- In providing this data item do not record the weeks or days of operation of the service type outlet. The actual weeks per year, days per week, and hours per day your service type outlet normally operates across the financial year are recorded in data items 2 - 4.
- A service type outlet may be funded for the entire financial year but only operates for part of the year. If this applies to your service type outlet please indicate that you are funded for the full financial year and indicate (in data item 2) the number of weeks you actually operate. For example:
  - if a service type outlet receives funding for the full financial year but only operates for four school holiday periods of 2 weeks each, please record 'Yes' for this item, and record '8' for data item 2 (weeks per year of operation)
  - if a service type outlet receives funding for the full financial year but only operates for 20 weeks in the year, please record 'Yes' for this item, and record '20' for data item 2 (weeks per year of operation).

Why is this data item collected?

This question is useful for explaining variation in responses to item 7 about **actual** service user numbers over a financial year in relation to items 2 - 4 on **actual** hours/days/weeks of operation.

2 Weeks per year of operation

Question: How many weeks per year does this service type outlet usually operate?

Defined as:	The number of weeks per year that the service type outlet **usually** operates
Classification:	1 - 52 – the actual number of weeks per year 90 no regular pattern of operation through a year

Guide for use

- Number of weeks of available operation, rounded up to the nearest whole week.
- Please record '90' ('no regular pattern of operation through a year') if the service type outlet does not have a regular pattern of operation; for example, a recreation/holiday program which is offered only if there are sufficient numbers (i.e. program offered on demand).
- Service type outlets 7.01 to 7.04 may record '90' ('no regular pattern of operation through a year'), or, if it is possible and they wish to do so, they may record the actual number of weeks of operation.
- A service type outlet is considered to be operating whenever service is provided to service users; e.g. if your service type outlet closes for only 2 weeks over the Christmas period you should indicate that you operate for 50 weeks per year.
- This data item is seeking information about the usual weeks of operation of a service type outlet. For example, if a service type outlet received funding from September but intends to operate for 52 weeks per year, please record '52' for this item, and record 'No' for data item 1 (full financial year of NDA funding).
- Data items 2 to 4 are asking about the amount of time the service type outlet is generally open for service provision to service users.
- Data items 2 to 4 are **not** asking about the amount of time a service type outlet is staffed. Information about total number of staff hours allocated to each service type outlet is requested in data items 5 and 6 (staff hours).

Why is this data item collected?

To gain a greater understanding of patterns of service delivery.

3 Days per week of operation

Question: How many days per week does this service type outlet usually operate?

Defined as:	The number of days per week that the service type outlet **usually** operates	
Classification:	1 - 7	the actual number of days per week
	90	no regular pattern of operation through a week

Guide for use

- Number of days of available operation, rounded up to the nearest whole day.
- Please record '90' ('no regular pattern of operation through a week') if, for example, a service will be made available to a service user after hours only upon request (i.e. an outlet operates office hours Monday to Friday and has staff on call outside these hours).
- Service type outlets 7.01 to 7.04 may record '90' ('no regular pattern of operation through a week'), or, if it is possible and they wish to do so, they may record the actual number of days per week of operation.
- A service type outlet is considered to be operating whenever service is provided to service users, e.g. if your service type outlet is open for four days per week for service provision to service users and one day per week for management/administration then your service type outlet should indicate that it operates four days per week.
- Data items 2 to 4 are asking about the amount of time the service type outlet is generally open for service provision to service users.
- Data items 2 to 4 are **not** asking about the amount of time a service type outlet is staffed. Information about total number of staff hours allocated to each service type outlet is requested in data items 5 and 6 (staff hours).

Why is this data item collected?

To gain a greater understanding of patterns of service delivery.

4 Hours per day of operation

Question: How many hours per day does this service type outlet usually operate?

Defined as:	The number of hours per day that the service type outlet is **usually** open for the provision of service (not the number of hours staffed)
Classification:	1 - 24 the number of hours per day
	90 no regular pattern of operation through a day

Guide for use

- Number of hours of available operation, rounded up to the nearest whole hour.
- Please record '90' ('no regular pattern of operation through a day') if, for example:
    - the service type outlet operates for flexible hours, on call or sleepover duties;
    - the service type outlet has different weekday and weekend operation patterns.
- Service type outlets that have no regular daily pattern of operation, or which have different weekday and weekend patterns, should tick the 'no regular pattern of operation through a day' box, coded as '90' (e.g. if your service type outlet operates for flexible hours, on call, or sleepover duties, please record '90' for this data item).
- Service type outlets 7.01 to 7.04 may record '90' ('no regular pattern of operation through a day'), or, if it is possible and they wish to do so, they may record the actual number of days per week of operation.
- Please **do not** provide the number of hours per week.
- A service type outlet is considered to be operating whenever the service is open to service users (e.g. if your service type outlet is staffed between the hours of 9am to 5pm but is only open for service users between 10am to 3pm you should indicate that you operate for five hours per day).
- Service type outlets that provide facility-based accommodation (e.g. group homes) should record their hours as 24 per day if the service users reside in the facility on an ongoing basis and can **access the facility at any time**, even though the facility may not be staffed during parts of the day. In contrast, if service users are not able to stay in the residential facility during certain hours, the facility is not considered to be open or operating during these hours.
- Data items 2 to 4 are asking about the amount of time the service type outlet is generally open for service provision to service users.

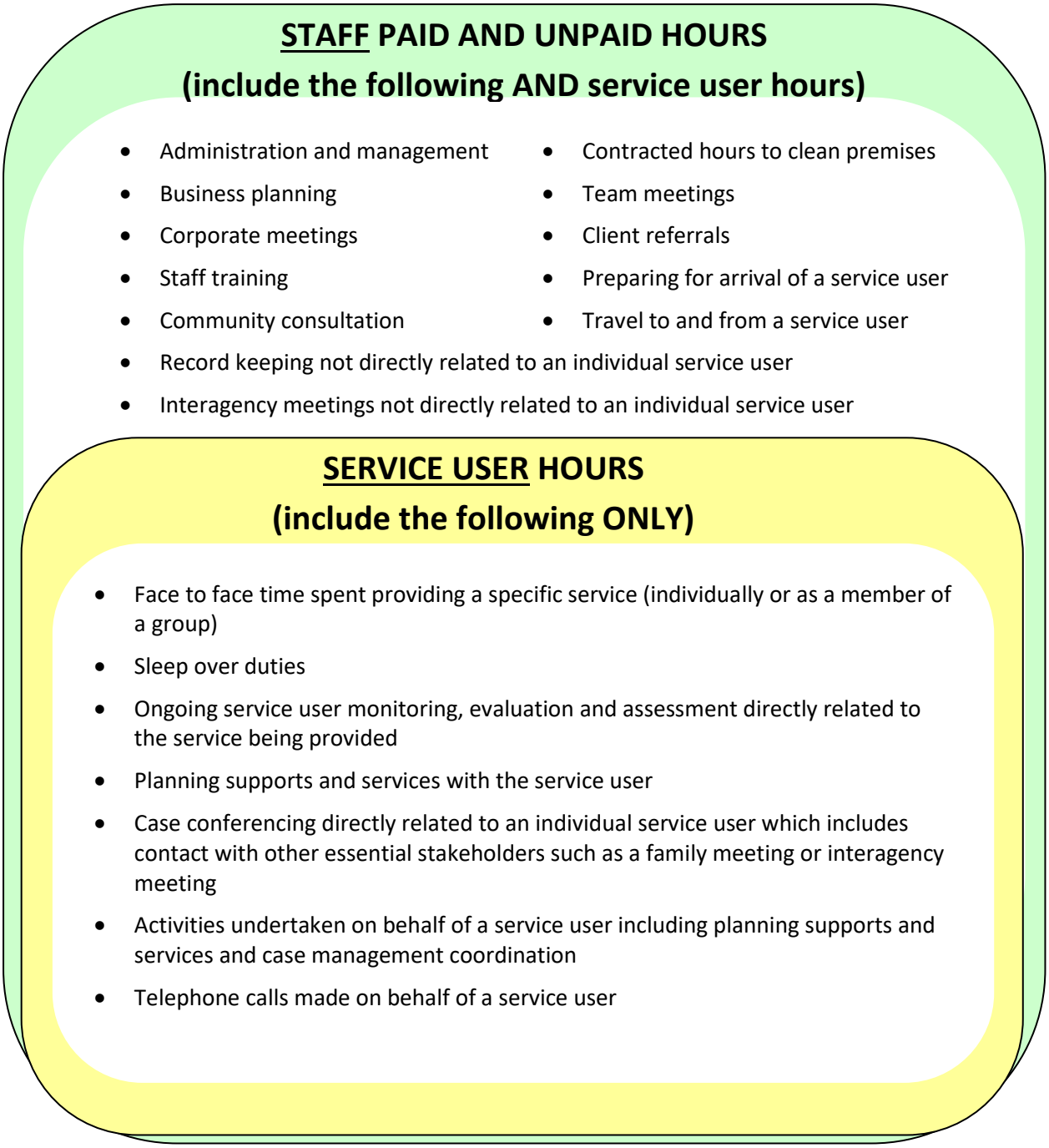
- Data items 2 to 4 are **not** asking about the amount of time a service type outlet is staffed. Information about total number of staff hours allocated to each service type outlet is requested in data items 5 and 6 (staff hours).

Why is this data item collected?

To gain a greater understanding of patterns of service delivery.

Staff Hours – general information

For the purpose of NMDS reporting, certain activities are recorded against Service User Hours while others are reported as Total Staff Hours. Service User Hours are collected only for support provided for an individual person. Staff Hours incorporate both Service User Hours as well as all the administrative duties relating to the management of the Service Type Outlet. The following diagram provides a list of the types of activities that should be reported as Service User Hours and the activities that make up Total Staff Hours. All Service User hours are incorporated into the staff hours. For further clarification of what to include in staff hours see Section 4 of the data guide.



5 Staff hours (reference week)

Question: **What were the total hours worked by staff (including those worked by contracted staff) and volunteers on behalf of this service type outlet in the seven-day reference week preceding the end of the reporting period?**

Defined as: The actual total hours worked by staff on behalf of the service type outlet, including contracted staff and volunteers for the seven-day reference week preceding the end of the reporting period

Separate figures should be entered for paid staff and unpaid staff (where applicable).

Paid staff: include paid hours worked by staff (including hours worked by contract staff) employed on a permanent, part-time or casual basis under an employment or other contract.

Unpaid staff: include unpaid hours worked by staff, volunteers or students and others who do not receive payment for the work which they perform on behalf of the service type outlet.

Classification:

5a	Paid staff:	0 - 99999	hours worked
5b	Unpaid staff:	0 - 99999	hours worked

Guide for use

- This item should be completed separately for both paid staff and unpaid staff (including volunteers).
- This item is asking for actual staff hours worked for the seven-day week preceding the end of the reporting period, not full-time equivalents or rostered weekly hours.
- **Staff hours should be rounded up to the nearest whole hour.**

Inclusions and exclusions for calculating staff hours worked for a service type outlet

Inclusions:

- Staff hours worked by administrative staff, managers, etc. (i.e. indirect staff relating to this service type outlet).
- Staff hours worked by Board members relating to this service type.
- Staff hours worked on committees or at meetings relevant to this service type.
- Staff hours worked as paid overtime (to be included with paid staff hours).
- Staff hours worked as unpaid work by usually paid or contract staff (to be included with unpaid staff hours).
- Staff hours worked while staff receive payment for sleepover duties.
- Staff hours worked by staff contracted to clean premises.
- Staff hours worked by staff receiving training relevant to this service type.

Exclusions:

- Staff hours for workers on leave (including public holidays, paid/unpaid sick leave, i.e. this data item relates to staff hours worked, not staff hours paid for).
- Staff hours normally worked in positions that are currently vacant.
- Staff hours allocated to non-NDA service users.

For agencies with multiple service type outlets (and where staff hours per service type outlet are not known), all staff should be apportioned across service type outlets. To apportion staff across different service type outlets it is recommended that agencies:

- use fortnightly rosters as a starting point;
- apportion total staff hours across funded service types;
- divide this figure by two to get weekly staff hours for the week preceding the end of the reporting period; and
- record the apportioned staff hours to the relevant outlet on its Service Type Outlet Form.

This item is asking for hours worked by staff on behalf of this service type outlet both directly delivered to service users and on behalf of this service type outlet more generally (i.e. indirect hours such as related committee meetings).

A funded agency may receive funding from multiple sources, however for DS NMDS purposes, only those services provided using NDA funds should be recorded. Where a funded agency is unable to differentiate all data according to funding source (i.e. NDA or other), provide full details (in this case, staff hours) regardless of funding source.

If your service type outlet is funded to provide service types 2.062 to 2.067 Case management, local coordination and development, please note the following rules for calculating staff hours:

- record staff hours relating to the case coordination/management/brokerage activities you undertake (including administrative time, board member time, etc. as above);
- do not record the staff hours for the agencies who provide any services arranged or purchased by your service type outlet as part of providing service type 2.062 to 2.067; and
- please also see data items 17e to f 'hours received' per service user, as rules apply to the calculation of hours received by service users.

These rules are designed to avoid double counting and duplication of effort by funded agencies.

If your service type outlet subcontracts the provision of part or all of a service type (other than 2.062 to 2.067) you are funded to provide to another agency:

- you are responsible for providing relevant details about the subcontracted activity (e.g. in-home accommodation support provider subcontracting the provision of some in-home accommodation support to another agency, which may or may not be funded to provide services under the NDA)

- please include an estimate of the staff hours subcontracted in this way with the staff hours allocation for your service type outlet (and the subcontractor outlet should not include these hours in their service type outlet return, if they are also included in the DS NMDS)
- please also see data items 17e to f 'hours received' per service user, as similar rules apply to the calculation of hours received by service users.

These rules are designed to avoid double counting and duplication of effort by funded agencies.

If your agency is funded to provide a service and subcontracts all or part thereof, you are responsible for reporting both the service user and service outlet data. To enable accurate reporting you will need to ensure that you obtain the required information from the subcontracted agency.

Please refer to Appendix A for further information and examples dealing with brokerage and subcontracted services.

Why is this data item collected?

This item is collected to assist in analysis of staffing inputs for disability support, and to enable a comparison of the staffing requirements of different service types.

It is important to include 'volunteers' due to the significant contribution they make within many agencies.

6 Staff hours (typical week)

Question: **What were the hours worked in a typical (or average) seven-day week by staff (including those worked by contracted staff) and volunteers on behalf of this service type outlet?**

Defined as: The hours worked in a typical 7-day week by staff on behalf of the service type outlet, including contracted staff and volunteers over the reporting period.

This data item is designed to enable service type outlets to reflect that the staff hours (reference week) indicated in data item 5 may not be typical. Separate figures should be entered for paid staff and unpaid staff (where applicable).

Paid staff: include paid hours worked by staff (including hours worked by contract staff) employed on a permanent, part-time or casual basis under an employment or other contract.

Unpaid staff: include unpaid hours worked by staff, volunteers or students and

Classification:				
	6a	Paid staff:	0 - 99999	hours worked
	6b	Unpaid staff:	0 - 99999	hours worked

Guide for use

- This item should be completed separately for both paid staff and unpaid staff (including volunteers).
- **Staff hours should be rounded up to the nearest whole hour**
- Typical hours are calculated by dividing the total hours worked by staff in the reporting period by the number of weeks in the reporting period (i.e. in a quarter there are 13 weeks).
- Include staff hours for staff who were on leave during the reference week and staff hours for positions that are usually filled but are currently vacant (on a short-term or temporary basis only).

Inclusions and exclusions for calculating staff hours worked for a service type outlet

Inclusions:

- Staff hours worked by administrative staff, managers, etc. (i.e. indirect staff relating to this service type outlet).
- Staff hours worked by Board members relating to this service type.
- Staff hours worked on committees or at meetings relevant to this service type.
- Staff hours worked as paid overtime (to be included with paid staff hours).
- Staff hours worked as unpaid work by usually paid or contract staff (to be included with unpaid staff hours).
- Staff hours worked while staff receive payment for sleepover duties.
- Staff hours worked by staff contracted to clean premises.
- Staff hours worked by staff receiving training relevant to this service type.
- Staff hours worked while travelling to a location to assist/visit a service user.

Exclusions:

- Staff hours for workers on leave (including public holidays, paid/unpaid sick leave, that is, this data item relates to staff hours worked, not staff hours paid for).
- Staff hours normally worked in positions that are currently vacant.
- Staff hours allocated to non-NDA service users.

For agencies with multiple service type outlets (and where staff hours per service type outlet are not known), all staff should be apportioned across service type outlets. To apportion staff across different service type outlets it is recommended that agencies:

- use fortnightly rosters as a starting point;
- apportion total staff hours across funded service types;
- divide this figure by two to get weekly staff hours for the week preceding the end of the reporting period; and
- record the apportioned staff hours to the relevant outlet on its Service Type Outlet Form.

This item is asking for hours worked by staff on behalf of this service type outlet both directly delivered to service users and on behalf of this service type outlet more generally (i.e. indirect hours such as related committee meetings).

A funded agency may receive funding from multiple sources, however for DS NMDS purposes, only those services provided using NDA funds should be recorded. Where a funded agency is unable to differentiate all data according to funding source (i.e. NDA or other), they are asked to provide full details (in this case, staff hours) regardless of funding source.

If your service type outlet is funded to provide service types 2.062 to 2.067 Case management, local coordination and development, please note the following rules for calculating staff hours:

- record staff hours relating to the case coordination/management/brokerage activities you undertake (including administrative time, board member time etc. as above)

- do not record the staff hours for the agencies who provide any services arranged or purchased by your service type outlet as part of providing service types 2.062 to 2.067; and
- please also see data items 17e to f 'hours received' per service user, as rules apply to the calculation of hours received by service users.

These rules are designed to avoid double counting and duplication of effort by funded agencies.

If your service type outlet subcontracts the provision of part or all of a service type (other than 2.062 to 2.067) you are funded to provide to another agency:

- you are responsible for providing relevant details about the subcontracted activity (e.g.in-home accommodation support provider subcontracting the provision of some in-home accommodation support to another agency, which may or may not be funded to provide services under the NDA);
- please include an estimate of the staff hours subcontracted in this way with the staff hours allocation for your service type outlet (and the sub-contractor outlet should not include these hours in their service type outlet return, if they are also included in the DS NMDS); and
- please also see data items 17e to f 'hours received' per service user, as similar rules apply to the calculation of hours received by service users.

These rules are designed to avoid double counting and duplication of effort by funded agencies.

If your agency is funded to provide a service and subcontracts all or part thereof, you are responsible for reporting both the service user and service outlet data. To enable accurate reporting you will need to ensure that you obtain the required information from the subcontracted agency.

Please refer to Appendix A for further information and examples dealing with brokerage and subcontracted services.

Why is this data item collected?

This item is requested to enable service type outlets to indicate that the staff hours worked in the reference week (i.e. seven-day week preceding the end of the reporting period) were or were not typical for the service type outlet (i.e. considerably more or less hours were worked).
This item is collected to help analysis of staffing inputs for disability support, and to enable a comparison of the staffing requirements of different service types.
It is important to include 'volunteers' due to the significant contribution they make within many agencies.

7 Number of service users

Question:	**How many service users received this service type from this service type outlet during the reporting period?**
Defined as:	Total number of people receiving a particular NDA-funded service type during the reporting period
Classification:	0 - 99999

Guide for use

NB. Do not complete this data item if you are funded to provide service types 7.01 to 7.04 ('other support' service types such as peak bodies, research and development, etc.). See also Table 3.2 in Section 3.4.

- The number of people is required, **not** instances of service. That is, each service user receiving an NDA-funded service type during the reporting period should be counted only once, regardless of the number of times they accessed the service type in that time period.
- The number of people who received a service during the whole reporting period (see Glossary) is required, not just those who received a service in the reference week.
- For all service type outlets except 6.01 to 6.05:
- The service type outlet must have allocated some of its resources (more than 15 minutes) to the person during the reporting period, for instance to a person residing in agency-operated accommodation, attending respite care, or attending a recreation service.
- Service users should not be counted if they have only made requests for information, minor phone queries, etc.
- Service type outlets 6.01 to 6.05 should count the following:
    - 6.01 (Advocacy) - number of people who have received advocacy services in the reporting period.
    - 6.02 (Information/referral) - number of people making a request for information or referral.
    - 6.03 (Combined information/advocacy) - as for 6.01 and 6.02.
    - 6.04 (Mutual support/self-help groups) - number of people attending sessions (i.e. if an individual attends a group session every Wednesday in the reporting period, please count each person only once over the reporting period).
    - 6.05 (Alternative formats of communication) - estimated number of people accessing the output from the service.

It may not always be feasible to count the actual number of service users receiving services from service type outlets 6.01 to 6.05. Where this is not possible, service type outlets are asked to estimate the number of service users accessing the service. For example, an NDA-funded radio station (6.05) should estimate the number of people who listen to the radio station. Where there is a number of people potentially receiving a 6.01 to 6.05 service simultaneously (e.g. an interpreter at a conference), estimate the number of people that are benefiting from the service (e.g. how many people actually need the interpreter). If this is not possible, all people present should be counted as service users.

This data item refers to the number of service users **receiving** NDA-funded services of a particular service type, **not** those service users 'on the books', 'on waiting lists', or number of 'beds' or 'places'.

The total number of people receiving this service type (as indicated in response to this data item) will usually be equal to the number of Service User Forms completed by your service type outlet.

In some cases 'number of service users' may be greater than the number of Service User Forms completed by your service type outlet. This may be because of service users who have not consented for their information to be transmitted as part of the DS NMDS; they should still be included in the 'number of service users' (see Section 3.3 about implementing privacy and data principles and Section 6 for a copy of the DS NMDS Privacy and Data Principles).

A funded agency may receive funding from multiple sources - however for DS NMDS purposes, only those services provided using NDA funds should be recorded. Where a funded agency is unable to differentiate all data according to funding source (i.e. NDA or other), they are asked to provide details of all service users and staff (for each service type). For example, if a service type outlet providing early childhood intervention is partly funded by your agency, through donations or fund raising, and partly by NDA funds, please count all service users who receive this service during the reporting period, unless your accounting and staffing methods enable reporting separately.

Why is this data item collected?

This data item has proven to be a useful check for funded agencies, jurisdictions and the AIHW to verify that service user details have been provided for the correct number of service users.

Where the calculated number of service users for a service type (derived from Service User Forms) is less than the number of estimated service users for that service type (from this data item), this question enables an understanding of the refusal rates of service users. That is, the question enables an estimate of the number of service users who did not consent to the collection or transmission of information about them.

This data items provides vital indication of the nature of the collected data, the amount of missing information and the need to improve information to service users and funded agencies.

6 Service user and services received information

The following section contains data items definitions and information on service user items B, and 1 to 17f.

Most service type outlets have no need to provide information about service users who receive an NDA-funded service in any reporting period. Where Service User information in ODC is blank or incorrect, however, updated service user information may be provided to the appropriate service centre (see Section 2).

No service user information needs to be provided if the service type is:

- 6.01 Advocacy
- 6.02 Information/referral
- 6.03 Combined information/advocacy
- 6.04 Mutual support/self-help groups
- 6.05 Alternative formats of communication
- 7.01 Research and evaluation
- 7.02 Training and development
- 7.03 Peak bodies
- 7.04 Other support services

For service type 3.02 (recreation/holiday programs), service user data items up to and including the linkage key components are required (i.e. items B1 and 2a to 2e - see Table 3.1), and services received items 17a to 17b.

The following service types do not need to complete items 17e or 17f on hours received:

- 1.01 Large residential/institutions
- 1.02 Small residential/institutions
- 1.041 Group homes - With financial/residential control
- 3.02 Recreation/holiday programs
- 3.022 Definition as per 3.02 however the nature of the service provided requires different reporting rules as per table 3.2 in section 3.4.

For all other service types, funded agencies are to complete all items.

See also Table 3.2 in Section 3.6.

B Service type outlet ID

This information is only required to be supplied if existing Service User information in ODC is blank or incorrect.

Defined as:	A unique number assigned to each service type outlet by the department
Classification:	Numeric identification

Guide for use

- The service type outlet is asked to relate the service user to the appropriate service type outlet ID. The service type outlet ID is the same number as that provided by the department and located on the Service Type Outlet Form, as data item B. This entails copying the appropriate service type outlet ID from the relevant Service Type Outlet Form.
- If an agency provides more than one service type (e.g. a therapy service and an early childhood intervention service), then the department will have allocated a unique service type outlet ID to each of the corresponding service type outlets. A separate Service Type Outlet Form must be completed for each of these service type outlets.
- If a particular service user accesses only one service type from a funded agency (e.g. therapy services), then the service type outlet ID number from data item B on the Service Type Outlet Form should be transcribed to their Service User Form. The remaining sections of the Service User Form should be completed in relation to the services received from the therapy service.
- If the service user also receives another service type (e.g. early childhood intervention), a separate service user form should be completed with the early childhood intervention ID number transcribed. The Service User Form is then completed for the service user in relation to the services received from the early childhood intervention.
- For further details see 'B - Service type outlet ID' listed under service type outlet data items.

Why is this data item collected?

This data item is used to identify which service type or types a service user receives in a reporting period (e.g. to report the average number of service type outlets and service groups a service user accessed).

1 Service user ID

1a Record ID

This information is only required to be supplied if existing Service User information in ODC is blank or incorrect.

Defined as:	A unique number that identifies a service user record within a funded agency
Classification:	00001 - 99999999

Guide for use

- It is recommended that the record ID be a sequential number starting from 00001.
- Each service type outlet assigns the number to each completed Service User Form.
- The record ID may be an existing client number used by the service type outlet. However, note that the record ID should be numeric.

Why is this data item collected?

This data item is included for administrative purposes to assist service type outlets, funded agencies and the funding department when information is followed up, for instance when information has been omitted. The record ID, used together with the service type outlet ID, enables identification of a Service User Form without the need to identify an individual by their name, or other information.

1b BIS Client ID

This information is only required to be supplied if existing Service User information in ODC is blank or incorrect.

Defined as:	A unique number that identifies a service user record in the BIS (Business Information System) database
Classification:	0000 - 0001 to 9999-9999

Guide for use

- A unique number which is allocated to each registered service user in the BIS database.
- Enter number. This number can be obtained from the Funding Schedule of your Service Agreement.

Why is this data item collected?

This data item is included for administrative purposes and performance management and to improve the accuracy of the data.

In software this data item is used to match records between different files.

2 Name and Statistical Linkage Key

This information is only required to be supplied when completing a Service User Form. In Queensland each service user's full name must be provided to the department under the terms of the service agreement, however this information is not forwarded to the AIHW for national collection. Name information is de-identified by means of the Statistical Linkage Key. The following provides a guide to how a statistical linkage key is constructed and how the Service User Form is to be completed.

Statistical Linkage Key

A statistical linkage key enables two or more records belonging to the same individual to be brought together without identifying that individual. It is represented by a code consisting of:

- *the second, third and fifth characters of a person's family name (surname)*
- *the second and third letters of the person's given name*
- *the day, month and year when the person was born*
- *the sex of the person*

concatenated in that order.

For the DS NMDS, an additional item is collected that does not form part of the statistical linage key as such but which is used to indicate the accuracy of the date of birth provided—the Birth date estimate flag.

2a Last name

Question: **Please enter the service user's last name.**

Defined as:	The person's last name
Classification:	Alpha-numeric

Guide for use

- Please use block capital letters.
- Do not include commas, apostrophes, hyphens, inflections, dashes or spaces.
- If the surname of the person is not long enough to supply the requested letters (i.e. a surname of less than five letters) then the number '2' should be substituted to reflect the missing letters. The placement of a number '2' should always correspond to the same space that the missing letter would have within the three-digit field.
- If the surname of the person is completely absent, it should be replaced by a string of digits of value '9' to indicate 'not stated'. Please note that the use of 'not stated' for this data item is strongly discouraged and the Department of Communities, Disability Services and Seniors will likely follow up such responses. The rules for recording 'not stated' are included only to retain consistency with the HACC minimum data set.
- Often people use a variety of names, including legal names, married/maiden names, nicknames, assumed names, traditional names, etc. Even small differences in recording, such as the difference between MacDonald and McDonald, can make record linkage

impossible. To minimise discrepancies in the recording and reporting of name information, agencies should ask for a person's full 'surname'. This may be different from the name that the person may prefer the agency to use in personal dealings. Agencies may choose to separately record the preferred name that the person wishes to be used by agency workers.

- In some cultures it is traditional to state the last name first. To overcome discrepancies in recording/reporting that may arise as a result of this practice, agencies should always ask the person to specify their given name and their surname separately.
- Software must allow for the entry of a service user's full name details
- Note that the service user is the person with a disability, **not** the family or the carer, even in the case of respite services.

Note: While we now collect the service user's full name, only selected letters of the name are sent as part of the Statistical Linkage Key to the AIHW.

Selected letters were chosen rather than initials, for privacy reasons. This information is for statistical purposes only and will not be used in data output. (See Sections 3.3 and 7 for further information about the DS NMDS privacy and data principles.)

Why is this data item collected?

To obtain data on the number of service users accessing NDA services over the reporting period. The data item will be used in conjunction with sex and date of birth data to statistically remove the multiple counting of individuals.

2b Given name

Question: **Please enter the service user's given name.**

Defined as:	The person's given name
Classification:	Alpha-numeric

Guide for use

- Do not include commas, apostrophes, hyphens, inflections, dashes or spaces.
- If the given name of the person is not long enough to supply the requested letters (i.e. a given name of less than three letters) then the number '2' should be substituted to reflect the missing letter. The placement of a number '2' should always correspond to the same space that the missing letter would have within the two-digit field.
- If the given name of the person is completely absent, it should be replaced by a string of digits of value '9' to indicate 'not stated'. Please note that the use of 'not stated' for this data item is strongly discouraged and your funding department will follow up such responses. The rules for recording 'not stated' are included only to retain consistency with the HACC minimum data set.

- If only a first initial has been provided then it should be treated as described for completely absent, that is, it should be replaced by a string of digits of value '9' to indicate 'not stated'. Please note that the use of 'not stated' for this data item is strongly discouraged and your funding department will follow up such responses. The rules for recording 'not stated' are included only to retain consistency with the HACC minimum data set.

- Often people use a variety of names, including legal names, married/maiden names, nicknames, assumed names, traditional names, etc. Even small differences in recording, such as the difference between Thomas and Tom, can make record linkage impossible. To minimise discrepancies in the recording and reporting of name information, agencies should ask for a person's full 'given name'. This may be different from the name that the person may prefer the agency worked to use in personal dealings. Agencies may choose to separately record the preferred name that the person wishes to be used by agency workers.

- In some cultures it is traditional to state the last name first. To overcome discrepancies in recording/reporting that may arise as a result of this practice, agencies should always ask the person to specify their given name and their surname name separately.

- Selected letters were chosen rather than initials, for privacy reasons. This information is for statistical purposes only and will not be used in data output. (See Sections 3.3 and 7 for further information about the DS NMDS privacy and data principles.)

- Software must allow for the entry of a service user's full name details.

Examples of correct use

Sample name	'Surname' response						
PANG, Ho	P	A	N	G	2		
	1st	2nd	3rd	4th	5th	6th	7th
O'DOYLE, Mary	O	D	O	Y	L	E	
	1st	2nd	3rd	4th	5th	6th	7th
De VERES, Phil	D	E	V	E	R	E	S
	1st	2nd	3rd	4th	5th	6th	7th
MacMILLS, Jo	M	A	C	M	I	L	L
	1st	2nd	3rd	4th	5th	6th	7th
Brian	9	9	9	9	9	9	9
	1st	2nd	3rd	4th	5th	6th	7th

Examples of Incorrect Use

Sample name	Incorrect 'Surname' response						
D'Arcy, John		D	'		C		
		D	9		C		
		D	2		C		
	1st	2nd	3rd	4th	5th	6th	7th
Heap, Sally		H	E		9		
	1st	2nd	3rd	4th	5th	6th	7th

Why is this data item collected?

To obtain data on the number of service users accessing NDA services over the reporting period. The data item will be used in conjunction with sex and date of birth data to statistically remove the multiple counting of individuals across service types and reporting periods. Data on the number of service users accessing NDA-funded services can only be obtained by reducing multiple counting to a statistically acceptable minimum.

2c Date of birth

Question: **What is the service user's date of birth?**

Defined as:	The day, month and year when the person was born
Classification:	ddmmyyyy

Guide for use

- If the actual date of birth is unknown, estimate the **year** of birth, enter 01/01 as the day and month, and tick 1 'Yes' for data item 2d 'Birth date estimate flag'.
- For privacy reasons, age in years will be the output data item rather than date of birth.

Example:

Service user born 16/2/1964	1	6	0	2	1	9	6	4
	d	d	m	m	y	y	y	y
31-year-old service user, date of birth not known	0	1	0	1	1	9	8	4
(Estimated as: 2015 minus age in years)	d	d	m	m	y	y	y	y

Why is this data item collected?

Age is needed for analysis of service utilisation, and comparison with population data. Actual date of birth is used in conjunction with sex and letters of name to statistically reduce the multiple counting of individual service users.

2d Birth date estimate flag

Question: **Is the service user's date of birth an estimate?**

Defined as:	Whether or not the person's date of birth has been estimated
Classification:	1 Yes

Guide for use

- If the service user's date of birth has been entered as 01/01 because the exact date of birth was not known, then the date estimate flag box should be ticked.

Why is this data item collected?

Date of birth is one component of the statistical linkage key, used to statistically reduce multiple counting of service users across service types and reporting periods. Date of birth is also used to generate service users' ages. By knowing that date of birth is estimated it is possible to reduce underestimation of total service user numbers and overestimation of service users' ages. Essentially, the flag is used to indicate the exact date of birth is not known.

2e Sex

Question: **What is the service user's sex?**

Defined as:	The sex of the person
Classification:	1 Male
	2 Female

Guide for use

- Coding for this data element is based on the biological distinction between male and female. Where uncertainty exists about the sex of the person (e.g., for transvestites or transsexuals) the sex to be recorded is to be based on the sex nominated by the person themselves or on the observations/judgement of the interviewer. Although this may lead to some error, it is considered preferable to any offence that may be caused by a question that suggests that there is some doubt about the person's sex or sexuality.
- The DS NMDS Data Set Specification entry for the Sex Data Element should be used when completing this field.

Why is this data item collected?

This data item is needed for analysis of patterns of service use. Data can be extracted on: the age and sex of NDA service users and trends over time in these characteristics; sex variation in disability patterns of NDA service users; and access to services by different population groups. This data item is also one of the three components of the statistical linkage key.

3 Indigenous status

This information is only required to be supplied if existing Service User information in ODC is incorrect.

Question: **Is the service user of Aboriginal or Torres Strait Islander origin?**

Defined as:	Whether or not a person identifies themselves as being of Aboriginal and/or Torres Strait Islander origin. Note: this is the Australian Bureau of Statistics 'working definition'. It does not include the concept of a need for acceptance of the person as being an Aboriginal or Torres Strait Islander by the community in which the person lives
Classification:	1 Aboriginal but not Torres Strait Islander origin 2 Torres Strait Islander but not Aboriginal origin 3 Both Aboriginal **and** Torres Strait Islander origin 4 Neither Aboriginal origin nor Torres Strait Islander origin

Guide for use

- All service users should be asked if they are of Aboriginal and/or Torres Strait Islander origin. Despite improvements in recent years, there are still issues in establishing and maintaining standard practice in the collection of Indigenous status, resulting in the under-identification of Aboriginal and Torres Strait Islander people. The AIHW has developed guidelines to help ensure the standard Indigenous status question is asked correctly and consistently, and that this information is correctly recorded. See *National best practice guidelines for collecting Indigenous status in health data sets (*AIHW 2010. National best practice guidelines for collecting Indigenous status in health data sets. Cat. no. IHW 29. Canberra: AIHW) for more information.

- Responses must not be based on the perceptions of anyone other than the person, or their advocate. The 'look' of a person has proven to be an unreliable way for another person to assess someone's Indigenous status.

- This response should be left blank **only if:**

  - An answer was refused by the service user; or

  - The question was not able to be asked before data transmission because the service user was unable to communicate or a person who knows the service user was not available.

However, this item is very important and funded agencies who submit blank responses for this data item should expect to be contacted by their funding department if they continue to be unable to provide an answer.

- The term 'Indigenous status' does not include 'South Sea Islander origin'. People of 'South Sea Islander origin' should be recorded as code 4 ('Neither Aboriginal nor Torres Strait Islander origin').

Why is this data item collected?

There is a strong case for ensuring that information on peoples of Aboriginal and Torres Strait Islander origin is collected for planning, evaluation, promotion and delivery of essential services. Accurately and consistently monitoring any inequalities in service access and wellbeing between people of Indigenous origin and others in Australia is particularly important, as is accounting for government expenditure in this area.

The health of Aboriginal and Torres Strait Islander people is of a lower standard than the health of the rest of the community. The life expectancy of Aboriginal and Torres Strait Islander people is less than for other groups of Australians. There is some evidence that Aboriginal and Torres Strait Islander people experience higher rates of disability. Better information is needed about disability, and the needs of people with disabilities, if appropriate action is to be taken to improve the health and quality of life of Aboriginal and Torres Strait Islander people.

4 Country of birth

This information is only required to be supplied if existing Service User information in ODC is blank or incorrect.

Question: **In which country was the service user born?**

Defined as: The country in which the person was born

Classification:

1101	Australia	3207	Greece
2102	England	2304	Germany
1201	New Zealand	5204	Philippines
3104	Italy	7103	India
5105	Viet Nam	6101	China
2105	Scotland		

Guide for use

- Where the country of birth is known but is not specified in the classification above, please refer to the appropriate Australian Bureau of Statistics code.
- The codes included above are those used by the Australian Bureau of Statistics. Some are included on paper Service User Forms to assist data entry by the jurisdiction (i.e. you only need to tick the relevant box, **not** enter the four-digit code).
- For a complete listing of countries and country codes, please refer to the Australian Bureau of Statistics classification *Standard Australian Classification of Countries (SACC)* ABS cat. no. 1269.0. This classification (including latest revisions) can be downloaded for free from the ABS website: http://www.abs.gov.au.
- SACC code 3213 (Serbia and Montenegro) was made redundant in 2006 with the independence of Montenegro. Users should be coded to either 3214 (Montenegro) or 3215 (Serbia). Also, users should now be mapped to either 2107 (Guernsey) or 2108 (Jersey) instead of SACC code 2101 (Channel Islands).
- The Netherlands Antilles was dissolved in 2010 resulting in the new countries of 'Bonaire, Sint Eustatius and Saba' (SACC code 8433), 'Curacao' (SACC code 8434) and 'Sint Maarten (Dutch part)' (SACC code 8435).
- South Sudan became an independent country in July 2011. Users should be coded to SACC code 4111.

Why is the data item collected?

Country of birth, in conjunction with data on communication method and interpreter services required is an important indicator of potential barriers to social integration.

This DS NMDS data item can be related to ABS Census data on ‘country of birth’. This information can be used to generate the relevant English Proficiency Group to which the service user belongs. English Proficiency Groups can be used to examine service use in relation to cultural and language diversity.

5 Interpreter services required

This information is only required to be supplied if existing Service User information in ODC is blank or incorrect.

Question: **Does the service user require interpreter services?**

Defined as:	Requirement for interpreter services as perceived by the person seeking assistance
Classification:	1 Yes - for spoken language other than English
	2 Yes - for non-spoken communication
	3 No

Guide for use

- This question relates to interpreter services for languages other than English, as well as interpreter services required because a person uses sign language or other form of non-spoken communication.
- If a person communicates with the assistance of a signer (not necessarily arranged by your agency) they should be recorded as 2 'Yes - for non-spoken communication'.
- Data item 6 'Communication method' provides the opportunity to indicate the use of sign language and the level of effective communication of the service user.

Why is this data item collected?

Whether or not interpreter services are required is an important indicator of potential barriers to social integration, particularly in conjunction with data on Country of birth and Communication method.

The proportion of service users requiring any interpreter service overall will provide an indication of the support needs of service users.

6 Communication method

This information is only required to be supplied if existing Service User information in ODC is blank or incorrect.

Question: **What is the service user's most effective method of communication?**

Defined as:	The method of communication, including sign language, most effectively used by the person
Classification:	1 Spoken language *(effective)* 2 Sign language *(effective)* 3 Other effective non-spoken communication *(e.g. Canon Communicator, Compic)* 4 Little or no effective communication 5 Child aged under five years *(not applicable)*

Guide for use

- The communication must be **effective** in that the person must be able to communicate more than just basic needs, to unfamiliar people, using the method.
- This item is considered 'not applicable' to young children. Hence, children aged 0 - 4 years should **always** be coded as '5'.
- If communication method varies over time and it is difficult to say what the usual method is, please report the most effective method during the reference week.

Why is this data item collected?

Method of communication is an important indicator of potential barriers to social inclusion, particularly in conjunction with data on Country of birth and Interpreter services required.

7 Living arrangements

This information is only required to be supplied if existing Service User information in ODC is blank or incorrect.

Question: **Does the service user usually live alone or with others? ('Usually' means four or more days per week on average)**

Defined as:	Whether the person lives alone or with other related or unrelated persons
Classification:	1 Lives alone
	2 Lives with family
	3 Lives with others

Guide for use

- Lives **with family** - includes living with parents, a partner (married, de facto and same sex relationships), male relatives (sons, brothers, uncles, nephews, male cousins, grandfathers, male grandchildren, stepsons and so on), female relatives (daughters, sisters, aunts, nieces, female cousins, grandmothers, female grandchildren, stepdaughters and so on) and foster family.
- Lives **with others** - includes sharing with friends or a carer (where the carer is not a family member).
- People living in similar residential settings (e.g. hostels, group homes) may consider that they live alone or with others. The expressed views of the service user should be used to determine whether they live alone or with others.
- The service user's living arrangements must relate to the same place described in 'service user postcode' (data item 8) and 'residential setting' (data item 9).
- If it is difficult to determine a usual living arrangement over the reporting period, please report the living arrangement during the reference week.

Why is this data item collected?

Collection of this data item will enable the investigation of links between living arrangements and service use (e.g. are people who live alone more likely to access services?). The use of living arrangements as an indicator of potential in-home support and the ability to relate it to ABS population data are useful for planning purposes.

This data item can also relate to service users' support needs. Type of living arrangement for a person, in conjunction with carer arrangements, can indicate the level of support, both physically and emotionally, to which a person may have access.

8 Service user address

This information is only required to be supplied if existing Service User information in ODC is blank or incorrect.

Note: The full residential address of the service user is required

8a Address line 1 (optional - only use if required)

Question:	**What is the first line of address of the service user's usual residence? ('Usual' means four or more days per week on average)**
Defined as:	Unit, flat, building name or property name of the person's residential address, if applicable
Classification:	Alpha numeric

8b Address line 2

Question:	**What is the second line of address of the service user's usual residence? ('Usual' means four or more days per week on average)**
Defined as:	The street number and street name of the person's residential address
Classification:	Alpha numeric

8c Suburb/town

Question	**What is the suburb/town of the service user's usual residence? ('Usual' means four or more days per week on average)**
Defined as:	The suburb or town of the usual residence of the service user
Classification:	Alpha numeric

8d Postcode

Question:	**What is the postcode of the service user's usual residence? ('Usual' means four or more days per week on average)**
Defined as:	Postcode of the person's residential address
Classification:	Numeric four-digit Australian postcode *(Australia Post* classification)

Note: In Queensland, each service user's full address must be provided to the department; however, only the postcode is forwarded to the AIHW.

Guide for use

- Do not include commas.
- The full service user address allows for Statistical Local Areas (SLAs) to be allocated more accurately.
- The service user's address must relate to their selected 'residential setting'.
- The complete list of valid postcodes in the Australia Post classification can be downloaded from www.austpost.com.au. See: http://auspost.com.au/products-and-services/download-postcode-data.html

Why is this data item collected?

Required to allow data to be merged into regions for particular analyses to monitor the availability of services in different regions across Australia. Potentially this item could also be used for analysis of distances between service users' accommodation and the receipt of services, and geographical planning for future services on the basis of need.

Previously, statistics on location have been restricted to service type outlets. With the collection of service user address, the location of service users living in each state or territory can be more accurately classified using the Remoteness Areas of the Australian Standard Geographical Classification.

9 Residential Setting

This information is only required to be supplied if existing Service User information in ODC is blank or incorrect.

Question: **What is the service user's usual residential setting? ('Usual' means 4 or more days per week on average)**

Defined as: The type of physical accommodation in which the person usually resides ('usually' being four or more days per week on average)

Classification:

1 Private residence *(e.g. private or public rental, owned, purchasing, etc.)*
2 Residence within an Aboriginal/Torres Strait Islander community *(e.g. rented private residence, temporary shelter)*
3 Domestic-scale supported living facility *(e.g. group homes)*
4 Supported accommodation facility *(e.g. hostels, supported residential services or facilities)*
5 Boarding house/private hotel
6 Independent living unit within a retirement village
7 Residential aged care facility *(nursing home or aged care hostel)*
8 Psychiatric/mental health community care facility
9 Hospital
10 Short-term crisis, emergency or transitional accommodation facility *(e.g. night shelters, refuges, hostels for the homeless, halfway houses)*
11 Public place/temporary shelter
12 Other

Guide for use

- This item should be used to record the **'usual'** residential setting in which the person lives while receiving services from the service type outlet.
- If it is difficult to determine a '**usual**' residential setting over the reporting period, please report the residential setting during the reference week.
- The person's residential setting should relate to the same place described under 'living arrangement', and 'service user address.
- Private residence - refers to private residences which include a wide range of dwelling types, such as houses, flats, units, caravans, mobile homes, boats, etc.
- Residence within an Aboriginal/Torres Strait Islander community - should be used for service users that live in this type of setting, regardless of whether the residence is a private residence or a public place/temporary shelter (codes 1 and 11). Service users living in residences within a Torres Strait Islander community should also be recorded here.

- Domestic-scale supported living facility - refers to community living settings in which service users reside in a facility that provides support in some way by staff or volunteers. This category includes group homes, cluster apartments where a support worker lives on site, community residential apartments, congregate care arrangements, etc. Domestic-scale supported living settings may or may not have 24-hour supervision and care. Independent living units in retirement villages should be coded to 6 and community psychiatric facilities should be coded to 8. (Service users receiving service type 1.041 or 1.042 'Group homes' should be coded to 3).

- Supported accommodation facility - refers to settings in which service users reside in an accommodation facility which provides board or lodging for a number of people and which has support services provided on what is usually a 24-hour basis by rostered care workers. (Service users receiving DS NMDS service types 1.01 and 1.02 should be coded to 4). Supported accommodation facilities include hostels for people with disabilities. This code should be used for larger supported accommodation facilities (usually seven or more people) that provide 24-hour supervision or care. Smaller supported accommodation facilities (i.e. less than seven people) which may or may not have 24-hour supervision or care should be coded to 3 'Domestic-scale supported living facility'. Aged care hostels should be coded to 7 'residential aged care facility'.

- Residential aged care facility - includes permanent residents of residential aged care services (formerly nursing homes and aged care hostels) and multi-purpose services or multi-purpose centres, who are receiving low level or high level care.

- Psychiatric/mental health community care facility - refers to community care units which provide accommodation and non-acute care and support on a temporary basis to people with mental illness or psychological disabilities.

- Public place/temporary shelter - includes public places such as streets and parks, as well as temporary shelters such as bus shelters or camps and accommodation outside legal tenure arrangements, such as squats.

- Other - includes situations such as a child under a court/guardianship order with no usual address.

Why is this data item collected?

Relating human service outcomes to people's housing situations has been identified as an important step in providing better targeted services.

This data item can be used to assist in comparisons of data from administrative data collections with data from the five-yearly Census of Population and Housing, and to assist in analyses of de-institutionalisation policies and practices. For example, this data items enables information to be provided about trends over time in the percentage of all service users living in a range of residential settings, particularly to monitor trends in people living in 'institutional' settings compared with community-based settings.

10 Disability group

This information is only required to be supplied if existing Service User information in ODC is blank or incorrect.

10a Primary disability group

Question: **What is the service user's primary disability group? (tick <u>one</u> only)**

Defined as:	The impairment of body structures or functions, limitations in activities, or restrictions in participation chiefly responsible for the disability. **Primary** disability group is the disability group that most clearly expresses the experience of disability by a person. It can also be considered as the disability group causing the most difficulty to the person *(overall difficulty in daily life, not just within the context of the support offered by this service).*
Classification:	1 Intellectual (including Down syndrome) 2 Specific learning/Attention Deficit Disorder[14] (other than Intellectual) 3 Autism (including Asperger's syndrome and Pervasive Developmental Delay) 4 Physical 5 Acquired brain injury 6 Neurological (including epilepsy and Alzheimer's disease) 7 Deafblind (dual sensory) 8 Vision (sensory) 9 Hearing (sensory) 10 Speech 11 Psychiatric 12 Developmental delay (apply to 0 - 5 year olds only, where no other category is appropriate)

Guide for use

- Disability groups are a broad categorisation of disabilities in terms of underlying health condition, impairment, activity limitations, participation restrictions and environmental factors.
- A person's functioning or disability is conceived as a dynamic interaction between a person with a health condition(s) and environmental and personal factors (WHO 2001). Functioning and disability are both multidimensional concepts. Disability is the umbrella

[14] The impact and persistence of ADD/ADHD is highly variable across individuals. As such, there is not sufficient evidence to conclude that under the *Queensland Disability Service Act (QDSA) 1992,* people with ADD/ADHD could be recognised as having a disability. People who have ADD/ADHD and a coexisting disability may receive services from Disability Services direct or funded services.

term for any or all of an impairment of body structure or function, a limitation in activities (the tasks a person does), or a restriction in participation (the involvement of a person in life situations). The International Classification of Functioning, Disability and Health (ICF) recognises two main components of functioning and disability: a body component comprising classifications of Body Function and Body Structure; and an Activities and Participation component providing a complete set of domains for aspects of functioning from both an individual and societal perspective. Environmental factors represent an important new component of the ICF in recognition of their influence on functioning and disability. Personal factors are also recognised but are not classified.

- The disability groupings are a broad description of similar experiences of disability and patterns of impairments, activity limitations, participation restrictions, support needs and related health conditions. 'Disability group' is not a diagnostic grouping, and there is not a one-to-one correspondence between a health condition and a disability group.
- This data item should ideally reflect the views of both the person and the funded agency. If there is a difference, the funded agency's assessment should be recorded. (If the primary disability group cannot easily be chosen, then define primary disability as the person's disability to which the service caters.)
- The examples provided over page are intended to be a helpful guide. As per the guide for use, the examples are based on an impairment of functioning approach. As such, these examples are not intended to be definitions of disability but associative functional descriptors.

Disability group	Examples
Intellectual	Applies to conditions appearing in the developmental period (age 0 - 18 years) associated with impairments of mental functions, difficulties in learning and performing certain daily life skills and limitations of adaptive skills in the context of community environments compared to others of the same age. Includes for example, Down syndrome, cri-du-chat syndrome.
Specific learning/ Attention Deficit Disorder (ADD) (other than intellectual)	Learning disability is a general term referring to a group of disabilities, presumed due to central nervous system dysfunction rather than an intellectual disability, covering significant difficulties in the acquisition and use of organisational skills, listening, speaking, reading, writing, reasoning or mathematical skills.
Autism (including Asperger's syndrome and Pervasive Developmental Delay)	Autism is used to describe a pervasive developmental disorder involving disturbances in cognition, interpersonal communication, social interactions and behaviour (in particular obsessive, ritualistic, stereotyped and rigid behaviours).
Physical	Used to describe conditions that are attributable to a physical cause or impact on the ability to perform physical activities, such as mobility. Physical disability often includes impairments of the neuromusculoskeletal systems including, for example, the effects of paraplegia, quadriplegia, muscular dystrophy, motor neurone disease, neuromuscular disorders, cerebral palsy, absence or deformities of limbs, spina bifida, arthritis, back disorders, ataxia, bone formation or degeneration, scoliosis etc.
Acquired brain injury	Acquired brain injury is used to describe multiple disabilities arising from damage to the brain acquired after birth. Results in deterioration in cognitive, physical, emotional or independent functioning. May be as a result of accidents, stroke, brain tumours, infection, poisoning, lack of oxygen, or degenerative neurological disease, etc.
Neurological (including epilepsy and Alzheimer's disease)	Applies to impairments of the nervous system occurring after birth, includes epilepsy and organic dementias (e.g. Alzheimer's disease) as well as such conditions as multiple sclerosis and Parkinson's disease.
Sensory and speech	Deafblind refers to dual sensory impairments associated with severe restrictions in communication and participation in community life. Deaf/blindness is not just vision impairment with a hearing loss, or a hearing loss with a vision impairment. Deaf/blindness is a unique disability of its own requiring distinct communication and teaching practices. Vision disability encompasses blindness and vision impairment (*not corrected by glasses or contact lenses*) which can cause severe restriction in communication and mobility, and in the ability to participate in community life. Hearing disability encompasses deafness, hearing impairment, hearing loss. Speech disability encompasses speech loss, impairment and/or difficulty in being understood.

Disability group	Examples
Psychiatric	Psychiatric disability includes recognisable symptoms and behaviour patterns, frequently associated with distress, which may impair personal functioning in normal social activity. Includes the typical effects of conditions such as schizophrenia, affective disorders, anxiety disorders, addictive behaviours, personality disorders, stress, psychosis, depression and adjustment disorders. For psychiatric disability one would normally expect there to be a diagnosis. General issues with behaviour (where there is no specific diagnosis) should be reflected in the support needs data (e.g., support needs in relation to 'interpersonal interactions and relationships') rather than here in 'disability group'.
Developmental delay	Applies to children aged 0 - 5 where conditions have appeared in the early developmental period, but no specific diagnosis has been made and the specific disability group is not yet known.

Why is this data item collected?

One of the most common requests for information relates to the question: 'How many people with a specific type of disability are there in Australia and how many are accessing government-funded services?' The purpose of this classification is to ensure that data are collected in a consistent way across the country, reflecting current usage of terminology in the field, so that such questions can be answered.

Many different definitions of disability are used in Australia, both in administrative data collections and in Acts of Parliament. The consistent identification of disability in national data collections has been recommended in a number of reports, so as to enable:

- The collection of more consistent data on disability support and related services, including data on service use by different groups;
- The monitoring of access to generic services by people with a disability; and
- Population data and service data to be related, thereby improving the nation's analytical capacity in relation to the need for and supply of services.

10b Other significant disability group(s)

Question: **What are the service user's other significant disability groups? (tick all other significant disabilities)**

Defined as: The impairments for a person in body structure or function, limitations in activities or restrictions in participation that exist at the same time as the primary disability

Classification:

1 Intellectual *(including Down syndrome)*
2 Specific learning/Attention Deficit Disorder[15] *(other than Intellectual)*
3 Autism *(including Asperger's syndrome and Pervasive Developmental Delay)*
4 Physical
5 Acquired brain injury
6 Neurological *(including epilepsy and Alzheimer's disease)*
7 Deafblind *(dual sensory)*
8 Vision *(sensory)*
9 Hearing *(sensory)*
10 Speech
11 Psychiatric
12 Developmental delay *(apply to 0 - 5 year olds only, where no other category is appropriate)*

Guide for use

- **All** appropriate disability groups should be ticked (except the disability group that is the same as was given in Item 10a). Multiple options may be chosen for co-existing disability group (s) making sure they are different to the option chosen for the primary group. For example, a person with a **primary** disability group of acquired brain injury (code 5), who also requires support in aspects of their life due to a speech disability and a psychiatric disability, should tick codes 10 (speech) and 11 (psychiatric). Code 5 should not be ticked in this example, since acquired brain injury would already have been reported in Item 10a, 'primary disability group'.
- Using the two items 'primary disability group' and 'other significant disability group(s)', avoids the need to use 'multiple disability' as a response. Use of 'multiple disability' does not provide as much information about the specific disability groups relevant to the person.
- See also 'Primary disability group'.

[15] The impact and persistence of ADD/ADHD is highly variable across individuals. As such, there is not sufficient evidence to conclude that under the *Queensland Disability Service Act (QDSA) 1992,* people with ADD/ADHD could be recognised as having a disability. People who have ADD/ADHD and a coexisting disability may receive services from Disability Services direct or funded services.

Why is this data item collected?

In conjunction with information from Item 10a 'primary disability group', collecting other significant disability group enables a more detailed description of the person's disability, both in terms of identifying additional specific disability groups and identifying disability groups that are associated with the primary disability group specified in Item 10a. It also allows analysis of the average number of disability groups reported per service user.

11 Support needs

This information is only required to be supplied if existing Service User information in ODC is blank or incorrect.

Question: **How often does the service user need personal help or supervision with activities or participation in the following life areas?**

Defined as: The level of help and/or supervision a person requires (or would require if the person currently helping/supervising was not available) in each of the areas of:

a Self-care - includes activities such as washing oneself, dressing, eating and/or toileting
b Mobility - includes moving around the home and/or moving around away from home (for instance, using public transport or driving a motor vehicle), getting in or out of bed or a chair
c Communication - includes making oneself understood, in own native language or most effective method of communication if applicable, and understanding others
d Interpersonal interactions and relationships - includes actions and behaviours that an individual does to make and keep friends and relationships, behaving within accepted limits, coping with feelings and emotions
e Learning, applying knowledge and general tasks and demands - includes understanding new ideas, remembering, solving problems, decision making, paying attention, undertaking single or multiple tasks, carrying out daily routines
f Education - includes the actions, behaviours and tasks an individual needs to perform at school, college or any educational setting
g Community (civic) and economic life - includes recreation and leisure, religion and spirituality, human rights, political life and citizenship, and economic life such as handling money
h Domestic life - includes organising meals, cleaning, disposing of garbage, housekeeping, shopping, cooking, home maintenance, acquisition of necessities, household tasks, caring for household objects and assisting others
i Working - includes actions, behaviours and tasks to obtain and retain paid employment

Classification:

1 Unable to do or always needs help or supervision in this life area
2 Sometimes needs help/supervision in this life area
3 Does not need help or supervision in this life area but **uses** aids or equipment
4 Does not need help or supervision in this life area and **does not** use aids or equipment

5	Not applicable - only use where the need for support or assistance is due to the person's age, not their disability

Guide for use

- This question records information about a person's need for help or supervision in their overall life to enable comparison with population data and across NDA-funded service types.
- This means that a need for help or supervision in a particular life area may or may not be directly relevant to the service being provided. As well as this a particular life area may not be relevant to a service user aged 15 years and over but would be an estimated assessment of what level of support the service user would need to participate in that particular life area.
- This also means that some areas may appear less appropriate for an individual person than other areas, since they are intended to cover people within any of the disability groups.
- The need must be due to the person's disability, and should be ongoing (have lasted or be expected to last for 6 months or more). It must relate to the extent of need over and above that which would usually be expected due to their age, i.e. it should be evaluated in relation to a person of the same age without a disability.
- Where a life area includes a range of examples, e.g. domestic life includes cooking, cleaning and shopping, if a person requires support in any of the areas then the highest level of support should be recorded.
- Where support needs vary markedly over time e.g. episodic psychiatric disability please record the level of support needed during the reference week.
- The support needs data item is not an assessment tool. The data item is designed as a framework into which the results of assessment information already collected by your agency can be mapped. Agencies across the country use a range of different assessment tools and methods.
- Interpreters for language are considered to provide personal assistance, and are not considered aids and/or equipment.
- Animals used for personal mobility (e.g. guide dogs and companion animals) are generally considered to fall in the category of aids and/or equipment. Also included within this category are prosthetic and orthotic devices, wheelchairs, transfer devices, etc.
- 'Not applicable' (code 5) should only be used where an individual's support needs cannot be ascertained due to the age of the service user. (see examples below):

Examples

- A person, aged between 16 and 64 years, with a severe intellectual disability with associated physical disability and challenging behaviour might be coded as 1 in all areas.
- Some psychiatric conditions may result in code 2 for interpersonal interactions and relationships (e.g. behaving within accepted limits) and working, and code 4 for other areas.
- A person with no speech might be coded as 1 or 2 for communication and code 3 or 4 for all other items. Note that in this example, data item 6, Communication method, may indicate that the person has effective non-spoken communication.

When to use 'not applicable'

Only use 'not applicable' where the need for help or supervision is **due to the person's age**. For the purposes of this collection use 'not applicable' only when the person is in the following age ranges:

- Learning, applying knowledge and general tasks and demands: less than five years;
- Education: less than five years;
- Community (civic) and economic life: less than five years;
- Domestic life: less than 15 years; or
- Working: less than 15 years

For example:

- The need for help or supervision must be 'not applicable' in the area of 'working' for a child (i.e. less than 15 years of age) for whom employment is not yet a consideration, regardless of their disability.
- The need for help or supervision must be 'not applicable' in the area of 'education' for a child (i.e. less than five years of age) who would not be expected to be attending school regardless of their disability.
- A service user who will never be able to study due to disability, old age, or other permanent reasons should not record 'not applicable' as a response, but should indicate the level of support needs that would be required in order to study.

Why is this data item collected?

To aid in analysing service usage patterns of service users with varying levels of support need.

Comparisons with other service types, such as respite and accommodation support service types, could demonstrate differences in access patterns for people with specific support needs.

Analysis based on this data item and others, such as communication method, living arrangements, residential setting and disability group(s) (i.e. items 6, 7, 9 and 10), could provide indicators or other relationships relevant to service provision. For instance, about people:

- With a psychiatric disability who need support with interpersonal interactions and relationships;
- Who need continual support with self-care and have little or no effective communication;
- Who live alone and need support with domestic life; or
- Who receive a respite service, need support with community (civic) and economic life and live with family members.

12 Carer arrangements (informal)

This information is only required to be supplied if existing Service User information in ODC is blank or incorrect.

12a Carer - existence of

Question: **Does the service user have an informal carer, such as a family member, friend or neighbour, who provides care and assistance on a regular and sustained basis?**

Defined as: Whether someone, such as a family member, friend or neighbour, has been identified as providing regular and sustained care and assistance to the person requiring support

Classification:
1 Yes
2 No

Guide for use

Do not complete data items 12b to 12e, if this data item (12a) is coded 2 ('No'). Instead move on to data item 13 'Receipt of Carer Allowance (Child)'.

- All carer items (12a to e) are about the presence and characteristics of an **informal** carer. Informal carers include people who receive who receive a pension or benefit for their caring role but **do not** include paid or volunteer carers organised by formal services. This includes a host family or foster care situation where the family is paid to care for a service user.
- A carer is someone who provides a significant amount of care and/or assistance to the person on a regular and sustained basis. 'Regular' and 'sustained' in this instance means that care or assistance has to be ongoing, or likely to be ongoing for at least six months.
- Excluded from the definition of carers are paid workers or volunteers organised by formal services (including paid staff in funded group homes).
- Items 12b to 12e are asking about the person's main informal carer - the person who provides the most significant care and assistance related to the service user's capacity to remain living in their current environment.
- It is recognised that two or more people may equally share the caring role (e.g. mother and father) however, for the purposes of this collection, characteristics are only requested for one of these carers.
- It is also recognised that the roles of parent and carer, particularly in the case of children, are difficult to distinguish. Carers of children may consider they are a carer (as well as a parent) if they provide more care to their child than would be typical of the care provided to a child of the same age without a disability.

- This data item is purely descriptive of a service user's circumstances. It is not intended to reflect whether the carer is considered by the funded agency capable of undertaking the caring role.
- In line with this, the expressed views of the service user and/or their carer should be used as the basis of determining whether the service user is recorded as having a carer or not.
- When asking a service user about the availability of a carer, it is important for agencies to recognise that a carer does not always live with the person for whom they care. That is, a person providing significant care and assistance to the person may not live with the person in order to be called a carer.

Why is this data item collected?

Recent years have witnessed a growing recognition of the critical role that informal support networks play in caring for people with disabilities within the community. Not only are informal carers responsible for helping people to remain within the community, but the absence of an informal carer is a significant risk factor contributing to institutionalisation.

The caring role is particularly supported by the provision of respite services.

Increasing interest in the needs of carers and the role they play has promoted greater interest in collecting more reliable and detailed information about carers and the relationship between informal care and the provision of and need for formal services.

There are a number of policy initiatives across Australia that recognise the needs of ageing carers and specifically target services to relieve them.

12b Carer - primary status

Question: **Does the carer assist the service user in the area(s) of self-care, mobility or communication?**

Defined as:	Whether the carer assists the person requiring support, in one or more of the following activities of daily living: self-care, mobility or communication	
Classification:	1	Yes
	2	No

Guide for use

Do not complete this data item if 12a was coded 2 'No'. Instead **leave the item blank** and move on to data item 13 'Receipt of Carer Allowance (Child)'.

- Items 12b to 12e are about the person's main informal carer - the person who provides the most significant care and assistance related to the service user's capacity to remain living in their current environment. It is recognised that two or more people may equally share the caring role (e.g. mother and father) however, for the purposes of this collection, characteristics are only requested for one of these carers.
- Self-care, mobility and communication are considered to be 'activities of daily living' defined in data item 11 'Support needs' (11a to c):
    - Self-care - activities such as bathing, dressing, eating and/or toileting;
    - Mobility - moving around the home and/or moving around away from home (including using public transport), getting in or out of bed or a chair; and
    - Communication - making self understood by strangers/family/friends/staff, in own native language if applicable, and understanding others).
- If the only support provided to a service user is in the area of public transport or driving a motor vehicle and this support is not required every time the service user uses these modes of transport, then a person is not generally considered to be a primary carer. For example, if a person drives the service user to the shops every second Wednesday to go shopping, and the service user can normally move/get around on their own using public transport or a motor vehicle, then the person would not be considered a 'primary carer'.

Why is this data item collected?

To further identify the role of a carer, this data element asks whether the carer provides care or assistance in the areas of self-care, mobility or communication. Information gathered from this part of the data element can be used to identify whether the carer is a primary carer (as per the Australian Bureau of Statistics Survey of Disability, Ageing and Carers) and thereby relate to

population estimates of the numbers of informal carers (12a) who are also primary carers (12b). This is important in being able to estimate unmet need for services.

12c Carer - residency status

Question: **Does the carer live in the same household as the service user?**

Defined as:	Whether or not a carer lives with the person for whom they provide care and support	
Classification:	1.	Yes, co-resident carer
	2.	No, non-resident carer

Guide for use

Do not complete this data item if 12a was coded 2 'no'. Instead leave the item blank and move on to data item 13 'Receipt of Carer Allowance (Child)'.

- Items 12b - 12e are asking about the person's main informal carer — the person who provides the most significant care and assistance related to the service user's capacity to remain living in their current environment. It is recognised that two or more people may equally share the caring role (e.g. mother and father) however, for the purposes of this collection, characteristics are only requested for one of these carers.
- A co-resident carer is a person who provides care and assistance on a regular and sustained basis to a person who lives in the same household. A non-resident or visiting carer is a person who provides care and assistance on a regular and sustained basis to someone who lives in a different household.
- A carer is considered to be co-resident if they usually live in the same household: 'usually' being four or more days per week on average.
- If a service user has both a co-resident (e.g. a spouse) and a visiting carer (e.g. a daughter or son), the coding response should be related to the carer who provides the most significant care and assistance related to the service user's capacity to remain living in their current environment (i.e. the main carer). The expressed views of the service user and/or their carer(s) or significant other should be used as the basis for determining this.

Why is this data item collected?

Carer co-residency information helps to establish a profile of the characteristics of informal carers and as such increase knowledge about the dynamics and patterning of the provision of informal care. In particular, whether the carer lives with the person for whom they care or not is an indication of the level of informal support available to people with a disability and of the intensity of care provided by the carer.

12d Carer - relationship to service user

Question: **What relationship is the carer to the service user?**

Defined as: The relationship of the carer to the person for whom they care

Classification:

1	Wife/female partner
2	Husband/male partner
3	Mother
4	Father
5	Daughter
6	Son
7	Daughter-in-law
8	Son-in-law
9	Other female relative
10	Other male relative
11	Friend/neighbour - female
12	Friend/neighbour - male

Guide for use

Do not complete this data item if 12a was coded 2 'No'. Instead leave the item blank and move on to data item 13 'Receipt of Carer Allowance (Child)'.

- Items 12b to 12e are asking about the person's main informal carer - the person who provides the most significant care and assistance related to the service user's capacity to remain living in their current environment. It is recognised that two or more people may equally share the caring role (e.g. mother and father) however, for the purposes of this collection, characteristics are only requested for one of these carers.
- When answering this data item, complete the sentence **'**The carer is the service user's…'
- If a person has more than one carer (e.g. a spouse and a son), the coding response to carer relationship should relate to the carer who provides the most significant care and assistance related to the person's capacity to remain living in their current environment (i.e. the main carer). The expressed views of the service user and/or their carer or significant other should be considered to be the primary or principal carer in this regard.
- Codes 1 and 2 (wife/female partner and husband/male partner) both include married, de facto and same sex partners who are carers.
- Codes 3 and 4 (mother/father) include foster parents.
- Code 9 (other female relative), allows for the wide range of family members who may be involved in a caring role with the service user. This code therefore includes the female family members not listed in the codes elsewhere (e.g. aunts, nieces, female cousins, grandmothers, step mother, step daughters and so on).

- Similarly, code 10 (other male relative) covers the range of male family members who may act as carers. This code includes the male family members not listed in the codes elsewhere (e.g. uncles, nephews, male cousins, grandfathers, male grandchildren, step father, step sons and so on).

Why is this data item collected?

Information about this relationship assists in the establishment of a profile of informal caring relationships and the assistance provided to maintain and support those relationships. As such it increases knowledge about the dynamics of caring and provides an insight into the gender and inter-generational patterns of informal care giving in the community.

This item enables DS NMDS data to be compared with Australian Bureau of Statistics population data and facilitates the estimation of unmet need, particularly among ageing parents and very young carers (sons and daughters).

12e Carer's date of birth

Question: What is the carer's date of birth?

Defined as:	The day, month and year when the carer was born
Classification:	ddmmyyyy

Guide for use

Do not complete this data item if 12a was coded 2 'No'. Instead leave the item blank and move on to data item 13 'Receipt of Carer Allowance (Child)'.

- Items 12b to 12e are asking about the person's main informal carer — the person who provides the most significant care and assistance related to the service user's capacity to remain living in their current environment. It is recognised that two or more people may equally share the caring role (e.g. mother and father) however, for the purposes of this collection, characteristics are only requested for one of these carers.
- If the actual date of birth is unknown, estimate the year of birth and enter 01/01 for the day and month.
- For privacy reasons, only the age group derived from the carer's date of birth will be reported to the AIHW.

Why is this data item collected?

Previously we have only collected the carer's age group. However, the carer's date of birth allows for more accurate annual derivation of the carer's age group.

Information about the age of the carer assists in the establishment of a profile of informal caring relationships and the assistance provided to maintain and support those relationships. In particular, knowledge of the age distribution of service users' carers enables forward planning with respect to carers of certain ages (e.g. less than 15 years, over 65 years).

This item enables DS NMDS data to be compared with Australian Bureau of Statistics population data and facilitates the estimation of unmet need, particularly among ageing parents and very young carers (sons and daughters).

13 Receipt of Carer Allowance (Child)

This information is only required to be supplied if existing Service User information in ODC is blank or incorrect.

Question: **If aged under 16 years: does the service user's parents or guardian receive the Carer Allowance (Child)?**

Defined as:	Receipt of the Carer Allowance (Child) by a parent or guardian of a person, if the service user is aged less than 16 years	
Classification:	1.	Yes
	2.	No
	3.	Not known

Guide for use

Do not complete this data item if the service user is aged 16 years or more. Instead leave the item blank and move onto data item 14 'Labour force status'.

- This question is not asking about Carer Payment (formerly Carer Pension), even though some parents of children aged less than 16 may receive it in addition to Carer Allowance (Child) (formerly the Child Disability Allowance).
- Code 3 'Not known' should only be recorded when it has not been possible for the service user or their carer/family/advocate to provide the information (i.e. they have been asked but do not know).

Why is this data item collected?

To assess the relationship between receipt of Carer Allowance (Child) and receipt of NDA-funded services, in terms of a range of items, including frequency of support needed. For example, to examine how many 'child' consumers (under the age of 16) received disability support services and how many had a parent or guardian who was known to receive Carer Allowance (Child).

14 Labour force status

This information is only required to be supplied if existing Service User information in ODC is blank or incorrect.

Question: **If aged 15 years or more, what is the service user's labour force status?**

Defined as:	The self-reported status the person currently has in being either in the labour force (employed/unemployed) or not in the labour force	
Classification:	1.	Employed
	2.	Unemployed
	3.	Not in the labour force

Guide for use

Do not complete this data item if the service user is aged under 15 years, instead leave the item blank and move onto data item 16 'Individual funding status'.

- Note that the definition of 'labour force status' used in this data is the one used by the Australian Bureau of Statistics.
- Employed: persons aged 15 and over who, during the week preceding the end of the reporting period:
  - (a) Worked for one hour or more for pay, profit, commission or payment in kind in a job or business, or on a farm (employees and ' owner managers of incorporated or unincorporated (includes one hour or more worked in supported employment);
  - (b) Worked for one hour or more without pay in a family business or on a farm contributing family workers);
  - (c) Were employees who had a job but were not at work and were:
    - Away from work for more than four weeks up to the end of the reporting period
    - Received pay for some or all of the four week period to the end of the reporting period;
    - Away from work as a standard work or shift arrangement;
    - On strike or locked out;
    - On workers' compensation and expected to return to their job
- Were owner managers who had a job, business or farm, but were not at work.

- Unemployed: persons aged 15 years and over who were not employed during the week preceding the end of the reporting period, and:

    (a) Had actively looked for full-time or part-time work at any time in the four weeks up to the end of the reporting period and were available for work in the reporting period; or

    (b) Were waiting to start a new job within four weeks from the end of the reporting period and could have started in the reporting period if the job had been available then.

    (c) Actively looked for work includes:

    - Written, telephoned or applied to an employer for work;
    - Had an interview with an employer for work;
    - Answered an advertisement for a job
    - Checked or registered with a Job Services Australia provider or any other employment agency;
    - Taken steps to purchase or start your own business;
    - Advertised or tendered for work; and
    - Contacted friends or relatives in order to obtain work.

- Not in the labour force - persons aged 15 and over who, during the week preceding the end of the reporting period, were not in the categories employed or unemployed, as defined. They include people who undertook unpaid household duties or other voluntary work only, were retired, voluntarily inactive and those permanently unable to work.

Why is this data item collected?

Labour force status is an indicator of the socio economic status (economic activity) of a person and is a key element in assessing the circumstances and needs of individuals and families, as well as their participation in society.

15 Main source of income

This information is only required to be supplied if existing Service User information in ODC is blank or incorrect.

Question: **If aged 16 years or more: what is the service user's main source of income?**

Defined as:	The main source of income of the person, if they are aged 16 years or more	
Classification:	1.	Disability Support Pension
	2.	Other pension or benefit *(not superannuation)*
	3.	Paid employment
	4.	Compensation payments
	5.	Other *(e.g. superannuation, investments, etc.)*
	6.	Nil income
	7.	Not known

Guide for use

Do not complete this data item if the service user is aged under 16 years. Instead leave the item blank and move onto data item 16 'Individual funding status'.

Do not complete data item 13 'Receipt of Carer Allowance (Child)' if data item 15 has been answered (i.e. because the service user is aged 16 years or more).

- This item refers to the source by which a person derives most (equal to or greater than 50%) of his/her income. If the person has multiple sources of income and none are equal to or greater than 50%, the one which contributes the largest percentage should be counted.
- This item refers to a person's own main source of income, not that of a partner or of other household members.
- If it is difficult to determine a 'main source of income' over the reporting period (i.e. it may vary over time) please report the main source of income during the reference week.
- Code 7 'Not known' should only be recorded when it has not been possible for the service user or their carer/family/advocate to provide the information (i.e. they have been asked but do not know).

Why is this data item collected?

To provide an indication of the main income of service users

16 Individual funding status

This information is only required to be supplied if existing Service User information in ODC is blank or incorrect.

Question: **Is the service user currently receiving individualised funding under the NDA?**

Defined as:	Whether or not a person is currently receiving individualised funding under the NDA	
Classification:	1.	Yes
	2.	No
	3.	Not known

Guide for use

- Individualised funding should have all of the following characteristics:
  - The funding dollars are provided from within the NDA program;
  - Funding dollars are allocated to an individual on the basis of needs assessment, funding application or similar process;
  - These funding dollars may be directly under the control of the individual or their carer/advocate; or may be managed by, or in consultation with, a NDA-funded agency to access a range of services for the individual; or may be given directly to the NDA-funded agency who provides the service to the individual;
  - The funding is transportable and able to move with the individual if they choose to use another service; and
  - The individual funding package is generally related to a policy ethos of fostering individual choice and autonomy.
- If your service type outlet manages a program or package that does not meet one or more of these criteria then the service user does **not** receive individualised funding under the NDA and you should record code 2 'No' (i.e. the program or package must meet **all** criteria to be classified as individualised funding for the purposes of the DS NMDS).
- If a service user receives multiple NDA-funded services through an individual funding package, then all services received must be reported through the DS NMDS.
- If a service user receives multiple services from a funded agency, and is funded to receive these services from an individual funding package as well as another funding mechanism (e.g. block funding) then record code 1 'Yes' for this data item.
- Examples of individualised funding include adult lifestyle support packages (ALSP), family support programs (FSP) and post-school services programs (PSS).

Code 3 'Not known' should only be recorded when it has not been possible for the service user or their carer/family/advocate to provide the information (i.e. they have been asked but do not know).

Why is this data item collected?

Collecting this information will enable an examination of, for example:

- What types of services individualised funding are being used to purchase;
- How service users with individualised funding differ from other service users (e.g. in terms of disability group, support needs, age, etc.); and
- Trends in the use of individualised funding over time.

Consumer representatives involved in the 2002 CSTDA NMDS redevelopment strongly advocated the collection of this information.

17 Service user's receipt of service

For every NDA-funded service type received by a service user in the reporting period complete the following questions. It is important to note that your responses to this section depend on the service type(s) you are funded to provide. The table below details which responses are required.

Note: The measure 'place' will be derived from the start and end dates of services received, where required

If your service type outlet provides this type of service:	Complete these sections
1.044 1.05 to 1.07 1.081 to 1.083 2.01 to 2.073 3.01 3.031 to 3.033 4.01 to 4.052	Sections 17a to 17f (all sections)
1.01 1.02 1.04 (except 1.044)	Sections 17a to 17d only.
3.02	Sections 17a to 17b only
6.01 to 6.05 7.01 – 7.04	Do not complete these sections

17a Services received start date

Question: **When did the service user commence using this service type?**

Defined as:	The date on which a person began to receive support from an NDA-funded service type outlet
Classification:	ddmmyyyy

Do not complete this data item if your service type outlet code is: 6.01 to 6.05 and 7.01 to 7.04.

Service types 1.01 to 4.052 are required to complete this question. Service types 1.01, 1.02, 1.041, 1.042, 1.07, 2.073, 3.033, 4.021 and 4.031 are required to record each instance of service provided during the quarter. The start date for each of these instances of service is always the date on which each individual instance of service was first provided in the quarter. For all other service types, only one date range is required. The start date is the date the service user first received a service during the quarter.

Guide for use

- The service start date must relate to the service type outlet ID (and associated service type). The start date is the date the service user first received a service from a NDA funded service type outlet **during the reporting period**.
- The service start date does have to be updated each reporting period unless the service user formally exits the service (see data item 17c).
- This item should always be recorded as an 8-digit valid date comprising day, month, and year. Year should always be recorded in its full 4-digit format.
- A service is a support activity delivered to a person, in accordance with the NDA. Services within the scope of the collection are those for which funding has been provided, during the specified period, by a government organisation operating under the NDA.

A service user is considered to have started receiving an NDA service type once they have been judged as eligible for the service type **and** have actually received support within that service type. Support may include assessment processes once the service user has been accepted as eligible for the service type. However it does not include assessment where assessment is for eligibility or for a place on a waiting list.

- Support does not generally include requests for information or phone queries.
- At times, an outlet may provide the service user with one-off assistance. For example, a service user may only require respite care on one occasion. Where this assistance is NDA-funded the general rule is that all service user details should be recorded as required for that service type. If the service user is not expected to use the service type outlet again, a service exit date and appropriate reason for cessation should be entered.

Why is this data item collected?

Service start date (in conjunction with service exit date) gives some indication of length of stay (duration of service) of service users in the NDA program and of the intensity of service provision. In conjunction with the service exit date, it can be used to identify the number of NDA service users as at the end of the DS NMDS reporting period, and at any time.

17b Services received end date

Question: **When did the service user last receive this service type?**

Defined as:	The date the person last received a service of this service type during the reporting period
Classification:	ddmmyyyy

Do not complete this data item if your service type outlet code is: 6.01 to 6.05 and 7.01 to 7.04.

Service types 1.01 to 4.052 are required to complete this question. Service types 1.01, 1.02, 1.041, 1.042, 1.07, 2.073, 3.033, 4.021 and 4.031 are required to record each instance of service provided during the quarter. The end date is always the date on which each individual instance of service was last provided. Attachment A to the service user form is provided should extra space be required.

For all other service types, only one date range is required. The end date is the date when the service user last received a service during the quarter.

Guide for use

- The 'Date service last received' must relate to the service type outlet ID (and associated service type) indicated in data item B of the Service User Form.
- This data item is asking about the most recent date on which this service user received support from this service type outlet.
- This data item is not asking about the date the service user permanently stopped receiving support from this service type outlet (see instead data item 17c - service exit date).
- This data item is not asking about the date on which the service user's form was completed.
- This item should always be recorded as an 8-digit valid date comprising day, month, and year. Year should always be recorded in its full 4-digit format.
- A service is a support activity delivered to a person, in accordance with the NDA. Services within the scope of the collection are those for which funding has been provided, during the specified period, by a government organisation operating under the NDA.
- Support does not generally include requests for information or phone queries.

Why is this data item collected?

This data item is used to determine the number of active service users in any specified reporting period.

17c Service exit date

Question: **When did the service user leave this service type outlet?**

Defined as:	The date on which the person ceases to be a service user of the NDA-funded service type outlet
Classification:	ddmmyyyy

Do not complete this data item if your service type outlet code is: 3.02, 6.01 to 6.05 and 7.01 to 7.04.

Service types 1.01 to 2.073, 3.01 and 4.01 to 4.052 are required to complete this question only when a service user has left the service type outlet.

Guide for use

- The service exit date must relate to the service type outlet ID (and associated service type). This item should always be recorded as an 8-digit valid date comprising day, month, and year. Year should always be recorded in its full 4-digit format.
- A service user is considered to leave a service when either:
  - The service user ends the support relationship with the service type outlet; or
  - The service type outlet ends the support relationship with the service user.
- Where a service user has not left the service type outlet please leave blank and go to data item 17e - Hours received (reference week).
- Where no services have been provided within the financial year, the record should be excluded from the DS NMDS.
- If the service user has died, please use the date of passing (if known) as the exit date, otherwise just use the last date the person received a service.
- If the service user has transitioned to support under a National Disability Insurance Scheme approved plan, please use the date of approved plan (if known) as the exit date, otherwise use the last date the person received a service under the Service Agreement with the department.

Why is this data item collected?

Service exit date (in conjunction with service start date) gives some indication of length of stay of service users in the NDA program and of the intensity of service provision. In conjunction with the item 17a - Service start date, it can also be used to identify the number of current NDA service users as at the end of the DS NMDS reporting period.

17d Main reason for cessation of services

Question: **What reason did the service user report for leaving this service type outlet?**

Defined as: The reason that the person stopped receiving services from the service type outlet

Classification:

1 Service user no longer needs assistance from service type outlet - moved to mainstream services
2 Service user no longer needs assistance from service type outlet - other
3 Service user moved to residential, institutional or supported accommodation setting
4 Service user's needs have increased - other service type required
5 Services terminated due to budget/staffing constraints
6 Services terminated due to Occupational Health and Safety (OHS) reasons
7 Service user moved out of area
8 Service user died
9 Service user terminated service
10 Other
Note: Code 10 is also to be used by an agency when a service user is known to have transitioned to the National Disability Insurance Scheme.

For agency information only
11 Service user transitioned to the National Disability Insurance Scheme (NDIS)
Note: Item 11 is for departmental use only. Service outlets are requested to use code 10 (see above).

Do not complete this data item if your service type outlet code is: 3.02 to 3.033, 6.01 to 6.05 and 7.01 to 7.04. Instead, **leave the item blank**.

Do not complete this data item if item 17c - Service exit date has been left blank (i.e. the service user has not left the service). Instead, leave the item blank and move on to data item 17e - Hours received (reference week).

Service types 1.01 to 2.073, 3.01 and 4.01 to 4.052 are required to complete this question if the service user is no longer receiving services from this service type outlet.

Guide for use

- The main reason for cessation of services must relate to the service type outlet ID (and associated service type) indicated in data item B of the Service User Form.

- Service user no longer needs assistance - moved to mainstream services: the service user has moved on to mainstream services (e.g. to TAFE or further education, from employment service to paid open labour market).

- Service user no longer needs assistance - other: the service user's needs have **decreased**, may be managing on their own, or making use of other assistance, or the original problem has been resolved or no longer exists (e.g. a service user's needs have decreased and they move from a high intensity respite service to a recreation program).

- Service user moved to residential, institutional or supported accommodation setting: the service user no longer needs assistance from the service type outlet as they have moved to a residential or institutional care setting (e.g. hospital, residential aged care facility) or to supported accommodation/living facility (e.g. group home).

- Service user's needs have increased - other service type required: the service user's needs have increased to the point where the service type outlet is no longer the most appropriate service type outlet.

- Services terminated due to budget/staffing constraints: the service user's needs have not changed but the service type outlet can no longer provide assistance due to budget or staff constraints.

- Services terminated due to Occupational Health and Safety (OHS) reasons: service type outlet terminated service to service user for worker (or volunteer) occupational health and safety reasons.

- Service user moved out of area: the service user ceased to receive assistance from the service type outlet because the service user moved out of the geographic area of coverage of the service type outlet. That is, the reason the service type outlet ceased to assist the service user is primarily because of a change in the service user's residential location and not because of any change in their need for assistance.

- Service user terminated service: the decision to cease receiving assistance from the service type outlet is made by the service user. That is, it was the service user's choice and not the result of any agency assessment of need or change in the service user's external circumstances. If the service user had not made this choice they would have continued to receive assistance from the agency.

- Other: the reason for the service user ceasing to receive assistance from the service type outlet is not listed above or is unknown. Includes the situation where a service user is no longer eligible for services due to age or the service user has transitioned to the NDIS, that is, the service user has an approved plan and funding is available through the National Disability Insurance Agency (NDIA). 'Other' should only be indicated where other responses do not represent the user's reasons for cessation of service.

- Service user transitioned to the National Disability Insurance Scheme (NDIS): This code is not used by agencies. It is created by jurisdictions before submitting their data to the AIHW using information supplied to the jurisdictions by the NDIA.

Why is this data item collected?

Reason for cessation of service provides information about the circumstances surrounding the ending of a service user's receipt of services from a service type outlet. This data item contributes to a general understanding of the patterns of transition and service user movements into and out of the support services. Reason for cessation of services also gives some indication of the relationship between service user turnover, factors relating to the service type outlet's operations and changes in service user needs and circumstances. It can also provide important information on aspects of ageing of NDA clients.

17e Hours received (reference week)

Question: **Indicate the number of hours of support received by the service user for this service type in the seven-day reference week preceding the end of the reporting period.**

Defined as:	The number of hours of support received by a person for this service type in the 7-day reference week preceding the end of the reporting period	
Classification:	1 - 168	Number of hours
	900	Less than one hour

Do not complete this data item if your service type outlet code is: 1.01 to 1.042, 2.064, 2.071 to 2.073, 6.01 to 6.05 and 7.01 to 7.04. Instead, **leave the item blank**.

All Service types (except those listed above) are required to complete this question.

Guide for use

- 'Hours received' must relate to the service type outlet ID (and associated service type) indicated in data item B of the Service User Form.
- Code '900' ('less than one hour') has been added in response to queries raised by agencies wishing to more accurately report receipt of services lasting less than one hour. This is a supplementary, optional code.
- Hours should be rounded up to the nearest whole hour (where less than one hour was received, agencies may alternatively record '900').
- This item is not asking about administration, transport or other similar hours that the service user directly or indirectly benefits from. For example, time taken travelling to visit a service user should not be included, nor should time spent by staff preparing for the arrival of service users. These hours are captured in your response to service type outlet data items 5 and 6 on staff hours.
- Where service users receive support in a group setting please record the hours received in this setting for all attending service users (i.e. do not apportion group hours across the number of service users attending). For example, where one worker is supplying services to three service users for four hours, please count each service user as receiving four hours of service.
- Include the hours received during sleepover duties in the total hours received by the service user.

If your service type outlet is funded to provide service types 2.062 to 2.067 Case management, local coordination and development, please note the following rules for calculating hours:

- Record hours spent for the service user to coordinate, manage or arrange brokerage of other services. This includes phone calls and paperwork related to that service user. If hours spent on such tasks are related to a number of service users, please split hours accordingly.
- Do not record the hours the service user receives from the agencies which provide any services arranged or purchased by your service type outlet as part of providing service types 2.062 to 2.067

If your service type outlet subcontracts the provision of part or all of a service type (other than 2.062 to 2.067) you are funded to provide to another agency:

- You are responsible for providing relevant details about the subcontracted activity (e.g. in-home accommodation support provider sub-contracting the provision of some in-home accommodation support to another agency, which may or may not be NDA-funded), and
- Please include hours received by the service user that you have subcontracted in this way in the total hours received by the service user.

Why is this data item collected?

This information is needed to indicate the quantity of service received by service users. A measure of service quantity per service user and service type enables stakeholders to examine patterns of service delivery for service users with various characteristics (e.g. disability group, support needs) across service type outlets with various characteristics such as service type, geographic location, jurisdiction, etc.

17f Total actual hours of service received

Question: **Indicate the <u>total</u> number of hours of support received by the service user for this service type for the quarter**

Defined as:	The total actual number of hours of support received by a person for this service type over the quarterly reporting period	
Classification:	1 - 2184	Number of hours
	9000	Less than one hour

Do not complete this data item if your service type outlet code is: 1.01 to 1.042, 2.064, 2.071 to 2.073, 6.01 to 6.05 and 7.01 to 7.04. Instead, **leave the item blank**.

All Service types (except those listed above) are required to complete this question

Guide for use

- Hours received must relate to the service type outlet ID (and associated service type).
- This item is asking about hours actually received by service users, up to a **maximum of 168 hours** per week, or **2,184 hours** per quarter (for each NDA service type they receive from your funded agency).
- This data item is designed to reflect that the hours received by the service user in the reference week (indicated in data item 17e) may not be reflective of a typical or average week.
- Hours should be rounded up to the nearest whole hour (where less than one hour was received, agencies may alternatively record '9000').
- Code '9000' ('less than one hour') has been added in response to queries raised by agencies wishing to more accurately report receipt of services lasting less than one hour. This is a supplementary, optional code.

Please see item 17e – Hours received (reference week) for further information.

Why is this data item collected?

This information is needed to indicate the quantity of service received by service users. A measure of service quantity per service user and service type enables stakeholders to examine patterns of service delivery for service users with various characteristics (e.g. disability group, support needs) and across service type outlets with various characteristics such as service type, geographic location, jurisdiction, etc.

7 Disability Services NMDS Privacy and Data Principles

7.1 Privacy legislation

The *Privacy Act 1988* (Privacy Act) is an Australian law which regulates the handling of personal information about individuals. This includes the collection, use, storage and disclosure of personal information, and access to and correction of that information. The *Privacy Amendment (Enhancing Privacy Protection) Act 2012* made changes to the *Privacy Act 1988* and commenced on 12 March 2014. The amendments introduced a unified set of 13 Australian Privacy Principles (APPs) to replace the Information Privacy Principles (IPPs), which applied to Commonwealth government agencies, and the National Privacy Principles, which applied to private sector organisations. More information on privacy can be found on the Office of the Australian Information Commissioner website <http://www.oaic.gov.au/>.

State and territory public authorities are also bound by the requirements of specific state and territory privacy legislation.

Those providing DS NMDS data to the AIHW are expected to familiarise themselves with these principles and undertake their role in the collection accordingly.

For more information on privacy and non-consent in the DS NMDS, refer to Section 3.

7.2 The AIHW Act and the AIHW Ethics Committee

The AIHW is supported by strong privacy policies and processes, which are underpinned by the Australian Institute of Health and Welfare Act and the Privacy Act.

The AIHW Ethics Committee are established by the Australian Institute of Health and Welfare Act. The Institute's Ethics Committee ensures that each database within the Institute complies with the relevant privacy legislation. The AIHW Ethics Committee has recommended protocols for the DS NMDS which are in place by agreement between all jurisdictions and the AIHW (see Box 7.1).

For more information on the AIHW Act and role of the Ethics Committee see

http://www.aihw.gov.au/privacy-policy/ and https://www.aihw.gov.au/our-services/committees/aihw-ethics-committee.

Box 7.1: AIHW Ethics Committee guidelines for the DS NMDS

In accordance with AIHW Ethics Committee guidelines, each jurisdiction has provided written confirmation that:

1. *Agencies participating in the DS NMDS collection will be informed of the collection's Privacy and Data Principles, which outline their legal obligations under the Privacy Act 1988, and refer agencies to the Act themselves.*
2. *The 'information subjects' (people with a disability who are the service consumers) will be informed about the information being recorded and its purpose, as well as their right to access the information and update or correct it. The following paragraph has been approved for this purpose:*
   Please note that <agency name> is required to release information about service users (without identifying you by full name, or address) to <NDA funding dept name>, and to the Australian Institute of Health and Welfare, to enable statistics about disability services and their clients to be compiled. The information will be kept confidential. This information is used for statistical purposes only and will not be used to affect your entitlements or your access to services. As a user of National Disability Agreement-funded services you have the right to access your own files and to update or correct information included in the Disability Services National Minimum Data Set collection.
3. *The unit record file will not be matched, in whole or in part, with any other information for the purposes of attempting to identify individuals, nor will any other attempt be made to identify an individual.*
4. *The person/organisation will not disclose, release or grant access to the information to any other person or organisation, except as statistical information that does not identify an individual.*
5. *The information will be used only for statistical purposes and will not be used as a basis for any legal, administrative or other purpose.*
6. *Details relating to any deviations from the standards are provided, including how alternative arrangements accord with relevant privacy legislation.*

Appendix A: Summary of brokerage and subcontracting

Concept	Key principle	Example
Service details recorded by brokerage service types (2.066 only)	ONLY services received by service user for 2.066 are to be recorded. The service type outlet that pays a brokered agency is responsible for recording details of services received. To avoid double counting, it is important that the brokered agency does not also report details of the service provided.	A brokerage service type outlet (A) provides a referral to a therapy service type outlet (B). Service type outlet A records the hours they spent referring the service user to B, AND the hours that B spent providing therapy..
Hours recorded by service type outlets that pay the subcontractor	The service type outlet that pays a subcontractor is responsible for recording details of services received. To avoid double counting, it is important that the subcontractor does not also report details of the service provided.	A service type outlet (C) pays another service type outlet (D) to provide services, and a contract is involved. That is, service type outlet C is taking responsibility for service provision, and service type outlet D is an agent of C. It is the responsibility of C to record all details of services received, that is, C must obtain this information from D.

Appendix B - Overview of the Queensland collection

The department has an internet based system for the collection and lodgement of DS NMDS data. The system, called Online Data Collection (ODC) is the software platform supplied free of charge by the department to NDA funded service providers for the lodgement of quarterly DS NMDS data.

- ODC is a data collection and transmission software environment that uses an independent, secure departmentally-operated central server to store NDA service-related data entered by funded agencies. Access to the server is via internet connection.
- The department automatically extracts data that has been authorised by your agency from ODC daily for inclusion in the quarterly NMDS collection. This allows agencies to receive timely error reports to help ensure all data are submitted accurately in a timely manner.
- Some agencies may wish to use their own in-house software and are able to upload correctly formatted csv files directly into ODC.

Note: The department does NOT provide technical support for commercial software or in-house systems.

References

Australian Institute of Health and Welfare (AIHW) 2003. Australia's national disability services data collection: redeveloping the Commonwealth–State/Territory Disability Agreement National Minimum Data Set. AIHW Cat. No. DIS 30. Canberra: AIHW.

AIHW 2010. National best practice guidelines for collecting Indigenous status in health data sets. Cat. no. ISW 29.Canberra: AIHW.

National Community Services Information Management Group (NCSIMG) 2004. Statistical data linkage in community services data collection. Canberra: AIHW.

World Health Organization (WHO) 2001. International classification of functioning, disability and health. Geneva: WHO.

Related publications

AIHW (Australian Institute of Health and Welfare) 2016. Disability Services National Minimum Data Set: data transmission and technical guide July 2016. Cat. no. 4. Canberra: AIHW.